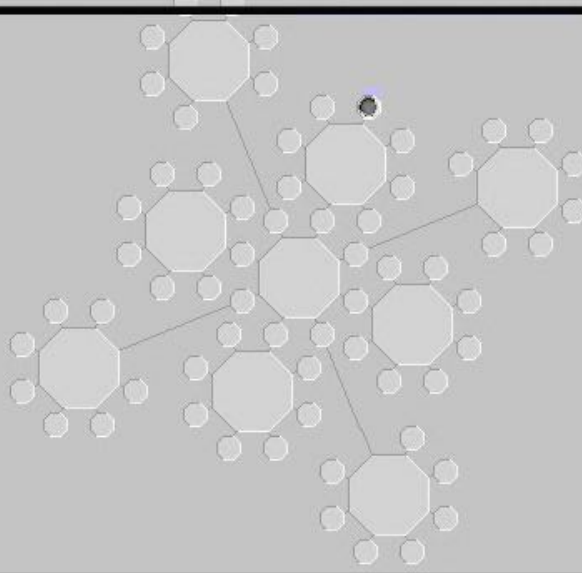


Welcome to KnowSys Tutorial



Before you begin

Introduction The original KnowSys Tutorial was an interactive Toolbook application in color. It worked only on personal computers with Microsoft software.

Background The author has replaced the huge original tutorial with a set of small interactive web pages— in black-and-white—that anyone can access using an Internet browser.
Note: Original Toolbook screenshots in this tutorial are inactive illustrations only.

Purpose Use this KnowSys Tutorial to learn how to structure a document from inside out: from the smallest unit (~Bit) upwards to a "chapter-sized" unit (~Batch).

Source [KnowSys Tutorial](#)

Proceed **Go to tutorial section...**

1. [Build a ~Bit](#)
 2. [Build a ~Byte](#)
 3. [Build a ~Boot](#)
 4. [Build a ~Batch](#)
-

Build a ~Bit

Existing Document Before Being Analyzed

Job Aid – Analyzing, Synthesizing, Applying

Cues in “Before” Document

Online Resources

Detailed Steps

Demo: Built a ~Bit

Model Document

Model Construct

Website Home

The screenshot shows a software interface titled "KnowSys Tutorial" with a sub-header "Build a ~Bit". On the right side, there is a cartoon character labeled "Tutor" holding a briefcase. The interface is divided into sections: "Preview" (containing the title), "Introduction" (with a text box explaining that a ~Bit is a precise and reusable unit of knowledge), and "Finder" (with a text box stating that information can be found by clicking a button). At the bottom center, there is a diagram of an octagon with a small circle attached to its top-right vertex, labeled "Decision deadline".

Note: Original Toolbook screenshots in this tutorial are inactive illustrations only.

Existing Document Before Being Analyzed

NOTICE TO ALL EMPLOYEES

Eight national holidays are observed each fiscal year, including New Year's Day, M.L. King's Birthday (Jan. 16), Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

All employees are entitled to one other holiday, at their own discretion: a floating holiday. Some employees like to have the day before or after a national holiday, like the Friday after Thanksgiving, but that's not required.

The Board secretary needs everyone's decision about when they want to have their personal floating holiday for the next fiscal year. Some employees were too late last year, and late-processing costs are estimated at \$30 per request. Employees should try to have their choices in the Board secretary's office on time this year. If this is done, any savings realized will be allocated to our favorite charity, Good Causes.

Requests received after the deadline will not be processed, and equivalent compensation will be made in lieu of the holiday. According to Board policy (Fiscal Planning 3.1.5.21), decisions must be made six weeks before the end of the fiscal year; notices must be sent two months before, and employee contracts are approved three months before.

The Board report for last month stated that the Board has determined the deadline to be Tuesday, May 15, by the end of the business day.

Written forms must be received by the Board secretary. Although e-mail may be used, voice mail, being difficult to process efficiently, is not acceptable. Employees must be sure to include their names and initials, as well their Social Security numbers, so their requests can be processed accurately. Prompt responses are appreciated.

Office of the Board Secretary: 5-1-2015 Approved: RMJ/JOJ

[Back to Build a ~Bit list](#)

Job Aid – Analyzing, Synthesizing, Applying

Introduction An important phase of rewriting and structuring an existing document involves applying critical thinking skills to identify —

- what actions and situations it contains, *and*
- what knowledge supports these actions and situations.

Purpose Use this job aid to exercise the critical thinking skills you need to convert an existing unstructured document into a structured document:

- analyzing,
- synthesizing, *and*
- applying guidelines and cues.

Analyzing defined *Analyzing* is a simple process skill by which one breaks up any whole into its parts to find out their nature, proportion, function, or relationship.

Synthesizing defined *Synthesizing* is a simple process skill by which one forms a whole by bringing together separate parts.

Applying defined *Applying* is a simple process skill by which one —

- takes knowledge from the setting in which it is originally learned,
- fits it into a new setting, *and*
- maintains the same relationships among the critical elements.

Thinking skills defined online Go to [the Librarian ~Book](#) on this website to search for these and other defined critical thinking skills:

- analyzing,
- synthesizing, *and*
- applying.

More...

More... Job Aid – Analyzing, Synthesizing, Applying

- Before you begin** Before you begin, you will need to —
- Open and examine an unstructured document as you use this job aid.
 - Become familiar with suggested color *acting fields* and *knowing fields*.
-

Acting fields This table tags and defines the two basic types of acting fields.

This field...	is a ~Bit of information giving one person... .
Action	<ul style="list-style-type: none"> • directions to follow a series of steps to do a task • a request to make a decision
Situation	<ul style="list-style-type: none"> • options to perform a complex task, <i>and</i> • guidelines to apply judiciously in various ways and times

Knowing fields This table tags and defines the six basic types of knowing fields.

This field...	is a ~Bit of task-input information which... .
Fact	<ul style="list-style-type: none"> • expresses an object every instance of which is the same, <i>or</i> • states a unique and verifiable association among concepts
Construct	<ul style="list-style-type: none"> • displays in two or more dimensions an object or subject of the external world • describes spatial orientation and static interrelations among parts of a whole with established boundaries
Process	<ul style="list-style-type: none"> • displays what agent does what action at what time • describes dynamic and systemic interactions among coworkers during conventional time periods
Principle	<ul style="list-style-type: none"> • states wisdom collected from many related experiences • strongly urges the worker to act in a preferred manner. • predictably relates cause(s) and effect(s)
Concept	<ul style="list-style-type: none"> • is the mind's generalization of one or more objects, subjects, or events • expresses a mental prototype of the external world, every instance of which varies slightly from the prototype
Metaconcept	<ul style="list-style-type: none"> • enables the worker to think about thinking • expresses a mental prototype of the internal world

More...

More... Job Aid – Analyzing, Synthesizing, Applying

Action

Follow these steps to analyze contents of an unstructured document.

Step	Action
1	Read contents, and highlight any action cues in green . <i>Note: Apply guidelines for <i>acting fields</i>.</i>
2	Repeat Step 1, but highlight in gray any situation cues that you identify.
3	Repeat Step 1, but choose other colors to highlight any <i>knowing fields</i> that you identify.
4	Go to <u>Cues in "Before" Documents</u> when you finish Step 3 to view an example of a typical analysis of <i>acting and knowing fields</i> .

[Back to Build a ~Bit list](#)

Resources: How To Use Online Knowledge To Build a ~Bit

Introduction

Acting and knowing go together.

You need specific knowledge to complete a related action (task).

Background

Four KnowBase Books are available online to use during this tutorial:

- Adviser ~Book,
 - Helper ~Book,
 - Librarian ~Book, *and*
 - Tutor ~Book.
-

Main knowledge source

The Tutor ~Book is the main knowledge source for the action (task), *Build a ~Bit*.

Note: The alias, “~Book,” is a shortcut for “KnowBook.” The tilde means “Know” throughout the KnowSys information base.

Purpose

Use the Tutor ~Book to access what you need to know and how to apply it.

[Back to Build a ~Bit list](#)

Detailed Steps: How To Use Online Knowledge To Build a ~Bit

Introduction This information will familiarize you with using online support to build a ~Bit.

Action Follow these steps to access the online knowledge you need to build a ~Bit.

Step	Action
1	Open the Tutor ~Book to Page 3, <i>or</i> click on KnowSys Actions in Finder 1.
2	Read the Preview of <i>KnowSys Actions</i> .
3	Click on KnowBit in Finder 2.
4	Read all three pages, <i>How To Build a KnowBit</i> (pp. 5-7).
5	Click on Go to Finder 1 , at bottom of Page 7.
6	Click on KnowSys Job Aids (Page 23).
7	Click on How To Build a KnowBit in Finder 3.
8	Follow the directions and guidelines on the Job Aid . <i>Note:</i> Read entire contents before you begin to write.

Screen shot Here's a screen shot of the opening page of the Tutor ~Book:

Tutor ~Book



Preview

Introduction This Tutor KnowBook is one of four interrelated ~Books of information that support knowledge workers as they communicate reliably and effectively.

Role	Description
Adviser	Recommends options and guidelines to apply in specific situations
Helper	Helps worker apply KnowSys functions and operations as needed
Librarian	Looks up sources and references needed for work
Tutor	Teaches worker both acting and knowing input for work

Finder 1

You can find support information in the following ~Books as shown below. Click on "Go to Finder 1" near page bottom to return here.

Support	Page	Information
Tutor	3	KnowSys Actions
Tutor	23	KnowSys Job Aids
Adviser		KnowSys seminar guide - Adviser
Helper		KnowSys seminar guide - Helper
Librarian		KnowSys seminar guide - Librarian

[Go to Finder 1](#)

[Back to Build a ~Bit list](#)

Demo: Built a ~Bit

Introduction

This demo models how another writer, Jay, built a ~Bit using KnowSys.

Results

The results from Jay Jenre's successful task to build a ~Bit.

Step	Description
1	Jay Jenre opened the online Tutor ~Book, and read the KnowSys Actions .
2	Jay clicked on KnowBit in Finder 2 (Page 3), and read all three pages.
3	Jay reflected, "I've studied the Actions information for building a ~Bit, so I think I'm ready to start writing."
4	Jay went back to Finder 1, clicked on KnowSys Job Aids , then clicked on How To Build a KnowBit in Finder 3.
5	Jay studied the Introduction, and scanned through the two pages of sample ~Bits provided in the Job Aid .
6	Jay clicked on Finder 2 (p. 26, bottom), and reviewed the KnowBit information of KnowSys Actions , esp. <ul style="list-style-type: none">• the Step & Action table in the Action ~Bit (Page 7), <i>and</i>• the guidelines for building the ~Bit tag and body.
7	Jay answered the first three questions this way: <ul style="list-style-type: none">• All employees will work with this ~Bit.• Employees will decide when to schedule their floating holiday.• The source of this ~Bit of information is the Board report from last month.
8	Jay wrote the ~Bit tag for the basic ~Bit as follows: Decision deadline
9	Jay thought that the least information the employees need is, "When must we make our decision about our floating holiday schedule?" So, Jay wrote the ~Bit body as follows: The deadline for delivering your decision about your floating holiday is end-of-business day, Monday, May 15.

Comments

Jay considered this basic ~Bit to be the most important part of the memo to be posted next week. Jay wondered if the ~Bit tag, Decision deadline, was too brief to be clear to any employee who asked, "Which decision has a deadline?" Jay waited to write other ~Bits to support this basic ~Bit before using a more specific ~Bit tag. Then, Jay thought about building a ~Byte tag to fit the combined ~Bits.

Model Document

Note: all support ~Bits are grayed out, except for **Basic ~Bit** at end.

Memo to All Employees
From J. Jenre, Board Secretary
Date 05/01/15
Subject **Deadline for Decision about Floating Holiday Date**

Background The board report from this past month stated that all employees should decide by May 15 which calendar day to schedule for one floating holiday during the coming fiscal year.

Process Each fiscal year the Board's planning process involves these phases:

1. Three months before end of fiscal year: Board approves employee contracts.
2. Two months before end of fiscal year: Board secretary requests floating holiday date from each employee.
3. Six weeks before end of fiscal year: Each employee submits floating holiday date to Board secretary.

Policy Board policy states: "Six weeks before the fiscal year ends, each employee may designate one work day from the next fiscal year as a **floating holiday**, above and beyond holidays that coincide with national custom.
In fiscal calendar order, the eight national holidays are:
July 04 – Independence Day
First Monday in September – Labor Day
Fourth Thursday in November – Thanksgiving Day
December 25 – Christmas Day
January 01 – New Year's Day
Third Monday of February – Presidents' Day
Last Monday in May – Memorial Day."

Situation Board policy and guidelines allow employees to decide about this situation:
Total holidays are nine per employee per year.
Each employee may choose any work day from the next year's fiscal calendar as a floating holiday.
You need not choose a day immediately before or after an existing holiday.

More...

More... Memo 05-01-15

Consequences Here are the consequences of your decision, plus and minus:

- + Board will compensate all work days at normal rates.
- Employee will lose floating holiday unless decision is submitted by the deadline.
- Costs to process late holiday requests last year were \$30 per request.
- + If employee decides before May 15, then the savings realized will go to our favorite charity, Good Causes.

Action requested Please act promptly:

- Choose your floating holiday date.
- Copy the form attached.
- Fill in the date of your choice of floating holiday.
- Identify yourself.
- Deliver form to the Board Secretary by USPS, email, or in person.

Exception: Voice mail is unacceptable, because processing time is too costly.

Decision deadline The deadline for delivering your decision about your floating holiday date is: **end-of-business day, Monday, May 15.**

Form **Floating Holiday Decision**

NameLast: _____ **NameFirst:** _____ **Initial** _____

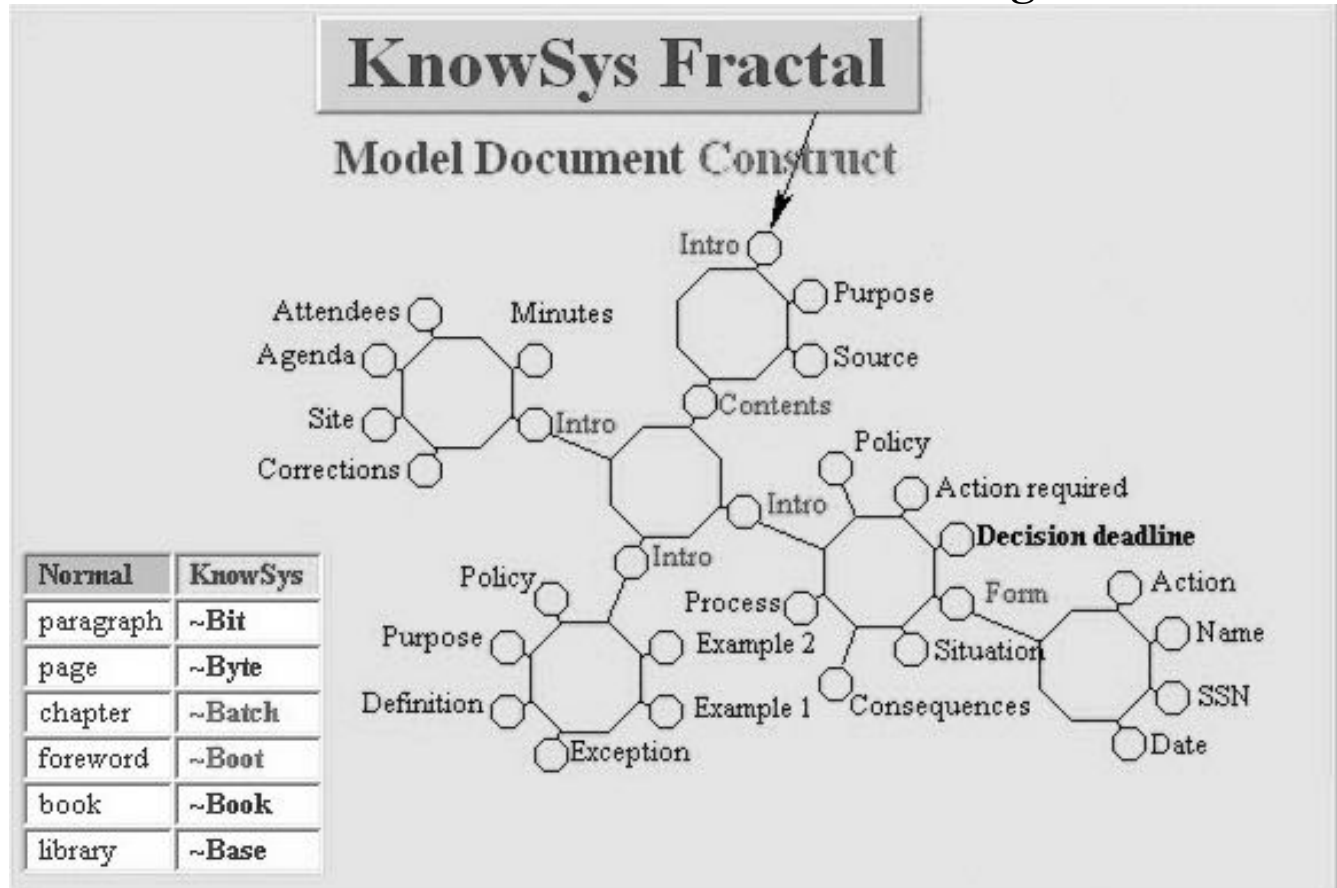
Social Security Number: ____ - ____ - _____

Floating holiday date (mm/dd/yy): __ / __ / __

Note: Deliver form to the Board Secretary **before end-of-business day, Monday, May 15.**

[Back to Build a ~Bit list](#)

Model Document Construct for Document Package



Decision deadline ~Bit is the basic unit in the document package.

- Small octagons represent ~Bits.
- Large octagons represent ~Bytes.
- Each ~Byte has an Intro.

The whole diagram displays how the author structured 29 ~Bits and 6 ~Bytes in the Model document used for this tutorial.

[Back to Build a ~Bit list](#)