

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](#)

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Build a ~Byte

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Website Home

The screenshot shows the 'KnowSys Tutorial' interface. At the top, the title 'KnowSys Tutorial' is centered, with 'Build a ~Byte' below it. A 'Preview' section is visible. The 'Introduction' section contains the text: 'Build a ~Byte steps you through the action of building ~Bits of knowledge into the smallest publishable document in the KnowSys system. Later, you can join ~Bytes built earlier into larger documents.' To the right of the text is a cartoon character labeled 'Tutor'. Below the introduction is a 'Finder' section with the text: 'You can find this information by clicking a button.' On the left side, there is a diagram with nodes: 'Policy', 'Intro', 'Process', 'Situation', 'Action required', 'Decision deadline', 'Form', and 'Consequences'. On the right side, there is a vertical list of buttons: 'Steps summary', 'Detailed steps', 'Practice: Build a ~Byte', 'Model Practice: Built a ~Byte', 'Model document', '"Before" document', and 'Model construct'.

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

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

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 ~Byte*.

Note: 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.

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

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

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

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 KnowByte in Finder 2.
4	Read all three pages, <i>How To Build a KnowByte</i> (pp. 8-10).
5	Click on Go to Finder 1 , at bottom of Page 10.
6	Click on KnowSys Job Aids (Page 23).
7	Click on How To Build a KnowByte in Finder 3.
8	Follow the directions and guidelines on the Job Aid . <i>Note:</i> Read entire contents before you begin to write.

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Demo: Built a ~Byte

Introduction

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

Results

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

Step	Description
1	Jay Jenre opened the online Tutor ~Book, and read the KnowSys Actions .
2	Jay clicked on KnowByte in Finder 2 (Page 3), and read all three pages (pp. 8-10).
3	Jay reflected, "I'm ready – I've studied the Actions information for building a ~Byte."
4	Jay went back to Finder 1, clicked on KnowSys Job Aids , then clicked on How To Build a KnowByte 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 KnowByte information of KnowSys Actions (pp. 8-10), esp. <ul style="list-style-type: none">• the Step & Action table in the Action ~Bit (Page 10), <i>and</i>• the guidelines for building the ~Byte tag and body.
7	Jay scanned the first four steps in the Step & Action table, thinking: "I'm on Step 5 – I've already built the basic ~Bit for my memo."
8	Jay recalled the answers to the first three questions: <ul style="list-style-type: none">• All employees will work with this ~Byte.• Employees must decide before the deadline when to schedule their floating holiday.• The source of this ~Byte of knowledge is the Board secretary (me).
<i>Note:</i> To manage a long list of steps, split the Table after this Step.	

More...

More... Model: Built a ~Byte

More...Results More... results from Jay Jenre's successful task to build a ~Byte.

Step	Description
9	Jay scanned all the ~Bit tags on the Job Aid to decide on the least information the employees need to know about the Decision deadline ~Bit.
10	Jay reasoned that the Decision deadline ~Bit needed support with these seven additional ~Bits: <ul style="list-style-type: none">• Introduction – orient employees to this memo,• Process – the “big picture” of holiday scheduling,• Purpose – provide employee incentive to respond,• Policy – basis for holiday scheduling practices,• Consequences – settle compliance issues,• Action – tell employees exactly how to respond, <i>and</i>• Situation – provide directions and guidelines.
11	Jay built the body for each support ~Bit in random order, but left building the introductory ~Bit body until last.
12	Jay built the ~Byte tag last, applying the guidelines in the Situation ~Bit of How To Build a ~Byte (p. 10).

Comments

Jay decided that attaching a form would facilitate

- employees' submitting information promptly and uniformly.
- Secretary's entering the information received into the Board's data base.

Jay checked all memo parts against the guidelines for displays in the Adviser ~Book file, and edited the memo accordingly. Jay was please with the final results.

Note: See **Cues for Information Fields** and **Guideline for Field Displays** in the Adviser ~Book.

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Structured Document Number 1

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**

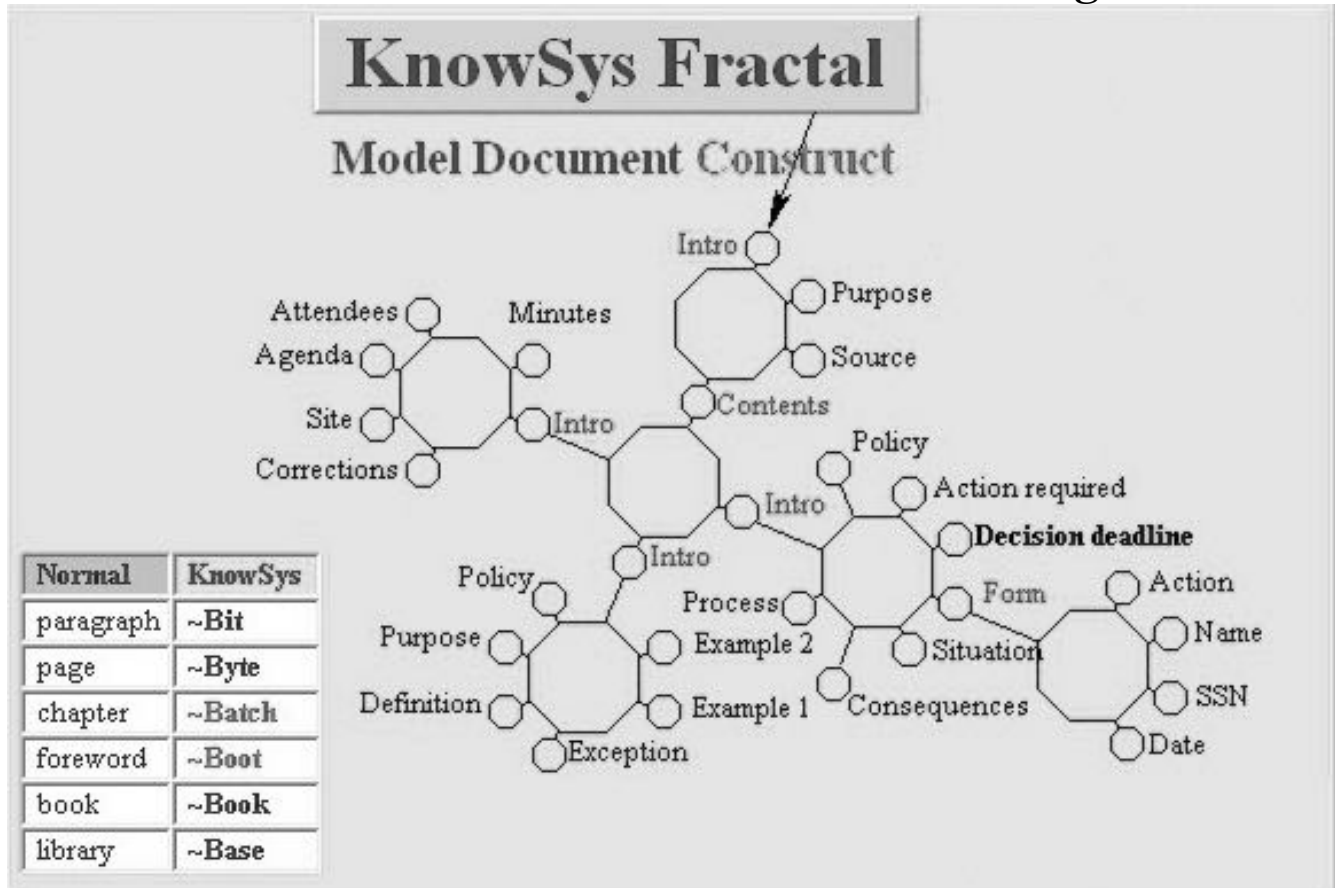
NameLast: _____ **NameFirst:** _____ **Initial** _____

Social Security Number: ___ - ___ - _____

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

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

Construct for Structured Document Package



- Small octagons represent the 29 ~Bits.
- Large octagons represent the 6 ~Bytes.

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