Navigating the Main Menu

A. Overview. ***CapacityWare™*** is an integral part of an Organization Change System that helps change-agents improve workforce capacity. When installed, ***CapacityWare™*** was placed on the user's desktop. It can always be activated through the Programs Menu listed as ***CapacityWare™***. When "licenses/scoring" have not been registered, and upon activation the software will present a screen that offers "license/scoring registration." If the user desires to register licenses at this time, and "clicks" on yes, the next screen displayed will prompt the user through the registration process. A no "click" will bring the user directly to the Main Menu. The Main Menu (Screen 1) provides the user with "go to" options that perform major functions. A list of those options follows the same top-left to bottom-right order as the facsimile below:

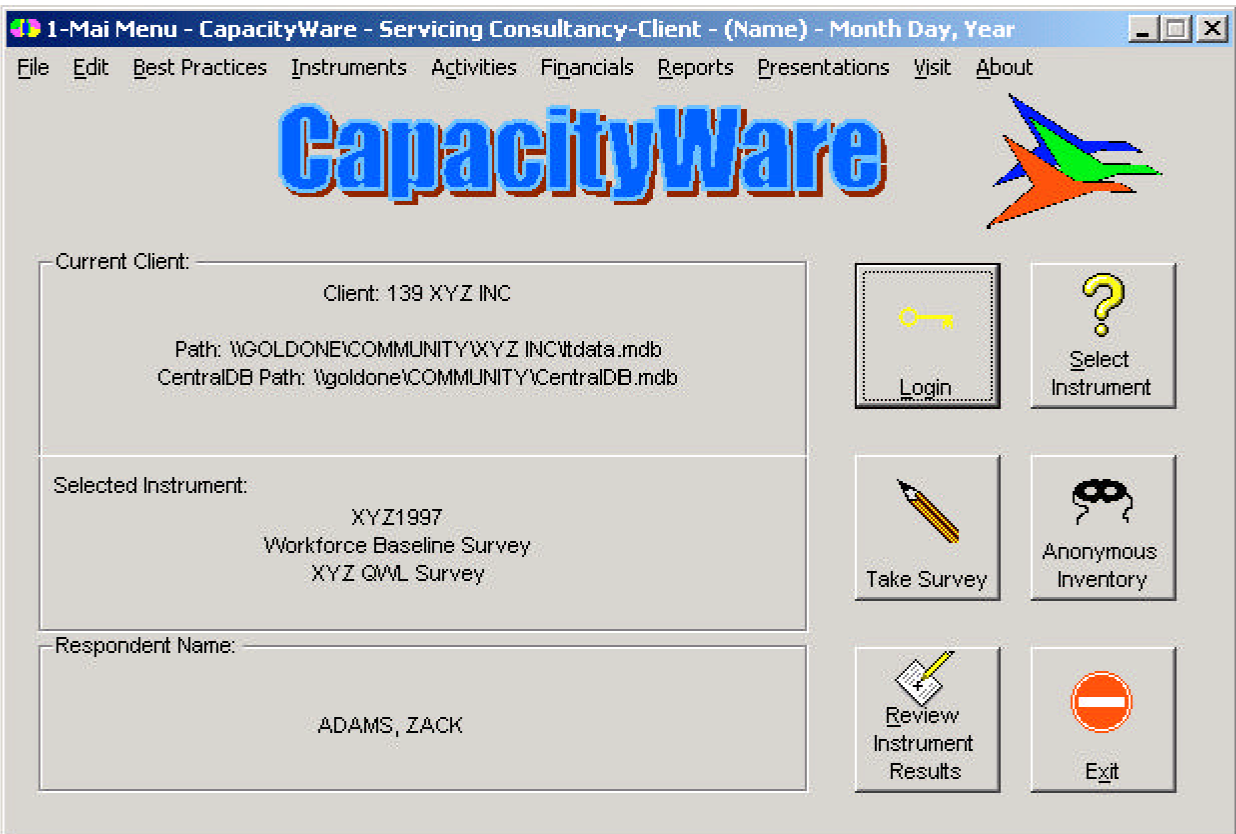

Figure 1

B. Top Menu Bar. There are three important pieces of information contained in the blue shaded top menu bar on the Main Menu. These pieces of information are used to register the software at the time of installation and interact with the software service provider.

1. *QWLC. CapacityWare™* is offered to an end-user through ***QWLC***. Listed is the name of the consulting firm through which service is offered.

2. Client. The individual client to whom the software is licensed is listed. If the software is installed in major elements of the client organization, those elements may also be listed.

3. (Name). A specific name or position may be added as an optional identifier.

4. Date. The date that the software was "compiled" for the client is listed so that it can be referenced when and if needed for technical support. A web site (www.ltodi.com) is also maintained that details dated version information so that users can determine if new features are available.

5. Minimize/Maximize. At the far right end of the menu bar are the Windows minimize and maximize buttons. Most users will be familiar with the functions of these buttons. We recommend that frequent users simply minimize the system between uses so that it will be immediately accessible when needed.

C. Pull Down Menus. There are ten pull down menus across the top of the main menu screen. Users may click on any of these menus to reveal additional functions.

1. File. The File menu allows the user to select the client organization and data set desired. In some organizations only a single client will be used (only one data set will be needed). When only a single client organization is necessary this field, once set, will not require a change of any kind. If for any reason the path to the client data changes, the File drop down menu will allow the user to reestablish the correct path.

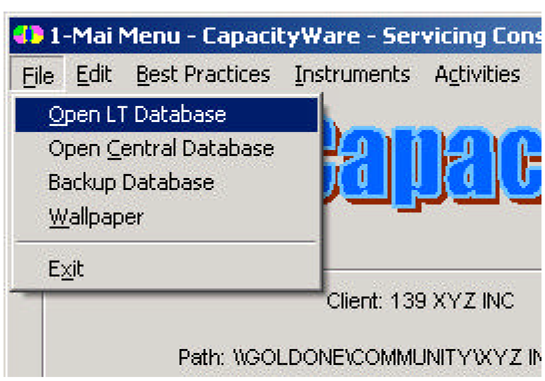

Figure 2

2. Edit. This option will allow the user to edit some, but not all, of the databases in use by the system; edit source documentation for the best practice features, and edit certain client data set paths when multiple clients are identified in the system.

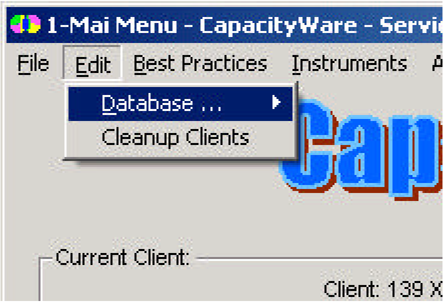

Figure 3

3. Best Practices. The Best Practice databases that support this software contain over eleven thousand research "extracts" from popular contemporary organization development books and articles that are compatible with this Organization Change System. Users have several options in locating and using relevant information through this feature. In addition to its stand-alone features, links can also be made with Activity plans as desired.

Figure 4

4. Instruments. The collection of data through instrumentation allows a user to know the status or condition of specific organizations (or parts thereof). Knowing these conditions is a foundational step in taking corrective actions that will either further develop or recover lost capacity. Instruments are created and edited through this drop down menu. ***CapacityWare™*** maintains over a thousand potential survey and metric items in a pool of available data collection options. There is also an option to add open-ended questions to specific surveys from this pull down menu.

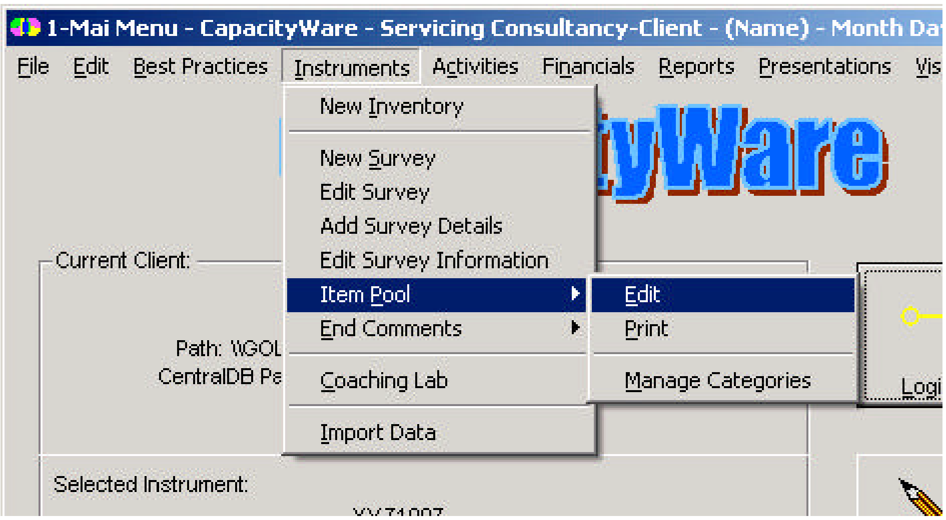

Figure 5

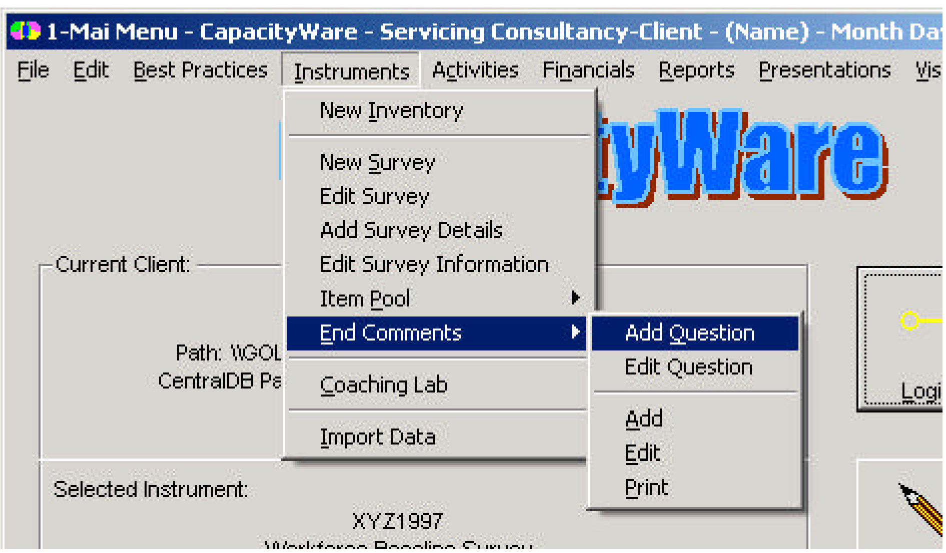

Figure 6

5. Activities. Four options can be accessed from this pull down menu: Initiatives, Events, Processes (under construction), and Notes. These features allow the user to design and implement corrective actions that respond to data collected through the workforce. Activities become the central driver in the improvement effort. Initiatives are normally long-term efforts that overarch the entire organization; i.e. "Increase Productivity by 20%." Events are those specific actions taken to achieve some specific Initiative; i.e. brainstorming sessions to "Stimulate Production Innovations." Processes document the way core processes ought to be achieved. The Notes feature allows the posting of any text to any of the other files.

Figure 7

6. Financials. One of the most significant outcomes associated with ***CapacityWare™*** technology is the addition of value (often financial) to the organization through the further development or recovery of lost capacity among members of the workforce. In this regard, monitoring the financial aspects of any change effort becomes essential. The Financials drop down menus allow for the calculation of financial value based on standard formulas that allow users to know with certainty the return-on-investment in development efforts.

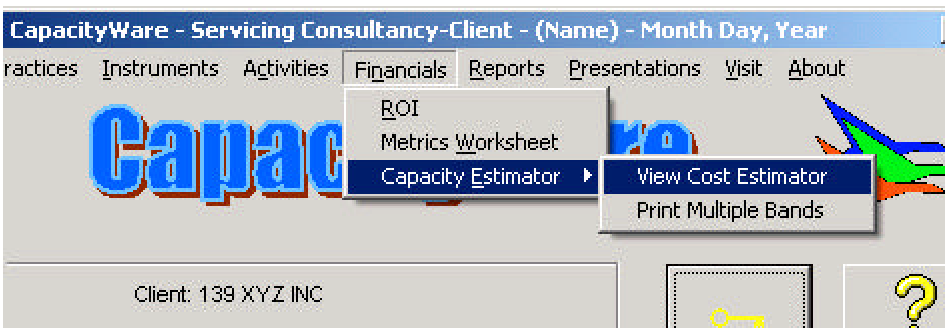

Figure 8

7. Reports. Over ten standard reports are currently programmed that assist users to manage the change process. Nearly all reports pass data to one of the functions of the MS Office suite as a means of giving the user maximum flexibility to the creation and distribution of information. A variety of additional reports are under development.

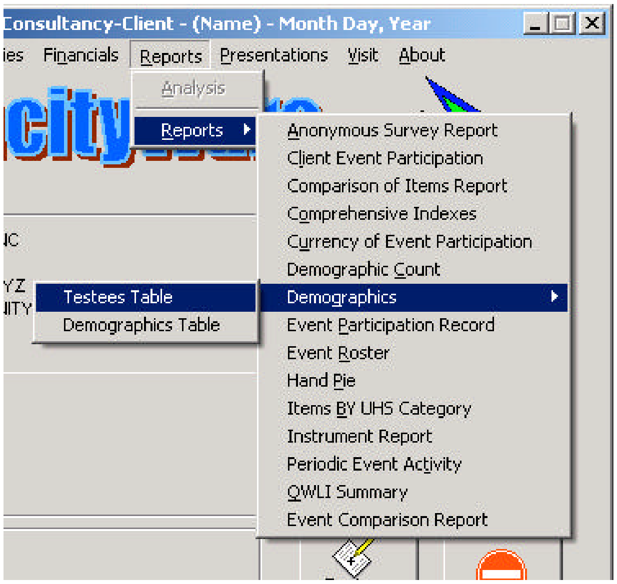

Figure 9

8. Presentations. Users can acquire, link, and launch a variety of presentations through ***CapacityWare™*** that assist in developing an understanding of how the Organization Change System and software works. Once presentations have been added to the system through a linking process, those presentations can be launched by users from any networked location. This feature requires that the software be installed with a network capacity.

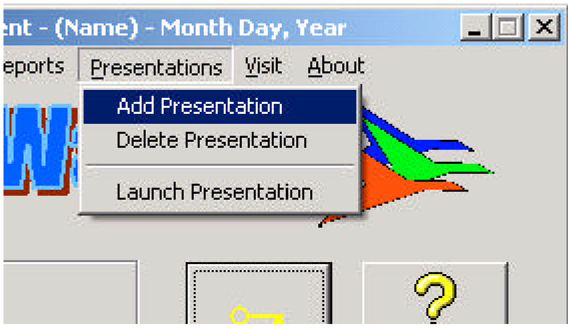

Figure 10

9. Visit. ***CapacityWare™*** has a direct link to our main web site that provides users with information about the Organization Change System that includes software assistance. In order for this link to work, the user must be "on-line" at the time the Visit menu item is selected. This site is under continuous development and is updated periodically with new information. There is no supplemental "pull-down" menu for Visit.

10. About. The About pull down menu offers the user information and several options that allow product registration and remote activation of "licensing/instrument scoring" and related features. The Registration Number is used with ***QWLC*** to make these essential links.

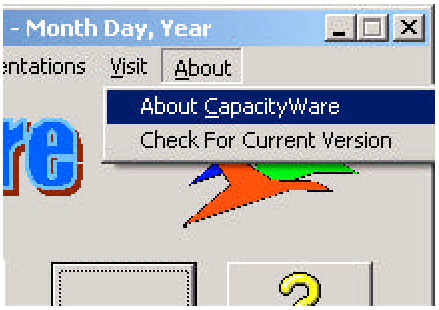

Figure 11

D. Active Panels. There are three Active Panels that determine which data set is in use.

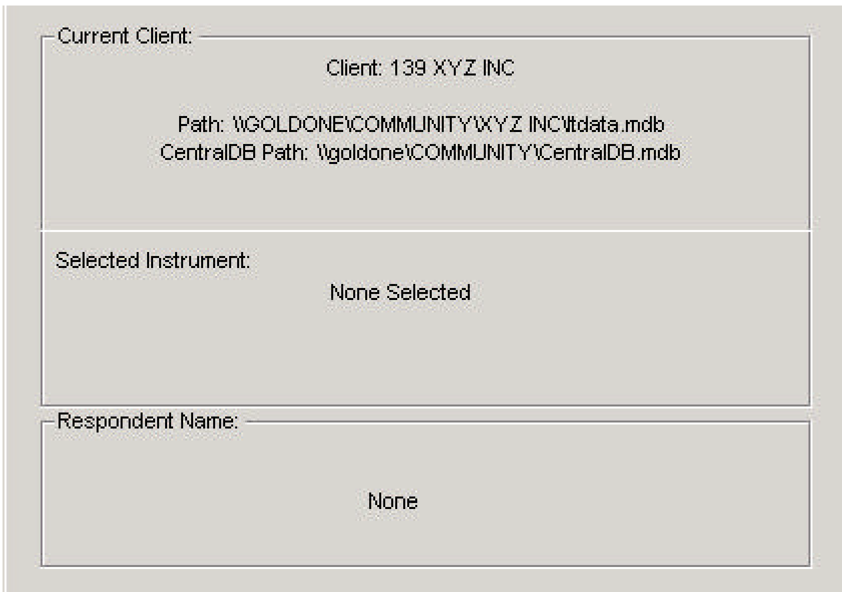

Figure 12

1. Current Client. The first gives the user a confirmation that the data set pertains to the appropriate client organization (both name and path are displayed). Current Client information comes from the <u>File</u> pull down menu.

2. Selected Instrument. The middle panel identifies the Selected Instrument so that the user has a confirmation that the appropriate Instrument is activated and ready for interaction. The appropriate Instrument is selected using the Select Instrument Action Button (discussed later).

3. Respondent Name. The third panel displays the user, or Respondent Name of the specific record that is in use. The Respondent Name is selected from a screen activated by the Login Action Button (discussed later).

E. Action Buttons. Action Buttons bring together three essential ingredients that process data to determine the current status or condition of the organization (or parts thereof); respondents, an instrument, and a means to view results.

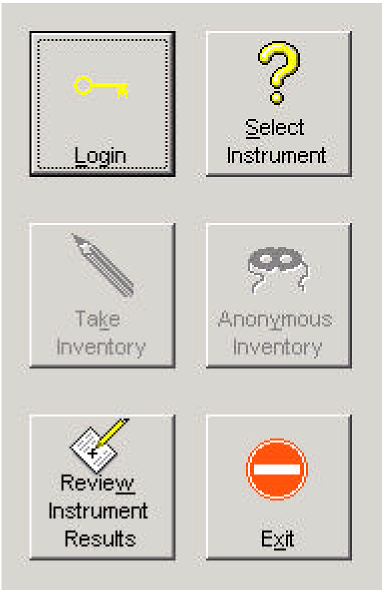

Figure 13

1. Login. The Login Action Button allows the users to add, edit, delete and select a respondent record, the respondent for which has supplied data by completing an instrument. Respondent demographics will be used to create any number of "displays" and reports. One of the most important user tasks is to maintain the respondent data so that it is accurate and complete at all times. Access to this information is made through the Login Action Button. Some Instruments are taken without using the Respondent's real name; therefore, the Login selection process may be optional. These alternatives will be covered separately.

2. Select Instrument. Before data can be entered or results reviewed, the user must select an appropriate Instrument from among alternatives displayed after the Select Instrument Action Button has been "clicked." The various types of Instruments will be listed. Each type has a specific purpose. A complete list of Instrument types is covered separately (during the instructions for Instrument creation).

3. Take Instrument (Survey or Inventory). The Take Instrument Action Button is used to bring together the Respondent Record, and the Instrument so that input can occur that will match the two in a database for later retrieval. The actual Instrument items will be presented one at a time for a user response. Narrative can also be entered during this process. This Action Button is NOT used when the respondent is or desires to remain anonymous.

4. Anonymous Instrument (Survey or Inventory). For completely justifiable reasons some respondents are given the option to take a survey totally anonymously. When this is the case, they are none-the-less asked to provide some demographics that will identify the area in the organization to which they are assigned. The Anonymous Survey Action Button can be used in lieu of both the Login and Take Instrument Action Buttons. In this case, the software will assign a sequential identifier to the data entry in lieu of a name. Demographic information will none-the-less be offered automatically as an option.

5. Review Instrument Results. Once data entry is completed, the user may select the Review Instrument Results Action Button to "display" results. Whatever can be "displayed" on screen can also be printed. Print options are normally within the pull down menu options on the "display" screen. Once the Review Instrument Results Action Button has been "clicked," one to two potential selection screen(s) follow. From the follow-on screen individual results, comparative results, or composite results can be displayed and printed.

6. Exit. The Exit Action Button removes ***CapacityWare™*** from active status.

F. Summary. The ***CapacityWare™*** Main Menu is the virtual gateway to all the software features that support the Organization Change System. The Organization Change System has five application levels that range from simple to complex. Not all features must be used for the software to have enormous utility. Regardless of the features being used, all are accessible through the Main Menu. Here are some key points to remember:

1. Organization Change System. The software is part of a Organization Change System that, when fully engaged, returns tangible value to the organization through innovation and a heightened sense of accountability for problem solving. This combination of software, literature, and process approach is highly effective. The ***CapacityWare™*** tool is designed for the organization developer in a large complex organization but can be used effectively in smaller organizations as well.

2. Installation and Service. ***CapacityWare™*** is NOT the traditional off-the-shelf software package. Because it is a highly focused organization development application, it is installed by ***QWLC*** and serviced thereafter in the same manner. Problems are to be reported to ***QWLC*** with the expectation that a solution will be forthcoming. The www.ltodi.com web site is dedicated to promoting an understanding of this Organization Change System and this software support package. Visit the site frequently for new information that may impact the use of this technology.

3. Configuration. Initial configuration is based on projected use. As software use grows, the system is capable of expansion throughout an organization's existing network. A combination of "full service" and "limited reader" applications can make data available to anyone across a network at any time. Users are often the best to predict the potential expansion of ***CapacityWare™*** to those having a need for easy access to information that will help develop or recover capacity. Keep ***QWLC*** informed of potential changes to your application package so that necessary pre-work can be accomplished in a seamless process of on-time and on-target delivery.

4. Partners in Innovation. Almost all innovations in this Organization Change System have occurred because customers have asked, "Can I get…?" The answer is typically, "Yes!" Only when ***QWLC*** knows what the customer wants can this product and service package exceed the demands placed on it. The new millennium has promised a fresh approach to "working smarter" than ever before. This is one of the tools that will sharpen the cutting edge of workforce capacity. Use it, and think of new ways that it could be used.