People-Trak
HR SOFTWARE

We do not know what we do not know.

I have been a user of Microsoft Word for many years and I have developed thousands of pages of complex documentation with Microsoft Word during this time. Despite such heavy use of the product, I probably use less than twenty percent of the features available and fully understand about half of what I do use. I think this scenario is true for most users of most software products available today, including HR Software products such as People-Trak. Microsoft Word has been in continual development and enhancement for over two decades. No single person actually needs nor can they comprehend every feature in Microsoft Word because the overall feature set represents the needs of a broad range of users developed over many years.

There are two keys to the successful and efficient use of any software product including Microsoft Word. The first is a basic knowledge (or awareness) of the overall features available. This provides a foundation upon which to use the product and a reference point for the second key, which is to obtain a specific knowledge of the features that are truly important, or mission critical, to our daily use of the product.

Clearly the second key is dependent upon the first, but there is a trap. We use the features we know about and we know about the features we use. However, we do not know what we do not know. Specifically, I use Microsoft Word in pretty much the same way I have since 1995. The fact that Microsoft has made extensive enhancements to the product, many of which would make my word processing life easier, is irrefutable. The fact that I know little of these changes and how they might benefit me is just as irrefutable. Microsoft Word has moved and improved and I have not. I would like to know more about specific features that might help me, but I am oblivious to the existence of such features. I am

clearly failing on the first key defined above. I lack an overall knowledge of what Microsoft Word can do for me. Or more precisely, I know what the 1995 version of Microsoft Word can do for me, but I am merely scratching the surface of the 2007 version.

People-Trak HR Software has been in constant development since 1992. A wide variety of powerful and useful features have been added over the years, features that we believe can make your life easier and your work more effective. After all, that is why we added the features in the first place. Our research, one of your peers, another product, or perhaps you yourself inspired these changes. As with Microsoft Word, the sum of the People-Trak HRIS is more than any single user will ever need. However, like Microsoft Word, a great deal might be gained from a greater knowledge of the overall capabilities of People-Trak. If we have added a feature that you do not need, there is no harm in that. However, if we have added a feature that you do need and you do not know, there is a great deal lost. Thus, it is imperative that we as HR Software providers communicate new features and emerging technology effectively to you so that you can know not only what you know, but that which you do not.