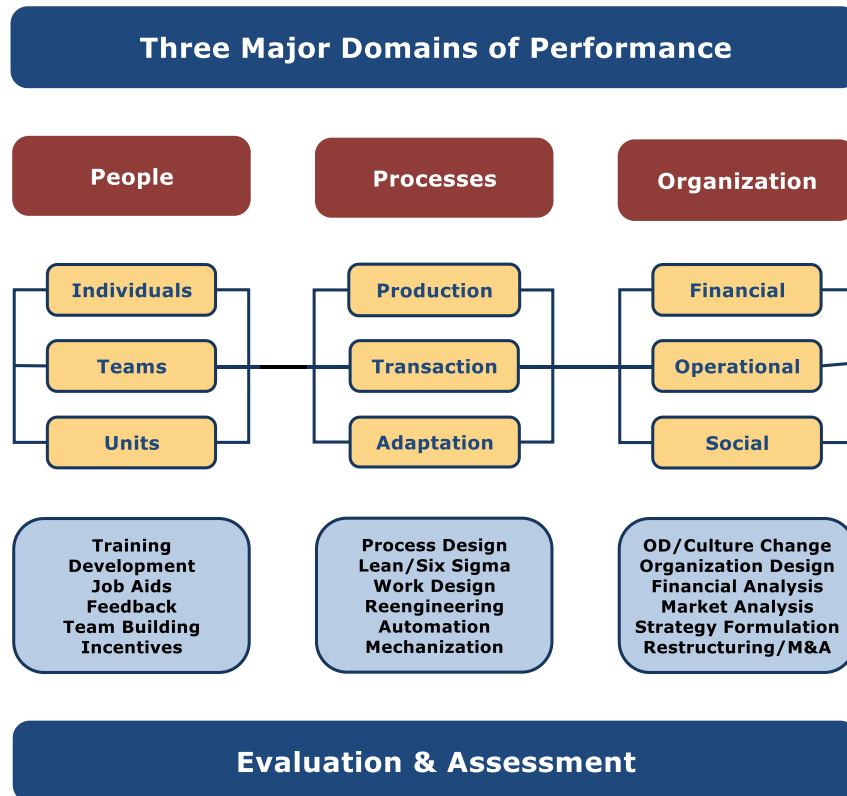


Tools for Knowledge Workers

Three Major Domains of Performance



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The purpose of this tool is to provide a framework for people to use when thinking about the important task of performance engineering. As the diagram above shows, there are at least three major domains of performance and attempting to engineer performance in any one of them is a complex and complicated undertaking. Doing so in two at the same time is even more so. Trying to engineer performance in all three domains at the same time beggars the imagination. Nevertheless, from time to time such efforts are undertaken. Perhaps the framework above will remind those engaging in such efforts to give thought to the three domains, their composition (e.g., the three kinds of processes), and the kinds of activities that can be undertaken with respect to each (e.g., process design, reengineering, et.).

