



Figure 11. Defining workload management

As defined in this interface the driver will go into an overload situation whenever the new task will cause the workload value to exceed a value of 60. The default management strategy when this occurs is management strategy A which, as defined in the Key to Management Strategies portion of the screen, is that the driver will accept the new task and, in essence, nothing will change. If we chose to define a penalty associated with this strategy, we could simply press the Penalty button to the right of the description and define the Penalty in terms of either a task time increase or an increase in the probability of an error. However, if the new task's priority is less than the priority of any of the ongoing tasks, then the management strategy adopted will be Strategy B, or that the driver will not accept the new task.

In this model, we have defined the priority of the driving tasks to be higher than the tasks associated with the telephone. Therefore, the effect of this strategy is that a driving task will always be performed, even if it forces the driver into high workload. However, if dealing with the telephone will force the driver into high workload, the driver will not perform the telephone task and all use of the phone will stop.

Defining the Operator Interface and How It Drives Workload

To estimate workload, we must define the interface elements and the workload attached to using them in various tasks. All of these are defined from the *Workload and Crewstation Parameters* sub-menu, which is off of the *Build* menu

You begin this by selecting the Resources and Interfaces sub-menu. For this model, the resources and interfaces that are defined are shown in Figure 12.