

Decision

To utilize available microcomputers and software.

Action

Using dBase III in all cases, the Section Head developed databases that held a large amount of information, were easy to update, and which could produce system reports that were camera-ready, with no need for word processing. Three major applications were:

- i. a departmental inventory of resource standards which could be used to produce plans or implementation status reports in a matter of minutes
- ii. a listing of capital facilities which could easily be sorted on different attributes or fields to categorize and prioritize for purposes of investment decision-making
- iii. responses to a multiple-choice questionnaire which could be used to produce a report for each question, with narrative comments included, for any specified group of respondents.

Results

Positive:

- i. eliminating of duplication in word-processing time
- ii. swiftness of response to management data requests
- iii. camera-ready copy
- iv. flexibility of product
- v. ease of update

Scenario 2

The Section Head is faced with inadequate secretarial resources and an increasing demand on the officers for reports and memoranda.

Decision

Train officers in Wordperfect and give them ready access to computers.

Action

Officers began to keyboard letters and memoranda directly. Longer documents were input either by the officer or a support person, but edited by the drafting officer.