

of communications traffic and costs. The obligation to write a summary would tend to lead to the wasteful effort of redrafting the telegram to place the summary at the beginning when often the telegram could be sent as originally dictated. This objection could be overcome by placing the summary at the end of the text but it would then be less useful to readers.

187. This leads to the concept of introducing a somewhat different discipline in telegram drafting. Firstly, more care should be put into subject headings. Trick or clever headlines such as sometimes appear in newspapers should be carefully avoided. On the whole, the heading should be such as to give a general pointer to the subject file. Secondly, taking a leaf out of the instructions for preparation of a Memorandum for the Minister, the first brief sentence of the text should be a terse statement of the "purpose" of the telegram. This could be combined with or followed by a sentence or two at most containing the classic elements of the lead paragraph of the standard newspaper story, that is, the answers to the so-called "Five W's" series of questions, "Who?", "What?", "Where?", "Why?" and "When?". This lead paragraph could be limited to, say, seven lines, but unlike the summary would be an integral part of the message. Its construction would tend to impose a certain beneficial discipline on originators in that all that followed would generally be of lesser importance. This could lead to a trend to somewhat shorter telegrams than is at present the case where many drafters prefer the more normal form of composition by building up to conclusions at the end. Time and conditioning of personnel would be necessary to translate these ideas into practice. This matter will be tackled again in Phase II but it can already be said that the posts should expect to become much involved in contributing to the success of the new system through conforming to certain rules in the drafting of their communications.

b) The Post Registries

188. The present centralized mode of operations in the Records Management Division cannot give general filing experience comparable to that found in posts. In the Bureau Information Control Offices the "Preferred System" would provide an ideal training ground for CR's being posted abroad to perform predominantly registry functions.

189. Ideally, CR's would serve in the Bureau Office covering the area to which they were to be posted, or at least spend a familiarization period in such Office. This would take advantage of the fact that the retention of the Records Classification Guide provides a common subject file structure at headquarters and at posts abroad. The geographical Bureau offices, as well as functional Bureau offices in some cases would also have a responsibility to give support and guidance regarding registry operation in the posts with which they were associated. Among other duties they would provide the first-line monitor on post records destruction programmes, including implementing procedures for guarding against loss of important documents where duplicates did not exist in Ottawa.

c) Microfiche

190. The proposed employment of microfiche in the "Preferred System" opens up a number of possibilities for application at posts. Good standard-size microfiche viewers cost as little as \$150, and briefcase-size viewers about \$75.00. For example, the presence of a microfiche camera and processing unit in Ottawa could make possible the economic conversion of the many administrative manuals to microfiche for ease of transmission abroad. This has already