help determine if their business processes can be improved by using information management tools and resources. "Realizing these objectives is key to the success of Department's strategy to use technology to help achieve its mandate," says Douglas Rosenthal, Director of the SIGNET Client Service Division (STC) and co-director of the LISO project.

Concurrently, the LISO is meant to encourage and facilitate client feedback to all core services offered by SKD and STD, so that they are responsive to client requirements.

The LISO pilot will be jointly managed by STD and SKD and staffed by service-oriented employees currently working in the BICOs, the Library and SIGNET Tower Support. LISO staff will have an understanding of the subject areas and business objectives of the client group; furthermore, they will be trained to respond to a wide range of requirements. They will also be able to draw on core services of the two bureaux, if required (e.g., contact a systems administrator (SA) if a problem with a workstation cannot be resolved). The dynamic nature of the pilot also means that the services provided will evolve throughout the course of the project.

What information sources will be available in the LISO?

As can be appreciated, information sources of interest to the client will vary from one group to another. To meet a wide range of needs, the LISO pilot will offer sources such as the Internet Web site and The DFAIT Research Page, CATS, Lexis/Nexis and/or Reuters, BICO files, selected external database(s) on CD-ROM, and the Library online catalogue.

A team approach to client service: your success is our success

"The more our clients learn about information sources and management, the more satisfied and productive they will be," comments Douglas Rosenthal. "By dedicating ourselves to meeting client requirements, the Information Systems and Information Resources Bureaux will be able to serve them more effectively, and the business of the Department will be strengthened in the process. Such collaborations define our future."

For New Users

Help Yourself with Online Help

John Lobsinger (NROBI), a newcomer to SIGNET, has asked us to publicize the Help feature found in ICONDESK. We're pleased to respond to his request in the hope that other new users will benefit from the information too.

There are two ways to get online help in ICONDESK. Both are simple and self-explanatory.

1. **The F1 online help function.** To use it, highlight the feature you want to know about from the menu bar and press the F1 key. This will take you to a dialogue box which explains the feature. For example, if you want to forward a message, and are not quite sure how to do it, simply click on Message, highlight Forward and press the F1 key.

2. **Help on the menu bar.** To access this feature, click on Help, then on Contents and follow the instructions.

    Note: the F1 function key and Help are also available in WordPerfect and Quattro Pro.

The SIGNET Client Services Division (STC) recommends making good use of the Help feature to develop self-sufficiency. Marie Morin of STC is developing a workshop on Help. Look for it in an upcoming SIGNET Workshop Schedule. A handout from the workshop will also be available at missions — just ask your SA for a copy!

"Green Tips"

- View e-mail messages before printing them, and print only when necessary

- Use WordPerfect Print Preview frequently when you revise text to reduce the number of hard copy drafts printed