SIGNET NEWS

THE INFORMATION TECHNOLOGY NEWSLETTER OF THE DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

We're Listening! SIGNET Suggestion Box

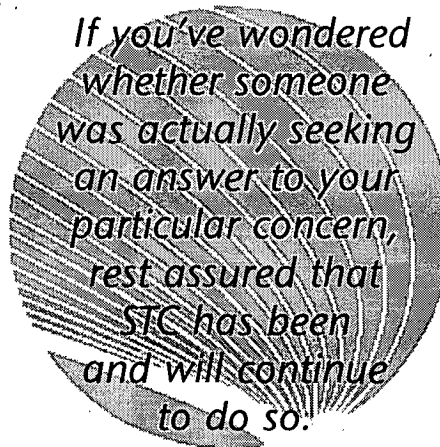We owe Graeme McIntyre (MOSCO), and other SIGNET clients who have taken the time to identify suggestions for improvements to SIGNET, an apology. A brief explanation is in order.

In an effort to improve our ability to meet your needs, in June, 1994 the SIGNET Client Services Division (STC) added the **SIGNET Suggestion Box** to ICONDESK. The box was to be used for any **suggestions you had for improvements to SIGNET or new services that you would like to see on SIGNET**. At the time, it was clear that ICONDESK 4.3 did not completely satisfy user requirements. As a result, we received numerous suggestions for improvements to ICONDESK, as well as many queries regarding its use. Simply put, we've been unable to keep up with these queries - especially as our resources to handle them decrease.

Let's clarify how we would like the Suggestion Box to be used. All suggestions for improvements to ICONDESK are forwarded to the SIGNET Users Group (SNUG), whose responsibility it is to ensure that the evolution of SIGNET meets user needs, expectations and requirements. Some users, however, send us questions which would be better directed to their SIGNET Support Team or local System Administrator (SA). Let me give you an example: "Why, when auto forwarding is used to move messages to an alternate account, does the system continue to leave the message in the original account?" Questions like this, which concern how SIGNET *functions*, are the responsibility of

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SIGNET Support. But general queries about the system, including policies and practices which govern its use, should continue to be directed to the Suggestion Box.

A basic requirement of serving our clients well is monitoring the Suggestion Box in a responsible manner. If you've wondered whether someone was actually

seeking an answer to your particular concern, rest assured that STC has been and will continue to do so. We welcome your many constructive suggestions for improvements to SIGNET. Some of these are published in the *SIGNET Newsletter*, so that everyone can benefit from your ideas. Other questions you raise form the basis of informative and, we hope, interesting articles about SIGNET that improve the quality of everyone's working life. And to you, Graeme, and the many others who keep us informed about client needs, please continue to write. We want to hear from you and will do our best to reply.

Doug Rosenthal
Director
SIGNET Client Services Division
(STC)

Closing the Gap: 94% of Users on SIGNET

The SIGNET Implementation Division (STI) reports that as of February 28, 94% — or 7,151 users are on SIGNET.