

## **Action**

The Hong Kong Office was automated.

## **Results**

- i. Visa output tripled, but staff levels only doubled.
- ii. There was a reduction in typing as visas and some form letters were produced by printers. Some (but not all) of these resources were transferred to Registry, as they now had more data per person to input than before.
- iii. Registry tasks such as mail and file handling became more efficient.
- iv. Better indexing led to much improved enforcement: the "lookout" index was now part of the computer indexing, thus eliminating the need to check the microfiche except when a "hit" was found.
- v. Automated data transfer could be sent during night hours and eliminated the work of mailing and counting IDSO, LIDS, and VIDS documents for the CEIC.
- vi. Errors in visas went down to virtually nil due to CAIPS edits preventing their occurrence.
- vii. All MASENT/INVEST telexes and most monthly statistical reports were automated.
- viii. The need for paper files was reduced by 65% despite a huge increase in workload.
- ix. Some jobs were enriched by the skills needed to manage the database locally and to operate the printers. Some of these employees were correspondingly upgraded in classification and salary.

## **Scenario 14**

A local area network (LAN) was instituted to increase the efficiency of producing briefing books, daily correspondence and telexes. To management's surprise, the LAN yielded only a slight reduction in the time taken to produce material, much below what had been hoped for. A review of the handling of documents within the LAN was therefore instituted. This revealed that most of the staff were printing every draft that they generated, and thus creating a backlog at the printer due to the large number of users.

## **Decision**

To adopt new handling procedures to reduce needless generation of hard copy documents.

## **Action**

A new internal communication policy was adopted whereby: