

Continued from page 1

essential for all employees in any organization to invest continually in new skills and knowledge. The Department is committed to managing the process of change by providing the necessary support and resources. We must define our training needs and how they can best be met. It is also incumbent on all of us to ensure that the evolution of SIGNET and other information technologies are directed by our needs, expectations and requirements.

### Managing Organizational Change

The world, and the work of the Department, have changed

significantly in recent years. Technology has driven many of these changes and has had — and will continue to have — a fundamental effect on the way the Department operates. Its impact on each of us has been significant. It has often been frustrating. It is not perfect.

To achieve its mandate in this complex world, the Department is committed to the effective use of information and information technology. By March 1995, SIGNET will have been implemented at most missions; our global information technology infrastructure will be in place.

While this is an impressive achievement, it is only the beginning. Our focus for the next three years will be on how best to capitalize on that infrastructure to deliver information management services (e.g., corporate applications) in support of Departmental objectives and priorities. When I think that in three years, we will be buying computer, communication and storage devices that have ten times the power of those in use today, I feel excited by these new opportunities and requirements. I am looking forward to the challenges we face together.

## What's Coming on SIGNET?

### ICONDESK 4.4 and SIGNET 1.1 to be Implemented February 27

ICONDESK 4.4, with its improved messaging environment and SIGNET 1.1, with its enhanced features, including a quicker login process, will be implemented at Headquarters and missions beginning Monday, February 27. At Headquarters, the implementation phase will take at least two months.

#### Who is responsible for implementation? How will implementation take place?

STOS (Informatics Support and Operations) is responsible for scheduling the implementation, which will take place on an individual basis, division by division. Directors of each division will be contacted by STOS to determine the best time frame.

#### Will I be trained to use ICONDESK 4.4?

Before ICONDESK 4.4 is installed at your workstation, STC (SIGNET Client Services Division) will contact you to schedule a half day of training. An easy-to-follow

learning guide will also be provided for handy reference.

#### Will ICONDESK 4.4 really be easier to use?

Yes! ICONDESK 4.4 has been designed to work with you to get your work done more efficiently. Once you have put it through its paces, we think you will agree with Jim Eaton (GBTA), who says that ICONDESK 4.4 is quicker, easier to use and more intuitive than 4.3 (see "No More Coffee Breaks with ICONDESK 4.4!", *SIGNET News*, January 16).

## CLIENT TIPS

### Retrieving erased messages in ICONDESK 4.3

#### Tip from Bjørn Hernes (OSLO)

I recently discovered an undo function in the Write Note window in Mail. If you accidentally erase an

entire message, you can retrieve the text by selecting Ctrl "Z" and it will undo whatever you erased.

**Important Note:** you must first de-select the text you retrieved by

using one of the cursor keys (e.g., the up or down arrows), otherwise when you continue to enter text, the retrieved text will disappear.

