iii.   The recognized format for key standard documents such as memoranda were put into the computer memory for easy retrieval.

Results

i.   Acceptance of the technology, as the previous principal frustrations were removed.

ii.   Greater operational effectiveness through standardization of identifiers, printing procedures, and introduction of templates.

Scenario 10

A trade-related overseas office instituted a Local Area Network. As a result of her boss's new ability to communicate directly with all staff, a senior secretary was cut out of the information loop, and became very unhappy with the workplace, where she now saw herself as a "second class citizen".

Decision

To reorient the secretary's role within the office while reaffirming the value of her contribution.

Action

i.   the secretary was reinserted into the informational loop by the Director allowing her complete access to his personal file and copying her on his outgoing communications.

ii.   the secretary was introduced to an additional loop in terms of trade data bases. As a result, she was able to undertake sorting of the Director's correspondence, querying of it, and in many cases drafting original replies to informational requests for her own signature.

iii.   the position evolved into more one of "assistant" than of "secretary".

iv.   while the boss made the personal contacts, much of the office's electronic contacts were now completely through the assistant: at the least through preparation of documentation for the signature of others, at best in a completely autonomous manner.

Results

i.   restoration of secretary's feelings of importance in the office and actual upgrading of same

ii.   enrichment of job package and introduction of more interesting work with more autonomy

iii.   director freed up for more extra-office person-to-person trade development activity.