Scenario 8

In a High Commission in the Far East, the new technology was not being used effectively. The machinery was under utilized, and officers were spending great amounts of time checking the spelling of outgoing correspondence.

Decision

Utilize the services of a headquarters expert to work with High Commission staff to redress the situation.

Action

i.   The "pack" was checked and the software situation analyzed.

ii.   It was revealed that the software was not updated, no back-ups were being kept, and the system was in poor shape.

iii.   It was discovered that much useful software was already at the Mission but had never been loaded into the machines.

iv.   Remedial steps were taken, including training of staff, the definite assignment of someone to do the back-up procedures once per week, and the installation into all micros of the spell-checking package.

Results

i.   Improvement in system operations and less chance of material loss.

ii.   Large reduction in officer time lost, since draft could now be approved and final (spell-checked) version need only be read cursorily before signature.

Scenario 9

A large office with a Local Area Network was having a serious problem with staff using generic-type names to identify their working and correspondence files (e.g. MEMO.1, MEMO.2, MEMO.3). During an employee's illness or absence, it was difficult for other staff to swiftly locate key documents retained electronically. Moreover, each operator's habit of using different personal printing procedures caused repeat work and frustrating delays.

Decision

Bring standardization into the workplace.

Action

i.   All operators were required to use the first word of the title of the document as their identifier.

ii.   Printing procedures were standardised so that zero always had to be the marker.