Word Processing and Information Systems

A Practical Approach to Concepts

Marilyn K. Popyk

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A Message to the Student

With *Word Processing and Information Systems,* you are about to embark on an informative tour of today's modern business office and the office of tomorrow. Like most people who begin something exciting, you are probably curious and a little nervous about the events to come. You may be perplexed about some of the new machines that make office work more efficient. These machines—word processing and related types of equipment—are simply tools for doing a job. In this book you'll learn what these tools can do and why they're important—indeed essential—to the kinds and the quantity of work performed in today's offices.

Business offices vary in style. Some are very fast-paced and occasionally frantic environments; some are quiet and subdued; some are formal; some are more relaxed; still others balance a fast-paced style with a relaxed atmosphere. One thing all offices have in common, however, is that they have all been affected by developments in the world of electronics. In *Word Processing and Information Systems,* you'll learn about many of those developments and about some of the specific ways in which they have changed office work.

Word Processing and Information Systems is divided into three parts, each of which has several chapters. Part One, "Word Processing," deals with the impact that word processing equipment and methods have had on office procedures. It contains a description of how documents are created and processed using word processing equipment, how word processing equipment is configured, and how the actual physical arrangement of the office has been transformed by the new equipment.

The business of the modern office is in processing information, and Part Two, "Information Systems," is concerned with the various methods by which information is reproduced, communicated and distributed, stored and retrieved, and protected.

Part Three, "Work and the Electronic Office," deals with the relationship of the employee to the environment and procedures of the modern office. It includes information you will find valuable when you begin to look for a job—information such as the kinds of careers in word and information processing, how to succeed in a job in these career areas, and what to expect in the office of tomorrow.

Word Processing and Information Systems has been designed to be "user friendly"—that is, it has been designed with you, the reader, in mind. Its purpose is to give you the greatest amount of information in the clearest and most easily understood manner. Several design features make this possible. Each chapter is broken up into small sections, preceded by headings that give you the gist of the information presented at a glance. Realistic situations are provided in the text to give you examples of and to clarify important concepts. Throughout the book you'll find charts, diagrams, photographs, and other illustrations that identify equipment, procedures, systems, and specific documents described in the text. Further, you will notice that certain words and phrases are printed in italic type. These are key terms in word and information processing. They are not only defined within the sentence or paragraph in which they are used, but they are defined again in the back of the book in a glossary that you will find helpful when you want to quickly review a term.

Following each chapter, a summary, vocabulary list, and set of questions will help you review the most important concepts presented. A case study after each chapter will give you an opportunity to apply what you've learned to a realistic situation.

Your future as a working person is inevitably linked in some way to modern technology. *Word Processing and Information Systems* has been developed to help you become familiar with that technology and thereby to help you acquire the confidence that will enable you to achieve your career goals. Think of this book as your own modern office companion, one that you can use—and keep using—as a source for basic office information.

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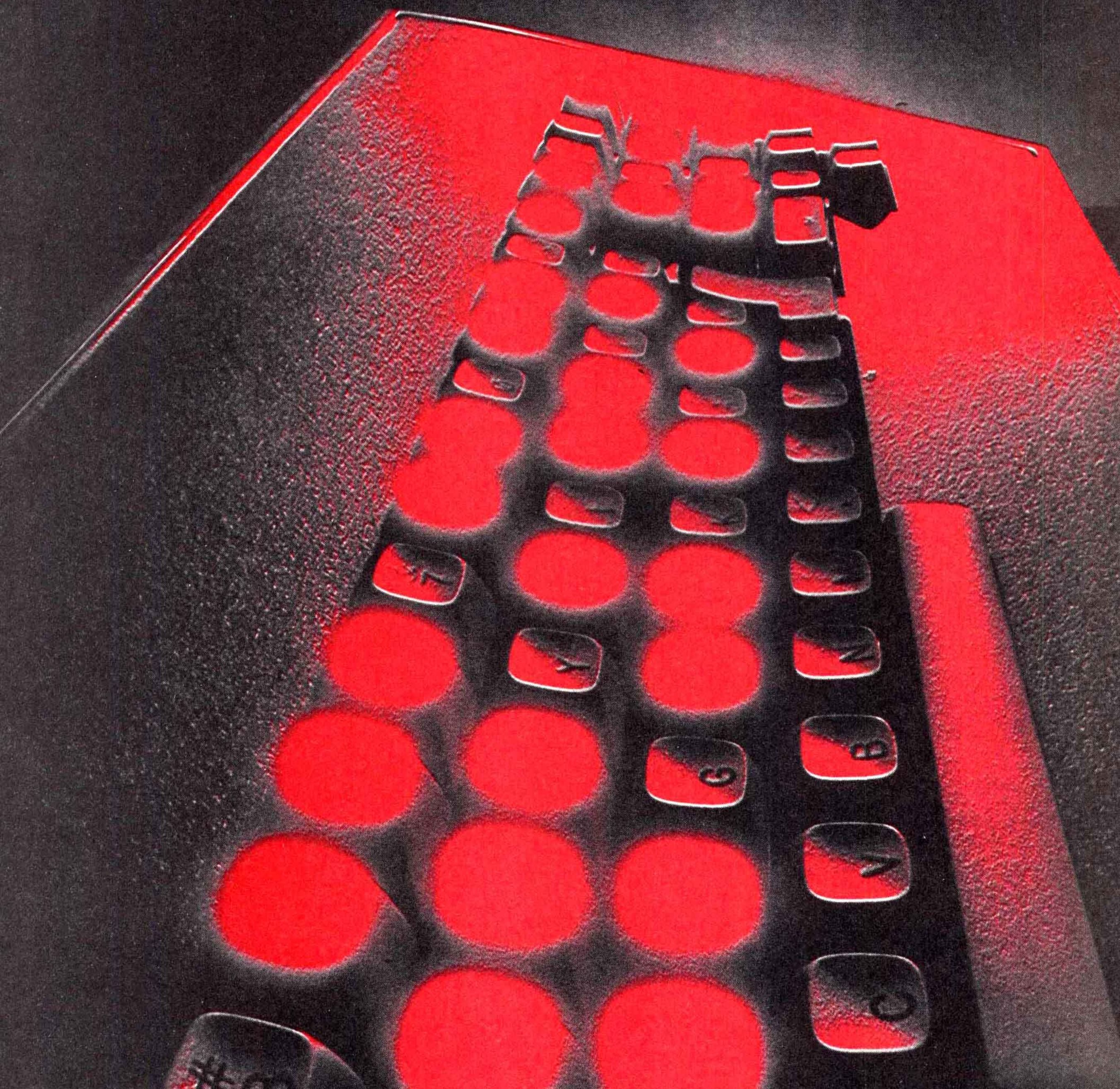
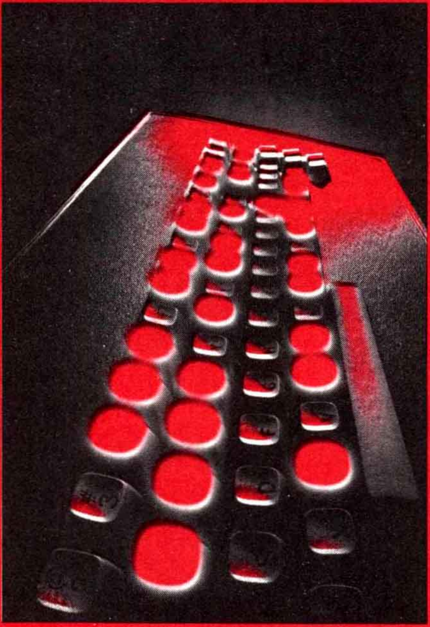
Part One

Word Processing





Chapter One

The Changing Office

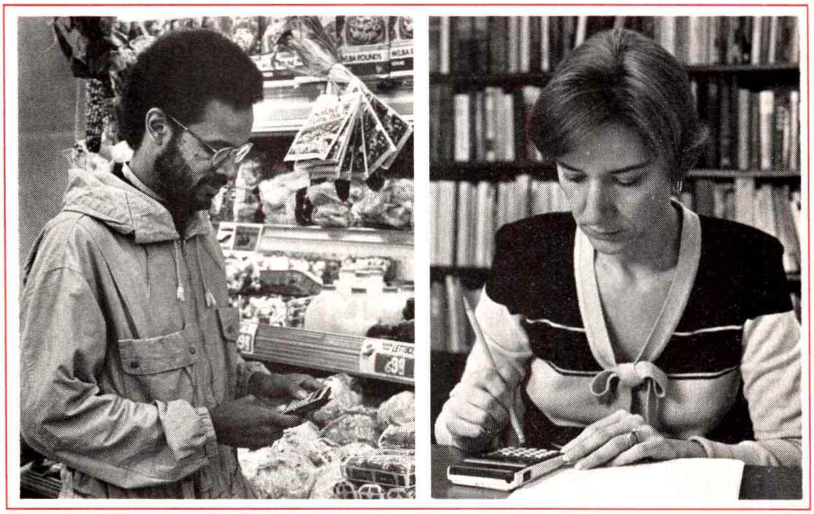
Waking up to the sound of music from her digital clock radio, Sheryl Green, a secretary, reaches for the remote control unit near her bed and turns on the TV set. After watching the morning news, she gets out of bed, showers, dresses, and goes to the kitchen of her apartment. There she pours a glass of orange juice, butters a roll, and puts a cup of water into her microwave oven. About two minutes later, the water is boiling. Sheryl adds a spoonful of freeze-dried coffee to the cup of hot water and begins eating. After this quick breakfast, she gathers her coat and purse, turns on the automatic security alarm that will protect her apartment while she is away, and leaves for work.

One hundred years ago the morning routine of a typical office worker would have been quite different from Sheryl's. The inventions Sheryl takes for granted, such as the digital clock radio, remote-control television, and microwave oven, simply did not exist. These inventions, all fairly recent, affect the daily lives of working people today—people like you.

TECHNOLOGY AND YOU

If you stop to think about it, you can recognize the effect of modern technology on almost every aspect of your daily life. For example, you may be one of millions of people who owns a pocket calculator. These devices instantly perform mathematical operations that are a routine part of your personal finances, hobbies, or shopping. With a pocket calculator, you can quickly balance your checkbook or personal budget; compare unit prices at the supermarket or department store; figure out proportions of ingredients when you cook; figure out quantities of material when you sew; figure batting averages and hiking distances; and make conversions of measurements for distances, weight, height, and temperature. The daily opportunities for using a pocket calculator are almost limitless.

You are also likely to come into contact with new technology and procedures in doing your personal banking. *Automatic tellers* enable you to deposit money, draw cash, and review the balance of your account—all without talking to another person. You can find these automatic tellers at various locations in your community. Sometimes they are installed in factories and offices so that workers can do their banking on the premises.



Electronic calculators are small, useful, and low priced.

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