# WORD/ INFORMATION PROCESSING

A System Approach

HOAL CASE BOOM

# WORD/ INFORMATION PROCESSING

A System Approach



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# Preface

Word/Information Processing: A System Approach is designed for students and instructors who already have some familiarity with word processing but who want a system approach. The system approach covers the basic concepts of word processing not as an isolated system but as one of several office automation systems that can connect for a totally integrated information processing system.

Who Should Read It? The content of the text is pertinent to those who aspire to being word processing and/or administrative support personnel, marketing support representatives for vendors, users of word processing services, salespersons, system managers, consultants/system analysts, and business instructors. All of these important occupations require a solid understanding of word processing concepts as they relate to an information processing system.

Authors' Backgrounds The combined expertise of an educator and a consultant/system manager of word/information processing provides an upto-date, realistic textbook that is organized for the proper sequence of learning as well as effective teaching. The instructor is facilitated by the many helpful supplementary materials given in the *Instructor's Manual* and in the *Student's Reference Guide*.

Instructor's Manual The Instructor's Manual aids the instructor by guiding the lecture and discussion of meaningful class periods. The "Points to Emphasize and Discuss" help to direct the lecture and discussion to coordinate the end-of-chapter discussion questions and the transparencies. By following these guidelines, the instructor will see that there is continuity with the objectives, the outline, and the discussion questions to prepare the students adequately for the examinations, including the essay questions. The case problems are composed to challenge students to make the kind of decisions that system managers often face in modern business. Should the instructor have the time and wish to present additional information that is not in the textbook, there is "Supplementary Information" to enrich the presentations. Students generally are impressed with instructors who add to textbook content.

**Examinations** For each chapter there is an examination that includes true or false, multiple choice, and essay questions. In addition, there are two major examinations (over Chapters 1-7 and over Chapters 8-15) that can be used at midterm and at the end of the term. Both the examinations and the keys are given only in the *Instructor's Manual* so that the instructor can control the confidential nature of the instruments.

Student's Reference Guide The Student's Reference Guide is designed to assist students in organizing their notes, in preparing to respond to the discussion questions and case problems, in learning new terminology, and in performing related activities. The related activities enable students to apply the concepts of the chapter and become familiar with word/information processing as it exists in their communities. By maintaining this booklet in a systematic fashion, the student will have begun the development of a professional file that can be expanded throughout that person's career.

Staying on Course Both the students and the instructors are presented the objectives and an outline of each chapter. These guides enable the reader to focus on the basic points. As new vocabulary words are first encountered in the text, the terms and short definitions appear in the margin. In addition, a glossary of complete definitions is provided at the end of the text.

Visual Aids The illustrations, figures, and transparencies were carefully selected from other experts (as referenced) or creatively designed by the authors. They enhance the understanding of concepts and applications in exciting ways. The many attractive color illustrations add to the visual stimuli that will motivate students and instructors. Reading the text is both educational and enjoyable. Chapter Highlights Here are some highlights about various chapters within Word/Information Processing: A System Approach:

Chapter 1 Word Processing as a Part of Information Processing To get an overall view of the major technologies that can interface for a total

information processing system the students read the script of a film. Then they analyze the film by identifying the four basic forms of information and nine subsystems as they interact.

Chapter 2 Steps Toward Office Improvement This chapter describes the problems of the traditional office from a system perspective. Many internal and external pressures are placed upon the business which prompt changes. Using participative management techniques (team building), company professionals analyze needs, investigate methods for improvement, then determine the best plan to upgrade their flow of information. The investigation process uncovers specific benefits that can be derived from installing a word/information processing system based on real life experiences. The chapter closes by comparing the basic concepts of a word processing system against its traditional office counterparts in an effort to establish an improving, evolving office environment.

Chapter 3 Input Authors (users) of word processing applications have many methods of originating text from which to choose. Each method is appropriate for certain types of tasks, and each has some limitations of which system personnel should be aware. The successful system guides the users to select the best method according to the task, for evidence proves that the quality of output is contingent upon the quality of input. Chapter 4 Output This chapter focuses on the hardware and software that make word processing a tangible experience. The reader is presented: (1) a capsulized equipment history; (2) an excellent reference guide which describes capabilities, functionalities, and features in easy-to-understand terms; and (3) a flavor for the way in which business views, analyzes, and determines equipment decisions.

Chapter 5 Reproducing Text In a continuing effort to provide the reader with practical business insight, this chapter discusses the process of reproducing text from an analytical approach. Various reprographic options are described, charts and selection graphs are illustrated—all techniques which closely resemble the process a business professional would investigate before recommending a solution to management.

Chapter 6 Storing and Retrieving Text Chapter 6 logically escorts the reader into the realms of storing and retrieving information. Rather than simply relating detailed data on the various methods and tools for storing information, the reader is challenged to view the available techniques through a cost and efficiency approach. The chapter attempts to impress its audience with the scope of the nation's paper problem and then closes after convincing arguments that the goals of business should be to prevent waste, confusion, and costly inefficiencies. Chapter 7 Distributing Text Distributing text is another way of saying "communicating information." Communicating with others is the main ac-

Chapter 7 Distributing Text Distributing text is another way of saying "communicating information." Communicating with others is the main activity of company professionals. Communicating effectively and easily in business today has become a very real problem. The "need to know" has become a vital part of our business life. This chapter deals with the communication or distribution of this information. It offers solutions to information communication problems in two ways: (1) understanding the company's needs and (2) analyzing the tools and methods that address these needs.

Chapter 8 Determining the Need for a System Everyone talks about it but no one tells you how to begin. Finally! We have a book containing a reference guide that explains how to determine the need for a system. The chapter guides the reader through the changes in business climate which contribute to the evitable progression of an information processing system. No make-believe fantasies-real business life experiences abound. The two most common approaches used by companies in determining their needs are discussed. Their advantages and disadvantages are listed. Selection process guides are illustrated to assist a project leader in selecting team members, developing planning functions, measuring results, selling the concept, and recommending a solution to management. Each step has been logically designed and well formatted to allow for easy instruction.

Chapter 9 Selecting and Implementing the System Chapter 9 completes the project plan begun in the previous chapter. Now that management has agreed to the recommendation, the proposed system needs must be committed to paper so that eligible vendors can offer a bid. This chap-

ter offers an actual Request for Proposal (RFP) as an illustration. Steps must now be taken to select the vendor, ready the environment, prepare the users, develop the staff, and plan the procedures. The reader is offered examples for site layout. guidelines for installations, practical suggestions for qualifying staff, and proven recommendations for training users.

Chapter 10 Preparing the Environment The environment provided for office personnel is instrumental in affecting the performance of human beings as well as electronic equipment. The various factors that must be considered include (1) warnings about problems that can occur from inadequate planning and control; (2) guidelines for meeting minimum requirements; and (3) examples of model environments-those that are comfortable, attractive, and conducive to maximum production and job satisfaction.

Chapter 11 Developing the System Controls Intelligent people and sophisticated machines should be guided by efficient procedures that enhance the performance of office support personnel, impress users with quality work, and result in a professional and progressive company image. Many functional ideas are presented in a way that does more than tell the reader what should be done. Emphasis is on the why and the how to of controlling a cost-effective and pleasing system.

Chapter 12 Managing the System Once implemented, the development of a word/information processing system has only begun. Effort to modify and improve the procedures, equipment, and environment continue. The word processing manager has the delicate role of being a liaison person who can communicate effectively with users, office support personnel, and top management. Human relations ability is necessary to motivate people, provide job enrichment, and overcome resistance to change.

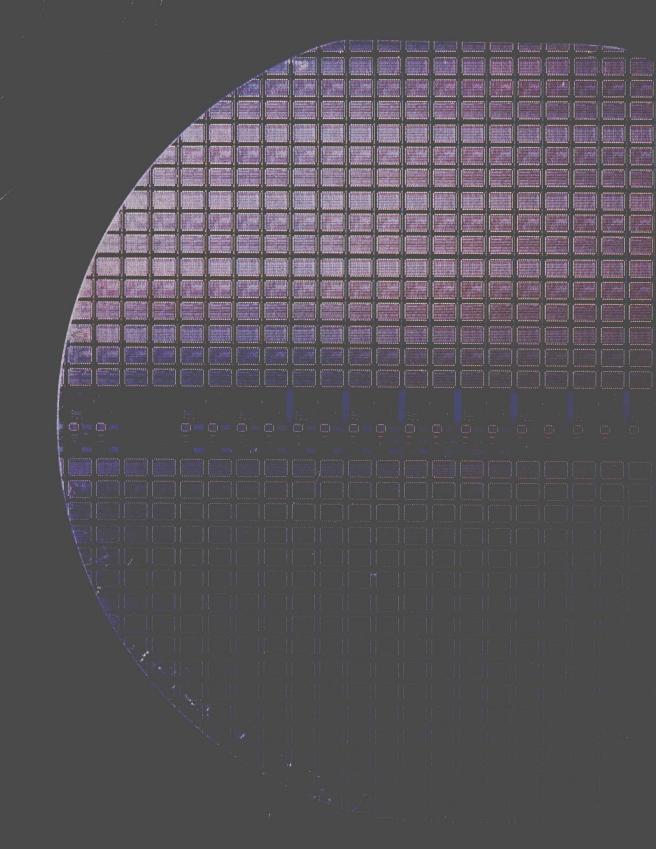
Chapter 13 Staffing a Word Processing Department The manager of a word processing department helps design career paths, interview and screen applicants, provide orientation for new employees, and evaluate personnel. For each of these responsibilities there are ample forms and examples that could guide a novice through these strategic steps.

Chapter 14 Integrating Technologies for Information Processing Following the unique introduction of systems in Chapter 1, the subsystems of an information processing system are identified and the relationship of each subsystem is discussed as it relates to a totally integrated information processing system.

Chapter 15 Participating in a Total Information Processing System The word/information processing system did not evolve without its share of crises. In every change people are affected positively and negatively. In order to present the most objective viewpoints, both sides of the argument for and against automation are presented for the viewer. Office automation deals with human needs and it is expected that the users encountered by careerists in this profession will raise some negative issues of their own. This chapter hopes to prepare the potential professional for those situations. As an additional preparation step, new roles and organizational structures are presented in order to provide a taste for the responsibilities and career potentials within this field. To prepare this same individual for tomorrow's job, the chapter concludes with sources and suggestions that will continue an education in office automation after the last page is turned.

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Mona Casady Dorothy Sandburg



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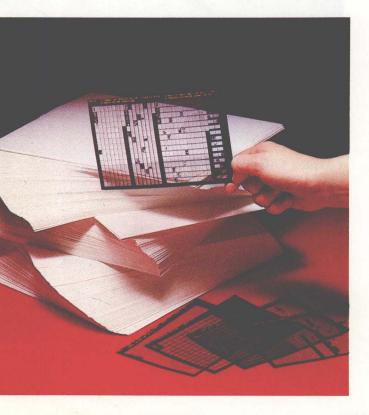
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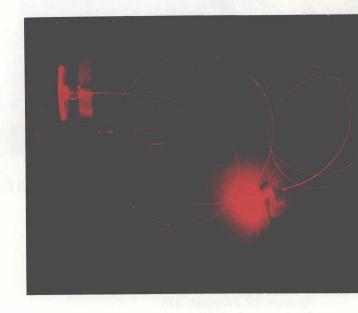
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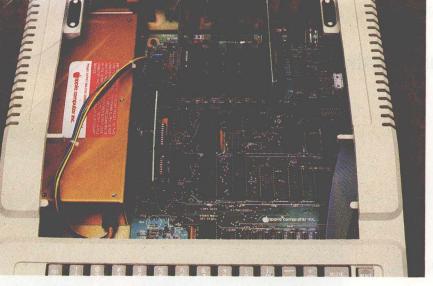
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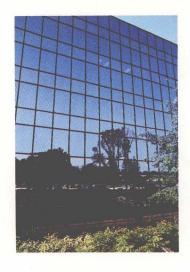


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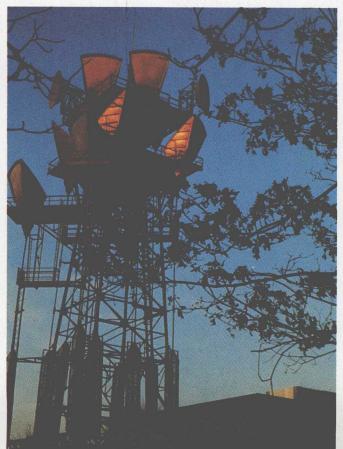
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# Part 1 INTRODUCTION TO WORD PROCESSING

# Chapter 1 Word Processing as a Part of Information Processing

#### **CHAPTER OBJECTIVES:**

Identify the four basic forms of information.

Explain the main function(s) of each subsystem of an information processing system.

Describe some problems that occur when subsystems cannot communicate with each other or when the components within a subsystem are not compatible.

Videntify the basic goals or principles of information processing for an economical and efficient system.

Name some basic ways by which machines are linked to other machines for a total information processing system.

Welcome to the exciting world of information processing! What is information processing? How does word processing relate to this new concept of office automation? As an introduction, you will be "shown a film" (in narrative form). By analyzing the "film," you will become acquainted with basic concepts of information processing.

#### **INFORMATION PROCESSING ON FILM**

Imagine yourself viewing a film entitled "Information Processing by Automation." You are visiting Acute Visions, Incorporated, to learn more about its office structure and means of communication in preparation to apply for a word processing position. Prior to escorting you on a