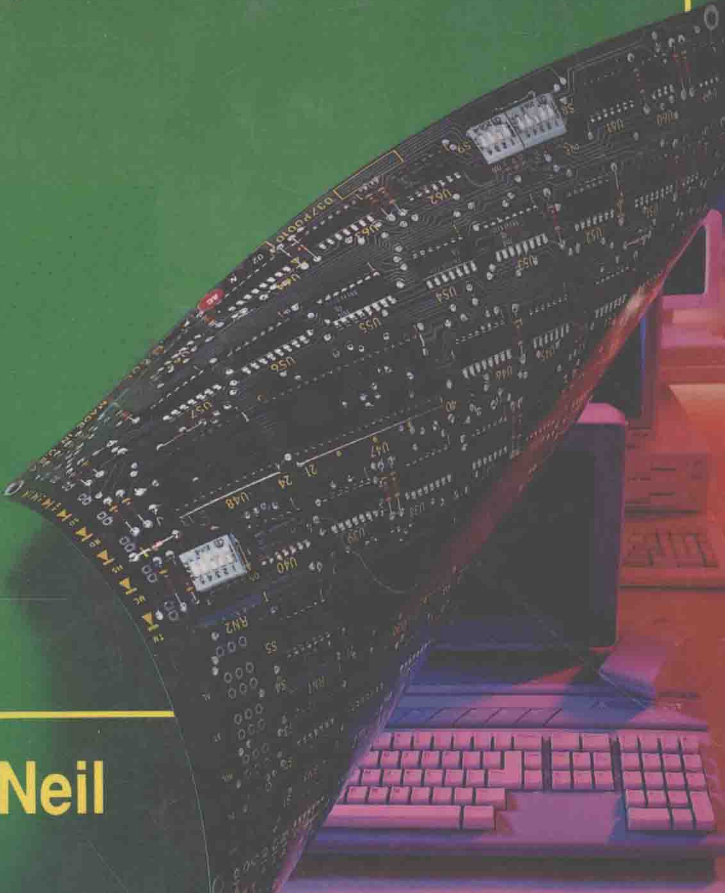
Third Edition

OFFICE INFORMATION SYSTEMS

CONCEPTS AND APPLICATIONS



Sharon Lund O'Neil

Office Information Systems

Concepts and Applications

Third Edition

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To the Student

The revolutionary technological advances of the last few decades have made today's office environment a dynamic, exciting workplace. Your future as an information specialist in an office information system can be just as dynamic and exciting.

This text, *Office Information Systems: Concepts and Applications*, has been designed with you in mind. Its purpose is to give you the greatest amount of information in the clearest and most easily understood manner to prepare you for a rewarding career in a modern office information system. As you progress through the text, you will discover the new technology and the automated equipment that make accomplishing office work easy and efficient. You will learn about the impact of change and the importance of managing and distributing information. You will also learn that the effectiveness of an information system in an organization depends on *you*. You are the most important resource a business has in providing information to the right people at the right time for effective decision making to take place.

Begin your study of *Office Information Systems: Concepts and Applications* by reviewing the table of contents, noting the variety and progression of topics you will be studying. Then, as you start studying each chapter, note how the opening vignette "sets the stage" for the concepts you will learn in the chapter. Key terms appear in the vocabulary list at the end of the chapter and again, with definitions, in the glossary at the back of the book. Use the end-of-chapter vocabulary list, chapter summary, and chapter questions to reinforce the concepts you have learned in each chapter. Also, the case study at the end of each chapter will give you an opportunity to apply what you have learned to a realistic situation.

In a separate section near the end of the book are 65 "hands-on" applications to help you learn and practice information processing skills on automated equipment. These exercises move you through a progression of common functions that are vital in processing a wide range of office documents in a modern office. For many applications, you will be asked to record the steps you must take to complete the application. Take careful notes because your notes are your "reference guide"—a valuable resource to use as you progress through the applications, as well as for later reference.

You alone hold the key to your career and future as a competent information specialist. By learning the concepts and applications presented in this text, you can build your confidence and develop expertise as a productive worker in an information system. You will soon find that there are many career paths for skilled office information workers. If you make the decision now to become the kind of competent worker businesses want, you can build the skills needed for a productive, rewarding, and exciting career in a modern office information system.

About the Author

Sharon Lund O'Neil, Ph.D., is a Professor of Business and Office Education in the College of Technology, University of Houston. Dr. O'Neil's extensive teaching, research, consulting, and business experience has been concentrated in occupational survival skills and office information systems. She has written numerous journal articles and has been a contributing author and editor for several books. Her widely disseminated works have brought her national recognition.

Taking an innovative approach to curriculum development, Dr. O'Neil has initiated curriculum and research projects that serve as models for today's classroom. Her 20 years of classroom experience and curriculum development form the basis of a "tried and tested," common-sense approach to teaching that has earned her praise from students and colleagues and awards for teaching excellence.

Dr. O'Neil also is active at the local, state, and national levels of business education. She has made countless presentations at conventions, seminars, and workshops throughout the country. Among the professional organizations in which she has held many leadership roles are the American Vocational Association, National Business Education Association, Delta Pi Epsilon, and the Association for Information Systems Professionals.

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CHAPTER 1

Information Systems and You

Jackie Holmes awakens, turns off the music from her digital clock radio, and turns on her TV set with a remote-control unit. She gets out of bed and showers. As she dresses, she listens to the news over the electronic speaker system connected to her TV. In the kitchen of her apartment, she pours a glass of orange juice, butters a roll, and puts freeze-dried coffee into a cup of water she heated in her microwave. After breakfast, Jackie checks her appointment calendar on her home computer, gathers her coat and attaché case, and turns on the automatic security alarm for her apartment. She then leaves for work.

The morning routine of a typical office worker only a few decades ago would have been quite different from Jackie's. The information and the technology accessible to Jackie, such as the digital clock radio, remote-control television, home computer, and microwave oven, simply did not exist. These technology-based conveniences, all fairly recent, affect the daily lives of working people today—people like you, who recognize the effect of modern technology on almost every aspect of your daily life.

Technology and the Information Industry

Technology has made a major contribution to the amount and type of information you have at your fingertips. It has also had a vast impact on the information industry, the largest and fastest growing in the world. As you will see, information is something people cannot live without.

Knowledge Workers

Because the amount of information is growing so rapidly, more and more workers, like Jackie, are becoming **knowledge workers** (people who use information to make decisions in doing their work). Knowledge workers are mainly white-collar workers. They make up about 70 percent of our work force. Typically, knowledge workers are managers, administrators, and other professionals who rely on technology and automation to help them make good decisions in completing their job tasks. More than likely they use electronic and automated machines to help them complete their work.

Knowledge workers are **information specialists** who know how to obtain, use, and pass on information. They depend on many components of today's technology such as word (text) and data processing, graphics and imaging, electronic and desktop publishing, telecommunications and voice messaging, facsimile and electronic data interchange—information components and technologies explored in this text.

Workers who intend to compete and survive in a business office must become proficient information handlers. They must know how and where to get the right information at the right time. They must know how and when to use automated equipment. They must know how to plan, think, and take appropriate action. They must be knowledge workers within businesses and information-based organizations.

Technology and You

Do you think of yourself as a knowledge worker who can compete in an information-based organization? Consider for a moment how information and modern technology affect almost every aspect

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