

Office Automation Course

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Written from an international perspective, this book presents a detailed discussion of the basic science of brain injury. It explains the treatments used in brain injury rehabilitation and covers various methods of rehabilitation. It is suitable for students from psychology, medicine, physical and occupational therapy. Computers and Classroom Culture, first published in 1996, explores the meaning of computer technology for our schools.

Every pioneer takes large risks, hoping that the new frontier he seeks will provide the benefits of independence and good fortune. Don Tapscott is such a pioneer in the area of office automation. He has been a true pioneer, having entered the field in its early days and taken the risk of working not in technology, which was fashionable, but in the field of the problems of organizations, which was less fashionable, but in many ways more important. The utilization of computers for data processing, accounting, inventory, and other "bread and butter" applications is now well entrenched in our society and culture. The process of designing such systems tends to focus on the needs of the company and the constraints of the equipment, leading to efficient systems with little tolerance for the variety of people who must use or interface with them. Within the office automation area, these methods do not work nearly as well. The frequency and amount of human interaction in

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the office environment, and the wide variety of situations and reactions there in, demands a different design methodology.

The term "Office Automation" implies much and means little. The word "Office" is usually reserved for units in an organization that have a rather general function. They are supposed to support different activities, but it is notoriously difficult to determine what an office is supposed to do. Automation in this loose context may mean many different things. At one extreme, it is nothing more than giving people better tools than typewriters and telephones with which to do their work more efficiently and effectively. At the opposite extreme, it implies the replacement of people by machines which perform office procedures automatically. In this book we will take the approach that "Office Automation" is much more than just better tools, but falls significantly short of replacing every person in an office. It may reduce the need for clerks, it may take over some secretarial functions, and it may lessen the dependence of principals on support personnel. Office Automation will change the office environment. It will eliminate the more mundane and well understood functions and will highlight the decision-oriented activities in an office. The goal of this book is to provide some understanding of office . activities and to evaluate the potential of Office Information Systems for office procedure automation. To achieve this goal, we need to explore concepts, elaborate on techniques, and outline tools.

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