

THE AUTOMATED OFFICE

BIBLIOTHEQUE DU CERST

JOSEPH ST JOHN BATE AND ROSS BURGESS

The Automated Office

*Information Technology and its Effect
on Management and Office Staff*

Other books for business users

Office Automation Using the IBM Personal Computer Systems

Ross Burgess and Joseph St John Bate

0 00 383104 3

Choosing a Word Processor

Francis Samish

0 246 12347 8

Choosing Accounting Software for your Microcomputer

Gary Simon

0 00 383006 3

Working with dBase II

M. de Pace

0 246 12376 1

dBase III: A Practical Guide

M. de Pace

0 00 383076 4

WordStar Prompt

Randall McMullan

0 246 12446 6

WordStar in Action

Randall McMullan

0 00 383107 8

SuperCalc Prompt

Randall McMullan

0 00 383004 7

Get More from the Epson Printer

Susan Curran

0 00 383081 2

Figuring out Facts with a Micro

Owen Bishop

0 00 383023 3

The Automated Office

*Information Technology and its Effect on
Management and Office Staff*

**Joseph St John Bate
and
Ross Burgess**

Illustrations by Glenys Harley

COLLINS

8 Grafton Street, London W1

Collins Professional and Technical Books
William Collins Sons & Co. Ltd
8 Grafton Street, London W1X 3LA

First published in Great Britain by
Collins Professional and Technical Books 1985

Distributed in the United States of America
by Sheridan House, Inc.

Copyright © Joseph St John Bate and Ross Burgess 1985

British Library Cataloguing in Publication Data
Bate, Joseph St. John

The automated office : information technology
and its effect on management and office staff.

1. Office practice—Automation

1. Title II. Burgess, Ross

651 HF5548.2

ISBN 0 00 383008 X

Typeset by V & M Graphics Ltd, Aylesbury, Bucks
Printed and bound in Great Britain by
Mackays of Chatham, Kent

All rights reserved. No part of this publication may
be reproduced, stored in a retrieval system or transmitted,
in any form, or by any means, electronic, mechanical, photocopying,
recording or otherwise, without the prior permission of the
publishers.

4650

Contents

<i>Preface</i>	vii
1 The Office Dominates the Twentieth Century	1
2 Information – Its Flows and Forms	14
3 Concepts and Goals of Office Automation	29
4 Computer Technology in the Office	41
5 Other Technologies in the Office	53
6 From Paper to the Workstation	72
7 The Battle for the Office Desk	89
8 Functions of the Automated Office	100
9 Who will be Affected and How?	111
10 Making the Machine Fit the People	127
11 The Training and Skills Required	142
12 Space – the Final Frontier	154
13 Future Developments in Office Automation	166
<i>Index</i>	181