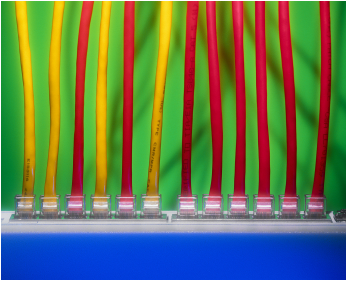


Kim's Knowledge Knook



Directions- Select the best multiple-choice answer.

Office Systems and Administration

1. What is a flaming email?
 - a. a misinterpretation of the content of another's email causing a hasty response and the expression of extreme emotion or opinion in an email message.
 - b. a naughty joke sent electronically
 - c. a smoking computer
 - d. an email with a virus attachment

2. Your electronic business card should provide?
 - a. Your address, fax line, supervisor's information, hours of work
 - b. Your name, title, business address, email address, direct phone line, fax line, and other pertinent contact information
 - c. Your name only
 - d. Title and phone information

Answer #1: a –Misinterpretation of the content of another's email causing a hasty response and the expression of extreme emotion or opinion in an email message is a flaming email. I offer the following information as tips and tools for dealing with flaming emails. Remember email responses are permanent if you receive a flaming email, you should:

- Resist the temptation to fire off a response
- Read the original message again. You might be misinterpreting the message by the sender.
- Draft a response and let it cool off for a time before sending it. Re-read and reconsider your response before sending it.
- Break the cycle of misinterpreting or misunderstanding and give the person a phone call or face-to-face meeting in order to resolve the issue.
- Respond to opinion with evidence or facts that are relevant.

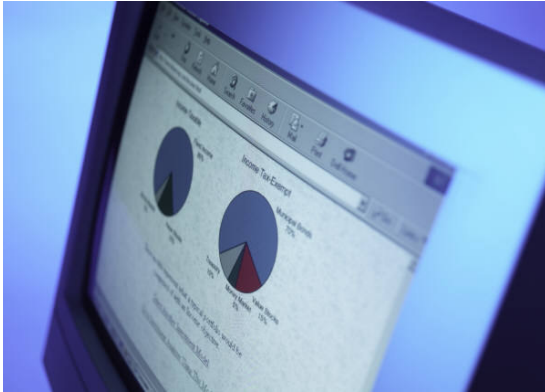
Answer #2: b- Your signature field or electronic business card should provide useful information such as name, title, business address, email address, direct phone line, fax line, and other pertinent contact information. Being effective in your email is important. In order to be effective you must provide contact information that is clear and concise if your receiver needs to clarify or ask a question they need this information readily available.

In addition, here are some Writing tips for effective email messages

1. Start with a strong subject line. Make sure it relates to your message content.
2. Be responsive not reactive; think three times: before you write, after your write, and before you send your message
3. Use the inverted pyramid from of writing. Your most important statements should appear in the first paragraph, followed up with supporting details.
4. Keep paragraphs short for easy reading.
5. Be concise.
6. If the message is lengthily, use sub-topic headings.
7. Ask for action. Be clear about what the recipient is to do and when in order to complete the task.
8. Use spell-check.
9. Re-read your message before sending it. If an emotional subject in order to avoid flaming email, you should save the draft and re-read the next day or a few hours later.

Kim's Knowledge Knook

Directions- Select the best multiple-choice answer.



Office Systems and Administration

1. What is the difference between a CD-R and a CD-RW?
 - a. How many times it can be burned
 - b. One plays on my computer and one doesn't
 - c. W means it costs more
 - d. Speed of disk
2. CD's are what kind of storage?
 - a. Optical disk storage
 - b. Micrographics technology storage
 - c. Microform storage
 - d. Paper storage

Answer #1: a –How many times it can be burned. The term CD-R stands for **compact disk able to record once, and CD-RW stand for a compact disk that is able to be recorded on many times**. According to http://www.imation.com/products/cd-r_media/la_cdrw_technology.html, "It's not simply that CD-R technology is older and has had time to come down in price from its original introduction to the marketplace — although that does impact prices and availability. The price difference between CD-R and CD-RW technologies focus on the complexity of the devices and media. While the discs look alike to the naked eye, CD-R media and drives use a less complex technology, providing lower-cost replication for distribution of music, family photos, or computer data. CD-RW media use a more complicated recording process, and use a different technology for the recording layers of the discs."

Advantages of CD's and CD-RW's provided in 4th Edition of CPS Review Series- Office Systems and Administration by Prentice Hall and Betty Schroeder, PhD.

- Large Storage space
- Preservation of documents – life span of 10 to 20 years or longer
- Easy duplication of records
- Distribution costs are minimal
- Retrieval time is reduced as compared with other forms of filing

Answer #2: a- Optical disk storage. According to <http://dictionary.reference.com/search?q=optical+disk&r=66> an optical disk also called **laser disk**. A grooveless disk on which digital data, as text, music, or pictures, is stored as tiny pits in the surface and is read or replayed by a laser beam scanning the surface. A key to remembering this is that optical means = eye, eye = read, read means you can view your files on the screen.

Kim's Knowledge Knook



Directions- Select the best multiple-choice answer.

Office Administration

1. A systematic control of business information from its creation to its disposal is called?
 - a. communications
 - b. information processing
 - c. business documentation
 - d. records management

2. When conducting an Internet search by starting with a broad word or phrase related to the topic and sequentially narrowing the focusing questions, you are using the:
 - a. exploratory approach
 - b. general question approach
 - c. open-ended approach
 - d. specific-topic approach

Answer #1: d- Records Management. According to <http://www.archives.gov/records-mgmt/faqs/general.html>, "There are many, though similar, definitions of records management. One common one is "the field of management responsible for the systematic control of the creation, maintenance, use, and disposition of records." From the Federal perspective, it is the planning, controlling, directing, organizing, training, promoting, and other managerial activities involved in records creation, maintenance and use, and disposition in order to achieve adequate and proper documentation of the policies and transactions of the Federal Government and effective and economical management of agency operations ([44 U.S.C. 2901](#)).

Records management addresses the life cycle of records, i.e., the period of time that records are in the custody of Federal agencies. The life cycle usually consists of three stages:

- Creation or receipt
- Maintenance and use
- Disposition

Tools for maintaining and using records include file plans, indexes, controlled vocabularies, taxonomies, data dictionaries, and access and security procedures. The main tool used to manage the disposition of records is the records schedule.

Answer #2: d- Specific-topic approach. According to the 4th Edition of CPS Examination Review Series- Office Systems & Administration by Prentice Hall and Betty Schroeder, PhD., "Business professionals use search engines or Web directories to assist with their searches. The first step in the process, however, is to have a clear understanding of the topic to be searched. One way to approach an Internet search is to classify it as either specific or open-ended. When you can use a word or phrase to identify your output, you will conduct a specific search. This type of search requires you to narrow the search to the answer you seek." Check out website <http://www.goshen.edu/library/enginetipn1.htm>, which outlines some tips on searching the internet with Boolean logic. Also, learn about general search engines, subject directories, and Meta search engine.

Kim's Knowledge Knook
Questions for November and December 2008

Directions- Select the best multiple-choice answer.



Office Systems and Administration

1. What are the 3 different types of team spaces?
 - a. Project Rooms, Caves and commons, Bullpen
 - b. Cubicle, Loft, Suite
 - c. Core, Reception, Hub

2. What is a self-managed team?
 - a. A team that is organized by function.
 - b. A team that is managed by middle management.
 - c. A team that learns and shares job responsibilities together.

Answer #1- a- Project Rooms, Caves and commons, Bullpen. According to the Complete Office Handbook, third Edition The Definitive Reference for Today's Electronic Office by Susan Fenner, Susan Jaderstrom, Leonard Kruk and Joanne Miller and published by IAAP, "Organizations often use teams to solve problems related to achieving competitive advantages that should be confidential including new products, new strategies and new technologies. Conventional office space- where most of this collaboration is supposed to take place- does not meet the needs of the workers using it. The three different types of team spaces are:

- **Project Rooms:** Large, hard-walled areas where the group works together for the duration of a project, with or without individual workstations elsewhere in the facility (good for teams that meet for a defined period and then disperse).
- **Caves and commons:** Small, individual workstations or offices surrounding a group area outfitted with meeting tables and equipment owned by the team. Best for ongoing, cross-functional work.
- **Bullpen:** Open-plan workstations with low barriers between workstations promoting face-to-face communication without moving to a team area. Good for fast-paced work tied to computers or telephones, like financial trading rooms or some types of telemarketing."

Answer #2- C- A team that learns and shares job responsibilities together. According to the Complete Office Handbook, third Edition The Definitive Reference for Today's Electronic Office by Susan Fenner, Susan Jaderstrom, Leonard Kruk and Joanne Miller and published by IAAP, "Work groups that operate with varying degrees of autonomy and without an appointed director/manager are referred to as self-managed teams. These teams learn and share job responsibilities usually performed by a manager. In a fully functioning Self-managed team, control comes from within the group rather than from outside it. Rather than directing and giving orders the team leader becomes a facilitator to assist the team, mediate and resolve conflicts among team members, and interact with other teams and managers in other parts of the organization."