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Westinghouse using computers to aid headquarters employees

By JUDITH GREER

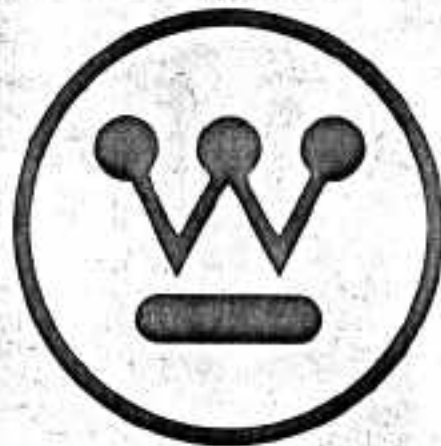
As technologies evolve, the notion that the computer is replacing the human worker is common, but management at Westinghouse Electric corporate headquarters view technology as a tool for the worker, not a replacement.

Personal computers, software packages like electronic mail and word processing, teleconferencing, and mail robots are changing the nature of jobs to exclude the more mundane, detail work and clerical functions, according to Betty McDonough, manager, Office Technology and Information Services for Westinghouse.

"A transition from an industrial society to an information society is taking place," said Dave Aynardi, Westinghouse technical support manager. "Less and less of the population is making all of the food and all of the products in the world; as a result, people are more oriented to white collar positions."

"It is a slow evolutionary process to incorporate technologies into a job, and it shouldn't change drastically overnight, that's why we train here (at Westinghouse) and integrate the technologies into the job without the upheaval of it," said Aynardi.

The Westinghouse Office Technology and Information Services (OTIS) group supports the entire Westinghouse Building headquarters, (with the exception of facilities planning,) which staffs a total of 871 employees, McDonough said.



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"We determine the technologies to be implemented based on the needs of the organization. For instance, we have identified job profiles by asking how people spend their time, whether it be writing, meetings, typing, using telephones, traveling, researching, filing, or mail delivery," said Phil Lichtenfels, director of computer resources.

A secretary used to spend 30 percent to 40 percent of her time typing. Now the equipment has changed from a typewriter to an IBM PC and she is spending time on other matters said Lichtenfels. "They are more of an administrative assistant."

Central dictation and word processing centers, laser printers and mail robots handle and speed up the process that in the past included a manager jotting down a few notes, dictating them to his secretary who then wrote them up into paragraph form, typed them and either photocopied the information or sent it out to be printed, and then had delivered it to the proper party.

Through the use of central dictation centers at Westinghouse, the user can dictate into a recording 24 hours-a-day, the cassette is then transcribed through the use of word processing software, and when complete the information, including format, typestyle, number of copies and how to correlate pages and staple, is sent through the computer to a laser printer.

The mail robot, which looks similar to a large, revolving file cabinet, then makes its rounds and picks up and delivers the message to the desired party.