

Assessment #7: Keeping Accurate Records

1. Give short answers to the following questions:

I. Why is it important for PAs and secretaries to keep accurate records?

It is important for PA/secretaries to keep accurate records to ensure records can be retrieved easily and within a quick time frame (e.g. something can be located within a phone call). This is particularly important when the PA/secretary is sick/ on leave as a tidy and accurate system will ensure the colleague filling in can find things with ease.

From a legal standpoint it is important that records are accurate in case they are needed for any enquiries.

II. Why is it essential to regularly back up digital files and data?

It is essential to regularly back up files to ensure the most up to date content is stored. For example, when an important presentation is taking place the most up to date slide package should be available to all before the actual presentation so all parties can prepare.

As computer systems can be temperamental (black outs, emergency shut downs etc.) it is important to have backups of files on different drives/ locations etc. to ensure that no content is lost.

III. If working between multiple computers, what can you do to ensure you don't accidentally wipe the latest version of a file?

One way to ensure that you do not wipe the latest version of a file when using multiple computers is to locate the file in a common storage space. This ensures the most up to date version is always accessible to all computers.

Another way to ensure no data is wiped accidentally is to add dates and version numbers to file names.

A third solution to this problem is using an outside storage space such as a USB drive and interchanging this between computers. With this solution, it is best to note that a copy of the files should be stored somewhere in case the flash drive corrupts or is lost.

2. Explain how the Dewey decimal classification system works and discuss its advantages.

The Dewey decimal classification system works by organising material into 10 or fewer categories numbered 000 to 900. Main headings are then divided into 10 or fewer smaller headings from 10 to 90. Sub headings are then divided into 10 or fewer headings from 1 to 9.

This system is advantageous because it is universal. This makes it easier for people to locate when they are not fluent in a local language.

The system also allows people to locate books easily by themselves & allows them to discover books in the same genre when they are interested in a particular topic.

This system also cuts down the time to classify and store books.

3. In some instances, it may be useful or necessary to keep paper and digital copies of certain files and documents. Explain why this may be the case, detailing the pros and cons of digital files and hard copies.

Digital Files

Pro List

- *Multiple people can view at the same time*
- *Saves physical space*
- *Quick to send to customers etc. (e.g. email)*

Con List

- *Computer can corrupt & files can be lost*
- *Blue light stress when staring at a screen for a long time*
- *May need a physical signature (e.g. legal documents)*
- *May need security clearance & this can be hard to establish digitally*
- *Multiple copies of the same document can be made which makes it hard to trace a master*

Hard Copies

Pro List

- *Easy to establish one master copy to ensure information is up to date*
- *Data cannot be corrupted*

Con List

- *Takes up physical space*
- *Can be ruined easily (e.g. spilling coffee)*
- *Information can be left in plain sight which may require clearance to read*
- *Takes a long time to send (e.g. through mail service)*