



Secretariat

ST/AI/361  
29 March 1990

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ADMINISTRATIVE INSTRUCTION

To: Members of the Staff

From: The Under-Secretary-General for Administration and Management

Subject: STANDARD FOR WORD-PROCESSING  
SOFTWARE FOR MICROCOMPUTERS

1. In accordance with the policies and procedures set out in the administrative instruction ST/AI/347 of 9 March 1988 on office automation standardization, WordPerfect has been selected as the United Nations word-processing standard for microcomputers for the next three years. (For the minicomputer environment, the Wang OIS/VS word-processing product remains the standard at the present time.) The selection of WordPerfect is based on the conclusion that this software package offers those features which will best promote word-processing productivity, facilitate document interchange and provide multilingual support within the New York office. This decision is the result of an in-depth comparative study by a technical panel of representatives of departments and offices in an effort best to meet the needs of the Organization in this area. The panel reviewed a number of products, comparing features, support characteristics, performance and ease of use.

Transition at Headquarters

2. Transition to the new standard is planned on an office-by-office basis, using transition specialists from the Office Automation Service, Electronic Services Division, to prepare each office for the transition, as well as to facilitate the installation, training and conversion efforts. The package does not require additional hardware beyond a standard microcomputer work station. A target schedule of one year is envisaged to complete the transition at Headquarters, including training of users.

3. To achieve a carefully planned transition without any loss in productivity, a transition specialist from the Office Automation Service will meet with a designated representative from each office prior to conversion to WordPerfect. The transition specialist will identify the word-processing needs and activities unique to each office. Demonstrations will be given, showing users how specific tasks can be accomplished using WordPerfect and demonstrating some of the new functions that will be of value to each office. The transition specialist will establish an

installation schedule and resolve specific problems that the office may have in making the transition. The Training Service will schedule the training in consultation with the transition specialist. The transition specialist will also install the WordPerfect package and incorporate it as a choice on the menu structure being used by each office. Assistance will also be given in identifying documents and glossaries for conversion and converting them.

4. In the event that an office or individual has word-processing needs that cannot be met using WordPerfect, a product that is more suited to the task can be obtained. The caveat to such users is that, while the Office Automation Service will acquire such products, training and trouble-shooting support will not be available. Any office using non-standard products will bear the responsibility and cost of converting its documents to a standard format when such documents need to be used outside that office.

5. The Department of Conference Services will make arrangements for accepting electronic documents in WordPerfect format.

6. Because microcomputer technology and its related software products change rapidly, in both functionality and performance, the current word-processing standard will be reviewed in three years.

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