

Here is a before-and-after example of a company memorandum that demonstrates the effectiveness of Information Mapping techniques. See the following two pages for the revised (“after”) version.

Before:

Acme World Services Guidelines for CEC facilities

Computer Education Center training rooms should be scheduled automatically through GroupWise. Rooms may be scheduled up to 12 weeks in advance.

Workstations in both training rooms are configured with Office 97, internet access, GroupWise, StorageSolutions and Host access (non-productin). Custom installations require a minimum of six weeks’ lead-time and submission of a standard SR to Network Services.

Software to be installed in the training room by either an internal department or an external vendor must be licensed, compatible with the company’s network and preapproved by Network Services.

Both training rooms accommodate 8 students plus instructor and are equipped with white board, AV screen, and Lexmark printer. The Northside CEC has a built in projector. There is no projector in the Southside CEC.

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After :

Computer Education Facilities

Purpose The purpose of this document is to provide information and guidelines for all Acme personnel who wish to make use of the Computer Education Center training rooms located at Northside and Southside offices.

CEC Coordinator If you have any questions about scheduling the CEC rooms, or room configuration, software installation, etc., contact Jayne Smith at 555-555-1212 or e-mail jayne.smith@_____.

How To Schedule A Room

- You may schedule up to 12 weeks in advance of your desired training day.
- Schedule at least 2 weeks before your desired training day. The rooms are heavily booked year-round, and the earlier you put in your request, the more likely you will be able to reserve your desired day(s).
 - To schedule a training room, in Groupwise, choose Schedule New Appointment, select “Northside CEC” or “Southside CEC,” and schedule the room as you would any conference room.
 - Contact jayne.smith@_____ if you need help with scheduling.

Room Attributes Each CEC training room has the following:

Attribute	Northside	Southside
<i>Physical configuration</i>		
Room for 8 students and 1 instructor	X	X
White Board	X	X
AV Screen	X	X
Lexmark printer	X	X
Built-in projector	X	
<i>Software</i>		
Office 97	X	X
Internet access	X	X
StorageSolutions	X	X
Host (non-production)	X	X

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Additional Software in the CEC

Installing New Software in the Training Room

If you wish to have additional software installed for training purposes, by IT or by an external vendor, you **must** submit an SR to Network Services at least 6 weeks in advance.

In addition, the software must be:

- Licensed
 - Compatible with the company's network
 - Pre-approved by Network Services
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Note to Supervisors

Please assign only ONE staff member to coordinate with the CEC when scheduling any training for your department.

If you have questions

Be sure to contact Jayne Smith at 555-555-1212 or e-mail jayne.smith@_____ if you have any questions.

- Thank you!
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