

9 Advanced Administrative Applications

Administrative professionals are taking on more responsibility in the office environment. Technology has created an information age that has changed the way offices operate and the way information is handled, affording new opportunities for professional growth.

Research and Reference

As more and more responsibilities are assigned to office professionals, the process of researching informational references is becoming more important. This means that the administrative professional must have:

- Some knowledge about the topic
- Organizational skills
- Time and ability to gather information
- Prior knowledge of the purpose is helpful, and
- Detailed records of sources need to be kept.



Knowing exactly where to go to find adequate and accurate information for a research report or speech can be challenging. The administrative professional must be prepared to spend considerable time “digging” for sources of information. This section is meant to serve as a starting point for researching information. Data can be drawn from a variety of places. With the use of computers and the Internet, all kinds of information can be collected and summarized.