
GAO

Office of Policy

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Automated Policy Guidance System User's Guide

GAO/OP-91-02

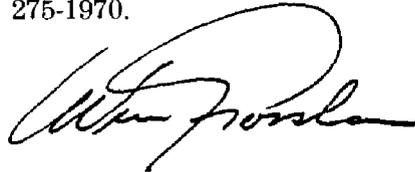
Preface

The Office of Policy (OP) has developed an Automated Policy Guidance System to help staff more easily access and use GAO's audit and evaluation policies and procedures. The system provides user-friendly access to a searchable data base containing the full text of current policies and procedures. Compliance with these policies should help ensure high-quality products.

The system operates on a minicomputer at the GAO Information Handling and Support Facility in Gaithersburg, Maryland. You can search the data base from a personal computer equipped with a telecommunications modem; Crosstalk, Mirror, or other telecommunications software; and a telephone line. While you must follow the instructions in this guide, you need not be a telecommunications expert.

Menu-driven commands provide flexibility for novice or experienced users, and a "Help" feature is available to further explain system options. Various search options are available to accommodate different user needs.

This guide describes the major functions of the Automated Policy Guidance System and is intended as a quick reference to help you use the system. It supersedes an earlier version, Automated Policy Guidance System User's Guide (GAO/OP-90-2, Oct. 1989), published soon after the system was developed. The major contributors to this guide were Valeria G. Gist and Michael J. Koury. For additional information, please call the Office of Policy on (202) 275-1970.



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Accessing and Using the System

You can gain access to the Automated Policy Guidance System through a personal computer equipped with a telecommunications modem, telecommunications software (such as Crosstalk or Mirror), and a telephone line.

Gaining Access to the System

Enter Crosstalk/Mirror to call the GAO computer at the Information Handling and Support Facility (IHSF) in Gaithersburg, Maryland. Notice the highlighted line at the bottom of the screen. This is the Crosstalk status line, which will generally read "Command?" when you first run it and will return to this status whenever you press the escape (**Esc**) key.

At the command prompt, do the following:

- Type **NU** followed by the telephone number **93015900581** and press **Enter**. (If you are calling from outside the Washington metropolitan area, you must enter a different local telephone number to access a telecommunications network, such as TYMNET or OUTDIAL. See app. I.) Division microcomputer focal points, regional technical information specialists, or the telecommunications group in the Office of Information Management and Communications (OIMC) can provide more information. See appendix II for a list of policy system unit coordinators.
- Type **SP** followed by **1200** or **2400** to set the baud rate to correspond with your modem and press **Enter**.
- Type **EM VT100** and press **Enter** to emulate a specific type of terminal. This emulation alters the use of several keys on your keyboard to correspond with the IHSF computer.
- Press **Enter** a second time to dial.

Saving a Command File

To avoid entering the above instructions each time you access the system, you may save them in a Crosstalk command file for later recall with the

SAve command. Before executing the dial command (with the final **Enter** listed above), type **SA Policies** and press **Enter**. Then to dial, press **Enter** again.

The next time you wish to access the system, simply use the "policies" command file that you have saved.

At times, a busy signal or a system error will prevent you from gaining access to the system. If this happens, press the **Esc** key, type **Bye**, and press **Enter** twice to redial.

After the telephone connection is made, the status line will read "Connection Established. Proceed." Press **Enter** to bring up the main menu.

Using a Script File

Each unit coordinator has been provided a floppy disk containing a script file that may be added to the Automenu portion of the hard disk memory on any GAO microcomputer. Thus, the Automated Policy Guidance System could be an option as soon as the microcomputer is activated.

The script file eliminates the need for entering all of the keystrokes described on page 4. Once the option has been initially added to the Automenu and is selected, it will bring up the main menu of the Automated Policy Guidance System.

Using the Menus

A main menu and several submenus were developed to ensure simplicity, ease of operation, and consistency in conducting searches.

As shown in table 1.1, the split screen main menu identifies the types of documents to search and the type of searches available. Type the first letter of each choice to execute the function. Each document that can be searched and the available search options are described in chapter 2.

Table 1.1: Main Menu

Documents to Search	Search Capabilities
(G) eneral Policy Manual	(T) able of Contents
(P) roject Manual	(K) eyword
(C) ommunications Manual	(I) ssue Date
(T) echnical Guidelines	(G) o to a Page
(O) rders and Notices	
(L) ocal Instructions	
(R) ecent Changes	
(A) ll Manuals	

Enter the letter(s) corresponding to the manual to be searched and the type of search to be performed. Enter "H" to get Help or type "E" to Exit.

Manual: Type of Search:

A different submenu appears at the bottom of each screen offering more functions, for example, next hit or last search. Chapter 3 describes the submenu features in detail.

The **(H)**elp and **(E)**xit features can be used at any time from the main menu screen or a submenu screen. "Help" provides instruction on options available from the current screen. "Exit" moves you from a submenu back to the main menu, or if you are at the main menu, it ends the session.

Operating Tips

While this system is menu driven, the following operating tips can make it easier for you to use.

Please read the on-line instructions when they appear on a screen, and use the "Help" feature for more information, especially when you are not certain of the next step. Type **H** from any screen to obtain help.

The cursor must be positioned at the on-screen command line to enter a command. You may need to

press **Enter** to position the cursor at the command line.

The screen displays the normal 24 lines of data at a time. The actual text, however, will be 15 lines because template data (manual title, current page, side caption title, etc.) are essential on every screen to let you know exactly what is being displayed.

The screen receives data one character a time and appears to display it a line at a time. The modem (1200 or 2400 baud) determines the speed of the display.

Depending on the version of Crosstalk you are using and the type of keyboard you have, you may need to check the NUM LOCK key to ensure that it is not engaged because the arrow keys and the page up/page down keys will not operate properly if this key is on.

The keyboard is always in a typeover mode and does not operate as a word processor. The delete, insert, home, and end keys do not respond at all. The backspace key returns you to the beginning of a line.

To correct errors, use the left or right arrow key to position the cursor at the character needing correction and then retype the desired characters or use the space bar to delete unneeded characters.

Other keys and their functions in the Automated Policy Guidance System are described in table 1.2.

Table 1.2: Other Keys and Their Functions

Backspace	Moves cursor to the beginning of a line
Tab	Moves cursor forward one field at a time
Left arrow	Moves cursor backwards one character at a time
Right arrow	Moves cursor forward one character at a time
PgUp	Moves back one full screen or 15 lines of text
PgDn	Moves forward one full screen or 15 lines of text
Ctrl + backspace	Delete character immediately preceding the cursor
Space bar	Deletes characters in a typeover mode
Enter or Return	Positions cursor at the on-screen command line to accept a command

Logging Off

Since this system uses telecommunications software and a data base management software at the IHSF, you must log off the policy system and also disconnect your telephone call.

Type **E** to exit from any screen you may be viewing and **E** again to exit from the main menu. If you used TYMNET, select the designated option to exit the network.

Press the **Esc** key to activate the Crosstalk status line. Type **qu** (quit) and press **Enter** to exit Crosstalk and disconnect your telephone call.

User Support

If have questions or receive an unfamiliar error message or otherwise encounter any problems, contact the following user support groups:

- Division or regional project representative, generally the technical information specialist; your Technical Assistance Group; a report reviewer; or microcomputer focal points.
- Office of Policy Project Manager on **(202) 275-1970**. Comments should also be sent to the Project Manager in room 6800 of the GAO Building.

**Chapter 1
Accessing and Using
the System**

- **User support hotline at the IHSF on (301) 840-3669.** This number is also listed on the first help screen within the Automated Policy Guidance System.

If you need assistance with TYMNET (GAONET) or other telecommunications issues, call the Workgroup Systems Center of OIMC on (202) 275-1735.

Main Menu Functions

The main menu controls which documents you search and how you search them. You can browse through a single policy document; search up to three individual documents simultaneously; or quickly search the whole data base for specific words, combinations of words, or dates. Only one search option may be performed at a time.

Documents to Be Searched

To begin, select the manuals or other documents to be searched by typing the first letter of each manual's title. If one or two documents are to be searched, press **Enter** after typing the appropriate one or two letters in order to position the cursor to accept the search function. If three documents are to be searched simultaneously, the cursor will automatically move to the "Type of Search" position after the third document is selected. You may search all documents in the data base simultaneously by pressing the letter **A** and then **Enter**.

A comprehensive set of GAO publications covering audit and evaluation policies and procedures has been included in the Automated Policy Guidance System. The primary documents are the following three manuals.

Policy and Procedures Manuals

The General Policy Manual (GPM) states the policy expectations for all aspects of the audit/evaluation process. The GPM is the nucleus of the Automated Policy Guidance System; all other documents relate to one of its 21 chapters. The GPM explains why staff must perform certain functions during the audit/evaluation process and refers the staff to documents where they can obtain more details.

The Project Manual (PM) supplements the GPM by presenting the "how to do it" instructions for planning, performing, and managing assignments. The PM follows the outline of the GPM but may require multiple chapters in certain areas to fully explain

the how-to steps. For example, the basic requirements for planning and managing an assignment are contained in chapter 6.0 of the GPM. Chapter 6.1 in the PM describes how to initiate assignments. Chapters 6.2, 6.3, and 6.4 describe steps to be taken during the job design phase, the data collection/analysis phase, and the product preparation phase, respectively. Chapter 6.5 describes the tracking of GAO assignments. Thus, all five PM chapters with a "6" preceding the decimal point relate to chapter 6.0 of the GPM.

The Communications Manual (CM) supplements the GPM by describing how to communicate the results of GAO's work. The CM is an expansion of the GPM chapter 12.0, "Communications Policy." Thus, to reflect the relationship to the GPM, each chapter of the CM is numbered 12. . For example, chapter 12.13, "Ensuring Product Quality," expands on the quality controls section of the GPM chapter on communications.

Technical Guidelines Several special publications covering very specific audit and evaluation issues are included in the Automated Policy Guidance System. Some examples are the PEMD Methodology Transfer Paper on Designing Evaluations; the IMTEC Technical Guide-line on Preparing, Documenting and Referencing Lotus Spreadsheets; and the OP guide on Assessing Internal Controls in Performance Audits.

Orders and Notices This module includes a full index of all GAO orders and notices. The data base contains the complete text of selected GAO orders dealing with audit/evaluation-related issues, such as training of GAO employees and employee responsibilities and conduct, as well as some dealing with assignment-related matters, such as providing information to the news media and handling information indicating violations of federal criminal law.

Local Instructions	Division, region, or staff offices often develop unit-specific instructions that expand on GAO-wide policies. Unit-level instructions, such as unique report processing steps, can be included in the Automated Policy Guidance System data base according to each local unit's wishes.
Recent Changes	Summaries of revisions made to the basic three manuals during the past 2 years are presented. The recent changes option will display all transmittal sheets for a given manual in reverse chronological order, i.e., the most current change appears first. The transmittal sheets summarize each change and identify the specific pages or chapters changed to help you find the changes in full context.
Search Options	Four types of search functions are available to accommodate users who are familiar with the policies, as well as those reading the manuals for the first time. To initiate a search, type the first letter of the desired type of search. Each of the four search types is described below.
Table of Contents	The table of contents may be used as an index when you want to get an idea of what is included in a single manual or document. The index has two tiers. The first displays the titles of all chapters in a document. The second displays the side caption titles for a selected chapter and may be activated by pressing the Enter key for a highlighted chapter. Or you may view the full text of a specific chapter from the first tier by typing F .
Key Word or Phrase	When looking for subject matter material, such as GAO's requirement for an assignment plan, you can locate relevant policies by entering a single key word, multiple key words, combinations of key words (called a phrase), or multiple phrases. The

displayed text will be highlighted to quickly locate the sentence that contains the selected words. Multiple words or phrases must be separated by a comma.

The following examples show how to enter the key words or phrases:

- Single key word: **referencing**.
- Multiple key words: **referencing, reviewing**.
- Single phrase: **assignment plan**.
- Multiple phrases: **assignment plan, audit program, audit guide***.

(Note: An asterisk can be used to locate both the plural and singular forms of a word and some variations of the word. In this case, "audit guide*" refers to audit guide, guides, guideline, or guidelines.)

After typing the desired key words, press **Enter** to acknowledge that you have entered all words. This positions the cursor at the command line to initiate the search.

To initiate the search, type **S**. When the search has been completed, the next screen will provide information on the number of searched pages that contained a "hit" and will list some pages (due to space limitations) on which hits may be found. The **PgDn** key may be used to see the remainder of the list. If many responses or pages with hits are obtained in the search, other key words may be added using the "narrow search" function. (See p. 15.)

Issue Date

A single date (month and year) or date range can be used to locate policies published within a certain time period.

Go to a Page

You can bypass some of the structured menu steps by reviewing a specific page. This option is available from each screen and may be particularly valuable for material cross-referenced to other chapters within the same manual and in other manuals or with the recent changes option. That is, you can use the "go to" option to view related pages and then return to the previous search activity. **Page numbers must be specific.** (Example: 2.0-1 for the beginning of a chapter or 2.0-5, 2.1-6, or 12.6-3 for another page.)

Submenu Functions

The following functions can be performed by typing the first letter of the descriptive word when the cursor is positioned at on-screen command line. You may have to press the **Enter** key to position the cursor at the command line.

Initial-Letter Alphabetic Functions

Contents - displays a table of contents screen. This feature can be used after a key word search is performed and if you would like to go directly to a table of contents search without going back to the main menu.

Exit - returns you to the main menu or enables you to exit from the system.

Full text display - shows the full text for a selected item. With a key word search, sentences containing key words are highlighted. Graphs and some charts cannot be displayed at this time.

Go to a page - shows the full text beginning at the top of a specific page.

Help - provides assistance for a particular screen.

Last screen/last search - shows the immediately preceding full text screen or last search screen.

Narrow search - searches other key words or phrases within a previously selected set of text. This function can be used only after an original key word or issue date search has been performed. It allows you to reduce the amount of text to review when many responses are obtained from a broad term.

Next hit - displays the next section of text containing selected key words or phrases. It skips over all interim text to display only the sentences with the key words when multiple sections are located for a specific search.

Print/download - prepares text for local printing or loading onto a computer disk. (See discussion below.)

Search - executes a key word search, an issue date search, or a narrow search option.

Title display - is an index of text retrieved from a key word or an issue date search to let you select the most appropriate section to view. This index lists the titles of side captions within a specific manual and displays the page numbers where the side captions begin.

Printing Text

If you desire printed copies of text in the policy guidance system, several options are available. If you need more than a few pages, however, please reproduce them using the regular hard copy or obtain the copies from the GAO Document Distribution Center. Options available for small amounts of printed text are discussed below.

Print Screen

You can print a single screen of information at any time using the **Shift** and **Print Screen** keys if a printer is attached to your microcomputer.

Print Pages

You can print full pages of text while on-line if a printer is attached to your microcomputer. To print, type **P** from any submenu screen and follow the on-screen instructions, as summarized below.

After typing **P**, you can print one or more pages by entering the page numbers at the on-screen prompt. For example, to print page 8.0-7, type **8.0-7** at the prompt and press **Enter**. To print pages 8.0-3 through 8.0-5, type **8.0-3**, use the **space bar** to move the cursor past "to," and type **8.0-5**. The screen will then show "Enter page(s) to be printed: **8.0-3 to 8.0-5**." After you have entered the page numbers, turn

on the printer, align the paper, and press the **F6** key.

Pressing the **F6** key turns an attached printer on or off. If the printer is on, all data transmitted to your computer will be printed. You should, therefore, turn the printer on only after you have typed the page numbers you need to print. Similarly, you should turn it off, using the **F6** key, immediately after the desired pages have finished printing.

After the printing finishes, the screen will be blank. Press the **space bar** to return to the policy system and resume your search activities.

Download Pages to Print Later

You can download full pages of text to a disk for later printing. To do this, type **P** from any submenu screen and follow the on-screen instructions, as summarized below.

After typing **P**, you can download one or more pages by entering the page numbers at the on-screen prompt. For example, to download page 8.0-7, type **8.0-7** at the prompt and press **Enter**. To download pages 8.0-3 through 8.0-5, type **8.0-3**, use the **space bar** to move the cursor past "to," and type **8.0-5**. The screen will then show "Enter page(s) to be printed: **8.0-3 to 8.0-5**." Even though the screen line says "printed," the pages will be downloaded instead if the **CA**pture command is used as described below and the **F6** key is not used to turn on the printer.

After you have entered the page numbers, the **CA**pture command starts the downloading process. You must specify the disk drive and a file name. The **Esc** key activates Crosstalk system commands so you can enter the **CA**pture command. For example, press **Esc**, type **CA A:chapter1**, and press **Enter** to indicate that the pages previously identified are to be downloaded to a disk in drive A and stored in a file with the file name "chapter1." To execute the

download, press **Enter** a second time. After completing the download, type **CA** off (turn **CA**pture off) before performing any other functions.

After the downloading finishes, the screen will be blank. Press the **space bar** to return to the policy system and resume your search activities.

Once you have exited Crosstalk, you may print your downloaded file using WordPerfect, but you must reset the margins first. To do so, enter WordPerfect and retrieve your file with the **F5** key, using the "Text In" option. Use **Shift F8** to set the left margin to 1 and the right margin to 82. You may now print your file using **Shift F7**—the regular WordPerfect print function.

GAO Data Communications Networking Services Instructions

The following telephone numbers, along with an acceptable user name and password, will give you direct access to the menu service and all the locations listed in it. If you need access to locations not listed in the menu service, please contact the data communications staff in the OIMC Workgroup Systems Center.

After you dial the local network access number and connect with the network, a series of "X's" will appear on the screen if you are connecting at 1200 baud. At that point, type the letter A with no carriage return. If you are connecting at 2400 baud, no "X's" will appear. Wait 4 seconds and then type the letter A.

A "Please Log In" prompt will appear. At this point, you must enter a user name and a password, separated by a semicolon. Contact your unit coordinator (see app. II) or the OIMC TYMNET Manager for a user name and a password.

**Appendix I
GAO Data Communications
Networking
Services Instructions**

Table I.1: System Access Numbers

City	Speed	Access Number
Washington, D.C.	1200	(703) 691-8200
	2400	(703) 352-3136
Atlanta	1200	451-2208
	2400	451-3362
Boston	1200	439-3400
	2400	439-3531
Chicago	1200	922-4601
	2400	922-6571
Cincinnati	1200	530-9019
	2400	530-9021
Dallas	1200	638-8888
	2400	630-5516
Denver	1200	830-9210
	2400	832-3447
Detroit	1200	962-2870
	2400	963-3460
Kansas City	1200	384-1226
	2400	384-5012
Los Angeles	1200	587-0030
	2400	587-7514
New York	1200	943-4700
	2400	809-9660
Norfolk	1200	855-7751
	2400	857-0148
Philadelphia	1200	592-8309
	2400	592-8750
San Francisco	1200	974-1300
	2400	543-0691
Seattle	1200	285-0109
	2400	281-7141

Automated Policy Guidance System

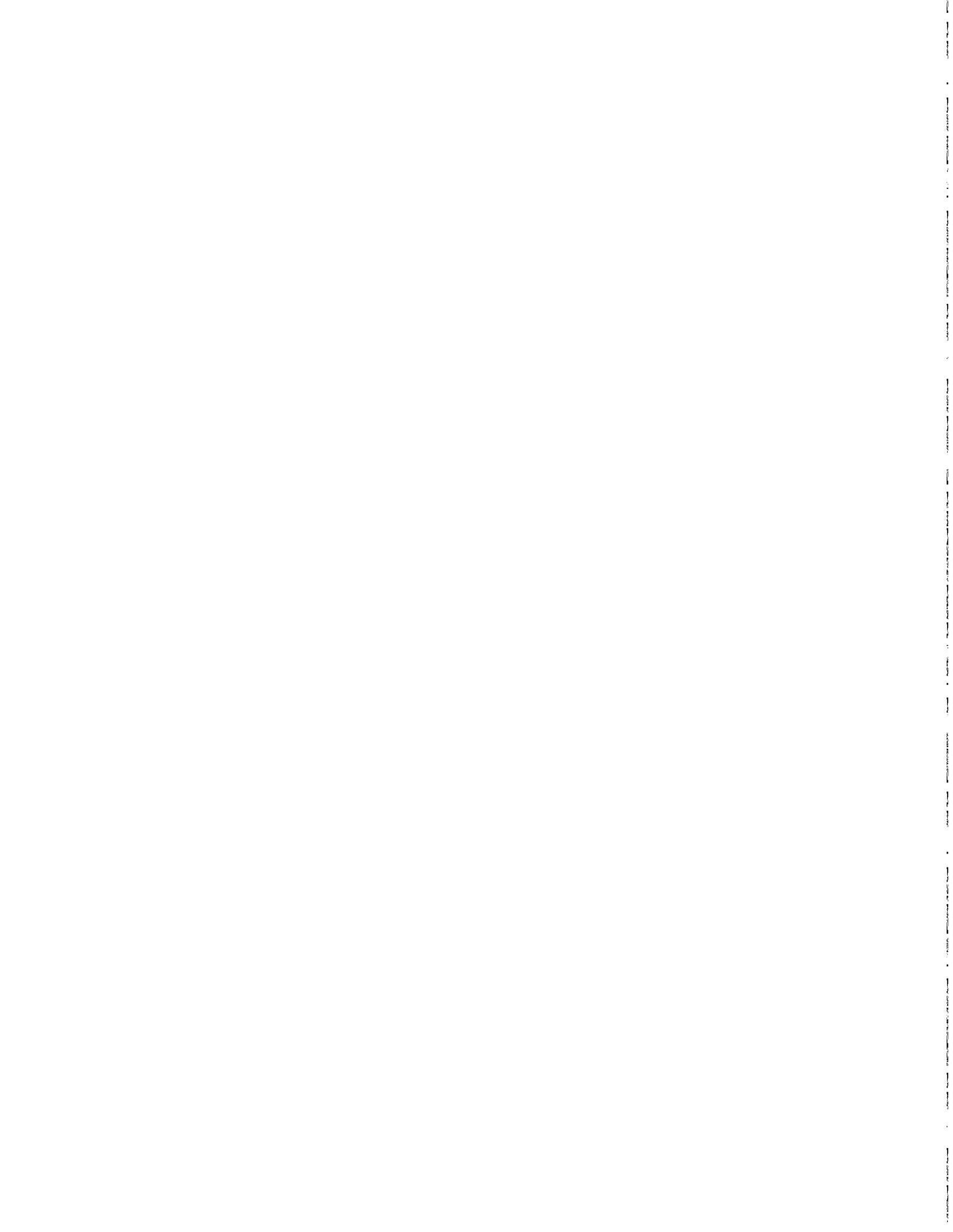
Unit Coordinators

	Representative	Telephone
Division:		
AFMD	Kay Drake	(202) 275-1980
GGD	Tom Shaffer	(202) 275-6048
HRD	Carl Fenstermaker	(202) 275-0547
IMTEC	Karlin Richardson	(202) 275-8787
NSIAD	Tom Goforth	(202) 275-8088
PEMD	Wally Cohen	(202) 275-8517
RCED	Julian King	(202) 275-4981
	Curtis Groves	(202) 275-4980
Region:		
Atlanta	Jennifer Michaels	(404) 332-1900
	Paul Pansini	(404) 332-1900
Boston	Jennifer Arns	(617) 565-7474
Chicago	John Matusik	(312) 220-7600
Cincinnati	Art Foreman	(513) 684-7120
Dallas	Beth Dandy	(214) 855-2600
Denver	John Clark	(303) 572-7347
Detroit	Sara Peth	(313) 256-8000
	Kathy Ward	(313) 256-8000
Kansas City	Mick Roedder	(314) 241-9080
	Ben Douglas	(913) 384-7400
Los Angeles	Fred Gallegos	(213) 346-8013
New York	Bob Murray	(212) 264-0743
Norfolk	Nick Williams	(804) 552-8100
	Jim Hayward	(804) 552-8100
Philadelphia	Linda Skale	(215) 574-4000
	Harry Trout	(215) 574-4000
San Francisco	Linda Sharp	(415) 904-2000
Seattle	Julia Rachele	(206) 287-4800
Far East	Noreen Chang	(808) 541-1250
Europe	John Schultz	011-49-69-7535-3696

(continued)

**Appendix II
Automated Policy Guidance
System Unit Coordinators**

	Representative	Telephone
Staff Office:		
ACG/Ops	Brenda Thomas	(202) 275-9753
ACG/P&R	Sam Madonia	(202) 275-5974
ACG/Policy	Mike Koury	(202) 275-1970
OAAP	Allen Elliott	(202) 275-7797
OCR	Pam Sands	(202) 275-5739
OIMC	Mac Gonzales	(202) 275-9752
OPP	Mario Petruccelli	(202) 275-1064
TI	Andy Kulanko	(202) 275-1143



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