

Innovation, change, and competition continue to redefine employment in every sector of the economy. The Sierra Group, Inc. distributes our OCCUPATIONAL ALERTS to help keep you informed of occupation changes so that you can leverage the opportunities and mitigate risk.



OCCUPATIONAL ALERT

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Occupations: Sedentary Occupations requiring significant **paper handling, focus, information comparison and information analysis** are now accommodated through mainstream business approaches.
Call Center Rep,
Scheduling, Finance

Update:

Technology and productivity trends have made the use of dual monitor desktop arrangements more commonplace in the business office setting. What was once relegated as an *accommodation* for individuals post stroke (with upper extremity paralysis and/or cognitive deficits), anxiety attack, or head trauma, is now seen as technology that is needed to remain competitive. Since 2002, a trend to install dual monitors on high use workstations has been gaining momentum. According to JPR Research and a Microsoft White Paper on the subject, nearly 5.9% of new corporate systems installed have a multiple monitor array. It is predicted that this trend will continue to accelerate.

Reasons for this acceleration can be attributed to: 1) productivity gains of users with dual monitor displays - *studies point to a 42% productivity boost*, 2) the price of secondary LCD displays continue to fall encouraging purchase of the upgrade, and 3) current operating systems and video cards easily support multiple displays. In fact, Windows XP can currently support up to 9 external displays. Collectively, these factors also support a trend to appease Facility Managers' energy awareness concerns as LCD displays are *more environmentally inert* than older CRT's.

The Journal of Human Factors offers that when complex computer-based problem solving is required, display arrangements that reduce distraction while focusing attention can offer significant productivity enhancements, which in turn can generate productive output. What was once a costly accommodation is now becoming a competitive necessity. ***The line between accommodation and technology innovation has just blurred.***

Select References:

Graphical Displays: Implications for divided attention, focused attention, and problem solving. Bennett, KB, Journal of Human Factors, Dual Monitor Desktop Trend (Online News published in DMReview.com December 20, 2005).
The Multiple Display Market and Consumer Attitude, JPR (2006) Tiburon, CA.