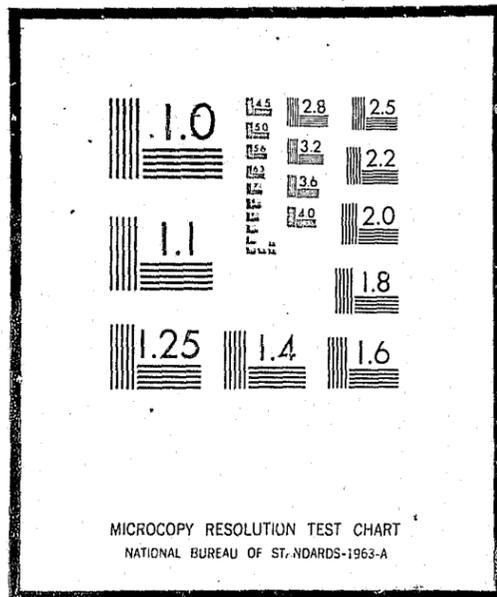


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CAJUN (Corrections and Justice United Network) -

TERMINAL OPERATORS' ORIENTATION

July 1974

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FOREWORD

It is not often in this day and time that administrators in corrections have an opportunity to point with pride at projects that have made significant improvements within their field, especially a project that reaches into every facet of corrections.

"CAJUN" (Correction and Justice Unified Network) is one of these projects. Normally, it takes from five to ten years for effective programs to make an impact on a system.

In only two short years, the "CAJUN" concept has become a reality.

This fact has catapulted the Louisiana Department of Corrections into the forefront nationally as a leader in automated information systems.

It requires dedicated and motivated staff working together and agencies cooperating with each other if we are to continue as a leader in the area of Criminal Justice Information Systems.

This manual is designed to acquaint you with "CAJUN", in hopes that you may wish to become a part of this team.

Elayn Hunt
Director

CHAPTER 1

INFORMATION - HOW AND WHY?

In many a western movie, one sees the local sheriff scratch his head and say of a stranger, "I got a feeling I've seen that feller before." While this scene is probably overdone, it is true that, for many years, information about an offender's record was "retrieved" from somebody's memory. Obviously, under these circumstances an offender could easily leave his record behind by simply moving to another community. Or, if the sheriff had a poor memory for details, a changed appearance, such as a newly-grown beard or a change in hair color was enough to ensure an offender's safety.

In rural America, there was another "retrieval system" in operation. This "system" was the curiosity of the local people regarding a stranger. The question asked of a newcomer might vary in nature but never in intent -- "Where did you come from? Why did you leave?" A chance answer would often reveal more than was intended.

Law enforcement agencies long relied on the United States mail service as a means of transferring information about criminal records. This system is reliable up to a point. However, many types of information are subject to widely varying interpretations. For example, the meaning of "medium height" might be totally different to Sheriff X, who is five feet four inches tall, and to Sheriff Y, who is six feet six inches tall. Another disadvantage to the mail service system is that it is too slow in transferring information which is urgently needed.

Therefore, although the mail service system still has a role to play in transferring information, it has been largely supplanted as a tool for information transfer by law enforcement and related agencies.

Ours has been described as an age of technology. Technical advancements have had a major impact on the work of agencies concerned with corrections and criminal justice. As a case in point, consider the impact of photography. Can you imagine how difficult it would be to provide a word picture such that someone else could "see" an offender? The camera has helped eliminate this difficulty. Also, there is the telephone, a very simple instrument for the rapid transfer of certain types of information. An even more effective tool is the radio. Can you imagine a major law-enforcement agency without its radios? If you doubt that radios are useful, tune in for a few minutes to the police calls being made by a major law-enforcement agency!

Other advances have also proved to be useful. A case in point is the fingerprint. Law-enforcement agencies need not be confused any longer by dyed hair or newly-grown beards. The value of the fingerprint in identification continues to grow as more advanced methods of analysis are developed.

Another important development in law enforcement work is the computer. This amazing instrument is still so new that its full potential in law enforcement and corrections work has not yet been realized. The computer is rapidly moving to the fore, with a resulting decline in the use of some of the methods described earlier. This ingenious invention is a vital component of CAJUN, and a storage facility for much valuable information.

There are several reasons why this information is so important to the Department of Corrections. First, it is important because an offender's record might well influence the decision of the authorities as to where the offender will be assigned. Isn't it logical that a first offender be given treatment that is different from that accorded a multiple offender? In Louisiana, the two would probably be assigned to different institutions.

Second, assume you are helping to design a rehabilitation program for an offender. If you are to have any degree of success in your efforts, you must use all available information in setting up this program.

Third, pretend that, as a member of the Probation and Parole section of the Department of Corrections, it is your responsibility to decide whether or not a particular offender should be paroled. You have the information that this person has a long history of parole violations. Wouldn't this knowledge influence your decision?

We have touched on some broad areas of operation in which information is of vital importance. The list could be much longer. By way of summary, however, any effective Department of Corrections must have information -- a great deal of information. Furthermore, there must be a system for making this information available where and when it is needed.

That's what CAJUN is all about.

CHAPTER 2 WHAT IS CAJUN?

Louisiana, along with other states, has in the past experimented with a variety of methods designed to help the various law enforcement and corrections agencies gather information. Many of these methods worked well for a while but eventually proved to be inadequate. Thus, the problem of dealing with information kept coming back.

This was the situation in 1972, an important year for the Department of Corrections and the Department of Justice in Louisiana. One major achievement in this year was the passage by the state legislature of Act 449, which was signed into law on July 12, 1972. This act was the end product of a great deal of preliminary work by consultants and commissions. It provided for the creation of the Louisiana Criminal Justice Information System as part of the Department of Justice (Office of the Attorney General). Although there were numerous sections to Act 449, a key provision was the establishment through electronic data processing and related procedures of a system by which relevant information could be collected, coordinated and made readily available to serve qualified agencies concerned with the administration of criminal justice.

From law to reality, however, was a big jump. State organizational machinery, with its inevitable committees, was put into action, and various approaches were reviewed. Then, a development of major significance to Louisiana occurred in August, 1972. This was the announcement that Washington, D. C., had developed a highly effective computerized system

called "Correctional Records Information System" or CRISYS. This gave everyone hope that this system could be transferred, with fairly minor adjustments, to Louisiana.

Detailed study by technical people, including visits to Washington to watch CRISYS in action, seemed to support the direct-transfer idea. Then a question arose as to computer availability. At first, the computer system used by the New Orleans Police Department looked like a good prospect. This, of course, would have been somewhat awkward, since Department of Corrections headquarters are located in Baton Rouge. Too, it would have been somewhat illogical for a state-wide agency to rely totally on a locally-operated computer unit.

As a result of these factors, the committee finally turned to the Department of Highways for help. This department had recently acquired a new computer (If you like computer talk, it is an IBM 370/145) and agreed to provide the needed computer services.

Once the decision was made as to the computer that would be used, the technical people began the time-consuming phase of adapting, testing, re-adapting, and retesting, on and on. Eventually, these workers began to see that a direct transfer of Washington's CRISYS program to Louisiana was simply impossible. At that point, the committee proceeded to develop its own system, particularly in the area of terminal transactions. And gradually, during the latter part of 1973, Louisiana began to bring into service an efficient, effective system of information storage, retrieval and distribution for use by agencies involved in corrections and criminal justice.

Since the final program was quite different from CRISYS, which had served as the point of departure in the development of Louisiana's system, a new name for it was needed. The name selected reflects the dual role of the system -- "Corrections and Justice Unified Network" or CAJUN.

One of the more commendable features of the development of CAJUN is the degree of inter-agency cooperation involved in making the system work. The Department of Justice is primarily concerned with the administration of criminal justice; the Department of Corrections is the agency responsible for the operation of correctional institutions and related activities. Therefore, the central figure in CAJUN, the offender, is of prime interest and concern to both agencies.

Regardless of the quality of the system, however, nothing works without the computer. This service, as cited earlier, is provided by the Louisiana Department of Highways.

Another key component in the system is the telephone company. Because the terminals in the district offices throughout the state communicate with the computer by means of telephone lines, South Central Bell's role in planning the program that resulted in CAJUN was vital.

How big an operation is CAJUN? In order to answer this question, we need to consider the size of the Department of Corrections. This department is responsible for working with adult and juvenile offenders, manages work release programs, and also handles all probation and parole cases. These functions are carried out through two institutions for adult males, one for adult females, four for juvenile offenders, and thirteen probation and parole districts. Average populations are: 3800 adult offenders,

900 juvenile offenders, 9000 probation cases, 200 work release cases and 3000 parole cases. Staff personnel employed by this department numbers approximately 1000. So you can see that, in serving the Department of Corrections, CAJUN is a vital part of a very large and complex operation.

So far as the scope of operation of CAJUN is concerned, let's look at its parts.

1. The computer. As previously mentioned, the computer is an IBM 370/145. It is housed at the Louisiana Department of Highways in Baton Rouge. Computer personnel, who work closely with the Department of Corrections, are employed by the Department of Highways.
2. Headquarters terminals. Two CAJUN terminals are located at Department of Corrections in Baton Rouge. One of these is for general administrative usage while the other is primarily for use in probation and parole work. A great deal of the time of these two operators is spent in updating records -- that is, being sure that the information available to the computer is current.
3. District terminals. The state of Louisiana is divided into thirteen districts for probation and parole work. Each district headquarters is equipped with a CAJUN terminal. These terminals are in the following locations: Alexandria, Amite, Baton Rouge, Jefferson Parish, Lafayette, Lake Charles, Monroe, Natchitoches, New Orleans, Shreveport, Tallulah, Thibodaux, and West Baton Rouge Parish.

4. Institutional terminals. The second phase of the installation process was designed to bring the correctional institutions into the system. This involves terminals at Angola, DeQuincy, and St. Gabriel. The same program provided for setting up terminals at the juvenile institutions. Included are LTI-Baton Rouge, LTI-Monroe, LTI-Pineville, and LTI-New Orleans.

Further expansion of CAJUN may well occur as more and more people in corrections and law enforcement work observe the system in operation. In short, the system has enough flexibility to meet needs as they arise. One limiting factor, of course, is money, since such a system would obviously not "come free."

This chapter is headed with a question -- "What is CAJUN?" On the basis of what you have read, how would you answer this question?

CHAPTER 3

THE WORK OF THE CAJUN OPERATOR: AN OVERVIEW

As we have seen, information is vital to the Department of Corrections and other agencies involved in the administration of criminal justice. The mere fact that information exists is not enough. To serve a useful purpose, the information must be made available to the person who needs it at the time and place of need. This is where the computer comes into the picture.

Computers of the type used in CAJUN are equipped with devices for storing data. In the process called "update," the operator is providing information to the computer for storage. At a later date, when there is a need for this information, in the process called "retrieval," the computer gives back the previously-stored information.

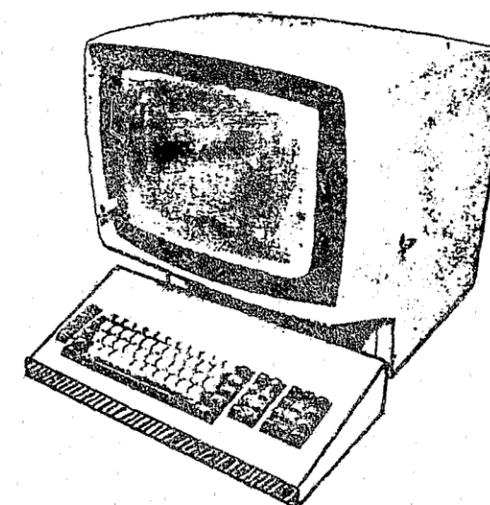
Notice that there is nothing creative about this process. The computer merely makes available the data that were previously fed into it. This is one of the real strengths of the computer for this type of usage -- it does not embellish the data, since the computer has no imagination. Another strength, of course, is that the computer can provide the information with an absolute minimum of lost time. One user of CAJUN remarked that the computer got the needed information back to her in about the time she would use in deciding where to start looking for it in a file.

But you should not let the computer frighten you. It is an impressive machine, but it is basically quite stupid. For one thing, it is not self-directed, that is, it can only do what someone tells it to do. And once

it is told what to do, it can only perform this particular task until it receives further instructions. So, if you find yourself awed by the fact that you are dealing with a computer, don't be! If you make a mistake, the computer will let you know and will give you an opportunity to make the needed corrections.

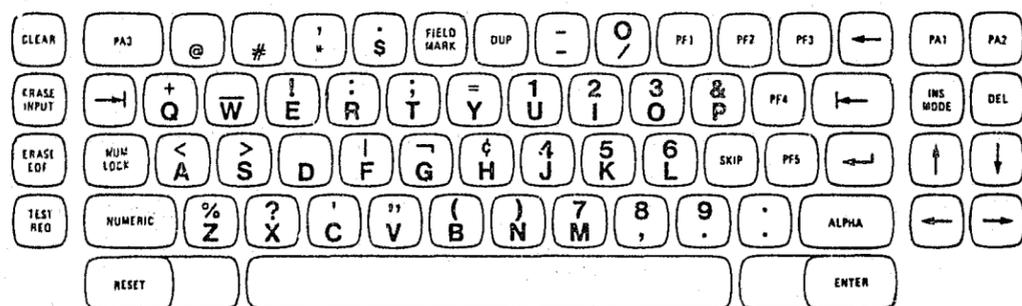
There can be no doubt that the computer is of vital importance in CAJUN. But if one were to select the most vital component in the system, it would not be the computer; it would be you, the terminal operator. Without your skill in feeding information to the computer and/or getting it back from the computer, the whole system would collapse. Hence, in your work as a terminal operator, you are not serving a computer. Rather, there is a computer that is working with you.

What does a terminal look like? There are two parts to it.



First, there is the display system. This looks like a television screen, without cartoons. As you send a message to the computer, your message appears on the screen. Then as the computer sends a message back to you, this message also appears on the screen.

The other part of the terminal is the keyboard.



As you can see, this is a standard keyboard except that some extra keys are on it.

In general, how does a terminal operate? First, you do not have to turn it on in that, so far as your terminal is concerned, it stays on. Actually, the job of starting up and closing down a terminal is handled from the computer. However, the terminal operators do not say, "Turn it on" or "Turn it off." Rather, they say, "Bring it up" or "Bring it down." On most days, your terminal will be ready for operation around 8:30 in the morning. If it is not, or if it stops working for a prolonged period during the day, it is important that you not try to fix it yourself. A

home repair job could be both dangerous and destructive. Rather, you should report the problem to the computer operator at the Department of Highways.

Once your terminal is in operation, you are in contact with the computer by means of telephone lines. From this point, using the proper codes (to be examined later), you type in your message and copy down the response. It is planned that some offices will have units that will print the information so that copying will not be necessary. However, such units will be available only in offices handling large volumes of work.

CHAPTER 4

SOME SPECIFICS IN THE WORK OF A TERMINAL OPERATOR

This booklet is one of three volumes dealing with your work as a terminal operator. This one is the first and most basic in the series. It is designed to provide fairly non-detailed information that might be helpful to a new operator. Another volume is the rather technical Terminal Operator's Guide. This book, presenting information dealing specifically with CAJUN operations, is by nature a handbook. It is in a three-ring binder so that, as procedures change, pages can be replaced, thereby keeping the volume current. When we need to refer to this Terminal Operator's Guide, we will call it "the black book." The third book in the series does not apply specifically to CAJUN but deals with the equipment used in CAJUN. This book is issued by IBM and is called Operator's Guide for IBM 3270 Information Display Systems. When we need to refer to it, we will call it "the IBM book."

As an operator, you will likely have all of these books available to you. Since this is true, we do not include everything in this book that you might need. Rather, we refer to parts of the other books as these parts are needed.

Authorization Codes

It was pointed out earlier that the prime concern of CAJUN is to make information available to the officials who need it when they need it. A point worthy of emphasis is that, for proper usage, this information must be in the hands of the right people. It does not take much imagination for

one to see what could happen if the same type of information were made available to the wrong people. Hence, security is an important part of CAJUN.

Security takes a variety of directions. One is that CAJUN terminals are located in areas so that proper officials can keep an eye on them. Another is that only authorized personnel can enter the areas where the terminals are located. Still another is that visitors in the area of a terminal are accompanied by staff personnel.

A key part of security has to do with authorization codes. As a terminal operator you have (or will have) a code assigned to you and known only by you. Incidentally, this code can be changed at any time by the Department of Corrections.

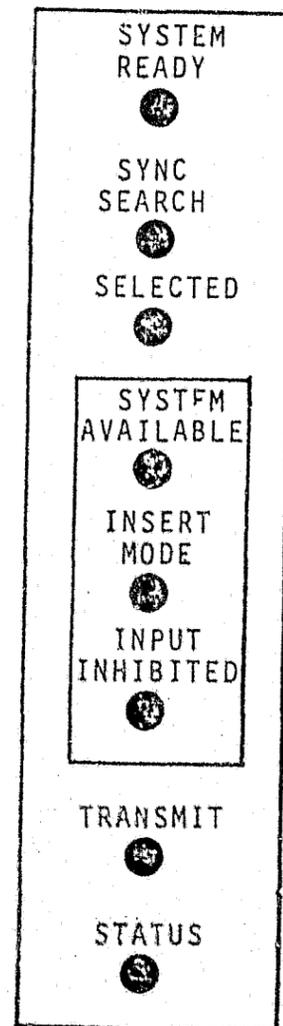
At the time you sign on for work with your terminal, you provide your security code. This tells the computer what you are authorized to do. The computer, in turn, will not cooperate if you try to go beyond your assigned level of responsibility. For example, you might be authorized to retrieve certain types of information but not to update records.

Can you imagine the unfortunate results if a casual passer-by could drop by your terminal and, by tapping the required keys, find out "what old Joe has been up to lately?" Even worse, it might be considered a practical joke to the passer-by to add a few items to "old Joe's" record. Obviously, a system such as CAJUN can function only when adequate security methods are in operation. And your authorization code is part of this security system.

Retrieval Procedures

Obviously, before you do anything with your terminal, it is necessary that the whole system be in operation. How can you tell if it is?

In the IBM book, there is a section on Indicators. This book gives some detail about the function of each of the indicator lights found on the panel to the right of your terminal screen. While you may get somewhat familiar with the meaning of each of the lights, you do not need that much detail at this point. Let's look at the indicator panel.



You will note that there are eight lights on the panel. The name in each case is above the light it describes.

When your terminal is ready for you to use it, the following pattern will be observed regarding the lights: (1) "System Ready" and "System Available" will be burning steadily; (2) "Insert Mode," "Input Inhibited" and "Status" will not be lighted; and (3) the remaining lights will be blinking. As mentioned earlier, if your terminal is not working and fails to clear after a reasonable period of time (about twenty minutes), you should call the computer operator at the Department of Highways and report the trouble.

If the indicator lights show that your terminal is ready for use, you sign on by typing in your authorization code. Then you type the code that tells what information you want to retrieve. All of this is based on codes found in the black book, and we will examine these later. Having thus typed in your "order," you press the "Enter" key and wait for the desired information to appear on your screen.

One thing you may find distracting at first is the bar of light that seems at times to bounce around over the screen with a mind of its own. This is called the "Cursor" and is a position indicator. When you use a typewriter, you can readily see where the next letter you type will appear on the paper. But with the CAJUN terminal, you could find yourself having to guess. The cursor prevents this. It marks the position on the screen that the next character you type will occupy. As is shown by the IBM book, several of the keys on your terminal can be used to place the cursor at the desired position. Also, for some situations, the computer places the cursor for you.

Update Procedures

Since this booklet is designed primarily for operators who are just starting to work with the CAJUN terminal, or who may not have started yet, we will not deal in detail with the update procedures. As was mentioned earlier, making entries on an offender's record is a very important and sensitive procedure. Hence, the Department of Corrections supervises this operation very carefully. By use of the authorization code, the Department maintains control over the update phase. From the technical point of view, retrieval and update are quite similar. However, most new employees of CAJUN work primarily with retrieval only.

Types of Information Available

The black book gives a complete listing of the types of information available through CAJUN. We will review here the basic types as to the codes used and the sorts of information they yield.

- (1) Index (coded INDX) simply lists on the terminal screen all of the types of information ("transactions") available.
- (2) Statistics (STAT) displays complete and up-to-date figures as to population according to institution and probation and parole district.
- (3) Offender's Identifying Information (LDNA) is used when we desire information about an offender whose last name is known as to correct spelling. This yields state identification number (SID) along with such items as date of birth, height, weight, eye and hair color.

- (4) The transaction coded as LDNM is similar to the above but is used when an exact spelling of the offender's name is not known.
- (5) History (HIST) is a transaction that shows every movement of an offender among the Department of Corrections facilities, along with date of movement and reason for movement.
- (6) Transfer and release information on an offender is obtained by using the code LTRA.
- (7) The transaction coded SENT yields complete information about an offender's sentence record.
- (8) Transaction LCMP provides a wide diversity of personal and correctional information about an offender.
- (9) NUMB displays a list of the offender's identification numbers. All of us have a considerable array of such numbers, but a person with a record as an offender has even more of them.
- (10) Transaction PHYS yields a physical description of an offender.
- (11) LSEN is the code used to obtain a summary of an offender's convicted offenses.
- (12) All of the earlier transactions, along with a few that were not listed because of their specialized nature, involve communication between your terminal and the bank of information stored in the computer. However, a special case in the transaction code is TALK. This permits you to communicate with other terminal operators in CAJUN. However, there is no bell to "call you to the phone;" so rather continuous observation of the terminal is necessary.

It might seem that knowing and using all these codes (and there are others!) would be very confusing. However, as you work with them, they become a part of your normal operations and actually simplify your work.

Let's look at a couple of displays. Suppose that you enter the terminal with: NUMB/SID. The SID entry would actually be the 7-digit state identification number of the offender in question. For example, the entry might be: NUMB/7654321, and you are saying you need to have the identification numbers of an offender whose SID is 7654321. Your display would show the following:

SID	Name
	Current La. State Penitentiary No.
	FBI No.
	Social Security No.
	Driver's License No.
	Driver's License State
	Miscellaneous Nos.
	Local Police Nos.
	Supervising Office

Now let's say we need to know the history of an offender as to his movements among Department of Corrections institutions. This time we would enter HIST/SID (or state identification number). Now your display would look like this.

SID	Name		
From Location	To Location	Date	Reason
_____	_____	_____	_____
_____	_____	_____	_____

The black book shows samples of other transactions and gives detailed instructions as to how they would be carried out.

CHAPTER 5

CODES AND MORE CODES

A classic cartoon some years ago showed a rather confused lady explaining the dimensions of her living room. She said the room was long -- as long as a couch, a chair and a short piece of string. This extreme case illustrates the dangers we encounter when we rely on purely verbal descriptions. If the lady in question had said that her living room was twenty-eight feet four inches long -- instead of just saying it was "long" -- she would have moved into a more exact language, one less likely to mean different things to different people.

Why Use Codes?

One reason for the heavy reliance on codes in CAJUN is that this constitutes a step toward consistent usage. Of course, exactness is still not achieved. For example, one officer might classify an offense as "theft and sale of a vehicle" while another might classify the same offense as "theft and strip vehicle." The same offense is coded two different ways, by two different people, since no system of coding is so detailed as to eliminate the use of judgment. Yet the offense mentioned above would be described in even more divergent terms if each officer had written a paragraph of narrative description of the offense. So the use of codes hopefully promotes some degree of standardization of terms by the users of CAJUN.

Another reason for the use of codes is that they are well suited for computer work. Since the computer does not see, hear or think, it has to be fed on fare that is in simplified form. Suppose Lew Zana (SID 7654321)

has been convicted of stealing and selling a car. In this form, this is not good computer information. But if we associate SID 7654321 with offense 1115, this is well suited for computer treatment.

The black book lists many codes, and we will not repeat them here. There are twenty major code classifications, along with numerous sub-classes, dealing with such matters as physical description, probation and parole status, law enforcement agency identifiers and others. Also in the black book is the Louisiana offense classification index, listing a total of 32 major types of offenses. Many of these are broken into extensive lists of sub-classifications. For example, under the category "misappropriation without violence" there are 45 sub-categories listed.

Some Exercises With Codes

As a terminal operator you will have the black book as well as the IBM book available to you. And you certainly would have no reason to try to memorize long lists of coding classifications. Yet, since there is a certain set of skills used in working with codes, perhaps it would be in order to work on a few exercises in the use of coding procedures. You will need to make frequent reference to the black book in working on these exercises. Be sure to work out each exercise completely before you check the answer.

Exercise 1. You want to know the state identification number (SID) for Lew Zana. You are sure you have his name spelled correctly. How would you proceed?

Answer. You would follow this procedure. (1) Check to see that your terminal is operating; (2) Type the following - LDNA/Zana/Lew/03-14-16 (This entry says his date of birth is March 14, 1916.); (3) Press "Enter" key; (4) Copy the SID number as it appears on the screen.

Exercise 2. You need to know the SID of the offender in Exercise 1. However, your records show his name spelled in more than one way, and you are not sure which spelling is correct. How would your procedure differ from that in Exercise 1?

Answer. For this case your transaction code is LDNM. So your entry would be LDNM/Zana. Otherwise, the procedure is the same.

Exercise 3. You need to know Lew's record as to which Department of Corrections facilities he has been in, when he was transferred and why he was transferred. How would you retrieve this information?

Answer. You learned Lew's SID in an earlier transaction. Let's say it is 7654321. For this purpose, after checking to see if your terminal is operating, you would enter HIST/7654321. Then you would copy the information from your screen.

Exercise 4. What kind of information would you get about Lew if you entered the following on your terminal? LCMP/7654321.

Answer. This gives you all the information found on Lew's master record. It includes personal data, various identifying numbers, escapes and absconds, and other items.

Exercise 5. Because of a problem in identification, you need a complete physical description of Lew Zana. How would you obtain it?

Answer. After the usual sign-on procedure, you would enter PHYS/7654321, then copy the identifying information from your screen.

Exercise 6. Your information is such that you enter the following on your terminal: LDNA/Zana///021. What information would you expect to get? Why are there three field separators (///) together?

Answer. This will yield several offender's SID's, starting with the 21 persons with Zana as a last name. The /// indicate that something is missing, in this case, the first name, and date of birth.

Exercise 7. What would each of the following code entries tell you about an offender? 007 036 089 114

Answer. An examination of the black book shows that all of these codes deal with scars, marks and tatoos. 007 tells us that the offender has an artificial left eye; 036 says that he is deaf in his right ear; 089 indicates a facial scar on the left cheek; and 114 says that he has pockmarks.

Exercise 8. What offense does each of the following denote? 0115 0602 1301 1816

Answer. All of these coded offenses are found in the section on Louisiana Offense Classifications. They have the following meanings:
0115 - Manslaughter
0602 - Simple Arson
1301 - Bigamy
1816 - Establishing a gambling place.

Some Final Points

As a terminal operator, you will work with some complex equipment. But remember that in order to tell time, you don't have to know how to make a watch! So don't let the equipment scare you. It is there to serve you, and it cannot do a thing until you give it some directions.

There is sometimes an undue concern over making mistakes. It has been said that the only person who never makes a mistake is the person

who never does anything. If you stray from the established way of doing things, the computer will tell you. Then you simply wipe the slate clean and start over.

Also, there will be situations when you will need help. Do not be hesitant in seeking it. You will have this booklet, the black book and the IBM book available. If further help is needed, the headquarters staff and all the other terminal operators are eager to assist you. Call on them if you need to do so.

CAJUN is a developing program. It has proved its worth to the departments that are using it, and there is little doubt that its effectiveness will grow. You, the operator, are the central figure in all this.

Good luck!

HOW MUCH DID YOU LEARN?

For each of the following, select the correct response.

1. The chief function of CAJUN is in the area of
 - a. punishment
 - b. information
 - c. prevention
2. The process of getting data from a computer is called
 - a. update
 - b. retrieval
 - c. input
3. Of the following, which is more important to CAJUN?
 - a. the computer
 - b. photography
 - c. the mail service
4. An important legislative act regarding CAJUN was passed in
 - a. 1940
 - b. 1962
 - c. 1972
5. CRISYS was developed in
 - a. Louisiana
 - b. Washington
 - c. New York City
6. The computer used in CAJUN was produced by
 - a. 3-M
 - b. Honeywell
 - c. IBM
7. In Louisiana the state penitentiary is operated by
 - a. the Department of Corrections
 - b. the Department of Justice
 - c. the Department of Highways
8. Which of the following figures is closest to the average number of adult offenders in Louisiana?
 - a. 10,000
 - b. 2,000
 - c. 4,000

9. Which of the following does a computer not do?
a. interpret data
b. process data
c. store data
10. If your terminal stops operating, you should
a. cut it off
b. fix it
c. report it
11. If you wanted information about the indicator lights on your terminal, you would look in
a. the display book
b. the IBM book
c. the black book
12. The computer provides you with certain types of services based on
a. your name
b. your job title
c. your authorization code
13. The cursor indicates
a. position
b. speed
c. content
14. The computer functions best when information is in the form of
a. complete sentences
b. diagrams
c. codes
15. The state identification number (SID) has
a. four digits
b. seven digits
c. three digits
16. The field separator is used to indicate
a. too much data
b. a misspelled word
c. something is missing
17. The best source of information on transaction codes is
a. the black book
b. Department of Highways publications
c. the IBM book

Answers to Questions
(pp. 26-27)

- | | |
|------|-------|
| 1. B | 10. C |
| 2. B | 11. B |
| 3. A | 12. C |
| 4. C | 13. A |
| 5. B | 14. C |
| 6. C | 15. B |
| 7. A | 16. C |
| 8. A | 17. A |
| 9. A | |

END