

# Contents

	Page
Summary . . . . .	1
Chapter 1. Introduction . . . . .	5
Chapter 2. Using Computers To Monitor Office Work . . . . .	27
Chapter 3. Telephone Call Accounting . . . . .	61
Chapter 4. Electronic Work Monitoring Law and Policy Considerations . . . . .	85
Appendix A. Notes on Computer Work Monitoring in Other Countries . . . .	121
Appendix B. Privacy and Civil Liberties Implications of Testing Employees in the Workplace . . . . .	128