

C O N F I D E N T I A L

16 July 1986

MEMORANDUM FOR: Chief, Information Resources Management Division, OIS

FROM:

[Redacted]

Information Management Analyst, IMB/IRMD

SUBJECT: Report on Introduction to Micrographics Seminar, 28-30 May 1986

1. The Office of Information Services (OIS) sponsored seminar, Introduction to Micrographics, was conducted on 28 to 30 May 1986, Room 912, Chamber of Commerce Building (C of C). Twenty-nine students were in attendance including eighteen MI careerists. The remaining students were accepted from other agency components including three from the Information Management Staff, DDO, one from the Office of Central Reference, DDI, and seven from the Printing and Photography Division, OL/DDA. [Redacted] substituted for [Redacted] as course coordinator. The instructor for the first two and one-half days was Mr. Basil (Bill) [Redacted] The Library Store Ltd., Bethesda Maryland. [Redacted] was a returnee having conducted this seminar for OIS in January 1985. A list of attendees and a course schedule are included as Attachments A and B respectively.

2. The presentation of a seminar like this can only be successful through the capable support of many people. The staff in the Office of the Director of Information Services provided help in the form of arranging for the course instructor, acquiring the check for payment of the instructor, developing a course roster, notifying attendees of course dates, updating individual personnel records with completed training information, and typing and mailing the completion of training certificates. The Office of Training and Education (OTE) assisted with course registrations, parking, and audio-visual assistance. Special recognition is given [Redacted] and members of the Information Systems Training Division, OTE, who graciously consented to provide us with last minute support in the form of administrative and security briefings, telephone answering service (including the posting of messages), and other

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administrative assistance. Parking in the vicinity of C of C remains difficult, but tolerable. The classroom was smaller than last year, but was more than adequate in meeting our needs.

3. As a course handout, Mr. [redacted] provided each student with a copy of the General Services Administration/National Archives and Records Administration handbook titled "Microfilming Records." The overhead transparencies used by Mr. [redacted] were satisfactory and the three motion picture films (two on computer-output-microfilm and one on optical character recognition) were dated but relevant. The equipment demonstration conducted by Micrographic Specialties Inc. was useful, but I am not convinced that it was worth the effort required to put it on. I also question whether we should invite one vendor to demonstrate products if others were not offered the same opportunity. An in-house demonstration by P&PD or some other agency user of micrographic products could serve this purpose.

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4. The purpose of the seminar was to introduce micrographics technology and to discuss its role as an integral part of the agency records management program, to provide sufficient information to enable one to identify or suggest possible micrographics applications in their offices, and to describe the agency micrographics program and P&PD's centralized services. The instructor provided the basic overview of the technology and its elements e.g., film types, formats, equipment, processes and techniques. A presentation on the Agency Micrographics Program and the responsibilities of the Agency Micrographics Officer was not included in the original course schedule. I considered this a serious omission, so I developed and presented a brief overview of the OIS records management program with emphasis on micrographics. [redacted] of the Plans, Programs and Systems Staff, P&PD, gave a nice presentation describing the capabilities and functions of their centralized micrographic services as well as the other services provided the Agency by P&PD.

5. Review of the course critiques indicate that the seminar was a success. Twenty-seven critiques of varying quality and usefulness were received from the class of 29 students. The majority of the class indicated that they felt the objectives of the course were met. They felt they had obtained a better understanding of micrographics and could provide basic guidance to others. Some felt that the course would enable them to seek a better micrographics approach than that currently being used in their office application and students who use P&PD micrographic services felt more informed on the important details of how to prepare documents for microfilming as well as what happens to the microforms once they have been produced i.e., how they are utilized in the office environment.

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6. When asked to consider which topics they considered most valuable, the results varied with a large number of those responding citing either basic or advanced micrographics, particularly film based computer-assisted retrieval systems (CAR) and computer-output microfilm systems (COM). Others felt they learned more about applications through the team exercise case studies and a few liked the equipment demonstration.

7. When asked to provide other general or specific comments about the course, including the classroom facilities, a great majority of the students were very complimentary of the instructor, Mr. [redacted] They felt he was knowledgeable, informative, and that his light, yet professional delivery of a difficult subject were highlights of the course. The classroom facility received generally good marks. Two of the students felt that without prior micrographics knowledge or experience an individual would be lost in the course. I disagree. Anyone who was the least bit attentive and participated would have gained a good understanding of the subject. There were two students (from P&PD) who indicated that they felt that a tour of the central micrographics production facility of P&PD would be a useful part of the course. This suggestion bears merit and is mentioned in paragraph 8 below. The course critique sheets are included as Attachment C.

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8. After reviewing the critiques and reflecting back over the period of the course, I offer the following suggestions for consideration prior to the next running of the course:

- a. The critique sheet should be revised to solicit feedback on the quality of instruction. There is no provision for this so I asked that each person write comments on the back of the critique sheet.
- b. Consider removing the name and signature blocks from the critique sheet as it may inhibit students from fully expressing themselves.
- c. If an equipment demonstration is desirable, consider using in-house resources. Look into a tour of P&PD or a visit to some other micrographic user.
- d. Consider starting the course earlier than the current practice of beginning at 09:00 hours. This will avoid C of C elevator service delays, I-66 HOV restrictions, lunch hour crowds that contribute to some tardiness at afternoon sessions, and closer conformance to the shuttle schedule.
- e. Continue the use of contractors to conduct the major portion of the program.

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f. Consider adding short presentations on agency micrographics applications or other image processing applications.

g. I suggest the advance mailing of a course package containing such items as administrative/logistical information, a folder bearing the OIS seal and title of the seminar, a course outline, introductory handouts, a critique sheet, and notepad.

h. Take an inventory of IRMD handouts for the Introduction to Micrographic Seminar. Replenish stock, replace or add new items if appropriate.

i. Make certain that a description of the Agency Micrographics Program and the functions of the Agency Micrographics Officer are included in the seminar schedule. Show the relationships between OIS and P&PD in developing, approving, and maintaining all agency micrographics applications.

9. Please contact me if you have any questions or comments regarding this report.

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DDA/OIS/IRMD/IMB/CVK: (16 July 86)

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C O N F I D E N T I A L

OFFICE OF INFORMATION SERVICES
INTRODUCTION TO MICROGRAPHICS SEMINAR

28 - 30 May 1986
Room 912, Chamber of Commerce

Day 1: 28 May 1986

0900 - 0910	Security and Administrative Briefing	OTE Personnel
0910 - 0915	Welcome and Introduction of Seminar Agency Micrographics Officer	STAT
0915 - 1200	Fundamentals of Micrographics	STAT
1000 - 1015	Break	
1200 - 1300	Lunch	
1300 - 1600	Fundamentals of Micrographics - Cont.	

Day 2: 29 May 1986

0900 - 1200	Advanced Micrographics	
1000 - 1015	Break	
1200 - 1300	Lunch	
1300 - 1600	Advanced Micrographics - Continued	

Day 3: 30 May 1986

0900 - 1230	Team Exercise - Case Studies	
1000 - 1015	Break	
1230 - 1330	Lunch	
1330 - 1430	Equipment Demo, by Mr. 	STAT STAT
1430 - 1445	Break	
1445 - 1530	Agency Centralized Micrographics Services provided by P&PD O/L	STAT
1445 - 1530	Agency Centralized Micrographics Services	
1530 - 1600	Questions and Course Evaluation	

6 June 1986

STAT EMORANDUM FOR: [redacted]
Finance Officer, P&MS, OIS

STAT FROM: [redacted]
Course Coordinator
Introduction to Micrographics

SUBJECT: Introduction to Micrographics Seminar -
Paid Invoice Number 8721

1. Attached is Invoice Number 8721 submitted by The Library Store Ltd. This invoice covers the costs to conduct the Office of Information Services sponsored Introduction to Micrographics Seminar, 28-30 May, 1986, at Chamber of Commerce Building. Payment-in-full in the form of U.S. Government Check No. 79,662,763, in the amount of \$1,500, is acknowledged by [redacted] the course instructor. The original and one copy of the receipted invoice is provided for your use.

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STAT 2. Should you have any questions, please contact me on [redacted]

STAT [redacted]

ADMINISTRATIVE-INTERNAL USE ONLY

OFFICE OF INFORMATION SERVICE
INTRODUCTION TO MICROGRAPHICS
28 - 30 April 1986
Room 902, Chamber of Commerce

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MICROGRAPHICS FUNDAMENTALS In spite of the increasing application of office automation technology, Agency managers still spend a significant of their work day either waiting for or looking for information. Management analyst often find the problem to be a mismatch of technology with an office's information needs. The solution is obvious! Technological resources must be made more efficient and effective; both in their own right and as integrated components with other automated office equipment. Micrographics is one such component which, properly applied to records management, can do much to enhance information retrieval, and at the same time, reduce the Agency paperwork burden. As a highly specialized field of information management, micrographics offers significant advantages to managers. These advantages include decreased space requirements for records storage, increased speed of record retrieval, and more rapid transfer of data. This course will enable participants to determine whether micrographics would be feasible for their organization.

LENGTH: Three (3) days.

CONTENT: Specific topics include:

- An introduction to micrographics concepts, equipment capabilities, formats, and computer output microfilm (COM)
- Feasibility considerations
- Systems design
- Cost analysis principles and techniques

COURSE OBJECTIVES: Upon completion of this course, participants will be able to :

- Recognize potential micrographics applications
- Identify the appropriate microform, equipment, and procedures, for a particular application
- Identify the cost factors associated with the paperwork, processing system and the micrographics design alternatives
- Conduct a micrographics cost-benefit analysis; and
- Develop a micrographics system implementation plan, including records conversion procedures.

METHOD OF INSTRUCTION: Lecture, practical exercises and class discussion.

WHO SHOULD ATTEND: This course is designed for management and systems analysts responsible for the analysis and design of micrographics systems and applications, and for micrographics management personnel responsible for the review of micrographics systems.

CLASS SIZE: Thirty students representing all directorates.
Substitutions may be made up the first day of class.

LOCATION OF TRAINING: 902 Chamber of Commerce

TIME: 9 a.m. to 4 p.m.

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