

**S-E-C-R-E-T**  
(When Filled In)

**PERSONNEL EMERGENCY AND LOCATOR RECORD**  
(To Report Changes and Additions Only)

NAME		DATE	
LEAVE UNCHANGED ITEMS BLANK			
DIVISION	ROOM NO.	OFFICE EXT.	GRAY LINE
HOME ADDRESS ( NUMBER, STREET, CITY, STATE, ZIP CODE)		HOME PHONE	
NAME OF EMERGENCY DESIGNEE		RELATIONSHIP	
EMERGENCY DESIGNEE'S HOME ADDRESS		DESIGNEE'S HOME PHONE	

When an employee's Post Office address is not his place of residence in terms of City, Town or Subdivision, his actual place of residence must be reported in lieu of Post Office address. For example, employees living in Maryland who are assigned Washington, D. C., postal zones would report their Maryland address to avoid inclusion of their names with employees subject to District of Columbia income tax deductions and reporting.

**S-E-C-R-E-T**  
(When Filled In)

IP FM 278 (11-65)

Group I Excluded from automatic downgrading and declassification
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(WHEN FILLED IN)

CODEWORD (WHEN CHECKED)

<b>CRS SERVICE REQUEST</b> (USE FORM 1395 FOR LOAN/PURCHASE OF BOOKS/PERIODICALS)					1. CR CONTROL NO. <b>427641</b>		2. PART # OF _____			
3. REQUESTER (LAST, FIRST NAME)			4. AGENCY/OFFICE/DIVISION			5. REQUESTER'S DATE DAY   MO   YR				
6. ADDRESS (BLDG/ROOM)			7. PHONE	8. INTERMEDIARY (IF APPLICABLE)		9. DATE NEEDED DAY   MO   YR				
10. CLASSIFICATION (HIGHEST CLASSIFICATION TO BE INCLUDED. CHECK ONE) <input type="checkbox"/> TS <input type="checkbox"/> SECRET <input type="checkbox"/> CONFIDENTIAL <input type="checkbox"/> UNCLASSIFIED					11. CHANNEL (CHECK ONE) <input type="checkbox"/> CW <input type="checkbox"/> COLLATERAL <input type="checkbox"/> ALL SOURCE					
12. REQUEST STATEMENT (LIST DOCUMENT/PHOTO NUMBERS IN SEQUENCE)										
<b>CRS USE ONLY</b>	13. EDPSD SPECIAL INSTRUCTIONS (PRIORITIES)					14. DATE NEEDED BY ISG				
15. DPSD SPECIAL INSTRUCTIONS (PRIORITIES)						16. DATE NEEDED BY ISG				
						17. SEND PRODUCT TO <input type="checkbox"/> ISG ANAL <input type="checkbox"/> REQUESTER				
18. RESPONSIBLE ANALYST		19. PHONE/RM.	20. RESPONSIBLE COMP.		21. SERVICE (CODE) PROVIDED (AM'T)	1.	2.	3.	4.	5.
22. DAY/MO. REC'D		23. DAY/MO. COMPL	24. PAGES REPRO		25. PHOTO PRINTS		26. SERVICE TIME: ANAL/LIBN _____ IA _____ CLERICAL _____ OTHER _____			
27. COUNTRY CODES			28. COORDINATED WITH							
29. FILES USED <input type="checkbox"/> ORG. FOLD. 01 <input type="checkbox"/> BIO. FOLD 04 <input type="checkbox"/> TOWN FOLD 08 <input type="checkbox"/> PERS. PHOTO 12 <input type="checkbox"/> INTELLOF. 41   OTHER <input type="checkbox"/> BIO. CARD 02 <input type="checkbox"/> PL. FOLD 06 <input type="checkbox"/> GR. PHOTO 11 <input type="checkbox"/> CAT. PHOTO 17 <input type="checkbox"/> AEGIS SU. 50										
30. EDPSD DAY/MO IN		31. DAY/MO OUT	32. EDPSD DAY/MO. IN		33. DAY/MO OUT		34. ADP REFERENCES SCREENED OLD   NEW   CW   COLL			
35. COMMENTS (INCLUDING REQUESTER REACTION)										

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CRS  
MIS INSTRUCTION MANUAL

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CRS SERVICE REQUEST FORM -- Form 2816

CRS/SAS  
March 1971  
(Replaces previous revisions)

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GROUP 1  
Excluded from automatic  
downgrading and declass-  
ification

## SECRET

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SECTION 1  
Introduction

The Management Information System (MIS) The purpose of the MIS is to collect and centrally process certain data which can be converted into statistics and other information to support management. At present, MIS's interest is concentrated on data collected on the CRS Service Request Form (Form 2816), although Spot Request logs and other sources of data may be added to the system in due course. Data collected in CRS's operating components are fed to a computer which can then be used to produce useful statistics.

Form 2816 The most important source of data concerning CRS's request service activities is the CRS Service Request Form, Form 2816. Most 2816's are properly and accurately completed and are easily interpreted by the MIS Staff. Mistakes in usage do sometimes occur, however.

Here are a few things you might keep in mind when you use the 2816:

1. The form is designed to accomplish several purposes--to record information, to initiate action and to serve as a control of request activity. Your use of the form may differ considerably from someone else's.
2. No form or set of codes could ever capture enough minutiae to permit the details of every request transaction to be re-created fully. The MIS is designed to give a statistical picture of CRS's request service activities; the special project over which you labored may also be reported to management, but through line management channels, as it should be.
3. The data you record on the 2816 should be as accurate and complete as you can make it *within the bounds of good sense*. We do not expect, for example, that the time spent on a request will be measured with a stop-watch, or that a large stack of documents will be counted one by one. For these and other 2816 data fields, a reasonably accurate estimate by a conscientious user is all we expect.

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4. MIS statistics depend on standardized coding. We will attempt, through Operational Notes on procedures and, probably more effectively, through the MIS Coordinator in your component, to establish clear guidelines which will help bring uniformity. But there will always be that one request that does not fit the pattern. Here again, we must rely on your good sense in determining how the odd-ball request should be recorded.

5. Some CRS components do a lot of work in support of outside requests which are initially received by other CRS components. Such activity is legitimately recorded as "service" to customers. These same components, however, also handle quite a few jobs which are essentially internal CRS "housekeeping" tasks. Procurement for file building, AEGIS maintenance runs, and other necessary activities for which no immediate customer exists typify such "in-house" jobs. Although MIS recognizes the potential importance of accounting for resources spent on "housekeeping", we believe that such statistics should not be mixed in with service to customers outside CRS. The 2816 will continue to be used to initiate and record in-house activities, but the data concerning these "requests" will be kept separate from the main MIS file for the time being. For such in-house uses, the 2816 need bear only the information required to get the job done. Considerable attention is paid to the problem of distinguishing in-house requests in various places in this manual. The distinction may be difficult to draw in certain cases, but please do your best.

6. A new version of Form 2816 appeared early in 1970. Some of the old forms are still around. Although MIS Staff can extract data from the old forms, it is considerably less convenient. Please use the new forms.

You will find quite a few changes in the new manual. Please browse through it. You might take particular note of the new service codes (Section 5). Some requester codes have been revised or dropped and the file codes have been slightly reorganized. The primary intent of the changes has been to make them easier to use and more meaningful. For help in understanding items which remain unclear after you have read the manual, your first contact should be the MIS Coordinator for your component.

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SECTION 2  
How to Complete Form 2816

This section provides a box-by-box review of how to use Form 2816. In it, we attempt to give clear, general rules and take note of some special problems. If a point is not clear or if your special problem is not covered, please check with your MIS Coordinator.

TOP SECRET/CODEWORD -- Check boxes at top and bottom when *contents of form* are Top Secret/Codeword.

BOX 1 -- CR CONTROL NO. (Mandatory)

The pre-printed number in this box need concern you only if a request is handled in parts (i.e., more than one form is used to record a single request). If a request is broken into more than one part:

- 1) Choose one form to represent the whole request;
- 2) Cross out the numbers on the other forms and enter the number from the form you chose;
- 3) Be sure to complete BOX 2 also.

SPECIAL NOTE: *WHEN TO USE PARTS* -- When should a request be handled in parts rather than becoming two or more requests? As a rule of thumb, when an individual approaches CRS for service, a single request should be generated in an overwhelming majority of cases. Even complex projects which cross branch and division boundaries are technically single requests and should be so treated as much as possible. There will, no doubt, be instances when as a practical matter it would be virtually impossible to handle a problem without creating more than one request. Such instances should be kept to a minimum, however.

The typical request requiring more than one part is one in which a separate form must be sent to another component of CRS for separate or supportive action (photos, computer processing, reference librarian help, etc.). If it is convenient, the MIS Staff would welcome having the information concerning several parts consolidated on a single form before it is submitted. We will have to merge the information anyway.

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BOX 2 -- PART # (Required when appropriate)

You need complete this box only if the request consists of more than one part. If this box is used, please make sure that, for example, when it says "Part 3 of 4," there are actually 4 parts. If a previously completed request is reopened, use the old number and write "Follow-up" in Box 2. MIS Staff will match it with the earlier part(s).

BOX 3 -- REQUESTER (Required when appropriate)

Record the requester's name here. (*Last name first*, please.) It does become part of the MIS record and has been very useful. If there is no individual associated with the request who could be said to be the "REQUESTER," leave BOX 3 blank.

BOX 4 -- AGENCY/OFFICE/DIVISION (Mandatory)

For your own and your supervisor's needs, enter the customer's office in clear text. Be sure, however, to also enter the appropriate REQUESTER ORGANIZATION CODE from the list in Section 3.

SPECIAL NOTE: SELF-INITIATED vs. IN-HOUSE REQUESTS -- CRS spends considerable resources on service to consumers outside CRS for which there is no immediate "requester." Biographic Handbooks and IM's typify such self-initiated activity. In the past, various "requesters" have been arbitrarily assigned the responsibility for initiating such service--State Department, USIB, etc. Sometimes such projects have not been recorded at all. In order for the office to get proper credit for its own work, please use CRS's own Requester Organization Code (114000) in BOX 4 for such projects.

Do not use code 114000 for in-house ("housekeeping") jobs performed by one CRS shop for another. For such in-house jobs as maintenance runs on AEGIS files, or routine document or photo procurement when not for a specific customer, no code is needed in BOX 4. Simply enter "In-House" and your component's initials.

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BOXES 5 through 10 -- (No data needed for MIS)

Information in these boxes may be necessary in successfully completing a request, but they do not become a part of the MIS record. The boxes are present on the form for your convenience, or for requesters who complete the top portion of the form in their own office and send it to CRS for action.

BOX 11 -- CHANNEL (Mandatory)

Check the appropriate box to show whether the request involves codeword, collateral or all-source material.

BOX 12 -- REQUEST STATEMENT (No data needed for MIS)

Use this box for a clear text statement of what the request is about -- names for a biographic request, the "question" for a subject search, a list of documents or photos requested, etc. Such information is quite useful even though it is not directly included in the MIS machine record.

SPECIAL NOTE: *DATE SPAN* -- The earliest information date for retrospective searches is no longer required.

BOXES 13 and 14 -- (No data needed for MIS)

This section is provided for your convenience in conveying special instructions to EDPSD.

BOXES 15, 16 and 17 -- (No data needed for MIS)

This section is provided for your convenience in conveying special instructions to DPSD.

BOXES 18 and 19 -- RESPONSIBLE ANALYST (No data needed for MIS)

Although the name of the responsible analyst does not become a part of the MIS record, it should be present on the form in case questions arise. The phone number is also a useful item.

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BOX 20 -- RESPONSIBLE COMPONENT (Mandatory)

This information is essential for the MIS record. Use the three-character CRS Service Component Code (See Section 4) which represents the component having the primary responsibility for servicing the request.

SPECIAL NOTE: *IN-HOUSE vs. SELF-INITIATED* -- For in-house requests -- i.e., CRS "housekeeping" jobs -- the component *performing the service* should complete this box (e.g., EDPSD for computer support). For "requests" which are directed at consumers outside CRS, the responsible component should appear here as the three-character CRS Service Component Code; CRS's Requester Organization Code (114000) should appear in BOX 4.

BOX 21 -- SERVICE PROVIDED (Mandatory)

BOX 21 contains the most important information on Form 2816. It also offers the greatest opportunity for confusion, inaccuracy and befuddlement. Fortunately, most requests are straightforward and the proper way to record the data is fairly obvious. Here are some do's and don'ts:

Do use the new service codes beginning on 1 January 1971.

Do recognize that Groups 1 and 2 are almost exclusively for SSG use; Groups 3, 4, and 5 for ISG.

Do record an appropriate quantity for each code used.

Don't use more codes than necessary to give a fair idea of service rendered.

Do try to block print the codes for legibility.

Don't decide on your own peculiar procedure for handling special problems without checking with your MIS Coordinator.

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SPECIAL NOTE: WHEN TO USE MORE THAN ONE CODE FOR A REQUEST -- One objective of the new coding structure is to reduce the number of codes needed to reflect service responses. Here are some examples in which multiple coding is necessary:

o DIFFERENT FORMS OF SERVICE WITHIN A SINGLE REQUEST -- A request for information on five people might result in two oral responses, delivery of two existing reports and one negative. Three separate codes (BIO, BER, BNA) should be used, with quantities totaling five.

o PHOTOS SUPPLIED WITH BIOGRAPHIC MATERIAL -- Use the best code for the biographic information portion and a separate code for the photos.

o DOCUMENTS PROVIDED AS A RESULT OF AN AEGIS RUN -- Use the code for a machine listing (e.g., SLC). DSB will enter the code DIH (for Documents In-House) to show the number of documents *supplied to ISG* for screening. ISG analysts should use the appropriate code from Group 1 (i.e., DSR or DLV) to show the number of documents actually *delivered to a customer*. DSB will supply the code and the quantity when documents are *delivered directly to a customer*.

BOX 22 -- DAY/MONTH RECEIVED (Mandatory)

Enter the day and month received in this box. For self-initiated projects, enter the date the project was begun.

BOX 23 -- DATE COMPLETED (Mandatory)

Enter the date when the request is completed and *ready for the customer*. In some instances this date must be supplied by a supporting component.

BOX 24 -- PAGES REPRODUCED (Required when appropriate)

Record here the number of pages reproduced in support of a request. The number of unique documents supplied should appear as a quantity in Box 21.

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BOX 25 -- PHOTO PRINTS (Required when appropriate)

PSB will record the number of photo prints in this box. The number of unique photos appears as a quantity in BOX 21.

BOX 26 -- SERVICE TIME (Required when appropriate)

Because one request might take 10 minutes to perform and another 10 hours, a mere count of the number of requests cannot give a complete picture of how CRS's resources are being spent. A somewhat better picture emerges if it is possible to determine how much time is spent per request. The time recorded in BOX 26 is an important statistic, especially in certain types of service which are of high interest to management, such as NSA requests. Please record the amount of time *in minutes*, otherwise a 10-hour project will probably be recorded in the MIS computer file as having taken 10 minutes. Analyst/Librarian, IA and Clerical times are self-explanatory; Other Time can be used for editing, request coordination and the like.

SPECIAL NOTE: *WHEN NOT TO RECORD TIME* -- The activities of certain components -- notably the Document Services Branch -- do not lend themselves easily to time accounting. Times for such activities need not be accounted for. As a rule, ISG components should record time.

BOX 27 -- COUNTRY CODES (Required when appropriate)

Enter the Content Control Code trigraph for the country(s) involved in the request. The more precise the trigraph, the better. When appropriate, use two or three specific country codes rather than an overall area code.

BOX 28 -- COORDINATED WITH (Required when appropriate)

When another CRS component supports the service rendered, the appropriate CRS Service Component Code (Section 4) should be entered here. When a component outside CRS provides support, use the appropriate Requester Organization Code.

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SPECIAL NOTE: *IN-HOUSE* -- For in-house jobs, the originating component is the "REQUESTER" and the component doing the work is the "RESPONSIBLE COMPONENT." No entry is required in BOX 28.

BOX 29 -- FILES USED (Required when appropriate)

The use of CRS's files can be an important measure of the effectiveness of our file building. Generally, office management is interested in broad classes of files, while a line supervisor might want to know -- request by request -- which particular files have been used. In Section 6 of this manual, you will find a list of files which can be coded on the 2816. Some high-use files are already listed on the 2816; for these, merely check the appropriate box. (Note the misprint on Form 2816 for File 17. It should read Cat. Files, not Cat. Photo.) For those files not shown on the 2816, please supply the code from the list in Section 6.

For some files -- especially AEGIS and Intellofax -- it is particularly important to supply the file code, since only the presence of the proper code will allow us to identify the request as having involved, for example, an AEGIS run. Unless it is for some purpose other than MIS data, there is no need to note files for which no code exists.

BOXES 30 through 33 -- (No data needed for MIS)

These boxes are completed by DPSD or EDPSD and serve to control their activities in support of a request.

BOX 34 -- ADP REFERENCES SCREENED (Required when appropriate)

The title of this box is something of misnomer. What is actually recorded here -- by EDPSD -- is the number of references produced by a given set of queries against the machine files. "Old" references are from inherited files such as Intellofax, SR files, etc. "New" references are from AEGIS. Note that under the new service codes, the number of references no longer is the quantity counted in BOX 21.

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BOX 35 -- COMMENTS (No data needed for MIS)

User feedback should be recorded here. Also, any explanatory remarks to identify unusual aspects of a request. Such comments, although not entered in the MIS computer file, are of considerable use to line managers.

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SECTION 3  
Requester Organization Codes

<u>Abbreviation</u>	<u>Requester</u>	<u>Code</u>
	The White House -----	000001
<u>CIA</u>	<u>Central Intelligence Agency</u> ----	100000
DCI	Director of Central Intelligence -----	100001
DDCI	Deputy Director of Central Intelligence -----	100002
CABLE SEC	Cable Secretariat -----	100003
EX DIR-COMPT	Executive Director-Comptroller --	100020
OPPB	Office of Planning, Programming, and Budgeting -----	101000
OGC	Office of the General Counsel ---	102000
OIG	Inspector General -----	103000
ONE	Office of National Estimates ----	104000
OLC	Office of Legislative Counsel ---	105000
<u>DDI</u>	<u>Deputy Director for</u> <u>Intelligence</u> -----	110000
Ops/Cnt	Operations Center -----	110010
SRS	Special Research Staff -----	110020
IAS	Imagery Analysis Service -----	110040
IRS	Information Requirements Staff --	111000
DCS	Domestic Contact Service -----	112000
FBIS	Foreign Broadcast Information Service -----	113000
CRS	Central Reference Service -----	114000

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## Requester Organization Codes (Cont'd)

<u>Abbreviation</u>	<u>Requester</u>	<u>Code</u>
OBTI	Office of Basic and Geographic Intelligence -----	115000
OCI	Office of Current Intelligence --	116000
OER	Office of Economic Research -----	117000
OSR	Office of Strategic Research ----	118000
NPIC	National Photographic Interpretation Center -----	119000
<u>DDP</u>	<u>Deputy Director for Plans</u> -----	120000
CA	Covert Action (Staff) -----	120100
CI	Counterintelligence (Staff) -----	120200
FI	Foreign Intelligence (Staff) ----	120300
OPSER	Operational Services (Staff) ----	120400
CC	Central Cover -----	120500
DC	Defector Coordinator -----	120600
RID	Records Integration Division ----	120700
AF	Africa Division -----	121000
FE	Far East Division -----	122000
NE	Near East Division -----	123000
SB	Soviet Bloc Division -----	124000
WE	Western Europe Division -----	125000
WH	Western Hemisphere Division ----	126000
DOD	Domestic Operations Division ----	127000
SOD	Special Operations Division ----	128000
TSD	Technical Services Division ----	129000

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## Requester Organization Codes (Cont'd)

<u>Abbreviation</u>	<u>Requester</u>	<u>Code</u>
DDS	<u>Deputy Director for Support</u> -----	130000
RS	Records Center -----	130100
OMS	Office of Medical Services -----	131000
OC	Office of Communications -----	132000
OTR	Office of Training -----	133000
OL	Office of Logistics -----	134000
OP	Office of Personnel -----	135000
OS	Office of Security -----	136000
OF	Office of Finance -----	137000
<u>DDS&amp;T</u>	<u>Deputy Director for Science and Technology</u> -----	140000
OEL	Office of ELINT -----	141000
ORD	Office of Research and Development -----	142000
OSA	Office of Special Activities -----	143000
OCS	Office of Computer Services -----	144000
OSI	Office of Scientific Intelligence -----	145000
FMSAC	Foreign Missile and Space Analysis Center -----	146000
OSP	Office of Special Projects -----	147000
<u>DOD</u>	<u>Department of Defense</u> -----	200000
FRD	Federal Research Division -----	201000
NIC	National Indication Center -----	203000

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## Requester Organization Codes (Cont'd)

<u>Abbreviation</u>	<u>Requester</u>	<u>Code</u>
NWC	National War College -----	204000
JCS	Joint Chiefs of Staff -----	210000
ARPA	Advanced Research Project Agency -----	220000
DIA	Defense Intelligence Agency -----	230000
NSA	National Security Agency -----	250000
IDA	Institute of Defense Analysis ---	291000
<u>DOA</u>	<u>Department of the Army</u> -----	300000
APIC	Army Photo Intelligence Center --	301000
FSTC	Foreign Science and Technical Center -----	303000
CoS	Chief of Staff -----	310000
ACSI	Assistant Chief of Staff/ Intelligence -----	311000
AMS	Army Map Service -----	320000
ASA	Army Security Agency -----	360000
<u>DON</u>	<u>Department of the Navy</u> -----	400000
STIC	Scientific Technical Information Center -----	403000
NRTSC	Naval Recon. Technical Science Center -----	404000
	US Navy Field Operational Intelligence Office Fort Meade -----	404100

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## Requester Organization Codes (Cont'd)

<u>Abbreviation</u>	<u>Requester</u>	<u>Code</u>
CNO	Chief of Naval Operations -----	410000
ONI	Office of Naval Intelligence ----	411000
USMC	Marine Corps -----	420000
<u>AF</u>	<u>Department of the Air Force</u> ----	500000
FTD	Foreign Technology Division ----	500200
ACIC	Aeronautical Chart and Info Center -----	502000
AFCIN	Assistant Chief of Staff/ Intelligence -----	510000
SAC	Strategic Air Command -----	520000
TAC	Tactical Air Command -----	530000
	<u>State Department and Associated Agencies</u>	
	State Department -----	600000
INR	Bureau of Intelligence and Research -----	601000
USUN	US Mission to U.N. -----	601100
FSI	Foreign Service Institute -----	601200
ACDA	Arms Control and Disarmament Agency -----	640000
AID	Agency for International Development -----	650000
USIA	U.S. Information Agency -----	670000

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Requester Organization Codes (Cont'd)

<u>Abbreviation</u>	<u>Requester</u>	<u>Code</u>
	<u>Other Organizations in the Intelligence Community</u> -----	700000
USIB	US Intelligence Board -----	700001
IHC	Information Handling Committee --	701000
AEC	Atomic Energy Commission -----	710000
FBI	Federal Bureau of Investigation -	720000
NSC	National Security Council -----	730000
	<u>Non-USIB US Government (Congress, Departments, etc.)</u>	
	Congress of the U.S. (Including Library of Congress) -----	800000
COMMERCE	Department of Commerce -----	810000
TREASURY	Treasury Department -----	820000
INTERIOR	Department of Interior -----	830000
AG	Department of Agriculture -----	840000
HEW	Department of Health, Education and Welfare -----	850000
HUD	Department of Housing and Urban Development -----	851000
LABOR	Department of Labor -----	852000
FAA	Federal Aviation Agency -----	882000
FRS	Federal Reserve Systems -----	883000
NASA	National Aeronautics and Space Administration -----	885000
TRANS.	Department of Transportation ----	886000
Other	All Other Non-USIB U.S. Govt. ---	888000
	All Other (Including Internat- ional and Foreign) -----	900000

SECTION 4  
 CRS Service Component Codes

<u>Abbreviation</u>	<u>Component</u>	<u>Code</u>
CRS	Central Reference Service	
D/CRS	Director, CRS	001
DD/CRS	Deputy Director, CRS	002
AS	Administrative Staff	010
HIC	Historical Intelligence Collection	015
SAS	Systems Analysis Staff	020
ISG	Office of the Chief	100
	USSR Division	110
	Economic/Military Branch	111
	Political/Scientific Branch	112
	FE/PAC Division	120
	China Branch	121
	Asia Branch	122
	Europe Division	130
	East Europe Branch	131
	West Europe Branch	132
	Western Hemisphere Division	140
	South America Branch	141
	Central, North America Branch	142

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## CRS Service Component Codes (Cont'd)

<u>Abbreviation</u>	<u>Component</u>	<u>Code</u>
	Near East/Africa Division	150
	Africa Branch	151
	Near East/South Asia Branch	152
	Library	160
	Information and Loan Services Branch	161
	Technical Services Branch	163
	OC Branch LY	164
SSG	Office of the Chief	222
	Acquisitions & Dissemination Division	200
	Acquisition Branch	210
	Dissemination Branch	230
	Support Branch	240
	Document & Pictorial Services Division	300
	Technical Support Branch	301
	Microfilm Section	333
	Document Services Branch	330
	<i>Special Section</i>	<i>331</i>
	<del>    Collateral Document Section</del>	<del>331</del>
	<del>    <i>Collateral Document Section</i></del>	<del><i>332</i></del>
	<del>    Special Section</del>	<del>332</del>
	Inter-Agency Services	334

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## CRS Service Component Codes (Cont'd)

<u>Abbreviation</u>	<u>Component</u>	<u>Code</u>
SSG (Cont'd)	Pictorial Services Branch	340
	Photo Section	341
	Film Section	342
	EDP Support Division	400
	Operations Branch	410
	Intelligence Processing Support Branch	420

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SECTION 5  
Service Codes

Introduction

The new service codes in this section are arranged in five groups. With only one exception (see below), they are designed to be used exclusively by Document Services Branch (Group 1), Pictorial Services Branch (Group 2), or the six ISG divisions (Groups 3, 4, and 5).

The primary intent of the changes was to make them easier to use. This was the objective behind the reduction in the number of codes, and their conversion from numeric codes to ones which will be easier to remember. In addition, considerable effort has gone into trying to make them more meaningful.

Here are some general points to remember when using the new codes:

- 1) Each code now requires a quantity, including the codes which cover service not provided.
- 2) In many instances a single code should adequately represent the essence of the request. Statistics concerning document delivery, photo production, and negative responses are of some special interest, however, and some requests may require multiple coding.
- 3) The exception to the rule noted above -- that ISG analysts should use only codes in Groups 3, 4, and 5 -- occurs when documents are sent from DSB to be screened by ISG before being delivered to the customer. The number of documents actually provided customers is of management interest. Therefore, a special code has been made available which indicates the number of documents sent from DSB to ISG. It is up to the ISG analyst to select one of the two appropriate codes from Group 1 to indicate the number of documents actually delivered to the requester.

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- 4) Codes BLC, OLC and SLC are likely to cause some initial confusion. Here are some pointers:
  - a) The number of lists -- not the number of people or organizations -- is now the quantity.
  - b) Whether a list of people in a given organization is a biographic or an organization request will often be an arbitrary decision. The requester's intended use of the product may sometimes help to determine the answer. If his problem is to identify the nature of an institute's work by reviewing the academic backgrounds of its personnel, the request probably should be classified as organizational. If the same information is produced for a requester who plans to attend a conference where he might meet some of the institute's employees, the request would be better identified as biographic.
  - c) Most AEGIS runs will use the SLC code.
- 5) In Group 5 you will note that some general subject codes require the number of "questions" as a quantity. What is a "question"? For MIS purposes, a "question" is a subject/area problem which has a common theme. A single question may 1) involve one or many countries, 2) require the exploitation of multiple files, or 3) include a number of topics surrounding a common theme. Very few general subject requests have more than one question. Perhaps a few examples would help illustrate:
  - o Problem: Electronic devices produced by three East European countries -- one question.
  - o Problem: Border incidents; internal security; size and equipment of the police force and militia; foreign technical aid to the security forces -- one question.

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- o Problem: Debt liquidation problems of an underdeveloped nation and, at the same time, the same nation's population distribution for an NIS section -- two questions.

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Group 1 SERVICE CODES  
Document Services

Codes in this group are to be used primarily by Document Services Branch/SSG. They are designed to record document services to customers directly from DSB or via another CRS component.

<u>SERVICE</u>	<u>CODE</u>	<u>COMMENTS</u>
Document Services/ Retention	DSR	Quantity is number of documents.
Documents Loaned or Viewed	DLV	Quantity is number of documents.
Document Procurement	DPS	Quantity is number of documents. For use by IAS. If used, do not also use codes for retention or loan/view <i>for the same documents.</i>
Document Information Service	DIS	Quantity is number of inquiries, not the number of documents.
Documents In-House	DIH	Use this code for any documents delivered to ISG for possible subsequent transmission to customers. Quantity is number of documents.
Documents Not Available	DNA	Quantity is number of documents requested which could not be supplied.

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Group 2 SERVICE CODES  
Pictorial Services

Codes in this group will be used by Pictorial Services Branch/SSG for service to customers who request pictorial services directly from PSB. For photo services *through ISG*--biographic, organization or general subject--see Groups 3-5.

<u>SERVICE</u>	<u>CODE</u>	<u>COMMENTS</u>
Photo Products-- Black & White	PPB	Quantity is number of unique photos delivered to customer. Photo products include viewgraphs, slides and other still photography products.
Photo Products-- Color	PPC	Quantity is number of unique photos delivered to customer. Photo products include viewgraphs, slides and other still photography products.
Photo Products Procured	PPP	Quantity is number of unique photos procured. If used, do not also use codes for photo products.
Photo Products Not Available	PNA	Quantity is number of items requested by customer which could not be supplied.
Photographic Shooting Assign- ments	PSA	Quantity of 1 for each assignment.
Retention Films (or videotapes) Loaned	FVL	Quantity is number of items loaned.
Retention Films (or videotapes) Screened	FVS	Quantity is number of items screened.
Films (or video- tapes) Procured-- Loaned	FPL	Quantity is number of items procured.
Films (or video- tapes) Procured-- Screened	FPS	Quantity is number of items procured.
Film (or video- tapes) Not Available	FNA	Quantity is number of items requested by customer which could not be supplied.

Group 3 SERVICE CODES  
ISG Biographic Information Services

<u>SERVICE</u>	<u>CODE</u>	<u>COMMENTS</u>
<i>The following codes count people (count each person only once):</i>		
Oral Responses	BIO	Quantity is number of people.
Existing Reports	BER	Use when existing CRS-produced biographies are provided. Quantity is number of people.
Other Services	BOS	Use for responses other than oral or narrative reports, e.g., dossier or file inspection, brief notes, etc. (If material from manual files is reproduced, see also BDD below.) Quantity is number of people.
Ad Hoc Narrative Reports Written	BNR	New or updated narrative or form reports, airgrams, etc. Quantity is number of individual biographies.
Biographic Handbook Reports Written	BHR	Quantity is number of individual biographies.
FinIntel Reports Written (e.g., IM's)	BFI	Quantity is number of individual biographies.
Not Answered	BNA	Quantity is number of biographic inquiries--usually the number of people--which could not be answered. Do not use if a negative response satisfies the customer's needs (e.g., derogatory info. requests).

*The following codes count products delivered:*

ISG Documents Delivered	BDD	Must be used with any "people-counting" codes above when documents from ISG's holdings are provided. (Do not use for Existing Reports.)
Lists of Citations, References or Information--Manual or Machine	BLC	Quantity is number of lists (e.g., AEGIS runs, directories, etc.)--not items listed. (NOTE: Use either DSR or DLV from Group 1 for Doc. Ser. Branch documents actually transmitted to the customer.)
Personality Photos	BPP	Photo products supplied to customer through ISG. Quantity is number of unique photos.

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Group 4 SERVICE CODES  
ISG Organization/Installation Information Services

*The following codes count organizations or installations (count each only once):*

<u>SERVICE</u>	<u>CODE</u>	<u>COMMENTS</u>
Oral Responses	OIO	Quantity is number of organizations or installations.
Other Services	OOS	Use for responses other than oral or narrative reports, e.g., dossier or file inspection, brief notes, etc. (If material from manual files is reproduced, see also ODD below.) Quantity is number of organizations or installations.
Ad Hoc Narrative Reports Written	ONR	New or updated narrative or form reports, airgrams, etc. Quantity is number of individual reports.
Existing Reports	OER	Use when existing CRS-produced biographies are provided. Quantity is number of organizations or installations.
Not Answered	ONA	Quantity is the number of inquiries--usually the number of organizations or installations--which could not be answered. If a negative response satisfies the customer's needs, do not use this code.

*The following codes count products delivered:*

ISG Documents Delivered	ODD	Must be used with any code above when documents from ISG's holdings are provided. Quantity is number of documents. (Do not use for Existing Reports.)
Lists of Citations, references, or Information--Produced Manually or by Machine	OLC	Quantity is number of lists (e.g., AEGIS runs, directories, etc.) -- not number of items listed. (Use either DSR or DLV from Group 1 for Doc. Ser. Branch documents actually transmitted to customer.)
Photos Pertaining to Organizations or Installations	OPP	Photo products supplied to customer through ISG. Quantity is number of unique photos.

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Group 5 SERVICE CODES  
ISG General Subject\* Information Services

<u>SERVICE</u>	<u>CODE</u>	<u>COMMENTS</u>
<i>The following codes count "questions" ** (count each only once):</i>		
Oral Responses	SIO	Quantity should be the number of questions.
Other Services	SOS	Use for responses other than oral, e.g., dossier or file inspection, brief notes, etc. (If material from manual files is reproduced, see also SDD below.) Quantity is number of questions.
Not Answered	SNA	Quantity is the number of questions which could not be answered. If a negative search satisfies the customer's needs, do not use this code.
<i>The following codes count products delivered:</i>		
ISG Documents Delivered	SDD	Must be used with any codes above when documents from ISG's holdings are provided. Quantity is number of documents.
Lists of Cita- tions, or Refer- ences--Produced Manually or by Machine	SLC	Quantity should be the number of lists, not the number of items listed. (Use either DSR or DLV from Group 1 to record Document Services Branch documents passed on to customer.)
Photos of General Subjects, Not Specifically Biographic or Organization/ Installation	SPP	Photo products supplied through ISG. Quantity is number of unique photos.

\* General subject requests are those which are not specifically concerned with personalities or organizations/installations.

\*\* Most subject requests involve a single "question", i.e., a research problem having a common theme.

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SECTION 6  
File Codes

Listed below are some of the files and other resources used in answering requests. For those not already listed on Form 2816, please supply the listed code in the space labeled "Other". Certain files unique to the USSR Division, FEPAC Division and the Pictorial Services Branch are listed separately. New file codes are marked with an asterisk (\*).

<u>FILE NAME</u>	<u>CODE</u>
Analyst's Desk Snag Files and Misc. Reference Material	AF
AEGIS Low-Level Organization	52
AEGIS Personality (Travel & Organ- izational Affiliation) File	53
AEGIS Subject File	50
Background Files <u>1/</u> (All Types)	01
Biographic Card Files (One Name)	02
Biographic Dossiers (Including Indexes)	04
Bibliographic File (SOVBLOC)	03
Category Files	17
Chiefs of State	69

1/ Note that the pre-printed list on Form 2816 carries this under the designation of "Org. Folders."

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<u>FILE NAME</u>	<u>CODE</u>
Codeword File (#4 File)	31
Codeword Keyword Title Indexes	43
Codeword Organizations File (#6 File, #7 File, and #8 File)	34
Codeword Personality File (#9 File)	37
Codeword Subject/Commodity File (#1 File)	40
DDP Travel File (ZOMBIE/ZODIAC)	TF
Ground Photo Index	79
Ground Photo Print File	11
Intellofax	41
IPI	22
International Conference & Travel File	73
Leader Appearances (Soviet & Asian)	67
Library Collections -- Circulation <u>1/</u>	LC*
Library Collections -- Reference <u>1/</u>	LR*
Library Collections -- Serials <u>1/</u>	LS*
Open Reference Index	75
Personality Photo Print File	12
Plant Folders (Including Indexes)	06
Town Folders (Including Indexes)	08
<i>Remote Terminal</i>	<i>RT*</i>
<i>RSM</i>	<i>RS*</i>

1/ ISG analysts are encouraged to cite the appropriate file code when they use the Library collections in support of requests without the assistance of a librarian.

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<u>FILE NAME</u>	<u>CODE</u>
<u>USSR Division Files</u>	
ALADIN	AL*
Biblio, New	BN*
Biblio, Organization	BO*
CIRCOL	CI*
DDP Checklist of Soviets Abroad	CL
Directory of Soviet Officials	DS*
HAVECHECK--Institute File	HI*
HAVECHECK--Name File	HN*
LETOPIS'	LE*
Model/Type Brochures (Including Index)	07
NSA/G	NG*
NSA Soviet Military Personality Index	SM
NSA Travel File	90
Sensitive SI USSR File (Hard Copy)	14
Sensitive USSR (AEGIS) File	83
Soviet Elite File	70
SPIF (Soviet Personality Identification File)	SP*
VEDOMOSTI	VE*

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<u>FILE NAME</u>	<u>CODE</u>
<u>FEPAC Division Files</u>	
CHICOM Criticism File	68
CHILECT	86
CHIOFF	CO*
HOMETOWN	85
<u>Pictorial Services Branch Files</u>	
CIA Photo Panel	18
DIA Photo Panel	19
Master Ground Negative File	GN*
Master Personality Negative File	PN*
MOPIRE (Film Section)	81

S-E-C-R-E-T

S-E-C-R-E-T