SECRET

Summary -- Office of Mgt Planning & Svcs, DI

General: OCR's priorities are:
(1) any kind of electronic processing equipment procurement.
(2) any kind of oral/verbal communications that OCR needs and rqmts are documented and known--and their status.

Perceptions:

Space maintenance and parking "do not instill rushes of joy and pleasure w/OL."

P&PD (provides good services) "consistently; mail and courier, most times; purchase orders and contracts, except at crunch time and when timely status info is not forthcoming."

Specific problems:

Status of equipment requisitions is a never-ending concern. SBM and expediters must "take up slack."

"The Architectural Design Staff, HOME, has been the biggest bottleneck for a long time. There are not enough in-house architects."

"Because two feifdoms (OL and OS) are involved in parking, non-action is the norm. Either OL should take over control of on-campus parking in all its ramifications or, at a minimum, insist on a standing interface w/OS."

Year-end crunch between processing contracts and the cut-off dates presents problem, especially in ADP-type contracts; seems to be result of number of "hands" (OL, OIT, OS) in the process.

Lack of effective communication between OS, OIT, OC, OL, etc. on space renovation/maintenance causes constant problems.

How improve:

More experienced and higher graded project officers.

Query Agency components periodically re supplies they feel should be stocked in Agency supply rooms.

OL take greater role in allocating all parking permits. Establish a parking permit hotline for violations and improper parking.

Consider consolidating functionally similar reviews of ADP-type contracts either in OL or in decentralized contracting units.

25X1

SECRET

SECRET

If not various elements (e.g., OS, OIT, OC, OL) are not co-located, at least have a continuing forum at the working level through which to see and control the total space renovation/maintenance picture.

"There are fears that the volume of service requests/demands which are obviously rising will cause a slowdown or collapse. Consider staffing OL's and Allied's effort to meet the surge rather than staff for the anticipated norm and only prepare for a contingency."

"OL must tie itself into the data/commo system. I daily lament the fact that HOME project officers are not sitting w/Delta Data at hand to answer queries, track OC and OIT status, and readily communicate w/the logistician in the front line. OL has got to get its commo act together -- ASAP!"

"Bring LIMS up/increase use of ADP in all OL services soonest."

Have project officers get out to sites more often.

Establish relative priority system of needs; give customer's needs precedence over OL's needs.

Improve communications between SD and PD and their customers. Give timely and current information on status of equipment requisitions.

"Tell the client the totality of the system and how things get done."

Additional svcs/support: "Suggest OL not take on 'new services' until current act is improved."

How communicate better:

"OL does some of the most unique and sexiest work in the Agency. Take advantage of telling everybody what you're doing."

Customers understands the OL service they want but little of the processes that go into obtaining them. The customer is not the component log or admin officer/assistant; he's the person needing the service. This is where "education" is needed.

Include an OL portion in all Agency courses dealing w/the DA and/or the working environment. "Next to the employee and...salary, working environment is at the top of the interest list!"

Get top speakers in OL to give such orientations.

"More and better PR by the right people to the right people." "Better communications will improve service itself."

SECRET