

~~SECRET~~

Summary -- ORD, DDS&T

Perceptions:

"It appears that OL is like a big hole into which requests are sent... that OL lines up requests and handles them in FIFO order."

OL has difficulty in sorting out priorities; no one at a high level serves as focal point to adjudicate conflicting requests.

If OL does much for ORD but ORD is not informed, such lack of communication is a measure of poor perception of our svcs.

"Don't worry about perceptions; do something about service."

Overall impression: "OL viewed as extremely courteous and professional (because of 2 logs reps assigned to ORD). Dealing w/logs central is less efficient/less effective/less responsive due to requesting component's ignorance and the inefficiencies at the Log end."

Specific problems:

✓ Procurement of supplies/equipment only adequate; hamstrung by GSA schedule/restrictions.

✓ Quality of P&PD support good; timeliness bad.

RECD/EBOB svcs improving; works better than previous arrangement.

How improve:

✓ Essential to show professional courtesies by confirming project/svc status and prognosis. "Let people know you're working on their project even if you can't give them a positive response. Let them know you're not ignoring them."

✓ Determine order of task actions at more senior level; prioritize based on some other acceptable criteria besides FIFO and including better understanding of interactive operational needs. This will require someone who has the authority to adjudicate conflicting requests.

Additional svcs/support needed:

Vaulting of Rm 404 Ames ASAP.

How communicate better:

✓ EBOB newsletter like HOME's, w/info on parking, a/c, new bldg progress.

✓ Give new focus to briefings to make more anecdotal; show how OL works as part of overall Agcy mission.

~~SECRET~~

**SECRET**

ORD/DDS&T Summary (cont'd)

- ✓ Use more showmanship in briefings.
- ✓ Use Mid-Career Crs to give overview of OL.

✓ Brief CT courses, Intro to CIA Crs, New Chiefs of Station seminar.

25X1  
25X1

✓ Present a combination of (1) anecdotal briefings  special support; war-story experiences to define other dimensions of OL) and (2) standard/functional briefings. Show audiences you're involved in more than housekeeping/ plumbing/AC/escorting/ mundane activities.

**SECRET**