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EXTERNAL VIEWS AND PERCEPTIONS

25X1 The following is a series of comments developed with [redacted]
25X1 [redacted] Europe Division, DDO, in a
meeting held on July 17, 1985 regarding the Study of OL's Service
25X1 Environment and Ways to Enhance OL's Image. The questionnaire was
not filled out, but was utilized by [redacted] in his
preparation for this meeting.

General Comments

- 25X1
- In his role, [redacted] sees every aspect of OL operations.
 - Out of all the Offices in the DDA, OL is the most responsive, and most willing to listen.
 - Europe Division utilizes all OL services.

Procurement Division services are used to a lesser extent (i.e. small purchases).

- Our work life is full of frustrations in general and therefore, such frustrations are understood.

There are always going to be complaints and criticisms and therefore we all must expect them.

- OL is performing a major new building and a major rehabilitation of space at Headquarters.

There is much sympathy from support types in understanding it

Space Modifications

- We are attempting a major rehabilitation of one whole floor.

Talking and working with OL for last 9 months. The situation generates more frustration than criticism. Neither EUR/DIV or HOME have the resources or time to do the effort justice.

Issues with the HOME designer are esthetics vs space function.

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Everytime we are ready to work on design, the response from HOME takes several months.

We are having a hard time with the contract person doing the design work for DICON.

It is frustrating since she does not have enough understanding and conditioning of the Agency and its ways - accordingly it takes too long to get the job done. [redacted] does not have enough time to condition her.

If OL had more in-house types knowledgeable of the Agency, they could do the design work better, faster, and more responsively.

◦ Comment

People in the DDO tend to understand much less than ideal facilities conditions because - they have worked overseas in substandard space - have been conditioned to put up with lesser accommodations.

But they are now maxed out (reached their limits of patience).

Proliferation of Equipment.

◦ ADP and word processing equipment taking over.

If he could centralize and consolidate ADP and Wang equipment in a central Communications Equipment Room (CER), he could create 18 new work stations - improve working conditions - improve efficiency.

He went after the snack bar on the fourth floor - [redacted] [redacted] to support - [redacted] and Mr. Mahoney helped it.

Result - Snack bar space allocated to EUR/Division - design of CER on-going - good decision - fine support.

Communications - New Headquarters Building

- Need systematic weekly bulletin on progress of New Building and what is going to happen to parking.
- For an example, the new path adjacent to the construction site was terrific. If people knew about it, they would have been happier and better served.
- This weekly bulletin would be most helpful to Support Officers and all employees in general. Up to now, almost everything appears to be a surprise.

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Communications in General

- 25X1
- We Support Officers are here externally and you Logistics Officers are there in OL Central
 - The only thing that connects us is the telephone.
 - Suggestion - What we need is:

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Every several months have a free-lance informal meeting in Mr. Mahoney's office starting at 5:00 p.m.

No agenda - just to talk things over.

In addition to 3 or 4 support officers, include C/SD, C/RECD, C/HOME and etc. for informal discussion and exchange.

General Comments.

- Change is healthy and progressive.
Review institutional memory to see how, what, and why you did your work in the past and now look at it relative to today's environment in order to rebuild the battleship to face tomorrows challenges.
- More conversation and observation is important to review:
The new Regional Engineer approach.
The new dimensions and impact of the IMS Craft Program.
- Requirements are dictating that we must have more forward people in our bases.
- FBO is having problems - i.e. not enough people.

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- Communications and conversation is important.

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[redacted] doesn't even know [redacted] - he has not met him yet.

When the DDA wants to see a rehabilitated area in the DDO, he has HOME walk him through the space - the Area Division Support Officer is not even called. We need better dialogue.

Perceptions

- Everything OL is doing is how he would do it.
- OL is light years ahead in bringing in new and bright talent - [redacted] for example.
- OL going heavy on female effort.

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Suggest we get better mix of race - male - female.

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- [redacted] is a super person - college graduate.

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- [redacted]

Training

- Provide spot training sessions for all new SOT's.
Hold 2 hour sessions involving claims, transportation, and RECD-SD-PD processes.

Logistics Assignees to EUR/Division

- Feel that when a Logistics Officer comes to the Division at the height of his experience and training - at a GS-12 grade in a GS-13 position - for a 2 year assignment and then out, he will exhibit the "killer instinct" - operate from a "hungry base" and perform more effectively.
- If you send a GS-13 Logistics Officer, it might be overkill and less challenging.
- However, maybe the DDO feels that Logistics Officers should be more experienced than in other directorates due to the overseas and world-wide involvement expected of them.