

~~SECRET~~

## Summary -- DCI Admin

Situation: When OL response is good, most complaints go through the system rather than directly to Mr. Fitzwater; when not good, they go directly to him.

General:

"The overall Agcy has not been educated enough about OL. OL is not just people who move furniture and clean bathrooms. People are seeing the little things and missing the big picture.

"OL is getting blamed whether they're involved, not involved, or should be involved. E.g., OL is being constantly blamed for space problems when the decision-making re space mgmt is elsewhere in the Agcy."

Perceptions:

25X1 That OL did not obtain adequate parking  when it was offered; now desperately needed.

Specific problems:

✓ Takes too long to get things designed and constructed. DICON not up to strength w/electricians.

25X1 "Support in external bldgs is bureaucratic and poor." E.g., Audit Staff renovation in Key Bldg; OGC vaulting project,  (Latter stalemated; HOME initial estimate of \$25,000, lost 6 mo in interface, resubmitted for this FY, took 3 more mo to get new estimate of \$77,000, which client will not spend and DCI will not fund. Client doesn't know who organizationally in OL did it or why it takes 8-9 mo to come up w/realistic and reliable cost estimate.).

O&M needs improving in tasking Allied w/multi-phased jobs. "When different trades are required, the job never gets done without frustration and recriminations...still some elements of narrow focus on doing just one specialty."

✓ P&P requirements backlogged (but not operational or intelligence sensitive).

EBOB responsiveness has been slow but improving.

How improve:

✓ More progress/status reports so can be reassured requirements not "lost."

If project officer unsure of rqmt when tasking Allied, should dialogue w/requestor. Need coordination and follow-up; "clients want to know the status of what is or is not going on during the project."

~~SECRET~~

SECRET

DCI Admin Summary (cont'd)

More responsive follow-up on EBOB requests.

25X1 ✓ Improve parking at HQ and other bldgs,

✓ Svcs best understood: Procurement.

✓ Svcs least understood: Sole-source and personal-service contracts.

✓ How communicate better:

✓ OL info at Mid-Career Crs and Advanced Intelligence Seminar.

✓ Newsletters to pass info and keep people aware of problems and progress. "People see only a narrow, uncomplicated view of Logistics, so need to explain what's going on and why (e.g., cafeteria ceiling renovation). Tell more about some of complex things OL does such as the new bldg, procurement process, unique supply & engineering functions."

✓ Status reports on the new bldg, parking, etc. ("subliminal rather than tooting one's horn--so people will understand that OL's function is not as easy as some think.")

✓ Distinguish between how you may and should be seen (e.g., Mr. Fitzwater's recent statements in Aud. about "DDA as housekeepers of the Agcy," etc.)

SECRET