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Summary -- Support Group, NPIC

Situation:

NPIC accomplishes most of its own support through decentralized OL careerists. Centralized supply system is ADP oriented and requires a combination of supply and ADP skills.

NPIC is working with C/SD to establish positions but unable to staff them....staffing temporarily with 8 GE contract people as stop-gap. PMCD has been asked to review proposed grade structure; some positions have not been filled -- trying to get others but not yet approved. More quality people (category I) are needed to staff Supply branch in the short term. "Too many logs careerists see NPIC as a punishment-type tour."

Perceptions:

For the most part, logs personnel are high-quality, especially from RECD.

OL is in a service business but we sometimes forget it. "It gives satisfaction when people have been heard and someone tried to help them."

Main OL is becoming more bureaucratic by requiring more paperwork. On requisitions, etc., the tendency is to say "Give me a piece of paper on this."

Requisition response time is most frequent complaint of main OL SD/PD.

Overall impression: "NPIC will always judge OL by the quality of personnel assigned to the center. OL's image has been vastly improved in past 3 years because of significant improvement in quality and types of log svcs provided."

How improve:

Provide quality OL personnel skilled in ADP to handle the new central supply system....a better match of people to do the job.

Provide better requisition response time.

Don't make excuses or be negative. Try to help and be positive even if you don't see a solution.

Show more flexibility in OL Central.

Additional svcs/support needed:

More help in coordination process w/GSA re parking or building concerns.

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SG/NPIC Summary (cont'd)

"Need those things that LIMS was purported to provide -- an on-link processing of requisitions, follow-up, and payment of invoices."

Svcs best understood: Construction support.

Svcs least understood: Procurement/supply and transportation.

How communicate better:

Schedule periodic presentations on items of interest, e.g., (1) status of new HQ Bldg, (2) consolidation of Agcy components at HQ (Who goes in? Who steps out? Why?). Generally share information; "just tell what is going on."

OL staff meeting notes useful.

HOME Bulletin keeps external careerists informed.

Strongly encourage OL senior management and working level visit NPIC for exposure, education, and two-way orientation.

Ideas to consider adopting from NPIC:

NPIC has a full-time briefer to tell what NPIC is doing.

NPIC conducts in-house training including NPIC Mgrs' Crs (carries some of OL flag through Log Orientations by decentralized OL reps).

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