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Summary -- Support Group, OTS

General: If the OTS C/Support or C/Logs asks for something, OL does it on an exception basis, so OTS has to do this frequently. Because of the "waiting syndrome," everything becomes time critical; the system becomes clogged and "priority" becomes "routine."

Perceptions:

OTS has to do the job, in a number of instances, with people who are under-qualified and who lack experience, background, and confidence. (The problem is not unique to OL but is the same across the Agency in general.)

OL is bureaucratic.

It takes too long, whatever it is. Nothing gets done quickly -- especially on an order handled by a "Logs central" type. "We must wait endlessly for everything" (e.g., PCs and furniture).

RECD is not staffed or mentally geared to M&O. "You can't expect an outfit geared to design and construction to do an equally good job in M&O." HOME is M&O oriented; had a whole compliment established for M&O and could supplement from within. It was a mistake to put external buildings under RECD.

Specific problems:

The assigned people are junior trainees in jobs requiring trained and experienced junior officers. Sometimes OTS "gets upset when logs officers are moved too fast."

25X1   Why are [   ] modifications taking so long?

. Interface started in summer 84; RECD needed requirements by Nov 84 and awarded contract on Phase II in late Jul 85 for basic renovations only. Target date for completion of basic renovations is 7 Dec 85.

. When will secure and black phones, Wang conduit, and Delta data systems be installed? This work could end up being accomplished end-to-end" after Phase II, resulting in a move date well beyond Dec 85.

25X1   . OL is taking 1-1/2 years after original discussion w/DDA, and OTS is moving [   ] in early 86 only to be moved to the new HQ Bldg in early 87. Is this practical, realistic, or in the Government's best interests? OL is looked upon as not getting the job done and as wasting money. The resulting customer attitude is a frustrating "I'm not going."

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Support Group, OTS Summary (cont'd)

How improve:

Try streamlining. Ask why we're doing something the same way it was done in the past; try a simpler or better way.

Identify people (in a trouble-shooting situation) to do test scenarios of logistics processes to see what really happens. E.g., analytically walk a requisition through to find out what the various people are doing and why.

Issue a new directive on vehicle replacement. D/L approval is required for other than routine requirements; routine time for replacement is 18 mo. "We cannot operate under this kind of time scale."

Svcs least understood: Why does it take so long to get something through Logs Central (e.g., on an 88) "when they can get it from a local store?"

How communicate better:

People do not understand the procurement process, especially in contracting. OL must educate them through (PD Central) tutorials in different offices; explain what the process is all about, what and why (e.g., laws, ceilings, restrictions, limitations), and how the originator can avoid those pitfalls and still be legal.

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