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Summary -- [ ] SE Div

Situation: SE Div essentially supports itself through decentralized logs team.

General perceptions:

OL seems to expect high standards of performance and products from contractors but to perform in-house as "government as usual."

SE Div makes many local procurements with \$1000 procurement authority with faster turn-around time and response. This eliminates writing requisitions and keeps a large number of items from going through SD/SMB and SPB. "If (a requisition) gets into central Procurement, it takes forever."

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Generally, however, perception is "fine, due to excellent decentralized Logs team effort. The best perception of OL is projected through [ ] who go out of their way to provide service to SE Div."

Specific problems:

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[ ] SE people moved from [ ] observe poor safety due to absence of fire extinguishers; they look badly upon OL for this problem.

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[ ]

Area branch complained because office not cleaned. Cleaning person said not allowed in offices because of sensitive info. Branch felt OL should have included nighttime cleaning in contract w/Allied. (Resolved; SE Logs rescheduled cleaning w/Allied.)

OL "woefully short in space management" (seen as a long-term problem). When asked to restudy space, it takes OL almost one year to arrive and start design work. OL response is "We don't have enough architects aboard; they'll be coming soon."

HOME doesn't have the answers but always excuses -- or passes the buck ("It's w/Allied now."). The customer never has peace of mind that he's actually being served. He must "call, beat on, and take the lead to ensure he'll get service."

How improve:

Give more resources to space management, especially with growing automation requirements.

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SS/SE Div Summary (cont'd)

✓ Look into procurement practices. Why should it take 120 days to get furniture -- or 4 months to deliver a PC?

✓ Give voluntary feedback so the customer knows his job is on track, being started, or even being handled at all.

25X1 ✓ Send good people to the components. Get a better understanding of personnel requirements and better match the person to the job. Before filling a job, find out from [ ] what kind of person is needed. Avoid assigning someone with no interpersonal skills in a job that requires them.

✓ Don't rotate someone every six months in a second logs position; OL can't use that as a training position. SE is willing to train someone they can keep for a full standard-length assignment.

How communicate better:

✓ Use local component logs officer to communicate OL in his area. Have the decentralized chief logs officer give a briefing on OL at the Area Div weekly staff meeting.

✓ Use the HOME green "Headquarters Logistics Notes" on a larger scale.

✓ Ideas to consider adopting: Local logs officer visits component chiefs weekly to discuss needs and resolve problems.

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