

~~J-5~~
39

Formula to determine general support

SAs \div 8 = word processing (steno)

SAs *Supervisors* }
+ Legats } X 1 = Secretaries
+ Training Coord. }

SA Supervisors X 1 + 1 per office = Rotor Clerks

SAs \div 3 = remainder general support

Word process + Secretaries = total Steno
Rotor Clerk + remainder general support = other
Total steno + total other = total general support

Example:

Agent TSL authorized	8310
Supervisors	645
Legats	35
Training Coord	59

8310 \div 8 =	1039
645 + 35 + 59 X 1 =	739
645 X 1 + 59 =	704
8310 \div 3 =	2770
	<u>5252</u>

1039 + 739 =	1778
704 + 2770 =	3474
1778 + 3474 =	5252

C/A ratio overall of 65% (SA to general support only)

For each 1.50 SAs need 1 general support.

Office Services Manager (OSM)

Has overall authority and responsibility for planning, organizing, and directing the full scope and range of support services functions of an FBI field division.

Assistant Office Services Manager - Records (AOSM-R)

Has responsibility for planning, organizing and directing the Records and Administrative Services Unit of a field division. Receives direction and supervision from the OSM.

Assistant Office Services Manager - Correspondence (AOSM-C)

Has responsibility for planning, organizing and directing the Correspondence and Communications Unit of a field division. Receives direction and supervision from the OSM.

Voucher Examiner

Receives invoices, statements, and other requests for payment from vendors for services performed, material furnished, rentals, telephone and other commercial line usage or contractual obligations. Independently performs the full range of voucher-examining processes by executing rules, regulations, and procedures. Determines accuracy of vouchers examined remaining constantly alert to errors, omissions, and duplications, and inconsistencies in invoices and supporting papers. Work affects timeliness, accuracy, reliability and acceptability of the Bureau's payment process.

Property Custodian

The Supply Technician, as designated Property Custodian, has overall responsibility for the procurement, inventory, management, maintenance and any surplus actions involving expendable and nonexpendable property within a field division. Performs various aspects of technical supply management work in the areas of property inventory, management and utilization. Provides appropriate documentation on all actions affecting the accountability of property within own jurisdiction. Work involves the efficient and effective ordering, managing, inventorying and surplus of property and supplies under control of the division and for maintaining overall accountability of the property. Service provided affects the reliability of the fieldwide supply system, in addition to the timely acquisition of property and supply items for the division.

Maintaining Evidence

Certain File Assistants perform clerical functions relating to the receipt, retention, and disposition of bulky exhibits (evidence which because of its size, quantity, substance, or value cannot be kept in the regular investigative files) and are responsible for ensuring security of such evidence which may or may not be kept on office premises. The purpose of the work is the accurate accountability and secure storage of bulky exhibits which may be used for evidentiary purposes in a court of law and to provide necessary guidance to Agent personnel so as to abide by legal regulations which govern operations. The ultimate outcome of lengthy, complex investigations may

depend upon the accurate and timely performance of this service.

Law Enforcement Computer Network (LECN)

The Investigative Communications Assistant serves as primary operator of the National Crime Information Center (NCIC), National Law Enforcement Teletype System (NLETS), State Crime Information Systems, other systems unique to the state and LECN which is a national computerized information system containing accurate and timely documented criminal justice information which is readily available to a vast number of criminal justice agencies throughout a local, state, and national network. The primary purpose of this system is to establish uniformity of coding standards for the exchange of criminal justice information and improving the overall crime solution rate. Purpose of the work is to provide information services to investigative and law enforcement personnel via operation of a terminal linked to computerized crime information data banks. The work contributes to the reliability of investigative services the organization provides and may directly impact on the scope of investigations conducted.

Miscellaneous Documents Examiner

The Miscellaneous Documents Examiner applies the access and exemption provisions of the Freedom of Information - Privacy Acts (FOIPA) to files and records maintained by the field office. Requests involve complex assignments, some of national significance or include controversial, or sensitive material; majority require extensive research and review of file references to determine what items, if any, may be released under stipulations of FOIPA. Purpose of the work is to research FOIPA requests received from the general public, to excise exempt material based on FOIPA provisions, to protect the confidentiality of the files of the FBI, to protect the privacy of the individual, and to disseminate processed records to the requester. Work is vital to protection of the confidentiality of FBI files and the privacy of the individual.

Photographer

Photographers perform a full range of photographic assignments involving specialized cameras and related equipment much of which has been developed or adapted specifically for specialized requirements for crime scenes and surveillance photography (fixed, moving and aerial), and concealment purposes. They provide complete photographic support to investigations and surveillances by working closely with Agents on a variety of assignments. Instruction is provided to investigative employees concerning basic and advanced photographic technology. The work involves providing photographic coverages of events, evidence and subjects most of which are for use in investigations and court proceedings. This work is vital to the effectiveness and successful accomplishment of investigations conducted by the FBI. Photographs taken may be used as vital evidence in a court of law.

Electronic Surveillance (ELSUR)

Employees assigned to field divisions having a high volume of ELSUR activity oversee and maintain all ELSUR matters relating to court-ordered, as well as consensual monitorings, from an administrative stand-

point; provide necessary and critical guidance to Agent personnel so as to abide by legal regulations which govern ELSUR operations; and provide accurate responses to requests for information relating to ELSURs. Work performed is vital to the program's effectiveness and for accomplishment of investigations carried out by the FBI. Failure to administer and maintain the system properly could have an extremely adverse effect on the FBI such as loss of prosecution, disclosure of sensitive sources and methods, and severe suits against the FBI.

Field Support Account (FSA)/Confidential Files

Particular File Assistants receive, process and afford appropriate security to confidential material relating to informant, asset, counter-intelligence, foreign counterintelligence and other confidential files, and the FSA. Purpose of the work is to accurately and fully record information concerning confidential informants and assets, to maintain these records for future use in evaluating performance of these programs, to maintain files of these and other confidential programs while adhering to strict security precautions, and to ensure prompt remuneration for material furnished or services rendered. Work is vital to the effectiveness of investigative activities of the office.

Staffing

Staffing Assistants explain FBI employment opportunities and application procedures to potential applicants for employment; schedule, administer, and grade pre-employment tests; review applications, and handle related correspondence. These services provide for the securing of well-qualified applicants for a variety of FBI positions, both Agent and support.

Computer Functions

Data Transcribers operate cathode ray tube (CRT) remote terminals and printers linked to a computer at FBI Headquarters for the purpose of entering information into the office's data bases of the FBI's computerized information support systems. Accurate entry of information is essential to the proper management of the cases involved, and inclusion of incomplete or incorrect data can jeopardize the ability of the Bureau to function in investigative matters.

Data extraction and coding duties involve the review of all incoming mail pertinent to investigations being managed through a computer system; determination of specific information to be entered into the appropriate data file; summarization of the data; and the transfer of the summaries to forms using appropriate case codes for loading of the information into proper data base.

Data retrieval involves the use of a CRT to access information stored in computerized investigative support systems. Data is furnished to requester for use as an investigative tool in major case investigations.

Computer Assistants monitor and manage the daily operations of computers that function either as stand alone single processor computer systems or as interlocking portions of the overall mainframe computer host

of the Field Office Information Management System (FOIMS), which is in essence a network/system of microcomputers operating in a distributed environment mode. Microcomputer work encompasses scheduling, control, and structuring in computer acceptable language, job entry and processing of recurring reports produced from pre-programmed applications. Reliability and acceptability are affected by completion of assignments within deadlines and solving routine processing problems. Immediate, efficient retrieval of specific, succinctly stated data to be used in a major investigation is the purpose of computerized investigative support systems. Work product affects the adequacy of field investigations in major cases.

Visual Investigative Analysis

VIA is a management technique based on the charting principles of Program Evaluation Review Technique/Critical Path Method which graphically displays the sequence of occurrence and the dependent relationships of all elements of a crime and the subsequent investigation. The application of VIA to an investigation helps in the thorough, coordinated planning of the entire case. It enables all concerned persons to see a lucid, visual picture of the entire case focusing on the interdependent and interrelated activities that lead to the accomplishment of the Bureau's major goals - the targeting of viable suspects/subjects and the successful prosecution of the same.

Criminal Informant Management System (CIMS)

CIMS was developed as a separate computerized system to provide optimum security for sensitive information concerning the management and use of informants in support of criminal investigations. The system makes informant information readily available to Agents and provides for rapid collation of information, informant statistics, and administrative data.

National Narcotics Border Interdiction System (NNBIS)

Under the direction of the Vice President, NNBIS utilizes the resources of military and Federal law enforcement and intelligence agencies to interdict the flow of drugs into the United States. The job of the NNBIS Analyst is to provide information analysis and retrieval services to the participating agencies. This work contributes to the effective and efficient running of NNBIS throughout the United States.

Audio Analysis

The major functions of the FBI's Audio Processing Program are to enhance the intelligence value of tape recordings of marginal intelligibility; determine the authenticity of valuable tape-recorded evidence so it will be admitted in judicial proceedings; conduct voiceprint examinations to determine speaker identity for investigative purposes, examine electrical signals to determine their origin and meaning; conduct forensic video examinations to enhance video evidence in judicial proceedings; evaluate tape recordings from technical installations and provide guidance to improve quality; and provide on-site technical installations and processing to eliminate masking noises.

Mail and File Clerks

Mail and File Clerks provide information, materials and services to all elements of a field office in connection with several completely differing functions such as maintaining of rotor files, reviewing files and evaluating information, ensuring security of office, preparing administrative and automotive fleet reports, searching indices, processing incoming and outgoing mail, performing Time and Attendance and Voucher duties, and the like. Performance affects the speed and reliability of action relating to the main investigative purpose of the FBI.

Security and Complaint Assistant (SCA)

SCAs are assigned to Night, Midnight, and Relief Shifts. They process telephonic complaints received in the office during the respective shifts; are responsible for the physical security of the office space; may check indices and review files; prepare teletypes and other appropriate correspondence. Effective accomplishment of assignments affects investigative processes and contributes to the efficiency of daily operations of the Bureau.

Clerk-Typists and Clerk-Stenographers

Clerk-Typists and Clerk-Stenographers produce transcribed material which is relied on as an accurate record of material dictated. Work produced, which is used for investigative, intelligence, administrative, and trial purposes, affects the ability of the FBI and other law enforcement agencies to effectively accomplish their missions.

Secretaries

Secretaries ensure that the clerical and administrative portions of the work of the Supervisor are accomplished effectively, allowing the Supervisor to concentrate on investigative and managerial duties. The work affects the accuracy and reliability of further processes.

Confidential Clerk (Typing)

Assignments involve monitoring various electronically recorded media for the purpose of preparing quality verbatim transcriptions or composing investigative summaries on on-going target, sensitive or classified national security matters, based on in-depth knowledge of current cases under investigation. This involves recognizing which material is or is not relevant to the particular case. Work significantly contributes to the overall investigative function of the FBI and affects the operation of sensitive programs.

Rotor Files Duties

File Clerks assigned to rotor duties perform a wide range of file functions for an investigative squad or a given segment of investigative classifications. Basic functions of the specialized and highly complex rotor files operation are preparing new files, maintaining pending files, and closing those cases no longer being investigated. These File Clerks expedite

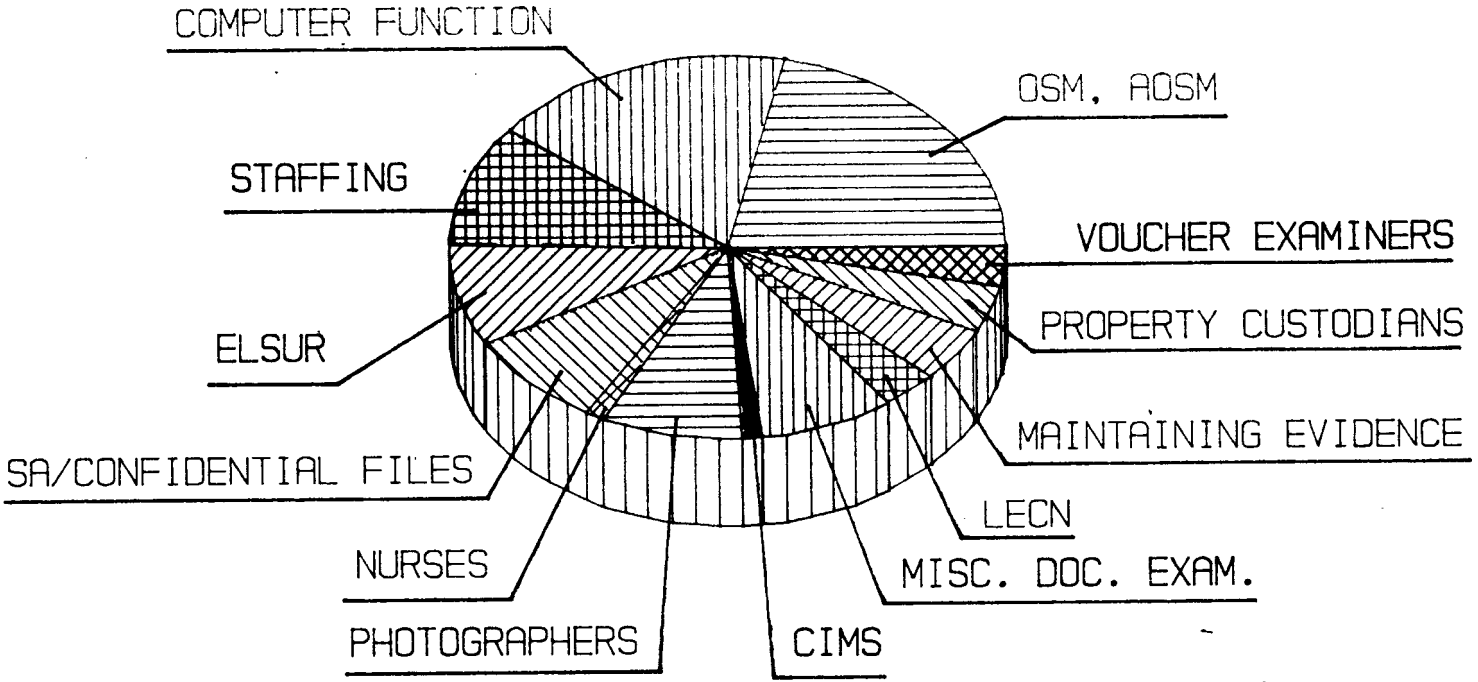
and simplify the management of file functions, and with the needs of the squad supervisor and Special Agents in mind keeps control of mail, thereby providing pertinent information at fingertip availability.

Telecommunications Operators

Telecommunications Operators perform telephone operating, teletype-writer, radio dispatching, and NCIC operating duties. The main purpose of the work is to provide, obtain and relay information through means of the specific telecommunications function to which assigned, and to maintain records which reflect the daily communications activity. Performance of all duties contributes to the accuracy and reliability of investigative services the organization provides.

In addition to the duties specifically accounted for in the various position descriptions, it falls upon the general support employees to escort vendors and visitors to the office; conduct tours; fingerprint school children; burn and/or shred official trash; serve as Position Classification, Health Benefits, Life Insurance, and Ross Fund representative, and retirement counselors; transport Bureau vehicles to and from garages and resident agencies; assist Electronics Technicians; be available for relief, holiday, and weekend duties; handle duplication projects; and the like.

ONBOARD COMPLEMENT OF MISCELLANEOUS OTHER SUPPORT AS OF 1/15/88

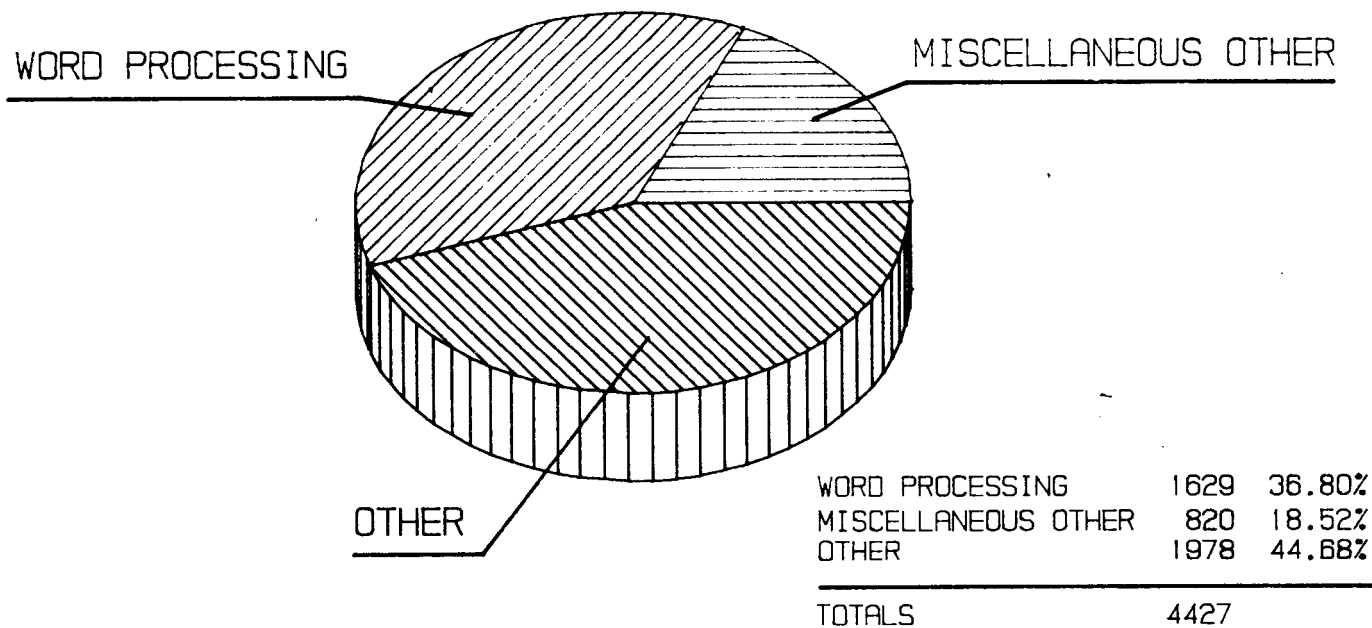


OSM, ROSM	174	21.20%	PHOTOGRAPHERS	66	8.10%
VOUCHER EXAMINERS	26	3.20%	NURSES	9	1.10%
PROPERTY CUSTODIANS	33	4.00%	SA/CONFIDENTIAL FILES	66	8.10%
MAINTAINING EVIDENCE	38	4.60%	ELSUR	69	8.40%
LECN	25	3.00%	STAFFING	83	10.10%
MISC. DOC. EXAM.	63	7.70%	COMPUTER FUNCTION	143	17.40%
CIMS	10	1.20%	TOTAL *	820	

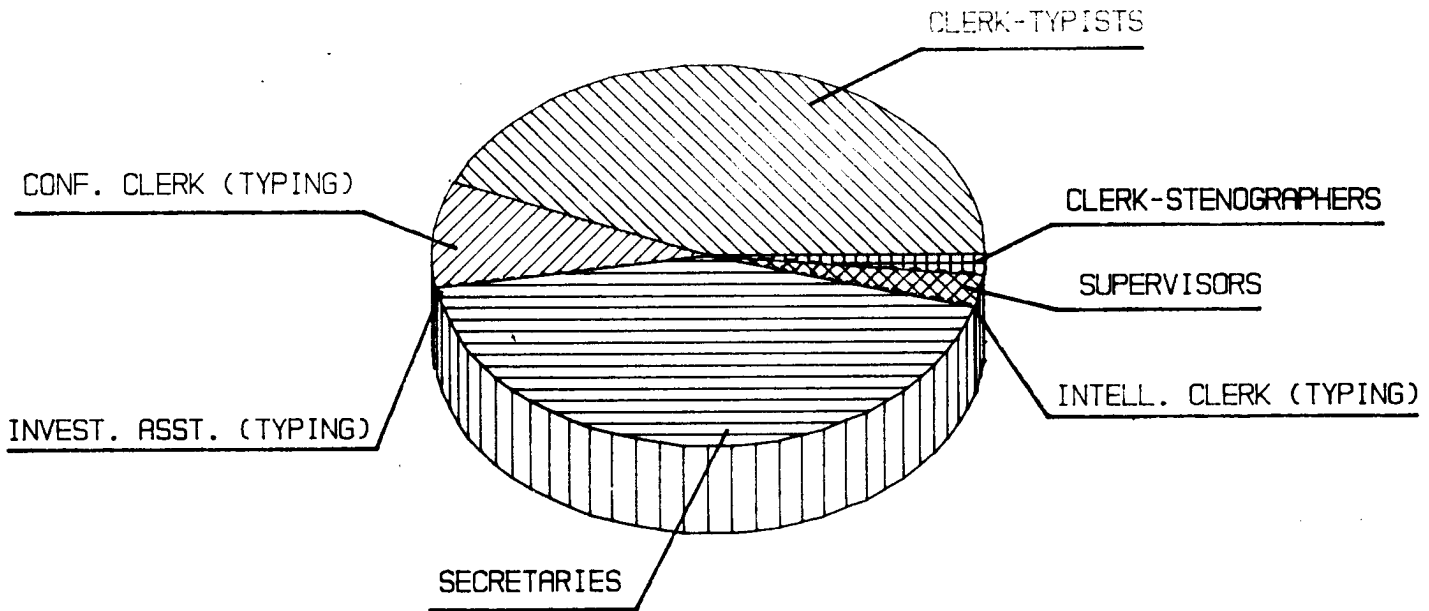
*** THE FOLLOWING ARE BELOW ONE PERCENT OF THE POPULATION AND WERE NOT INCLUDED IN THE CHART, BUT WERE INCLUDED IN THE TOTAL.**

VIA	5	0.60%
NNBIS	4	0.50%
IMPREST	3	0.40%
AUDIO ANALYSIS	3	0.40%

ONBOARD COMPLEMENT OF GENERAL SUPPORT AS OF 1/15/88



ONBOARD COMPLEMENT OF WORD PROCESSING SUPPORT AS OF 1/15/88



CLERK-TYPISTS	712	43.70%
CLERK-STENOGRAPHERS	26	1.60%
SUPERVISORS	44	2.70%
INTELL. CLERK (TYPING)	1	0.06%
SECRETARIES	699	43.00%
INVEST. ASST. (TYPING)	3	0.18%
CONF. CLERK (TYPING)	144	8.80%
TOTAL	1629	