

STAT

25 November 1986

MEMORANDUM FOR: Deputy Director for Administration  
FROM: Edward J. Maloney  
Director of Information Technology  
SUBJECT: DDA Users Group

STAT

1. We have reviewed [redacted] recommendation that a DDA Users Group be formed to help Ron articulate computing issues and requirements to the OIT Customer/Standards Committee.
2. Both the S&T and the DI have formed such groups, composed of representatives of Directorate offices. OIT has worked with these groups as we have formulated our proposed OIT standards, and we have found them to be effective mechanisms for facilitating the quality of our communications with our customers. These groups also provide us a valuable opportunity to improve our understanding of our customers' requirements. We strongly support Ron's suggestion.
3. In addition to the benefits of improved customer communications, though, the groups that have been established have provided important opportunities for computer users to share concerns that are particular to their own Directorates, and help one another. As Ron's memo points out, the S&T group has been particularly effective in this area.
4. We look forward to working with Ron and the DDA User Group as he may request.

Edward J. Maloney