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2 7 OCT 1988

MEMORANDUM FOR: Executive Assistant to the DDA

VIA: Deputy Director of Information Technology
Chief, Counterintelligence Center/Technical, DO
Deputy Director for Physical and
  Technical Security
Chief, Technical Security Group, PTS/OS

FROM: 25X1

Chief, TEMPEST Division, TSG/PTS/OS

SUBJECT: Interim Report, Domestic Emanations Security
Countermeasures

REFERENCE: DDA 88-1589, dtd 5 August 1988,
Subj: Reducing Transactional Costs

1.   The reference security tasking to establish new
emanations security standards for domestic processing of
classified information has been received at a time when the
policy and implementation for domestic countermeasures are being
fervently debated at the national level. The community has, in
fact, just accepted a new standard (NACSIM 5107) which would
appear on the surface to meet the reference tasking but use of
this new standard is likely to have a severe and negative impact
on overall Agency goals. Other alternatives may have the desired
effect. An offsite at the Interagency Training Center on
17 October briefed representatives from DA/OS, DA/OIT, DA/OC,
DO/CI and yourself on the various issues involved.

2.   A key element is whether the Agency believes there is a
technical threat of a TEMPEST attack within CONUS. The new
national policy (NTISSP 300), which requires matching of
countermeasures with the threat instead of with vulnerabilities,
is intended to reduce the national cost of technical security.

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OS 88-4428

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SUBJECT: Interim Report, Domestic Emanations Security
           Countermeasures

When this approach was first conceived, there was general
agreement outside this Agency that there was not and never would
be a technical threat within CONUS. This feeling has changed
subtly; all references to the absence of a domestic threat have
been removed from the new policy statement. Our position,
concurred with by the Agency's CIC/T staff, is that a technical
security threat does exist within CONUS and Hostile Intelligence
Services (HOIS) will mount technical attacks as their present
collection sources disappear. The United States is reducing HOIS
access through STU-III telephones, rerouting of microwave links
around large cities, and reduction of technology transfer.

     3.   The three approved TEMPEST countermeasure options to
protect SECRET and higher classifications in the Washington, D.C.
area (judged by the FBI to be a "high opportunity") are:

          a.   Use of TEMPEST compliant equipment (increasing
     costs are expected as the nation adjusts to NTISSP 300),

          b.   Use of a shielded environment (shielded enclosure,
     shielded building, or shielded rack), and

          c.   Use of Facility/Equipment Zoning (matching of an
     equipment's emanations profile with building attenuation).

Naturally, countermeasure decisions will be made with due
consideration to cost, HOIS threat and operational factors on a
case-by-case basis.

     4.   A strategic paper will be prepared to address the issues
and alternative solutions, recommend positions, consider impacts
of taking these positions, and how these positions can be
effected efficiently through new building programs, the BACKFILL
program, and other relocation programs. This paper, which will
consider short and long range effects on planning and costs, will
be coordinated through the Office of Security, the Office of
Logistics, the Office of Information Technology, and the
Counterintelligence Center/Technical staff.

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SUBJECT: Interim Report, Domestic Emanations Security
Countermeasures

OS/PTS/TSG/TD [   ] 25Oct88   STAT

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OIT 0987-88

1 9 OCT 1988

MEMORANDUM FOR: Executive Assistant to the DDA

FROM: Edward J. Maloney
Director of Information Technology

SUBJECT: Transactional Cost Task Force Report

1. Attached is the Office of Information Technology report on the status of those transactional cost issues scheduled for the August-October 1988 time period. As you know, several of the issues are related to improving customer service. OIT has been working hard to improve in this area and we believe that this effort is beginning to show positive results.

2. We have had to request an extension on the development of an on-line telephone directory. As we describe in our response, this is a thorny problem whose resolution will require further study. We believe we can develop a definitive proposal by the January time period.

3. If you have any questions on the attached OIT responses, please contact me or the OIT representative to the Transactional Cost Task Force, _____ (secure) or userid=warshawr.

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Edward J. Maloney

Attachment:
  As Stated

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SUBJECT: Transactional Cost Task Force Report

DC/MSG/OIT⟋ [redacted] (12 Oct 88)   STAT

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OFFICE	ISSUE	REQ COORD WITH	TIME FRAME FOR COMPLETION			
			MAY – JULY	AUG – OCT	NOV – JAN	FEB – APR
INFORMATION TECHNOLOGY	– Review the organizational placement (OIT) and staffing (OC) of the Communications Branch at NPIC. (Has led to confusion over Branch responsibility and poor management, staffing, and performance.)	OC	X March complete	✓		
	– Improve the timeliness of services; e.g., getting telephones and computer lines and equipment installed, removed, repaired and/or relocated. Look at simplifying procedures for getting work requests to the appropriate office and effected.			X		
	– Develop a tracking system for ADP and telephone requests so that offices may receive a status report on work orders.			X		
	– Improve the prioritization of requests for data and voice services within each directorate.			X		
	Suggestion: Automate telephone work orders. Contract work differently.					
	– Reduce the number of coordination points within OIT for a standard and nonstandard AДP procurement.				X	
	Suggestion: Vest responsibility in one OIT element (as opposed to six).					
	– Automate or modify forms for use on word processors. Explore on-line coordination.				X	

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OFFICE	ISSUE	REQ COORD WITH	TIME FRAME FOR COMPLETION			
			MAY - JULY	AUG - OCT	NOV - JAN	FEB - APR
INFORMATION TECHNOLOGY						
	- Focus on identifying individuals or components having full responsibility for a project and assign adequate authorities to improve coordination.			X		
	- Continue automation efforts (FARs, STARS, ELECTAS, Travel Automation, Commercial Logistics Application System, etc.)	All customers		X		
	- Have the Agency phone book put on-line with updating by components as changes occur.				X*	

*Extension from Aug-Oct requested

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Transactional Cost Task Force

OIT ISSUE: Improve the timeliness of services; e.g., getting telephones and computer lines and equipment installed, removed, repaired and/or relocated. Look at simplifying procedures for getting work requests to the appropriate office and effected. Suggestion: Automate telephone work orders. Contract work differently.

Several initiatives have either taken place or are under way that address the problem of timeliness of services:

o Effective in September, OIT was reorganized and the Network Services Group was formed out of the old Customer Services Group, the Communications Engineering Division and Domestic Field Division (the latter two units were previously located in the old Engineering Group and Operations Group, respectively). Communications Engineering Division has the responsibility for the Headquarters Area communications upgrade (including the PBX installations at the Headquarters complex and Reston); Domestic Field Division has the responsibility for voice/data services outside the Washington, D.C. area. Network Services Group, as the new name implies, now has the full management responsibility for network services, including installations, relocations, and changes, irrespective of location or technology. The resulting streamlined coordination should improve the timeliness and quality of customer service. (C/NSG/OIT,   )   25X1

o Also, effective in September, OIT formed the Requirements and Plans Staff (RPS) reporting to the Director of Information Technology. This staff serves as a focal point for the handling of all non-routine service requests. RPS will work with OIT components to ensure timely, coordinated preliminary responses to service requests are developed. In addition, RPS will track service requests through to completion, providing customers status reports on a periodic basis. (C/RPS/OIT,   )   25X1

o OIT is in the process of streamlining procedures for managing voice and data service requests.   This streamlining involves the modification of existing on-line databases and the automation of the Form 4340 which is used to request voice/data services.   The automated Form 4340 is in the final stages of testing. Pilot projects were established in selected DO offices and in DI/OIR.   This testing is expected to be complete by the time the new OIT supported workstation (Intel 301Z) is routinely available to all Agency components, early calendar 1989. An Agency-wide phased implementation will follow. The target date for Agency-wide use of the form is the end of FY 1989. When fully implemented, these steps will result in a more timely and efficient processing and management of data and voice requests. Customers will be able to 1) ensure that their requests have been filled out properly avoiding costly corrective action; 2) track their requests through their own component and directorate management chain to OIT; 3) receive an acknowledgement by OIT indicating OIT has accepted the request; 4) use the project number on the acknowledgement to query OIT on project status. (OIT maintains project status using the on-line databases referred to above). The focal point for this activity is Installations Division, Network Services Group   25X1

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o OIT is beginning the phased implementation of a new Service Desk procedure. Through the use of new technology, Voice Mail Exchange (VMX), customers with maintenance problems will be able to key in via their secure telephone the nature of the problem. This will put them directly in contact with an OIT maintenance technician who is a specialist in the problem area. It is believed that through discussions with a trained technician up to 50% of the actual service visits to the customer area will be eliminated. This will result in much more efficient and timely customer service. Agency-wide implementation of VMX should be complete by February 1989.

o In an effort to improve service associated with the integrated voice/data PBX, language in the O&M vendor's (Contel) statement of work has been revised to reflect the importance of timeliness of service. An effort was made to revise the contract to reflect an award fee structure keyed to timeliness but this negotiation was not successful.

o As our PBX program comes to its conclusion with the occupancy of the New Headquarters Building, almost all available office space in the Headquarters and existing Reston complexes will have been pre-wired. This should greatly expedite relocations and changes to existing data/voice services.

o The new workstation contract with International Technology Corporation for the ITC 301Z personal computer should shortly be coming into effect. This contract provides for the timely delivery (30 days or less) of workstation orders by ITC. In addition, OIT acquisition and installation support will be geared to routinely handle the known set of ITC products under contract. We, therefore, expect to see improvements in timeliness throughout the workstation support lifecycle.

In addition to improving the availability of OIT information processing services, improving the timeliness of OIT services is a critical priority for FY 89 and beyond. OIT will continue to tune its organizational structure and investigate new management and technology tools with these overriding goals in mind.

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Transactional Cost Task Force

<u>OIT ISSUE</u>: Develop a tracking system for ADP and telephone requests so that offices may receive a status report on work orders.

OIT is in the process of streamlining procedures for managing voice and data service requests. This streamlining involves the modification of existing on-line databases and the automation of the Form 4340 which is used to request voice/data services. The automated Form 4340 is in the final stages of testing. Pilot projects were established in selected DO offices and in DI/OIR. This testing is expected to be complete by the time the new OIT supported workstation (Intel 301Z) is routinely available to all Agency components, early calendar 1989. An Agency-wide phased implementation will follow. The target date for Agency-wide use of the form is the end of FY 1989. When fully implemented, these steps will result in a more timely and efficient processing and management of data and voice requests. Customers will be able to 1) ensure that their requests have been filled out properly avoiding costly corrective action; 2) track their requests through their own component and directorate management chain to OIT; 3) receive an acknowledgement by OIT indicating OIT has accepted the request; 4) use the project number on the acknowledgement to query OIT on project status. (OIT maintains project status using the on-line databases referred to above). The focal point for this activity is Installations Division, Network Services Group

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Transactional Cost Task Force

OIT ISSUE: Improve the prioritization of requests for data and voice services within each directorate.

This issue was originally submitted by OIT. Since then, each directorate and the DCI area have identified individuals to serve as points of contact for requests for OIT services. These individuals will be responsible for working with OIT to establish work priorities within their respective directorates.

The points of contact for routine maintenance and repair (such as workstation and telephone installation), support to the New Headquarters Building relocations and the Original Headquarters Building backfill are:
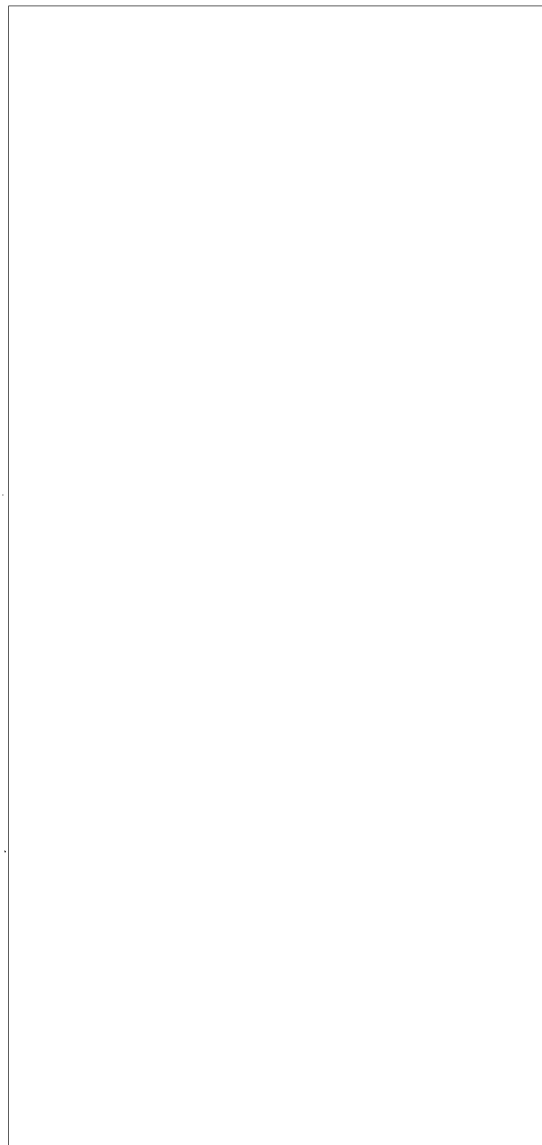
Office of the Director   STAT

Directorate of Administration

Directorate of Intelligence

Directorate of Operations

Directorate of Science and Technology

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The points of contact for all other requests for OIT services, including major new requirements, are:

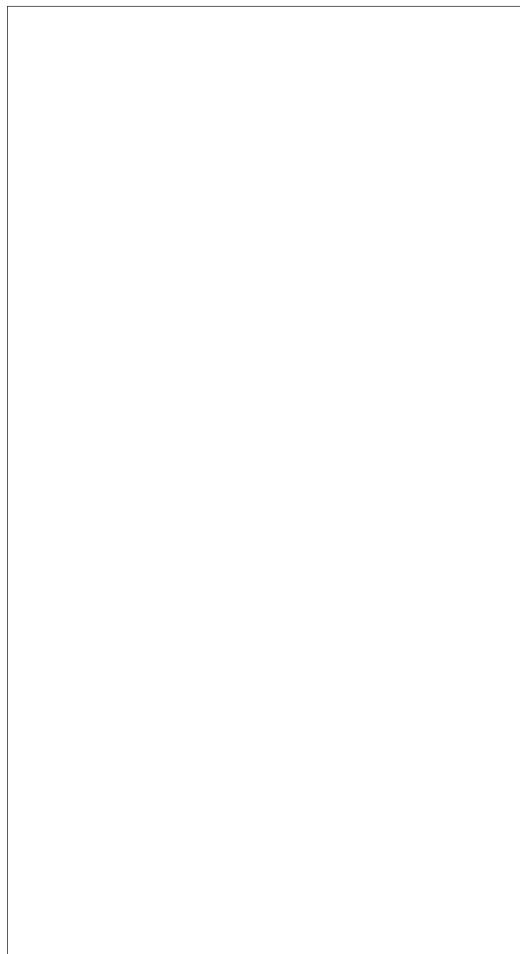DCI Area   STAT

Directorate of Administration

Directorate of Intelligence

Directorate of Operations

Directorate of Science & Technology

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Transactional Costs Task Force

OIT ISSUE: Focus on identifying individuals or components having full responsibility for a project and assign adequate authorities to improve coordination.

OIT has significantly improved the focus of responsibilities within the office; moreover, a much greater effort is being made in publicizing information on component responsibilities and points-of-contact: Management improvements in OIT include:

o The establishment of the Network Services Group (NSG) in September 1988. This new Group is responsible for providing all data and voice communication services to OIT customers. The Group was formed from the old Customer Service Group augmented by the Domestic Field Division and the Communications Engineering Division. This merger puts, in effect, all network responsibilities under a single manager. (C/NSG/OIT may be reached on X

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o The establishment of the Requirements and Plans Staff (RPS) within the Office of the Director of Information Technology also in September 1988. RPS is responsible for tasking and tracking all customer requirements other than those for routine equipment maintenance and installation/relocation. RPS is tasked to act as a focal point for all non-routine requests and in addition to marshalling and coordinating OIT resources will provide customers with the name of the specific OIT project officer assigned to manage the OIT efforts supporting the requirement. (C/RPS,

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o The merger of the three OIT information security-related components into a single division, Technical Security Division within Management Services Group. The basic operational responsibilities of computer security (COMPUSEC), communications security (COMSEC), and the policy development responsibility now all report to a single manager (C/TSD/MSG,   This should significantly improve coordination in the information security arena.

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o The establishment of single points-of-contact at the deputy group chief level for all routine New Headquarters Building (NHB) voice/data activities (DC/COG/OIT;   Original Headquarters Building activities (DC/TS/NSG/OIT;   ; and Reston activities (DC/ESG/OIT;   . This is designed to ensure that moves and relocations in the respective facilities receive the appropriate priority and coordinated OIT effort.

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o The computer maintenance organization (C/Maintenance Management Division, NSG/OIT,   has implemented a system in which resolution of trouble calls will be the responsibility of the individual or area in the division which gets the call, regardless of the involvement of other components. In addition, a procedure has been established whereby the longer a trouble call remains unresolved, the higher the management level to which reporting on the problem is done.

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o OIT has identified points-of-contact within DA offices having automation projects of interest to other Agency offices. These points-of-contact will be a place to start for queries about a particular project being supported by OIT personnel but under the auspices of other DA offices. (Address inquiries to C/Corporate Systems Development Division, DSG/OIT   25X1

o OIT has a 1 January target date for a complete revision and simplification of Headquarters Regulation 7-15, ADP Management. This revision will emphasize a single point-of-contact for Agency-wide coordination on ADP procurement requests. (C/MSD/MSG/OIT,   25X1

o In May 1988, OIT published an Organizational Directory and Services Guide which provides a description of office mission and functions by component and two telephone listing documents: one for OIT components; the other for points-of-contact by service offering. Because of the dynamic nature of this type of information, the guide is currently under revision with a new publication date of mid-December. (The guide is available from the OIT Technical Library,   25X1

OIT is making a significant effort to better focus responsibility, provide adequate authorities to deliver the services, and publicize these focal point officers and components. This is, of course, a continuing process that will see additional emphasis in FY 89 as new services are initiated and new organizational and management approaches to the delivery of traditional services are developed and tried.

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Transactional Cost Task Force

OIT Issue: Continue automation efforts (BARS, STARS, ELECTAS, Travel Automation, Commercial Logistics Application System, etc.)

Attached is a status report on the major systems that are being developed as part of the OIT Corporate Data Program.
These systems are:

Budget and Accounting Resources System (BARS)
Commercial Logistics Application System (CLAS)
Corporate Data Personnel System (CDPerS)
Federal Automated Requisitioning System (FARS)
Federal Employee Retirement System (FERS)
General On-line Service History (GOSH)
Integrated Applicant Processing System (IAPS)
Insurance, Claims, Accounting, Reporting and Enrollments
            System (ICARE)
Locator Information for Employees (LIFE)
Medical Information Diagnosis and Artificial Intelligence
            System (MIDAS)
Payroll Automated Inquiry Database System (PAIDS)
Training and Education Automated Management System (TEAMS)

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Budget and Accounting Resources System

(BARS)

PROJECT MANAGER: [   ]   STAT
OIT/DSG/CSDD
PHONE: [   ]   STAT

CUSTOMER: Office of Finance (OF)

DESCRIPTION: Agency Budget Execution (ABE). A development effort to replace the current FRS (execution portion), GAS, and ICS systems with Cullinet's Government Financial System (CGFS). Developers are beginning to test a BETA version of FUNDS 1.3 to compare the functionality of the packages with the financial requirements of the Agency. At IOC, ABE will interface with ABF, CLAS, and other related financial systems in the Agency, interactively and through batch processing.

Agency Budget Formulation (ABF). This segment is supported by OIT (technically), by OF (functionally), and O/COMPT (functionally). It has been in production since 10 June 1987. ABF interfaces with OBF and with the FRS (GIMS) database nightly during the year, with peak use during the three budget windows each year.

Office Budget Formulation (OBF). This segment is supported by the Office of Finance (technically and functionally).

MAIN CAPABILITIES: ABE provides Funds Control, General Ledger and Accounts Payable (ABE), and the Purchasing (CLAS) software packages, using the IDMS/R database system.

ABF is an interactive IDMS/R database that also uses a REXX front-end exec on VM, along with several PL/I programs for batch processing and reporting. It has replaced the Budget Resources System (BRS) and the budget portion of the Financial Resources System (FRS). There are approximately 115 OF budget officers using the ABF system, along with the Office of the Comptroller, OF Database Management Branch (DBMB), and eventually, the ABE segment of BARS/CLAS and the STARS project.

OBF processes data downloads to component budget offices from the ABF (IDMS/R mainframe database) segment to personal computers, and uploads revisions to ABF during the Agency's three budget exercises (Program, OMB, and Congressional Submission).

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Corporate Data Personnel System

(CDPerS)

PROJECT MANAGER: [   ] OIT/DSG/CSDD/CDS   STAT

PHONE: [   ]   STAT

CUSTOMER: Office of Information Technology (OIT)

DESCRIPTION: CDPerS is the application for OIT Development Services Group on the Corporate Database that provides personnel data to the IDMS/R integrated applications such as ICARE, TEAMS and FERS. The data is extracted from the GIMS Human Resource System nightly and loaded to IDMS/R. This provides the applications with the most current personnel data possible.

MAIN CAPABILITIES: CDPerS provides the vehicle to begin the integration of administrative applications. Applications such as Personnel Component Access (PCA) and Locator Information For Employees (LIFE) are being developed using the CDPerS data. These are temporary processes to fulfill immediate requirements. CDPerS will ultimately be replaced by the new personnel system.

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Commercial Logistics Application System

(CLAS)

PROJECT MANAGER: _____ OIT/DSG/CSDD   STAT
                 PHONE: [   ]   STAT

CUSTOMER: Office of Logistics (OL)

DESCRIPTION: CLAS has the responsibility of bringing up commercial
software that will replace the existing GIMS databases,
ICS (Inventory Control System), and CONIF (Contract
Information).

MAIN CAPABILITIES: The BOM (Bill of Material) application will be brought up
in October 88. The BOM application will be used to add
new stock numbers and modify existing stock numbers and it
will replace a small function of ICS.

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Federal Automated Requisitioning System

(FARS)

PROJECT MANAGER:

OIT/DSG
PHONE:

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CUSTOMER: Office of Logistics (OL)

DESCRIPTION: A computer-based system from which OL/IMSS/TG can input
and track requisitions and order materiel from the various
federal inventory control points (ICPs).
FARS, which has been in existence since 1962, currently
resides on a Data General mini-computer and has been on
this hardware since 1980. The Office of Logistics, Supply
Group, Requirements Division, Interdepartmental Support
Branch (OL/SG/RG/IDSB) has tasked the Office Of Logistics,
Information Management Support Staff, Technical Group
(OL/IMSS/TG) to convert the system to the agency's
mainframe utilizing Cullinet Integrated Database
Management System/Relational (IDMS/R) software.
Conversion is in the final stages with parallel running of
the two systems scheduled for the remainder of calendar
year 1988.

MAIN CAPABILITIES: FARS interfaces with the Inventory Control System (ICS)
and the Automated Data Exchange (DATEX) twice daily.
Materiel is ordered and tracked by the system.

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Federal Employee Retirement System

(FERS)

PROJECT MANAGER: [   ]   STAT

OIT/DSG/CSDD/FERS
PHONE: [   ]   STAT

CUSTOMER: Office of Personnel (OP)

DESCRIPTION: Perform all future retirement related functions as were
previously handled by the Office of Personnel Management
for all current and future Agency employees.

MAIN CAPABILITIES: FERS-Retirement. Will provide automation within the
IDMS/R environment for all aspects of retirement
processing for all Agency employees. This will include
processing initial request for retirement benefits to
issuance of annuity payments and processing of
survivorships.

FERS-Thrift. Will provide automation within the CICS/VSAM
environment through the use of a commercial software
package for all aspects of Thrift and Loan processing for
all Agency participants.

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General On-line Service History

(GOSH)

PROJECT MANAGER: ⬚ STAT
OIT/OP/DOS
PHONE: ⬚ STAT

CUSTOMER: Office of Personnel (OP)

DESCRIPTION: GOSH provides an integrated online data base of employee
service history. It will include service data from the
Service Record Card, General Archives Project, Automated
Retirement and Separation System, and the Federal
Employees Retirement System. The data will be maintained
in one central data base for access by all appropriate
personnel for reporting.

MAIN CAPABILITIES: GOSH will consolidate historical personnel data from the
SRC, GAP, ARESS, and FERS project. Data will be stored
on-line in the Corporate Data Base where all OP
applications will have access.

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Integrated Applicant Processing System

(IAPS)

PROJECT MANAGER: STAT
OIT/DSG/CSDD
PHONE: STAT

CUSTOMER: Directorate of Administration (DA)

DESCRIPTION: IAPS is an effort to automate applicant processing in the DA. There are 11 Recruitment Activity Centers (RACs) located across the United States. The processing of the applicants within the RACs is automated on a stand alone PC-based system. All pertinent biographic and tracking information is kept on this system. This system produces numerous tracking and statistical reports concerning the applicants, the RAC, the recruiters, and the sources of applicants. All correspondence with the applicant is generated automatically by the system.

MAIN CAPABILITIES: Central Applicant Processing System/Office of Personnel (CAPS/OP). This is an IDMS-based applicant processing system. It maintains all pertinent biographic, tracking, and status information for this phase of the applicant process within OP. It provides numerous tracking and statistical reports. OP also has a NOMAD-based system for the scheduling of Medical and Polygraph appointments for applicants.

Central Applicant Processing System/Office of Medical Services (CAPS/OMS). This is an IDMS-based applicant processing system. It maintains all pertinent biographic, scheduling, and medical information. The principal biographic and schedule information for each applicant comes directly from CAPS/OP, eliminating redundent data entry and the production of the paper form 259B (Request for Medical).

Central Applicant Processing System/Office of Security (CAPS/OS). The initial analysis for OS with regards to applicant processing is complete. The initial analysis has shown that the GIMS system SIMS/SATS provides information and tracking for the security phase of applicant processing. To remove this processing from the integrated environment in which it already exists would

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significantly increase work.

Final Integration Phase - What the initial analysis for OS
did reveal was that the biographic, scheduling, and
disposition information is redundantly entered across
three systems. The detail requirements phase for this
task, which is now known as the Applicant Processing
Schedule and Systems Interface, will focus on eliminating
this multiple entry using the CAPS/OP database as the
primary focal point. It will also encompass integrating
the OP scheduling function. What began as an OS specific
task has shaped into the final integration phase for OS,
OP, and OMS. This task will be completed in FY89.

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Insurance, Claims, Accounting, Reporting and Enrollments System

(ICARE)

PROJECT MANAGER: _____   STAT

OIT/DSG/DSD

PHONE: _____   STAT

CUSTOMER: Office of Personnel (OP)

DESCRIPTION: An automated system for Insurance Operations Division of the Office of Personnel that entails enrollments into insurance plans available through the Agency, adjudication of health insurance claims under the Agency Benefit Plan, and records all accounting activities within the Insurance Operations Division.

MAIN CAPABILITIES: The Enrollments Subsystem is integrated with the CDPERS data base and provides numerous validations to ensure data integrity.

The EXAMINER Subsystem which automates the adjudication of claims has allowed for over 20,000 more claims to be processed with the same manpower in the first nine months of 1988.

The Checkwriter Subsystem automates the production of claim reimbursement checks, allowing the claim checks to be mailed the day after they are processed.

The General Ledger Subsystem has reduced the journal entries from over 400 per day to under 50.

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Locator Information For Employees

(LIFE)

PROJECT MANAGER:
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OIT/DSG/DOS-OP (Systems Group B)
PHONE: <div style="border:1px solid"> </div>
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CUSTOMER: Office of Personnel (OP)

DESCRIPTION: LIFE is the IDMS replacement for the current GIMS-based Central Emergency and Locator System (CEMLOC), which was developed in 1976 as part of the Agency's Human Resource Information (HRS2) database to provide locator information on Agency employees. The development objective of LIFE is to redesign CEMLOC in IDMS as part of the Corporate Database and provide on-line update and retrieval capabilities to all Component Personnel Officers.

The purpose of LIFE is to maintain locator records and to provide accurate information needed to locate, contact, or address personnel at work or at home. Users will also be able to identify and locate the persons to be contacted in the event of an employee's illness, injury, or other emergency.

MAIN CAPABILITIES: This system will provide decentralized access and maintenance of locator information to the various Componenet Personnel Officers throughout the Agency. It will provide information such as office phone numbers for directory assistance, or addresses for the distribution of W-2s, credit union statements, etc.

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Medical Information Diagnosis and Artificial Intelligence System

(MIDAS)

PROJECT MANAGER: [   ]   STAT

OIT/DSG/CSDD/PERS
PHONE: [   ]   STAT

CUSTOMER: Office of Medical Services (OMS)

DESCRIPTION: An automated system for OMS that allows the input of
biographic and medical results and the input, processing,
and tracking of 259b (Request for Medical Evaluation)
data. This is a multi-phased project. The first-phase,
most commonly referred to as MIDAS, had its IOC in
November 87. The second phase, SCHEDULER, went into
production in September 88.

MAIN CAPABILITIES: MIDAS Phase I is an IDMS-based medical data base. It
maintains all pertinent biographic, medical results and
status information on Agency employees.

The SCHEDULER is an IDMS-based scheduling system. It
allows the input, processing and tracking of 259b data.
It also automates the scheduling of employee medical
appointments. This system maintains its own data base and
updates the MIDAS data base. Once the processing of a
259b has been completed, the data is deleted from the
SCHEDULER data base. All data required over the long-term
is kept in the MIDAS data base.

The OMSBAR system is a barcoding system that tracks the
movement of medical charts. The barcoding is PC-based
while the chart location is maintained in IDMS. This
project is scheduled to go production in FY89.

The Immunizations system will maintain immunizations
records for individuals who travel for the Agency. This
system is in the project initiation phase.

The Dependents system will maintain pertinent biographic,
medical results, and status information for dependents of
Agency employees. This system is in the project
initiation phase.

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Payroll Automated Inquiry Database System

(PAIDS)

PROJECT MANAGER: STAT

CUSTOMER: Office of Personnel (OP)

DESCRIPTION: PAIDS is an interim payroll system being developed to provide the bi-week pay technicians the capabilities to perform on-line current and retroactive pay adjustments. It is an interim system because the new bi-week payroll project will contain automatic capabilities that will not require pay technicians to intervene in the process.

MAIN CAPABILITIES: PAIDS will automate 74 of the most common processes performed in Compensation Division. It was begun in January 1986 after requirements for the system were completed. PAIDS was an on-line query system used to replace microfiche copies of employee pay information. It became operational in July 1986.

PAIDS will allow the pay technicians to query the data, calculate the adjustment on-line, and send the adjustment to the bi-week payroll system, bypassing the need to keypunch the adjustment. PAIDS is divided into two phases. Phase I automates 55 processes and Phase II 17 more. Phase I will be in production in September 1988 and Phase II in December 1988.

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Training and Education Automated Management System

(TEAMS)

PROJECT MANAGER:
[   ]   STAT

OIT/DSG/DSD
Phone: [   ]   STAT

CUSTOMER: Office of Training and Education (OTE)

DESCRIPTION: Teams is the automated system for Training Support Division (TSD) of OTE, which allows for the electronic transfer of both internal (Form 73) and external (Form 136) training forms via the AIM system to TSD. Once received by TSD the information will be automatically transferred into an IDMS data base for retreival and processing.

MAIN CAPABILITIES: The IDMS software is integrated with the CDPERS data base. The IDMS functions of TEAMS provides the automatic enrollment of students into courses that are requested. Rosters for specific courses are created as required. After training courses are completed, the students completed course record is moved to the training history file. All Training Officers have access to the the history file to retrieve an individual's training record dating back to 1980.
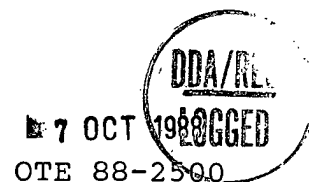
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Transactional Cost Task Force

OIT ISSUE: Have the Agency phone book put on-line with updating by components as changes occur.

OIT will require to January 1988 to complete an in-depth examination of this item. This very reasonable idea has been proposed many times over the last several years. In the past, resource limitations and security concerns have argued against implementation. With respect to cost-effectiveness, the question has always come down to whether it is worth undertaking the considerable effort required to put the information on-line and maintaining it current, when the information is already available to anyone with access to a telephone by contacting the operator. In short, will an employee log on just to obtain a phone number. If not, this system will serve less than [   ] individuals (the approximate number of employees on-line at any one time for any reason). This amounts to less than [   ] of the Headquarters area population. The resulting offset in any savings in telephone operators' time may be expected to be at around the [   ] level too.

25X1

25X1

25X1

Due to the above, we believe it will be difficult in the near-term to justify significant hard cost savings. However, since the service would be a convenience to a significant group of employees, we have continued to examine the feasibility of implementation. One approach which seems reasonable involves the use of the future Locator Information For Employees (LIFE) database which will provide locator information including phone numbers (like the current CEMLOC system). As part of the corporate database, LIFE will provide on-line update and retrieval capabilities to all component personnel officers (who will be responsible for keeping the information current.) OIT is evaluating the feasibility of granting selective (overt employees only) access to LIFE on a read-only basis (i.e., no changes permitted) to those employees with access to Agency mainframe computers. Alternatively, the LIFE telephone data on overt employees could be transferred to a database which could be searched, for example, from AIM. In both cases, we will have to work with the Office of Security to resolve any possible outstanding security issues.

We will require additional time to determine the cost to provide this on-line directory service and any possible offset in a reduction of telephone operators' workload, as well as resolve any security issues. The results of this evaluation will be available by January 1989.

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TRANSMITTAL SLIP

	DATE
TO: *DDA registry*	

ROOM NO.	BUILDING
7D18	*Hqo.*

REMARKS:

FROM:

ROOM NO.	BUILDING	EXTENSION

FORM NO.   REPLACES FORM 36-8   (47)

DDA/RL

7 OCT 1988

OTE 88-2500

STAT

MEMORANDUM FOR: Deputy Director for Administration

THRU: Executive Assistant to the DDA

FROM: Stanley M. Moskowitz
                         Director of Training and Education

SUBJECT: Reducing Transactional Costs

Attached for your information are responses to the four issues to be addressed by the Office of Training and Education through your task force on reducing transactional costs.

/s/ Stanley M. Moskowitz

Stanley M. Moskowitz

STAT

OTE/TSD,

Distribution:
        Orig - Addressee
           1 - EA/DDA
           2 - DTE Chrono
           2 - OTE Registry
           1 - TSD Chrono

ISSUE:

Improve turn around time for informing students
confirmations--reduce to 1-2 days.

ACTION/STATUS:

OTE is providing quick written and on-line
notification of course acceptance for a significant
number of its courses starting in October 1988.
Using the new on-line registration
system--TEAMS--we will send notification of
acceptance within a few days of receipt in OTE for
courses that do not require course director
approval. We are working out procedures by which
course directors will review as many courses as
possible on a weekly basis, allowing timely
notification to students of their acceptance.
Students will also be notified when they do not get
in a course.

ISSUE:

Provide on-line forms in the AIM system for
external training and conferences.

ACTION/STATUS:

The Form 136, Request for External Training, has
been programmed and is undergoing testing. In
addition, OTE is working with appropriate branches
in the Office of Finance and the Directorate of
Operations to establish procedures for passing the
Form 136 from office to office for on-line
approval. Our goal is to begin phasing the on-line
form in by early 1989, with full implementation by
the middle of the year.

ISSUE:

Delegate from D/OTE to individual offices
authority to waive reimbursements for incompleted
external training courses due to emergency
operational requirements.

ACTION/STATUS:

The DTE concurs with the delegation to individual
offices of authority to waive reimbursements by
individuals for incompleted external training due
to emergency operational requirements. Prior to
implementing this change, we will require Office of
Finance and/or Office of Logistics approval and a
change in Headquarters Regulation 18-8. Subject to
component approval, we plan to implement this
change by January 1989.

ISSUE:

Grant external training approval authority to
individual offices and terminate the requirement
for an OTE approval number.

ACTION/STATUS:

After careful consideration of this issue, OTE
recommends that we do not decentralize external
approval authority to individual offices. Most
Federal Agencies undergo review by the Office of
Personnel Management of training programs at
non-government facilities. The Central
Intelligence Agency is exempt from this review by
Executive Order 10805. However, we are required by
public law to "provide adequate administrative
control by appropriate activity." In our view, the
external training process needs centralized control
as provided by the current system.

In addition, recent changes in the tax code places
an added burden on all Federal Agencies to ensure
that training is "job related". As long as our
external training conforms to specific criteria as
defined by Title V, it is exempt from being
reported to the IRS.

OTE currently returns several requests a week back
to component training officers as non-job related.
Using the current system, we can state with a high
degree of certainty that our training reflected by
Forms 136 is "job related."

Several of our providers of external training
require that requests be handled through a single
point of contact in the Agency. FSI, for example,
wants to work with a single office for all of the
CIA. One of the Wang contracts for training, for
another example, requires that OTE handle
registrations. In cases where there are more
requests from the Agency than there are slots for
training, the central point of contact insures
equities and a matching of priority needs to
training availability.