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8 March 1985

MEMORANDUM FOR: Chief, Management Group, OIT

25X1 FROM:

[Redacted]

Chief, Policy and Plans Staff, MG/OIT

SUBJECT: The Office of Data Processing  
1984 Annual Report

Attached is the 1984 Annual Report for the Office of Data Processing as you requested. As you know, our reporting to the DDA had changed somewhat and eliminated the need for this report. P&PS will continue to prepare this report to maintain historical perspective on OIT's activities.

25X1 [Redacted]

Chief, Policy and Plans Staff,  
Management Group, OIT

Distribution:  
C/MG

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The Office of  
Data Processing  
1984 Annual Report

I. Overview

The year 1984 was another year of continued progress and stimulating change for the Office of Data Processing. Once again, significant strides were made in satisfying the ever expanding ADP requirements levied on ODP by CIA and Intelligence Community customers.

It was a year of organization refinement for ODP. The new organization focused on quality responses for meeting user needs and with a special focus on building personnel. The new Information Center concentrated exclusively on being responsible for helping each individual with a problem, and being responsible for following the problem to resolution. In the Management Development area, excellent progress was made on widening the experiences of our younger managers by providing training and by opening communications within the office. These Management Development changes, together with our own recruitment efforts, partially describe the importance ODP places on its most important asset--our people.

Two results of the additional emphasis directed toward our personnel were the promotion of nearly 50% of ODP's people and the redirection of the career paths of 35 people from secretarial positions. Accomplishments not easy emulated.

II. Background

The Office of Data Processing is responsible for providing data processing services for the CIA and certain elements of the Intelligence Community. Under its new organization, ODP consists of six operational components: (1) the Consulting and Assistance Group is responsible for facilitating the exploitation of information processing technology by all users; (2) the Intelligence Systems Group is responsible for the joint CIA-DIA Project SAFE (Support for the Analysts' File Environment); (3) the Management Information Systems Group is responsible for developing and maintaining ADP management and information systems which in turn support the missions of Agency Components; (4) the Processing Systems Group is responsible for the management and operation of three large Headquarters computer centers, the specialized MC Headquarters center, development center and the Agency office automation program; (5) the Systems Engineering Group is responsible for providing computer systems software and software engineering services in support of ODP computer centers and Agency components; and (6) the Special Systems Group is responsible for developing and maintaining Agency compartmented ADP computer systems for the Intelligence Community.

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25X1 ODP's services are provided by an extremely dynamic and complex set of computer center environments. The [ ] Center, where general-purpose Agency computing is performed, ended FY 1984 with a total of eight large scale IBM mainframe computers and more than 240 billion characters of on-line storage. Notably, the COMIREX Automated Management System (CAMS2), which supports the imagery side of the  
 25X1 National Reconnaissance Program, moved to the [ ] Center in May 1984. Directorate of Operations Support is provided from the Special Center. At the close of FY 1984, the Special Center had three IBM-compatible mainframes and over 80 billion characters of on-line storage. The third center, the Northside or SAFE Center, contained five large IBM mainframes and more than 114 billion characters of on-line storage. (Table I presents a summary of ODP computer facilities and associated  
 25X1 ADP resources). [ ]

### III. Office Highlights for 1984

#### CAMS

25X1 In May 1984, the Intelligence Community's COMIREX Automated Management System (CAMS2) Processing Segment became operational on schedule to support the new imagery collection system. The CAMS2 computer system assists the Community in managing its requirements for imagery collection, exploitation and production/dissemination. Besides supporting the new collector, the CAMS2 system contains the operational data from its predecessor system CAMS1. CAMS2 is designed for very high availability and forms the base to support COMIREX growth through the end of the decade. Currently, the system supports over 700 Community users. [ ]

#### SAFE

25X1 The integration and acceptance of the SAFE (Support for the Analysts' File Environment) system by analysts at CIA and DIA has exceeded all previous expectations. To illustrate, the current user population at CIA is approaching [ ] instead of the projected [ ] at DIA the population is nearly 500 instead of 300. Additionally, the system has been improved in several ways, like a new method of processing cables which makes them available to the analysts in an average of 9 minutes rather than 90--a major improvement. In March, the  
 25X1 DIA portion of the system was moved to Bolling AFB without impacting DIA analysts. [ ]

#### DESIST

25X1 The Decision Support and Information System on Terrorism (DESIST) became operational in November 1984. This system is the centralized intelligence storage and retrieval system of terrorist information for the Intelligence Community. The initial capability supports 35 CIA users and Community users at NSA, DIA, the Department of Energy, the Naval Investigative Service, and the Joint Special Operations Command. Other Intelligence Community Agencies are scheduled for DESIST access in the coming year. [ ]

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25X1 DESIST is maintained for the Community on a stand alone mainframe  
 25X1 currently located in the [ ] Computer Center. The system was  
 25X1 initially provided by CIA and requires \$1.5 million dollars per year in  
 25X1 support costs. The current hardware will support point to point  
 25X1 communications to all Intelligence Community users except for the  
 25X1 Military Commands. [ ]

#### ODP Information Center

25X1 Another key area for ODP was the establishment of the Information  
 25X1 Center, which combines the consulting and ADP professional training  
 25X1 roles with the increased responsibility of finding and evaluating new  
 25X1 easy-to-use ADP tools. The Information Center's goal is to provide a  
 25X1 new class of responsive, quality services to aid the growing number of  
 25X1 knowledgeable do-it-yourself users. [ ]

#### ODP Central Services

25X1 There has been phenomenal growth in the acceptance and use of ODP's  
 25X1 electronic systems. Every day Agency components are using more and more  
 25X1 ADP capabilities in the normal course of their business. In the spirit  
 25X1 of the DCI's "Pursuit of Excellence," the use of our AIM electronic mail  
 25X1 system experienced a single year's growth of over [ ] users--starting  
 25X1 the year with slightly under [ ] users we will end 1984 with slightly  
 25X1 over [ ] Users of our large data base services grew from almost [ ]  
 25X1 to nearly [ ] Further, users of ODP's time sharing services numbered  
 25X1 approximately [ ] in January and by year's end will exceed [ ]  
 25X1 Despite this growth, our largest online systems continued to operate at  
 25X1 over 99 percent availability. This high-quality service is essential  
 25X1 considering how dependent the Agency has become on our systems. [ ]

25X1 In the past year ODP installed over [ ] new terminals and printers  
 25X1 as well as over [ ] replacement devices. Additionally, we obtained [ ]  
 25X1 word processing systems, including [ ] work stations, for Agency  
 25X1 components including the Directorate of Operations CRAFT project  
 25X1 overseas. In FY 1984, [ ] terminal support requests were processed  
 25X1 versus 1700 in FY 1983. Consequently, ODP is now supporting over [ ]  
 25X1 terminals and printers in user areas [ ]  
 25X1 connected to the central computer facilities at Headquarters. In  
 25X1 addition, we support over [ ] pieces of stand-alone word processing  
 25X1 equipment in users' offices. [ ]

25X1 As the number of installed terminals increases, terminal support  
 25X1 requirements increase as well. For example, besides supporting SAFE by  
 25X1 installing two more Comten devices, we supported DESIST by designing its  
 25X1 teleprocessing network, installing another Comten, and installing  
 25X1 terminals. We installed another 2 Comten devices in the [ ]  
 25X1 Computer Center and in the Special Computer Center to support the growth  
 25X1 in terminal access to those centers. [ ]

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We successfully introduced the Xerox 2700 laser printer into the Headquarters environment as a letter-quality office printer. These popular laser printers are located in the users' work environment, provide convenient, high-quality cut paper output and normally support about [ ] people. [ ]

In a separate, forward-looking effort, we also began the NEWS (Network Enhancements & Workstation) Project. The NEWS goal is to upgrade our teleprocessing hardware to work with the new building's high speed communications system and to provide user workstations that combine word processing and data processing. [ ]

### Computer Center Upgrades

Four IBM 3083s and one IBM 3084 computer systems were installed and four IBM 3083 systems were upgraded to support the growth in requirements for central ADP services. In addition, our program for installing IBM 3380 direct access storage devices continued during 1984, both to replace older and smaller capacity devices and to support additional requirements. By installing these new computer systems and based on our experience with the new direct access storage devices, we can expect to remain above the 99% availability mark. [ ]

### Production Statistics

The mean number of concurrent time sharing users during peak daily periods increased over 120 percent to [ ]. The mean number of daily time sharing sessions increased by about 50 percent (from [ ] to [ ]). Two key factors accounted for a large portion of this dramatic increase--the high availability of two large central processors providing excellent response and the acceptance of the AIM electronic mail system. [ ]

[ ] daily batch CPU hours doubled the 1983 figure. The mean daily number of batch jobs processed was [ ]. In the Special Center, the average number of DO batch jobs per week increased from [ ]. The STAR transaction load decreased slightly to [ ] from [ ] per week. [ ]

In the database support area, the mean daily terminal transaction rate for GIMS (including FOURC) was [ ] while the number of GIMS databases increased from [ ]. The following tables summarize ODP's computing facilities.

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## ODP Computer Facility Summary

25X1	<input type="text"/> Center	<u>1983</u>	<u>1984</u>
	CPUs (8Ks)	6	8*
	MIPS**	77	104
	On-line Storage (GB)**	194	241.6
	<u>Special Center</u>		
	CPUs (2Js, 1V8)	4	3
	MIPS	15	21.0
	On-line Storage (GB)	63.2	80.2
	<u>Northside Center (SAFE)</u>		
	CPUs (3Ks, 2Js)	6	5
	MIPS	33	54.0
	On-line Storage (GB)	65.9	114.6
	<u>4C</u>		
	CPUs (1V6)	1	1
	MIPS	1	4.0
	On-line Storage (GB)	5.9	7.5
	<u>CAMS</u> <input type="text"/> STAT		
	CPUs (1 3033)	1	1
	MIPS	5	5.0
	On-line Storage (GB)	18.9	30.2
	<u>Total ODP</u>		
	CPUs		18
	MIPS	131	188
	On-line Storage (GB)	347.9	474.1
		As of 31	
		Dec '83	

\* 3 VM, 3 Batch MVS, 2 CAMS

\*\* MIPS - Millions of Instructions Per Second (an approximate measure of CPU speed)

GB - Gigabytes or billions of bytes (characters of data);  
On-line storage data are fiscal year-end figures

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## Engineering our Systems

A key accomplishment was the implementation of a new data base management system, GIM-III, in support of CAMS2. Over 17 work years of effort was necessary to implement this new software in our VM environment. The software provided CAMS with such new features as a PL1 interface, Master Terminal hard copy on AIM, IDM (external data base) interface, roll forward, and extensive error recovery and backup procedures.

Another very significant accomplishment was the introduction of AIM enhancements. We implemented over 15 major features in 9 new releases. Some of the enhancements most noted by the users were overlapped input/output (a significant performance improvement), the calendar subsystem, Xerox 2700 printer support, and document editor support for easier use under AIM. The SAFE project, which uses AIM extensively, will be a major benefactor of these improvements.

A heavy load of requirements for terminal capabilities sparked two effective, innovative techniques for developing new Delta Data software/firmware and Host Based Word Processing software. More specifically, a new memory addressing technique helped more than double the available space for programming the terminal capabilities. Further, a methodology for transferring code into the terminal, testing it with an in-terminal tester, and then creating firmware from the tested code enabled us to implement more reliable code more quickly--significant double-pronged performance improvements. As a result, the popularity of Host Based Word Processing grew significantly in the DI and DO as a new spelling checker, copy/move utilities, and an improved AIM interface feature were added during the year. An effective development process is as essential to our current and future workstations as the capabilities we develop and the benefits of this kind of innovative leadership will extend well beyond 1984.

We also introduced some new products to Agency users this past year. The most impressive is NOMAD2, available now on selected VM systems. Our sixth and seventh licenses for NOMAD2 are for the SAFE Center and the DESIST application.

Perhaps the least obvious, and every year the most critically important, are the engineering accomplishments dealing with expanded service, increased availability, and performance improvements. In FY 1984 we:

- o Made the COMTEN software (SS1) extremely reliable
- o Migrated to Extended Architecture (XA) in the batch world
- o Introduced HPO 3.4 on VM (performance enhancement)
- o Supported hardware upgrades for DDO, CAMS2, and SAFE
- o Provided SSI (Single System Image) for our VM users
- o Introduced 2 major releases to VM/CMS users in 3 centers.
- o Installed 37 maintenance releases to all CP/CMS systems

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Applications Development

In developing new computer applications, ODP again provided a wide range of support in 1984 including the following:

- o The system initiation phase of the Budget and Accounting Resources Systems (BARS) was started in September. BARS will replace three existing Agency financial systems: Financial Resources System (FRS), Budget Ranking System (BRS), and General Accounting System (GAS). It will offer major improvements in financial management and also will provide a much needed automated interface with the Agency's Logistics Information Management System (LIMS). BARS will be developed by contractors and is scheduled for implementation in the 1988 time frame.
- o The top level requirements were produced for the Integrated Applicant Processing System (IAPS) and the Personnel Access Security System (PASS). IAPS will be fully operational in 1986 and will support the activities of the Office of Personnel, the Office of Security, and the Office of Medical Services to improve the processing of Agency applicants. The PASS system is the replacement system for the Security Access Control System.
- o The Decision Support and Information System on Terrorism (DESIST) became operational in November 1984. This system is the centralized intelligence storage and retrieval system of terrorist information for the Intelligence Community. The initial capability supports 35 CIA users and Community users at NSA, DIA, the Department of Energy, the Naval Investigative Service, and the Joint Special Operations Command. Other Intelligence Community Agencies are scheduled for DESIST access in the coming year.
- o The Corporate Data Environment Program (CDEP) was established to provide users with data access which is more current, timely, and complete. It will reduce inconsistencies, duplication of data and will impact on computer development operations by new applications. It will also shorten the development of new applications and lower the costs of acquiring and maintaining data.
- o Based on the redirection of the Automated Compensation Information System (ACIS) Project, a contract was awarded to complete the requirements and design phases of the system.

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- o Development of the Logistics Integrated Management System (LIMS) continued. The contractor conducted a preliminary design review in February which determined that the preliminary designs specifications were properly defined. Further reviews were conducted in August. IOC is planned in 1985 and FOC is planned in 1990.  25X1
- o The Medical Assessment and Evaluation (MEDANE II) System was implemented. It provided the Office of Medical Services with an online historical data base and an online test scoring capability for tests given to employees and applicants. A major improvement--three months to two weeks--was realized for sample cases in the time span from testing until written evaluation.  25X1
- o The initiation, definition, and design phases to implement bar code technology were completed in 1984. This supports the Inventory Control System in tracking and updating requisitions from the point of receiving through the inventory process. The implementation and integration phases will continue in 1985.  25X1

#### IV. Relations with our Customers

The Consulting and Assistance Group was established last year to provide a focal point for ODP customer support activities with an emphasis on high-quality support that is practical and timely. In the Consulting and Assistance Group, we perform a number of traditional customer support functions like data entry, application management for offline (batch) and online (data base management) systems, output printing and distribution, and system administration. Additionally, this group is responsible for other traditional support functions - ADP training and consulting - as well as finding and evaluating new tools to help our customers accomplish their goals easily.  25X1

During the year, Consulting and Assistance Group provided support to many of ODP's major development activities such as CAMS and SAFE. In addition to direct support of the SAFE operational system in the Northside Computer Center (NCC), we also provided support to DIA personnel to ease the transition of the DIA SAFE system to the new DIA facility. The move occurred without impacting any analysts. Further examples of unheralded, solid support where the impact on the customer was minimized, were two improvements in output distribution services. During the past year the personnel and equipment which provided output distribution service in the  were moved to the Northside Computer Center to centralize support for the  25X1

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increasing load from both centers. In addition, our conversion to a new computer output standard, cut sheets versus fan-fold, is providing customers with higher quality printed output, while reducing paper costs.

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A primary mission of the new ODP Information Center is to concentrate on quality service and maintain excellent relationships with ODP's customers. We have been active in reaching out to improve our effectiveness. Some of our accomplishments in this area are:

- o Improving communication through quarterly meetings with Agency ADP Control Officers, sending 'Tech Notes' via AIM, and publishing the 'Information Center Newsletter', Wang User Group Newsletters, and a brochure on our Information Center.
- o Working group participation with the ISB, with the DI Modernization Task Force and with OTE on computer based training.
- o Focusing on user concerns by: providing a consultant to assist customers at the Northside Output Center, responding to nearly 300 requests for assistance each week, providing over 200 technical publications weekly, providing 300 course months of self-study material, and providing 31 classroom courses, with over 1100 non-ODP student days of instruction.
- o Focusing support on specific areas by providing VM and AIM tutorials to 21 senior users in support of the Executive Network, offering a VM tutorial to all new users receiving their userids and passwords, and providing WANG-VM communications support to  users in 31 offices and Xerox 2700 assistance to  users in 36 offices.
- o Studying 35 hardware and software packages for procurement and provided substantial assistance in computer graphics to 20 Agency offices and to NASA, DIA, and the U.S. Air Force Foreign Technology Division.

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ODP's major products like CAMS, SAFE, DESIST and major growth in AIM have demonstrated that we are underinvested in terms of numbers of people. However, our people have, in turn, demonstrated their understanding of our mission and have consistently given of themselves in all out efforts to get the job done professionally.

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