

**ROUTING AND TRANSMITTAL SLIP**

Date

2 September 1983

TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1. James H. McDonald		
2. Associate Deputy Director for Administration		
3.		
4.		
5.		

Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

**REMARKS**

Attached is a copy of the questions that I used in our discussion last evening about executive support systems. If you have any additional thoughts that you wish to provide, they will be welcome at any time.

As I indicated, the Executive Systems Working Group intends to maintain a continuing dialogue with senior Agency management, so that it does not lose sight of their needs. After the Working Group has surveyed some available executive support systems, it will again contact you to assess your views of such systems.

Thanks again for your assistance.

**DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions**

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Chief, Records Management Division  
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Office of Information Services  
OPTIONAL FORM 41 (Rev. 7-76)  
Prescribed by GSA  
FPMR (41 CFR) 101-11.206

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PROPOSED INTERVIEW QUESTIONS  
ON  
EXECUTIVE SUPPORT SYSTEMS

BACKGROUND ON MANAGERIAL ENVIRONMENT

1. What are the most difficult problems that you face as a senior manager?
  - Lack of time
  - too much paper to read
  - too many interruptions
  - too many meetings
  - inadequate means of communications
  - not enough information
  - conflicting data
2. On what major activities, do you spend your time during a week? How much do you devote to each?
  - meetings
  - review of papers
  - preparation of response
  - background reading
  - managing employees
  - telephone conversations
  - other

INFORMATION REQUIREMENTS

1. What type of information or data would be most helpful to you in your decision-making?
  - Personnel (information about people in the Directorate: grade levels, training, assignments, etc.).
  - Financial (details on DDA budget; money allotted to each office for various activities; money spent and unobligated; etc.).
  - Administrative data on space, training, and equipment (computers and word processors); status of assigned tasking; personnel commitments: speaking, lunches, trips, etc.; regulations; etc.
2. How do you receive most of the above information today? What percentage would be provided in each of the categories listed?
  - written form
  - personal discussions
  - briefings
  - computer printouts
  - terminal screen
  - meetings
3. What level of detail do you want in the information and data you receive?
  - summary data
  - everything on subject

4. How would you use additional information or data that might be provided?
  - background information
  - problem analysis
  - decision making
  - verification of other data
  
5. In what form would you like to receive additional information?
  - oral briefing
  - paper format
  - terminal screen
  - computer printout

PERSONAL DATA

1. Do you have or plan to have a computer or word processing terminal in your front office area?
  
2. Have you had computer training?
  
3. Are you willing to receive such training if it would make your job easier?
  
4. How do you prefer to communicate with your key subordinates?
  - face to face
  - writing
  - meetings
  - telephone
  
5. Would you be willing to use a computer terminal for some of these communications?

VIEWS ON EXECUTIVE SUPPORT SYSTEMS

1. Do you feel a management information support system could help you do your job more effectively?
  
2. How would you envision an executive support system assisting you?
  
3. What executive support systems have you seen or heard about that might assist you in your work?
  
4. What features would you want in any automated system that might be made available to you?