

ADMINISTRATIVE - INTERNAL USE ONLY

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7 March 1985

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MEMORANDUM FOR:
 Administrative Officer, DCI

FROM: Executive Secretary

SUBJECT: History Staff WANG Problem

1. For the past month the History Staff has been experiencing almost continuous failure of their two WANG printers. Needless to say, this is not only having a deleterious effect on morale, but also on their ability to do their job. There has been no problem with the responsiveness of the WANG repairmen. The problem is the printers still don't work. Every visit leads to a "new" solution. It has gotten to the point where even the WANGs themselves are acting up.

2. Because the History Staff is in the process of expanding, the current system will not be sufficient. They will need to transition to the WANG Alliance. This morning I told Ken to expedite the requisition and get the Alliance installed ASAP (not to wait until all the new personnel are on board). While installation of the Alliance should solve some of the problems being experienced by the WANG terminals, it will not solve the printer problem since the same printers will be used with the Alliance.

3. It seems to me it is time to get off the dime and stop trying to repair obviously faulty printers. Why not just replace the existing printers with new ones (I'm not sure if a third printer would be necessary to go along with the increased number of terminals associated with the Alliance).

4. Would you have someone in your office see if we can get those printers replaced soonest. Thanks.

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cc:

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