

DATE

## TRANSMITTAL SLIP

TO:

*DA Registry*

ROOM NO.

*7D18*

BUILDING

*HQS*

REMARKS:

FROM:

*TSD/OTE*

ROOM NO.

BUILDING

EXTENSION

STAT *26**CofC*

FORM NO. ....

REPLACES FORM 36-8

(47)



OTE 89-2502  
21 March 1989

MEMORANDUM FOR: Executive Assistant to the DDA

FROM:

Chief, Training Support Division, OTE

SUBJECT: Vote on DA Handbook

1. After researching the pro's and con's of the four options for a DA Handbook, I recommend that we do nothing at the DA level, but that we provide guidance for improvements based on information collected during the Task Force's research to the publisher's of individual office handbooks and the Agency Telephone Directory.

2. The attachment to this memorandum provides a gisting of the pro's and con's I considered.

DDA REGISTRY

FILE: OY-M-6-AR

## Options for DA Handbook

### 1. Do Nothing at DDA Level and Rely on Existing Office Handbooks and Telephone Directory.

#### PROS

- o Decentralizes responsibility for info updates
- o Builds on existing products thereby causing least work.
- o Provides indepth breakout - lots of details.

#### CONS

- o Not all offices have a handbook that can be passed around.
- o Even those that are prepared do not get wide distribution.
- o Does not "advertise" these services in a new and unique way.

### 2. Define a New Handbook and Prepare It.

#### PROS

- o Consolidates info into a single source document that could receive wide distribution.
- o Would serve as an excellent public relations tool for the DDA and other components that provide Agency-wide services.

#### CONS

- o Would be difficult to get agreement as to what should go into the document.
- o Would be difficult to keep up to date in terms of contents.
- o Would contain only basics or major services, causing dissatisfaction with what is left out.

### 3. Refine Existing Telephone Book.

#### PROS

- o Makes use of an existing document that already recieves wide distribution.
- o Telephone book is already recognized as an authoritative source.
- o Refining the existing telephone book would require only a little effort.

#### CONS

- o Telephone book belongs to someone else who may not want us to give them advice.
- o Telephone book has its own style that may not conform to what we want. It may be difficult to change that style.

4. Develop a Computer file of Services with a Key Word Search Capability.

PROS

- o Would provide the most flexible capability to search through key words to find the right service.
- o Would encourage the concept of corporate data and computer systems "for the people".
- o Would be able to provide decentralized inputs and let the components share in the work.

CONS

- o Would require considerable programming and maintenance effort. Probably equates to at least one man year of effort.
- o Would cause dissatisfaction among employees who do not have access to VM, where the program would probably reside.
- o Since changes are not controlled by a central point, they may not be reliably done.