

ROUTING AND RECORD SHEET

SUBJECT: (Optional)
 Significant Accomplishments for Annual Report

STAT [Redacted]	EXTENSION	NO.
Chief, Printing & Photography Group, 158 P&P	OL	OL 11012-89
STAT [Redacted]		DATE
		18 April 1989

TO: (Officer designation, room number, and building)	DATE		OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
	RECEIVED	FORWARDED		

1. Chief, Planning Staff, OL STAT [Redacted]			MW	
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OL 11012-89
7 April 1989

MEMORANDUM FOR: Chief, Planning Staff, OL

STAT FROM:
Chief, Printing and Photography Group, OL

SUBJECT: Significant Accomplishments for Annual Report

REFERENCE: Memo for C/P&PG/OL fm C/PS/OL, dtd 8Mar89; SUBJECT:
Text and Graphics for OL Annual Report, OL 4022-89

1. In accordance with your request for a list of significant accomplishments for inclusion in the OL Annual Report, the Printing and Photography Group (P&PG) has reviewed this time period and selected the following items for submission:

UNIT CITATIONS

The Printing and Photography Group (P&PG) was honored with two Meritorious Unit Citations during this year. The first citation was presented to P&PG in recognition of the professional skill utilized in producing time-critical printing requirements and enthusiastic support to the OL Flying Squad. In this latter capacity, P&PG employees served with distinction throughout the world, in job tasks outside their respective tradecrafts, to meet exceptional production demands in support of OL. The second citation was presented on behalf of the Foreign Broadcast Information Service (FBIS) in recognition of the exceptional efforts of P&PG personnel at the Reston Complex. These efforts resulted in the successful transition and operation of the Automated FBIS System (AFS), unclassified segment, which forms the cornerstone of the FBIS modernization effort.

PUBLICATIONS

Printing and Photography Group (P&PG) completed the printing of the unclassified version of the World Factbook in June 1988. This version contained 300 pages of text, 13 full color maps and required the printing of 25,102 copies which utilized almost 52,000 pounds of paper. This amount of paper is roughly equivalent to 189 miles, enough to reach from Washington D.C. to Pittsburgh, Pennsylvania. These books were bound by a commercial binder. The classified version consisted of 110 pages and 7,000 copies.

Other significant publications which were printed by the Printing and Photography Group this year included:

1) the new Agency Telephone Directory for the Directorate of Administration, Office of Information Technology. The [redacted] copies of the new directory feature a 3-ring binder housing and a full color cover; 2) the 14 volume Congressional Budget Justification Books (CBBJ) series for the Intelligence Community Staff (ICS); 3) the Yearly Accident and Analysis Report For Fiscal Year 1988 for the Directorate of Administration, Office of Medical Services; 4) a National Intelligence Estimate Nuclear Conflict Through the Late 1990's publication, a National Academy of Public Administration publication entitled The Intelligence Workforce For The 1990's: A Review of Personnel and Compensation Systems to Meet Current and Future Missions and the President Elect Transition Papers Update brochure for the Directorate of Intelligence, Current Production and Analytical Support, and 4) the 1991 Program Call for the Director of Central Intelligence, Office of the Comptroller.

ASSISTANCE TO DIRECTORATE OF OPERATIONS, EAST ASIA DIVISION

During this past year, the Printing and Photography Group (P&PG) has responded to three requests from Directorate of Operations, East Asia Division (DO/EA) [redacted]

[redacted] The third request involved a site survey to determine the feasibility of developing television and videotape production and replication capabilities in country. P&PG is currently providing continuing support to all requests.

SUPPORT TO FBIS

This year, the Printing and Photography Group responded to a Directorate of Science and Technology, Foreign Broadcast Information Service (DS&T/FBIS) request to augment support for text composition of FBIS publications. As a result, three additional P&PG compositors were assigned to the [redacted] to occupy positions in support of the FBIS publication activity. This increased the total number of P&PG personnel assigned to FBIS, by 33 percent.

P&PG AND CPAS AGREEMENT

The Printing and Photography Group and the Directorate of Intelligence, Office of Current Production and Analytical Support (DI/CPAS) initiated an agreement to combine the efforts of both components to reduce the overall throughput time of CPAS publications. Due to the implementation of this combined effort, the average throughput time for Finished Intelligence publications has been reduced by 55 percent, from 22 to ten days.

COPIER ACTIVITY

In September 1988, the Printing and Photography Group initiated an enhanced Agency Copier Management Program (ACMP) to provide total support to copier users in the Washington Metropolitan area. The ACMP combines the former activities of several OL components under a single component, establishes a customer service representative position and incorporates portable barcode technology to create a complete Copier Program. The results of this enhanced ACMP are improved efficiency, responsiveness and support to Agency copier use.

Following the September (FY-88) implementation of the enhanced Agency Copier Management Program, P&PG implemented an Agency-wide copier supply program. This program insures that copier supplies are kept restocked at all copier sites and paper is restocked at local supply rooms. A single telephone number provides all program information and services.

Severe budgetary limitations had placed the Agency Copier Management Program in a situation where it could no longer satisfy requests for copiers, making it appear non-responsive to the needs of customers. P&PG prepared several documents for the Comptroller stating the situation that had developed, and offering a solution to this dilemma. This solution would assess each Agency component an amount to satisfy their existing requests for copiers and useage of the current copier budget. These monies would establish a copier replacement program. The result of this effort is that the Copier Management Program has received an additional 750 thousand dollars in FY-88 and \$1.2 million in FY-89 to enable the program to continue to be a viable cost effective entity responsive to Agency requirements.

Members of the Copier Management Program (CMP) met with representatives of the Office of Logistics, Agency Contracts Group (OL/ACG), Office of Finance, Accounts Payable Operations Group

(OP/APOG) and Xerox Corporation to review a billing error. Xerox acknowledged an error in which they billed the Agency for \$58,945.87 to be paid out of FY-87 contracts. Based on the information that was presented at this meeting, Xerox agreed to nullify the invoicing error.

In June, the Printing and Photography Group (P&PG) placed a Canon Color Laser Copier into service in the Photography Branch. This device has been nothing short of phenomenal. Not only has the color copier allowed the Group to offer an expedited turn around for its customers, but it has also eased the priority workload of the Color Section in producing photographic prints. The Canon copier generated more than 6,000 prints in its first four weeks of operation for customers from all Agency components and the Intelligence Community. Some products have been delivered to the White House.

SUPPORT TO CT PROGRAM

In March, an exercise for the Directorate of Administration, Career Trainee Operations Course was conducted by the Printing and Photography Group. The objective of the exercise was the production of a printed and bound report containing articles written by the CT's. These articles were formatted in the President's Daily Brief (PDB) style and composed by the students using the P&PG typesetting system. The CT's performed the layout function and imposition of text and pictures as well as the actual printing and binding of reports utilizing the six color press. Time constraints on articles and rush conditions similar to those experienced during the production of the true PDB were created for the CT's. The program was considered to be a success and resulted in the publication of an attractive document.

SPECIAL EVENT SUPPORT

The Printing and Photography Group continues to provide photographic, film and videotape coverage of numerous Agency ceremonies and special occasions. Noteworthy among this year's projects were the motion picture and television coverage of then President-elect Bush's "Welcome Back" visit to the Agency and the photographic coverage of the "Make a Wish Foundation" visit of two terminally ill brothers to the Agency. It's interesting to note that the Director of Central Intelligence, Security Staff, was so impressed with the videotape coverage of President Bush's visit, that it now uses copies of this tape to train security officers in the proper techniques for VIP events.

FLYING SQUAD

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Printing and Photography Group (P&PG) continued to support the world-wide mission of the Office of Logistics in FY-88 by placing volunteer employees in domestic and overseas field locations. P&PG employees continue to receive high marks in the performance of these varied assignments which are made possible by the dedication and unselfish performance of those left behind in fulfilling the primary mission of P&PG. The accomplishments of the TDY personnel are shared by the entire P&PG workforce.

CUSTOMER SERVICE CENTER

During this fiscal year, the Printing and Photography Group has taken significant steps toward improving customer relations and responsiveness. These improvements include: (1) planning and implementing a P&PG Customer Service Center in the Original Headquarters Building; (2) establishing a Customer Relations Task Force composed of all levels of P&PG production and management personnel; (3) selecting "high visibility" P&PG production and management personnel to attend a national Printing Customer Services Seminar in January 1989; (4) initiating an enhanced Agency Copier Management Program (ACMP), administered through P&PG, which provides "total" logistics support to copier users in the Washington Metropolitan area; (5) establishing a Customer Service Representative, within the ACMP, to eliminate many former customer "chores" while ensuring continuing "total" support and providing face-to-face access to ACMP support for copier users; and (6) identifying funds, beginning with FY89, to share the cost, with the requesting Agency component, of producing unclassified printed material through outside printing companies when resources or time constraints do not permit in-house production by P&PG.

In January, the Printing and Photography Group (P&PG) conducted the first in a scheduled series of Customer Service Visitations with the Directorate of Intelligence, Office of Information Resources (DI/OIR). The purpose of the visitations is to enhance customer service and communication between P&PG and its customers. To date, P&PG has visited ten Agency components among the four Directorates.

FORMS REDUCTION

In concert with the Office of Logistics form reduction effort, Printing and Photography Group redesigned the Form 70 (P&PG Printing Requisition) so it could be utilized by customers of both the Main Printing Plant and the Headquarters Bindery and Reprographic Center.

This action also eliminated Form 70D (B&RC Requisition). In addition, P&PG eliminated Form 2683 (Photography Outgoing Manifest) and Form 1343 (Stock Cutting Order) because they were no longer used for their intended purposes. As a result, P&PG eliminated a total of three forms and contributed a 27% decrease in forms usage to the OL-wide effort.

VIDEOTAPE REPLICATION CENTER

Videotape replication performed by the Printing and Photography Group (P&PG) has shown a remarkably sharp rise in the past few years. In order to meet this ever-increasing demand for unclassified videotapes, P&PG opened its new Videotape Replication Center in the Page Annex. This center has 200 recorders on-line, and has tripled P&PG's replication capability. This center is managed by one P&PG staff employee with WAE employees performing the majority of the replication tasks. These WAE's are cleared only to the Secret level, thereby significantly reducing the time required to hire and clear employees to perform this unclassified videotape replication.

INNOVATIONS

Speed and quality is the name of the game for the Printing and Photography Group (P&PG) in meeting Agency-wide requirements. As a result, P&PG is continually looking for newer and better ways to improve production methods. For example, most Office of Protocol requests have traditionally been processed as custom photo printing jobs requiring time and labor consuming manual operations. As a test, an automatic printer was modified to produce a one-inch border only at the bottom of a horizontally-formatted print. This left sufficient room for a caption or a signature usually required of presentation photo prints. Protocol approved the new format and the modification quickly helped expedite 75% of an existing backlog of custom printing requests. The modification and new format continue to result in a 50% reduction in throughput time and a 25% reduction in materials cost. Another example was in response to a time-consuming priority request from the Directorate of Intelligence, Office of Current Production and Analytical Support to duplicate 350+ photos. Running out of time to meet the deadline, P&PG employees tried an experiment. The experiment was successful and the resulting new production procedure not only helped meet a priority deadline but also reduced the throughput time and reduced materials costs by 50%. Both innovations have since been instituted as standard production procedures.

BAR CODE TECHNOLOGY

By analyzing the potential of current bar code technology, the Printing & Photography Group has successfully implemented the use of a portable bar coding system into its existing Management Information System (MIS). By "wandering" job and production information into a portable bar code reader for later upload to the MIS mainframe, the need for labor-intensive manual inputting of this information has been eliminated. As a result, the speed and efficiency of producing job tracks or recording production statistics has been greatly improved.

RENOVATIONS

In February, the Printing and Photography Group completed renovations to portions of the Main Printing Plant. Renovations included: (1) enlarging and refurbishing of the P&PG conference room; (2) reconfiguring and refurbishing of the Plans, Programs and Systems Staff; (3) reconfiguring and refurbishing of the Planning Staff; (4) renovation of the P&PG cafeteria; and (5) painting of the front office areas and main hallway.

OFFSITE CONFERENCE

In March, the Printing and Photography Group held an offsite conference at Mt. Weather, the Federal Emergency Management Agency (FEMA) conference facility. Thirty managers and employees attended this conference. During the three days, all P&PG studies, projects and objectives for 1989 were reviewed and discussions were held on pertinent issues relating to P&PG. The Director of Logistics and the Chief of Cartography, Design and Publishing Group, Office of Current Production and Analytical Support were guest speakers at the conference.

2. For additional information, please contact

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