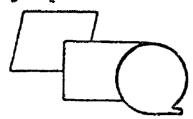$51-130$

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GAO ADP DATA LINES

ADP ADMINISTRATION - GS&C OFFICE OF INFORMATION SYSTEMS AND SERVICES
U.S. GENERAL ACCOUNTING OFFICE

ISSUE NUMBER 2   APRIL, 1983

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DATA LINES is routinely sent to GAO ADP Representatives/TAG
Managers, and CAPS Coordinators. If you are not on our
mailing list, and would like to receive DATA LINES, please
contact Mike Resser, Assistant Editor.

We do not intend this forum to be a one way street. We
solicit comments and articles on any area of ADP which staff
members feel are important enough to be disseminated
throughout GAO. Please direct all inquiries, comments,
suggestions, and articles to Len Bahlman, ADP Administrator,
or Mike Resser, Assistant Editor, Room 4131, (phone 275-6126).

**PLEASE ROUTE TO ALL STAFF MEMBERS INVOLVED IN ADP
APPLICATIONS**

ADP NOTES - GENERAL ADP INFORMATION

ADP Equipment. What you request is what you get, or is
it? ADP Administration makes every effort to order the
ADP equipment you specify on your GAO Form 557. If we
find we cannot meet your request, we contact you to
discuss acceptable substitutions. This office provides
users with copies of both the requisition we initiated
for your request, and the purchase order initiated by
OAPS Procurement.

It is vital that, upon receipt of any ADP equipment,
you check it to see that it is in fact the make or
model ordered by this office and/or OAPS Procurement.
If you find that the equipment you received is not what
you ordered, contact ADP Administration immediately.
We will take the necessary steps to correct the situa-
tion. You should only accept delivery for items as
ordered.

JCL for Teleprocessing. If developing JCL for use on
teleprocessing systems has got you down, cheer up! Help
is on the way. ADP Administration is working with Bill
Isrin of IPE to develop software that will greatly
simplify development and implementation of the dreaded
JCL needed for most Utility, SAS, and SPSS programs.
Initially, the software will be developed for use with
EDS/OSD and NIH. At a later date we hope to have JCL
development software developed for COMNET as well. If
all goes well, we expect to have a fully documented,
prompting program up and running before the end of the
year. Look for more on the subject in future issues of
DATA LINES.

Teleprocessing Requests - Faster Processing. As a result of concerns expressed at the February TAG Managers meeting, ADP Administration has established procedures which will speed up the processing of requests for commercial teleprocessing services. Under the new procedures, when ADP Administration approves a request for teleprocessing services, we telephone the request to the vendor immediately. The telephone request is followed up by written documentation. This new procedure affects:

- adding new accounts,
- deleting accounts,
- adding/deleting initials for existing accounts, and
- increasing/decreasing funding limits.

If you have any questions on this service, contact Suzanne Worth, Teleprocessing COTR, at 275-6126.

COMNET and EDS/OSD Billing Invoice Discounts. GAO receives a discount from both COMNET and OSD for commercial teleprocessing services provided to the Agency. COMNET has a 23 percent volume discount algorithm factored into its invoice system. When you receive your monthly COMNET invoice, the figures reflect the discounted cost of the services you received. You should note, however, that online billing via the "FUN" command does not reflect the 23 percent volume discount in the cost information displayed, as this is computed at the close of the billing cycle. You may adjust the on-line figures mentally to reflect the 23 percent discount, and get an idea of the true cost of your work during the month.

We are also working with COMNET to provide each regional office with its own copy of its COMNET bill. We hope to have this reflected by the April, 1983 billing.

OSD gives GAO a 16 percent volume discount at the end of each month. This discount is not reflected in the individual billing invoices sent to users. The discount is shown in the total GAO bill which OSD submits. We are presently negotiating with OSD to have this 16 percent volume discount reflected in billing submitted to the users.

Proper ADP Procurement Procedures Must Be Followed.
GAO Order 0625.1 (GAO Procurement Guidelines) specifies
policies and procedures to be followed for all govern-
ment procurements. Specifically, the order prohibits
"...any government official, other than a designated
'Contracting Officer,' to obligate the Government for
an expenditure of funds." ADP purchasing actions made
without the knowledge and approval of the ADP Adminis-
trator and/or the OAPS Procurement Branch may not be
honored. Individuals making such commitments may be
subject to being held personally liable for them. We'd
like to remind everyone that all ADP procurements,
large or small, must be referred to ADP Administration
for approval and processing. This includes requests for
ADP services, software, hardware, maintenance, and sup-
plies. Submit a GAO Form 557 to ADP Administration for
all ADP needs. If your request is of an immediate
nature, call us and we will do all we can to expedite
the request. If there is a case where you need ADP
supplies quickly, you may telephone ADP Administration
for approval, and then make small purchases from your
division/office inprest fund. ADP Reps should inform
their respective division/office staff on proper
procedures for obtaining ADP support.

EDS/OSD Teleprocessing Users Guides. Did you get your
free copy of the EDS/OSD Users Guide? Our negotiations
with EDS/OSD stipulated that initial users were
entitled to a free copy of the Users Guide, upon
request, until March 1. If you requested a copy, but
still have not received it, please call Suzanne Worth
at 275-6080.

Remote Job Entry Support. ADP teleprocessing users who
do not currently have Remote Job Entry (RJE) support
may wish to investigate the possibility of obtaining
this support from local Government or non-Government
sources. If you locate an RJE facility which will meet
your needs, submit a GAO Form 557 to ADP Administration
to initiate an account with the agency/vendor you
specify. If you need, but are unable to locate
suitable RJE facilities, please submit a GAO Form 557
to this office requesting such support, and we will
attempt to locate it for you. For full particulars on
the information ADP Administration needs to fill your
request, please phone Suzanne Worth, ADP Teleprocessing
COTR, ADP Administration, at 275-6080.

Data Set Migration. The NIH Computer Center has a data set migration system which automatically copies inactive disk data sets to tape. All data which has been stored for 60 days without being accessed will be copied onto a migration tape and removed from disk. Hopefully, a similar migration system will be set up on COMNET and OSD on May 1, at GAO's request, to assist in conserving teleprocessing resources.

ALPHA Charges. Users of COMNET's ALPHA command system note that under the new COMNET contract, ALPHA will be more expensive to use. Each ALPHA command now costs $0.01 per execution, and print and punch commands cost $2.00 per command.

System Technical Support. COMNET, NIH, and EDS/OSD provide telephone consultation to users at the following telephone numbers:

System	Name	Phone Number
COMNET	HELPER	537-2715 800-424-3735
NIH	PAL	496-5525
EDS/OSD	Client Services	468-1027 800-638-8742

Users who are are still unable to obtain adequate assistance from the above should contact Suzanne Worth, Teleprocessing COTR, ADP Administration at 275-6080.

ADP Renewals. We are now in the second half of Fiscal Year 1983, and ADP Administration is beginning the process of renewing ADP services and equipment for Fiscal Year 1984. We hope to provide a smooth, effective transition into 1984 through advance planning, and renewal actions with OAPS Procurement. In the coming months ADP Administration will be soliciting renewal information from each division/office.

Administrative Applications on Commercial Teleprocessing Services. The question of using GAO's commercial teleprocessing services (COMNET, EDS/OSI) for administrative applications was raised recently. GSA issued the Delegation of Procurement Authority (DPA) to GAO to obtain these services for "audit support teleprocessing". This is a narrowly defined area. The use of commercial teleprocessing services for general administrative applications is not within the scope of the DPA, according to GAO's legal counsel.

Classified Information/Data, Automatic Data Processing, and You. GAO Order 0930.1, Information Security Program, applies to "...protection of classified information processed, stored or used in, or communicated, displayed, or disseminated by an automatic data processing (ADP) system." Individuals using ADP in conjunction with all classified material must be aware of the contents of this order, and comply fully with its provisions.

EMAIL Changes. ADP Administration is setting up a new CAPS (AMPS) EMAIL directory that will allow EMAIL messages to be sent to ADP Representatives at headquarters as is done with TAG Managers/ADP Representatives in the Regions. The new directory will have the ability to direct global mail messages simultaneously to those Regional Offices and Headquarters Divisions/Offices that have ADP Representatives. All ADP Representatives will be notified of the new procedures when they are instituted.

Maintenance on GAO-owned ADP Equipment. Leased ADP equipment is serviced by the vendor leasing the equipment to GAO. However, GAO no longer has individual maintenance agreements on Agency owned ADP equipment, as it is extremely costly. ADP Administration has requested that OAPS obtain a blanket maintenance agreement for GAO-owned ADP equipment, which will allow us to phone in repairs for any GAO-owned ADP equipment, and "pay as we use" only. When the contract is in place, users will be notified of the associated specifics and procedures.

In the meantime, if you have problems with any GAO-owned ADP equipment, contact ADP Administration at

275-6126 to report the problem. We will issue a req-
uisition to obtain repair service for you as quickly as
possible.

ADP Request Funding. Remember, requests (GAO Form 557)
for ADP equipment/services involving two GAO divisions/
offices must originate with the office providing the
funding. For example, if the Dallas Regional Office is
doing a job which is AFMD funded, AFMD must sign the
GAO Form 557 to cover the funding for the work.
Likewise, if additional funds are required for the job,
the funding organization must submit/authorize the
request.

New ADP Service/Equipment Request Form. ADP Adminis-
tration has developed a new GAO Form 557. The new form
replaces the old Form 557 and Form 560. You may now
use this form to request both ADP service(s   d/or ADP
equipment. Instructions for completing the   m are
found on the reverse side. Please submit all requests
for ADP service(s) and equipment on the new Form 557.
A memo on the new form, along with several copies of
the form was sent to ADP Representatives on March 9,
1983. Additional copies of the form are available from
the GAO Storeroom, Room 3811. If you need assistance
in completing the form, contact ADP Administration at
275-6126.

Note to NIH Tape Users. A reminder -- if an NIH tape
remains inactive for 18 months, it will automatically
be released by the NIH computer center for other
users. These 18 months are computed starting with the
date of last use through the current date. A warning
flag appears in front of the volume serial number on
the tape report for any tape which is inactive for 15
months.

Name Change for AMPS. The Assignment, Mana   ment and
Planning System (AMPS) now contains both as gnment and
financial data. Therefore it has been renam   the
Central Assignment and Payables System (CAPS). AMPS
remains as a subsystem of CAPS, along with the Travel
and Miscellaneous Payables System (TAMPS) and a number
of other subsystems.

Time Frame for Removal of Leased ADP Equipment. If you
have leased ADP equipment you no longer need, getting
it removed is not as simple as pulling the plug. You
request removal of equipment on a GAO Form 557 which is
submitted to ADP Administration. It takes us 4 to 6
days to process the item and send it to OAPS Procure-
ment Branch. Procurement needs about 15 days to pro-
cess the requisition, and generate a purchase order
amendment to the vendor. Also, in most instances, GAO
must provide the vendor with one full calender month's
notice of lease cancellation. The net result is that
it can take from 45 to 60 days from the time you
request removal until GAO ceases paying for the leased
equipment and the equipment is removed.

If you are planning to have leased ADP equipment
removed from your division/office, please forward your
request to ADP Administration as quickly as possible
This will facilitate speedy removal of the equipment,
and avoid unnecessary expense to the Agency.

Procedures for Checking Out Terminal Pool Equipment.
To check out equipment from the ADP Administration
Terminal Pool, GAO employees will be required to show
their Security Access Control System (SACS) photo ID
card. Individuals who work for GAO (contractors,
consultants, temporaries, etc.) who do not have a SACS
photo ID card, wishing to borrow Terminal Pool equip-
ment, must provide written authorization signed by
their division/office ADP Representative, Administra-
tive Officer, or Division Security Officer.

If any ADP equipment is going to be removed from the
GAO Headquarters building, the individual removing the
equipment must also obtain a Property Pass (GAO Form
545) from the Office of Security and Safety (Room 4d44,
phone 275-4700).

Manuals for Hewlett-Packard Terminals. ADP Administra-
tion has received requests for a technical manual that
can be used with the Hewlett-Packard (HP) 2649A ter-
minal. We have identified an appropriate manual, and
would like to know how many users are interested in
obtaining a copy.

The HP 2649A is a custom terminal designed specifically
to be CAPS (AMPS) compatible. Because of this custom
design, there is no manual that will cover every
feature of the unit. However, Hewlett-Packard says
that one of their existing manuals -- written for the
HP 2645 terminal -- will be 99% applicable to our use.
This manual will be informative to the CAPS (AMPS)
user, and has special applicability to those who use
their HP's for other teleprocessing applications.
Briefly, the manual contains 7 major sections:

- General description
- Display memory functions
- Terminal control functions
- Device control (cartridge tape drives, printers,
  etc.)
- Data communications
- Installation
- Technical appendices

If you would like to obtain a copy of the HP manual for
your equipment (limit: one manual per terminal), have
your CAPS (AMPS) Coordinator contact John Merryman,
CAPS (AMPS) COTR, ADP Administration, Room 4131, phone
275-6213.

Vendor Problem/Complaint Form. Attached to this issue
of DATA LINES is a form we would like you to use to
document problems encountered with any of GAO's ADP
vendors. When a problem occurs, contact us for
immediate resolution, then fill out the form and send
it to ADP Administration, Room 4131. We will use the
information and substantiating documentation you supply
to track the quality of vendor service/performance. In
this way we hope to improve the level of vendor
services in GAO.

OFFLINE DISK STORA... ON COMMERCIAL TELEPROCESSING SYSTEMS
by
Suzanne W.   .,   ° Administration, OISS

Recently, some users of   commercial computer telepro-
cessing services have exp.   in interest in receiving
more information about offline or mountable disk storage
devices in order to lower storage costs for teleprocessing
support. As the name implies, mountable disk storage packs

are not permanently mounted as online disks, but are similar
to magnetic tape in that the disk is stored in a media
library and mounted on a disk drive for processing, on
demand. The rapid access to any data segment is a charac-
teristic which distinguishes mountable disk from tape as a
storage medium. Mountable disk storage has benefits un-
available with magnetic tape:

   - a single program may read or write data records in an
     arbitrary order, rather than in any pre-determined
     sequence,

   - a program may simultaneously be reading or writing
     two or more separate data sets which reside on the
     same volume.

Data sets from any number of users may be stored on the same
disk volume. Users may access these data sets indepen-
dently, as long as that volume is mounted. This "sharing"
permits many users access to a large number of data sets
without requiring an equally large number of independent
access mechanisms. Mountable disk packs can be used for
both batch and interactive processing. There are several
items to consider, however, when using mountable disk packs
instead of online disks:

   - there is a delay in the processing of a job while
     disks are brought from the library and mounted to an
     available disk drive,

   - a mountable disk can be used by only one job at a
     time,

   - turnaround time for mult   volume jobs is longer
     (vendors give low priorit,) multiple disk mount-
     ings),

   - charges are incurred each time the disk is mounted.
     The user also incurs an occupancy charge for the time
     the disk is on line.

It would be difficult to make a blanket statement that
mountable disk storage is the answer for lower storage
costs. There are advantages to using mountable packs for
storing large data files that are accessed once or twice a
month for overnight processing, e.g. production runs after
development. Each user will have to determine if mountable
disk packs are an advantage in the type of processing and
data storage that he/she is involved in.

GAO's teleprocessing installations, COMNET, EDS/OSD, and NIH
support mountable disk storage devices and the relevant cost
and administrative information for each installation are as
follows:

COMNET
- Size of Disk: 3330 MOD I, II (13,030 bytes/track).
- Rental: $50.00/disk/month.
- Disk Mount: $3.00 each disk mount.
- Processing Charges: Charged for disk storage backup.
- Administrative: User's registered account is charged for
                  rental of the disk. Processing charges
                  are charged to job using the disk. The
                  COMNET Tape and Disk Library should be
                  contacted for issuance of ofline
                  packs.

EDS/OSD
- Size of Disk: 3330 MOD I, II (13,030 bytes/track).
- Rental: $1.00/disk/day.
- Disk Mount: $2.00 each disk mount.
- Processing Charges: Charged for occupancy seconds,
  Charged for disk storage backup.
- Administrative: User's registered account is charged
                   for disk rental, and processing charges
                   are allocated to job using the disk. A
                   request form for a disk must be filled
                   in and sent to Loren Spencer of
                   EDS/OSD. Mountable disk packs are
                   available and require twenty-four hours
                   lead time before they are ready for
                   processing.

NIH
- Size of Disk: 3330 MOD I, II (13,030 bytes/track).
- Rental: $25.00/disk/month.
- Disk Mount: No charge.
- Processing charges: Charged for occupancy seconds.
- Administrative: User's registered initials and account
                  are charged for the rental of the disk.
                  Processing charges are charged to job
                  using the disk. NIH requires that the
                  ADP Administrator, OISS, justify and
                  approve the services at NIH. Users
                  desiring to obtain NIH disks should
                  submit a GAO Form 557 to the ADP
                  Administrator.

ADP EQUIPMENT - LEASE OR BUY
by
Mike Resser, ADP Administration

Is GAO still leasing ADP equipment? The answer is yes, and
there are several reasons why. When ADP Administration re-
ceives a request for ADP equipment, we consider several fac-
tors in the process of analyzing the most cost-effective way
of meeting the requester's needs:

- Time. How long will the equipment be needed? If the
  equipment is needed for less than one year, generally
  it is better for GAO to lease the item(s). Purchase
  of ADP equipment for short term needs is not usually
  cost-effective. In general, each request for equip-
  ment is routinely evaluated for life cycle costs.
  ADP Administration determines if lease or purchase is
  more cost effective, and submits a requisition to the
  OAPS Procurement Branch based on this determination.

- Equipment capability. There have been cases where
  the requester received equipment they ordered, then
  found that it did not entirely satisfy their needs.
  Since the equipment was leased, GAO had the flexibil-
  ity to cancel the lease, return the equipment, and
  procure equipment which better served the requester's
  needs. Thus, if the user is unsure of his/her total
  requirements, ADP Administration will sometimes lease
  the equipment initially, even when it may be more
  cost effective to purchase.

- State-of-the-art considerations. ADP equipment tech-
  nology continues to grow by leaps and bounds. Leasing
  ADP equipment gives GAO the option of trading
  in equipment which has become obsolescent for more
  up-to-date equipment as technology improves. Again,
  if the user is unsure of his/her total requirements,
  OISS will probably lease the equipment initially.

Finally, each year as part of the annual GAO-wide ADP equip-
ment inventory cycle, ADP Administration requests that ven-
dors supply us with buy-out prices on leased ADP equipment.
We then determine which items would be more cost effective
if we purchased rather than leased for the next fiscal year.
When we have determined which units are cost-effective for

purchase, we contact the users of these units to see if they feel purchase is warranted (based on age, condition, capability of the equipment, future needs, etc.). Based on the information we receive, we then make a determination as to whether or not to purchase those units currently being leased.

CAFS (AMPS) NEWS: CONTRACT TERMS AND REPORTS USAGE
by
John Merryman, CAPS COTR

In February 1983, ADP Administration began sending out CAPS invoices regarding REPORTS usage, and in March 1983, implemented the new REPORT Subsystem in order to better monitor and manage the volume of CAPS reports run during prime time (6:00 AM - 6:00 PM Eastern Time). These actions were taken to increase user awareness of CAPS computer resource usage, and to provide the user with an opportunity to conserve these resources by reducing the number of reports run during prime time. The FY 1983 CAPS contract is designed to work to our advantage if we conserve in our CAPS usage. Below is a summary of the FY 1983 CAPS contract terms, information on REPORTS usage data to be distributed to all AMPS/CAPS Coordinators, and a description of the new CAPS REPORT Subsystem.

CONTRACT TERMS - The FY 1983 CAPS contract supplies GAO with what is called 'Basic AMPS' for a fixed charge of $70,000 per month. Basic AMPS includes the following systems:

-- JOBS
-- Staff Year Projection
-- Time and Attendance
-- Case Workload Management
-- Form 50/Locator
-- Overview Reports
-- TAMPS (Travel and Miscellaneous Payables)
-- Table Maintenance

The ceiling charge of $70,000 covers all computer processing associated with the above subsystems, with several notable exceptions. These exceptions include:

-- All user generated AMPS reports during prime time
-- All TAMPS prime time reports
-- Financial Management subsystems other than TAMPS (such as Prompt Pay)

For all reports run during prime time, GAO pays for every resource unit (RU) used. This can result in a large premium each month -- during the month of October, 1982, GAO paid an extra $12,000 for prime time generated reports. While October is traditionally a heavy month for reports, the fact is that if prime time REPORTS usage can be kept low, so will the additional premium GAO has to pay for REPORTS usage. Under the terms of the contract, there is no charge for user reports generated during non-prime time (6:00 PM - 6:00 AM).

In addition to the fixed charge of $70,000 per month for computer processing, there are other fixed charges that appear from month to month. These include:

  -- Telecommunications - $10,000 -$15,000
  -- Disk Storage - $10,000
  -- Modem Rental and Software Surcharge - $3,750

All totaled, our fixed charges each month average approximately $100,000 for CAPS. In addition to the fixed charges, there are a variety of variable charges as well. The variable charges include:

  -- Contractor-supplied labor
  -- Extra Disk Storage required for CAPS above two
     disk packs
  -- Xeroxing/COM
  -- Premiums for reports and other usage not included
     in Basic AMPS
  -- Administrative costs charged by AMS (supplies,
     courier, etc.)

The variable portion of the invoice ranges from $100,000 to $160,000 per month, of which labor is the major cost. Thus our total CAPS bills each month run between $200,000 - $250,000, depending on system usage, number of reports run, enhancement work being performed, and ad hocs requested. Since we have only $2,500,000 budgeted for FY 1983 CAPS, we are already very close to our budgeted limit. For this reason, we have attempted to make users aware of CAPS system usage, and have implemented the REPORT Subsystem.

THE REPORT SUBSYSTEM - On December 28, 1982, the Director,
GS&C, issued a memo to Division/Office Heads and CAPS (AMPS)
Coordinators stressing the need to conserve in the use of
CAPS prime time processing, in order to contain costs within
the budget, and to insure that the CAPS computer continues
to meet the Agency's needs in a timely and responsive
manner. A result of that directive is the new REPORT Sub-
system, which went operational March 9, 1983. All CAPS
(AMPS) Coordinators and TAG Managers were sent an EMAIL
message on March 2, 1983, explaining details of the Sub-
system, and giving information on how to obtain examples of
the REPORT Subsystem in operation by using the online HELP
file. The purpose of the new REPORT Subsystem is to allow
the user to more easily run reports during non-prime time.
It will also:

- not involve or support any "blanket restriction",
- allow the user the flexibility to voluntarily deter-
  mine prime or non-prime access to reports, and
- give the user immediate access to CAPS data if the
  user has a critical need, regardless of reason.

The REPORT Subsystem will be accessed whenever a user wants
to run a report, and will take the place of the existing
1022 "USE" command and AMPS 'REPORTS' program. Using the
REPORT Subsystem is simple, and is aided by an easy-to-
follow HELP file accessible from all user areas (TYPE
DOC:REPORT.HLP). In cases where reports must be run during
prime time (6:00 AM - 6:00 PM Eastern Time), the user enters
an online justification, which is sent to the CAPS COTR
OISS/ADP, for monitoring purposes and further analyses. A
knowledge of how to create control files is necessary in
order to run reports during non-prime time. The HELP file
has three valuable appendices on this subject. If, after
reading the HELP file, users have additional questions, or
need assistance in creating control files, they should
contact the CAPS (AMPS) HOTLINE at 633-0710.

REPORTS USAGE - In order for managers to see how many of
their reports are being run during prime or non-prime time,
ADP Administration will be sending out a very brief summary
of Prime time/non-prime time REPORTS usage to each division
and office CAPS/AMPS Coordinator. This summary data will
show the total number of prime and non-prime RU's generated
by the specific user on a monthly basis, going back to
1981. The report will be updated each month, and the next
mailing is scheduled for late March.

CAPS users' cooperation is vital to making the REPORT Sub-
system an effective tool. Reducing REPORTS usage is a

voluntary effort, and ADP Administration has tried to make
it easier and less cumbersome to run reports during non-prime
time. Any comments or suggestions on the conservation of CAPS
computer resources, associated costs, or the REPORT Subsystem
may be directed to the CAPS COTR, John Merryman, ADP
Administration, 275-6213.

ADP ADMINISTRATION IN GAO
by
Len Bahlman, ADP Administrator, OISS

During the past year, there has been an increased reliance on
automatic data processing (ADP) technology by the Agency and
its various organizational components. ADP Administration has
made a concerted effort to establish procedures and lines of
communication that will adequately support the users' require-
ments and keep divisions and offices apprised of available ADP
resources and technology, as well as the status of their
requests for ADP services and equipment. There have also been
and will be significant changes in the nature of some of the
Agency's ADP contracts and services. It therefore seems
appropriate at this time to outline the responsibilities of
ADP Administration, discuss some of the more important
existing and newly established procedures and services avail-
able for obtaining ADP support, and provide an overview of the
status of a few of the more significant ADP services and con-
tracts. ADP Representatives and CAPS (AMPS) Coordinators may
wish to circulate this article to division/office personnel,
to foster a greater awareness of the procedures for obtaining
ADP support in GAO.

ADP ADMINISTRATION, OISS

The management of GAO's ADP resources is the responsibility of
ADP Administration within the GS&C Office of Information
Systems and Services (OISS). This encompasses the acquisition
and management of systems, services, and equipment required to
support the Agency's administrative, programmatic, and audit
related activities. Specific responsibilities of ADP Admin-
istration, OISS, include:

- Administering GAO ADP acquisitions and services

- Ensuring conformity with the latest legislation,
  regulations, and directives affecting ADP

- Budgeting, managing, reporting, and accounting for
  expenditures of ADP funds for services and equipment

- Serving as the official point of contact for enhance-
  ment and consolidation of ADP systems and ADP equipment
  facilities

- Assisting in the development of short and long range
  ADP policy and plans for GAO

DIVISION AND OFFICE MANAGEMENT OF ADP RESOURCES

Each division and office within GAO has designated one indi-
vidual to assist its director or manager with internal admin-
istration of ADP resources, acquiring ADP services and equip-
ment, and to serve as liaison between their division or office
and ADP Administration, OISS. GAO's "ADP Representatives" are
essential to effective management and coordination of the
Agency's ADP resources. Some responsibilities of the ADP
Representative in each division and office include:

- Planning for and acquiring ADP support

- Reviewing all requests by division and office staff for
  ADP equipment and services, and working with ADP Admin-
  istration, OISS, to obtain the required equipment and/
  or services

- Authorizing ADP acquisitions on behalf of the division
  or office director or manager

- Management of ADP funds allocated to the division or
  office

- Projecting ADP budget requirements

- Certification of the receipt of ADP equipment and
  services

A listing of current ADP Representatives may be found in the
GAO Telephone Directory. In the event the ADP Representative
of a division/office/region changes, a memo to this effect
should be sent to ADP Administration from the division/office
director or manager.

REQUESTS FOR ADP EQUIPMENT AND SERVICES

GAO staff often inquire about the procedures for obtaining ADP
equipment and/or services, what documentation or justification
is required, and how long the process actually takes from
start to finish. Below is an overview of the ADP request
processing procedures. Specifics regarding the completion of

the necessary forms, required supporting documentation, services available, etc., may be obtained by contacting ADP Administration, OISS.

Requests for ADP equipment and services should be submitted on a GAO Form 557 (revised 2/83) to:

> ADP Administrator
> Office of Information Systems & Services (OISS)
> 441 G Street, NW, Room 4131
> Washington, DC 20548   (Telephone: FTS 275-6126)

Requests for ADP services and equipment must be approved by the division/office director or manager, or a staff member authorized to act on his/her behalf, and should include:

- Description of need and appropriate justification

- Functional and technical requirements

- Duration of need, and estimated usage of service/ equipment

- Recommended solution to fulfill the requirement, and potential suppliers (A sole source justification must be submitted, if a specific service/supplier is requested)

During 1982, ADP Administration implemented formal notification procedures to insure that the GAO ADP user community is kept abreast of the status of their requests for ADP services or equipment throughout the entire process, from the time the request is received in ADP Administration through the time that a purchase order or contract is issued to procure the needed ser ce/equipment. The requesting organization will be notified by OISS in writing when the request is received in OISS ADP Administration, and when a requisition is initiated by ADP Administration to procure the service/equipment.

In general, requests for ADP equipment/services are processed in ADP Administration within 6 working days, assuming all documentation is in order, funds are available, and the request is in line with GAO policies and Federal Procurement Regulations.

After processing by ADP Administration is completed, most requests will be forwarded to the OAPS Procurement Branch for review and processing. When a purchase order or contract is initiated by OAPS, the requesting organization will be notified by OISS ADP Administration of the anticipated delivery date, etc. In general, ADP requisitions are processed by the OAPS Procurement Branch within 15 - 30 days, depending on the nature of the request.

ADP BUDGETING

On an annual basis, ADP Administration, OISS must submit ADP
budget estimates for the coming fiscal year to the GS&C Office
of Budget. Prior to this, ADP Administration conducts an
agency-wide ADP budget call, to obtain from each organization
projections of its ADP budget requirements. When the final
budget figures are received from the Office of Budget, ADP
Administration will notify each division/office of its
official budget allocations for the fiscal year. Thereafter,
on a monthly basis, each division/office will receive reports
from OISS on their ADP budget status and expenditures to date.

ADMINISTRATIVE SYSTEMS SUPPORT

The Central Assignment and Payables System (CAPS), formerly
called AMPS, is a computerized information system containing
GAO's job and financial management data. CAPS also provides
the Agency with electronic mail capabilities (EMAIL). Major
CAPS subsystems include:

- Job Assignment Management   - Time & Attendance (T & A)

- GAO Locator   - Staff year Projection

- Travel and Miscellaneous Payables System (TAMPS)

CAPS is currently operated and maintained by American Manage-
ment Systems, Inc., in Arlington, Virginia. Overall coordina-
tion of CAPS system operations and maintenance, and the man-
agement of the CAPS contract is the responsibility of ADP
Administration, OISS. CAPS data base content and management
is coordinated by:

- Office of Program Planning (OPP) - Assignment Management
                                         Data

- Office of Financial Management (OFM) - Financial Management
                                         Data

The CAPS "Hotline" staff (202-633-0710), located in room 7131C
of the GAO headquarters building, provides assistance to GAO
staff regarding system use, etc. A listing of designated
"CAPS/AMPS Coordinators" in each division/office is available
in the GAO Telephone Directory.

ADP Administration also has overall responsibility for the
operation and maintenance of the automated Personnel
Accounting System (APAS), the PAYROLL system, and other
miscellaneous GAO administrative systems which reside on

external Government facilities and on the GAO owned mini-
computers. These systems are currently maintained under
contract by Computer Data Systems, Inc. (CDSI). Data base
content and management is coordinated by the Personnel Office
and the Office of Financial Management (OFM).

The current AMS and CDSI contracts expire on September 30,
1983. ADP Administration is currently in the process of
reprocuring this support, until the GAO Consolidated Admin-
istrative Management Information (CAMIS) becomes operational.

AUDIT SUPPORT TELEPROCESSING SERVICES

ADP Administration, OISS currently has available general
purpose computer teleprocessing services contracts and
interagency agreements for audit support purposes. In
general, these services have telecommunications capabilities,
and users may dial up to these computers from headquarters,
regional offices, and the various audit sites. At present,
teleprocessing services are available from:

    - U.S. National Institutes of Health (NIH)
      Bethesda, Maryland

    - Computer Network Corporation (COMNET)
      Washington, DC

    - Electronic Data Systems, Inc/Optimum Systems Division
      (EDS/OSD)
      Rockville, Maryland

Staff members desiring to gain access to these services should
submit a GAO Form 557 to OISS ADP Administration.

OTHER RESPONSIBILITIES

ADP Administration also maintains an ADP Service Desk, during
the hours of 7:30 AM - 5:00 PM Eastern Time, to respond to
user inquiries, and also conducts an annual inventory of all
GAO leased and owned ADP equipment. These two areas were
discussed in the February, 1982 issue of GAO ADP DATA LINES.

OISS ADP ADMINISTRATION WOULD LIKE VERY MUCH TO RECEIVE
COMMENTS AND SUGGESTIONS FROM GAO MANAGEMENT AND STAFF FOR
IMPROVING ADP SUPPORT AND SERVICE IN THE AGENCY, AND IS
READILY AVAILABLE TO WORK WITH GAO DIVISIONS AND OFFICES IN
FULFILLING THEIR ADP NEEDS.

OISS FORM 104 (3/83)	
CAO ADP VENDOR PROBLEM/COMPLAINT REPORT	To be used by OISS

In an effort to ensure high quality service to ADP users, ADP Administration, OISS, is requesting feedback on all problems/complaints related to ADP vendors supplying services/equipment to GAO. Please complete this form, attach appropriate documentation, and return this form to the ADP Administrator, OISS, Room 4131.

SECTION I - USER INFORMATION   DATE SUBMITTED TO OISS: _____

NAME OF USER: _____   DIVISION: _____
ADDRESS: _____   TELEPHONE: _____

SECTION II - VENDOR INFORMATION

COMPANY: _____   CONTACT: _____
ADDRESS: _____   TELEPHONE: _____

SECTION III - PROBLEM/COMPLAINT (Attach additional pages & documentation, if necessary)

DATE(S) OF PROBLEM: _____
DESCRIPTION OF PROBLEM/COMPLAINT: (Be as specific as possible; provide serial #'s, etc)
_____
_____
_____
_____
_____

HAS PROBLEM BEEN RESOLVED? ___ YES ___ NO   WAS VENDOR CONTACTED? ___ YES ___ NO
IF YES, WHEN? _____   NAME OF CONTACT: _____

SUMMARY OF DISCUSSION(S)/INTERACTION(S) WITH VENDOR: _____
_____
_____
_____

WAS OISS, ADP ADMINISTRATION CONTACTED? ___ YES ___ NO
IF YES, WHEN? _____   NAME OF CONTACT: _____
WAS PROBLEM RESOLVED? ___ YES ___ NO

SUMMARY OF DISCUSSION(S)/INTERACTION(S) WITH ADP ADMINISTRATION: _____
_____
_____
_____

SECTION IV - TO BE COMPLETED BY ADP ADMINISTRATION, OISS

ASSIGNED TO: _____   DATE: _____ TIME: _____
ACTION REQUIRED AT THIS TIME? ___ YES ___ NO

SUMMARY OF ACTION TAKEN: _____
_____
_____
_____

RESOLVED? ___ YES ___ NO   DATE: _____   TIME: _____
          REVIEWING OFFICIAL: _____