FY97 Hanford Telecommunication and Information System User Profile

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Author
Terri T. Witherspoon
Lockeed Martin Hanford Services, Inc.

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EXECUTIVE SUMMARY

This document reports survey data collected from the U.S. Department of Energy, Richland Operations Office (DOE-RL), Project Hanford Management Contract (PHMC) companies, and the PHMC enterprise companies for purposes of characterizing the Hanford Local Area Network (HLAN) user profile. Telephone, radio, and pager data are also provided.

The data reveal that job tasks of the 8,500 Hanford Site workers who use the HLAN are highly, if not completely, computer dependent. Employees use their computers as their pens and paper, calculators, drafting tables and communication devices. Fifty eight percent of the survey respondents predict 90 to 100% loss in productivity if they had no access to a computer. Additionally, 30% of the users felt they would have a 50 to 80% loss in productivity without computers; and more than 68% use their computers between 4 and 8 hours per day.

The profile also shows that the software packages used most heavily are cc:Mail[1] the Windows[2] version, Hanford Information, WordPerfect[3], Site Forms and Look-up. Use of Windows-based products is very high.

Regarding the productivity tools that are seldom used, 49% of the respondents say they "never use" the Hanford Help and Hints (HUH).

The use of the external internet by Hanford has shown a large increase. The survey indicates that users rate the intranet and the ability to access other sources of information as the fourth most important computer application.

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[1] cc:Mail is a trademark of Lotus.

[2] Windows is a trademark of Microsoft.

[3] WordPerfect is a trademark of Novell.

The Microsoft System Management Server (SMS[4]) data show that more than 60% of the computers on the HLAN need replacement or upgrades to run the Windows 95 Operating System, which has been selected as the PHMC standard. Although data also show that 77% of the PHMC machines are running the current standard Windows for Workgroup version 3.11, they do not have the memory and/or the hard disk space to upgrade to Windows 95.

The survey results indicate that telephone system use is also high and regarded as a useful tool.

Pager use is very high and has continued to rise even as the numbers of employees dropped. The number of radios is decreasing as the employee numbers drop.

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[4]SMS is a trademark of Microsoft.

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PHMC	Project Hanford Management Contract
DOE-RL	U.S. Department of Energy, Richland Operations Office
HLAN	Hanford Local Area Network
HUH	Hanford Help and Hints
SMS	Microsoft System Management Server
HEHF	Hanford Environmental Health Foundation
HLAN	Hanford Local Area Network
DOE	U.S. Department of Energy
SID	Site Infrastructure Division
CPU	central processing unit
DOS	Data Operating System
LMSI	Lockheed Martin Services, Inc.
DOE-HQ	U.S. Department of Energy-Headquarters
B&W Protec	Babcock and Willcox Protec
FTP	file transfer protocol
SMS	System Management Server
PNNL	Pacific Northwest National Laboratory
TCP/IP	transmission control protocol/internet protocol
NT	new technology
IVDTS	integrated voice data transmission system
ISDN	integrated systems data network
RL	U.S. Department of Energy, Richland Operations Office
PC	personal computer

1.0 INTRODUCTION

1.1 MILESTONE DESCRIPTION

"Perform a Hanford telecommunication and HLAN user profile to determine end user requirements, usage profiles, and trends. This profile will cover general HLAN, telephone, radio, and pager systems. User-developed systems and unique applications are not specifically addressed."

1.2 TEAM MEMBERS

The core team gave guidance for the project and designed the survey used to collect most of the data. The project contributors provided data and other services.

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Team Members

</div>

Core Team	Project Contributors
Terri Witherspoon, Project Lead, Lockheed Martin Services, Inc.	Fluor Daniel Hanford Steve Madden
Susan Dokuzoguz, Fluor Daniel Hanford	Lockheed Martin Services, Inc. Joan Bickford
Nancy Schreckhise, U.S. Department of Energy, Richland Operations Office	Steve Burger Lavon Conlin Lon Draney
Mack Ledgerwood, Lockheed Martin Hanford Corporation	Dan Fox Dave Kass Dale McElroy
Mike Koons, Lockheed Martin Services, Inc.	Vicki Olivas Madhuri Pandey Ken Riesen Jon Rowley
	US West Diane Brown

1.3 SCOPE

The scope of this document includes the Project Hanford Management Contract (PHMC) companies and U.S. Department of Energy, Richland Operations Office (DOE-RL). Responses to the survey included the PHMC companies and the enterprise companies for purposes of characterizing the HLAN user profile. The telephone data contain all Hanford Site telephone switch users, including Hanford Environmental Health Foundation (HEHF) and some Pacific Northwest National Laboratory (PNNL) users.

1.4 PURPOSE

To satisfy part of the milestone requirements, an HLAN end-user survey was conducted (see Appendix A). Data were collected to determine HLAN user requirements, to form a usage profile, and to indicate trends. The first two items were gathered primarily from the survey; they were complimented with Microsoft's System Management Server (SMS) data and metered software (library) data. Trend data will be extracted from all these sources and from the previous year's survey.

At meetings held with U.S. Department of Energy (DOE) Site Infrastructure Division (SID) representatives several questions were suggested that were used in the survey.

1.5 DATA COLLECTION METHODS

1.5.1 HLAN End-User Survey

A survey was developed and distributed to HLAN end-users by way of a commercial off-the-shelf software package through electronic mail (e-mail). The software, Survey Tracker, includes modules for the survey instrument's design, project administration, audience distribution, data collection, and reporting. The survey focused on computer usage but also included questions on telephone and pager use. Several open-ended questions, where users could supply a written response to explain their answers were also included. Representative samples are included in the text, and all responses are listed in Appendix B.

Data include responses from all PHMC contractor's and enterprise companies. The total number of surveys used was 686. This number of survey responses gives an error tolerance level of plus or minus 5% with a confidence level of 99%.

1.5.2 System Management Server

Microsoft's SMS was used to collect the operating system, machine size or central processing unit (CPU) type (i.e., 386, 486, etc.), and to determine if the machines could be upgraded to the Windows 95 platform, or whether they are currently capable of supporting Windows 95. This capability is in the process of being implemented so the database is not yet fully populated.

1.5.3 Metered Software Library

An electronic software library is in use which is set up to meter software use by individual user accesses. This metering approach saves considerable expense. The metering is conducted electronically, so that only those who actually use the software (have it open on their machines ready for use) count toward the software license copy number purchased. This also constrains usage to the authorized legal level. Reports from the system provided data for this document.

1.5.4 Electronic Mail

Data were collected from cc:Mail (both the DOS and Windows versions) and the internet/intranet mail routers to determine the volume of routed messages. There is a minor amount of duplication of data for users who sent a cc:Mail message to internet mail users.

1.5.5 Radio, Telephone, and Pager

Telephone data were collected from US West's C3 system, which is administered by US West for Lockheed Martin Services, Inc. (LMSI). Radio and pager data were obtained from LMSI's Radio Maintenance group's database. Additional pager data were collected from Kelley pagers and from the survey.

2.0 HLAN USER PROFILES, USER REQUIREMENTS, AND TRENDS

An analysis of selected survey questions and responses follows, separated by categories.

2.1 USER CHARACTERIZATION AND ATTRIBUTES

Survey Question 1: Select the category that best describes your classification.

The purpose was primarily to analyze the responses among different job categories. Over 75% of survey respondents were in the exempt category.   Figure 1 shows the percentages for each category.

Survey Question 3: In the past, when you started using a new software package, what period of training would you like to have had?

For 46% of respondents, the choice was less than 2 hours, or 2 to 4 hours. The remaining selections were spread over the other training options; 8% of users replied they wanted no training. Figure 2 shows the percentages for each category.

Survey Question 26: Company name?

The responses were fairly evenly spread among the companies included in the scope of the document.

2.2 PRINTING USAGE AND REQUIREMENTS

Survey Question 4: Do you process sensitive data?

Twenty percent of the responses were affirmative (Figure 3).   According to B&W Protec's Information Security group, approximately 100 software systems process sensitive data currently. The number of systems tends to fluctuate as systems are merged, and as new systems are created.

When question 4 is analyzed in conjunction with question 5, the conclusion is that the 20% of employees who process sensitive data need a private or personal printer.

Survey Question 5: Do you have your own stand-alone (personal, not shared) printer?

The number of users having personal printers shown by the survey is almost 54% (Figure 4).

Survey Question 6: Is there any reason why you cannot share a printer?

Almost 57% of respondents answered no (see Figure 4). The conclusion is that there are far more personal printers than necessary.

Survey Question 7: Please write in the reason(s), if any, why you cannot share a printer.

These answers relate to the 32.7% of the users who replied to question 6 that there is a reason why they cannot share a printer. Typical responses, some paraphrased, include:

1. Privacy of information processed

2. Sensitive information/data

3. Security

4. Too inefficient because of volume printed

5. Too slow

6. It would be possible to share a printer; however, certain considerations would need to be factored in:

    a. We print pages of documentation, so the shared site would need to be close by

    b. We print color digital pictures and engineering documentation, so the printer would need to provide color and be capable of printing large sizes pf paper

    c. Printer would need to accommodate up to 10 individuals with equal work loads.

7. Shared printers cause inefficiency; too many distractions on the way back and forth to the printer. A half-hour a day lost in this manner amounts to 125 hours a year; at $65 per hour that amounts to $8,125 per year. If I've overstated my case by 400% that is still $2,031 per year in lost efficiency. I've had three printers over the last 10 years; what is the cost of 1/3 to 1/4 of a printer per year?

For a complete list of written responses see Appendix B.

Survey Question 8: Does your shared printer have the functions you need?

Thirty-nine percent answered yes to this question; only 5.2% answered no (see Figure 4). The remaining respondents chose "not applicable," probably because of the small number of shared printers in use. Typical of responses to question 9; if you answered no to question number 8, list the additional printer functions you need," were:

1. Color
2. Memory for graphics
3. Fonts such as postscript
4. Speed, timeliness.

For a complete list of written responses see Appendix B.

Survey Question 10: Do you work in a bay, share an office, or have your own private office space?

This question provides additional insight into why there are so many personal printers. Forty-Seven percent of the respondents indicated they have private space or office (Figure 5); compared with 54% who said they have personal printers. This may also indicate the potential lost productivity in leaving the private space to walk to a shared printer. Conversely, 28.6% said they share an office. When related to the 34.6% who use shared printers, this may indicate that those in a shared office shared a printer.

2.3 HLAN COMPUTER USAGE AND USER PROFILE

2.3.1 Computer Usage

Survey Question 2: I typically use my computer this number of hours per day. (Indicate your actual computer usage, not just turned on.)

More than 68% of the respondents use their computer between 4 and 6 or 6 and 8 hours per day (Figure 6). This indicates respondents are very heavy computer users who have predominantly computer-based job tasks. Another 18.8% indicated they use the computer between 2 and 4 hours a day. Another 4.5% indicated they use their computers more than 8 hours a day. Only 8.3% of the users indicated they use the computer less than 2 hours a day. Incidentally, 15.9% of the survey respondents were managers or supervisors, and 5.9% were crafts, labor, or support services personnel (see Figure 1), possibly indicating that some managers and crafts people use computers 2 hours a day or more.

Survey Question 11: Assume you are asked to share a fully configured computer and one is available nearby. What impact would this have on you? This question was asked to determine if everyone needs a computer. The answer was that 77% felt it would have at least a 10% negative effect on their productivity (Figure 7). Eight percent felt it would have no impact on their productivity. About 6% of the survey responses were from operators, crafts, or labor support workers, for example, vehicle drivers or guards (see Figure 1). To compare the responses of those who felt sharing a computer would decrease productivity: 61.6% felt they would have a 50, 60, 70, 80, 90 or 100% drop; 34% felt the loss would be 80% or greater; 15% felt they would have a 10, 20, 30, or 40% drop.

Survey Question 12: If you noted a decrease in productivity above, please type in the reason(s) for the decrease at the > > prompt.

Typical responses (some paraphrased) were:

1. Every interruption [sharing] will take away your concentration from the work you are doing.

2. My job functions require multitasking and lots of interactions. My work location, computer, and telephone must be collocated to keep everything moving. Also, at my level of PC use, sharing a computer would create scheduling conflicts and defer work.

3. My engineering design position requires 80-100% of my day creating drawings, engineering change notices, or sketches for the engineer.

4. A 20-90% decrease; factors would be: my partner's usage and conflict of computer time, finding necessary software, setting/resetting for personal use, finding, transferring tracking data support files, forced to back up to floppy.

5. Sharing a computer would be like asking me to share a desk and/or pencil.

6. Computer is prime source of information and communication.

7. A computer is a cheap tool to increase productivity. I may need a computer for a short or long period of time; it is not practical to wait for a computer. A 10% decrease in productivity would, in 3 months, cost more than a computer. I am insulted.

8. As a programmer, I use my computer all day, every day. To share one simply would not work. My work is the computer.

For a complete list of written responses see Appendix B.

Survey Question 13: If you had no access to a computer (PC), what impact would it have on your productivity? (Assume that you cannot off-load your work to someone with a PC.)

Fifty-eight percent felt they would have a 90 or 100% drop in productivity (Figure 8). Additionally, 30% felt their productivity loss would be between 50 and 80%. Therefore, 88% felt they would have at least a 50% drop in productivity. Only 2% felt it would have no impact or would improve their productivity. These percentages show very heavy computer usage.

Survey Question 14: The following samples are from the written responses to this question, which read: If you noted a decrease in productivity above, please type in the reasons(s) for the decrease at the > > prompt.

1. Need computer applications to perform work.

2. Our office is not set up to return to a paper system. Basically all my work involves the computer.

3. I need to send e-mail messages to DOE-RL, DOE-HQ, International Atomic Energy Agency, etc.

4. Computer is the primary tool, besides the telephone, for doing my job.

5. I use the computer to review electronic files, perform calculations, cut and paste files, as appropriate. Doing all this by hand would take at least ten times longer.

6. All documentation would need to be in pen and ink.

7. Reports would take a lot longer to write, and data analysis would take forever with a calculator.

8. Would have to manually prepare estimates and other spreadsheets. Would have to use plant mail to transmit notes and files now sent over cc:Mail.

9. Computer is used to perform engineering calculations, write and review documents, send e-mail, etc. I have done engineering calculations in the distant past with slide-rule. While it can be done, it takes longer. Document creation is easier... etc.

For a complete list of written responses see Appendix B.

Survey Question 15: How long can you go without using your computer in an average day without a negative impact to your work?

Thirty seven percent felt they could go less than 1 hour and another 37% felt they could go 1 to 2 hours (see Figure 8). Another 15.6% felt they could go 2 to 4 hours. This totals 89% of users who feel they cannot go 1 to 4 hours without the use of a computer before having a negative impact on their work.

Comparison of Survey Questions 11 and 15: The responses for these two questions complement one other (see Figure 7). Question 11 (sharing a computer) shows 61.6% claim a 50 to 100% drop in productivity. Question 15 (see Figure 8) shows that 73% were unable to go 2 hours without using their computers before there was a negative impact on their work. One could assume that sharing might result in a 50/50 split of the available time to use the computer; if most respondents felt they could not go more that 2 hours without using the computer, then the responses support each other.

2.3.2 Software Usage

Survey question 22 (Figures 9 and 10), question 23 (Figures 11, 12, 13, 14, and 15), and question 24 (Figures 15, 16, and 17) all had the same format. Users were asked: How often do you use the following software? Rate each software with your closest estimate, using this scale:

    1 - Never Use
    2 - Use less than weekly
    3 - Use weekly
    4 - Use a few minutes up to 2 hours per day
    5 - Use 2-4 hours per day
    6 - Use 4-6 hours per day
    7 - User 6-8 hours per day.

The Hanford Pop Phone is used by virtually all users with only 1% indicating they never use it, and 65% choosing the response "Use a few minutes up to 2 hours per day." Table 1 shows the other packages that are used heavily and the percentage used.

Table 1. Software Usage.

Software	Never use (%)	Use a few minutes per day up to 2 hours per day (%)	Use 2 to 4 hours per day (%)	Use weekly (%)	Total use (%)
cc:Mail Windows version	9	40	24	4	91
Hanford Information	8	19	2	36	92
WordPerfect version 5.1	12	26	22	11	88
Site Forms	12	14	2	26	88
Look-Up	13	20	2	28	87

Note: "Total" Use is the total of all usage percentages minus "Never Use" percentages.

2.3.2.1 Windows Product Usage. The PHMC is considering moving to a Windows 95 platform. With this conversion in mind, the extent to which users are fluent with Windows is of interest. The survey and software library data show the following percentages of Windows package users (See Table 2).

Table 2. Percentages of Windows Packages Used.

Software	Total use (%)	Use a few minutes per day up to 2 hours per day (%)	Use 2 to 4 hours per day (%)	Use weekly (%)
WordPerfect version 6.0/6.1	69	22	12	14
cc:Mail Windows version	91	40	24	4
Microsoft's Excel	60	17	4	16

NOTE: " Total Use" is the total of all usage percentages minus "Never Use" percentages.

2.3.2.2 Productivity Tools. Several productivity tools that make communication and work tasks faster are utilized by HLAN users. Helpful tools that are frequently used: LANCal, 75% (see Figure 15); Site Forms, 88%; Hanford Pager, 85% (see Figure 9); and Look-Up, 87% (see Figure 10).

Some software programs that should be used as productivity tools are seldom utilized: a dramatic 49% say they never use Hanford Help and Hints (known as HUH) (see Figure 10), which provides helpful information to end-users about features and problem resolution. Another software that should be used more is the Print Menu (see Figure 10), which provides a method for users to connect to network printers; the survey indicates 26% never use it. Print menu may be under utilized in part because of the high number of personal printers.

2.3.2.3 Word Processing. WordPerfect version 5.1 is still the most heavily used word processor, with 88% indicating some frequency of use. The Windows version, however, is also being used heavily with 69% indicating some level of usage (see Figure 11).

2.3.2.4 Spreadsheets. Excel has maintained its position as the most used spreadsheet, with 60% indicating some level of usage, compared with 48% last year. (Last year's survey results are shown in Appendix C.) Lotus 1-2-3 shows 16% verses 22% last year (see Figure 17).

2.3.2.5 Databases. Additional software data show that, even though the database software Access[5] is not available through the software metering library, it is used by 5% more users than dBase[6] (see Figure 13). Paradox[7] was the most heavily used, however, with 22% of the users choosing some frequency of usage. Foxpro[8] was the least used, with only 5%. However, many end-user applications have been developed in all of these database programs, and end users may not be aware of which program was used to create their applications.

2.3.3 Software Usage Trends: Comparison with 1996 Survey Results

Although the scales used in the 1996 Computer User Survey were different from this year's, comparisons can still be made. Last year's survey results are shown in Appendix C; results for 1997 are shown in Figure 6. Tables 3 and 4 compare the 1996 and 1997 software usage trend.

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[5] Access is a trademark of Microsoft.

[6] dBase is a trademark of Ashton-Tate.

[7] Paradox is a trademark of Boreland.

[8] Foxpro is a trademark of Microsoft.

Table 3. 1996 Survey (Section 3, Question 2)

Number of hours used per day	Percent of users*
0-1	4
1-2	8
3-4	27
5-6	35
7-8	21
More than 8	4
5-6 and 7-8	56

Table 4. 1997 Survey (Question 2).

Number of hours used per day	Percent of users*
Less than 2	8.3
2-4	18.8
4-6	35
6-8	33
More than 8	4.5
4-6 and 6-8	68

*The percentages are not shown in Appendix C graphs. They are taken from the raw survey data.

Average daily computer usage has risen, with more people spending the majority of their day working at the computer. In 1996 the survey asked: To what extent does your computer contribute to accomplishing your job? Sixty-three percent said they couldn't do their job without it. In 1997, the survey asked: If you had no access to a computer, what impact would this have on your productivity? Eighty-eight percent reported a 50 to 100% loss of productivity. Again, HLAN users have shown an increased dependency on the computer to do their work.

2.3.3.1 Metered Software Usage. The metering system includes data on Excel 5.0, WordPerfect 6.1, Microsoft Project Management, Paradox, and Power Point. The charts (Figures 18 through 22) show a phenomenal growth rate in the use of these products.

WordPerfect for Windows version 6.1 shows over 12,000 system accesses in a 1-week usage sample (see Figure 18). This means that the WordPerfect software was "launched" for use 12,000 times in 1 week. However, it may not indicate 12,000 users because each may access the software more than once a day. The data in question 23 can be used to substantiate this indication (see Figure 11); it shows more than 54% of respondents use the software weekly or more often. The survey represents 8,500 users; at that rate, there are 4,490 weekly users of the software weekly or more often. It is very possible then, that each one uses it an average of 3 times a week, thus accounting for the 12,000 metered uses.

Excel, Microsoft's spreadsheet package, is the second most frequently used package in the metered software suite: over 7,000 accesses in the one week usage sample in February 1997.

2.3.4 Electronic Mail and Internet

The use of current electronic mail (e-mail) systems has continued to grow even though Hanford's staffing profile has decreased. The three most common e-mail systems on site are cc:Mail (DOS and Windows versions), Exchange[b], and the internet. The numbers of accounts installed on cc:Mail and Exchange are as follows:

cc:Mail– DOS and Window versions	18,381
Exchange users	310

Note: All cc:mail and exchange users have access to internet e-mail.

The number of cc:Mail users may seem high, however, hundreds of cc:Mail group mail boxes provide communication with service organizations such as "Training Registration - FDH, which communicates registration needs to the registrar for classes such as Hanford General Employee Training (HGET) (the Site's computer-based training for Site-required classes). This number also includes many off-site mail boxes for individuals working at other locations, as well as for vendors. The volume of usage (see Figure 23) shows the number of e-mail messages is currently running almost 1,400,000 messages per month. This number roughly equates to 160 messages per month per person. The typical average usage is probably even higher as some people hardly use e-mail, and others use it more than the average. Question 23 of the survey indicates that 91% use the Windows version of cc:Mail and another 37% answered on a separate question that they use the DOS version (see Figure 12). The numbers show that some use both versions. The number of e-mail users has been on the increase since at least July of 1996. One possible reason is that with fewer employees, individual work scopes are larger and the need to communicate with more people is greater. Also, e-mail provides a method to document transactions and a communication vehicle to more than one person at a time as well as allowing communication whether or not the addressee is available at the time the message is sent.

2.3.5 Internet and Intranet

The use of internet services (including the Hanford Intranet) is increasing (Figure 24). The most dramatic increase in these services is shown by the data when Hanford users access an external internet site (Figure 25). On the chart showing intranet and internet access, the following apply:

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[b]Exchange is a trademark of Microsoft.

- Intranet (Onsite Users Accessing the Hanford Intranet) (Figure 24) — This shows how many times per month Hanford users access the Web server on the HLAN. This intranet server is available only to Hanford users. For example, HLAN user accesses to Hanford User Help (HUH) would be counted in this metric.

- Internet (Offsite Users Accessing the Hanford Internet) (Figure 24) — This shows how many times per month the Hanford Web server (www.hanford.gov) is accessed. The Hanford Web server is available to the general public on the internet. For example, public accesses to Hanford press releases would be counted in this metric.

On the chart showing only Hanford external internet access, the following applies:

- Internet access (Figure 25) — This shows how many times per month Hanford HLAN users access any server on the internet. For example, HLAN user access to a web server at Los Alamos National Laboratory, or to Microsoft, is counted in this metric.

The 1997 survey asked about usage of web browser, Internet Explorer[10], or Netscape (Navigator[11]). Seventy four percent indicated some level of usage (see Figure 10); this compares to 60% last year. Table 5 compares the data.

Table 5. User Data Comparison for 1996 and 1997.

Never used	Use less than weekly	Use a few minutes up to 2 hours per day	Use weekly	Use 2 to 4 hours per day
26	32	18	20	4
1996 Data (Percentage of Users)				
Never	Sometimes	Often		Always
40	41	14		5

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[10]Internet Explorer is a trademark of Microsoft.

[11]Navigator is a trademark of Netscape.

2.3.6 Other Communication Methods: FTP, Telnet, and Other

Along with using the internet and intranet to access other sources of information, some other communication methods are being used. Table 6 shows usage totals for file transfer protocol (FTP) used to transmit files to other users or programs, Telnet (provides a method to have an interactive session with someone else's machine) and plug, which is Sequel Querry Language connections sessions through the Hanford firewall. This includes both incoming and outgoing connections, but not web connections.

Table 6. Usage Totals For Other Communication Methods.

Date	FTP	Telnet	Plug
09/96	38,123	4,804	9,097
10/96	40,230	5,262	8,703
11/96	35,916	4,164	14,237
12/96	35,690	4,069	16,583
01/97	34,505	4,032	7,794
02/97	32,509	3,468	8,192
03/97	39,474	4,047	6,971

Another indication of the intense communication with others is the response to question 25 (Figure 26), asking users to rate applications that are most important to them. "Accessing other sources of information or tools (internet, Soft Reporting, etc.)" was rated as fourth from the highest. From this it is clear that Hanford workers are not only computer-dependent on applications such as e-mail and word processing but acquiring information from others is also very important to them.

2.3.7 Computer Hardware and Operating System Profile

2.3.7.1 System Management Server (SMS) Data. Information on computer configurations on the network was gathered using Microsoft SMS, which is in the process of being installed on the HLAN. SMS automatically collects data as users sign on the network. The numbers are consistent with previous estimates; however, the exact numbers are not yet available as the database is in the process of being populated. All the data represented for both hardware and operating systems are for machines using transmission control protocol/internet protocol

(TCP/IP) network communications protocol. This represents 99% of the computers on the HLAN.

The SMS data collected to date show that over 66% of the PHMC computers on the HLAN need replacement or upgrade (more memory or disk space) to run the Windows 95 Operating System recently selected as the PHMC standard (Figure 27). The number of systems required to be upgraded to run this software appears to be greater than the early fiscal year (FY) 1997 estimate.

2.3.7.2 Hardware Upgrades. The assumption is that the PHMC, either directly or indirectly, is responsible for the majority of the computers on the HLAN other than those used by RL, Bechtel Hanford, Inc., and PNNL. The number of systems required by the PHMC is estimated to be approximately 7,500 at the end of FY 1997. The current plan is for the PHMC to upgrade approximately 1,500 systems and to procure another 1,650 systems in FY 1997, and to procure another 1,875 in FY 1998. Currently (fiscal year-to-date), approximately 183 new systems have been procured, and 600 systems have been upgraded. Remaining funding in FY 1997 will allow for upgrade of 900 computers. Assuming the procurement freeze is lifted, the total number of PHMC computers capable of running the Windows configuration at the end of the current fiscal year will be approximately 4,600. The preliminary SMS data indicate that more upgrades or new system purchases than currently planned may be required to meet the January 1, 1998, goal for moving to a standard Windows environment.

2.3.7.3 Characterization of PC Operating System and Software. The data in Figure 27 indicate the operating system software in use by the PHMC and companies other than the PHMC; PHMC has 82% of their machines operating at a Windows for Workgroup version 3.11 level, 18% are on Windows 95, and less than 1% are using Microsoft's New Technology (NT). Of the enterprise company contractors, 68% are using Windows version 3.11, 26% are using Windows 95, and about 7% are using Windows NT.

3.0 TELEPHONE USER PROFILE AND REQUIREMENTS

A profile of the telephones and their usage on the Site includes the type of telephones used, broken out by PHMC, DOE, and all other contractors (Figure 28). Figure 29 shows dialing access, such as long distance; Figure 30 shows the use of calling cards.

The charts provided by US West further describe the telephone user's profile, and usage trends and may imply user requirements or desires: Figure 31, IVDTS Trouble Ticket Report Rate; Figure 32, US West Switch Capacity by Node; Figure 33, Service Order Activity Monthly Trends; and Figure 34, Telecommunications Lines Total Circuits in C3, and Figure 35,

The high volume of moves, adds, changes, and deletes shown in Figure 35 is an indication that telephone users, when moved from office to office, want their telephone number moved with them. Keeping the telephone number may be for the convenience of those who call them.

Regardless, this amount of move activity does show some dependency on the telephone services the Site has. The scope of the telephone users profile also includes the following information for any who use the Hanford telephone switch:

12	"800" Phone Numbers
12	Desk top Video users
3	TeleVideo Centers

These data include Hanford contractors such as HEHF and some PNNL users who are not included in the scope of the rest of this document.

Additional information about basic services such as analog phones, ISDN, calling cards, and long distance are shown in Figures 30, 36, and 37.

Following are some relevant questions and answers from the survey.

Survey Question 16: Assume you are asked to share your telephone. What impact might this have on you?

The drop in productivity caused by sharing a phone was much less than in responses to PC-related questions. Thirty-six (36) percent responded that they would have no impact, or a 10% or 20% impact on productivity (Figure 38). However, 30% felt they would have a 50, 60, 70, 80, 90 or 100% loss in productivity. When conducting the field test on this survey question there was a harsh reaction to this question; they were upset about the possibility of having to share a telephone and that the inconvenience would not outweigh the cost savings. This is one possible explanation for the high estimated loss of productivity. The written responses to the next question are relevant.

Survey Question 17: If you noted a decrease in productivity above (to the question on sharing a telephone), please type in the reason(s) for the decrease at the > > prompt. The following answers explain the minor loss in productivity:

1. Only need a phone when cc:Mail is not available..

2. Generally there would be no problem, but conflicts for use of the phone at the same time would be inevitable.

3. I already share my phone and it does not hinder my productivity. While I would only able to use the phone half as much as this would correlate to a 50% reduction; however, not all my day is on the phone. Probably only 20% of my day is on the phone, so I would say this would cause a 10% decrease 20%/2 = 10%).

4. The phone could be shared; if it is taken away the computer use would increase.

The following written responses to this question explain the large drop in productivity:

1. In a single office it would be difficult—moving materials to other offices to handle telephone conferences.

2. I am a secretary, part of my job is to cover seven phones. It is unreasonable to expect anyone to share with me.

3. Cannot help users with database if I cannot work at my PC and talk at the same time.

4. I am in a shared work space. I would be answering the phone for someone else.

5. As a health safety professional that responds to emergencies, this would have unmeasurable impact.

A complete list of the written answers in contained in Appendix B.

Survey Question 18: How long can you go without your cellular telephone without a negative impact to your work?

The responses indicated that 92% of the users do not have a cellular phone (see Figure 38). Of those who do, the responses indicated that about one-third could be without the use of their cellular phone 2 hours or less before a negative impact to their work would occur. Another one-third of the cellular phone users could go more than 8 hours before a negative impact to their work occurred.

Survey Question 19: Are you able to check out a cellular telephone from a pool if your work demands it on a daily or weekly basis? Of those answering this question only 11% indicated that they are able to check one out from a pool (see Figure 37). Forty-four percent were not able to, and another 44% responded "Not applicable." It should be noted that written responses indicated several people did not know whether or not a cellular pool was available for their use. One possible conclusion is that additional communication is needed to advise workers of a pools existence. Costs can be driven down by the use of pools.

4.0 PAGER USER PROFILE AND REQUIREMENTS

LMSI's Radio Maintenance group administers pagers for the Hanford Site. They administer the Hanford paging system and pagers provided by Kelley's Tele-Communications with regional and state-wide pager coverage. There are 2,986 pagers assigned to the PHMC, 413 to DOE-RL and 1,951 to other contractors. Additionally, 50 pagers have a nationwide range. Radio Maintenance is able to capture pager usage (number of pages sent) for the Hanford paging system. Historical data is shown in Table 7.

Table 7. Pager Usage.

Calendar Year	Number of Pages Sent
1993	474,386
1994	706,948
1995	843,638
1996	1,014,153
1997	257,303*

*As of 3/31/97.

The annual average number of pages is 759,781. Pager usage is increasing; an explanation may be that, as employee population decreases, employees have expanded job responsibilities and communication via the pager makes them more efficient.

Survey Question 20: How long can you go without your pager without a negative impact to your work? Almost 53% of the respondents answered they do not have a pager (Figure 39). Of those who do 45.8% felt they could be without their pager 4 hours or less before causing a negative impact to their work. Eight percent felt they could be without the pager for 4 to 6 hours, and 10% could go 6 to 8 hours. Interestingly, 12.9% can go 1-3 days and another 22.9% can go 3-5 days without their pager without impacting their work. When coupled with the data in question 21, Are you able to check out a pager from a pool of pagers if your work requires it on a daily or weekly basis? (see Figure 39), the conclusion is that employees do not have access to a pool of pagers (35%). Another 47.5% responded "Not Applicable". For the Not Applicable (NA) category, some individuals wrote in that they did not know if one was available and chose NA as the closest response. The conclusion is that pager pools should be established and used more heavily.

5.0 RADIO USER PROFILE AND REQUIREMENTS

A total of 5,000 radio devices are being used at the Hanford Site; portables, base stations, repeaters, and special communication devices are included in this count.

Approximately 2,500 portable and 1,500 mobile radio devices are used in support of all field forces, including both bargaining unit and nonbargaining unit staff. These portable and mobile radios are used by the Site's Patrol, Fire Department, Transportation group, Tank Waste Remediation Systems (TWRS), etc.

All of the PHMC companies, plus PNNL, Bechtel Hanford, and other subcontractors, use these radio devices, supplied by Radio Maintenance/Lockheed Martin Services, Inc., in support of the Site's cleanup efforts.

The remaining 1,000 radio devices are installed as infrastructure electronics that support repeater sites to enable remote radio operations of seismic monitoring throughout eastern Washington and Oregon under contract with the University of Washington, Global Positioning Systems (geographic) satellite telemetry, special functional group's base stations, remote cranes in canyons, Benton County Sheriff's Office, Hanford security operations, ambulance service, mutual aid, Enhanced Data Access Communications Systems (EDACS — a truncated radio system), remote well monitoring, the Radio Fire Alarm Reporting (RFAR) system, and other special communication devices.

These communication systems on the Hanford Site have been, and should continue to be instrumental in communicating key information, as cleanup efforts continue. As the workforce decreases the number of communication devices should decrease.

6.0 CONCLUSIONS AND ACTIONS

The conclusions reached from the assimilated data and recommended actions include the following items.

1. Many Hanford Site workers exhibit a high degree of computer dependency that substantiates the need to upgrade their computers and software to a level that is current with other internal and external users they communicate with in performing their jobs.

2. Because many users cannot justify the use of personal printers, the planned move toward more shared printers is warranted.

3. The heavy use of Hanford Site forms justifies the upgrade of the forms package when the new word processing software is implemented.

4. The existence of Hanford Help and Hints (HUH) should be communicated more widely.

5. HLAN users are already familiar with Windows-based packages and the planned conversion to the Windows suite of software may not be as difficult once predicted.

6. Cost savings may result from establishing and communicating the existence of cellular telephone pools.

7. Cost savings may result from establishing and communicating the existence of pager pools.

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Engineer 26%

Craft 1.7%

Labor/Sup. Ser. 1.2%

Admin/Clerk 13.8%

Mgmt. 15.9%

Technician 4.7%

Scientist 6.3%

Operator 3%

Exempt Prof. 27.5%

Question 1

TelehQi.robets
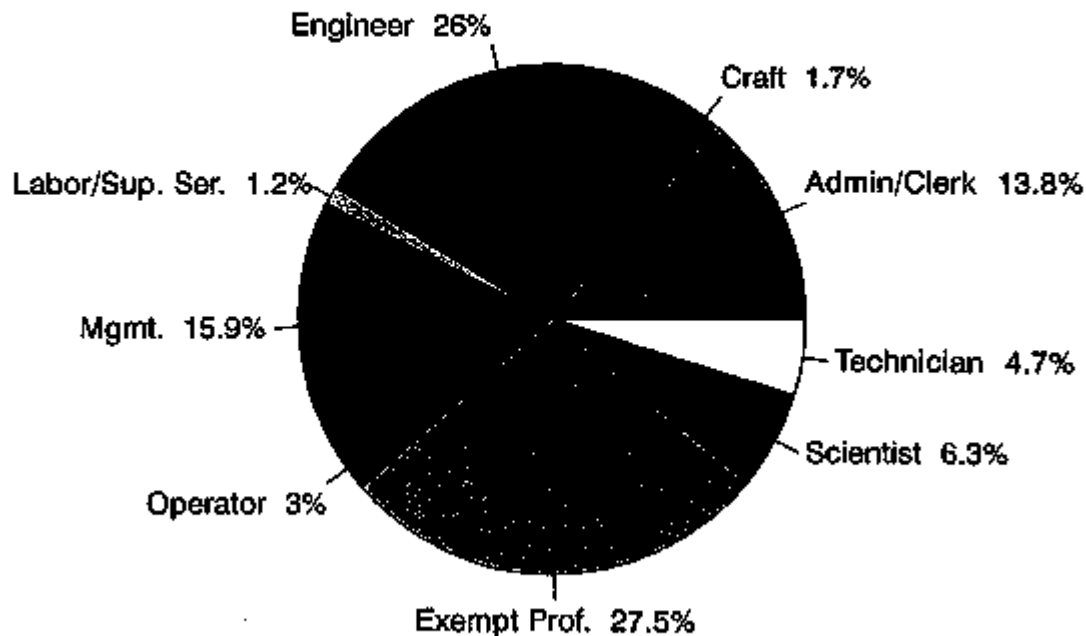
Figure 2. User Profile Survey 1997 — What Length of Training do You Want for New Software?
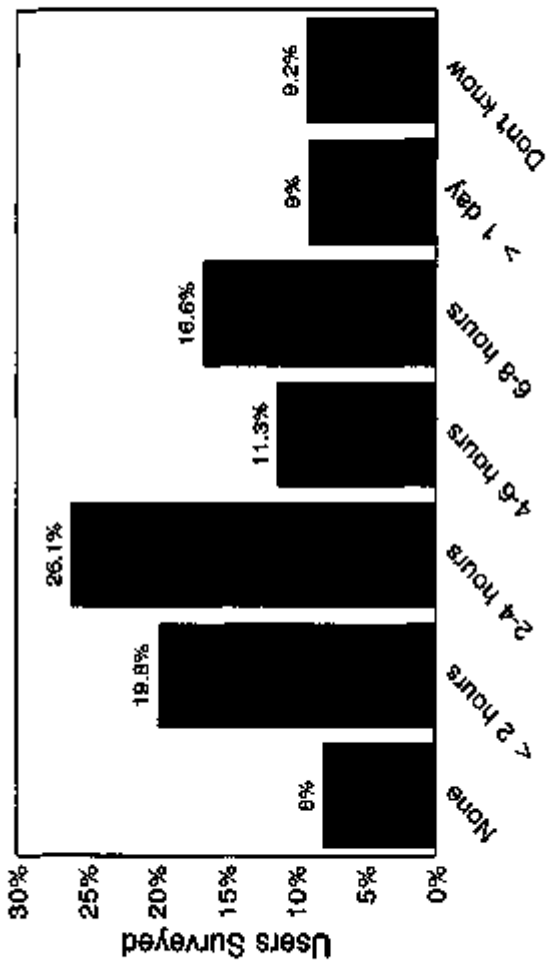
Question 3

Figure 3. User Profile Survey 1997 — Do You Process Sensitive Data?
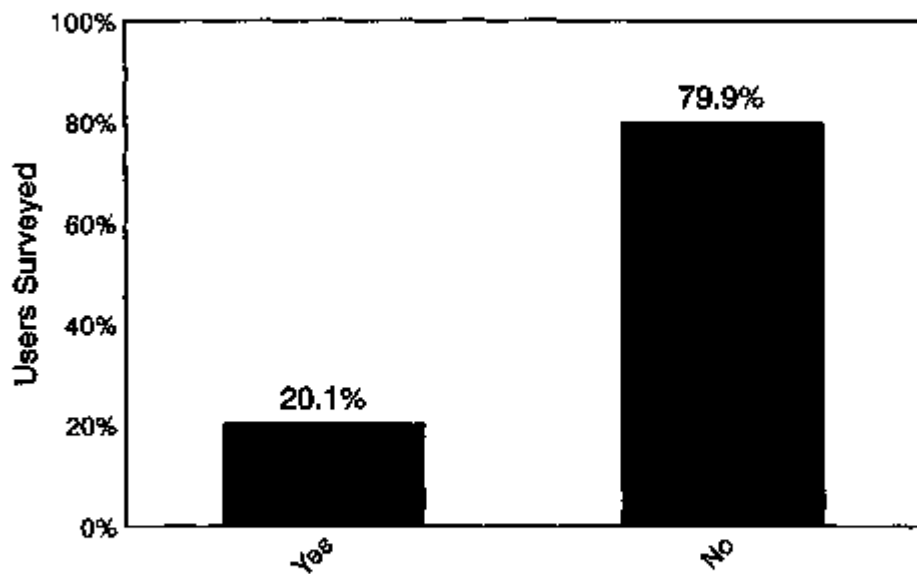
Question 4

TotalVOnPtr

Figure 4. User Profile Survey 1997 — Printer.

What Kind of Printer Do You Use?
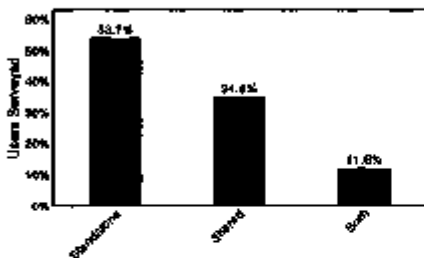
Question 5

Any Reason Why You Can't Share a Printer?
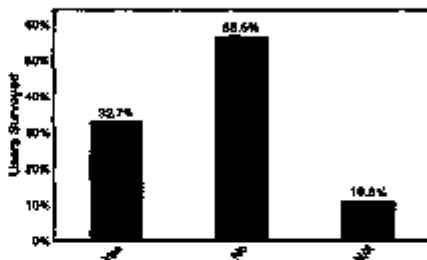
Question 6

Does Your Shared Printer Have the Functions You Need?
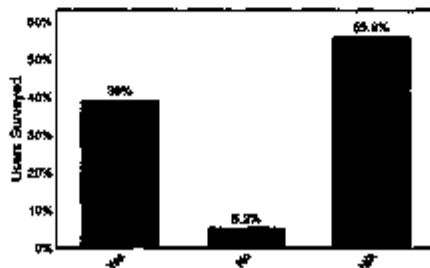
Question 6

Figure 5. User Profile Survey 1997 — What is Your Work Location?
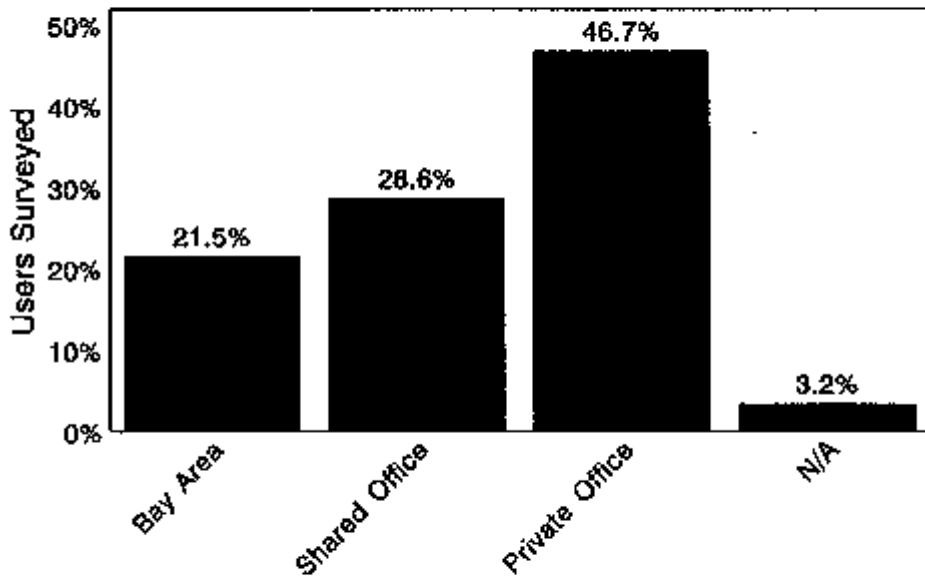
Question 10

Total\Q10Locate

Figure 6. User Profile Survey 1997 — What is Your Actual Daily Computer Usage?
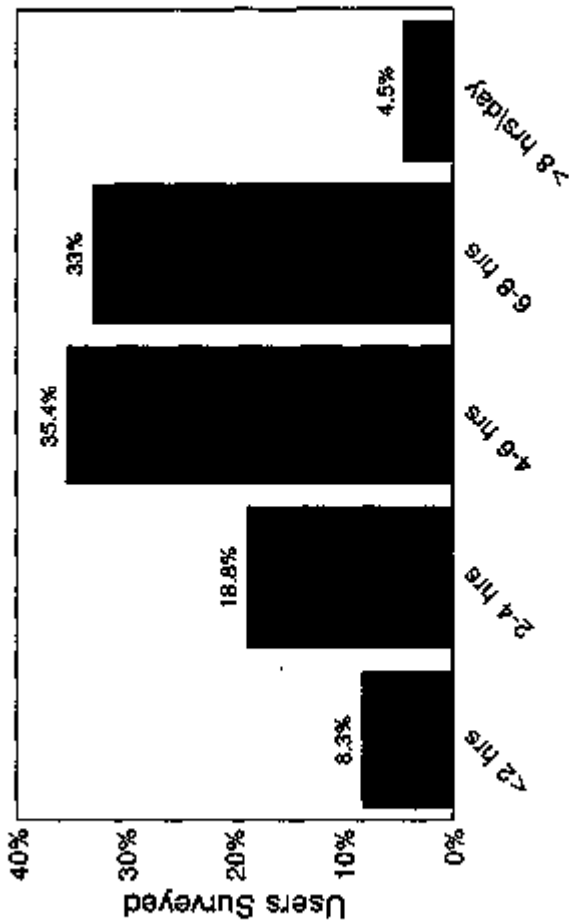
Question 2

Figure 7. User Profile Survey 1997 — If you Are Asked to Share a PC,
What Impact Would This Have on Your Productivity?
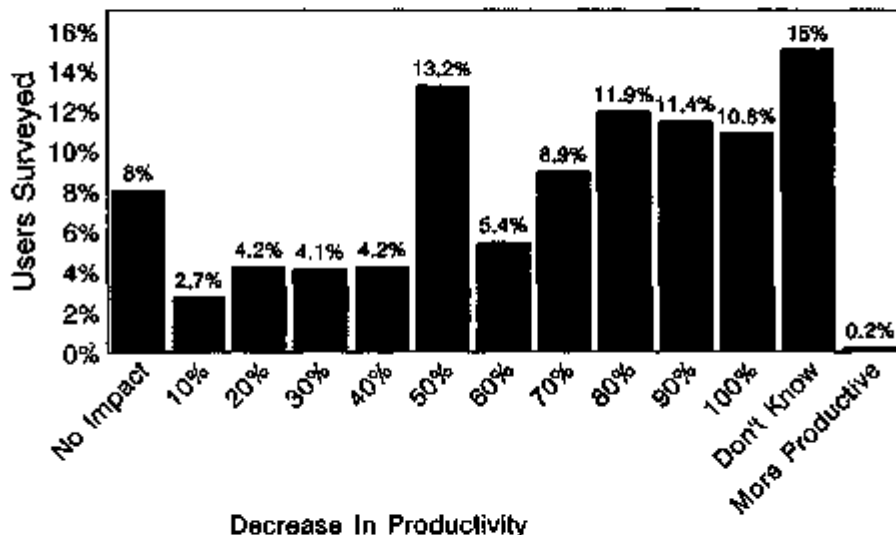
Question 11

Total Of 1 Impact

Figure 8. User Profile Survey 1997 — PCs.

If You Have No Access to a PC, What Impact Would This Have on Your Productivity?

Decrease in Productivity
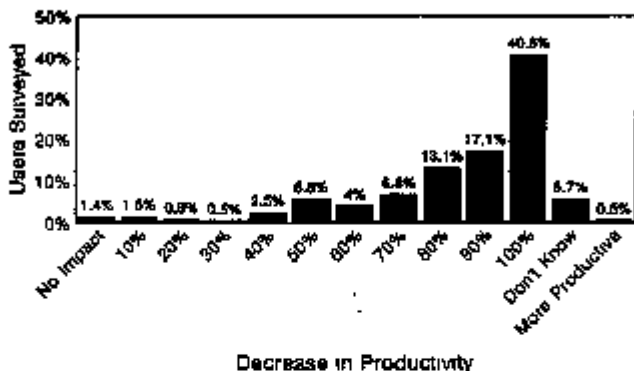
Question 13

What is the Length of Time You Can be Without a Computer?
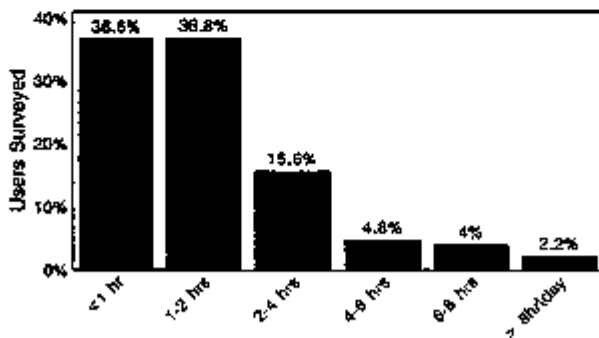
Question 15

April 1997

Figure 9. User Profile Survey 1997 — How Often Do You Use
The Following (Hanford Pop Phone, Pager, Site Forms, and Hanford Information)?

Hanford Pop Phone

Weekly 9%
< Weekly 4%
≥ 3hrs/day 60%
Never Use 4%
5-6hrs/day 3%
4-5hrs/day 6%
2-4hrs/day 7%

Question 22

Hanford Pager

< Weekly 26%
Never Use 18%
5-6hrs/day 2%
4-5hrs/day 1%
3-6hrs/day 2%
Weekly 23%
≥ 3hrs/day 15%

Question 22

Site Forms

< Weekly 44%
Never Use 12%
4-5hrs/day 1%
2-3hrs/day 2%
≥ 3hrs/day 14%
Weekly 25%
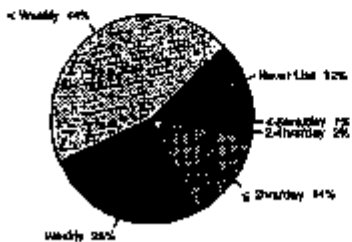
Question 22

Hanford Information

< Weekly 54%
Never Use 6%
3-6hrs/day 2%
≥ 3hrs/day 10%
Weekly 34%

Question 22

Total/Complete
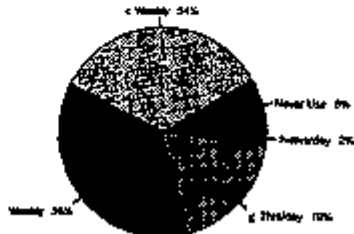
Figure 10   User Profile Survey 1997 — How Often Do You Use
The Following (HUH, Look-Up, WEB Browser, Print Menu)?

Hanford User Help and Hints (HUH)

Never Use 25%
≤ 2hrs/day 3%
Weekly 7%
< Weekly 11%
Question 17

Look-Up

< Weekly 30%
Never Use 13%
6-8hrs/day 1%
4-6hrs/day 1%
2-4hrs/day 2%
≤ 2hrs/day 30%
Weekly 25%
Question 22

WEB Browser

< Weekly 22%
Never Use 30%
2-4hrs/day 4%
≤ 2hrs/day 14%
Weekly 30%
Question 22

Print Menu

< Weekly 20%
Never Use 20%
6-8hrs/day 2%
4-6hrs/day 3%
2-4hrs/day 5%
≤ 2hrs/day 10%
Weekly 40%
Question 22

Figure 11   User Profile Survey 1997 — How Often Do You Use the
Following Software (WordPerfect 5.1, WordPerfect 6 0/6 1, Microsoft Word)?
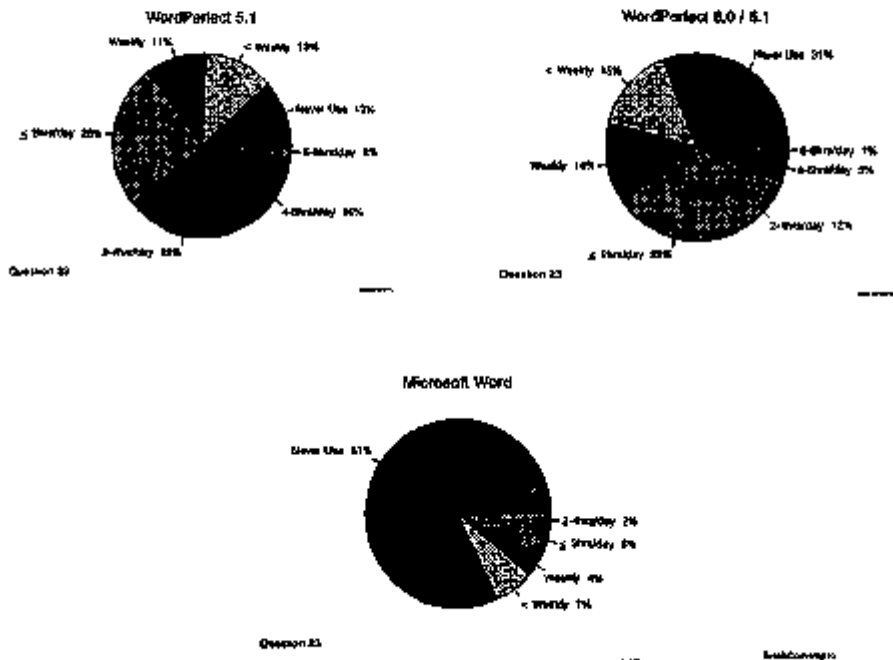
Figure 12. User Profile Survey 1997 — How Often Do You Use
The Following Software (cc:Mail Windows, cc:mail DOS, Exchange)?

cc:Mail Windows

Question 23

cc:Mail DOS

Question 23

Exchange
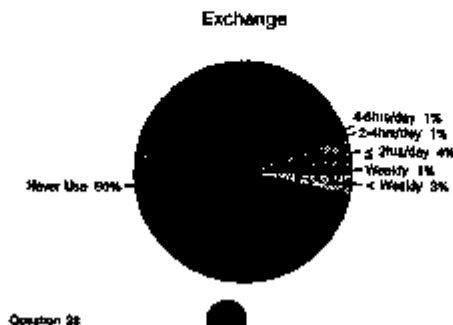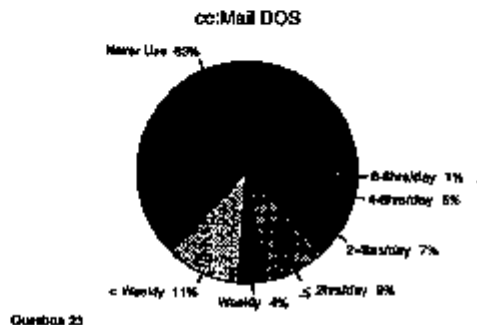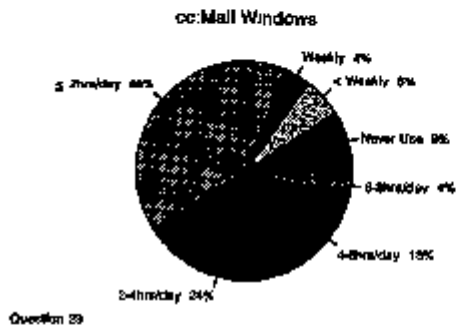
Question 23

Figure 13   User Profile Survey 1997 — How Often Do You Use
The Following (dBase, Access, Paradox, FoxPro)?
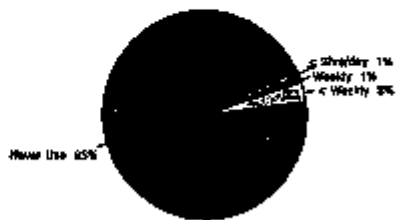
Figure 14. User Profile Survey 1997 — How Often Do You Use
The Following Software (Power Point, Corel Draw, Harvard
Graphics, and Other Presentation Graphics)?

Power Point

Never Use 49%

2-4/mo/day 1%
≤ 3/wk/day 5%
Weekly 7%
< Weekly 18%

Question 23

Corel Draw

≤ 3/wk/day 1%
Weekly 2%
< Weekly 3%

Never Use 93%

Question 23

Harvard Graphics

Never Use 74%

≤ 3/wk/day 3%
Weekly 6%
< Weekly 17%

Question 23

Other Presentation Graphics

4-8/wk/day 1%
2-4/wk/day 1%
≤ 3/wk/day 3%
Weekly 3%
< Weekly 6%

Never Use 83%

Question 23

Total\0537\qrtgraph
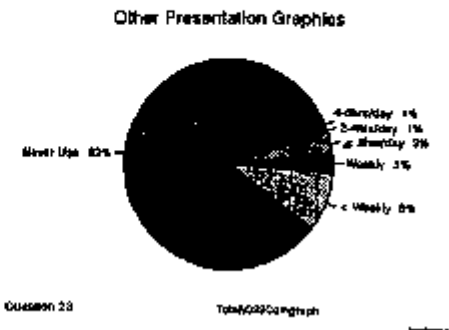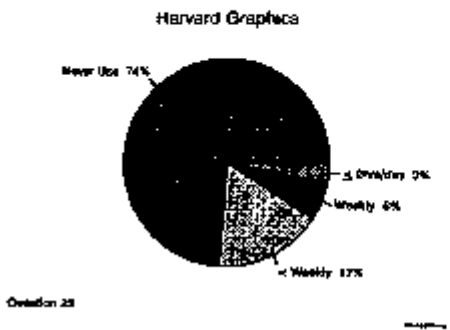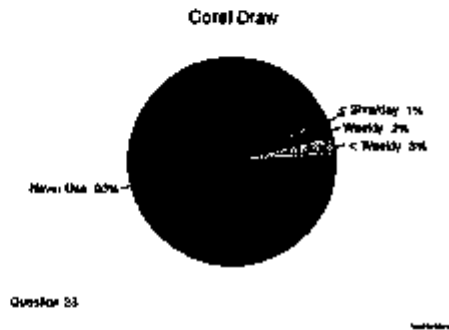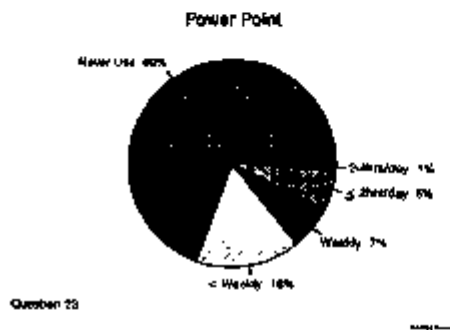
Figure 15. User Profile Survey 1997 — How Often Do You
Use The Following Software (AutoCAD, Norton
Utilities, LANCal, and Intergraph)?

Figure 16. User Profile Survey 1997 — How Often Do You Use
The Following Software (Microsoft Project, PX Project
Management, and Primavera)?

Microsoft Project

PX Project Management

Primavera
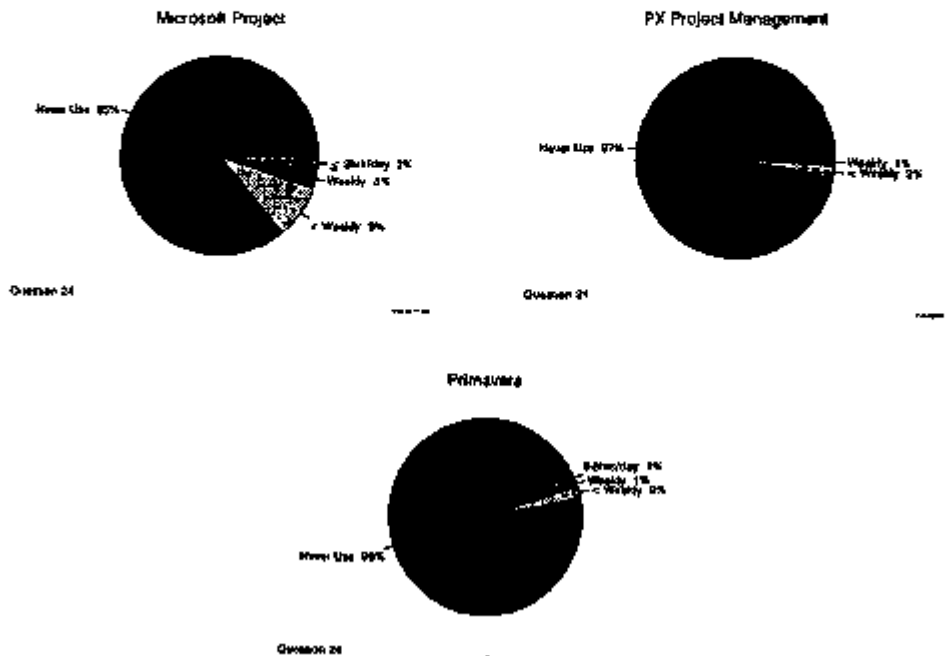
Figure 17. User Profile Survey 1997 — How Often Do You Use The Following
Software (Excel, Lotus 1-2-3, and Quattro Pro)?

Excel

< Weekly 16%
Weekly 16%
≤ 2hrs/day 17%
Never Use 40%
8-8hrs/day 1%
4-8hrs/day 4%
2-4hrs/day 61%
Question 24

Lotus 1-2-3

Never Use 84%
2-4hrs/day 1%
≤ 2hrs/day 3%
Weekly 4%
< Weekly 8%
Question 24

Quattro Pro

Never Use 92%
≤ 2hrs/day 2%
Weekly 2%
< Weekly 3%
Question 24
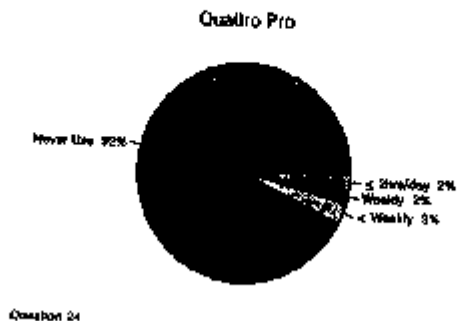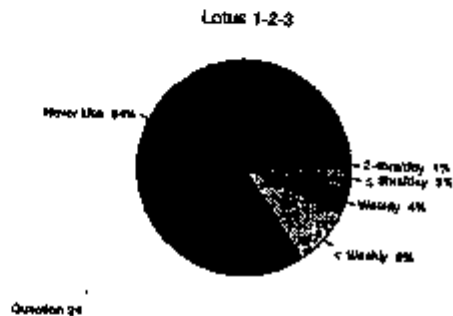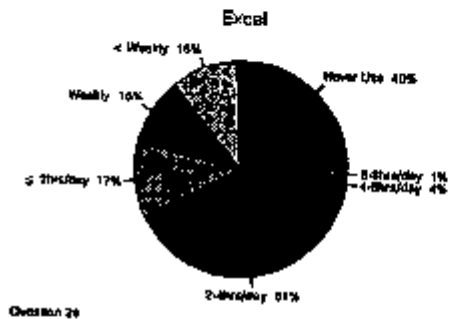
Figure 18. User Profile Survey 1997 — WordPerfect 6.1 (Metered Access).

Jan/Mar 1997 Data Not Available

HNF-MR-0577 REV 1
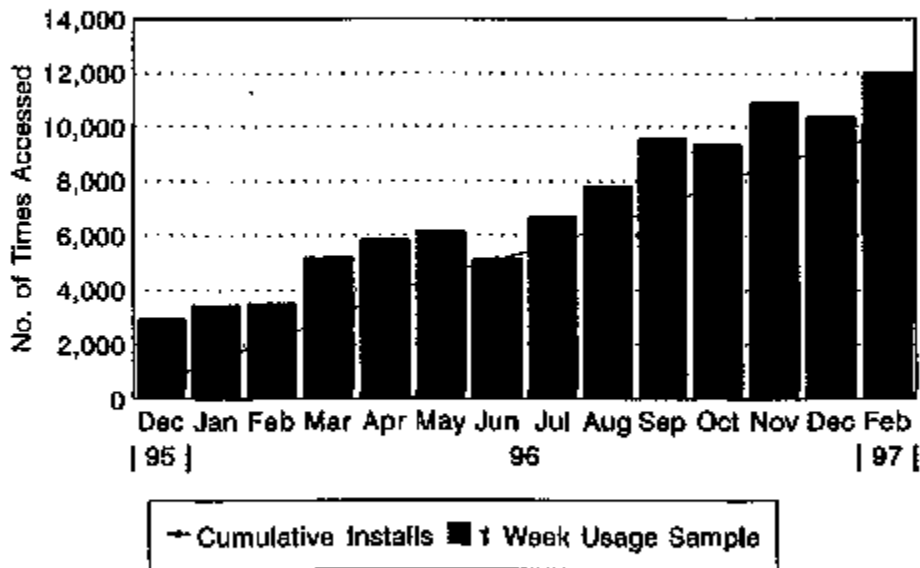
TotalWP61use

Figure 19. User Profile Survey 1997 — Excel (Metered Access).
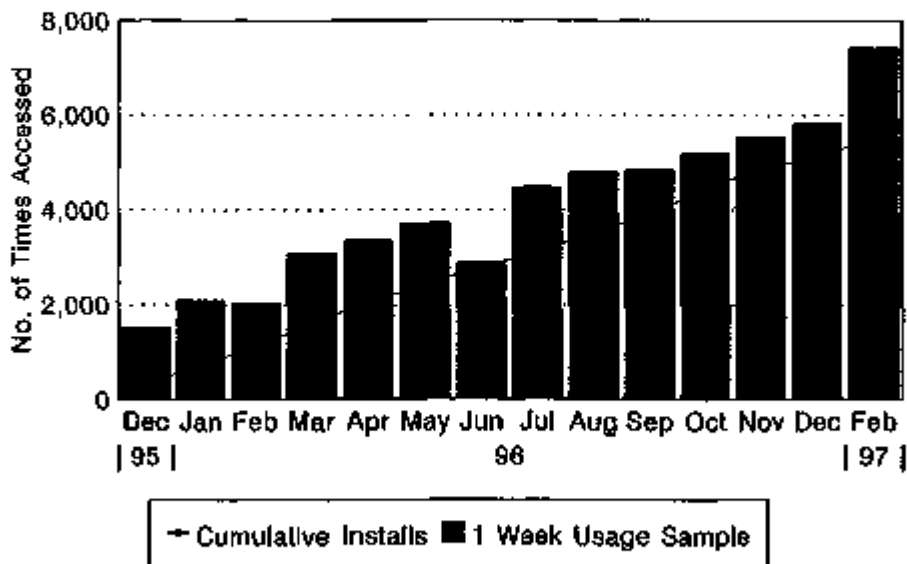
Jan/Mar 1997 Data Not Available

Total/Excelusa

Figure 20. User Profile Survey 1997 — Power Point (Metered Access).
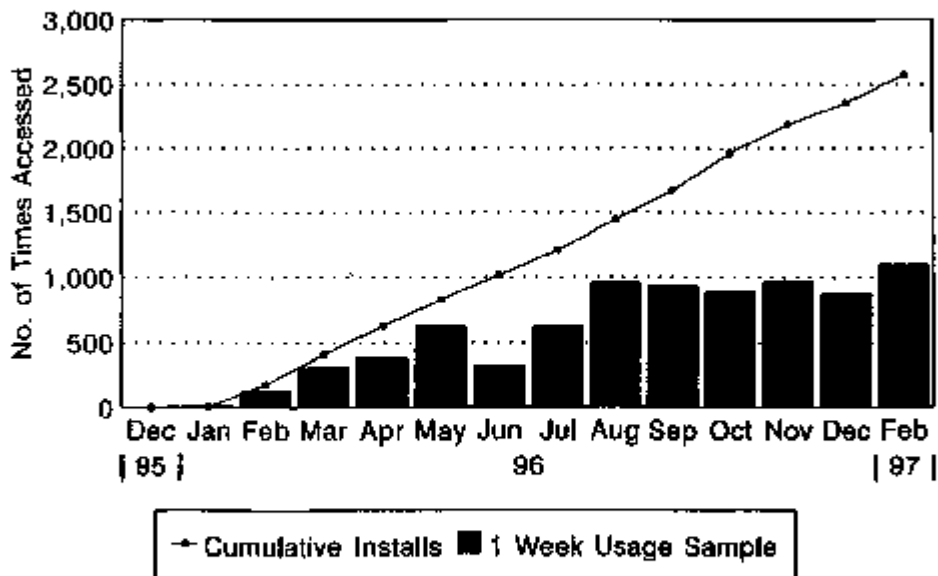
Jan/Mar 1997 Data Not Available

Total/PowPoint

Figure 21 User Profile Survey 1997 — Paradox (Metered Access)
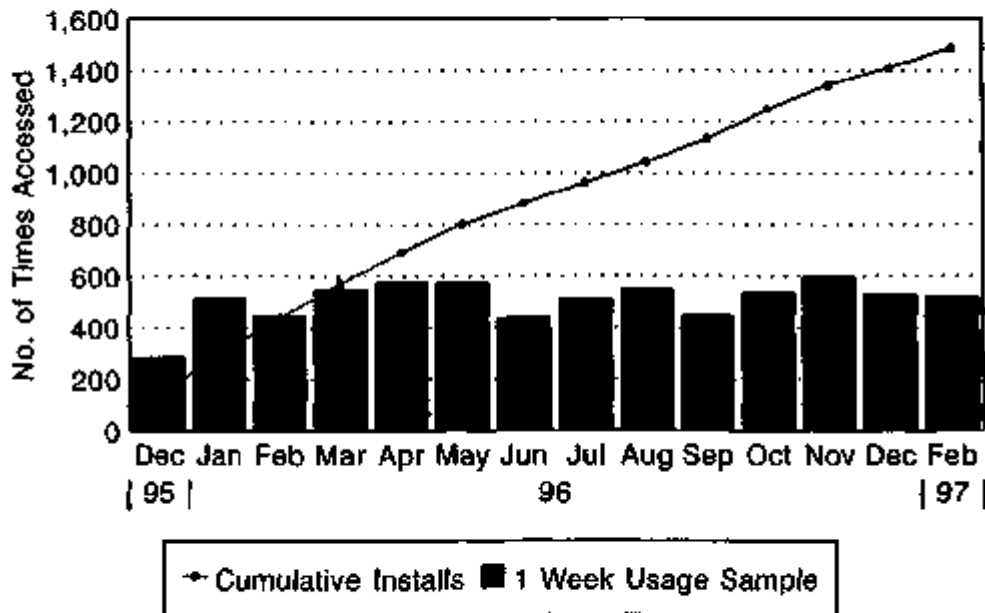
Jan/Mar 1997 Data Not Available

Figure 22. User Profile Survey 1997 — Microsoft Project 4.0 (Metered Access).
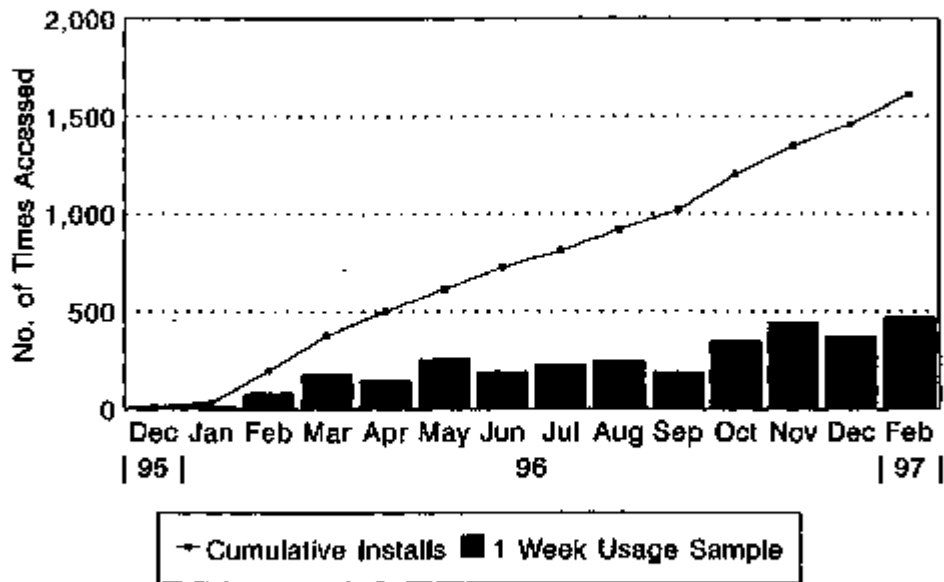
Jan/Mar 1997 Data Not Available

Total/Project4

Figure 23   User Profile Survey 1997 — Electronic Mail Usage
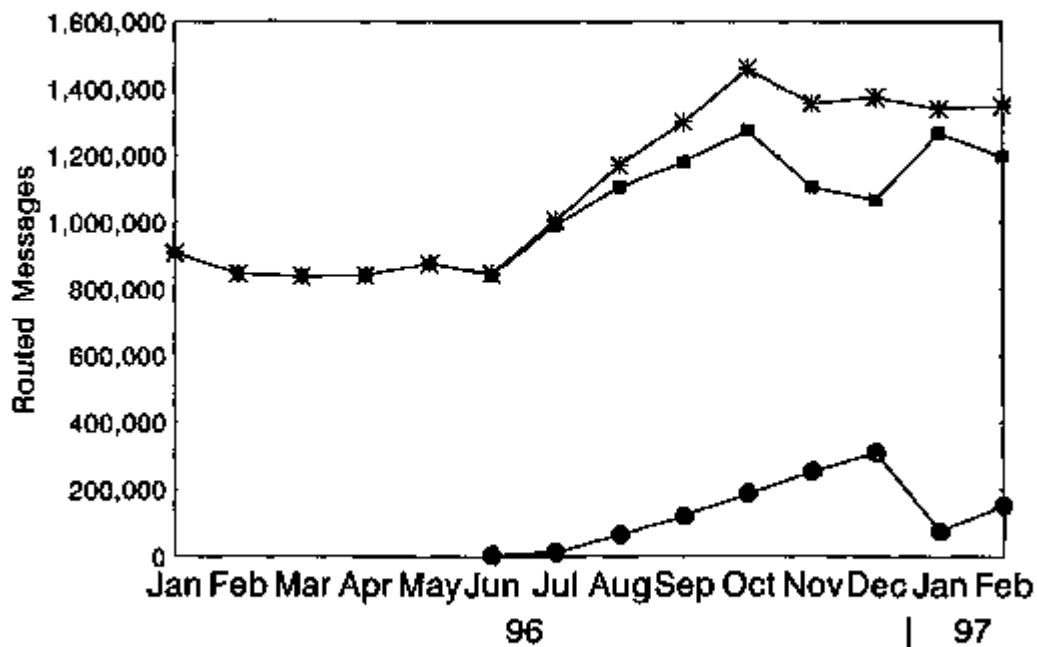
TotalRoutedms

Figure 24. User Profile Survey 1997 — Onsite Users Accessing the Hanford Intranet and Offsite Users Accessing the Hanford Internet.
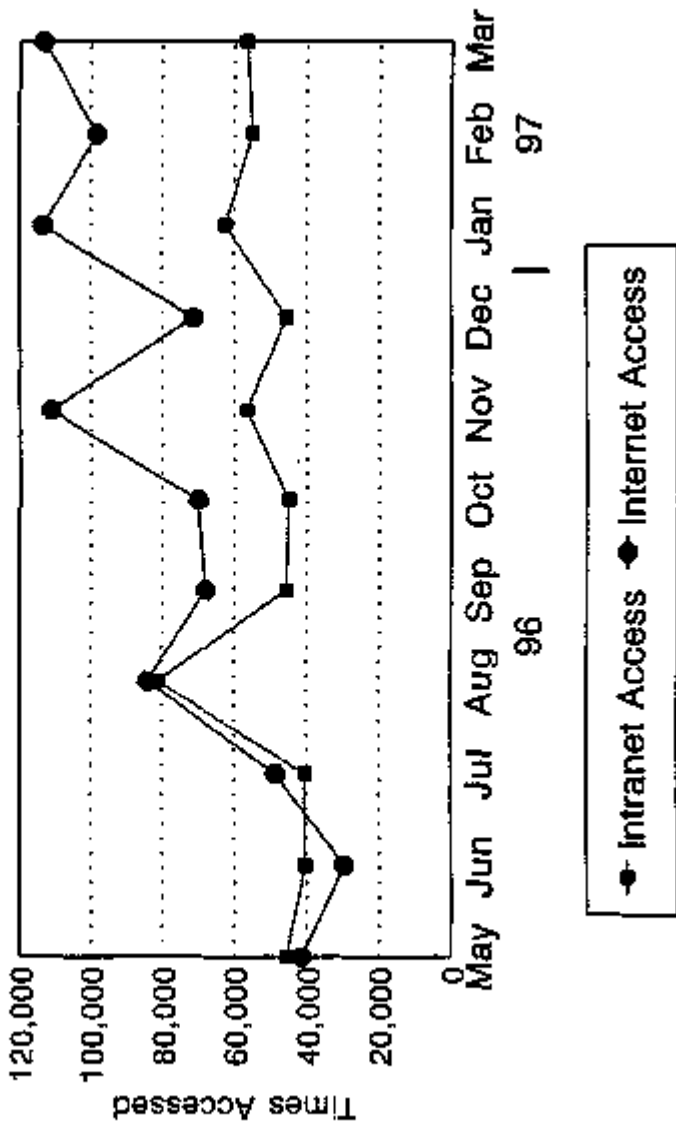
Figure 25. Onsite Users Accessing the External Internet.
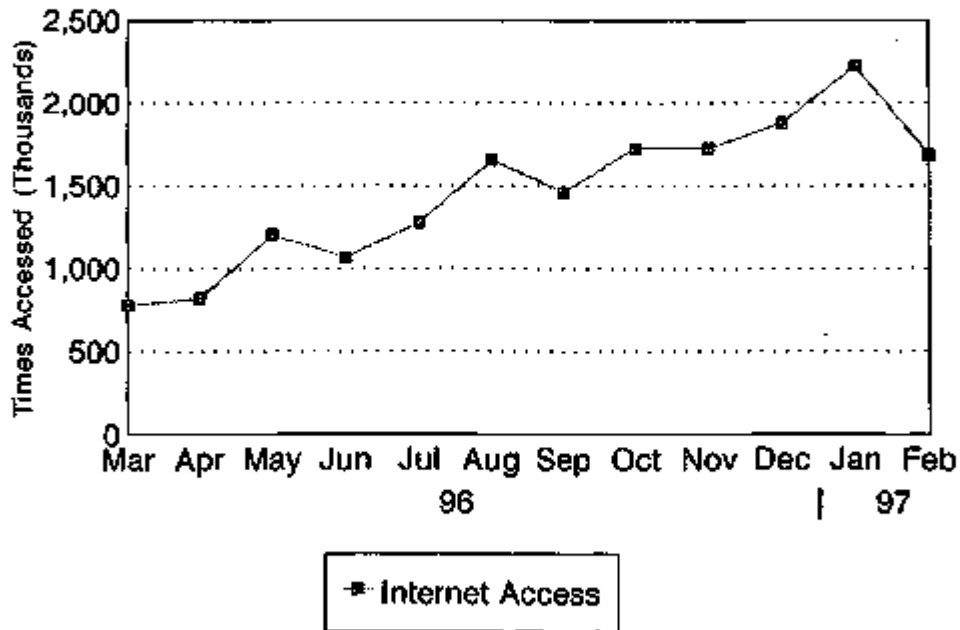
Figure 26   User Profile Survey 1997 — Rate Applications by Importance to You.
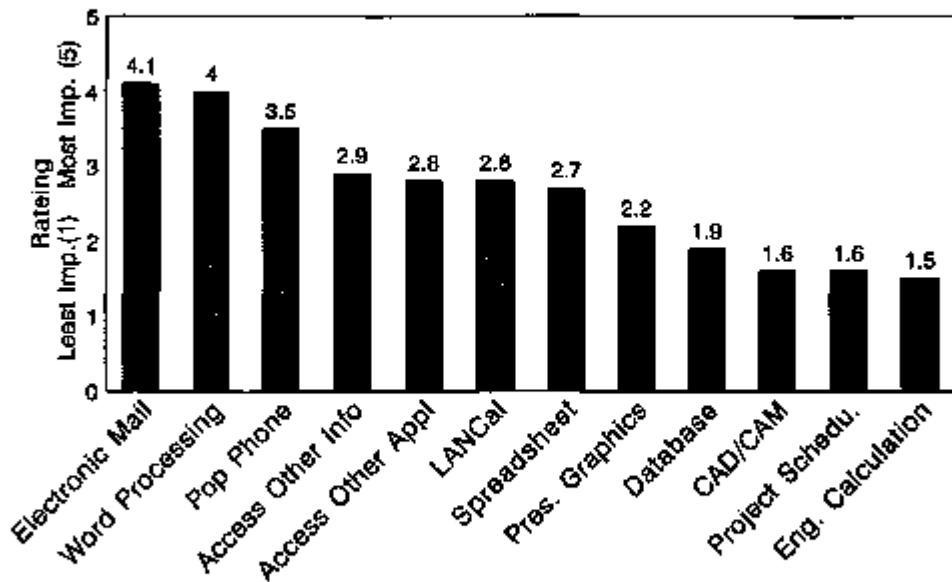
Question 25

Total\Q25Rate

Figure 27. Computers on HLAN Network.[*]

Contractor	Computers						
	386	486	Pentium	Total	Upgrade required?		No upgrade required
					No	Yes	
PHMC	463	3,256	580	4,299	884	1,942	1,473
ENCO's	144	1,444	585	2,173	270	1,006	8,97
DOE-RL	13	54	513	580	16	20	544
Other	88	732	220	1,040	179	436	425
Totals	708	5,486	1,898	8,092	1,349	3,404	3,339

Contractor	Operating System		
	Windows version		Microsoft NT
	3 11	95	
PHMC	3,512	795	9
Non PHMC	1,472	557	152
DOE-RL	41	542	0
Other	658	327	59
Total	5,683	2,221	220

NT = New technology.

---

[*]Data is Preliminary because the SMS data base is in the process of being implemented Therefore, these numbers are not yet fully representative of the hardware and software total pupulations

April 1997

Figure 28   Hanford Telephone System Equipment
Counts By Company for April 1997

Company	Analog SUB	ISDN	Total Count	Phones ISDN (%)
PHMC Subtotal	7,048 00	448 00	7,496 00	5 98%
DOE Subtotal	803 00	96 00	899 00	10 68%
All Other Subtotal	5,267 00	391 00	5,658 00	6 91%
Grand Total	13,118 00	935 00	14,053 00	6 65%

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April 1997

Figure 29 Hanford Telephone System Listing of Dialing
Access For An Organization for April 1997

Company	Local (EAS)	Long Distance	Total Count
PHMC Subtotal	1,285	3,541	5,169
DOE Subtotal	37	1,083	1,122
All Other Subtotal	1,460	6,619	8,129
Total for Site	2,782	11,243	14,420

C506072R
opap sk

Figure 30. Hanford Telephone System US West Activity
Calling Card Count For April 1997.

Totals	ATTPULL	MCI	FTS	Total Count
PHMC Subtotal	0	15	166	181
DOE Subtotal	0	5	392	397
All Other Subtotal	117	204	736	1057
Total for Site	117	224	1294	1635

C000018
called n/a

Telephone - IVDTS Net Trouble Report Rate
March 1997

10 - 1 25 Satisfactory

06 - 1 0 Good

0 52   0 46   0 33   0 44   0 36   0 33   0 47   0 44   0 39   0 52   0 44   0 67

Apr   May   Jun   Jul   Aug   Sep   Oct   Nov   Dec 1996   Jan 1997   Feb   Mar

PURPOSE
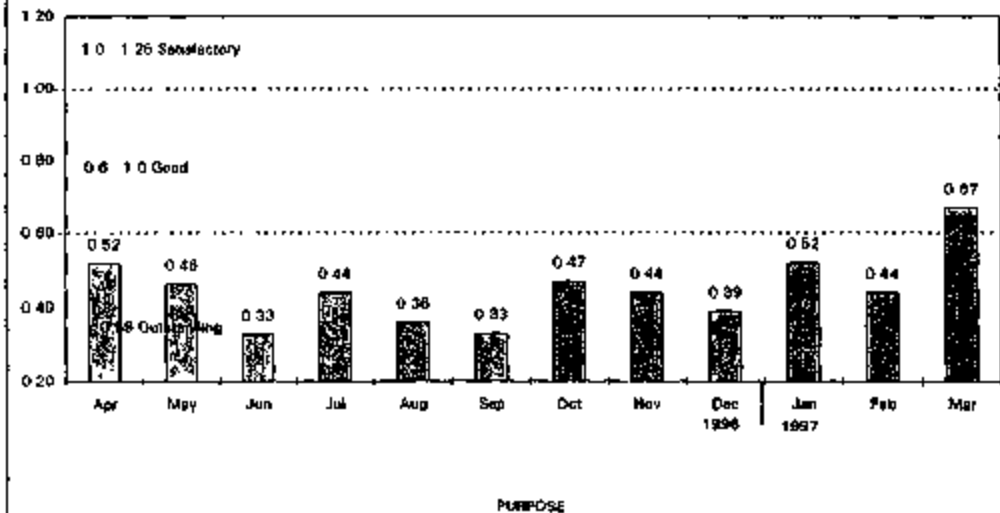
This chart displays the percentage of trouble reports in relation to the total number of circuits in service   The lower the percentage, the better the performance

Figure 31. Telephone — IVDTS Net Trouble Report Rate (March 1997).

US WEST Switch Capacity By Node
December 1996

Figure 32. US West Switch Capacity By Node (December 1996)
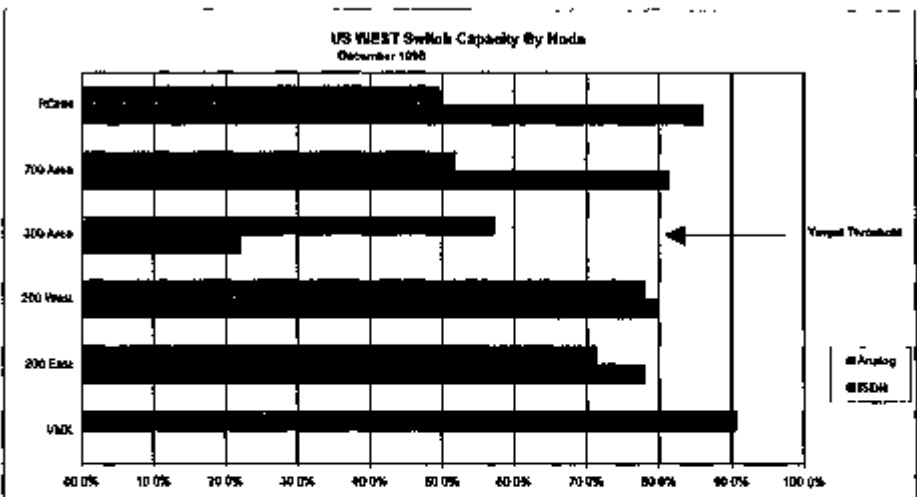
	Analog				ISDN			
	Lines Equipped	Lines Service	Lines Available	%Used	Lines Equipped	Lines Service	Lines Available	%Used
VMX	9000	8161	839	90.7%				
200 East	4608	3284	1324	71.3%	265	207	58	78.1%
200 West	2688	2095	593	77.9%	209	167	42	79.9%
300 Area	4188	2386	1802	57.1%	631	139	492	22.0%
700 Area	4737	2454	2283	51.8%	251	204	47	81.3%
RCNW	5504	2726	2778	49.5%	271	239	35	89.0%

Telephone - Service Order Activity-Monthly Trends

December 1996

1100 Maximum

Month	Value
Jan	1886
Feb	1255
Mar	888
Apr	1029
May	890
Jun	2347
Jul	1071
Aug	407
Sep	557
Oct	804
Nov	1522
Dec	534

■ Order Activity   ■ Credit Cards

PURPOSE

Track monthly database maintenance activities for the last twelve months that represent data entry and data analysis activity generated by the NMC

ASSESSMENT

Activity volume will vary from month to month based upon the various events within the month. For example, in June and July, new cable reports were ran and a strong effort was made by the NMC to clean up old data on the D mark records. Activity was high in November resulting from maintenance to the org and charge code changes

Telecommunications Lines (Total Circuits in C3)
December 1996

PURPOSE

This chart displays the total circuit records in C3. This includes all telephone circuits, special circuits, and credit card accounts.

ASSESSMENT

The total circuit measurement shows an on-going monthly decrease due to the force reduction in place on the Hanford site.

Figure 34 Telecommunications Lines — Total Circuits in C3 (December 1996)

Figure 35. Service Order Activity-Monthly Trends (March 1997).

Service Order Activity-Monthly Trends
March 1997

Apr	2578	
May	2264	
Jun	1810	
Jul	2098	
Aug	2511	
Sep	2585	
Oct	4895	
Nov	3018	
Dec	2596	
Jan	2932	
Feb	2842	
Mar	2916	

2328 Maximum

BSO Actv ■ TT Actv

PURPOSE

Tracks service order and trouble ticket activities for the last twelve months that require technician support

ASSESSMENT

The high volume of service orders in October through December represents the move activity associated with the new contractor teams on site. Service order volumes continued to be high in March as the result of the new contractor teams still positioning their office locations.

Figure 36   Hanford Telephone System Listing of Line
Counts for an Organization for April 1997

Basic Service Digital

Totals	Analog	ISDN	Specials	Calling Cards	Total Count
PHMC Subtotal	6303	459	1724	244	8730
DOE Subtotal	1013	102	68	451	1634
All other Subtotal	5657	447	410	1271	7785
Total for site	12973	1008	2202	1966	18149

Figure 37   Hanford Telephone System Long Distance Charges For The
Hanford Site Date Range March 1, 1997 - January 31, 1997

Totals	Total Calls	Duration	Avg Duration	Total Cost	Avg Cost
PHMC Subtotal	36,466 00	151,780 70	4 16	15,362 73	0 42
DOE Subtotal	14,176 00	75,702 40	5 34	7,480 62	0 53
All Other Subtotal	59,683 00	236,856 70	3 97	24,172 02	0 41
Grand Total	110,325 00	464,339 80	4 21	47,015 37	0 43

Figure 38. User Profile Survey Total: All Companies — Telephone Service.

What is the Length of Time You Can be Without a Cell Phone, Without Impacts?
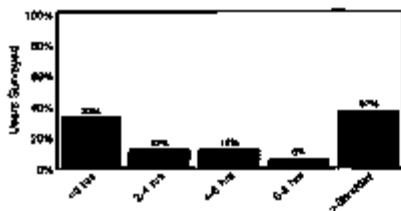
Question 18
64% Responded: don't have cell phone

Can You Check Out a Cell Phone From a Pool if Needed?
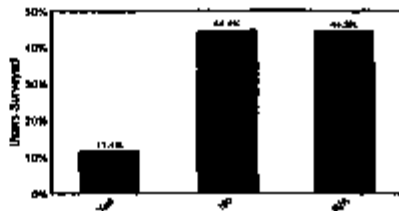
Question 19

If Asked to Share a Phone, What Impact Would This Have on Your Productivity?

Decrease in Productivity
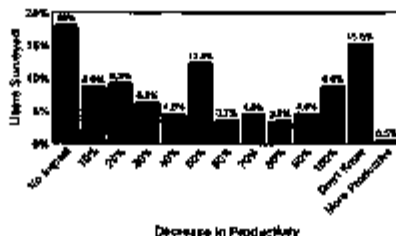
Question 18

Figure 39. User Profile Survey 1997 Total: All Companies — Pager.

What is the Length of Time You Can be Without a Pager, Without Impacts?
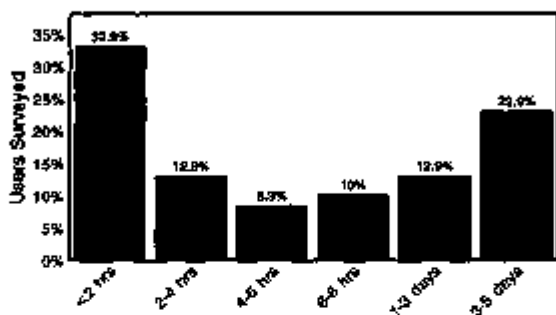
Question 20
62.7% Responded: Don't have pager

Can You Check Out a Pager From a Pool if Needed?
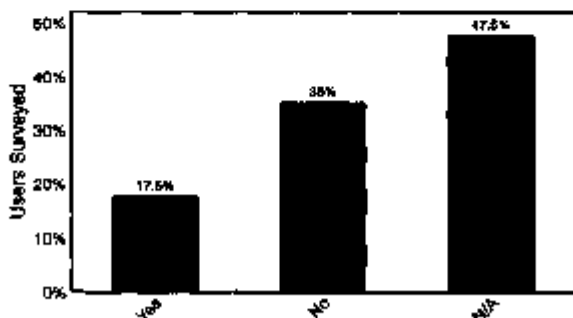
Question 21

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APPENDIX A

1997 HLAN USER SURVEY

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The 1997 computer, telephone, and pager survey is given below. The purpose of the survey is to determine usage profiles, trends, and user requirements. This survey is in response to a DOE-RL milestone. Your responses are important to us, as only a limited number of people have been chosen at random to participate in the survey. Thank you for your participation.

Please return your responses no later than Tuesday, 4:00 p.m. April 1, 1997 to the same mailbox that sent this to you. Your responses will be kept confidential.

Since this survey is being conducted via electronic means it is important that it be completed from within cc:Mail. Do Not complete and attach a Word Perfect file. The electronic survey cannot read a word processor file.

When prompted for your answer at the " > > ", key in the number or letter (letters can be in upper or lower case) of your answer and arrow down to the next question.

[Q1] Select the category that best describes your classification:

    (1) Administrative/Clerical (e.g.; secretary, staff assistant, clerk, etc.)
    (2) Craft (e.g.; pipe fitters, carpenters, etc.)
    (3) Engineer (e.g.; chemical, electrical, mechanical, etc.)
    (4) labor and Support Services Worker (e.g.; fire fighter, vehicle driver, guard, etc.)
    (5) Management (supervisor through executive)
    (6) Operator (e.g.; NPO's, equipment operator, etc.)
    (7) Other Exempt Professional (e.g.; budget analyst, buyer, etc.)
    (8) Scientist (e.g.; chemist, physicist, etc.)
    (9) Technician (e.g.; health physics technician, etc.)

Please enter your response here > >

[Q2] I typically use my computer this number of hours per day. (Indicate your actual computer usage, not just turned on.)

    (1) Less than 2 hours
    (2) 2-4 hours
    (3) 4-6 hours
    (4) 6-8 hours
    (5) More than 8 hours a day

Please enter your response here > >

[Q3]   In the past, when you started using a new software package what length of training would you liked to have had?

    (1) None
    (2) Less than 2 hours
    (3) 2-4 hours
    (4) 4-6 hours
    (5) 6-8 hours
    (6) More than a day
    (7) Don't know

Please enter your response here > >

[Q4]   Do you process sensitive data?

    (Y) Yes
    (N) No

Please enter your response here > >

[Q5]   Do you have your own standalone (personal) printer? (Not a printer shared with someone else.)

    (1) Standalone
    (2) Shared
    (3) Both

Please enter your response here > >

[Q6]   Is there any reason why you cannot share a printer? If your answer is "No" skip to question number 10.

    (1) Yes
    (2) No
    (3) Not Applicable

Please enter your response here > >

[Q7] Please write in the reason(s), if any, why you can not share a printer.

Please enter your response here > >

[Q8] Does your shared printer have the functions you need?

(1) Yes
(2) No
(3) Not Applicable

Please enter your response here > >

[Q9] If you answered no to question number 8, list the additional printer functions you
need.

Please enter your response here > >

[Q10] Do you work in a bay, share an office, or have your own office?

(1) Bay
(2) Share
(3) Have my own private space or office
(4) Not applicable

Please enter your response here > >

[Q11] Assume you are asked to share a fully configured computer and one is available
nearby. What impact would this have on You?

(1) No impact
(2) 10% decrease in productivity
(3) 20% decrease in productivity
(4) 30% decrease in productivity
(5) 40% decrease in productivity
(6) 50% decrease in productivity
(7) 60% decrease in productivity
(8) 70% decrease in productivity
(9) 80% decrease in productivity
(10) 90% decrease in productivity
(11) 100% decrease in productivity

(12) Don't know
(13) It would make me more productive

Please enter your response here > >

[Q12] If you noted a decrease in productivity above please type in the reason(s) for the decrease at the > > prompt

Please enter your response here > >

[Q13] If you had no access to a computer (PC), what impact would it have on your productivity? (Assume that you can not off-load your work to someone with a PC.)

   (1) No impact
   (2) 10% decrease in productivity
   (3) 20% decrease in productivity
   (4) 30% decrease in productivity
   (5) 40% decrease in productivity
   (6) 50% decrease in productivity
   (7) 60% decrease in productivity
   (8) 70% decrease in productivity
   (9) 80% decrease in productivity
   (10) 90% decrease in productivity
   (11) 100% decrease in productivity
   (12) Don't know
   (13) It would make me more productive

Please enter your response here > >

[Q14] If you noted a decrease in productivity above, please type in the reason(s) for the decrease at the > > prompt.

Please enter your response here > >

[Q15] How long can you go without using your computer in a average day without a negative impact to your work?

   (1) Less than 1 hour
   (2) 1-2 hours
   (3) 2-4 hours
   (4) 4-6 hours

(5) 6-8 hours
(6) More than a day

Please enter your response here > >

[Q16] Assume you are asked to share your desktop telephone. What impact would this have on you?

(1) No impact
(2) 10% decrease in productivity
(3) 20% decrease in productivity
(4) 30% decrease in productivity
(5) 40% decrease in productivity
(6) 50% decrease in productivity
(7) 60% decrease in productivity
(8) 70% decrease in productivity
(9) 80% decrease in productivity
(10) 90% decrease in productivity
(11) 100% decrease in productivity
(12) Don't know
(13) It would make me more productive

Please enter your response here > >

[Q17] If you noted a decrease in productivity above, please type in the reason(s) for the decrease at the > > prompt.

Please enter your response here > >

[Q18] How long can you go without your cellular telephone without a negative impact to your work?

(1) I don't have a cellular telephone
(2) Less than 2 hours
(3) 2-4 hours
(4) 4-6 hours
(5) 6-8 hours
(6) More than 8 hours a day

Please enter your response here > >

[Q19] Are you able to check out a cellular telephone from a pool if your work demanded it on a daily or weekly basis?

(1) Yes
(2) No
(3) Not Applicable

Please enter your response here > >

[Q20] How long can you go without your pager without a negative impact to your work?

(1) I don't have a pager
(2) Less than 2 hours
(3) 2-4 hours
(4) 4-6 hours
(5) 6-8 hours
(6) 1-3 days
(7) 3 days to a week

Please enter your response here > >

[Q21] Are you able to check out a pager from a pool of pagers if your work required it on a daily or weekly basis?

(1) Yes
(2) No
(3) Not Applicable

Please enter your response here > >

[Q22] How often do you use the following software? Rate each software with your closest estimate using this scale:

1 Never use
2 Use less than weekly
3 Use weekly
4 Use a few minutes up to 2 hours per day
5 Use 2-4 hours per day
6 Use 4-6 hours per day
7 Use 6-8 hours per day

Never use 1 2 3 4 5 6 7 Use 6-8 hours per day

Using the scale above, please enter your responses between the " > > " and "-" symbols below:

> > - Hanford Information
> > - Hanford Phone Pop Up Directory
> > - Hanford Pager
> > - Site Forms
> > - Print Menu
> > - Look-up
> > - Web browser Internet Explorer or Netscape
> > - HUH - Hanford User Help and Hints

[Q23] How often do you use the following software? Rate each software with your closest estimate using this scale:

1 Never Use
2 Use less than weekly
3 Use weekly
4 use a few minutes up to 2 hours per day
5 Use 2-4 hours per day
6 Use 4-6 hours per day

Never use 1 2 3 4 5 6 7 Use 6-8 hours per day

Using the scale above, please enter your responses between the " > > " and "-" symbols below:

> > - Microsoft Word
> > - WordPerfect 5.1
> > - WordPerfect 6.0 or 6.1
> > - CC:Mail Windows version
> > - CC:Mail DOS (older version)
> > - Exchange
> > - LANCal
> > - dBase
> > - Paradox
> > - Foxpro
> > - Access
> > - Power Point
> > - Harvard Graphics
> > - Corel Draw
> > - Another presentation graphics package

[Q24] How often do you use the following software: Rate each software with your closest estimate using this scale:

1 Never use
2 Use less than weekly
3 Use weekly
4 Use a few minutes up to 2 hours per day
5 Use 2-4 hours per day
6 Use 4-6 hours per day
7 Use 6-8 hours per day

Never use   1 2 3 4 5 6 7   Use 6-8 hours per day

Using the scale above, please enter your responses between the " > > " and "-" symbols below:

> > - Microsoft Project
> > - Primavera
> > - PX Project Management
> > - AutoCAD
> > - Intergraph
> > - Norton Utilities
> > - Excel
> > - Lotus 1-2-3
> > - Quattro Pro

[Q25] Rate the five applications that are most important to you. Use 1 for the least important and 5 for the most important.

Least important   1 2 3 4 5   Most important

Using the scale above, please enter your responses between the " > > " and "-" symbols below:

> > - Word Processor (WordPerfect, Microsoft Word, etc.)
> > - Spreadsheet (Lotus 1-2-3, Excel, etc.)
> > - Electronic Mail (CC:Mail, Intranet mail, etc.)
> > - Engineering Calculations (ANSYS, etc.)
> > - Data base programs (dBase, Foxpro, Access, etc.)
> > - Pop Phone (Phone Directory)
> > - LANCal or Schedule + (Calendar- time and meeting scheduling)
> > - Presentation Graphics (Power Point, Harvard Graphics)
> > - CAD/CAM (AutoCAD, Intergraph)

> > - Project scheduling (Primavera, Microsoft Project, etc.)
> > - Accessing other sources of information or tools (Internet, Soft Reporting etc.)
> > - Another application or software specific to your job (FDS, Property system,
> > People Core, PTDS - Purchasing system, etc.)

[Q26] Enter any general comments you have at the > > prompt.

Please enter your response here > >

********+***

Thank you for your time. Please return this to the same mailbox
that sent it to you.

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APPENDIX B

1997 SURVEY RESPONSES TO
OPEN ENDED QUESTIONS

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CONTENTS

Question

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Question 7 Please write in the reason(s), if any, why you can not share a printer

1 My printer would be tied up, and when I have sensitive material that needs to be printed I couldn't have any privacy

2 To much work-related paperwork needed to print & must frequently use document loader tray for items to print on, and don't want someone else's data on my ECN forms

3 Unshared printer is a laserwriter IINT for Macintosh

4 Location of office, and interruptions due to someone else entering office to pick up items

5 It would be a possible to share a printer, however certain considerations would need to be factored in
1) We print much paper documentation the shared site would need to be close
2) we print color digital pictures and engineering documentation, so the printer would need to be color and capable of printing larger sizes
3) it would need to accommodate yp to 10 individuals with the same work load

6 Yes we are looking for quick turn around time on the print job and a network printer is slower

7 Impact productivity

8 I process sensitive information

9 Not feasible

10 Depends on how far away the printer is located and who has to be interrupted to get your printout

11 This office is extremely busy and sharing would most probably take yime and coordination that just doesn't seem within my grasp right now

12 Location, processing time, security

13 Too inefficient because of volume

14 Information which I sometimes print as a manager would not be appropriate for thers in the group to see

15 I don't want to share a printer

16 Do numerous printing jobs during the day, more than one person would be too much

17 too slow

18 Because I'm in a office by myself and it would be very disruptive to be coming and going to retrieve material from a printer while I was having a meeting

19 I often print sensitive or managerial private information

20 Due to the sensitive information

21 To maintain confidentially to some of my work

22 Run reports and documents all day long The printer is well used by myself

23 Some of what I print out should really not been seen by the general occupants until we are ready to release it

24 Shared printers er a pain, and are not cost effective use of human resource Too much time is spent walking back an dforth to the printer, waiting for a previous print job (or two) to finish, additboantly, distractions along the way arise 40 to 60% of these trips A hal hour a day lost in this manner amounts to 125 hours a year at $65/hr that amounts to $8125 per year in lost efficiency, If I've overstated my case by 400% (not necessarily likely), that still $2031 25 per year I've had 3 printers (1 new, 2 reutilized) over the last 10 years (and I'll bet this one's good for another 3-4 years) What is the cost of 1/4 - 1/3 a printer a year????

25. I am in a single person office and do not wish to share with a printer that might be down the hall.

26. Location of my office and computer equipment.

27. Print dozens of job cards at once, also print very lengthly paradox reports.

28. Some of the printouts contain sensitive data, ie company salries, company indirect rates, etc.

29. remote location

30. There is only one computer in the building.

31. To share a printer implies that I have time in my day to wait for a printout or come back some other time while mine is being used. With work load a critical for the foreseeabel future any time having to adjust my schedule will have a negative impact on my performance. Very little impact will cost more than the cost of my plnter.

    Whlel we are talking productivity, at a burden rate for engineers of $105,000 per year a 10% impact on productivity could buy two complete Pentium 200 computer systems. This would be saving pennies at the cost of dollars.

32. I am located in a building by myself with no other computers or printers.

33. I use a lot of letterhead, etc.

34. Generate orig. doc. in several programs and do more than 80% of correspondence on line. Previous experience using shared printer caused others in group to complain bitterly because I needed so much time to do my own. I also print out spreadsheets of various sizes, ceusing more frustration for those who print their short letters on the legal size paper I must use.

35. Not cost effective.

36. There are no printers conviently located to be shared.

37. High volume of work.

38. Process lots of training material use the printer a lot. Sharing would cause the printer to be tied up and the other users wouldn't be able to print their stuff.

39. I do a great deal of document and graphics printing which would tie up a network printer for extended periods impacting the work of others using that printer.
    I also do a lot of quick response actions for my Project Manager, DNFSB and Chemical reactions Sub-TAP presentations and comment responses, RL issue and comment responses which would be delayed if I had to wait for a network printer to output the draft product for managment review approval.

40. own office, no need to share.

41. some sensitive material is processed

42. Lack of drops in this building and in separate cubicals then the person I share it with (2261 build).

43. Some of my documents tie the printer up for many hours therefore not allowing anyone else on the print server access

44. A co-worker located in the next office and I who are working on the same project could perhaps share a printer. I often print sensitive information containing social security numbers birthdates, etc. Printing this info on a network printer centrally locate donw the hall is probably not appropriate.

45. Intensive graphics and major document work being performed which causes constant reprints that consume a lot of printer time.

46. I process too many reports and have toomany requests for reports to have to share printer time with someone else.

47. The volume of printing for probram reporting and the sensitivity of some of the information would make it difficult to share a printer.

48. Performs sensitive investigations, reports and stats.

49. As a secretary, I support two groups and use my printer a lot. I feel sharing a printer would slow down my productivity.

50. Print sensitive doc.

51. frequently need to print business and/or personnel sensitive items in office that would not be prudent to print on shared printer out of my control.

52. I have a stand alone printer. There is a disturbing trend to make our facilities and tools a inconvienant a s possible. No govemt ment cars, no copiers, etc. Printer cost is low enough to not force everyone to fight over shared printers.

53. Due to the large quantity and the number of reports that is required for my job nemerous reports are printed (i.e. soft reporting and fds). In addition, I attempted to have printer hooked up to network but was unable.

54. The shared printers already have very haeavy use. Frequently I have work that requires a quick turn around.

55. inconvenient: waiting for someone else to finish printing; load/reload req. paper size and other person using that paper before you can; set /reset printer to fit my needs after others use. Experience on a shared printer has shown me how hard it is.

56. SENSITIVE DATA

57. write/edit qual. exams; develop qualif. training materials. Printer access/availability is required for training materials and is not always possibe when shared. I have worn out one printer and em on my second.

58. TRIED IT - DIDN'T WORK. not enoug memory to support multiple users / support large graphics files, etc. for daily activity

59. INEFFICIENCY

60. My position is customer oriented and I am continually retrieving, processing, printing information for my customers.

61. Printer used to print out large volumes of environmental data, over exdanded periods of time, its availablity to others would be quite limited.

62. I am constantly working in site software app's. (6 hr/day), printing data 4 hr/day), need immediate access often,changing software spec's, extracting add. data, high volume of presentaion printing/reprinting. My group has same needs/sharing wouldn't work

63. lost time to print my jobs. shared printers are extremely slow.

64. as a manager I create/print business sensitive information.

65. PERSONAL OFFICE

66. Very sensitive HR data/issues.Scly office too far away and not secured (too much walk in traffic.)

67. SENSITIVE DATA

68. COULD SHARE BUT I TEND TO PRINT A HIGH VOLUME OF DOC'S DAILY AND WOULD LOSE A LOT OF TIME IF MY PRINTER WERE LOCATED ELSEWHERE

69. SENSITIVE DATA

70. I am printing at least 2-6 hrs/day

71. I'M A DOE EMPLYEE. SHARE SPACE W/CONTRACTORS AND THEY SHOULD NOT HAVE GENERAL ACCESS TO MY WORK IF UNEDITED.

72. CONFUSION, SLOWED WORK AND MANY CORRECTIONS FROM MANY PREPRINTED FORMS USED. ALSO MY MANY PAGED PROCEDURES TIE UP PRINTER LONG PERIODS

73. I PRINT MANY PROCEDURES AND PRE PRINTED FORMS. TIES UP PRINTER ANDCREATES PROBLEMS WHEN RUNNING THE FORMS.

74. ITS A POTABLE FOR A PORTABLE COMPUTER.

75. CAN'T GET THE THROUGH PUT WHEN SHARING A PRINTER IF IT IS SHARED BY 10 OR MORE WHICH I TAKE A SHARED PRINTER TO MEAN.

76. The settings for chart printing may be altered constaintly

77. Tried it before,it don't work. Time saved would more than pay for the printer.

78. Routinely process sensitive data and the documents are lengthy, 30-75 pages.

79. Delay of several hours.

80. Used for personnel appraisals.

81. 2

82. I process contractor salary info. which is sensitive data.

83. Not located with other people in my group.

84. My printer use is overwhelming! Manage Proj Ref Lib & files for TWRS. Print large doc's, & establish trail. Many logs kept on comp as living doc's and update daily, print as needed. Sharing just not an option.

85. I write security investigation rpts. Sharing could compromise information.

86. Because I support a VP and an organization that is paper oriented. Having someone else printing to my machine would make me inefficient.

87. Be very difficult to share a printer with volume required of financial analyst. Two of us share office and printer is used a lot!

88. I work with complex graphics taking a long time to print. Sharing a printer in past, it slowed the whole office down.

89. Volume of work makes it impractical to share.

90. Am not in an office to share with anyone else. No on else available.

91. heavy usage

92. Sensitive data

93. Work in the emergency Response Center, which is seperated from the rest of the building by a key card entry requirement

94. Too many responsibilities.. tried to share printer but had too many problems.

95. I have Laserjet II configured for special use. Shared printers cannot be set up this way. I use network printers when I need LaserJet IV.

96. I print grahics and other long reports which take a great deal of time to down load fonts to print.

97. Sensitive personal business

98. Do not share an office now and am constantly printing. Can't imagine having to share one when really busy.

99 Use the computer full 8 hours a day to process payroll & printer a good deal of that time. The present printer is too slow. Sharing would really make it difficult to meet deadlines

100 Sporadic timing and schedule restraints

101 Tech writing requires printed materials be made for proofreading & editing - nearest printer is 25' away. Much time spent traveling back and forth to printer

102 Write,edit, approve, exams, process trng reocds, write trng man's , & procs. Worn out one printer & present one is needing major svc. or replace, result of paper volume

103 Constantly printing procedures

104 Much of my work is confidential and must not be available to others

105 Print out a number of sensitive items. Need to have the printer in my office

106 I share a network color printer, but my LJIII has too much volume to share

107 Current available printers will not support multiple users because of speed, (#pages/graphics/charts, complexity and legal/letter conversion

108 I am the interface for a database between the users and the software engineers. If needed, when users call I need to print immediately to determine if the problem is our system or the network

109 Working with ACAD additional memory within the printer. I used to be on a network printer, but its limited memory buffer was not able to print the size drawings I needed

110 Stand alone printer is used to print lengthy documents that would otherwise tie up a shared printer

111 I have a Laser2 and nobody will use it

112 I almost constantly print so to avoid being up down and around all the time I ask for one to be more productive

113 I am a writer of procedures. Sharing a printer would slow the work down. I print and distribute at least 500 sheets a week and as many as 1500. The logical person to share with has similar use of his printer

114 Quantity and length of reports run on a regular basis

115 Have a large number of schedule and cost data drafts to be produced daily

116 Doesn't apply since I'm in an office by myself and there's no one close to me who needs a printer

117 Because I process proprietary information for the contractor company I work for

118 Responsible for too many documents that constantly need changing - don't want to wait in a que

119 Effectiveness & efficiency

120 I produce data packages that require hand-feeding sections of hardcopy into the printer, the printer applies the headers & footers to the hardcopy

121 Location of other printers. The amt. of use of the other printers & the sensitivity of the information printed. The compatibility of the other printer to print some of the programs I run

122 N/A

123 Time consuming to go back and forth. Also, troublesome to compete for queue time

124 My printer is ESCE'd and therefore can already be shared

125 I have in the past spent considerably more time waiting for printer access than the cost of the standalone printer

126 N/A

127. Past experience sharing a printer was a negative experience. Invariably want to print at the same time as others. Computers are getting faster. Sharing a printer will slow things down.

128. I share my printer with my director, because of the nature of his work and mine, I can not share with more people.

129. I produce exams.

130. Network printer is often down and far from the office. Printers that could be shared in the office are LJ 3's which are too slow.

131. My job

132. In order to complete my work I need a printer at my disposal due the large amount of paperwork my job demands.

133. Megbyte size graphics files

134. I am printing large documents frequently. If shared, other people would be upset at waiting for my documents to print out all the time.

135. I process sensitive data. Also I deal in documentation which is needed in hard copy, would tie up a network printer and inconvience other users. I do share a color plotter with other users on the network.

136. I have to print out 100-600 pages of documents a day plus rough drafts, as do the others in my group. With a shared printer, we could never get a day's work printed in 8 hrs. We process procedures for Operations, we often are on deadlines to turn around

137. It is a spare plant printer and is not here all of the time

138. No reason because I already share one.

139. Shared color printer

140. Heavy esp. graphics tie up printer for long periods of time

141. Demand time,not in close proximity to other printer location.

142. Data developed is organizational sensitive

143. I could share a printer if it were located in my office or in a nearby location. I print out a number of documents each day and to have go very far would be a significant waste of time.

144. It simply is not feasible because there is no one nearby who can access my printer. Further, with the kind of work I do, I use my printer several times each day and must have it available at all times. Further, my officemate (contractor) is in it.

145. My work requires extensive printing,having another access would negatively impact my performance and efficiency.

146. shared printer are inconvient, especially working large report, maint is spotty,leaving office to check printer. my printer is specialized, would need close maint. shared within office acceptable.

147. I HAVE 20 REASONS. I DON'T WANT TO. I USE MY PRINTER A MILLION TIMES A DAY. I SUPPORT 2 AND SOMETIMES 3 DIFFERENT GROUPS AND USE MY PRINTER A LOT.

148. VOLUME OF DOCUMENTS FOR SCHEDULES, PRINTING JOB CARDS, TIME SHEETS ETC.KEEP THE PRINTER IN USE ALMOST AS MUCH AS THE COMPUTER.

149. Output for job ties up printer most of the time especially with the few people that require occasional use of my printer.

150. Use the printer for confidential data,would not want something to come off the machine and someone else pick it up before I could get out of my office to retrieve it.

151. In constant use.

152. Sensitive data

153. Not networked at current location

154. LASERJET2 CONFIGURED TO PRINT ASCII CODES , SHARED PRINTER CAN'T BE SET-UP THIS WAY. I ALSO USE NETWORK PRINTERS WHEN I NEED THE CAPABILITY OF A LASERJET4

155. MY JOB REQUIRES IMMEDIATE ADMIN SUPPORT TO MGMT & SEVERAL ORGANIZATIONS, IF NO PRINTER, I WOULD NOT BE ABLE TO RESPOND TIMELY/EFFICIENTLY

156. I USE MY PRINTER A LOG. IF I SHARED PRINTING JOBS MIGHT BE LOST

157. CURRENTLY USE MULTIPLE PCs TO DO MY JOB. ALREADY TOO MUCH USE FOR ONE PRINTER. LOCALIZED PRINTER IF ACCEPTABLY LOCATED MIGHT BE OK. BUT PAST EXPERIENCE IS BAD WHEN OTHER ATTEMPT TO USE SPECIALIZED PRINT CODES, ETC

158. NEED MY PC THROUGH OUT THE DAY

159. PRINTER LOCATED AT A WORK STATION AWAY FROM OFFICE SPACES

160. WE ALREADY HAVE 4 PEOPLE ON ONE COMPUTER NOW. THE PRINTER IN OUR ROOM DOES NOT NEED ANY MORE PEOPLE USING IT!!

161. I RUN LONG FINANCIAL & PROCUREMENT REPORTS. MY PRINTER IS RUNNING 20-30% OF THE TIME

162. NO PATH SET UP FOR OTHER COMPUTER TO PRINTER

163. I'M NOW THE SOLE PROCEDURE WITER FOR MY FACILITY, CHANGES ARE TIME-CRITICAL. IT IS NOT AN OPTION TO SHARE A PRINTER

164. Print large column of OLE's/spreadsheets

165. Print long volumes of documents daily.

166. Too inconvenient. Share office with 2 others that lock their doors when they leave. They also have unschedule, informal meetings and could not get in to retrieve my printing.

167. High computer usage and printing of sensitive information requires standalone printer.

168. Process company organization charts and updates, printer-time consuming-very slow.

169. Because some of the information is SENSITIVE and not for other eyes.

170. Process company organization charts and updates, printer-time consuming-very slow.

171. Print lengthy reports from the ERSDB for customer information requests.

172. N/A

173. N/A

174. Heavy usage of printing legal and letter size paper, so I'm changing the printer controls periodically which would interfere with others trying to print.

175. N/A

176. Location & when I process specific information.

177. Process a lot of sensitive data.

178. Graphics intensive procedures fequently hang up when printing to a shared printer.

179. I've shared before and it doesn't work expeditiously.

180. Heavy graphic printing ties up my printer.

181. Documents sent/received would tie up a shared printer.

182. NONE

183. LOCATION WITHIN BUILDING & USE/DEMAND FOR PRINTER.

184. MOST OF MY PRINTING IS GRAPHIC INTENSIVE REQUIRING A DEDICATED PARALLEL PRINTER.QUEUING TO A SERIAL PRINTER WOULD PREVENT TIMELY PRINTING & SOME PARALLEL PRINT SPOOLING HARDWARE WILL CAUSE PRINTOUTS TO EVEN PRINT OUT ON THE SAME PAGE.

185. I DO NOT SHARE AN OFFICE AT THIS TIME & A SHARED COMPUTER WOULD SIMPLY POSE AN INCONVENIENCE TO MYSELF & THE OTHER USER.

186. MOVE AROUND TOO MUCH. PRINT CONFIDENTIAL INFORMATION/MEDICAL HISTORY - EMPLOYEES.

187. BECAUSE I WORK FOR A PRIVATE COMPANY WITH MANY RUST EMPLOYEES & NEXT TO RUST EMPLOYEES. THE INFORMATION I PRINT MAY BE FDNW COMPANY SENSITIVE INFORMATION AND/OR CAN NOT BE SHARED WITH RUST. WHILE THIS MAY NOT BE EVERYDAY IT COULD OCCUR DURING NORMAL BUS.

188. As a senior Planner/Scheduler I produce reams of graphic and tabular reports. This ties up the printer for extended periods of time. I produce reports frequently and for long durations.

189. Very high usage.

190. labor is more expensive than equipment

191. Sharing printers between staff in the same office is OK, having to fetch output from the network printer down the hall is counter productive.

192. Quanity of reports generated to support budget planning, execution and analysis.

193. Amount of printing done

194. I generate too many documents and am constantly printing material. To share a printer would be very inconvenient not only me, but the other individual as well.

195. I'M IN A REMOTE LOCATION THE NEXT PRINTER LOCATION IS DOWN A FLIGHT OF STAIRS.

196. Need 11 by 17 paper handling and postscript capabilities

197. A significant percentage of the material I print contains strictly private (Privacy Act) information.

198. DEMAND FOR PRINTED PRODUCT, PRODUCTIVITY

199. Convenience. Quick turnaround time required for specific projects.

200. CONFIDENTIAL MANAGEMENT MATERIALS MAY BE IN THE PRIVATE OFFICE OR PRINTER AT TIMES.

201. I do print documents that are considered to be business sensitive.

202. Because I use my printer very heavily most of the time.

203. The shared printers already have very heavy use. Frequently I have work that requires a quick turn around.

204. heavy print load

205. I constantly print procedures and JCS documents and it would interfere if someone else was sharing my printer.

206. I print a lot of inventory reports.

207. Volume of work and sensitivity of work.

208. I have two printers. One printer is a LJ3 (standalone) and the other is a colorjet (shared).

209. Special design software that is graphics intensive and which the reports can be very large.

210. geographic limitations

211. Printer is adjacent to computer. Work activity is focused. Interruptions are unacceptable. Have always had dedicated printer.

212. Down time waiting for the other managers to print reports throughout the day and vise versa.

213. Because of the secretarial workload I perform and everyone in my area has 3their own printer so no reason to share.

214. I COULD SHARE A PRINTER, IF IT WERE LOCATED VERY CLOSE. TOO INEFFICIENT TO GET UP/WALK DOWN THE HALL 3-4 OFFICES AWAY TO PICK UP MATERIAL AND GO BACK TO WORK

215. APPRAISALS, BUDGETS, MANAGERIAL ITEMS WOULD NOT WANT ALL TO SEE

216. 2

217. OFFICE SPACE IS TOO RESTRICTIVE

218. I USE POSTSCRIPT. I CAN SHARE MY PRINTER, AND HAVE DONE SO USING AN ESOE'D PC & PRINT MANAGER

219. WHEN THE NETWORK IS DOWN THE PRINTER IS UNAVILABLE-THIS IS UNACCEPTABLE TO DO MY JOB

220. MY OFFICE IS ISOLATED FROM OTHERS IN THE GROUP

221. WORK IN THE EMERGENCY RESPONSE CENTER, IT IS SEPARATED FROM THE REST OF THE BLDG BY A KEY CARD ENTRY REQUIREMENT

222. DATA REPORTS FEQUENCY

223. NEEDS TO SUPPORT GRAPHICS

224. NO NETWORK IN BLDING & PERINT PERSONNEL REATED DOCUMENTS

225. I DO A LOT OF DOCUMENTATION THAT NEEDS QUICK TURN-A-ROUND

226. PHYSICAL LOCATION PRECLUDES IT. WOULD NOT BE CONVENIENT OR PRACTICABLE. ONLY ONE IN MY GROUP/FACILITY USES IT. IF SHARED,PROBLEMS IN OWNERSHIP, MAINTENANCE, COST, ETC. BECAUSE I WOULD WORK WITH ANOTHER COMPANY'S EMPLOYEE

Question 8: Does your shared printer have the functions you need?

Question 9: If you answered no to question number 8, list the additional printer funcitons you need.

1. Shared printer will do post scrpt and 11X17 capability.

2. Need is a difficult word. duplexing, ledger size, color, speed.

3. color

4. Printer has needed functions

5. My printer is an old one a laser jet II

6. Very close proximity, print many items.

7. Color printer for infrared and vibration reports.

8. color

9. color

10. not enough memory to print presentaions eto.

11. additional memory to support large graphics presentaion with picture graphics., eto.

12. COLOR

13. Adequate memory & server response time. Portrait/landscape option.

14. More memory for speed.

15. see q7

16. Better graphic printout

17. Graphics require more memory

18. N/A

19. Timely printing

20. N/A

21. When using Microsoft Project , I can not

22. To information from WIMS system

23. More memory to run larger capacity output.

24. 1

25. 3

26. SEE Q-7

27. N/A

28. Big/small fonts

29. N/A

30. N/A

31. N/A

32. N/A

33. Privatization

34. N/A

35. N/A

36. I do think everyone should have the same type of printer, so you could print everything that is sent to you.

37. additional fonts

38. don't know

Question 11 Assume you are asked to share a fully configured computer and one is available nearby What impact would this have on you?

Question 12 If you noted a decrease in productivity above please type in the reason(s) for the decrease at the >> prompt

1   I use my computer continuously in all aspects of my job

2   My work requires me to use the computer for an extended length of time, sharing a computer will reduce the time a computer is available to me

3   I'm on the computer most of the day, if I had to share a computer I wouldn't get any work done except for filing

4   Lack of immediate response to customers   Number of hours used each day would conflict with sharing

5   The type of work I do can not always be electronic, I need the paper flow

6   Moving from my office to another to gain access to information stored or to send and receive cc mail

7   Work requires use of computer applications for most of the day

8   My time is not always my own   If they computer was being used when my time was available the work would be held up   You would be going in changing the ID#'s all the time also

9   Delays accessing the computer to perform functions that cannot be anticipated or scheduled in advance   Inability to reliably use the computer when the office for briefer periods

10   Since my computer is notepad, continuous communication medium, data base files building and access system, design and graphics tool, and wordprocessing/letter writing instrument, my work would be greatly impact by sharing a computer

11   It would depend where the shared printer would be located, but I imagin there would be time spent walking to and from the printer

12   I use 6-8 hours by myself if I shared then I would only use 3-4 hours and it would be a 50% decrease

13   My tasks vary on a daily basis and it is difficult to plan on an hourly basis what I will be doing Spreadsheets, budget use forecast, scheduling   If manual phone etc   are only on the internet this would impact work as well

14   The interruption by itself is time consuming   Not to speak of where one last was on the job   Every interruption will take away your concentration from the work that you are doing

15   My job functions require multi-tasking and lots of interactions   My work location, computer, and telephone must be co-located to keep everything moving   Also, at my level of pc use, sharing a computer would create scheduling conflicts and defer work

16   Being a secretary, I need complete access to my computer at all times

17   I depend on my computer 5 hours a day, percentage wise the productivity reduction would correspond

18   I use my computer nearly all day

19   Most of my computer time is processing time   The processing time can take anywhere from 30 minutes to two hours

20   Work productivity is electronic, work must be don on computer

21   All my work is received and submitted via computer   I input to various sitewide databases   Most budget requests have short turnaround requirements or very restricted windows for preparing

responses. I would only be able to share a computer with someone who required very limited computer access and had very flexible needs time-wise.

22. At any given point in time, response to media query via E-mial, press releases, media advisories and the like can easily be demanded. Additionally, lengthy senior staff presentations come up with very little notice requiring computer generated briefings with numerous drafts and redrafts required within a short time frame. Most important is the E-Mail function for instant clearance around the site for public notices and documents.

23. Assume the person sharing the computer needs lsi as much as I do.

24. Need computer accessible at all times.

25. I would be unable to perform my job while I was without a computer, plus, there would be wasted time as I logged on/off/f my computer and opened/closed programs.

26. inconvenience

27. I am on the computer all the time and need data in my office to work with.

28. I spend much of my time writing on deadline and cannot share computer time.

29. Decrease in productivity would be due to the period of time waiting for a hard copy of material needed to perform specific tasks. Position requires mobility. I don't stay at my desk.

30. Less time available, interruptions, slower response to requests

31. Break in chain of thoughts, particulary if unavailble when needed; potential for social conversation in shared area; delaying tasks until absolutely late; cc:Mail's access and usage due to time lag's; wait time for your turn in the queue, etc.

32. When my office mate and I are in the room we are both on our machines at least 80% of the time.

33. inefficient because of wasted time to get to it and to wait if it is shared.

34. My computer is used to access database information and reporting and needs to be available at a moments notice for reporting compliance issues.

35. I'm a planner/scheduler, utilize my computer 100% of the time.

36. Delay in getting email, inability to quickly access lancal, inability to use desktop applications when needed.

37. I typr lesson plans and complete class paperwork and respond to ccMail messages.

38. As a safety compliance officer, the nature of work requires exclusive control of the computer. i have to use internet for OSHA interpretations and other programs which are important for the performance and productivity.

39. Most of my work is done via a computer.

40. Delay in configuration of Master Equipment Data Base

41. Need exclusive access to a computer to support environmental complaicns issues, includign preparation of documents (some times very long doucments), abaility to communicate via ccmail (an occasionally with e-mail) to DOE-RL , other on-site companies and organizations, off-site regulators (Ecology), off-site contractors, internal (to management)/ Also, scheduling meetings via Lancal with the same people. Basically, I deal in information. Having to wait for somebody to get off a cahared computer would delay my access to that info. The worst case (of being denied access) would be criminal fines and penalties (levaied against DOE, the contractors, and various people working for DOE and the contractors) fr failure to comply with the environmental regulations.

42. Too slow

43. Everyone in my area uses computers extensively. It would be difficult to get the required work done if I had to wait fro a computer to be available.

44. Inadequate access to needed information sources and reporting capabilities.

45. I do many jobs that are on demand to senior DOE managers. At times, my computer is essential to my job, and if my computer was not available at that time, my job would have to be done by someone else. I prepare DOE correspondence.

46. Usage 6-8hrs/day needed

47. Need computer 6-8 hours per day. If other sharing partner has a similar retirement, I can only accomplish about 25% of work.

48. Computer is primary tool, besides the telephone, for doing my job. Everything I do is in some way connected to my computer. Sharing would not be practical or provide the required access.

49. I use the computer about 5 hours a day. After my filed work I need to update my bosses. If a computer is not available I would not get the reports done in timely manner.

50. Could not run reports, write reports, or help users write reports during the time I am waiting to use a workstation.

51. Having to get up to the printer sort through other peoples print outs to find mine and hope that the person ahead of me did not take my print outs. I know this oh so well since this is what has happened to me so often.

52. As stated in Q7 I beleive that I can be supplied a sole user printer for a considerable less number of tax dollars than if I were to "pool" printer resources soley to satisfy some quota. More time is lost awaiting others' print job and waiting back and forth, facing distractions etc. Numbers are provided in Q7.

53. The answer to this question would depend on the amount of time the person is sharing the computer with spends using it.

54. I need to be able to access documents all of the time and rpint them out. Sharing a printer would decrease my amount of time needed to effectively do my job.

55. to busy

56. Lost time waiting for access to the computer, lost time scheduling for access for rescheduling (i.e., frequest reschedule changes would effect any planned availability), workarounds due to sensitive information being prepared, etc.)

57. Constantly researching, updating and modifying VFM and parpadox files.

58. Availability at all times is very important to productivity

59. Loss of word processing software packages and reference material (Procedure Information, RMIS, Soft Reporting, and Hanford Information)

60. Although I may only need the computer 4 hours a day it would be very difficult to schedule this period. Many times I need a ccess to the computer to retrieve data at any time to meet customer requirements.

61. I couldn't work.

62. I use the computer a lot to write and receive ccrnall messages and type text for safety analysis documents. I also provide management with job status date using EXCEL spreadsheets. We currently are using a new software called Panorama I edit our Master Safety Analisys Rept. and do most of the tasks we used to do using a red ink pen.

63. I use my computer almost continually throughout the day for preparing reports, date base

management, trending, presentations, etc. If I had to share a computer, availability could severly impact my ability to complete assigned tasks.

64. I do a lot of computer intense work such as autocad and program verification of the ETF process control computer system on this machine. The time that I have to work on this machine is determined by how much time I must work on the ETF process control system from within the control roo. What time I have left from those duties is totally spent on this machine.

65. Qutestion 11 was a very poor question you didn't say how much time other person/people would be sharing computer. But my work is all computer based.

66. Coordinating shared time with other users leads to break in the thought process on the things being worked on and leads to decrease in productivity.

67. Loss of availabillity of the computer for use on my schedule. Freedom of access for communication and extended long-term use is necessary for my job.

68. do to need for immediate information needed before proceeding to next problem

69. Much of the work I do uses a computer to complete it, ie drawings calculations, etc.

70. Would have to wait for use of systems: FDS, Soft reporting, DSS, comail WP, Excel, etc.

71. Because so much of my work reqires written composition, as well as data entry, for such a large portion of the ay I'd have to cut down the time I could use the computer to share it wolth someone else. I could probably share a printer, although I'd have to monopolize it's use sometimes for several days, with only brief share time for the other partners. I could not however, anticipate much of any time at all during the day if we shared the shame shifts that I could give up my time at the computer workstation. If, I, we could probably effectively use it. Beccause my computer would need to list Applied Technology, ECI, Proprietary, and other tpes of sensitive data the person sharing it would need to have clearance to see such information.

72. Delay in time waiting to use the computer.

73. I would have to leave my office to pick up any correspondence I generated or received. The nearest office located near me is approx. 200 yards away.

74. I'm a computer programmers, I can't program without a computer to write code with, and to test with.

75. Multiple use of the same computer will conflict individual schedules.

76. As I answered above, I spend more than 8 hours a day on the computer. If I was sharing a computer (assuming you mean sharing with someone who would also be needing to use this computer at the same time, I would not be able to access information as I need it or complete my work in a timely manner.

77. As stated above, I spend the balance of my day USING the computer not letting it sit idle. I do all of my correspondence electronically until a hard copy must be generated, I use databases, spreadsheets, I write documents, etc. Taking away my computer will bring my work to a halt because I will be forced to await someone else's priorities. I have used a computer in my work since 1982 for various applications.

78. Lack of access when needed.

79. Loss of efficiency. I would not be able to meet deadlines and provide deliverables in accordance with schedule needs. Products would be delayed, thus, resulting, in adversely impacting projecst completion schedules.

80. Time spent locating and traveling to/from shared printer would decrease productivity. This is based on having been on a shared printer system previously.

81. REsponsible for writing site wide technical docoumetns; policy etc. also required to use comuter for

great deal of communication, etc.

82. I design and develop training material and use my computer at least 6-7 hours a day.

83. My engineering design position requires 80-100% of my day creating drawings/ECNs/or sketches for the engineer.

84. Down time when waiting for the computer.

85. I would not be able to complete work when I need to.

86. As a principal engineer, if I don't rate my own computer then I'd have to seek employment elsewhere. 1. lack of ability to quickly look up phone #'s quickly to make the contacts required of my job. 2. Delay access to ccmail, HLAN on line DOE orders, CM Manuals, Operating and admin procedures etc. 3. Extremely enhance level of being pissed off at the company and RL for making my job more difficult while expecting me to perform in a smarter and more cost effective manner.

87. Several people use the same computer We all have to take turns to get our work completed.

88. My job is that I monitor update a d manipulate jobs on the Enterprize server.

89. Use it too much one of us would lose.

90. slow

91. Multiple tasks all require computer.

92. All of staff use their computers daily

93. I support an on-line comuter applications with 300 on-line users. I often recieer phone calls that require me to be on the application to provide hlep and answer questions. My ability to meet customer needs woudl be severely impacte. The aml of time , also, I spend on a compiler using WP,. ccmail etc would make it unproductive for me to share a computer with other people.

94. Spend a lot of time on report preparations, review of jobs. Provide facility preparation of annual reports required for state approval. Spend the majority of my time on the coputer performing my job.

95. I need a computer most of the day all week.

96. We both use our computers 6-8 hours per day.

97. Nearly all the work I do is completed using the computer.

98. My job is computer intensive and sharing would simply take time away from what I needed to accomplish.

99. I spend part of my day in the field and it varies with activity.

100. Inefficient use of time - rearranging schedule for comuter availability, rellogging on for each usage, conflicts in program setups etc.

101. I often print, edit, print again. Getting up and moving would increase tedum and increas opportunities for distraction.

102. Sharing a computer would interrupt the flow of my work, cut down on my concentration, and cause redundant processes to re-center the flow of processes.

103. Sharing a computer would cause a big decrease to productivity for the following reasons: 1 The amount of time I spend on a computer would require the computer to be avialable for my use at all times. 2. I would have to shuttle work data to and from my work space thereby further reducing the efficiency. 3. The data I work with is often sensitive ie staffing and would be more difficult to protect working in a common area. 4. I would not be able to respond as readily to telephone and other peoples needs if I am not at my desk while working at the computer. People bein able to reach meo on the phone while I am on the computer is essentall as I use the computer most of the day. 5. I

am sure there are many more reasons.

104. Get real.

105. I work at my computer all day.

106. ccmail, draft reports, prep of personnel info, etc.

107. As indicated above much of my time is spent at the computer, unless the person sharing the computer only nheeds 1-2 hrs a day and the timeing is right there would be a major impact.

108. The compuer and printer must be avail. at a moments notice and for a significant portion of the day.

109. I use my computer most of the day. Sharing one would decrease my productivity.

110. Sharing a computer would not only decrease the amount of time available to complete my job assign. It would also hinger uninterrupted access needed when completing more than minimual tasks.

111. I'm a software engineer.

112. Lack of access to ccmail communications s, lack of access to phone numbers, lack of access to HLAN and shared file rsources, lack of access to the INternet, lack of access to work processor etc.

113. A computer is an integral part of my work.

114. I am on my; computer most of the day.

115. Depending upon what nearby means I feel that valuable work time would be lost by constantly waiting for use of the computer. In addition I prepare data for RL that they require in a short turn around time period, this would not be possible sharing a computer.

116. Having material and a computer available at my desk is importatn to me. If I had to go to another desk to use the computer I would be less efficient.

117. I'm a programmer. I need to have full time access to my computer.

118. I could not share a computer and continue to be as productive. Some days are very busy with short turnarounds.

119. 20-90% decrease. factors would be: my partners usage & conflict of computer time, finding nec. software, setting/resetting for personal use. installing new software, finidng/transf./tracking data/support files, forced to back up to floppy.

120. much of my work requires checking data bases prior to preceding to a next step. I would not be productive while waiting

121. I spend most of my day on my computer. It is not resonable to expect me to share it.

122. IMMEDIATE ACCESS TO TOOLS (WORD PROC., CCMAIL, SPREAD SHEETS

123. one of my jobs is to archive data. When I'm not in the field I am archiving data usually until 6pm - 8pm.

124. slow printer and shared usage conflicts with my rush items. I have experienced this.

125. Timing.. Other more important activities would have to be adjusted or sacrificed to coordinate free time on a shared computer

126. need computer for extended periods of time for development and management of training materials.

127. writing resolutions, ECN's, using spreadsheets, data bases in not a job to do

128. could not meet daily work requirements for my present position to meet short term / long term reporting and/or presentations made to upper management.

129. TIME TO RETRIEVE PRINTOUTS, CONFLICTS WITH OTHER USERS

130. Same decrease in prod. as a shared printer. Unable to research/process work inn a timely manner for my customer

131. checking on the availability of the printer and impacts to others during long print jobs (30-60 min.)

132. unabel to easily access my ccmail/resond to requests. Seorty would have to do it and that would slow down my response time.

133. see q7

134. the programs I use most of the time entail a large amount of tiem to perform and to have to wait in line to use the computer would greatly effect my output as well as others waiting for me to complete my tasks.

135. NEED IMMEDIATE ACCESS

136. business sensitive info/data. Sharing a PC would take me away from my phone which prevents me from responding to/supporting 90% of my customers.

137. workload of other security reps

138. waiting for the shared printer to become available. not having an alternative if the shared printer were to breakdown.

139. all of my job tasks requires me to use the computer

140. harder to get time to access people

141. use PC at all times to keep my managers lancel updated several times during day/immediate. I have some high priority work that needs to be done right away and cannot wait to get on a computer

142. I am on a PC continuously throughout the day except for meetings or other assignments that take me temporarily out of the office. My job req. access to a variety of data bases / assesment of information

143. SHARED OFFICE

144. specific budget analysis to meet management presentations / meetings is the rule of the day. In at least half the cases time is a major factor as the information is required on extremely short turnarounds. Productivity would be lost / maybe even my job

145. fire alarm system reporting

146. while having to print 2-8 hrs/day the continual getting up and going to pick thinkgs up will waste a lot of productive time.

147. I must be able to respond quickly.

148. SOME REQUIRED REPORT DATES WOULD BE MISSED.

149. I NEED IT WHEN I NEED IT. I CAN NOT WAIT OR SHARE.

150. I AM A SOFTWARE ENGINEER AND USE MY COMPUTER 100% OF THE TIME.

151. SEE Q 7 AND TOO MUCH TIME SPENT CORRORDINATING USE OF PRINTER FOR PRE PRINTED FORMS.

152. COMPUTER IS THE CENTER OF MY WORK ACTIVITY.

153. AT TIMES WE BOTH WOULD HAVE TO WAIT FOR THE OTHER. WORK DEMANDS WOULD NOT BE IN SYNC, BUT RANDOM.

154. AM A SOFTWARE ENG. DOING PROGRAMMING & RECONFIG'S TO INDIVIDUALS NEEDS. ALSO DO EXTENSIVE BETA TESTING W/CUSTOM CONFIGURATIONS.

155. SPEND MOST OF MY DAY USING THE COMPUTER.

156. MY OFFICE MATE AND I OFTEN PRINT OUT LONG REPORTS FROM SOFT REPORTING AND WORD PERFECT.

157. My job calls for lots of interface on comail. It would cause me extra trips during day.

158. I will not be able to access the computer right away to type reports obtain data and control chart ASAP, respond to customers, etc.

159. majority of my work response to phone, comail etc. no immed. access to computer inhibit my ability to respond. Shared comp. would have to have hours of use assigned to work. Assigning reduce impact 20 %.

160. Productivity would be decreased

161. Unable to use AUTOCAD or EXCEL to perform daily work.

162. Any sharing of a computer limits your time, especially when needed immediately.

163. Being a scheduler that puts out weekly scheds for two maint. grps as well as long range scheduling, sharing would be very difficult and time costly.

164. My computers necessary. As an eng. must perf. and complete tasks continually. Had to wait, would hold up work in field, waste more $ in one month than you could save buying a computer.

165. Majority of current work each day requires entry and access to info available only on PC.

166. I need it when I need it! I develop programs which would be impacted if I shared a computer.

167. Really dumb idea. Sharing a computer would be like asking me to share a desk and/or pencil. Ridiculous!

168. Would have to wait to printmine and others would have to wait for hours.

169. Loss of computing /data entry time.

170. Time required at computer to accomplish work.

171. Majority of time and access is sporadic. Sharing would increase work hours.

172. At an average of 6 hours @ day, sharing a computer would result in decreased productivity.

173. use comp 8 hrs @ day. Had to share, would reduce 50%. We support FDS and am logged on either FDS, Dispatch or EXcell all day.

174. My computer time would conflict with other users of the shared computer.

175. When I need to use the computer I don't have time to wait for a shared computer.

176. Have to manually transfer files ID and establish new locations on hard drive and insure data integrity maintained.

177. I generate forms on specific paper, printer reloading would definately reduce efficiency.

178. Time delay

179. Would be impossible to complete current amount of output with shared computer. Also sensitive data, so couldn't share.

180. Frequently access references, procs, manuals, comail, popfon etc. Would need hard copies of all. Also produce many procs and documents. Loss of comp would severly impact.

181. Write task descriptions, red rpts and S35 evals. Really reduce my efficiency. Much reconfiguring and time wste.

182. same as 7

183 It would depend on the amount of time the other person used it

184 Most time spent on computer researching data or planning work packages   Backlog is tremendous   Sharing would only make matters worse

185 Immediate access needed for customer support, data center/customer service area

186 Not dynamic responding   spend time in waiting, setting up and readying

187 see q7

188 I prepare reports for EPCRA & must have computer available all times   spend most of day on comp , if shared difficult to complete work

189 Am program assistant to manager Timeliness of his LANCAL & comail is critical   So is DCTS   Couldn't do on shared   Need it when I need it, same for phone

190 Constantly use my comp   Work requirements do not permit waiting   Frequently spend hours preparing letters, memos and analyses   Would say I'm a power user

191 My work requires instantaneous access to comp   Sharing would impact this ability & greatly decrease efficiency   Many meeting attended on short notice & nature of my work make difficult schedule of sharing

192 Most additional papers are needed to work on spreadsheet files, makes it difficult to go to diff location   Also comail would be difficult to respond to in a timely manner

193 see q28

194 use computer all day long

195 My work requires flexibility for WP, data entry and analysis   Immediate access vital to maximize work flow   Is a very bad idea to have engineers and management share work stations   Be like going back to 1985

196 My computers not always busy, but is used every day   Scheduling with sharing would be difficult Hanford has forced us into a paperless mode and made us dependant on them

197 I use my computer 75 -100% of day   Sharing would decrease time I would be able to use it

198 Todays office, computer is a communication tool (you didn't mail the survey)   As a planner/scheduler communication is the key   Remove the communication   you remove the planning   Prompt access to data & responding quickly is what makes a business work

199 Increased effort & concern to protect security sensitive data and distance to printer   Special need for printer was met on the move to this building

200 As a computer programmer all of my work is done online, in response to the paperless office   Also most of the communication   is done in comail & requires a fast response time

201 Access to application S/W is the only way to update and process work that is being done on the computer (dahl)

202 I use my computer continuously during the day

203 I work on training documents all day, sharing a computer would stop me from getting my work done

204 I seem to spend most of my time at my computer   It would be very inefficient to have to share

205 My job responsibilities are vast and many, I need access to my computer and printer at anytime and all the time during the day

206 See q2, use computer 6-8 hours a day   Sometimes more than 8   Computer analyst

207 My job requires the use of computers to generate rpts on a demand basis to spt regulator, DOE, &

other audit findings &/or issue s that require prompt responses. My computer also is dedicated to RCRA/WAC 173-303, Dangerous Waste Permit Recording (elec.)

206. gotta get the material

209. To perform my job am on computer most of day. Shared would lose productivity. Occasionally am under deadlines, sharing would cause delinquencies.

210. This computer is used full 8 hours a day.

211. our org. uses comp's. for almost every activity. Taking turns will reduce productivity drastically. As is we have enough to meet our needs.

212. Your network is so messed up it is almost impossible to share systems.

213. With decrease in productivity would not be able to finish day to day things. Computer is my main source. Spend most of the day on it.

214. Interrupting work at hand to get up and get thepaper from the printer.

215. Takes time to leave your work station plus stand in line at a printer. Also each interruptiontakes time to get back on track w/calculations needed. Causes wasted time can't afford.

216. Inadequate communication with customer; rely on comuter all day.

217. Many times am on computer , my office mate is on his and would need to wait or find another.

218. After reviewing information or performing facility walkthroughs, would b e unable to promptly develop ideas or finalize results, write comliance deficiency reports or conduct compliance analyses.

219. I don't know how to estimate the decrease in productivity. Delays document devel because others use of computer would decrease productivity.

220. impractical and probably untimely

221. I do software development

222. As noted above, spend much time working on comuter. Info needed is only accessible through computer. Would be standing around and being less productive

223. See answer to how many hours a day machine is used (6-8)

224. Computer is prime source of info and commo. Has every thing; phone #'s to procs. as well as files, documnts, ease of ccmail, its used to access process & oper.data on daily basis. Have shared, didn't work. Never there when needed, often interupted.

225. See answer #1, use computer 4-6 hrs @ day   Examination keys located on computer

226. Use comp 5 hrs @ day (or more). Sharing cause signif delay. I maintain elec. files & docs frequently changed. Efcientl Use infrmt for regs daily. Over whole site & dwntown, 15-20 cc's @ day & reponses, cntracts, W/P use & retrn. Mntain/Excel, W/O's,more!

227. Computer has become integral to my work and I usually work independent of others near me.

228. Most of my work done on the compouter so I need availablity to it most of the day.

229. 48 pers in our office. Am the lead. Rest of group uses the other 3 computer & printers. If I had to share, I'd never get anything done.

230. Wouldn't be able to perform functions of position; prepare contracts, mods, terms & conditions, addenda, commo, among contract administrators & supervisors located in 300 area.

231. The work I perform is often at the direct demand of the Prime Contractor or at the demand of corporate Hdqtrs. It must be completed immediately upon receipt of the request.

232. Require 2 work stations. Computer is integral to my job. Usage is usually in short bits of time rather

than several long sessions for a task.

233. I already share a computer in an office with about 8 other HPT's. It is sometimes difficult to get access to the computer when I need it.

234. My job is very interactive between the computer and phone and having one without the other would be very disruptive. I also use specilized software packages, that require long periods of time on the computer.

235. Sharing the computer would greatly reduce my available time on the computer to address daily issues NO COMMUNICATION WITH

236. Working as a executive secretary I usually am required to do many unscheduled jobs

237. A computer is a cheap tool to increase productivity. I may need a computer for a short or long period of time. It is not practical to wait for a computer. A 10% decrease in productivity would in 3 months cost more then a computer. I am insulted.

238. Access to many software packages to wait for my turn accessing a shared computer.

239. Limited access = less work produced

240. I do almost all my work on the computer

241. I need my computer for everything, building work packages, schedules, plans of the day, charge codes and phone numbers, plus.

242. IT would limit my access to building preventive maintenance, corrective maintenance, work control systems and key and omilock tracking databases and files. It would severly hamper the communication process by limiting access to cornell and HLAN info.

243. I use my computer most of the day.

244. I generally work on other documents or software while things are being printed. It would take me away from the workstation to retrieve any printed output.

245. We have already had major staff reductions. We do all our own word processing, database & spread sheet entry, not to mention the time spent in autocad working on drawings. So much of my time is spent directly using the computer.

246. I am at my computer an average of 6 hrs per day. Unless I share with someone who doesn't use one that much, my work will not get done while I am at it.

247. Productivity would be decreased to share a computer. I spend part of my day . everyday drafting articales and issuing disciplines on the computer. These cannot wait until its convenient for me to borrow a computer.

248. My responsibilities require immediate access, when necessary, to a computer.

249. Using another printer I would nopt have immediate access to print jobs which would slow down my productivity. The shared printers down the hall are already used to their capacity.

250. Some days the computer is needed all day. Just the iconveniece of this poissiblily makes me shudder.

251. Shared time may conflict there are some days that I need the computer all day and some days only two hrs.

252. Majority of my work is done on a computer and I use cc mail frequently

253. I work on the PNNL contract and often access to my computer is time dependent. Actions come in without much warning and are often very short.

254. ability to access hanford info in a timely manner

255. Computer must be available at any time to support erratic schedules due to meetings. Sharing a workstation would be difficult unless the hours of the other person sharing were exactly opposite.

256. There are times I need to use the computer in my office and it is already in use. Typically this is not a problem.

257. My roomate and I both use our computers almost full time. Sharing is not possible

258. Our group relies on timely response to action items that impact project schedule. If I would have to wait to use a shared computer ...that would not work!

259. Since I work on my computer 6-8 hours a day, if only had access to a computer 50% of that time, my productivity would fall off 50%.

260. Drawing production is my function.

261. I use my computer 6-8 hours a day. Sharing it with someone what be counter productive.

262. Would lose at least this much time running back and forth and since I was at the printer so much more before I usually ended up getting to fix its problems, find paper and change cartridge regularly.

263. See the use time on the computer. I really do use it 6-8 hours a day.

264. Most of my work is computer driven. I am either entering or retrieving data for every portion of my job.

265. Availability of computer for use, disruption of sharer's work.

266. Usage time conflicts

267. Wouldn't be able to get anything done.

268. I have a protable computer with three docking stations in 3 separate facilities where I work. Before I got the portable computer I used whatever computer was available in each facility. When I used an available computer I would run into problem

269. Would have to wait for computer availability.

270. Schedule and cost calculations and input would not be possible and would hender my performance on firedrills and other critical jobs.

271. I use my computer 4-6 hours a day. Just absout every activity I do involves use of my computer. having to wait for a computer to become available would significantly disrupt my work schedule, cause delays in my ability to meet work commitments.

272. The reports and loads I run take hours and the computer can not be accessed during this time.

273. As a programmer, I use my computer all day, every day. To share one simply would not work.

274. Constantly use computer for Lancal, Popfon, e-mail, etc...integral part of my process.

275. I work on a lot of fire drills, i.e. Urgent work.. I can't afford to wait until the computer is free with many of my short turn around items. Alot of my job responsbilities are being a central coordinator for reponses to upper management.

276. Approximately 10% of my work scope is dependent on computer usage. I suppose I could invent a new way of doing business to increase my productivity.

277. I communicate back & forth throughout the day with various individuals in various locations by cc:Mail. Delays in having the use of a computer would delay important communication.

278. It would be hard to make drawings on a shared computer.

279. I do not process on the computer, however nearly everything I do in the office uses the computer from looking up phone numbers to costs of procedures to writing and receiving ccmail. It would

definitely result in lost productivity.

280. I havve many assignments that require access to a computer at once and that will not wait from someone else to finish their work.

281. To provide the required customer service, immediate computer access is necessary. Compilation of reports takes up much of the time spent at my workstation. These could not be accomplished on a shared computer.

282. not able to do some operations like TIS, and ccmail and stuff like that.

283. Need computer available when my schedule permits.

284. Untimely response to requests for action coming to me via ccMail

285. I am a software engineer. Our tool belt is our computer. Take it away and no work gets done.

286. Competing for use of pc.

287. My entire workscope is done on the computer. I need my computer to do my job properly and do the task I have been chartered to do by my company.

288. Constant up and down, interruption in flow of work, more apt to decide not to document something that may be useful later...

289. Would have to work in draft, then rework as enter on pc. Work best on pc. Wouldn't receive messages promptly & when did get, others would have to wait for response to queries which require time to investigate. Investigation often requires internet use.

290. I need full access at all times to conduct my business

291. I am constantly using the computer in order to complete my job. Sharing a computer would limit access.

292. Most of my work involves either processing data or generating electronic documents.

293. Because the other people use their pcs as much as me, this would cause a delay in time each of us would be allowed on the computer. We would not be able to reply to time sensitive data & keep current info. current.

294. My job requires access to other computers and info. on the HLAN to provide help & consultation to my customers. I use my pc to do software installations & configuration.

295. My work is prompted by phone call and/or directed action both in the occurrence activities as well as assessments of all types. My work requires a lot of creativity & that comes at various times..not something I schedule.

296. N/A

297. Most secretarial duties require the use of a computer.

298. I input, verify surface level, temperatures, and ILL data in the database. I do work for customers in printing out graphs for them of this data. I use my computer to do this work.

299. I need immediate access to the computer. I cannot afford to stand in line to get access. Also, my primary tool at work is the computer.

300. I use the computer for a large percentage of my job.

301. As a secretary, I could not function if I had to share a computer.

302. I would have to wait to do work

303. Since I use it 4-8 hrs./day and not in consistent times each day, I would have to wait or make the other person wait for time on the computer.

304. The quality of documents would degenerate if personnel are continually in competition for computer time.

305. An executive secretary, I work on a computer 90% of my time. My time is not organized such that I can schedule to work on a computer. When the director or one of the managers needs something, they usually need it now, not when it is my turn to use a cp

306. I must write procedures and communicate with my customers daily. I cannot predict the time I will be away from the computer, I would necessarily spend much of my time waiting to use it.

307. Not able to do my work

308. printer (HP LaserJet3), but it seems to be adequate for most word processing functions, what really delays me, is inadequate on my computer.

309. Work generally involves multiple resources,includes long duration tasks and frequent, but irregular disruptions,at a shared workstation would require transporting necessary resources back and forth from office to station,etc...

310. All work is originated on the computer. It is also an important communication device.

311. The nature of my job is such that

312. LAN

313. My job is producing things on the computer all day long.

314. I am involved in document review and preparation almost everyday,prepare draft correspondence for divison director on short notice. Not having access to a computer for extended periods and on short notice would make it almost impossible to do my job.

315. Would be difficult to issue request for proposals and contracts,access data readily available to buyers in PAMM and PIDS,internet accocess to resources only available on internet,spreadsheets utilized constantly.

316. 12

317. If I shared my computer I would not be able to complete my work when needed and either would the person I'm sharing it with.

318. I am a productive writer,supporting both Tank Farms Operations and Utilities Operations. I use my computer all day long, writing new procedures,processing procedures changes and developing a variety of other associated documents.

319. I am dependent upon the use of a computer full time

320. My PC is the main tool for my work.

321. Use of a machine is not on a given schedule. When I need the computer, I need it!!!

322. Need to look up info on a frequent basis and would have to wait until the computer was available. Late in receiving comail msgs which may cause missed mtgs. Often required to do quick turn around excerises.

323. Leaving the office and taking your materials with you. People queed up waiting to use the computer. Visiting as you gather to use a computer. It's a good idea!!

324. A tool that is not available when you need it is worse than never having that tool. Productivity loss through additional scheduling, loss of opportunity to perform tasks when small amounts of time are available,etc.

325. Special applications

326. Answer is dependent on the amount of computer time I could get.

327. Demand time of computer availablity is significant (receive ~60 ccmail msgs daily), use on frequent basis to review lengthy design documents,use to prepare draft letters of technicial direction to A/E.

328. 3

329. I depend on my computer for use 4-6 hrs per day. If I had to share a computer, I would have alot of unproductive

330. We share a office however we do have seperate computers, to allow us the time to complete the sometimes hrs of paperwork in a timely manner and within the closeness of our desk.

331. Constant use of the computer for ccmail preparation or receipt/review of WP documents, LanCal,TIS,EXCEL spreadsheets,phone directory to make numerous phone calls, access to RRQ to receive remote requisitions,access to PIDS and PAMM ll review,etc,...

332. If sharing a computer means more than one user. The response is obvious based on your questions #2 Don't know how I could use a computer 6-8hrs a day and someone else use it too.

333. I use my computer extensively when I am in my office (ie: not in meetings).

334. We use computer s at the same time.

335. Inability to quickly and efficiently turnaround work.

336. Too much time walking to and from printer.

337. Printer is on my computer table and is not easily accessed based on my office bay/furniture configuration. Activity in my bay would increase due to the need by other employes' to physically access the printer.

338. Because I work on the computer all day

339. Read question number 3

340. 90% is my work is done on the computer.

341. My work is about 80% based, if a computer was also being used by another worker, there would be too many conflicts.

342. (ie: letters,reports) needs to be typed on teh computer right away, with no delays. Sharing a computer would prevent this from happening,if it was being used at the time, because the users of the other computers in my area have heavy work

343. I do everything by computer, math, drafts, graphics, etc. I would not be able to perform without a computer on my desk.

344. My work processes would be dramatically effected due to my scheduling and planning and requests for information on classes thrugh ccmail.

345. I KEEP MULTIPLE APPLICATIONS OPEN AT ALL TIME AND TRANSFER TO DO MY WORK, TRANSFERRING DATA BETWEEN THEM. NEED CC:MAIL FOR CONFIDENTAIL AND TIMLY ACCESS. I DEAL WITH INSIDE AND OUSIDE CUSTOMERS.

346. I USE MY COMPUTER ALMOST CONSTANTLY.

347. THE MAJORITY OF MY DAY IS SPENT USING THE COMPUTER. HAVING TO SHARE WITH SOMEONE WOULD GREATLY DECREASE MY ABILITY TO COMPLETE MY TASKS.

348. MY WORK INVOLVES DEVELOPING WRITTEN TRAINING AND PROCEDURE MATERIAL, JOB AIDS, OVERHEAD VISUAL AIDS. I USE THE COMPUTER FOR EMPLOYEE PERFORMANCE, PROJECT PLANING. IF I SHARE I WOULD BE UNABLE TO PERFORM MY JOB.

349. AS AN INDEPENDANT TECH. PERFORMANCE ASSESSOR, MY BREAD AND BUTTER IS BASED ON EASY ACCESS TO A PC, THAT IS TOTALLY DEDICATED TO MY NEEDS. I NEED

QUICK ACCESS TO DUCUMENTS, FILES, MAIL AND OTHER SITE APPLICATION. MY WORK WOULD BE DISRUPTED WITHOUT A PC

350. SEE Q3 AND Q7

351. Time within is spent at the computer on graphs, charts, spreadsheets, word processing.

352. Nature of work requires consi use. Tasks include writingm revising and editing procedures and technical documents from various sources, shared area file server input administrator, document control, to name a few.

353. Inability to perform renuired work. This includes JCS access, letter writing, report writing, test procedure writing, Procedure modification, etc.

354. I use my computer over 90% of the time during the day.

355. WAITING FOR A COMPUTER TO BE AVAILABLE

356. NEED TO CORRESPOND/INTERACT W/OTHERS

357. BOTH MY OFFICE MATE & MYSELF USE THE COMPUTER MORE THAN 4-6 HRS A DAY-SUBSTANTIAL IMPACT

358. SEE Q2;USE COMPUTER 6-8 PLUS DAILY MY JOB IS COMPUTER PROGRAMMING

359. I HAVE ON-CALL SYSTEM RESPONSIBILITIES, NOT HAVING THIS WOULD PREVENT ME FROM DOING MY JOB

360. COMPUTER NOT AVILABLE AT TIME REQUIRED

361. NEED FOR COMPUTER IS OFTEN URGENT, SUPPORTING IMMEDIATE RESPONSES, CAN NOT BE WORKED AROUND

362. OFFICE MATE ALSO USES COMPUTER 6-8 HRS DAILY

363. MAJORITY OF MY WORK IS ALL ON COMPUTER, RECEIVE/CREATE & SEND. IF I DIDN'T HAVE I WOULD BE UNRESPONSIVE TO NEEDS OF MGMT/CO WORKERS

364. UNABLE TO ACCESS COMPUTER WHEN NEEDED/MISSING IMPORTANT MSGS THAT REQUIRE PROMPT ATTENTION & FREQUENT INTERRUPTIONS

365. I AM ON THE COMPUTER MOST OF THE DAY. IF I SHARED, THERE WOULD BE A CONFLICT AND DOWN TIMES

366. UNABLE TO UTILIZE ACAD, CHECK ENGRG DRAWINGS, CKOUT & RELEASE ENGR DRAWINGS & UTILIZE DATA BASES FOR CUSTOMER SUPPORT

367. MOST IME WOULD BE SPENT WAITING FOR THE PC

368. JOB REQUIRES USE OF DATA BASES ALL THE TIME, YOU SHOULD BE EMBARRASSED YOU ARE ASKING THIS QUESTION! PC'S HAVE INCREASED EFFICIENCY. ITS LUDICROUS TO CONSIDER SHARING, LOWER PRICED COMPUTERS, HIGHER EFFICIENCY/TIME SAVINGS..

369. I DEVELOP/MAINTAIN SOFTWARE, KIND OF DIFFICULT ON A SHARED COMPUTER

370. I USE MY COMPUTER CONSTANTLY

371. N/A

372. NEED ACCESS AT ANY GIVEN TIME & CANT AFFORD TO WAIT AROUND UNTIL SOMEONE GET OFF IT

373. CONFLICTS IN TIME AVAILABILITY

374. CHANGES TO INFORMATION IN DATA BASES THAT I USE DAILY. IF I HAD TO WAIT FOR ACCESS, IT COULD IMPACT OFFSITE SHIPMENS, 90-DAY CLOCKS, ETC

375. LIMITED WINDOWS OF OPPORTUNITY TO USE COMPUTER THROUGHOUT THE DAY. I NEED ON WHEN I'M AVAILABLE & IT WOULD NOT WORK TO SCHEDULE MY TIME ON/OFF THE PC OR TO WAIT AROUND TO UTILIZE IT

376. SEVERAL NEGATIVE IMPACTS ON PRODUCTIVITY. I AM A INDUSTRIAL HYGIENIST. WOULD BE UNABLE TO SCHEDULE FIELD RESPONSE TO SAFETY CONCERNS EMERGENICES, AND ACCESS TO A SHARED PC, I USE PC IN EVERYTHING I DO.SEVERE IMPACT

377. I WORK ON THIS PC FOR ALL MY JOB SCOPE. I'M A WRITE, PREPARING PRESENTATIONS, ETC

378. I SPEND 8-9 HRS A DAY ON THE PC. IF I HAD TO WAIT, IT WOULD CAUSE LOST PRODUCTIVITY TO ME, PARE ME WITH SOMEONE THAT DOESN'T USE THE PC AND IT WOULD BE TOO BAD

379. I AREADY SHARE WITH 4 OTHER PEOPLE, THAT WOULD MEAN MEAN THAT 4 OF US WOULD BE SHARING WITH OTHERS

380. MY PRODUCTIVITY WILL SUFFER

381. EVERYTHING I DO IS ON THE PC, SINCE THE LAYOFFS, ETC, I HAVE BEEN PERFORMING MY OWN CLERICAL FUNCTIONS. HANFORD TENDS TO SPEND $500 IN LABOR TO SAVE $10 IN MATERIALS.. SEE ANY PARALLELS HERE????

382. I DO NOT USE HARD COPY FOR ANYTHING. THE COMPUTER IS MY FILING CABINET.

383. I USE COMPUTER DATABASES DAILY WHEAVY USAGE TO PREPARE ENVIRONMENTAL REPORTS. WITH MY PATTERN OF HEAVY USAGE OF THE DATABASE, I WOULD BE DEAD IN THE WATER AND UNPRODUCTIVE

384. NOT AN OPTION TO SHARE A COMPUTER OR PRINTER

385. I initiate, transcribe, close packages in JCS. Most of my day involves work around acomputer.

386. Volume of composition/writing & iterations, is fastest at computer. P3 scheduling, access

387. Use computer 8 hrs./day. Would not complete work if shared computer.

388. Because of length to develop and reviewed by others is very time consuming. Comments must be incorporated in short time/require others to review prior to operations work performed.

389. Poor location of the computer, and not available when I want to use the computer.

390. Critical /personnel information must be processed in timely manner. Sharing computer would impact time and sensitivity.

391. Cannot share; flexible & random use,day-to-day.

392. Consistently using printer daily.

393. Same as Q7. Org. charts/updates on projects/meeting notes/general correspondence.

394. Heavy computer usage. Work wouldn't get done if I had to share.

395. Job requires preparation of various reports/calculations which need computer. Work also requires travel between the 1000K, 200E and 300 areas, which I utilize a laptop computer in order to accomplish my tasks.

396. Wasted time to and from printer which is further away and not in a convenient location.

397. Not having sufficient time on computer.

398. Distractions, time away from work place,scheduling common use, would use computer much less--would be comparable to doing without own telephone.

399. Processing/updating co.org charts/project/meeting notes, typing for 3 employees, gen. correspondence, trcking.people core & property poo.

400. A definite decrease in productivity would fall. Our Laser JetIV is now shared by 8 people. 2Admin.support & 6 RMIS retrievals.

401. It isn't possible for 2 people to use the computer at the same time.

402. Use a wider scanner to scan & index drawings. 50% of my work would be interrupted if I were to share.

403. Computer required to perform primary job function. Needed 6 hours/day.

404. Use computer 75% of day. Half of that time on computer and phone would not be available to me, thus, loss of productivity.

405. Use computer 80% of time, Shared computer would not be available when needed. Sporadic to move from desk to desk.

406. Report process time, environmental compliance response.

407. PC may not be available when customer requires my assistance. Routine input may become backlogged while waiting for PC access.

408. All work involves preparation of documents and answering CC:mail messages.

409. Totally unproductive if one has to sit & wait to use computer for primary resources for all information related to my job.

410. N/A

411. High volume, quick turnaround work does not lend to easy sharing.

412. Use the computer continuously, how can I share?

413. 90% of my day is working at the computer.

414. Computer is set up by each person for his/her use.

415. Time to get to printer. Rework on projects that did not print successfully the first time.

416. Computer usage during the day, every day. It would have significant impact on my work.

417. Share office with Training Instructor. We both use computer for research and training materials. One computer would not work for us.

418. Tried sharing. Didn't work well.

419. INABILITY TO ACCESS COMPUTER WHEN NEEDED.

420. LIMITED TIME AVAILABLE ON SYSTEM & HAVE TRACKING PROGRAMS ON MY SYSTEM ETC.

421. JCS RESOLUTIONS & OTHER REQUIRED DOCUMENTS REQUIRE EXTENSIVE USE OF THE COMPUTER ACCESSED INFORMATION & SOFTWARE PROGRAMS.

422. I CONSTANTLY ACCESS MY COMPUTER TO MAINTAIN COMMUNICATION WITH OTHER PROJECT PERSONNEL, PREPARE WORK DOCUMENTS & REPORTS, AND SHARING A COMPUTER WOULD ADVERSELY AFFECT MY FREQUENCY OF ACCESS AS WELL AS DURATION OF ACCESS.

423. IT'S DIFFICULT TO PLACE A PERCENTAGE DECREASE ON IT, BUT IT WOULD BE INCONVENIENT.

424. TIME, MANY OF MY WORK ACTIVITIES INVOLVE MESSAGE COMMUNICATION & DOCUMENTATION OF CODES & STANDARDS,TOO MUCH COMMUNICATIONS &

PAPERWORK FOR MY JOB POSITION NOT TO HAVE AN INDIVIDUAL COMPUTER AVAILABLE.

425. UNKNOWN,WILL THERE BE A COMPUTER AVAILABLE WHEN I WANT/NEED ONE. WILL I HAVE A PLACE TO STORE WORDPERFECT DOCUMENTS SO NO ONE ELSE CAN MESS THEM UP OR DELETE THEM?

426. I BELIVE THAT IT COULD SLIGHTLY IMPACT THE LENGTH OF TIME TO PRINT DOCUMENTS & PRODUCE THE MANY DELIVERABLES I PRODUCE IN MY POSITION. WHILE THIS IMPACT MAY NOT BE MUCH IT WAS HARD TO SAY IT WOULD NOT IMPACT PRODUCTIVITY AT ALL.

427. MY JOB REQUIRES A COMPUTER. I USE MY COMPUTER 6 TO 8 HOURS PER DAY. I WOULD NOT HAVE ACCESS FOR ALL THE HOURS I NEED.

428. Almost 100% of my work is computer based. If required toshare, I would be almost 100% stopped when someone else was using my unit.

429. My computer is used for development of Multi Year Work Plan for the Waste Retrieval program. I wouldn't be able to develop, analyze, run performance/scenarios, perform risk management or develop/process Change requests to cost and schedule baseline.

430. down time retrieving (two way travel) to for drafts, final documents.

431. MY WORK STATION IS IN A CONTROL ROOM.

432. Time spent in transit, in waiting, at HR because I couldn't get along with the person I was sharing it with. Two people down when machine is down and trying to determine who is to make the call to have it fixed.

433. My job as a software developer requires 100% access to a computer to perform my work.

434. Time required for generating, maintaining spreadsheets, access to FDS, soft reporting to support my work scope and customer needs.

435. On demand computer derived products. Would not allow me to support my customers.

436. Manager of records documentation and computer systems would be unable to monitor work.

437. BECAUSE I AM A DATA INPUT CLERK AND ABOUT THE ONLY TIME I AM NOT USING MY WORKSTATION IS IF WE ARE HAVING A STAFF MEETING OR THE SYSTEM HAS CRASHED, I AM EATING LUNCH, OR ON VACATION OR SICK.

438. THE TYPE OF WORK THAT I DO COULD NOT BE DONE IF I HAD TO SHARE A COMPUTER WITH SOMEONE ELSE.

439. Using a computer is essential in performing almost every aspect of my job. Having to share would greatly affect my productivity.

440. I RUN AUTOCAD SHARING IS NO GOOD.

441. I spend an enourmous amount of time on the computer. I support 2 managers and their staff (~25 people). I type reports, letters, generate forms, order supplies, enter information in database programs (PeopleCore, HATS, TMS, etc.

442. All information is via computer

443. Most of my work involves work processing, spreadsheet calculations, and graphics on the computer.

444. Would not have the privacy required to do the portion of my job that deals with Privacy Act information.

445. My primary job is processing information so without a computer I cannot perform that responsibility.

446. unscheduled time requiring computer work and more manual editing/writing with modifications after

final products are finished.

447. I NEED THE PC TIME TO DO MY JOB! procedures, drawings, and technical data!

448. DEMAND FOR COMPUTER TIME, LESS CONTROL OF WORK SCHEDULE AND PRODUCT DEADLINE REQUIREMENTS

449. Most of my work involves using a computer to prepare reports, presentations, communicate, schedule meetings.

450. I work in project management. When I need computer I need it now and scheduling use time would be difficult if not impossible. There would be days that I could share and would have no problems but as a whole I need complete access.

451. I review many other documents while writing on the computer.

452. Immediate access to a computer is important when needed.

453. I am a budget / manpower specialist. Almost all of my wor is done on a computer, as well as everyone around me. I would never be able to share one.

454. Reduced/slowed communications.

455. 2

456. SOME MANAGEMENT PRIORITY ACTIONS OR REQUIREMENTS COULD NOT WAIT FOR SHARED A COMPUTER TO BE FREE OR AVAILABLE FOR USE.

457. Some days I am on the computer all day long. I am constantly needing communication information (cc:mail, phone, etc.) and I am use many software applications concurrently.

458. Communications, research work output

459. 80% of my work involves word processing, spreadsheet work, database use, and graphics. Add cc:mail, and most of my day is spent at the computer. Sharing access for 33%-50% of the time, will put me at 47%-60% of current productivity.

460. any waiting time for computer time.

461. Need to be able to respond to phone calls from employers and applicants immediately.

462. As a buyer, I am using the computer continually during the day. If I had to share, I may not be able to get to it when needed.

463. When I need to use a computer, most of the time I need immediate access. I also spend too much time of my computer to reasonably share it with someone.

464. Many quick turn-around items on cc:mail or that need formal quick response, or use of pager, PopFon, etc.

465. As a budget analyst I am extremely reliant on spreadsheets and various financial systems. Nearly all the work I do is stored on my PC for reference, manipulation, etc.

466. need continued access over extended periods.

467. unable to meet schedules

468. Are we talking about sharing computers or printers. Already a dozen sharing a printer and that is fine. Sharing computers would be a major upset costing more than saved. Can't continue w/o charge code or mgrs. direction.

469. Secretaries should all have their own personal ccomputer as a secretary usually works for several people.

470. Sharing a printer would mean trips out of my office to get the material. Sharing printers cause

misprints when 2 or more people try to print at the same time. This means attempting printing more than one time.

471. I use my computer to do reports, excel spreadsheets, JCS packages, etc. If I was sharing with someone else, I wouldn't be working.

472. I could not share a computer and continue to be as productive. Some days are very busy with short turnarounds.

473. Productivity will be dependent on the office environment and on the availability of the computer.

474. A large portion of my work is done using the computer for document revision, letter writing, developing guidance documents, etc. Sharing a computer would result in extra down time waiting to use it.

475. Productivity will be dependent on the office environment and the availability of the computer.

476. Time to and from shared printers, increased paper loading, increased maintenance (down time), printer unavailability when absolutely needed and past experience has shown me that shared printers are always

477. As stated in my answer to Q2, I don't feel this would conducive my sharing of computer.

478. heavy computer time

479. I am a customer service person and 99% of this service is provided by computer as are the other two people I work with.

480. My job requires many hours on the computer in a day. sharing would not be an option for productivity.

481. I work 8 hours a day designing and drawing and my work load doesn't allow me to share a computer.

482. amount of use and availability

483. Would need to wait, to write things out longhand, could not respond quickly to requestors, could not search (surfwise) when needed, would spend time typing what I've already written, could not find phone numbers readily, interruptions by shared persons.

484. I spend a lot of time preparing and editing reports for my work.

485. When I need it I need it.

486. 1)I would be away from my phone. 2) I have my own office and require use of information when using cc:mail, Wordperfect, etc. 3) As the PFP Criticality Safety Rep, I will require frequent access to the Hanford Intranet (site manuals). 4&5....

487. Unable to share at peak times.

488. If I had a shared computer, I would not be able to support the four organizations that I currently support.

489. I use the computer I have for all my engineering design processes continuously. Sharing a computer just would not be cost nor time effective.

490. Time component availability vs my time availability (ie. coordination of projects to access computer).

491. The majority of tasks are performed at the computer.

492. Printer is used on demand; unacceptable to wait for queue to clear.

493. Both of us in the bay use our computers to do our work and need the use of one at a moments notice at times.

494. The lost time waiting for reports to print out. Getting up each time to go to other bay to get reports, bumping into each other trying to get by office chair in the other bays which have 3x3 floor space.

495. Constantly going to computer for popfon access, ccmail, lancal, cardfile, excel, etc. Frankly, it would cause significant frustration and negatively effect my morale.

496. I am constantly writing messages, Wordperfect text, and reading messages. If I had to share a computer, it would really limit me in what I could accomplish. This is particularly true because I'm out in the 200E area, and my contractors are in town.

497. I DON'T UNDERSTAND THE LOGIC IN SHARING A COMPUTER. I USE MY ALL DAY AND NEED IT TO DO MY WORK

498. HAVE TO WAIT FOR PRINTER MATERIAL BEFORE CONTINUING TO WORK

499. NOT ALWAYS AVAILABLE WHEN NEEDED THEREFORE, NOT BEING ABLE TO CONTINUE WORK, CONTINUALLY STARTING &STOPPING, AND UP/DOWN AND BACK /FORTH

500. ACCESS MAY/MAY NOT BE AVAILABLE, TIME CRITICAL WORK MORE DIFFICULT TO DO

501. WE HAVE SOME ENGINEERS THAT TRIED TO SHARE A PC. HAVE DISCOVERED THAT THE WORK REQUIRED FOR EACH SPREADSHEET & OTHER NECESSARY PROGRAMS, MAKE IT IMPOSSIBLE FOR EACH PERSON TO BE PRODUCTIVE.

502. CO-WORKER USES COMPUTER 6-8 HRS OF THE DAY

503. RESTRICTIVE OFFICE SPACE & LENGTH OF TIME I NEED A PC EACH DAY IS NOT CONDUCIVE TO SHARING. MY OFFICE TIME IS CONSTANTLY INTERRUPTED, SO SCHEDULING A SHARED COMPUTER WOULD NOT WORK

504. NOW I CAN EASILY CANCEL A PRINT JOB IF I SPOT AN ERROR. THIS WOULD CAUSE A TIME LOSS IN PICKING UP MATERIALS.

505. USE THE COMPUTER FOR NEARLY ALL JOB TASKS

506. LOSS OF PRODUCTIVITY DEPENDS ON THE PRINTERS LOCATION

507. 3HEAVY USE WOULD HAVE TO SCHEDULE A TIME WHEN PEOPLE ARE NOT USING IT

508. TRIP REPORTS, TEST REPORTS ARE KEPT & USED DAILY AS WELL AS REQUIRED INFO NEED TO ACCOMPLISH MY JOB

509. I USE MY PC CONTINUOUSLY DURING THE DAY

510. AWAY FROM MY OFFICE, NOT ABLE TO UTILIZE ALL RESOURCES

511. I USE MY PC 4-8 HRS DAILY /MY OFFICE MATE USES IT EVEN MORE. ONE OF US WOULD BE SUBSTANTIALLY IMPACTED

512. COMPUTER IN USE BY OTHER WORKER

513. SHARING & ACCESS TIME MAKE RESPONSES & REPORTS, ALONG WITH DAILY COMMUNICATIONS DIFFICULT . ALSO INCONVENIENCE OF ACCESS AND OTHER USER SCHEDULES

514. NOT ABLE TO MONITOR SYSTEMS, IF NO PC AVAILABLE OR NOT BEING AVAILABLE FOR INSTALLATION & TESTING OF SOFWARE

515. MY STAFF IS SPEAD OUT ALL OVER. I WOULD HAVE A DIFFICULT TIME COMMUNICATING W/INDIVIDUALS WITHOUT A COMPUTER. I ALSO ISE THBE PC FOR SPERADSHEETS, ETC

516. A LOT OF TIME SPEND ON CC:MAIL & DEVELOPING DRAFTS. NOT FEASIBLE TO SHARE. NEED ACCESS TO HANDLE QUESTIONS FROM CONTRACTORS W/URGENT PROBLEMS.

517. I NEED THE PC TO BE AVAILABLE AT A MOMENTS NOTICE IF NOT ALL THE TIME.

518. ENGINEERING WORK

519. VERY LITTLE TIME AVAILABLE TO USE MY PC BECAUSE OF OTHER SCHEDULED MTGS, ETC. I NEED MY ACCESS TO PC WHEN I HAVE TIME TO USE IT

520. I CONFIGURE MY OWN PRESENTATION & CARRY MY MACHINE WITH ME

521. TIME LOSS IN GETTING UP/LEAVING OFFICE AND GOING TO PRINTER, WAITING ALSO THE WORKLOAD, WAIT FOR OTHERS TO FINISH PRINTING, CHANCE OF WORK GETTING MIXED-UP. JAMES WOULD NOT BE APPARENT UNTIL I CKED PRINTER.

Question 13: If you had no access to a computer (PC), what impact would it have on your productivity? (Assume that you can not off-load your work to someone with a PC.)

Question 14: If you noted a decrease in productivity above, please type in the reason(s) for the decrease at the >> prompt.

1. same as above

2. If I have no access to a computer I can not do my job

3. Couldn't get anything done.

4. My customers expect and need immediate service as many items are related to safety, quality and productivity.

5. Job track requires a computer.

6. Most of my correspondence is performed on my computer, including drafts and editing of others work.

7. Need computer applications to perform work.

8. No way to do some of the work at all. Also someone else will have to do the writing I do on the computer.

9. Having to make multiple calls rather than utilize e-mail. Having to draft letters by hand without the ability to readily make changes. Reliance on plant mail would slow work processes. I would have to review paper copies of invoices. Manual storage of paper is known to be less efficient. etc. etc.

10. The reasons given in question #12 would hold true even more so if I had no computer access.

11. A significant amount of my work is preformed on the computer.

12. See question 12.

13. Try working a spreadsheet by hand, preparing a document on a type writer, or drawing a figure with a pen and T-Square.

14. I would be total lost without a computer.

15. I am responsible for work planning, coordination, tracking, and reporting. The computer provides the major tools that I use extensively and routinely for both production and communications in these functions. Alternatives would not work.

16. Same response as Q12.

17. All documentation would be hand pen and ink, the actual number would probably be 20%.

18. I use the computer to perform calculations and to compose documents.

19. To process the data by hand would be a nightmare!

20. Work product is electronic; primary work must be done on computer.

21. Every product I create is done on the computer. Information and action requests come exclusively through the computer and submittals are required through the computer.

22. (Please see see answer No. 12) Clearance process for speeches, news releases, media advisories, public document drafts, etc. would take days for clearance as opposed to hhours presently with the computer word processor and E-mial combination. Response to national media would be greatly impaired without the E-mail. Other than voice mail and fax machines (whoich may or may not work depending on amount of traffic and timing), tjhere would be no 24 hour communication capability with HQ and other site offices. (To continue to list impacts and reasons would be space prohibitive)

23. Majority of work is performed with software, ie. Wordperfect, Autocad, Excel, Soft Reporting, Hanford Info, CDMS, MathCad.

24. Most work is computer-based.

25. My work is computer based.

26. 50% of my time is spent on what used to be clerical/secretarial duties. If I had to use a typewriter instead of a word processor it would be a disaster.

27. I could not get my work done without a computer. There are no secretaries to type reports, no Lancal to schedule meeting, would not be able to get my cc:Mail, or updtae required internet pages and databases.

28. Same as above. I wrke. Most of my work is writing and without a computer I can't work.

29. Material such as procedureupdates, lessons learned, and general management communication would have to be done in person implying more metings, implying more time away from real work, implying making my time available to review material with a real person when we would have mutual open time vs when I make time.

30. I am a secretary - my job is the computer.

31. "back to goog old days of handwriting/drawing, checking/rechecking/correcting calculations, increased paperwork, timecard reporting, communications in the absence of cc:Mail, etc."

32. 100% of everything surveillance does is on a computer system of some kind.

33. Job requires computer functions.

34. All information is being moved towards a paperless office concept. Inability to access a computer when needed woul seriously hamper ability to complete work.

35. 99.9% of my work is located in this computer. I am the Flour Daniel Hanford, RadCon tracking and trending (performacne indicator) Poc and cannot function without it.

36. See Q12

37. see Q12 above

38. Please hire me a secretary/clerk with a computer so I can disctate my work.

39. These reasons have been given before on the answer to an earlier question.

40. Development of Master Equipmetn Data Bases to support H-14 Drawing development would be impacted.

41. Unable to do my job. Se responses to question Q12.

42. My job is primarily producing documents.

43. Use it all day

44. Our office is not set up to return to a paper system./ basically all my work involves the computer.

45. No access to information sources or reporting capability.

46. No quick access on procedure and forms, delay the work that have to done

47. My job entails preparing correspondence for senior DOE management.

48. Same as above for share

49. So much of what I do is related to programs available only via computer that I couldn't function without one.

50. I need to e-mail messages to DO-RL, DOE-HQ, International Atomic Energy Agency, and other DOE sites through the U.S. I also use comment on site projects drafts and misc. other material.

51. I could not communicate via electronic mail, compose correspondence nor create spreadsheets for my budget work.

52. Computer is the primary tool, besides the telephone, for doing my job. Could not do my job with a computer.

53. 90% of my work is performed via computer, e.g., cc:messages, word processing, etc.

54. I use several software programs to accomplish the work that I do. We have no cleerks and one secretary in our section. This would be a severe choke point for me to get my work done.

55. Most of my job is writing reports.

56. Do to the type odf work our group does it requires us to have access to various systems or the work would not be done.

57. I could not perform the work that I do without a computer.

58. My job is to help approximately 70 users with our database, and write reports. I cannot do this job without a pc.

59. It is how I communicate most of the time, I list tasks to be done, work up autocad drawings, scheduled, procurement requests, on and on.

60. A large portion of my responsibilites involve use of JCS and numerous Jetforms, Macro's etc.

61. I use my computer alot and need to down load documents constantly.

62. Would not be able to screen work packages for release. Would impact status of work progress repoerts. Would be unable to correspond information to customers.

63. to busy

64. I am an information worker. Conducting my work through someone else significantly increases the cost/decreases productivity.

65. The majority pf my work takes place in VFM, Paradox, and cc:Mail.

66. It's and electronic world.

67. Availability of computer resources is criticval to productivity and production of products for which I am responsible

68. Loss of word processing software packages and reference materials (Procedure Information, RIMIS, Soft Reporting Hanford Informations)

69. I use the computer to do spreadsheets, if no done bya computer would take at least 10 times as much time to do. Also, I use the computer to do reports and can use the format from prior reports.

70. I couldn't work.

71. I use the computer a lot to respond to comail messages write text for Safety Analysis documents.

write job descriptions using the FDHW Eng/Design Estimate worksheets on EXCEL and respond to managment requests for task status using EXCEL task status sheets.

72. No computer would make it impossible to complete my assigned tasks, prepearation of reports, data base managment, etc.

73. 90% of my communications are by computer. All payroll input as well.

74. Much of the work that I perform on the ETF process control system requires ECN's. Without the ability to work in autcad and a world processor, I might as well not be there for I could do little useful work to meet my groups expectations. Additionally I have a continual need to send and receive data via E-Mail to the manufacturer of Our ETF process control syste, as we are still in an update ant expansion mode with that system. Without this ability, diagnostic information could not be exchanged. Additionally, I had previously mentioned that I do program checking of the ETF process control system at this machine. This is necessary so that I don't tie up a much needed system in te ETF control roo. Also, due to the abilities that exist with the PC software sucha as WP6.1 and MS office97 I can do a much more efficient job of analyzing control system software on my PC When I write an ECN to that software, it is manditory that I check the actual code and compare it to the logic iagras. Again this is done through my PC. Access to all the informatin that I need is much more efficient with a PC. I can look at a CAD files of the logic and any ECNs to that logic at the PC.

In short I would be nead to worthless without a personal computer of my own.

75. All my work is data tracking.

76. All my work is computer based.

77. I need to write everything on paper and have our secretary type it on her computer, then I need to proof-read several times before the final copy of report or wugraphs.

78. In the present organization, it would be impossible to perform my job without the communications capabilities of the computer. All othe4 people on the site would have to change also. We could operate without the use of computer, but the loss in efficientcy and time response would be enormous.

79. as a buyer all records are on electronic file

80. same answer as Q 12

81. Most of my work requires availablity and use of computer generated and stored information.

82. Since procedure writing, data entry for document clearnace databases, and composing/producing instructional and training materials, as well as customer service intake and response via ccmail make up my normal day -- of ten into more than and 8 hour day, I would NOT be able to perform any significant work without a computer.

83. Would not be able to produce the documents required to perform, construct, install my designs.

84. 1.)My manager is located in the 300 area. 2) Would not be able to look up safety issues in the controlled manuals in soft reporting. 3) Would not be able to enter time in TIS. 4) Would not be able to receive work orders generated in MAXIMO 5) Would not be able to recieve timely information pertinent to my crafts or myself.

85. All my work depends on the use of my computer.

86. Can't program without a computer!

87. Most of the work involves the use of computer and the tredn is even more.

88. My work is secretarial in nature. Having no access to a computer would effectively stop my work.

89. As I worote in the items above I do everything on the computer. The time that it takes to instruct

another clerical person as to what I generate myself will certainly keep that person employed fully for 16 hours a day, considering that the person must learn what I do then do in the same time frame that I do.

90. My job requires work processing, data base managment, communications, etc. that is not feasible without a computer workstation.

91. having to share a compuer would be analogous to taking it away.

92. A majority of my owrk activities involve the use of text files, spreadsheets, CAD files, graphics, etc. without the use of a computer thses activities would be severely curtailed.

93. Reports would take a lot longer to write and data analysis would take forever with a calculator.

94. Assigned job duties require use of computer.

95. have to have it to do my job.

96. All work would be done by hand requireing much more time.

97. All my work processes use a computer program.

98. As an FFTF operator there are times where computer access is necessary to perform primary duties, updstain the work relase process through the JCS program. Other times, coputer access is desireable for ancilary functions such as updating turnover notes and making procedures changes that would probably thake longer to perform if they ahd to be hand written and zeroxed. Also as a shift worker, access to ccmeil is desirable to request/pass on information to other shift workers and dayshift personnel where the person to person interface maynot occur for weks at a time.

99. Access to information.

100. Training bulletins come over on ccmail for pic quals. Taht answer for Q13 is just a quess.

101. In addition to the items listed for question 12 above, the documents, letters, DSI ccmails, presentations that I produce would have to be typed up by a secretary or cler, reviewed and returned for corrections, before being sent out to the distribution required. My current clerical support is very overloaded and could not reasonably take on this type of additional work load. The return comment response process would also incur the same delays.

Again, my level of agrevation with a decision to releive me of my computer would be extreme!!!

102. All work is PC based.

103. My job IS the computer.

104. Cause everything I do needs the computer.

105. Operators must print a procedure or roundsheets everytime we use them. We also do our timecards on TIS

106. All tracking of Union overtime letters Discipline etc and messages are competed with the use of a computer. This information would have to be completed by hand if we could not use the computer.

107. need computer for data entry and access to differnt job related items

108. All my work is done electronically.

109. Most of my correspondence is via a computer. Document reviews electronically vs hardcopy avoids having to phusically contact (track dow) someone for information, notification of meetings. All of our procedures are now on a shared hard drive for seccess vs maintaining hard copies.

110. Word processing to typewrker, ccmail, to phone , data base to manual.

111. My work is not done by others.

112. Assuming that I one not off load my work to someone with a pc I would not be able to do my job in supporting the computer application I am responsible for.

113. Would manually prepare estimates and other spreadsheets. Would have I use plant mail to transmit notes and files now sent over comail.

114. Job requires me to have computer available to perform document preparation, input of data to data bases, management of facility reviews.

115. The work I do would not get done.

116. I use my computer 6-8 hrs a day

117. The majority of my work involves the generation and issuance of reports, engineering studies, project cost status memos both internal and external, letters of instruction etc. In order to accomplish these items, a comuter with access to workdperfect miscrosft excel soft reporting procedure info etc is necessary.

118. Decrease in avail. info, no electronic mail, no electronic scheduling, increase in time to track work progress, increase in time to draft memoes, letter and documents, increase in time to track cost codes.

119. Calculations and spreadsheets by hand are slower. Revisions to text would be slower.

120. Nearly all the work I do is using the computer.

121. It would be implossible to perform needed calculations, write test plans, proposals and generate data reports, letters etc to the customer.

122. many of my computer activities are observation and instrumentation, reports as well as tracking of activities.

123. Some work cannot be off loaded.

124. Would be unable to complete all work duties, including entering lab data to LIMS, preparing and updating QC charts, communicating via comail, writing analytical procedures.

125. My work is primarily information processing.

126. Development of audit checklist, correspondence, reports, increased filing, rather than relying on computer files, communication...

127. All the work that I do is done on the computer.

128. I perform most of my work on the computer. I would still be able to review various documents, but would be unable to complete my main responsibility, which is to write compatibility assessments.

129. Most of the data I use to respond to people and to prepare for the monthly reporting is from the computer. I cant imagine waiting for the hard copy of reports to do my work. My customers would not allow it and my office could not contain all the paper over time.

130. Everything I perform for my job requires a fully burdenoned electronic platfrom.

131. draft reports, personnel info. comail etc

132. I use the compuer to review elec. files, perform calculations, cut and paste from files where appropriate. Doing all this by hand would take at least ten times longer.

133. All background information and tracking of stats and histroy would be amanual and considerably less produrotive.

134. My job demands use of a computer for all but a very few tasks.

135. I'm a software engineer.

136. I need a PC for WP cap. to write letter, for ccmail to communicate issues and concerns efficiently, for HLAN internet resources to obtain refernce doc., for shared file access to obtain rapid access to facility procedures and facility rep. surveillance rep. forms. for phone numbers access. etc.

137. A computer is an integral part of my work.

138. I am on my computer most of the day.

139. 100% of my job duties are performed on the computer. By having no computer avail. everthing I do would have to be done manually - would cause a lot of overtime.

140. I develop figures using graphics software. Tough to do without a PC.

141. ASswe go toward a paperless system, elec. communication between people becomes more important. Sending and receiving documents electronically is cheaper and faster.

142. I am a programmer. I need a computer to write my programs on.

143. Productivity would decrease dramatically. Couldn't do much - use a typewriter?

144. every deliverable item I produce (procedures, drawings, assoc. doc's) require a computer

145. not being able to access phone dir., lookup, bldg admin., & ccmail

146. NEED ACCESS TO CONFIRM PROPER PROCEDURES, DOWNLOAD PROCEDURES

147. I use the computer throughout the day including access to various reports and creating documents and drawings. All of my inoffice work requires use of the computer all day

148. not being able to use the computer when I need it, which is all the time, would be non productive.

149. same as above

150. I need access to a computer all the time. I can hardly keep up with archiving data as it is now.

151. my everday duties req. constant use of computer

152. same as 12

153. communication / information exchange, as well as access for development and management of trainig material for facility qualifications and safety training would come to a virtual halt.

154. . I have to connect with shared drives with other engineers to share data on shared projects. Sharing a PC would be a hassle and non efficient

155. same as q12

156. How else would my work get done.

157. much of my work is dependent on use of a computer

158. We are an automated office. this has been done to increase productivity and service. It also make my job possible.

159. about 40% of my time utilizes a computer to store, review, analyze and share environmental data on radioactive discharges from Hanford facilities.

160. I would have to rely on my secty.to print off any messages for me and then would have to write down my response to have the scty then type my response. My ability to respond/send would be better

161. see q7

162. all of my tasks are done on computer - I would not be able to do my job.

163. ridiculous question

164. I would be making several phone calls vrs sending a single message out in parallel. I would spend a great deal of time copying, filing, looking for files, typing, retyping, re-retyping corresp. TIME MANAGEMENT WOULD NOT EXIST

165. It would take me twice as long to explain what to do with my job tasks than for me to do it and my staff would loose 30-50% of their productivity doing what I would be unable to do on my own PC.

166. most of my files/records are stored electronically

167. unable to provide electronic authorizations, reviews, & would spend too much time on the phone doing the same thing.

168. MOST OF MY JOB DEALS WITH COMPUTER ANALYSIS OF GATHERED ON TANK WASTE

169. my job tasks required a computer (all time info, all job ticket info, keeping various records)

170. some of my work is safety & I am bldg. steward. I would have to spend more time travelin/on phone vrs cc mail. I also have to use Word Perf. almost every day.

171. most of my work uses a PC (cc mail, wordprocessing, peoplesoft/soft reptg, TIS, lancad)

172. I work in Tank Farms Shift Ops. We frequently need access to PC based resources (procedures, controlled manuals, work pkgs, pop up,etc.) in a timely manner. I would not be able to do my job.

173. I am a team lead and the lack of a computer

174. see q12 - and this is a waste of time

175. unable to access people and electronic procedures would be unavailable

176. most of my work is done on PC

177. all of my tasks are done on computer - I would not be able to do my job.

178. all of my tasks are done on computer - I would not be able to do my job.

179. time sensitive tasks, would not have elect. access to the funding/budget info necessary to complete my job. It would b like telling me to say a 4x4 in half with a butter knife.

180. fire alarm safety emergency impairment write up and repairs would not be done.

181. all of my tasks are done on computer - I would not be able to do my job.

182. I need access to information that is stored in electronic data files. Searching through hard copy reports would slow my work considerably

183. RESPONCE TIME WOULD BE TO SLOW. FOR ME TO ACT ON OR ADDRESS WORK NEEDS.

184. I NEED A COMPUTER TO ENTER RESULTS AND MAKE UP BATCH SHEETS.

185. COMPUTER NEEDED TO GENERATE ANALYTICAL REPORTS FOR OUR DEPT. REPORTS WOULD BE LATE WITHOUT IT.

186. I HAVE TO WRITE REPORTS CONSTANTLY.

187. I AM A SOFTWARE ENGINEER AND USE MY COMPUTER 100% OF THE TIME.

188. ITS A CMPTR SOCIETY. LESS SECRTY'S, MORE FORMS AND PROCDR'S ON COMP. CC MAIL BETTER THAN PHONE. MANY MONITORING ACTIVITIES REQ COMP. NOT ONLY HAVE WE BECOME USED TO THEM, THEY ARE USED CONSTANTLY USED FOR MANY GOOD COST EFFICIENT REASONS.

189. NO SECTRY, HAVE TO DO MY OWN, LOOK UP PHONE #'S, CC MAIL, ECN STATUS, PROCEDURES, COMPUTER CRITICAL FOR MY JOB.

190. MAJOR IMPACT ON ABILITY TO EFFECTVLY COMMUNICATE. DECREASE ABILITY TO

PREPARE ALL WRITTEN MATERIALS.

191. ALL PAPER WORK IS DONE ON THE PC AND SOME IS E MAILED TO PEOPLE WHO NEED IT.

192. NEED ACCESS TO WORKPACKAGES, PROCEDURES, STANDARDS, REGS, HISTORY AND OTHER TYPES OF DATA.

193. SAME AS Q13 ABOVE. AS A SOFTWARE ENG. NEED COMPUTER AVAILABLE 24 HRS.

194. COMPUTER IS USED FOR MOST OF THE WORK I DO.

195. MAJORITY OF MY WORK IS DONE ON THE COMPUTER.

196. MOST PRODUCTS ARE WRITTEN AND INTENDED FOR USE BY OFF SITE CUSTOMER. MANY PRODUCTS ARE DEVELOPED AND COMMUNICATED BY E MAIL.

197. LOSS OF IMFORMATION SHARING

198. Lot of orrespondence comes by computer. Procedures are now going to be on the intranet. Need access.

199. a computer is required for my work.

200. see 12 and communications among QA staff, chemists customers w/be difficult.

201. Access to incomming and outgoing ccmail very important to the work I do.

202. I do procedures and drill programs that precede any phsical work that takes place.

203. I use pc to distribute messages, draft communications, ccmail and schedule classes and meetings.

204. Have to hand draw changes to prints and calculate type

205. Some job oriented work requires computer use.

206. The majority of my work involves my computer.

207. I could not function in my present job.

208. Couldn't write eng. or procedure changes, unresolved safety questions, design changes or correspond w/ people on projects, etc.

209. Everything I need is on a PC or needs to be entered into one.

210. If I am in my office I use my computer.

211. Couldn't get my job done.

212. I do audits and perf. tests. Pre plans, tests, evaluation criteria & reports all done on comp. No comp. may as well stay home. Take days to hand write or type.

213. Large part of job is computer analysis and document prep.

214. Computers fast, effective, accurate & efficient for formatting and processing reports and evaluations.

215. Decreasing ease of information access would decrease work efficiency and increase work time.

216. All reports, data processing, etc associated with duties of group would become bottlenecked with other, fewer personnel.

217. We support FDS. Job would be gone , couldn't support system or customers.

218. Not able to approve TIS for employees, draft letters for final typing or review ccmail.

219. I would have to do reports and etc. long hand.

220. All my work is computer generated. No computer, no work.

221. Most things I do are connected in some way with the computer.

222. Have to depend on poorly slowing work. Lose spread sheets, databases needed for info and calculations. Lose elec. files and increase physical files decreasing efficiency and increasing work.

223. As noted in 12, this office product is 80-100% paper.

224. same as 12.

225. Nearly all is done on computer. Need word processing, spreadsheets, databases and graphics to be efficient!

226. same as 7 & 12

227. All my reports would have to be written long hand.

228. Programs I work with are all in computer. Without computer work would stop.

229. Work I do involves deactivation of facility. need to generate or access WO's, letters & other misc. data to accomplish task.

230. Already stated in 12.

231. Need tool to prepare sketch, report and calculate. Need system for project management /coord, filing and resource info.

232. see q7

233. see q12

234. see q12

235. see q12. Also take others hours to prepare analyses I do on computer.

236. I have heavy use of ccmail, WP, spreadsheets and other. W/out access to computer could not function in present position.

237. Most of work done involves computer in some way. Would need to have hard copies available which would not be cost effective.

238. see q28

239. I'm a writer. Can't do my job without a PC.

240. Majority of work is on the computer

241. The thought of an engineer not having access to computer resources in todays work environment does not deserve a response. Get a life...

242. I do a lot of interface w/various clients all over site. Loss of ccmail would really hurt. Would really increase amount of phone time.

243. couldn't get my work done

244. see q12

245. Computer is required for my work as a software engineer.

246. see q12

247. Lets go back to the dark ages before the computer revolution and proliferation of applic. S/W and find out.

248. All my work is computer based.

249. All the products I produce come from my computer

250. Nearly all of my job involves writing for which I use my PC. I would have a difficult time going back to hand writing & utilizing someone else to prepare/edit/revise.

251. same a q12

252. Access comsil, proc. changes, reviews, lessons learned, communication from Rad. Control and supervision since I work A-D shifts for TIS, ACES and WP.

253. I do development and maintenance of computer systems. I kind of need a computer.

254. Would not have the toolsto perform my job as a computer analyst or be able to suport the Hanford users.

255. Would be unable to meet dangerous/hazardous, TSCA, clean air act, etc. regs. thus subjecting Co. to fines and penalties.

256. job I do could not be done w/out a computer. Accounting system is completely elec. & connected to the Oak Ridge oper. office where much of our work goes.

257. I am a software engineer

258. We use spread sheets, work proc, data gethering, communication internet, all would be lost. Means reverting back to typewriters, hand calc's, and manual data gathering.

259. Sensitive personal business

260. Most of my work is done with a computer and it would mean my job could not be done.

261. All of my work is related to media generated on the computer by myself or others, whether it be letters, reports, etc.

262. All of my work is either inputting or looking up information on the computer. Could not do job w/out a computer.

263. Rely on comp[u]ter all day long.

264. Unknown

265. W/out comp. would be completely unable to do job. No comp. would slow reports, anlysis of data and exchange of info. Also be unable to obtain reg. info from SARIS to access OSHA, EPA, & DOE web sites for useful info; lessons learned, compliance guides,e

266. Wouldn't know who to call. Sure would need a printed phone directory. My Hand writing is indecipherable. Since couldn't call anyone. would have to use plant mail.

267. manual estimating very time consuming

268. I develop software

269. As stated above much of job is looking at & gathering info on HLAN. Communication would be greatly affected.

270. same 6-8 hour a day use.

271. Data less avail., everything from phon # to procs. Comm be severaly impacted in quality & timeliness. Hard copy files take more space, more time consuming to maintain & access.

272. developing trng mans. graphics, procs, correspondence, Email, comail, etc. Be difficult w/out computer.

273. Q12 & additionally, majority of contract actionstake paper which is xmitted, manipulated, edited & finalized both elec. and hard copy for files.

274. Computer has become integral and essential in the work I do at Hanford.

275. Records and files would have to be done manually

276. Constantly need access to proc. info, WP, comail, Hanford info, pager, and everything else. Might as well stay home.

277. see q 12

278. Virtually all of my products are produced on a PC. If there were none to offload the work to, the products would not be completed.

279. see q12

280. I need a computer to do my job, write reports and communicate with coworkers.

281. At times I would not be able to complete or even start my job if I could not download the paperwork/task/description/survey map etc. needed.

282. The planning aspects of my job are all geared to information collected, sorted and stored on my computer. This is the major focus of my job. I also use autoCad for space planning purposes, going back to measuring and drafting would cut productivity.

283. There is a large amount of data that needs to be processed that can not be manually tracked.

284. See answer 12, the impact would be greatly magnified.

285. I am an executive secretary, my job requires the use of a computer to perform the majority of the functions of my job.

286. I would quit.

287. No computer, not able to perform job.

288. No access = no work performed

289. Again, I do almost all my work in the computer.

290. Packages, schedules, plans of the day, would all have to be hand written. Hard copies of work orders would need to be retrieved. looking up and storing phone numbers would be more difficult.

291. see Q12 ABOVE

292. see Q7

293. Most of my work is done on the computer.

294. I would be able to perform less than 10% of my job responsibilities.

295. If we did not have a computer it would be like going back 12 -15 years ago, when everything was done by hand. Quantity and quality would both suffer, can you imagine the productivity loss we would suffer if we could not use autocad?

296. THE spreadsheets, data entry, autocad work and information searches that I perform on a computer would all be much more labor intensive if performed by hand.

297. I would have to handwrite everything and then find a secretary in another building because we do not have one. I am a total computer user.

298. Impact is hard to determine but would have major impacts, probably on a daily basis.

299. All spreadsheets would need to be constructed by hand. All finacial calculations would be done by hand. Huge databases would have to stored in the office instead of on a computer. Productivity would be loosed.

300. OK no computer. I would need a new box of pencils, a dictionary for spell check, a 50 to 75% increase in turnaround time of a proposal, statement of work or estimate. I would be able to take 50 to 60% less wk because of time to write them up.

301. Needed for writing procedures, letters, updating matrix, scheduling meetings, use of soft reporting for training records, hlan for manuals, macros, etc.

302. see q12

303. Simple tasks such as looking up a phone # would be lost , there are no hard copy listings. 80 % of my information comes from cc mail and 75% of my work requires word processing.

304. I can't believe this question is even being asked. Everything is tracked electronically, stupid question.

305. A lot equipment status tracking and plant work is documented on PC's also procedure writing and revisions are done a lot more efficiently on a computer.

306. Hello..this is the computer age. I use it for everything I do, spreadsheets, communications, letters, etc.

307. Our group relies on timely response to action items that impact project schedule, if I would have to wait to use a shared computer ...that would not work!

308. Since I work on my computer 6-8 hours a day, I couyld always just answer tje phone and tell my customers that I don't have access to the information they need. Being a budget analyst, I am in the service industry.

309. Drawing production is my function.

310. All the documents I generated are done on a computer.

311. We have few clerks and almost all of my work reuires creation of large contract files, or communication (ccmail 60%) are you going to provide me (pay for that is) a full time clerk for me to all this work I would have to do by hand?

312. My work is creating or editing stacks of word covered documents. A typewriter would not my personal macros, keyboards, or stored phases that are used repeatedly in the documents I work with. Computer skills are a requirement for my job.

313. I work on the 30 year forecast. This data is collected, stored, retrieved from & updated on computer. It is loaded on the web for usage. It is my responsibility to gather the data, have it input, & retrieve information on this data in different crosscut

314. I use the computer mostly for reference and it would slow me down to have to wait for someone else to do the work.

315. All of my work is done on the computer.

316. I need word processing, JCS for my work.

317. Wouldn't be able to get anything done.

318. I need a computer to access: SWITS to order drums and keep track of waste, MSDS system to get MSDSs, HMID program to keep track of hazardous materials, SWIFT to forcast waste, Wordperfect to write waste summaries.

319. Most of my work is in my pc

320. I cannot perform my job without a computer.

321. Schedule and cost calculations and input would not be possible and would hender my performance on firedrills and other critical jobs.

322. My job is as a secretary and I use my computer approx. 6-7 hours a day. My productyivity would go down tremendously, given the type of work I do.

323. I do use my computer enough to need access, I do certain things by computer almost daily that would impact me if I did not have one.

324. I have become dependent on my computer for just about everything I do. My job involves much writing, report preparation, correspondence, spreadsheet work, etc. having to go back to doing everything by hand is unthinkable.

325. 90% of what I do is computer work. Lab results, reports, programs, run, downloads.

326. As a programmer, I use my computer all day, every day. To share one simply would not work.

327. My filed is computer science,, hard to do that without a computer!

328. All my work is completed with the computer; using a typewriter for work in this area is out of the question these days so there really isn't another way to get the work done besides using a computer.

329. As noted above, much of my work is disseminating and collecting data information. This is all done electronically. (paperless office as much as possible).

330. Again, this would force me to research other methods of conducting business. this site is very dependent on electronic control and another avenue would have to be explored.

331. Removed from the technical communication loop

332. I communicate back & forth throughout the day with various individuals in various locations by cc:Mail. Delays in having the use of a computer would delay important communication.

333. it would be hard to make drawings on a shared computer.

334. My job is mainly a communication/information position. Someone would have to write letters and collect data. It would also vastly increase telephone time.

335. My job with email admin requires access to a computer.

336. If a man is being paid to dig a deep hole, only at Hanford would they take away his shovel.

337. not able to do some operations like TIS, and ccmail and stuff like that.

338. Review of info.

339. I write programs, procedures & review comment records. I would be unable to do this in handwritten form.

340. I am a software engineer. Our tool belt is our computer. Take it away and no work gets done.

341. Paper work

342. Job requires fast email communications and work processing

343. All my milestones per FDH DOE/FDH performance agreements are based on documentation and database files I keep on my pc. I could not function without a computer.

344. Unless I had a secretary, which the answer would be 2, since the time it takes for her to relay the info,. I could have done the work myself

345. Couldn't communicate except by hand writing and phone. I couldn't research problems & couldn't keep up with field of expertise. Can't imagine such a scenario.

346. I am a DOE employee and could not function without a computer

347. I am constantly using the computer in order to complete my job. Having no access to a pc would prevent me from doing my work & having access to site info.

348. I send out a lot of information & training items that require responses and are time sensitive in completing required training.

349. Too many things related to computer use in my daily job activities.

350. My job would not exist if I didn't have access to a computer.

351. Would be back to the world of five years ago that required three people to support my work.

352. I am a mechanism designer

353. N/A

354. Secretarial responsibilities require ready access to a computer.

355. I need my own computer to do my job that is required to be done on a daily basis.

356. My primary work tool is a computer.

357. I would be required to hand write, or type & mail forms/info. to others. I would also have to use the telephone a much larger percentage of my time. Both methods are less efficient & more time consuming.

358. The vast majority of my work revolves around the computer

359. I would have to wait more often to do work

360. I would be forced to handwrite or type all reports, would be unable to daily update employee timecards, would lose a valuable info. source re: safety & complaince issues. Also, I would be unable to page employees to direct efforts in activity completion

361. time would be replaced with

362. I do not immediate access to a computer (my own computer), why should I be here at all? Is my position so unimportant that I do not need a computer, then I am not needed at this position! Is this needed at all?

363. Unaable to produce lesson plans for training.

364. Much of my work constitutes, using a computer; without it, that work scope will not get accomplished. Virtually everything I do has safety and emergency preparedness impact, and is regulated by federal government agencies or WA State regulators.

365. not able to do my work

366. I have a PC and a Workstation. Files must be transferred to the PC to be usable by others. Also, without the PC I would not be able to do word processing or spreadsheet operations which is a large portion of my work.

367. ?

368. Computer is used to perform engineering calculations,write and review documents, send e-mail,etc. I have done engineering calculations in the distant past with slide-rule. While it can be done, it takes longer. Document creation is easier and more,etc.

369. All work is computer orginated. Computer is an important communication device.

370. is my primary tool. I do a large volume of work and if I shared a workstation this important work would not be completed.

371. with megbyte size graphics

372. My job is producing things on the computer all day long.

373. Already stated in the response to your stupid poorly designed survey I use the computer to write documents,letters and presentations. It's much more efficient to write it once on the computer than hand write it til someone types it,corrects it,etc..

374. Work requires access to computer

375. 3

376. I must have a computer to enter data,which is part of my job. Without a PC I could not perform my job, therefore, a decrease of 100% is my answer.

377. All of my work is done on the computer see response Q12

378. I am dependent upon the use of a computer full time

379. My PC is the main tool for 90% of my work

380. Need the work processing, schedule and comail as well as interaction to documents.

381. I am required to produce several spreadsheets, these would have to be done manually and would require math checking and would not be able to lookup needed information.

382. Need to access to jcs and WordPerfect for writing pkgs and procedures, etc.

383. This is ridiculous! Everything we do is geared to using the computer. We cannot do our job without it unless we go back to the world in procurement before the advent of the computer.

384. Need JCS, comail, WP, various customized programs to perform job as FFTF Operator.

385. I use my PC to receive information on Procedures and to receive information passed on from upper management.

386. Because I have to keep a type written log of events on my shift along with sending this hard copy to another person.

387. Prompt availability of communications tools would require multiple phone calls or would delay timeliness of such communications. Clarity of communication would also decrease as more handwritten work would be transmitted.

388. Communications

389. Doing spreadsheet calculations, data retrieval and graphing 10 + years of data in some cases could take weeks or months where a cpu it takes a matter of minutes or hours.

390. Current responsibilities require very frequent use of computer.

391. I have worked in offices where computers are shared. 90% + of the time you typically cannot get on the computer when you need to. Much of my work is unforseen and quick turnaround, and for senior management. Would be unhappy if I could not respond.

392. as I waited for or scheduled computer time.

393. Inability to complete letters, calendaring, mass distributions, org charts, etc.

394. We have many computers generated forms.

395. You can figure out based on my answer to the previous question.

396. Obvious reasons

397. I use the computer, I compose my document and I am done. To off-load, I would have to hand write documents which in my case would take longer, take them to a secretary, proof, correct, then issue the document.

398. I need a computer to do my job.

399. I would be incapable of producing the work I do since it is computer driven and we use a network approach to completing work.

400. Since my group does not have support from a dedicated clerk or secretary to input to the Network or others (customers) will be terminated. Since everyone else is on the Network the flow of communication and information will be greatly reduced.

401. My job requires me to work on a computer all day.

402. General supplies inventory control/Nationalization and Software accountibility, etc.

403. I would have no job.

404. Mentioned in question 12, my workload consists of computer work, at all times and not having one would force me to type work out one electric typewriter,which slows productivity down,due to the technology being outdated to a computer.

405. would need to hand write and fax

406. I would quit my job and leave.

407. My work would be at a standstill

408. DUE TO MATHEMATICAL COMP. THE TIME OF USE SHOULD BE HIGH THEN 100 %.

409. AS A REACTOR OPERATOR I NEED ACCESS TO JCS, SOFT REPORTING, WORDPERFECT. NUMEROUS DATA BASES ETC.

410. ALL MY WORK COMES THRU THE COMPUTER. LANCAL, LETTERS, CC: MAIL ETC.

411. AGAIN - THE MAJORITY OF THE TASKS I AM ASKED TO PERFORM REQUIRES USING THE COMPUTER.

412. ESSENTIALLY THE SAME REASON AS LISTED UNDER Q12. THE TYPE OF WORK I PERFORM DEALS WITH DEVELOPMENT OF MATERIAL USING COMPUTER PROGRAMS.

413. SAME REASON AS ABOVE

414. SEE Q3 & Q7

415. most of my work centers around work on or with a computer

416. Most of my work is computer dependent.

417. Would not be able to process letters, documents or cc:mail messages. Communication with regulators and contractors would suffer tremendously.

418. I would have to do work by hand that I can retain on the computer. I would also be filing hard copies where now I have save on a disk.

419. This is a silly question. With the constant mode change and change back the PC has been a miracle. I remember when I had to retype something everytime someone changed their mind. How old is the person who came up with these questions.

420. T1S for all assinged craftsman. Management reporting. JCS/MAXIMO package writer.

421. SEE Q12

422. 90% of my work is on the computer.

423. MY JOB IS DEAL WITH DEVELOPMENT & MAINTENANCE OF COMPUTER SYSTEMS

424. MAJORITY OF WORK IS ON COMPUTER

425. 10

426. 4-6 HRS DAILY TO COMPLETE WORK

427. WOULD NOT HAVE TOOLS TO PERFORM MY JOB & SUPPORT USERS

428. I'M A SOFTWARE ENGINEER SUPPORTING ON/OFF-SITE APPLICATIONS. NO JOB W/OUT A PC

429. JOB REQUIRES DOCUMENTATION TO BE TRANSMITTED THRU OUT THE DOE RL COMPLEX. ECONOMIC & TIME WISE. ELECTRONIC IS MOST EFFICIENT

430. UNABLE TO PROPERLY COMMUNICATED. GATHER FACTS & ORGANIZE THEM INTO USABLE TECHNOLOGY

431. MOST WORK IS COMMUNICATIONS OR PROCEDURAL DEVELOPMENT

432. SAME AS Q-12

433. NO ACCESS TO EMAIL, WWW OR OTHER PROGRAM THAT I USE DAILY

434. MAJORITY OF WORK IS COMPUTER RELATED

435. SAME AS Q12

436. ALMOST EVERYTHING I DO REQUIRES A PC

437. I USE MY PC EXCLUSIVELY TO DO MY JOB, NEED INSTANT ACCESS TO PC IS REQUIRED. EXTREMELY HIGH IMPACT

438. MOST OF MY WORK IS ON PC

439. INFORMATION ACCESS, DATA BASE MGMT, CAPABILITIES, DOCUMENT PROCESSING, CLERICAL SUPPORT

440. SAME AS 12

441. DECREASE IN COMMUNICATION, TASKS REQUIRING SPREADSHEETS, WRITTEN RESPONSES, DATA GATHER WOULD ALL BE IMPACTED

442. IF NO COMPUTER, MY WOULD WILL COME TO A STOP, EVERYTHING WOULD BE BACKLOGED & DELAYED

443. MY JOB INCLUDES DEVELOPING/MAINTAINING TRAINING MATERIALS AS WELL AS A HIGH LEVEL OF ELECTRONIC COMMUNICATIONS

444. ACCESS DATA ON MAINFRAMES, DATA IS THEN USED TO GENERATE REPORTS. SCHEDULES & PERFORMANCE DATA IS PROCESSED USING SOFTWARE PROGRAMS

445. SAME AS 12

446. IT IS INTEGRAL TO MY JOB WE HAVE TAKEN MANY MANUAL TASKS & MADE THEM ELECTRONIC. TO GO BACK IN TIME WOULD NOT BE PRODUCTIVE. WE WOULD NOT PROVIDE THE SAME LEVEL OF REPORTING & SERVICE

447. UNABLE TO DO MY JOB

448. NO ACCESS TO PC WOULD PLACE SEVERAL DOE ESH MILESTONES IN JEPOARDY & MAKE MY WORK IMPOSSIBLE

449. SAME AS 12

450. I AM AN ACCOUNTANT, I USE THE PC TO GATHER DATA, CORRECT DATA, WORKSHEETS, ANALYSIS & REPORTS

451. I WROTE PROCEDURES, CHANGES 7 OTHER DOCUMENTS AS REQUIRED FOR MY JOB

452. MY TIME IN THE FIELD IS SCHEDULED FOR ME, INCLUDING MT39, CLASSES, ETC. IT IS A MECHNISM FOR MY MGR TO LET ME KNOW WHERE TO BE & TRACK MY PROGRESS

453. LACK OF CC:M WOULD HINDER BY ABILITY TO COMMUNICATE EFFECTIVELY W/PROJECT MGMT., & CORPORATE OFFICE   I WOULD HAVE TO REVERT TO MANUAL WORK TO KEEP UP.

454. ARE YOU SERIOUS? WE SPENT THE LAST 10 YEARS SETTING UP THE SYSTEMS TO BE MORE EFFICIENT, NOW WE'RE SHIT-CANNING PRODUCTIVITY TO SAVE A FEW DOLLARS????

455. MY WRITING IS POOR & TO PRODUCE READABLE QUALITY IT WOULD HAVE TO BE CORRECTED NUMEROUS TIMES BY HAND. THE COMPUTER ALLOWS CORRECTIONS RAPIDLY.

456. I WOULD BE UNABLE TO PERFORM MY WORK ASSIGNMENTS

457. COULD NOT PERFORM JOB

458. I initiate, transcribe, close packages in JCS. Most of my day involves work around a computer.

459. drive, TWRS project control data/review onscreen data from FDS and other systems.

460. Use computer 8 hrs./day. Would not complete work if shared computer.

461. Because of length to develop and reviewed by others is very time consuming. Comments must be incorporated in short time/require others to review prior to operations work performed.

462. Poor location of the computer, and not available when I want to use the computer.

463. We track all Applicant Flow on software program; send out multiple letters; just looking up phone numbers is much less time consuming using computer.

464. Dead in water! All information for Safety injury statistics & Dbase maintenance done on computer.

465. Computer is essential for my position & tasks.

466. Same as Q7. Org. charts/updates on projects/meeting notes/general correspondence.

467. My job depends on computer usage.

468. See the answer to Question 12.

469. I prepare/print 99% of all documents myself. Therefore, I would have to handwrite, someone else to input, edit their work, fix and have them rework the document again.

470. Lack of computer time.

471. Productivity would be cut in half as far as delayed decisions, volume of work, etc.

472. Same as Q12.

473. As an instructor, I use the PC to develop training materials. The field time spent gathering information would not change; however, ability to develop timely and quality training material would be greatly hampered.

474. My job depends on computer usage. Work cannot be accomplished without a PC.

475. Paper work needed to perform many tasks in the field would not be performed. Status reports on fissile material would not be written.

476. Computer is essential for my position & tasks.

477. Same as Q12.

478. Can't do my job without a computer.

479. All I do is computer work.

480. Computer is essential for my position & tasks. Namely, preparing tank char. reports, plans, sampling and analysis plans.

481. Response is environmental compliance.

482. Job function requires PC input into various inventory tracking/purchasing systems.

483. Heavy PC user.

484. It would be next to impossible to perform my job without a computer.

485. Timely/on-line communication is prevented. Getting

486. Not able to communicate very efficiently, especially with customers downtown.

487. Would take 3 times as long to complete my work assignments. Would have to manually track internal and external commitments instead of using a database.

488. Occupied with computer work most of the day.

489. 100% information is transferred around the site by computers. Not having one would be a severe handicap.

490. Supply & receive data from electronic information systems. If none to off-load to, information would not be available to other users.

491. Computer usage during the day, every day. It would have significant impact on my work.

492. Lack of research sources through the internet and mostly developing lesson material on a typewriter.

493. Inability to communicate properly.

494. I USE IT EXTENSIVELY FOR CORRESPONDENCE & QUICKTURNAROUND ISSUES. I DON'T HAVE TO WAIT IN THE QUE TO GET IT DONE EITHER.

495. AS A COMPUTER SUPPORT ANALYST, IT IS IMPERATIVE THAT I HAVE A COMPUTER SYSTEM, BOTH AS A WAY TO EMULATE CUSTOMER'S PROBLEMS & TO WORK THROUGH POSSIBLE FIXES.

496. HPT'S NEED ACCESS TO THE ACES SYSTEM FOR ACCESS CONTROL.

497. MAJORITY OF MY WORK IS FROM COMPUTERIZED DATABASE'S & SITE SOFTWARE.

498. ABOUT 80-90% OF MY WORK IS DONE ON THE COMPUTER. THE MAJORITY OF MY JOB WOULD COME TO STOP.

499. JCS RESOLUTIONS & OTHER REQUIRED DOCUMENTS REQUIRE EXTENSIVE USE OF COMPUTER ACCESSED INFORMATION & SOFTWARE PROGRAMS.

500. IS BASED ON PROJECT NEEDS. I ELECTRONICALLY ACCESS & COMPLETE SITE-WIDE WORK FORMS(PERMITS,SCHEDULES,ETC.)& PROVIDE DIRECTION TO & MAINTAIN COMMUNICATION WITH A TEAM OF INDIVIDUALS VIA MY PC.

501. DIFFICULT TO QUANTIFY, BUT IT WOULD BE VERY INCONVENIENT.

502. IN ESSENCE, IT WOULD CHANGE THE SCOPE OF MY JOB DESCRIPTION & DUTIES.

503. WORK IN A LABORATORY & CUSTOMERS ASK FOR ANALYSIS & GET RESULTS THROUGH CC:MAIL, ABCASH, & MULTI LIMS.

504. WITHOUT A COMPUTER IT WOULD BE NEAR IMPOSSIBLE TO DO MY JOB. I WOULD NOT HAVE ACCESS TO SITE PHONE NUMBERS,EMAIL, WORD PROCESSING.NO TIME LINE FOR COMPLEX PROJECT SCHEDULES,NO WAY TO TRACK PROJECT COST WITHOUT THE FDS SYSTEM.

505. I WORK IN FINANCE. ALL OUR DATABASES ARE COMPUTERIZED. I USE MY COMPUTER ALL DAY LONG.

506. Almost 100% of my work is computer based. If I don't have a computer, I don't work!

507. See question 12.

508. Could not access ORPS system, prepare Occurrence Reports and maintain the Occurrence Report files for East Tankfarms.

509. My job is oriented to reports, analyses, and written communication.

510. ALL WORK IS PROCESSED BY A COMPUTER.

511. Since everyone else here communicates electronically I may as well not even report to work. It

would be impossible to be effective.

512. I would not be able to perform my duties.

513. As an analyst all of my information required to support my customers resides on computer systems.

514. I am a computer systems analyst.

515. 13

516. SEE Q12 RESPONSE

517. MY WORK REQUIRES A COMPUTER TO DO IT.

518. A computer is necessary to perform almost any aspect of my job. It would not be possible to perform my job effectively without one.

519. NO COMPUTER NO PRODUCTIVITY IN AUTOCAD

520. When the computer is not functioning, HLAN is not available. Can't look up a phone number, retrieve documents, etc. No other secretaries in building to off load work to. Files on my computer are not readily accessible to other computers.

521. All information is via computer

522. Majority of the work I do requires a computer. If I can't request someone to do word processing, database, or spreadsheet activities, and if I have to do everything by hand or typewriter, or by sole use of a calculator, I can't perform/keep my job.

523. A great deal of my work involves receiving documents/data and communicating specific responses/comments via my computer. Without my computer I would have to physically leave my building everytime that data needed to be transferred

524. 20%

525. Work takes much longer without a computer.

526. At most, only 10% of my job is work not done or communicated by computer, including internet access needs for regulatory and technical references and communications.

527. My primary job is processing information so with a computer I cannot perform that responsibility.

528. rework

529. same as 12

530. CONTRACT AND RL DELIVERABLES NOT PRODUCED PER SCHEDULE. ALL FINAL PRODUCTS AND SHARED FILES AND INFORMATION WOUYLD NOT BE PRODUCED, COMPUTERS TRANSFER AND SHARE INFORMATION AND PRODUCT IN A MANNER YOU CAN'T DUPLICATE.

531. My work is dependent upon computer access. As a group secretary 90% of my function is dependent on computer usage.

532. The major portion of my work is at the computer, putting together original documents or commenting on documents prepared by others. Secretaries cannot read my hand writing (I can't either if it has been too long.)

533. 12

534. Project Management requires a lot of use of Soft Reporting and tracking of various projects. The computer is the main tool for keeping up with all the various projects and their spending history.

535. I would write most of letters and comments so they would still need to be typed.

536. Communication via the computer is valuable. Plus procedure writing and documentation of work

activities would be difficult.

537. See response to previous question.

538. retyping of forms and data/mapping generation none existant.

539. I use the computer all the time.

540. INEFFECTIVE AND INEFFICIENT MANAGEMENT WRITTEN COMMUNICATION.

541. Some days I am on the computer all day long. I am constantly needing communication information (cc:mail, phone, etc.) and I am use many software applications concurrently.

542. Same as Q12

543. pretty tough to analyze all that data and then write a report with no computer.

544. loss of word processing for lesson plan development. CC:mail communications.

545. Would be unable to access required information in PeopleSoft to perform job function.

546. As a buyer, access to my computer is essential to perform my work. With out it I would not be able to function.

547. Because the majority of my work depends on access to software like HLAN, FDS, Soft Reporting, Excel, WordPerfect, cc:Mail, ESH Plan, ADS

548. Communications!!!

549. See resprise to Q12.

550. reports, checklists, references are maintained on computer

551. You cannot perform secretarial functions without a coomputer.

552. My work depends on having access to graphics, database, & word processing programs. The time saved by database sorting and trending with computers would cause deadlines not being met or being pushed out week longer.

553. I do all my work/calculations on my computer, where else would I do it?

554. Productivity would decrease dramatically. Couldn't do much, use a typewriter?

555. Depends on the type of project.

556. A large portion of my work is performed using word processors or spreadsheets. Without use of a computer, I would be limited to review of other people's documents & verbal guidance w/out supporting documentation. Documents would not be revised ..

557. Computer work is my job.

558. My job requires that I work in cc:mail, wordperfect 5.1 & 6.1, JCS, autocad, pop-fon, soft reporting, excel, and CDMS daily. Inability to access these programs would almost make what I do impossible.

559. It will all depend on the urgency of work and the availability of the shared computer.

560. (people changing fonts, etc.).

561. I need my computer to effectively do my job !!!

562. heavy process load

563. It is how I do my job.

564. All systems providing analyst information, ie. FDS, PIDS, Soft Reporting, HRIS, ECS and distribution & coordination through cc:mail require a computer. If it is taken away we go back to the

manual planning sheets & ledgers which would require more time.

565. Same as answer number 12.

566. In the past we had hard copy telephone directories, secretaries would drowned in extra work, it would take days to setup a meeting, and I'd spend days waiting for support. This would put us back to the old days (produce less/ poorer quality).....

567. I would not be able to edit reports. Load on secretaries would become prohibitive.

568. I would have to change my whole lifestyle. I got along before I had one.

569. 1) I have no secretarial support. 2) Our entire business environment is based on the use of computers. 3) If you take away our computers like you did at Bechtel, maybe we can become known as a company that makes no progress.

570. As noted above, I currently support four organizations.

571. To perform engineering designs without the use of a computer by todays standards is neither time nor cost effective.

572. e-mail availability, meeting scheduling, material development delayed etc.

573. I received messages all of the time that are work related. Also I respond to those messages.

574. Secretaries have difficulty reading my writing; editing, approval times greatly lengthen (issuance of LOIs and correspondence to RL already increases because of intercontractor approvals).

575. 80 percent of my work is correspondence done on the computer.

576. Loss of communication through E-mail, Hanford pager, no access to financial data, no Lencal to schedule meetings, no access to Site Forms, no access to onsite directory for phone calls.

577. If you ask me to work for a company that can not furnish me with a computer, I would likely resign.

578. No computer, no output of work

579. Need to do work, but we do 100% on a Mac.

580. I couldn't communicate as required by my job.

581. SINCE I NEED THE COMPUTER TO DO MY WORK IT WOULD BE DECREASED 100%

582. AS A HPT ONE OF MY DUTIES IS TO

583. COMPUTER IS USED FOR WRITING SWITCHING ORDER FOR ELECTRICAL UTILITIES. UNABLE TO PERFORM JOB AS E.U. DISPATCHER WITHOUT A COMPUTER

584. THE LACK OF PRODUCTIVE TOOLS IN PROCUREMENT ALSO AFFECTS OTHER ORGANIZATIONS

585. MEANINGFULNESS OF THIS IS DEPENDENT ON THE SECRETARIAL /CLERICAL STAFF AVAILABLE

586. SEE ABOVE RESPONSE

587. PCS ARE AN INTEGRAL PART OF MY JOB

588. INABILITY TO GET REQUIRED DAILY FORMS COMPLETED AND OUT TO KEEP WORK GOING IN THE FIELD

589. MY COMPUTER IS USED TO STATUS/PLACE REQUISITIONS, & A MYRAID OF OTHER TASKS

590. I USE IT DAILY FOR REFERRING TO DOCUMENTS/PROCEDURES WHICH ARE ON LINE INCLUDING DOCUMENTS I'M WORKING ON. I DO SEARCHES & ACCESS DOE PROCEDURES ON INTERNET

591. WORK CAN'T BE OFF-LOADED (PROGRAMMING)

592. A GOOD PORTION OF MY WORK INVOLVES MEETINGS/PROCEDURE REVIEWS/JCS SCREENER & WORK PKG WRITING/ETC

593. MY WORK IS DEPENDENT ON MY CREATION OF DOCUMENTS, LETTERS, REPORTS, ETC ALL USING THE PC. USING A SEC/CLERK TO TYPE FROM MY LONGHAND HAS PROVED HIGHLY INEFFECTIVE

594. 80% OF MY JOB IS TIED TO USING THE PC

595. 3

596. ALL OF MY WORK IS PC BASED

597. 100% DECREASE WOULD BE DUE TO:EVERYTHING MY JOB DESCRIBES IS DONE ON THE PC ONE WAY OR ANOTHER

598. MAJORITY OF MY OUPUT IS BASED ON PC/SOFTWARE APPLICATIONS

599. I USE THE COMPUTER 4-6 HRS PER DAY TO DO MY JOB

600. DATA REPORTING & RECORD KEEPING

601. WAITING FOR SOMEONE ELSE TO PROVIDE PAPERWORK, DATA, CORRESPONDENCE, ETC

602. HARD TO SUPPORT COMPUTER SYSTEMS WITHOUT A COMPUTER

603. ALMOST ALL OF MY WORK IS ON A PC

604. SAME AS 12

605. REQUIRED FOR JOB

606. MY JOB IS USING THE PC TO DO DOCUMENTS (LARGE), CORRESPONDENCE, ETC.

607. HIGHLY DEPENDENT

608. UTILIZE PC IN ALL ASPECTS OF MY JOB, ESPECIALLY COMMUNICATION W/ CUSTOMERS &EMPLOYEES

609. I COULDN'T DO PITCHES

610. WORK WOULD HAVE TO BE PERFORMED HARDCOPY, PENCIL & INK. CALCULATIONS NOW DONE BY PC WOULD HAVE TO BE DONE MANUALLY. WORDPROCESSING COULD BE GIVEN TO CLERICAL SUPPORT

Question 16: Assume you are asked to share your desktop telephone. What impact would this have on you?

Question 17: If you noted a decrease in productivity above, please type in the reason(s) for the decrease at the >> prompt.

1. next to my computer my telephone is one of my most important tools. I use the speaker phone and conference call features frequently. I have to be able to place service calls quickly. I am on the phone daily with customers and vendors.

2. My job requires me to contact people, sharing a phone will make me wait until the phone is available.

3. I answer 5 lines for 4 different managers. Their phones wouldn't be answered, and alot of stuff wouldn't get done if I had to share.

4. My phone is a 24 hour a day response phone.

5. Servicing the customer requires quick and immediate response to avoid safety, health, problems and significant delays in productivity.

6. I do alot of business over the phone.

7. Must have private conversation capability for proprietary/sensitive information.

8. Communication tool needed for work performance. (most probably depends upon phone usage time availability, etc)

9. Depends on who and how often they use the phone. I plan and schedule work, sometimes I am on the phone all the time.

10. Lack of being able to take all my calls when in the office. Lack of ability to retrieve voic mails when I return. Uncertainty regarding when the phone would be available for use.

11. What is meant by sharing a desktop telephone?.. with one other person or more? exact same phone on my desk?.. just the same number but a different phone instrument at his/her desk?

12. I have many phone calls dealing with customers, management and peers. This would be a tremendous impact.

13. Q16 is hard to answer without knowing how much the other user used it. If he were on the phone alot, it could decrease productivity substantially. When I need a phone, I want it now.

14. In a single office his would be difficult. Moving materials to other offices to handle telephone conferences.

15. Assuming that voice mail and or pagers are still in place, delays in communication would cause some extra effort and slow work somewhat but there wouldn't be a major impact.

16. Again, Being a secretary, I need my phone.

17. Two people in the office, take away 1 phone, 50% reduction.

18. I share one already and that is the effect it has on productivity.

19. Secondary work depends on telephone.

20. I use the phone to get clarification on guidance or to pass on information. Much of my communication is via ccMail, however, this is not the most efficient method for quick responseor complicated issues.

21. I believe the nature of publiic affairs, news media liason. response to public query, regulator public affairs liason, emergency response team member, Radiological Assistance Team response are sufficient answers.

22. Convenience of client and vendor access would be lost

23. Impossible — I have secure phone.

24. Often I have shared an office with a person who received a lot more calls than I do and was gone from the office often. I would be interrupting my train of thought to answer a phone that ws not for me. In addition, if both people were in the office, they would both be interrupted no knowing who should answer the phone.

25. Most of the information I receive for the writing I do comes to me via phone.

26. Again, my time is on the fly. Without a phone at my disposal I become even more unavailable to thers,

27. I am a secretary, part of my job is to cover 7 phones, it is unreasonable to expect anyone to share with me.

28. delays in comunication, missed calls, loss of privacy, etc.

29. Too many activity on my phone.

30. Phone location and conflicts - any office mate and I both receive a lot of calls.

31. Would have to answere roommates calls, wait to use phone if he is using it.

32. As a manager, I must be able to receive calls and respond at any given time.

33. Telecommunication with all contractors is essential in this job assignment.

34. see Q12

35. Inability to communicate with customers in a timely manner

36. Down right silly question. We have to pay the same amount regardless of the number of users.

37. Because of the nature of the job.

38. I use my phone to get the information needed for the reports I write.

39. See responses to I12. It would reduce my ability to communicate with DOE, the off-site regulators, other on-site companies and organizations.

40. time spend waiting for a free phone.

41. Delay in communications will have an impact in respondint to questions.

42. It may take a little longer for me to gather information, at times, which would affect my abeility to get DOE correspondence out on time.

43. My phone is used for conference calls.

44. I am stationed in a trailer within the isolated 200 east Area. Without a phone, my communications link with the Richland Federal Building, other Hanford facilities and DOE-headquarters would be hampered. The only available communications backup would be electronic mail where the transmission and response time is longer.

45. Job entails answering the telephone for my director and members of his staff; my interface with our customers and clients is primarily with the phone.

46. As a Manager, I spend much time on the phone collecting and distributing information.

47. Because of the information requested from us for access to the hanford site.

48. Having to wait to use the phone.

49. Cannot help users with database if I cannot work at my pc and talk at the same time.

50. I am constantly being paged and communicating with the labor force. I also share it with the labor force.

51. Ditto Q7 - Time wasted waiting a free line, lost time while customers, vendors, and filed folks wait to reach me etc. cannot begin to be recovered by the cost of one more telephone.

52. Decrease in productivity would depend on usage conflicts with the other person haring the computer. If neither person uses the computer there would be no decrease. If both persons sharing use the computer extensively, there would be significanct decrease in productivity.

53. I interface with different clients continuously on a daily basis.

54. Can't make calls in a timely manner ot get support to get work assignments going. Waiting for other person to get off the phone or have to locate anouther phone in another office to use.

55. not enough phone lines now!

56. Shcedule conflicts, privacy concerns, interuptions by the other party, etc, etc.

57. Need to confirm vehicle custodian and PM ticket information

58. managerial duties

59. Ability to respond to phone calls is important to my job

60. May have to wait for extended periods of time to make/receive phone calls, would loos access to personal vioce mail.

61. I couldn't work.

62. I coordinate safety analysis documents and using the phone to contacct people, discuss problems, and receive inpute is an important function of my job.

63. I use the phone only when I need to. Having to wait would necessitate either walking over to who I needed to talk to. Also, going over recorded messages on the phone is time consuming. Many times I need to leave a message on the system for a few days. This is much faster than saving a then deleting it in most cases. Having to also go through some elseses messages would be a drain on my available time. As is I get to work a half hour early, work trhough unch on an ever increasing basis and leave late just to keep up. Any time added to the daily grind would be detrimental.

64. Users need to get a hold of me.

65. I am usually working on more than 1 project at a time and need to make frequent phone calls to talk to the people involved.

66. The time necessary to go to the phone a t the remote location.

67. mandatory for performance of job

68. More Nuisance, minor inconvenience.

69. Since my function is totally dependant on constant and immediate response to questions or requests or responses to reviews of documentation, it is imperative that i have a line free of incumberences. i currently have a line with all busy signal messages left on voice mail. I seldom lift up my phone to dial without 3-8 messages having been left on my phone since the last call I made hourly. In a previous location we tried having my phone on a shared phone my line was unable to be used by anyone else -- except to occasionally pick up the ring to find it was yet another call for me.. We found it consequently much more efficient for my phone to be taken off the console and set up with it's own call and busy signal intercepted and routed to the voice mail. Customers were much happier, co-workers were much happier and I was much happier.

70. Would have to wait to contact my clients, coworkers located in another facility.

71. When there a re production problems, testing concerning unlear requirements, etc. from the customer I need to speak to them now not 15 minutes later when someone gets off the phone.

72. Info from various resources will not be available on a quick notice.

73. At least 50% of my telephone use is making calls for the FDNW TWRS Procact Director. Sharing a phone would severly limit my ability to make those calls as needed.

74. I must communicate with others all over the Hanford Site, coordinate work amoung various contractors, groups, speak with my clients at their convenience rather than mine, and respond to incoming requsts for information.

75. Slight decrease due to more than one person needing phone at the same time.

76. Not being able to effectively communicate with others. A major means of communication would be taken away, thus limiting the resources available for working efficiently.

77. Some days I use the phone much more than on other days, so it's hard to tell exactly.

78. Must be able to communicate with my subject matter experts to determine whether or not information

In development is correct.

79. To field questions from construction being done in the field, having a phone inmy work areas is a more efficient way of accessing drawings, etc. that may be in qustion. Easy access to information for speaking purposes.

80. I couldn't make calls when I needed to.

81. contact people

82. I'd be impacted by having to move. There is no room in my office for a second person. The interference with making calls when I need to due to the other person using the phone would be the larger part of the impact, the interuption in on going work by phone calls to the other person would be the second part of the impact.

83. Use of phone is necessary for work.

84. I work in the shift office. Sharing the same phone would make completing business VERY difficult.

85. Sometimes my phone is very busy with customers. It's very important.

86. I need to walk people through processes on the phone and recieve troubleshooting info for programs I develop on the computer.

87. Ease of contacting SME's would be slower.

88. No one else is in my office.

89. I support a computer application with 300 online users and it gets info from 50 systems.

90. I am often times in the position to lead tasks. Because of this I find myself communicating frequently with peoplve over the phone, whether it be with procurement our financial people or other engr. staff suppt'g the task. This requires the avail. of a phone for my use as well as for me to be reached at.

91. Waiting to use the phone, delayed messages.

92. I would have to share the telephone.

93. Would not be as accessible for questions.

94. I am not is a shared work space; would either be answering phone for someone else or trying to listen for a phone not in my cubicle. Would be easier to share a number than to share a phone.

95. During some periods of the day I'll be on the phone for hours at a time.

96. Job scope is: create intensive graphics and major document work.

97. Timely interface with management and subcontractors on various issues.

98. I need a phone to resolve issues in a timely manner, and for others to call me regarding the same.

99. difficult to accomplish my job and not ahve a telephone avail. at all times.

100. Customer base is primarily out in the field.

101. Incoming callers must be ensured strict confidentiality with full knowledge that one particular individual has access to their call.

102. It would decrease my productivity but don't know how much. I answer phones for a lot of people.

103. Sharing a phone wold interfer with both recieving and initiating conversations in a timely manner.

104. The sharing party would have to be sitting on my lap.

105. I use my phone on a routine basis for communicating issues and concerns.

106. Need for business and personnel communication issues.

107. Telephone is an integral part of my work.

108. I conversone on the phone a lot to do my job.

109. I feel a significant amount of time would be lost due to the fact that I am not colocated with all the individuals that I support. I couldn't respond back promptly.

110. When I need to make a call I can not spen time waiting for someone else to get off the phone. Receiving calls is equally important.

111. not being able to reliably contact or be contacted by people to support developing/changing procedures/drawings

112. I'm in HR and we get lots of phone calls requesting information

113. 1

114. I am on call tro service the gas charact. instrumentation. People need to have access to me if the instruments go down.

115. part of my duties is answering my desk top telephone. Sharing it would prevent me from doing that job.

116. fielding of calls that are not related to my work as well as the reduced availability of the phone would definitely impact my productivity.

117. 2

118. only need phone when comail is unavailable or I have to ge some report input for a short notice commitment. My concerns of a shared phone is safety: movement between two people, excess cord etc.

119. OBVIOUS

120. My job is customer support for he entire outter area. They must be able to contact me / I them. My phone is also used to contact resource centers for my customers.

121. I routinely receive calls that require some sensitivity and discrete responses, (employee concerns, downwinders's lawsuit, stakeholder requests, etc.)

122. would cause delays or missed communications which would impact the financial analysis/reporting

123. answering phone for someone else, waiting to make calls, general inconvenience would cause a small decrease in productivity

124. my customers reach me through my phone. I use the telephone no less than 6 hrs/day. Sharing would prevent me from servicing my staff, management & my customers.

125. customers unable to contact me

126. heavy incoming calls / very sensitve/ highly confidential conversations - I would be severly impacted to perform my job.

127. we share office telephones already and cannot reduse the # of phone lines that we currently have without jeopardizing our ability to control Tank Farm Plant ops.

128. my phone links me to the work being done by my team. If I had to share a phone I would not be able to respond tolhe constant changes as effectively

129. I would be unable to gather the info I need when I need it.

130. I have hot items that I need to call about and need immediate answers

131. emergency notification of fire alarm system impairments

132. 1

133. I SOMETIMES HAVE AS MANY AS 20 CRAFT ON A CONST JOB. VENDORS, PROJ MGRS ETC THAT NEED QUICK SCHED RESPONSE

134. PHONE NEEDED TO VERIFY REPORT AND WORK INFORMATION. WITHOUT, WORK WOULD BE SLOWED, POSSIBLY EVEN STOPPING.

135. I NEED MY OWN OFFICE PHONE.

136. I WOULD BE UNAVAILABLE TO MY CUSTOMER WHEN OTHERS USED THE PHONE.

137. WOULD REALLY BE INEFFICIENT BECAUSE OF WORK CUBICLE SET UP. WOULD LOSE CONTACT WITH LOTS OF NEEDED CUSTOMERS. VERY INEFFIENT!

138. GEOGRAPHICAL LOCATION IMPOSSIBLE. VERY DISRUPTIVE AND INEFFICIENT.

139. THIS JOB IS COMPLETED BY CONSTATLY ANSWERING THE PHONE.

140. AGAIN A WAIT ON EACH OTHER. CONVERSATIONS CAN GO 15-20 MINUTES W/CUSTOMERS.

141. NEED IMMEDIATE ACCESS TO CUSTOMERS FOR DEBUGGING AND BETA TEST FOR PROB SOLVING.

142. WOULD HAVE TO SPEND MORE TIME RETURNING THE CALLS I RECEIVE.

143. NEED TO COMMUNICATE WITH COWORKERS AND CUSTOMERS.

144. MOST WORK IS WITH OFFSITE INDIVIDUALS. PHONE AND E MAIL ARE MOST OF COMMUNICATION WITH CUSTOMER AND PEERS FOR PRODUCT DEVELOPMENT.

145. TO PERFORM CERTAIN JOB FUNCTIONS USE OF A COMPUTER. EXAMPLE ACES, PAGER SYSTEMS TO RELATE PRIORITY MESSAGES.

146. A shared telephone would decrease my ability to perform my duties as a secretary.

147. I many not receive priorty messages from customers on time.

148. If messages taken by both, impact would be minimal. If not, significant impact.

149. I assume business contacts would be impacted as a result.

150. Couldn't call vendors about product/or equip/parts problems if in use by other eng's. Only one off site long distance line is a problem now.

151. Same as computer work station.

152. I schedule 45% of my work from outside craft support by using the phone to coordinate jobs.

153. Am continually having pers. call on condition of equip. Also much of comp. work is coordinating w/customers on phone.

154. Extra time required locating alternate phone. Calls cna not be delayed until phone is available.

155. I make a large volume of calls almost every day.

156. Major portion of my job is communicating. Just must have phone, again be like trying to share a pencil.

157. Tried it for years. Experience show it doesn't work.

158. Spend large amount of time contacting people.

159. Time spent waiting for phone and answering other user's calls.

160. Couldn't accomplish job as currently performed.

161. As we support FDS, we answer phones and use comp's, all day. Sharing would reduce productivity.

162. Conflict with others using phone when needed.

163. I would have to wait to make calls to equipment vendors etc.

164. Don't share an office so I would have to go some where else to use a phone? Won't work.

165. Time delays

166. Am secretary, answer phones. Sharing would greatly inconvenience customers and reduce office efficiency.

167. Others depend on our mutual communication. Would decrease all our efficiency. use a pager a lot. Think not having a phone might actually increase my efficiency.

168. See 7 again. Phone is the same Used a lot and just can't share.

169. I obtain most of my investigative info by phone (a result of reduced manpower).

170. Engineers worked with located outside fence. Use of phone increases my efficiency and saves time and money.

171. Customer service.

172. Voice mail, away form desk.

173. I support the VP and staff. Phones are our business.

174. My boss reports to RL Manager. Must have his own phone. Also many confidential calls come in which I screen and maintain confidentiality.

175. Required to participate in teleconferences, requirement not conducive to sharing. Must hav aphone colocated at my desk w/comp. for data retrieval.

176. Use telephone many times during the day, but impact would probably be minimal if shared.

177. see q26

178. Use phone throughout the day.

179. Here we go again, I have a private office and to conduct my work, reply to requests for help, review documents while at my work station, I must have a phone.

180. Some impact would result. Mostly more paper work taking and keeping notes.

181. Need to communicate with customer.

182. Again, communication is essential to my job.

183. Customers rely on being able to contact me when they needed. If phone is busy because its shared, customer could not reach me as easily.

184. I work in the Emergency Response Center in the Federal Building and there are three duty officers that must respond to a situation if needed.

185. Not being able to communicate when needed is the reason. Delaying calls would result in delayed info collection/transmittal which in turn would delay completion of my primary tasks.

186. A lot of my job responsibilities require the use of my computer, printer and tele phone

187. I deal with my customer by phone a lot. It would not be predictable when I would need a phone, or wouldn't.

188. Walk to phone, deal w/calls not related to my work, customer not able to reach me. Have call waiting so there's not a problem.

189. My phone is used to support permitting & other regulatory issues w/state & Fed Regulatory agencies which require prompt responses.

190. Would really would be inconvenient

191. Perceived management emergencies are a daily occurrence here. W/out phones readily available to resolve them would cause delays in the resolution of those issues.

192. Sensitive personal business

193. I answer phones for a group of 30. Sharing would decrease my availability to do the job.

194. In my job to implement DOE orders am in daily contact with DOE contractor and consultant and on site staff.

195. Telephone is used to call/receive from approximately 1500 pers. or managers on payroll alone; HR reps, Labor, Benefits, and HR pers. records.

196. Rely on communication for most aspects of job.

197. Work with all the leased facilities south of the Wye Barricade and need phone to do job.

198. Be real nuisance to answer somebody else's phone calls, unless the admin staff were given this responsibility.

199. Difficult to estimate exact decrease. In consulting, calling and receiving calls very difficult w/out direct line or message center.

200. Restricted in conversing w/ vendors, eng's, clients, constructors and peers.

201. There are times when I need the answers to questions before I can continue to develop work.

202. Use phon often. Be very disruptive sharing. Receive many calls which would be impacted by sharing.

203. We're a svc org which handle dozens of calls each day from company, site, other DOE facilities in which we provide svcs.

204. I use my phone in conjunction with my computer constantly to communicate, receive, coordinate, report safety & health related info.

205. Am responsible for answering calls for several people in my office. Need full access to my own phone.

206. I assign jobs and coordinate work for over 40 tech's. Couldn't function w/out my own phone and computer....period!

207. Telephone used to communicate w/all construct contracts; projects, engnrng, safety, field engrng, contract admin, estimating, controls, QA, etc.

208. If the instrument were not available when necessary there would be a decrease.

209. I need a phone to perform my job.

210. I already share a phone

211. I work with a wide spectrum of people and use the computer and the phone interactivly to facilitate their needs.

212. The shared telephone would most likely be with the group secretary who also uses the telephone ofter in attending to group needs. Waiting to use the phone would be excessive.

213. As a secretary I

214. Any call can disrupt 2 people in a shared system.

215. Need telephone for access to all contacts that are required in my jobdescription.

216. I can't fathom sharing a phone. I do use it quite a bit. I suppose I would do even more computer

communicating if I did not have a phone or if it wasn't at my desk.

217. Phone is required for outage notification, bldg manager notification for outages, work requests etc.

218. Break a vital communication link for support required by personnel NO SHOPS IN SITE FABERCATION SERVICES.

219. As I have said previously I am the interface for a system of 600 plus users that could and do call me continually for help with the system.

220. I answer the phones when my manager and planner are out of the office.

221. Personal contact with potential commercial customers could not be conducted.

222. We get so many calls in facilities that it would not be fair to our customer or the one we share the phone with.

223. Generally there would be no problem, but conflicts for use of the phone at the same time would be inevitable.

224. I need a use of a phone regularly and immediately as necessary.

225. Would have to answer the phone more often, have to write down messages, other people conversations would be heard which is a distraction, productivity would go down.

226. If I shared a phone 50% of the time I could not use it if the other person was using it, I would also have to answer there calls taking me away from my work. We spent 60 million on the phone system it would be senseless not to use it.

227. Possible delay in getting information feed back on procedures or other work issues.

228. Unable to communicate with others outside office building.

229. Same reasons as stated for number q12 above.

230. A great deal of business is conducted by phone, particularly in the outer areas where geographics play a part in productivity. special or personnel phone calls would be impacted.

231. My work as a analyst involves readily available communication with many people.

232. Our group relies on timely response to action items that impact project schedule. If I would have to wait to use a shared computer ...that would not work!

233. I deal with site support groups. Therefore, I have to use the phone to discuss issues.

234. I would love it, but my manager would fire me for not supporting our customers in a timely manner.

235. I spend about an hour on the phone a day with the reviewers of my documnets. If I share there will be times when the phone is in use when I want to use.

236. Most request for information come via phone. I deal a lot with off site generators whose main access to us is phone. The request form information I generate results in a multitude of questions often too convuluted to put across on ocMail.

237. Wouldn't be able to get things done in a timely manner.

238. I answer several other lines on my phone

239. Once again, given my type of work, my telephone is very essential.

240. I use my phone throughout the day, and now have the HR answering machine hooked to my line, I do not have a problem with that. I would have a problem sharing my phone full time though.

241. I use my phone throughout the day to correspond with peopl throughout the site. My job also requires thjat people be able to get ahold of me at any given time. having to share a phone would be an inconvenience, I could probably learn to work around it.

242. Well, it is small space to share, they could sit on my desk I suppose. If phone was moved to a central close location that would work but not be convient. I do computer work that requires comm. with others while on the same drive

243. Often I need to consult with Analysts or customers fro whom I program. Timing is often important in these cases. If I was sharing a phone, the wait time could effect performance.

244. Even with one phone, I still get voice mail queed due to my usage of the phone! This would change the entire paradigm of hjow one does business in the 20th (or 21st) century! This would be the

245. I use my phone to gather infomrtion; it would cause brief delays in my work if I had to share my phone.

246. As a main coordinator for my group Communication is a vital function of my job.

247. My operations are very dependent on communications. Planning, scheduling, and negotiations are conducted by phone to save time.

248. Delays in timely communication

249. most of the job has to do with communication.

250. Can not explain

251. My task is phone customer driven.

252. Most of my day is spent talking with others around the site. I couldn't do that.

253. Not pratical.

254. The productivity impact would depend on how much the other user(s) tied up the phoen

255. Need access to direct operations here and at Los Alamos, plus other locations.

256. My job entails possible emergency phone calls that if not received in a timely manner could result in offsite environmental fines, penalties and possible jail time etc. I need to be on 24 hr. notice, 365 days/yr. I could not function wo. phone.

257. I receive many calls and people may not call back if it's busy, or else I would spend more time going through voice mail than I need to.

258. Wouldn't be available to answer questions promptly. Would have to use multiple cc:Mail messages to attempt to get clear understanding of questions.

259. I am a DOE employee and could not function without a phone

260. Although it would not be a large affect, I deal with many contractors and offsite personnel & sharing a phone would impact my communication with these people.

261. Time would be lost taking messages for phone mate.

262. It would delay my work and cause additional interruptions that would seriously impact service to my customers.

263. I'm assuming I would share with an individual that does similiar work. It's not the # of calls but the length-my officemate's as well as mine. If I needed to make a call and it is in use and is for a goodly length of time-lost of productivity.

264. N/A

265. Responsibler for answering phones for manager and others in the group if they are not available.

266. Waiting in line isn't efficient use of time.

267. As a construction AR Rep. I talk with Irvine, CA; Houston, TX; Greenville, SC often during the day & week as only one part of my responsibilities. Other time deal with HR work at FDNW here.

268. I need to inform/reach/communicate with my customers regarding their requests. Otherwise, I would have to write it out & mail it or go & physically track them down. Both of which are more time-consuming & less efficient.

269. I would not be able to answer the phones of the other people in my organization as well as make the calls I need to make as part of my job.

270. 1

271. N/A

272. 11

273. My telephone is a ISDN 7507, I could manage with a smaller unit,however, I do not answer more than my phone. The plant director's line appears on mine that his line must be answered no matter what and if I shared my phone it would make this impossible.

274. Unable to reponse customer's needs in a timely manner.

275. As mentioned previously, virtually all of my work is safety, or emergency preparedness related. I have a very large training mission, which entails scheduling on the phone everyday, mention unsanitary mixing of germs during the flu and cold season.

276. not able to do my work

277. Simple logistics would hamper my productivity.

278. See response Q12

279. Sharing a phone would force those sharing to be each other's secretary,listeningto and taking messages frm real-time and voice mailed msgs. It would result in higher frequency of delayed communication and voice mail msgs which can result effectiveness,e

280. Business is conducted by phone

281. 1

282. 3

283. I need to get info from other people to do my job.

284. Consult with people in other areas of the site, at other sites and HQ

285. I'm a buyer, need a phone

286. 1

287. I already share my phone and it doesn't seem to hinder my productivity

288. I have voice mail, which keeps me in touch with customers if I'm providing support in field. I also get on the average 5-10 calls a day regarding my projects and procedures. The other person in my cubicle has similar phone traffic and sharing phone,etc

289. Emergency contact for staff and business related calls

290. Need to call DOE and customers or receive calls from them.

291. I am required lots of quick turn around excerises which require input from others. Delayed access to the phone would be a problem.

292. Why not install a pay phone down the hall! Whoever designed the survey is wasting everyone's time! Is this a test to see if we are dumb enough to complete it?

293. Telephone conversation is critical to a manager with employees scattered thru the site.

294. Many of the people resources I need are not located near my work location.

295. Receive 8-10 calls daily for Project coordination

296. 1

297. 2

298. I answer phones for 5 or level managers, and would be unable to accomplish that task.

299. Working with the union we have many phone needs to resolve many issues. Marriage those problems with the logistics of travel at Hanford and time, it makes for holes in the communication loop.

300. Would leave my office to use a phone,would lose access to voice mail appr.10-15 msgs per day,might not have PonfFon on computer next to phone, wouldn't be able to review documents that are in my office while using a phone outside of my office,etc.

301. As building Administrator, Vehicle Administrator, Hand Geometry Administrator,Telephone Administrator, and several other administrators, It would thinks it's difficult.

302. I use my telephone extensively to gather and transmit information.

303. My job requires that I maintain contact with many different people.

304. Some limitation in availability due to sharing, but ot a significant reduction.

305. Once the ability to communicate electronically and via telephone is reduced/limited the pace of work and the flexibility required to complete the different types of assignments becomes more limited and difficult.

306. I answer the phones for my whole group.

307. Lost time returning and making calls,not counting lost time for our customers.

308. Being a secretary, I need to answer phones 80% of the day. If I had to share a desktop phone w/ someone,they could be on the phone, when important calls come thru from one of the project engineers. It would delay me from fowarding the message.

309. i would not be able to issue orders to field crews when requested

310. I am a professional. When I need a phone I need it. I had to share long distance services before and it was ineffective. Waiting for the phone to be free was not helping me do my job.

311. Because I am in a training org., I am asked questions all day regarding classes and questions for instructors. This would have a huge impact on my job.

312. I WORKED FOR A COMPANY THAT TRIED THIS IN A PROFESSIONAL OFFICE BEFORE, IT WA A DISMAL FAILURE! SHARING PHONES MAY BE OK IN SOME AREAS, BUT IF A COMPANY DESIRES TO BE PROFESSIONAL , SHARING PHONES IS THE SHINING EXAMPLE OF PENNY WISE, POUND FOOLISH.

313. IF I HAD TO SHARE A PHONE LIKELY MY JOB WOULDN'T BE AS EFFECTED AS THE PEOPLE I SUPPORT.

314. I BELIEVE THERE WOULD BE SOME DECREASE IN PRODUCTIVITY FOR EVERYONE SHARING A PHONE JUST IN ANSWERING CALLS FOR SOMEONE ELSE.

315. A PART OF MY WORK SCOPE DELAS WITH DEALING WITH CUSTOMERS. I AM ASSUMING THAT I WOULD LOSE THE RAPID RESONSE TIME IF I SHARE A PHONE.I

316. JOB REQUESTS COME IN BY PHONE AS WELL AS CC: MAIL. ALSO REQUIRED FOR COMMUNICATION WITH MANAGERS FOR SCHEDULING, ORDERING PARTS, PRIVIDING ESTIMATES AND ETC.

317. I have contact and interaction with several different agencies/groups over the phone and it would

make it difficult to share a phone.

318. Work often requires discussion with other personnel and often wait for response to complete information in workscope.

319. Response to regulators ans stakeholder requests would take longer.

320. Much of the HR job is conducted by phone dealing with people issues.

321. My phone seems to ring constantly; people asking questions about procedures, file servers, S/RIDs, etc. If my phone didn't ring I get more done, unfortunately, that would only antagonize others who are trying to get something done and need my assistance.

322. As a supervisor I am constantly being phoned by the customer and craftsmen.

323. The phone is as integral to my job as the computer.

324. I WORK ON THE PHONE A LOT, BUT I WOULD NOT BE ABLE TO PREDICT WHEN I WOULD OR WOULD NOT NEED A PHONE

325. JOB REQUIRES CONSTANT INTERACTION W/OTHERS

326. TELEPHONE IS VITAL TO MY JOB & PROJECTS I OVERSEE

327. WALK TO PHONE, CALLS NOT RELATED TO MY WORK SCOPE

328. OTHERS USING PHONE WOULD PREVENT TROUBLE CALLS FROM REACHING ME

329. IT WOULD CAUSE ME ADDITIONAL WORK TO ANSWER & RESPOND TO PHONE CALLS NOT MINE, & LOCATING PEOPLE

330. LOSS OF COMMUNICATION

331. I HAVE ISDN PHONE W/16 INCOMING LINES /AS WELL AS OTHER CALLS BEING FORWARDED TO ME. UNREALISTIC TO ASSUME I COULD SHARE A PHONE

332. I AM FREQUENTLY CALLED UPON TO RESOLVE PROBLEMS/CK DISCREPANCIES & DO OTHER OTHER WORK THAT REQUIRES IMMEDIATE ACCESS TO PHONE LINES

333. WOULD NOT BE ABLE TO QUICKLY ACCESS INFO

334. NEED TO HAVE PHONE AT IMMEDIATE DISPOSAL, FREQUENTLY CALL VENDORS & CUSTOMERS THROUGHOUT THE DAY

335. I ANSWER SEVERAL LINES OTHER THAN MY OWN

336. SAME AS 12 + I COORDINATE WITH A NUMBER OF PEOPLE, CONTACT W/OTHERS IS A JOB REQUIREMENT, I USE MODEM, THE INTRANET AND OTHER LAN FEATURES

337. LOSS OF TIME DECIDING WHO TO CALL , DIFFICULT TO COMMUNICATE WITH CUSTOMER WHEN PROBLEMS ARISE

338. DELAY CUSTOMER SERVICES

339. CONFLICTS IN TIME AVAILABILITY. BEING INTERRUPTED TO ANSWER SOMEONE ELSE'S CALLS

340. I GET NUMEROUS PHONE CALLS EACH DAY THAT REQUIRE MY ATTENTION. ACCESS TO PHONE IS CRITICAL TO MY PERFORMANCE

341. AS A HEALTH/SAFETY PROFFESSIONAL THAT RESPONDS TO EMERGENCIES, THIS WOULD HAVE UNMEASURABLE IMPACT

342. I AM IN EXTERNAL AFFAIRS. OUR PHONE LINES MUST BE ACCESSIBLE AT ALL TIMES

343. MAJORITY OF QUESTIONS ASKED/ANSWERED ARE ON PHONE. I DO EVERYTHING ON CC.

IT WOULD NOT ONLY IMPACT ME, BUT MY MANAGERS AND OTHERS PRODUCTIVITY AS WELL, ANYONE I SUPPORT

344. NOW YOU ARE TALKING ABOUT SAVING A $20 MONTHLY CHARGE BY DECREASING THE EFFICIENCY OF A $70/HR ENGINEER??? ARE YOU PROVING FODDER FOR FUTURE

345. I USE THE PHONE FREQUENTLY TO UPLOAD DATA INTO COMPUTER DATABASES. I NEED ON-DEMAND ACCESS TO PHONES TO CONTACT PERSONNEL TO OBTAIN ANSWERS OR CLARIFICATION ON DATA IN THE DATABASES

346. SUPERVISORS & OTHER PLANT PERSONNEL OFTEN CAL WITH EMERGENCY PROCEDURE MODIFICATIONS...NOT A GOOD IDEA TO SHARE A PHONE.

347. R

348. Need to answer questions and try to collect money from outstanding invoices.

349. People have a hard time getting me now. If we have 2 or 3 people that would be very hard.

350. Poor location. I would assume the phone would not be located in my office.

351. Use computer/phone together as necessary tool to do job. Couldn't do otherwise jumping up and down from phone to computer, etc.

352. Phone usage is critical in relaying information pertinent concerning OII statistics & information.

353. Sharing a phone would be difficult.

354. Heavy phone usage for HR. Couldn't possibly share a phone.

355. Routinely communicate site-wide. Couldn't do my job if I did not have access to a phone. Sharing a phone would be inappropriate because of distractions, etc.

356. I work simultaneously with the computer/telephone and voice mail. How can one share a phone when phone time is already taken?

357. My job depends on constant telephone usage.

358. See above.

359. Would not be able to communicate in a timely manner to customers & vise versa being an HR P.O.C.

360. Too difficult to assess.

361. Dependence on phone is due to large customer requests, so significant decrease in productivity would take place.

362. Office mater & I are often on the phone simultaneously.

363. Need to communicate with others regarding project tasks.

364. Lack of ability to communicate.

365. Don't know for sure - cannot communicate effectively without a telephone at your desk.

366. Must respond to request for environmental compliance.

367. Direct POC in communicating with head office for Rust in CO re: payroll/timesheet/invoice questions/answers.

368. 1

369. 4

370. Would not receive assignments from mother managers in departments until they arrived in building.

371. Computer & Telephones are used for scheduling, etc.

372. Having to wait while the other person is using the phone would result in missed incoming calls.

373. Missed called due to volume. Also would not share with smoker and employees that brought their colds/flus with them to work.

374. Have constant telephone usage in the field. No one else would have a chance to use it.

375. Inability to communicate properly.

376. INTERACTION BY PHONE IS UNPREDICTABLE. DIFFERENT FACETS OF ISSUES REQUIRE CONCURRENT ADDRESSING OF THEM BY DIFFERENT ANALYSTS.

377. NEED TO WALK TO CENTRAL PHONE LOCATION TO MAKE/RECEIVE CALLS.

378. I AM ON CALL 24 HRS. A DAY & RECEIVE MANY PHONE CALLS IN REFERENCE TO MY JOB DAILY. THEY WOULD BE ABLE TO GET THROUGH NOR WOULD I BE ABLE TO CALL OUT AS NEEDED.

379. N/A

380. VERY INCONVENIENT.

381. AGAIN, JOB ACTIVITIES REQUIRE COMMUNICATIONS WITH OTHER PERSONNEL & FACILITIES.

382. AGAIN, WILL THERE BE A PHONE AVAILABLE IMMEDIATELY WHEN I NEED ONE & WILL PEOPLE BE ABLE TO CONTACT ME AT ANY TIME. WILL SOMEONE HAVE TO KNOW & DIAL A LIST OF NUMBERS TO GET AHOLD OF ME?

383. WHILE I WOULD ONLY BE ABLE TO USE THE PHONE HALF AS MUCH AS THIS WOULD CORRELATE TO A 50% REDUCTION HOWEVER,NO ALL MY DAY IS ON THE PHONE.PROBABLY ON 20% OF MY DAY IS ON THE PHONE SO I WOULD SAY THIS WOULD CAUSE A 10% DECREASE (20%/2=10%)

384. I USE MY PHONE TO COMMUNICATE WITH OTHER FIELD OFFICES,OTHER AGENCIES, & SYSTEM SUPPORT PERSONNEL IN OAK RIDGE. I DON'T KNOW WHAT WOULD HAPPEN IF I COULD NOT COMPLETE THIS PART OF MY JOB REQUIREMENTS.

385. My officemate and I deal with people on the phone daily. Many times both of us are on the phone at the same time.

386. I communicate with groups located across the site. In order to gain input, receive answers, and gain project status my phone must be available.

387. My phone is used very much in preparing ORs and Troubleshooting problems that may occur in the ORPS systems.

388. I contact and am contacted by many personnel from this facility and other facilities and sites continually.

389. PHONE IS USED FOR EMERGENCIES ONLY, AND ISSUING ORDERS.

390. Time spent taking other persons messages. Time spent waiting for the phone to be available. Impact of additional interruptions due to phone ringing for other user.

391. Would have to start managing calls I need to make/calls completed. Occasional heavy usuage of a phone would preclude anyone else from having access. When phone is in use by others & you can't be reached then there is the

392. Customers are located at various facility on the Hanford Site.

393. I deal with sensitive customer issues. They require dedicated resources.

394. Service oriented group, see question #13.

395. Job assignment entails a great deal of telephone usage. Having to share would decrease my productivity greatly.

396. Since I answer multiple phones (3 lines for me (allows others to transfer their calls when needed without impacting my incoming calls—such as managers & engineers, etc. I also have 2 managers line that also ring on my desk.

397. customer availability

398. customer contacts would be affected

399. Sometimes use my phone 4 hours in a day. If shared, I would have to go to another office every time to make a call assuming the person who I', sharing the phone with isn't already using it. Also wouldn't always be readily reached.

400. At least half my phone conversations involve Privacy Act or private (work-related) matters that I would not be able to discuss over a shared phone.

401. I do business over the phone! consulting with clients, supervisors, and craft!

402. LACK OF ACCESS TO END CUSTOMERS AND BUSINESS CONTACTS.

403. As a secretary, I field phone calls from a nd to multiple directions and sources. The computer and telephone are direct adjuncts to my job as a service provider.

404. If I shared my telephone, it would mean that I would overhear what the person is saying and it would disrupt my thought process. Also the telephone may not be available when needed.

405. I am required to interface with employees from all over the site daily.

406. The telephone could be shared if it is taken away the computer use would increase. Communication for my projects would be by computer.

407. Waiting for access to a telephone or waiting for a call to be returned may decrease productivity/

408. Many of my special projects include contacting individuals at our operating plants, scattered throughout the 200, 300, and 400 Areas. The phone is a vital part of my fast-turnaround projects.

409. reduced information flow.

410. 3

411. INEFFECTIVE AND INEFFICIENT MANAGEMENT VERBAL COMMUNICATION.

412. I make 20 calls a day and recivce as many if not more. Any time I cannot do the task at hand, such as use the telephone, it becomes a distraction. My customers would also be impacted by not having direct access to me.

413. Same as Q12

414. I do on occasion need the phone. Sharing would impact my productivity slightly if one was not available when I needed it.

415. Unable to accept and respond applicants, agencies, DOE, etc.

416. As stated above, I use the phone to perform my job function. With out it I would be dead in the water.

417. My work involves a lot of communication with other people.

418. Communications

419. As a budget analyst, I am extremely reliant on the information I receive from other people. The telephone is an efficient means of contacting other people.

420. confidential personnel matters discussed

421. roommate and I communicate to customers at the same time

422. A secretary answers and takes messages for several people; some messages need an immediate action or response.

423. I receive lots of phone calls being a cog engineer, unless I was sharing with someone who didn't need the phone, there would be nothing but decreased productivity for the other person.

424. It is necessary to be able to use a phone to communicate with coworkers, regulators, etc. When urgent situations arise, the use of the telephone allows work to continue unabated without delay. Shared phones would cause problems and confusion.

425. Clerical work requires a telephone at all times.

426. The reasons are obvious. When you need a phone, you need one right now, not when someone else is through with it.

427. It will all depend on the urgency of the project and the availability of the telephone.

428. 2

429. The phone is very necessary evil to conduct my daily business.

430. phone calls

431. I am a customer service person and I provide a service on a computer when the request comes in by either cc:mail or telephone.

432. The only productivity loss would be waiting to use the telephone.

433. I have to call offsite vendors to get information about various equipment that I use on my drawings. I use the phone for this purpose at least one time daily.

434. I would spend a lot of time taking messages, answering for someone else, waiting for the phone, and moving the phone (finding it?) or moving between workstations and the phone.

435. It depends on the other person.

436. 1) I don't share an office. 2) See all the similiar reasons in the answers to Q12 and Q14.

437. Unable to receive and make calls.

438. I am not sure what the outcome would be.

439. I've been there before and it again is not cost effective being disrupted by phone calls that are not yours, needing to use the phone and it's tied up, having to take messages for someone else or trying to locate them.

440. Need quick turn-around time for safety issues.

441. Have frequent long distance telephone calls; design authority for K Basins and SNF facilities; support operations and telephone availability; loss of productivity due to phone in use by others.

442. With the different responsibilities in my job I use the telephone to contact people for various reasons and could see a dramatic decrease in getting my jobs done if I did not have my own telephone.

443. I am on the phone all day long.

444. Again, professionalism is part of our business. As a manager, I prefer to have my own telephone number.

445. Lose time from answering other's phone calls.

446. Couldn't carry on my business in a non-interrupted fashion.

447. I CAN GET A PAGER INSTEAD OF A PHONE

448. 1

449. TELEPHONE IS USED TO ISSUE SWITCHING ORDERS AND RESPOND TO TROUBLE ON THE HIGH VOLTAGE ELECTRICAL SYSTEM.

450. CO-WORKERS /CONTRACTORS ARE NOT ALL CO-LOCATED SO A SIGNIFICANT NUMBER OF PHONE CALLS IS REQUIRED TO FACILITATE WORK ACTIVITIES

451. A GREAT DEAL OF TIME, I WAIT FOR PEOPLE TO CALL ME BACK, IT WOULD MKE COMMUNICATION ALMOST IMPOSSIBLE

452. LACK OF ACCESS WHEN NEEDED/UNABLE TO RECEIVE URGENT CALLS.

453. IF YOU ARE SO CHEAP AS TO DENY EVERYONE A PHONE, I WOULD QUITE WORKING AT THIS COMPANY

454. NEED TO CALL PEOPLE TO GET INFOR FOR MY WORK PRODUCTS

455. PHONE NOT AVAILABLE WHEN I WOULD NEED IT OR NOT BEING REACHED VIA PHONE BY CUSTOMERS

456. I HAVE CONTACT W/ENGINEERING, FIELD PERSONEL, VENDORS, BUYERS, AND NEED THEM TO BE ABLE TO CONTACT ME

457. I HAVE AN ENORMOUS AMOUNT OF INCOMING CALLS FOR ME & STAFF OF 30 THAT I DIRECT TO CALL OR TAKE MESSAGES. IF I HAD TO SHARE I COULD NOT BE EFFECTIVE IN MY JOB

458. SHARING A PHONE WOULD MINIMIZE MY ABILITY TO CUSTOMERS & VENDORS

459. A PHONE IS VITAL TO CONDUCT MY JOB OVERSEEING PROJECTS

460. WAIT TO MAKE CALLS OR INCOMING CALLS MISSED OR DELAYED

461. BUSINESS & CONFERENCE CALLS WOULD IMPACT OTHER USERS & MYSELF IF UNABLE TO MAKE TIMELY CALLS FOR COMMUNICATION/DIRECTIONS

462. IT WOULD DISRUPT WORK TO ANSWER PHONES FOR SOMEONE ELSE, THEN LEAVE MY CUBE TO GET THAT PERSON, AND HAVE THAT PERSON STANDING IN MY OFFICE TALKING, IT WOULD HINDER THEIR CONVERSATION/MY WORK

463. LOCATING & WAITING FOR AVAILABLE PHONE

464. AS A MANAGER, I UTILIZE THE PHONE & PC SYSTEMS TO COMMUNICATE W/ STAFF & CUSTOMERS

465. PERSONNEL RELATED PHONE CALLS & CALLS RELATED TO SIGNIFICANT PROBLEMS.

466. NEED THE PHONE TO BE ABLE TO GET MESSAGES TO OTHERS

467. SPACE LIMITATIONS

468. SHOULD BE OBVIOUS

469. BEING PRESIDENT OF A FOREIGN BASED CORPORATION I CONDUCT A LOT OF BUSINESS OVER THE PHONE W/FRENCH SPEAKING PEOPLE. I WOULD NOT BE ABLE TO DO THIS ON THE PHONE AS THEY ARE ALWAYS BUSY

Question 26: Enter any general comments you have at the >> prompt.

1. I dont really understand the purpose of this survey. Our computers and printers are already paid for and if we're looking for ways to cust costs, I'm sure there are better areas to look at.

2. I am aware of the effect of a lot of doe milestones, some are good but just as many are counter porductive. REducing the amout of tools available and making the workers share what little tools we have in the name of saving a buck is counter productive and will cost doe more in the long run due to lost productivity.

3. Didn't like having to type "never use", etc.

4. The fact that these questions are even being asked shows that there is a total lack of understanding in regards to the use and need for high technology at the Hanford site. How cab we mislead the public by communicating that we are developing creative andinnovative means of technology for cleaning up this site when we are being asked to waste our time filling out a survey that looks like it was developed in the 1980's. Do you really think that employees at companies like Microsoft, or other businesses on the leading edge of technology are asked to answer surveys like these? It is time for some of the managers who think that they can function in todays society without using a computer phone etc; To walk outside their offices and see how their secretaries or other employees are more productive and can better serve their customer by utilizing todays technology.

5. I will not be as productive without at computer and a phone. More often then that I will become very frustrated and will feel that the company doesn't care how long it takes to do the work, if they can save some bucks on hardware. Don't cut off your nose to spite your face.

6. Thanks for the opportunity to comment. Are you really suggesting that we share computers and or telephones? This is a put on-right? Or is this a psychology expeiment of some sort?

7. I use a Macintosh for my graphics, samll data bases and communications(cc:Mail). I use a Compaq PC for large site-wide data bases and information.

8. Sounds like someone wants to break out the horse and buggy, at an average cost of 2,500 for a work station and an average cost of $60/per person-hr. If you loose more than an hour a week in productivity you can pay for a workstation. A workstation should be useable for 3+ yrs.

   I lost 1/2hr in time with this survey. Site wide cost about $150.00 for 5,000 people.

   There is a need for engineers to have access to a illistrating type program, like Correl Draw, Canvas, Designer. The presentation graphics programs don't work well for this application, and AutoCad has a steep learning curve, and is like hunting ant's with an elephant gun.

9. Regarding Q25, I consider the programs that I use equally important.

10. As you well know, it would not be feasable for a secretary to share a computer with anyone on a regular basis.

11. Good survey, I just need the proper tools to do my job even better. Pentium computer, color printer.

12. The application use above is based on much of this software being site standard. For example, I would not use WP 5.1 or Lancal if I didn't have to. There are other appocations that I would use if they were available . An intergrated system (eg Word, Access, Explorer, Power Point, Excel, Schedule +) would reduce the burden of managing the software vs using it to accomplish work.

13. Q25 was very difficult to answer because some of the choices are equal importance to me and i use more of them than 5. Therefore, I was not able to select some software that is very important to my job and some of the selections indicate less importance than is actual case. For instance, I depend a lot on the Pop Phone but did not mark it as other applications are more specific to my job. I could not function without Excel and ccmail even though all my data comes from PDS, SoftReporting, and PX. Parjhaps having separate lists for software used for data gathering/information sources and software

used to develop products would be more information. I depend equally on FDS, PX, and SoftReporting and would have given them all equal ranking if possible. Also, somne of the site-wide systems that I input to are based on software that I do not personaally use and I so did not not include them in the list of software that I use.

14. I would strongly urhe that the site does not switch to Microsoft Word as the official word processing program. Corel 7 or Wordperfect 6.1 are much more in practice and accepted, both within the site and off. word is good and also widely used, but no where near as prevalent ad the others mentioned

15. Would like opportunity to attend training for use of new software.

16. The computer we work with need to be upgraded more frequently. The worst computer I have to work with at home (we have 4) is better that this 5 year old 4/33 that I am asked to use at work. My productivity is dependent on my computer system. I am often down due to computer problems, which are attributed to the limits of my computer. In this case, time is money.

17. I am changing job duties but may get some of them back. My choices on 25 with my old job would rate internet, DB programs much higher. It was really hard to lkeave project scheduling and internet out of the ranking for my new duties.

18. Overall I am please with the quality of the computer systems and the range of software availablke to us. I am also please with the level of customer support we receive, given the downsizing we have experienced. I am, however, anxious to upgrade my computer and switch to Windows 95.

19. Would like to know results of the survey

20. Please upgrade all DOS programs to at least windows standards. Get rid of WP 5.1. Windows 3.1 is very unstable and crashes a lot. Site should upgrade to at least Win95 and go 32 bit ASAP. Most of our work involves spreadsheets and interaction with other databases (primarily SACS, CASS, and TMACS)

21. format of this survey is not very user freindly. I am sure it could be designed to be earier to complete.

22. Taking away my phone and computer would prevent me from doing my job. Several applications (lancel, popfone, etc) may not get high daily usage, burt are critical tools to get my job done.

23. I really don't see how this survey will help anything.

24. It would be nice if the site, or at least the PHMC, used the same softwware, whichever it is, ie, WP 5.1, 6.0, 6.1, MS word, Excel or Lotus; etc. Then, once the decision is made, that those people who must use it, have the needed training in order to do their jobs. When I say training, I mean going to class away from your office, not trying to learn it at your desk or getting videos or computer tutor programs. It is virtually impossible to learn any one of these programs while at your desk with all the interuuptions and the responsibilities of your job.

25. I know the Internet acsess is powerful foll obatining and transfering information. I just have not had the time to learn how to use it.

26. I appreciate the helpfullness of the folks at 6-1234 when I have a problem. Your response time is very good. I could use someone to sit down with me to show me the things that I can do with the computer that I don;t know. I know there is so much it can do that could help me that I am not knowledgeable about.

27. I find all the services presently provided by LMSI extremely important to my job. I've generally found the service to date more than satisfactory. Some of the questions on this questionaire make me a bit nervous, I truly hoope that the result of this survey will not be cutting printers and phone mearley for the sake of providing the appearance of "saving money", in many cases the opposite will be the case.

28. More phone lines, or tell people not to call.

29. I have a hard time keeping up with the new software . RL needs to standardize and if changes are made the staff needs training before the change is made.

30. Using the prompt method to answer this questionaire is a great way to provide feedback without taking a lot of time. Have a great day!

31. Having the software library is great. It's allowed me access to programs that help me be more effective (Excel, Microsoft Project and Power Point) without having to go through a great hassle.

32. PC's have changed the way we work. We do our own typing, drawing. We do a major amount of communications with others via E-Mail. In most cases this is much more time effective than going over to talk to someone and in most cases it is more effective, as verbal communications don't leave a record of exactly what as discussed. We archive data in a pc rather than in file cabinets.

33. Some of the question on this survey were almost impossible to answer due to the wording and or not providing enough information to answer them properly.

34. I have my own computer at home an at previous jobs could read my mail, forward messages, etc. from home. I would like to be able to do that here , but have only been able to send messages through the internet connections.

I strongly believe in the use of the office suite software and requiring everyone to use the same software so that there is assurance of communication. There should not be people tensferring to a new software eg
WP 6.1 or MS World 97 until all peple are roquired to transfer and the old software is removed. The nice guy approach does not owrk in the fianl analysis of network administration. Assuming that funding is available, the computer available on-site should be upgraded as soon as possible. It is inconceivable to have management using 386 computers to attempt to use windows based software in an efficient manner when pentium based equiprnment is available. The hanford lan is impressive but is and has been if prompt action is not taken. The system appears to be ready to die from leck of understanding of the need to update equipment and software and the advisability of using commercial software instead of the home-grown or special varieties. The network is not just a one time purchase. Thea ctual cost savings for all types of personnel are justifiable if the funding is available.

35. Remember that the time of the fiscal month or year, individual job assignments and personality preferences all impact our perceived hardware/software needs. My own two cents worth are there are still too many pagers and cell phones at Hanford. Other than Emergency response, Patrol, medical persons, most of those who use them could do without! In addition, I think they are safety hazards.

36. I like the idea of saving tax dollars and removing computer that are not needed, but as a computer programmmer, please be very cautious in your approach. You could save a few bucks initially by remving my computer but then how would I fulfill my responsibilities.

37. I am concerned that the intent of this survey is not clear to those answering it. A survey of team leaders and mangers might be much more useful in understanding who is a constant user of equipment versus an occasional user. For example I am required by my manger to wear a pager and keep in on for 24/hrs day . Without managment rationale, I appear to be just another overly automated Hanford worker.

38. It appears that some thought is being given to eliminating computers. I would suggest that a comparison be made of the additional costs that would be realized by the time lost in workers having to accomplish the same amount of work without the aid of the computer. The computer is nothing more than a tool that allows one to work more efficiently. Take away the tool and work efficinecy drops off, thus resulting increased costs. Another factor that should be considered is the impact that such a move would have on worker morale. Can this be measured in tersm of $? The PHMC is now emphasizing total quality and work efficiency. Elimination of computer hardware and software owald

be counter productive to what the PHMC is trying to accomplish. If anything consideration should be given to upgrading the hardware and software resources available to the work force.

39. I feel the computer support and capabilities on site are outstanding.

40. Only this week I have moved from the 300 area to my enterprise company's corporate private offices. We have limited access to HLAN machines, and my answers reflect my new situation.

41. Desktop computing is underused. We don't take advantage of the tools we have or could have available to use that would save us time and money. I don't think you are going to get too many people to admit that they consider their telephone, computer or printer a resource they can share. Therefore I don't expect this survey to be very accurate.

42. You have a great network!

43. I am an end product user of Primavera and other software products. I would like to have a list of software experts.

44. If you are looking for ways to save money why don't you try telecommuting. People could work at home and show up for meetings 1 or 2 items a week. Save electricity, rent, etc.

45. Please just leave the word processing in WordPerfect (any version) to keep consisitency, since the entire site has used it as the site standard!!!

46. The term using a new software package in question 3 could a better defined. There is sucha a range in software... what was intended.

47. Several applications are used on a daily basis. Some of these items were not rated in the top 5 due to the fact that we could only chose 5 some of these applications carry as much weight as the others.

48. We need more up to date computers.

49. A decrease in my productivity from sharing computers and phones greatly depends on the frequency which I need to use them and they are not available. I can see sharing both without a decrease in productivity. likewise I can see sharing both and having a great impact on my productivity.

50. Would like to be able to use MS Word and Corel Draw however they are currently not avail. to me. Difficulty performing work for others as many use different kinds of software for world processing and graphics.

51. For question 20 I am required to wear a pager for emergency response duties, other than that there would be very little impact on my routine work if I did not have the pager.

52. This survey appears to be relevant to the end user community.

53. Suvey is too long. wastes time fillin them out.

54. need access to a computer to T.I.S. and verify proper rev. of procedures and supporting documents.

55. Sharing PC's would take away the flexible portion of our communication sys. Face to face convers., meetings, telephone calls are not flexible as to when we can do them. Personal security will suffer (e.g. commun. with managers, HEHF etc.)

56. 4

57. in house trainiog/briefing on new software being used on site (ie. powerpoint).commun. on

58. for some this may be an alternative,. but in your compilation of results please be sensitive to the

59. This is a very superficial survey and the ability to correctly evaluate the site needs is very important. The selection of a random population is usually supported although a random selection of each type of user would be better

60. I use WIMS monthly

61. Individuals spend a lot of time in front of a PC being non produc.-they could have been getting work done.Sometimes we hide behind a PC when it comes time to interface with others. (ie. try talking to payroll on the phone - they talk only on ccmail)

62. With all of the personnel reductions over the last few years, I think the Hanford Contractors should be very cautious nt to eliminate resources that enable people to do their jobs efficiently just to save a few dollars.

63. use of my PC is essential to the completion of field work forthe processing of work packages and the transfer of information

64. Need faster internet response and improved MSDS system

65. this survey would better serve if you focused on what is the proper set up of tools for each specific individuals work scope.in some cases sharing equip. would work/but in most it would not.

66. in ref. to q11/16-sharing a computer or telephone would reduce my productivity, but I have not tried to estimate houw much. At times I need to reirieve or relay information quickly. I can foresee conflicts in access needs in my working gorup.

67. COMPUTERS ARE THE DOWNFALL OF MANKIND, I USE THEM ONLY AS NEEDE TO PERFORM MY JOB.

68. DIDN'T UNDERSTAND Q25 WELL. RATE ONLY 5 OR ALL? THOSE MARKED 5'S MUST HAVE!

69. I HAVE WHAT I NEED AND NEED WHAT I HAVE.

70. SURVEY SEEMS TO DEAL WITH MAKING JOB MORE DIFFICULT IN HOPE OF SAVING $. WITH FEWER PEOPLE AND MORE WORK, REMOVING TIME SAVING DEVICES WOULD LOSE EFFICIENCY AND INCREASE MANHOURS.

71. ALARMED AT THIS SURV. AM ENG AND RELY ON EASE OF ACCESS TO DATA. COMPUTERS ARE EFFICIENT. ENG'NG W/SUFFER WITHOUT.

72. HYBRIDS; CAD,WORK , ENG & SCIENFIC

73. AM SOFTWARE ENG & DON'T NEATLY FIT YOUR JOB CLASSES. THIS SURVEY IS INTENDED FOR COMP. USERS & SOFTWARE APPLICATIONS FOR THEIR JOBS AND SO DOES NOT APPLY TO ME. MY ANSWERS WOULD ONLY SKEW THE SURVEY.

74. Need better service for software support.

75. Will we see the results of this survey and when?

76. Please assure your taking tools away from mngrs & eng's. Staff already been cut so badly wrong pers are doing menial tasks wasting $$'s. If these tools are taken away much less engineering will get done!

77. W/all procedures and guides on intranet, we need to get computers to keep up. Seems as if something is always down. It's a great impact on work. In the past no impacts, now?? Why? We're regressing. Comptr's and GOOD softwr help! Keep & improve!

78. Survey seems to focus on tools we're struggling w/now.Question which should be asked is how much would productivity improve by using up to date equip and software w/training? Mine could go up 20%.

79. My responses based on my personal needs. Would vary if secretarial support was required for job or staff activities to accomplish org. mission.

80. Poorly designed survey!

81. Don't like these surveys. Don't know how they'll be used. Difficult to assess usage due to diversity of job. Different every day. Some days only respond to customers.

82. I often access REX and ACES databases.

83. How about incentive to buy our own computers?Co. would supply LAN and chosen softw. Purchase would be optional or use Companies. Empl. could buy any softw they want. Make avail. RAS free LAN. How about elec. sign. & verification on line (see his surv.

84. Don't meter 6.1 WP. Need much more time.Should have more flexibility for using other personally favored software.

85. Deactivation work scope constantly changing & comp. & communiction resources also. Past two years my work scope changed 7 times. Hard to say info given you in survey w/remain same in 2 months.

86. Need study on the white collar worker work behavoir, the general impact to human/business from modern elec. tools development.

87. Whats purpose of survey? Quest's are too broad & not relevant. Being in bay area, don't have prob. sharing printer but not comp. or phone. Seems to be enough on site we shouldn't have to share.

88. Have portable comp. any software requiring Key access is useless away from work. Key access limits my productivity away from work.

89. It is a bit misleading asking how often Microsoft or WP 6.1 used, cause the majority of doc's produced are used by others, so I put them in a standard form. Would prefer to use Microsoft, but few others do so its not practical.

90. I supervise highly interactive service org. Our scope of work, location, location of customers, information and communication access is essential to our operation.

91. My 386 is now obsolete. Power pt., Intranet, WP61 not usable. Have a big problem/w/site procs. We must upgrade and be available to workforce or gather dust while the competition clean up and have the access we need.

92. Reference q3, depends on type of software learning as to how much time needed to be trained.

93. Computers are just tools, but I'd like to see more shared license or network license for common office S/W (such as MS office).

94. As an analyst, I use multiple softw., platforms, & comp. tools. We spt the Data Center & and all site users and softw. and tools associated w/each. Imagine the time needed to us to support and the customer to do all their work by long hand.

95. Questions are good but, last question too general and hard to answer. The 1-5 are important to me and so are some other ones, LanCal, Popfon, and ccmail should be one category.

96. New program comming online for facilities.

97. With us using Excel, Pwrpt presentation graphics and MS PRoject, why not make available to us Word? Using Word makes more sense when the other software is created by Microsoft. DOE is using pentium processors. When can the rest of the site have These?

98. Rating the software doesn't really estab. needs. Due to previous cus in staff, present clerk no way can handle/work w/out exempt help (regardless of time of exempt help). If I only use Powerpoint once a week, I still need it.

99. Q 18 discusses cell phn usage. Do not have cellphon, use my personal phone for Hanford work aproximately 60 minutes a month.

100. I believe I would use several other applications & softw packs if I had the trng & knew what they could do.

101. Could not function w/out a computer and a printer.

102. I mostly use the computer to communicate to other HPT'S on site (other facilities) for routine work stored in the hard drive and for the aces system.

103. For most of the technical staff, cutting computer hardware costs is not savings and software only becauseof the time to learn to use it. This is backing to counting pencils when the major costs are being ignored.

104. The PC and the telephone are as vital to today's job functions as a calculator and typewriter were 10 years ago.

105. All of the applications that I rated in q25 are important in my job.

106. LIMS is also important to my work.

107. Q5 IS NOT EASILY UNDERSTOOD. Q1 - 3 dont answer the yes/no question. Yes I have access to a shred computer, a both answer could imply that I have a standalone printer that is shared with the person next door. The checking a cell phone should have a

108. The questions about the PC and Phone are no brainers. I hope the input you get does not degrade these services. Turn off the network, then sit back and watch the phone lines jam.

109. Being on a project that is on the

110. Poor means to guage the importance or Discipline specific function of periodically used (but needed) applications. This can be patterned to slant and interpretation one way and may be totally erroneous.

111. When are we going to go to Microsoft Office, I am looking forward to it.

112. I use my computer for nearly all I do. Sharing in time outside my shift would be possible, if the other user(s) had their own storage area on the hard drive, or better a separate hard drive. sharing a printer or phone are less of a problem.

113. SWITS is not listed and is one of the most important applications I use.

114. As you can tell I am not a computer expert. I would enjoy some training on computer programs such as Excel etc. I do more verbal and phone conversation pertaining to my position in HR/Specialist.

115. 1

116. Operations on the Hanford Site are computer dependent and have accelerated communicative skills and productivity here. Computers are inexpensive compared to other alternatives.

117. The computer access I have currently meet most of my needs. However, to lose any of them would greatly hinder production, effectiveness and moral. We are losing so much these days, please don;t take away the only tools I have to complete the task at han

118. I love my job!!!

119. Q1 has no tech. support positions, ie, plant engineer etc. These don't quite fit what you have. This would be much shorter if you just asked what software we like, use, & feel is important.

120. Never realized how much use pc. I could almost go without paper easier than wo. pc. Aside from comparing various software, etc., most of these questions are really absurd.

121. I now reside in private facilities and use private computer equipment for my job functions.

122. Although it has taken some time to learn the pc, I enjoy more flexibility/freedom in accomplishing my tasks. The availability of machines & software has allowed the reduction of site staffing wo. impacting progress.

123. No comment4

124. None

125. N/A

126. 1

127. The amt. of trng. I prefer on new software depends upon the software. If it's an upgrade, the trng. time is closer to none. If it's an unfamiliar application, the training time could be longer.

128. 1

129. Need access to S-Plus

130. None

131. Much easier to quantify the cost reductions,by cutting back on the tools,to perform work, the longer times required, often forgotten and rarely considered is the loss of focus and inspiration that occurs when one is forced to wait for the necessary tool

132. 1

133. 4

134. It would appear that this survey has the motive of building a case for allowing FDH to meet their performance goal of reducing cost for IRM services at the price of productivity. Why am I not surprised?

135. My PC is very important to me in my job,without it production would cease. I'm curious how you are going to handle the millenium coming up? Will the changing of the DATE effect our system?

136. Although not speicifically listed above, the primary software program that I use to generate graphics for the procedures that I write is Micrografx Designer (4.1), I use it n an average of 1-2hrs per day.

137. 5

138. none at this time

139. I hope this survey will not be used for decision making. I'm sure it is realized that there other factors not accounted for.

140. The project I'm currently working on is a fast paced project requiring effective communication and engineering coordination among several organizations. The computer provides this capability.

141. 2

142. This is a wasteful process, the results cannot be objectively/statistically validated. Next time, provide a large code so my employer doesn't have to absorb the overhead for this excerise.

143. I would put more thought and effort into such a survey if you gave folks a little better turnaround time.

144. I think it is the manager's reaponsibilty to acess employee computer needs.

145. 1

146. I use a variety of packages throughout the day. I have been using computers for about 17 yeas now. I need it for data compilation, analysis and reporting. A computer is a required tool for my job.

147. I DON'T HAVE MY OWN WORKSTATION SO I HAVE TO USE SEVERAL MACHINES TO PERFORM MY VARIOUS DUTIES THROUGHOUT THE DAY. ON Q25 I WASN'T SURE IF YOU WANTED JUST THE 5 APPS THAT ARE MOST IMPORTANT OR GRADE ALL OF THEM 1-5. SO I FOLLOWED THE INSTRUCT VERBATIM.

148. NOWHERE IN YOUR SURVEY DID YOU ASK IF MY CURRENT PC AND SOFTWARE WERE ADEQUATE TO MEET MY NEEDS. I CURRENTLY HAVE A 386, WHICH IS TRYING TO LIMP

INTO THE 21ST CENTURY. MY PC IS BADLY INADEQUATE AND AN EMBARASSMENT.

149. Several of the answer could change depending on the day/time of the month output is due. Some of the programs have not been used enough to incorporate a time they will be used in the future. As the learned curve increases, programs usage will also.

150. I don't have WORD, but I would be much more efficient when using the word processor. I have it at home.

151. Q25 Was poorly written. There is no way to effectively limit the software needs to only 5 and then to rate them on a scale which does not allow two or more to be at the same priority level.

152. AS A COMPUTER ANALYST I SUE MULTIPLE SOFTWARE, PLATFORMS & TOOLS THIS WOULD RELATE TO USING A PENCIL FOR THE SITE FINANCIAL SYSTEM

153. WORK SCOPE REQUIRES ME TO OBTAIN & PROCESS INFO FOR WORK TEAMS & NOT DELAY WORK PROGRESS. INFO COMES ON-OFF SITE, DELAYS COST MONEY

154. JUDGING BY THE QUESTIONS IT SHOULD LIKE YOU ARE PLANNING TO TAKE AWAY OUR ABILITY TO BE PRODUCTIVE, THEREBY JUSTIFYING ANOTHER ROUND OF LAYOFFS

155. I UTILIZE MY COMPUTER 4-6 HRS DAILY TO DO MY JOB.

156. THIS SURVEY IS A CONTRADICTION, WE HAVE DEVELOPED OUR SITE TECHNOLOGY TO WORK SMARTER/MORE EFFICIENTLY, NOW IT LOOKS LIKE WE HAVE TO JUSTIFY USE OF A PC AND PHONE....WHICH WILL SEVERLY IMPACT MY EFFECTIVENESS & PRODUCTIVITY. ...TOTALLY DISGUSTED WITH THI

157. I WOULD LIKE TO LEARN MORE SOFTWARE TO BE MORE PRODUCTIVE

158. I USE PAINTSHOPPRO MORE THAN I USE CAD FOR PREPARATIONS OF ECN DOCUMENTATION.

159. Main work on computer involves JCS which is the number one time consumer in the daily routine.

160. I think it's ridiculous to even think about sharing a computer!

161. If we do NOT have the items listed above I for one could NOT do my job.

162. Use JCS/PWS 90% of the time.

163. Utilize time line for base line project planning. Initiate schedules and have scheduler convert to Premavera. Job also requires

164. I replied about a half-hour ago, and wasn't sure it went.

165. Engineering Release Sys., Data Base (ERSDB) and RMIS.

166. Dialing long distance has created a problem from time to time.

167. Need access to all the computer applications to complete my job. co:mail and phone directory are great tools and eliminates paper and the phone book.

168. 4

169. Listed most of the S/W I use as most important to me. It would be impossible to do my job without any one of these S/W packages.

170. It would be detrimental to the site if cut backs were made in communications & computing services.

171. PRODUCTIVITY COULD BE ENHANCED SIGNICANTLY BY BETTER TRAINING UPFRONT. OJT IS NOT AN EFFECTIVE WAY TO DO IT. TRAINING FOR EACH RL DIVISION WHEN NEW SOFTWARE IS INSTALLED WOULD BE EXTREMELY BENEFICIAL.

172. AS HPT'S A LOT OF OUR COMMUNICATION IS DONE OVER CC MAIL TO SCHEDULE

CLASSES ETC. DIFFERENT GROUPS USE DIFFERENT PROGRAMS.

173. ALLOT THESE PROGRAMS WILL NOT RUN OM MY COMPUTER. I CAN NOT RUN INTERNET WHERE HUH & OTHER PROGRAMS ARE RUN FROM.

174. MAKE A PHONE & COMPUTER AVAILABLE WHEN NEEDED FOR AS LONG AS NEEDED. DON'T MAKE US SIGN UP FOR ONE & ONLY GET TO USE ON FOR A TIME LIMIT.

175. Please provide a valid charge code. Time required to complete the survey can not be charged to any of the FDNW projects. FDNW is an enterprise company where Company management has encouraged its employees to minimize charges to Company overhead.

176. See comments in response to previous comments.

177. 5

178. Question #25 top 5 are very difficult as ones not identified are just as important to properly do job.

179. HOW COME NONEOF THE WORK THAT WE DO IN ISEACH & RIDS WAS INDICATED IN ANY PART OFTHE SURVEY SINCE OUR WORK IS TOTALLY SITE-WIDE?

180. WORK PRIMARILY ON AUTOCAD. WP, CCMAIL, LOTUS, & NORTON ARE ADDITIONAL TOOLS USED TO SUPPORT MY MAIN FUNCTION AND CUSTOMERS.

181. Use both network and stand alone printer to do job. Use the computer an enormous amount of time and could not do job without it.

182. Importance of the software, except for Word Processing, varies considerabley depending on tasks being performed at the time. Questions concerning loss of productivity were hard to answer requiring a qualitative, not quantitative, assessment.

183. HLAN IS POSSIBLY THE BIGGEST BANG FOR THE DOLLAR AT HANFORD. INFORMATION IS A BIG PRODUCT AT HANFORD AND HLAN MOVES IT WELL.

184. A major portion of my time is spent on the computer. I prepare almost finished projects without the use of clerical, admin, help (there are few left and most are too good to work for an engineer. I could not live or be productive without my computer.

185. Some of your software questions were miss leading. For example, it is very important for me to use soft reporting but I could care less about the Internet. I feel that there are a lot of items that are not needed on the computer and cause misuse.

186. Some of the questions are hard to respond to. Unless something has impacted you there is no way to know how it will affect you.

187. My computer and HLAN are very important to my work. The transition caused some differenences in the way we get information through KFS (PDS). The changes caused additional work with no real benefit. If there is to be a change, plan a clear transition.

188. bye

189. If the Site goes to uniform computer sw programs, i.e., Microsoft Word, Power Point etc., training classes will need to be made available on a large scale to take advantage of cost savings for large enrollment.

190. Generally speaking the software available at my job location is more than adequate for me to do my job.

191. Eliminate some of the software that is not frequently used.

192. 1

193. I feel that the Hanford site is overall very poorly equipped with computer power! If this is some attempt to reduce or cutback computer resources I think you have already done that by not allowing

the site to keep up with the emerging technology!

194. I do alot of procedure updates and printing. Not having my own computer/printer to do my job would be a big impact to my productivity.

195. This survey gravely concerns me. I understand fully the need to reduce costs. I also believe the concepts of sharing computers or phones is recklessly short-sighted and unwise.

196. I think the computer is a productivity plus for me. However, I think that some folks would be more productive without one. I'm especially concerned about people who don't type well. They'd be better off having a secretary do their typing.

197. This survey appears to support making our job more difficult such as limiting use of phones and computers. The site reduction in people resources has required the remaining people to find ways of increasing their productivity. . .

198. Please see the other comments.

199. My opinion is that lots of tax dollars are being wasted on the ESOE, internet access, pentium 200 MHz computers, and most other computer applications at Hanford. We were told how great all this stuff would be, but my computer just slows me down.

200. If there were no computers available for work force access, how would this survey be conducted?

201. Many of the servers (i.e. in the 200 area) when combined with metered application are just not up to the speed required to run Wordperfect 6.0 and Excel.

202. Computer access for myself is one of the tools available and does assist me at various times as a craft person.

203. Loss of direct access to phone directory, site forms, E-mail, Wordperfect, FDS, KEMS, Hanford Pager would cripple my ability to perform my work and interface with my customer.

204. Computers & available software are an essential part of good business in this era of the information revolution. Do not handicap employees by trying to save insignificat amounts of money by sharing computers and phones. Limit funding to other ....

205. If your taking this survey for making the big switch to Microsoft office products, please remove all of the versions of Wordperfect from the network and do not let it be available for future use. (one

206. My comments are different from the norm because we are a Macintosh based graphics group.

207. 1

208. THIS QUESTIONS IS MEANINGLESS AS PEOPLE MAKE DIFFERENT ASSUMPTIONS, THEREFORE THE DATA COLLECTED ON THIS IS QUESTIONABLE WHEN USED TO DRAW CONCLUSIONS & DEVELOP RECOMMENDATIONS

209. LOOKS LIKE YOU ARE TRYING TO FIND WAYS TO CUT COSTS AGAIN BY TAKING AWAY PRODUCTIVITY TOOLS FROM THE EMPLOYEES

210. I MONITOR OTHER COMPUTER SYSTEMS, MAINTAIN PC PRODUCTS ON SYSTEMS, TEST SOFTWARE PRODUCTS ON SYSTEM, GENERATE REPTS/GRAPHS, ETC. MAJOR PROBLEM WITH VOICE MAIL...I HOPE SOMEONE ELSE WANTS TO BE THE PHONE NANY.

211. GOOD SURVEY

212. 6

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APPENDIX C

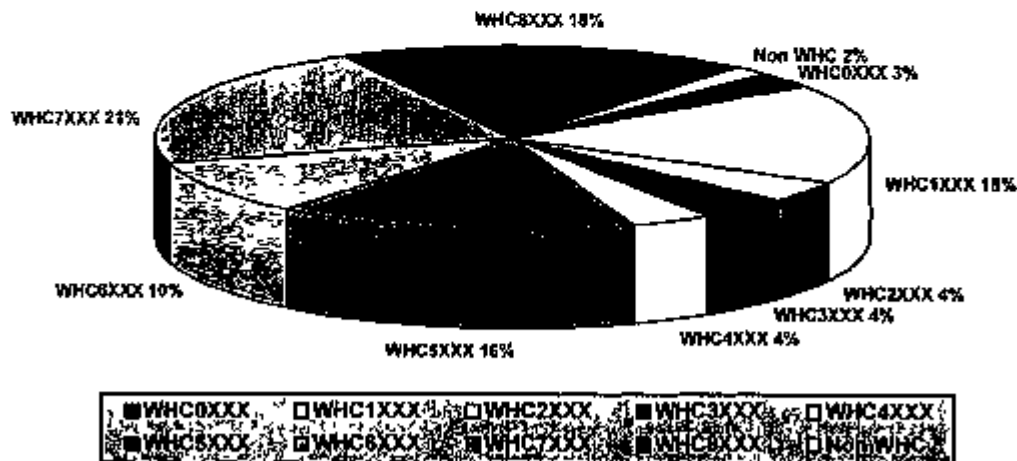**1996 COMPUTER USER PROFILE**

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1996 Computer User Profile

BCS Richland, Inc.

June 26, 1996

C-1

Westinghouse, ICF Kaiser, and BCS Richland
Survey Audience Participation

Total Audience List - 7708
**Stratified Sampling - 1500 (19.5%)**
Responses - 812 (54%)

WHC8XXX 18%

Non WHC 2%
WHC0XXX 3%

WHC7XXX 21%

WHC1XXX 18%

WHC6XXX 10%

WHC2XXX 4%
WHC3XXX 4%
WHC4XXX 4%

WHC5XXX 16%

■WHC0XXX □WHC1XXX □WHC2XXX ■WHC3XXX □WHC4XXX
■WHC5XXX □WHC6XXX ■WHC7XXX ■WHC8XXX □Non WHC

1996 Computer User Profile

Computer User Job Classification and Work Performed on Computer

Exempt users comprise largest percentage with over 50% main usage being basic word processing.
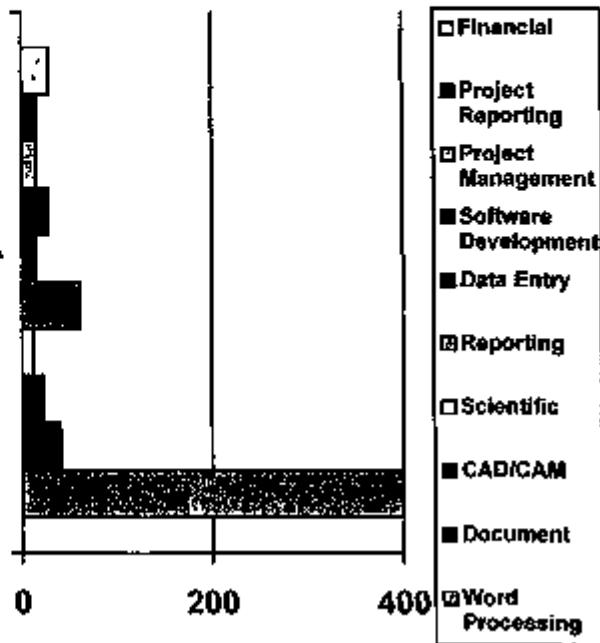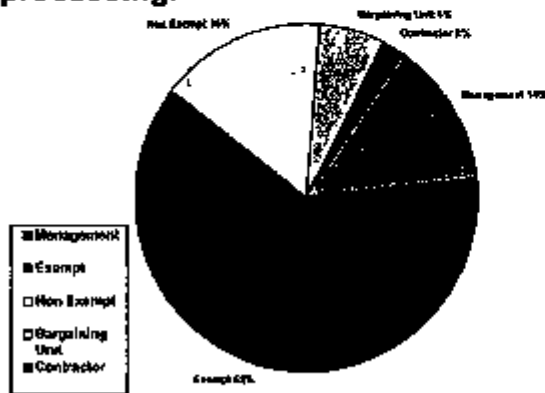
How are computers used and how important are they to accomplishing the job?

Computers are primarily used between 3-6 hours a day and 63.5% of users couldn't do their job without one while 25% are quite dependent on using their computers to accomplish their job.

Legend (left chart):
- 0-1 hours
- 1-2 hours
- 3-4 hours
- 5-6 hours
- 7-8 hours
- 8+ hours

Legend (right chart):
- Doesn't matter
- Contributes a little
- Average Amount
- Quite dependent
- Couldnt do my job without it

1996 Computer User Profile

C-4
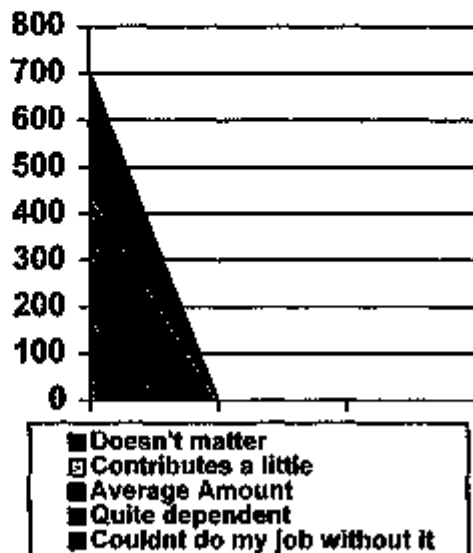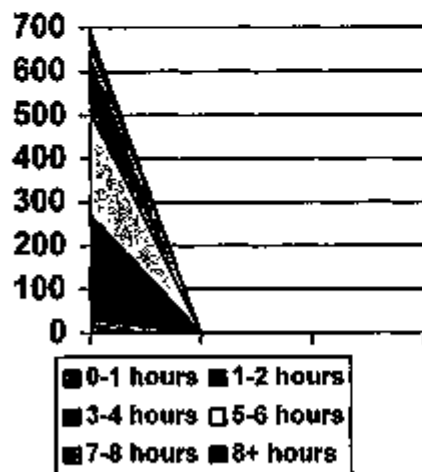
Where are we with ESOE installs and do employees sometimes boot non ESOE?

My computer has ESOE installed?

☐ Yes ☐ No

Do you sometimes boot ESOE and sometimes non ESOE?

☐ Yes ☐ No

1996 Computer User Profile
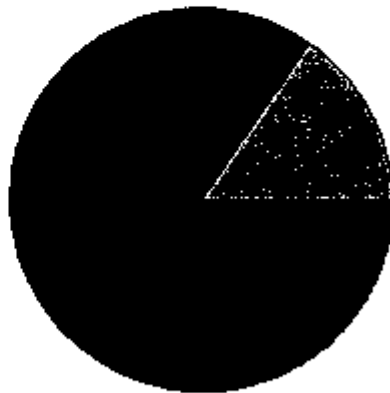
The top five HLAN applications based on how frequently they are used

Legend: ▨ Always ■ Often □ Sometimes □ Never ▨

Y-axis: 100%, 90%, 80%, 70%, 60%, 50%, 40%, 30%, 20%, 10%, 0%

X-axis categories: cc:Mail, Hanford Phone, LANCat, Soft Reporting, Hanford Pager
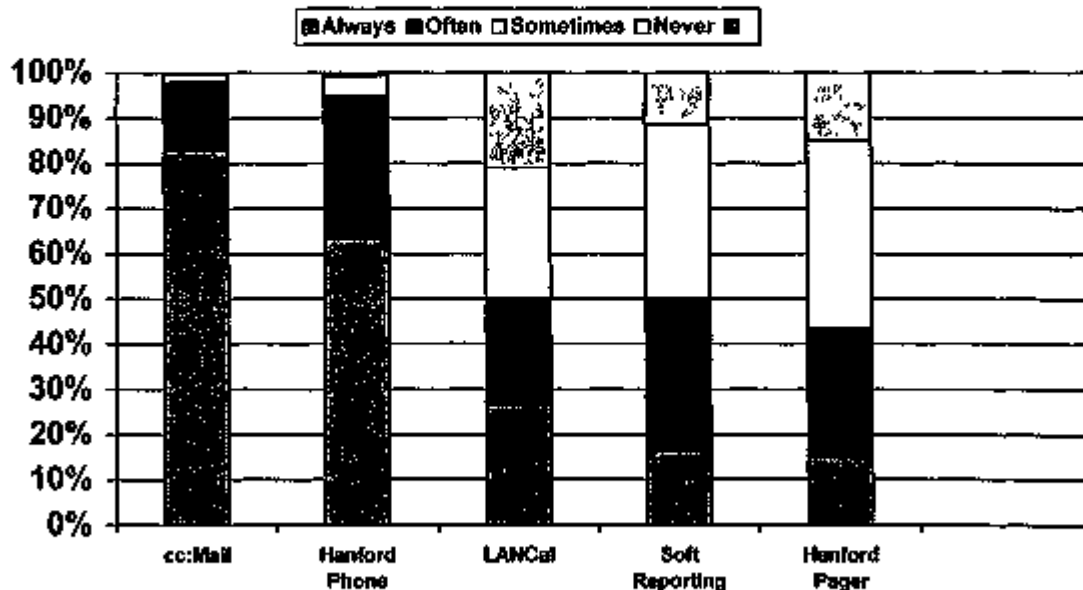
How the other HLAN applications are used

Legend: Always ■ Often □ Sometimes □ Never ■

	Print Menu	Hanford Info	JCS	Siteforms	Lookup	WEB	HUK

Y-axis: 100%, 80%, 60%, 40%, 20%, 0%

1996 Computer User Profile
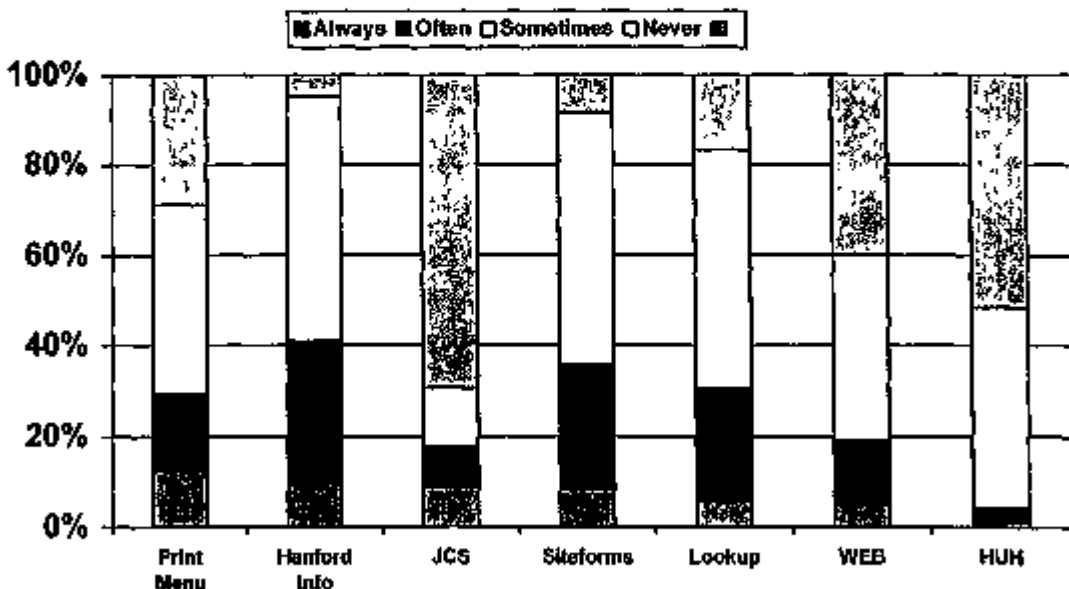
Effectiveness of the top five most frequently used HLAN applications

Legend: ■ Excellent ■ Very Good □ Good □ Fair ■ Poor

Applications: cc:Mail, Hanford Phone, LANCal, Soft Reporting, Hanford Pager

1996 Computer User Profile
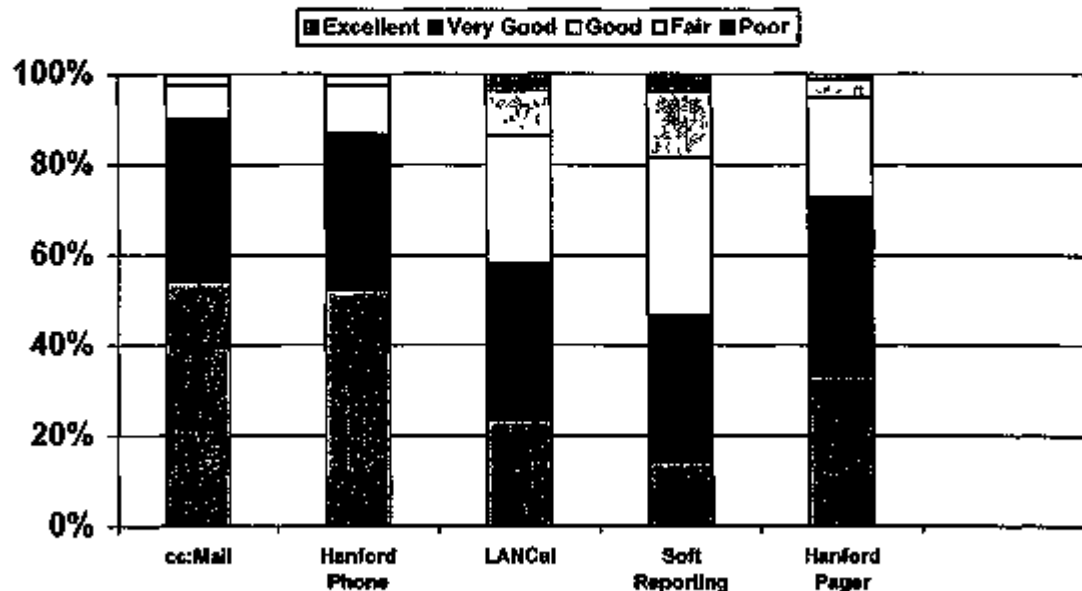
Effectiveness of other HLAN applications

Legend: ☒ Excellent ■ Very Good ☐ Good ◻ Fair ■ Poor

(Bar chart with y-axis from 0% to 100% in 10% increments; x-axis categories: Print Memo, Hanford Info, JCS, Siteforms, Lookup, WEB, HUH)
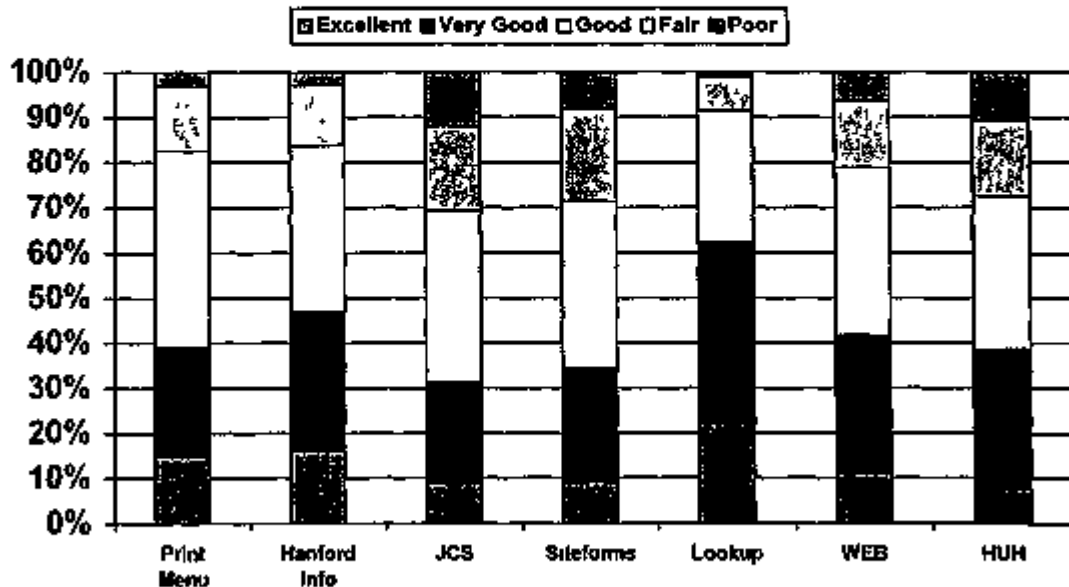
The top three PC applications based on how frequently they are used

Legend: ▩Always ■Often □Sometimes ▨Never

Categories: WordPerfect 5.1, WordPerfect for Windows, Microsoft Excel

Y-axis: 0, 100, 200, 300, 400

1996 Computer User Profile
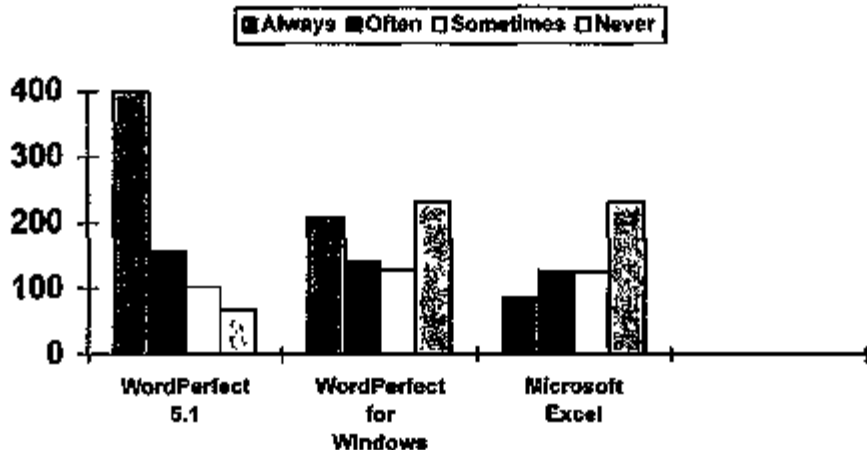
Use Frequency of PC Applications
Database Applications

☒Always ▉Often ☐Sometimes ▨Never ▦

	Paradox	Access	dBASE	FoxPro
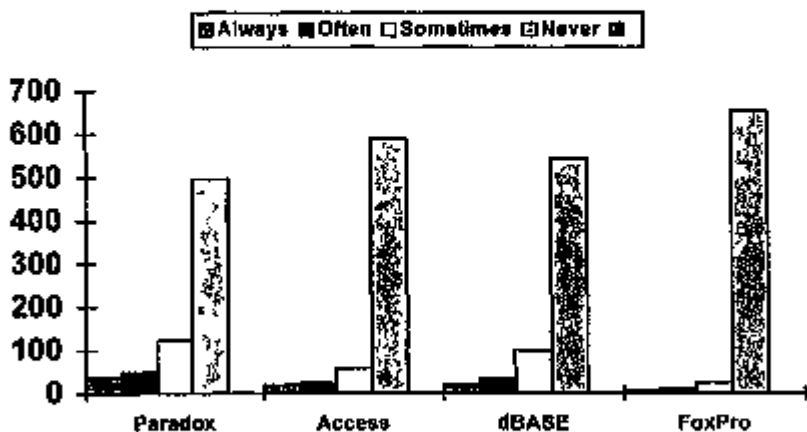
Use Frequency of PC Applications
Graphics Applications

Legend: ▨ Always ■ Often ☐ Sometimes ☐ Never ▨

1996 Computer User Profile

Chart categories (vertical axis): AutoCad, Harvard Graphics, WordPerfect Presentations, Powerpoint, Autosketch, CorelDraw, Micrographics, Visio

Value axis: 0, 100, 200, 300, 400, 500, 600, 700

Use Frequency of PC Applications
Spreadsheet Applications

■Always ■Often □Sometimes □Never ■

Chart showing use frequency for Excel, Lotus 1-2-3, and Quattro Pro with values from 0 to 600.
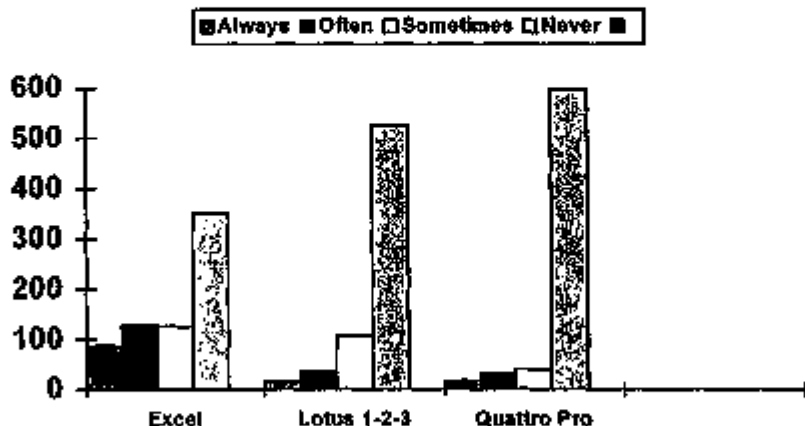
Use Frequency of PC Applications
Project Management Applications

Chart legend: ▨Always ▩Often □Sometimes □Never ▨

Bar chart with Y-axis values: 0, 100, 200, 300, 400, 500, 600, 700

Categories: Microsoft Project, PX, P3
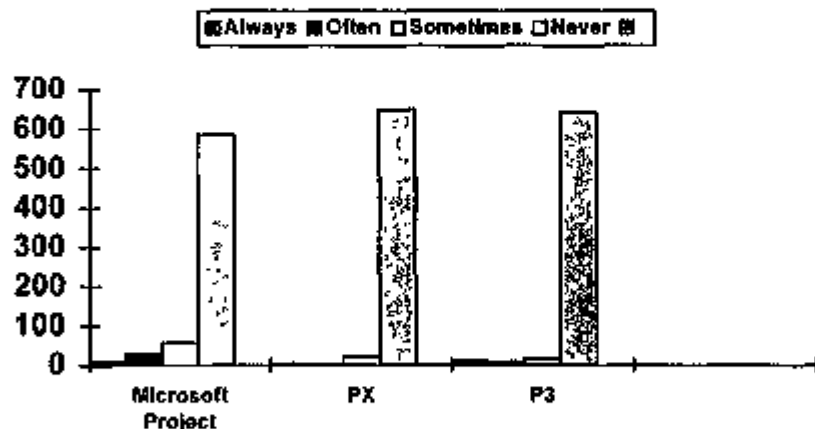
Use Frequency of PC Applications
PC Utilities Applications

□ Always ■ Often □ Sometimes □ Never ■

1996 Computer User Profile
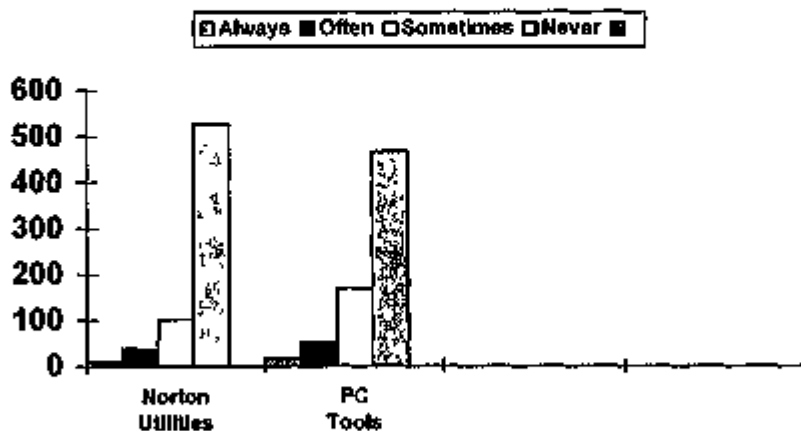
OVERVIEW

Below is the 1996 Computer User Profile electronic survey. The purpose of this survey is to improve our understanding of how WHC/ICF-KEH/BCSR employees utilize their computers and software.

Since this survey is being conducted via electronic means it is important that it be completed from within cc:Mail. DO NOT complete and attach a Word Perfect file. The electronic survey cannot read a word processor file and your input will not be counted.

Please complete the survey by COB Friday, June 21 and return to the mail box from which it was received.

Thanks for your participation.

Section 1 - Demographic Information:

Select from the list below your work location.

☐ RCHN   ☐ 300
☐ RCHC   ☐ 400
☐ 100   ☐ 600
☐ 200   ☐ Other

Select the first digit of your organization code.

☐ 1   ☐ 6
☐ 2   ☐ 7
☐ 3   ☐ 8
☐ 4   ☐ 9   Non WHC/ICF-KEH/BCSR
☐ 5   ☐ 0

Select the category that best describes your classification.

☐ Management   ☐ Bargaining Unit
☐ Exempt   ☐ Contractor
☐ Non Exempt

Section 2 - About my computer

My computer has End System Operating Environment (ESOE) installed. If your computer displays a picture of the "Cable Bridge" when booting up, ESOE is installed.

☐ Yes   ☐ No
☐ Not Sure

If the answer to question 4 is no, please answer this question, otherwise move on to question 6.

The reason my computer does not have ESOE installed is:

☐ My computer will not run ESOE   ☐ I don't want to install ESOE because it causes
☐ I run programs that do not work in ESOE.   problems.
                                        ☐ Just haven't had time.

I sometimes boot ESOE (Bridge), and sometimes None ESOE (Sunrise Screen)

☐ yes   ☐ no

If the answer to question 6 was yes, please explain, in your own words, why

Section 3 - How I use my computer:

Please indicate the time that you spend using your computer?

☐ Daily, most of the day
☐ Daily, about half of the day
☐ Daily, but only a couple of times a day

☐ Periodically throughout the week but not consistently every day
☐ Occasionally throughout the week

Please indicate on an average how many hours a day you use your computer

☐ 0-1
☐ 1-2
☐ 3-4

☐ 5-6
☐ 7-8
☐ more than 8

Select the one category that best describes the type of activity your computer is used for

☐ Basic word processing, cc Mail, Lancal, Popfon, etc
☐ Generate released documents, WHC Procedures, SARS, etc
☐ Drafting designs, CAD/CAM
☐ Scientific modeling and simulation or analysis
☐ Adhoc reporting - Databases, spreadsheets, text and graphics

☐ Data entry / retrieval - SRIDS, SACS, TWINS, HATS
☐ Maint, development, testing of major software systems
☐ Activity based cost/Project management using PX or P3
☐ Project reporting - SMS, PTS, JCS, project staffing plans
☐ Specialized support for financial, scheduling, engineering

To what extent does your computer contribute to accomplishing your job?

☐ Couldn't do my job without it
☐ Quite dependent
☐ Average amount

☐ Contributes a little
☐ Doesn't really matter

Section 4 - Software:

1 Rank the following list of HLAN applications as to how frequently they are important in accomplishing your job Use this scale to rate the applications

1=Always
2=Often
3=Sometimes
4=Never use

Always   1 2 3 4   Never

____ cc Mail
____ Hanford Info
____ Lookup
____ HUH
____ Hanford Phone
____ JCS

____ Siteforms
____ Hanford Pager
____ Soft Reporting
____ Print Menu
____ LanCal
____ WEB/Intranet/Internet

Rank the list of HLAN applications for their effectiveness in providing a needed capability, ease of use, and usefulness to you. Use this scale to rate each application. If you indicated in Question 12 that you never use the software please do not rate.

1=Excellent
2=Very Good
3=Good
4=Fair
5=Poor

Excellent 1 2 3 4 5   Poor

___ cc:Mail
___ Hanford Info
___ Lookup
___ HUH
___ Hanford Phone
___ JCS

___ Slatforms
___ Hanford Pager
___ Soft Reporting
___ Printer Menu
___ LanCal
___ WEB/Intranet/Internal

Please rank the following list of common PC based applications on how frequently you use each one. The scale for ranking is:

1=Always
2=Often
3=Sometimes
4=Never

Always 1 2 3 4   Never

___ dBase
___ Paradox
___ FoxPro
___ Access
___ AutoCad
___ WordPerfect 5.1
___ WordPerfect for Windows
___ WordPerfect Presentations
___ Harvard Graphics
___ PowerPoint
___ Microfax Designer

___ Visio
___ PX
___ P3
___ Microsoft Project
___ Lotus 1-2-3
___ Quattro Pro
___ Microsoft Excel
___ Norton Utilities
___ PC Tools
___ Autosketch
___ CorelDraw

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