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HNF-5785
Revision 0

Quest

Hanford Site Computer Users: What Do They Need?

Prepared for the U.S. Department of Energy
Assistant Secretary for Environmental Management

Project Hanford Management Contractor for the
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Fluor Hanford

P.O. Box 1000
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Quest

Hanford Site Computer Users: What Do They Need?

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Date Published
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Prepared for the U.S. Department of Energy
Assistant Secretary for Environmental Management

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Executive Summary

The intent of this document is to review the results of the Hanford Site computer-user survey conducted in November 1999 and provide information about the importance of the computer on the productivity of the Hanford staff and to compare current use to past history and to recommend improvements and actions needed.

Survey Findings

Increased Dependency on the Computer

The survey shows that the amount of time that workers use their personal computer (PC) has increased slightly since 1997, with 95% using their computers two or more hours per day. Most employees' work activities are assisted by the computer. Responses from 83% of the users indicate that their work would be negatively impacted if they were unable to use their PCs for more than 4 hours. Similarly, only 25% of the users can withstand a network outage lasting 4 to 8 hours or longer without severe impact to their productivity.

Users are very satisfied with the amount of time the network is available; however, when there is an outage, it has a huge impact on their productivity.

Software Importance

The software that is used the most is Email, PopFon, Word, Calendar, and the Intranet. The data correlate directly to the applications that are the most important to the users. One surprise was that "accessing another application or software" was rated very high (sixth highest). This indicates just how diverse the user population base really is. It sends a message that even an application such as computer-aided design (CAD), which was rated the highest in importance by only 9% of the users, should not be thought of as an unused package but rather as a specialized computerized tool essential to the productivity of a designer/draftsman's job. Look-up, the "telephone number and name" reference tool on the Intranet, should be investigated for potential improvements, because several users mentioned the need to improve it or the need to integrate it with the PopFon. Just accessing the Intranet is time consuming for some users, and the PopFon is quicker.

The Time Information System (TIS) was complained about as not being available more at the end of the day. Fluor Hanford will correct this by increasing the availability of TIS until 6:00 p.m. on normal work days.

Reliance on Customer Technical Support

Customer Technical Support (CTS), the computer helpdesk, is accessed by 99% of the users some of the time when they have problems. Some users would like to see CTS staff have improved specific software expertise and skills. (Note: Technical training for the CTS staff was eliminated in fiscal year (FY) 1999 during the Indirect Cost Reduction exercises. This training has been reinitiated for FY 2000.) Although some users complained about CTS's response time for answering calls, the majority of the users selected acceptable queue times that were within or beyond the actual CTS queue

Executive Summary (cont)

times. For example, in the survey, 7% of the users selected "Less than one minute" as an acceptable wait time, while in October, 56% of the calls were actually answered in 1 minute or less.

Computer Adequacy

Regarding computer adequacy, 5.3% of the users do not have a PC that meets the minimum standards. Seventy-two percent of the users felt that their PCs were adequate. A 4-year PC refresh cycle is a reasonable target according to leading industry consulting firms. It is critical to maintain a PC refresh policy because so many people use the PC the majority of their day, that having a tool that is slow or locks up continually may be costing the Site in productivity losses.

Records Information Management Changes

In the Records Information Management (RIM) area, the functionality of the applications generally met users' needs; 56% agreed with this statement and just 13% disagreed. Users saw the Records Management Information System (RMIS) as needing faster and more tolerant search capabilities. Site Forms was mentioned by numerous users as needing improvements. Several projects are currently under way to upgrade these systems or evaluate alternatives.

Computer Security

Computer security survey questions revealed that 97% of the users understand that the government has the right to monitor and record employees' activities on the computer. It was found that 51% of the users do not use a password-protected screen saver. Using one is not mandated by policy; however, it is a good business practice, and a communication campaign will be conducted to promote increased use.

Future Computing Needs

Users indicated a need for the following items in the future.

- Full featured training delivered to their desktop;
- Digital imaging and scanning;
- The ability to log into the network from off Site (which is currently available);
- Classroom training and manuals; and
- Some form of training to aid the transition when new Site standard software is implemented.

**Executive
Summary
(cont)****General Themes**

Responses that were repeated by several users throughout the survey included the suggestion to reevaluate WordPerfect versus Word or to add WordPerfect as a dual Site standard.

Additionally, most users indicated through their comments that they wait for Site standard software standards and policy to be handed down to them, many indicating that they want to be "legal" or in compliance. This feeling was evident, for example, with users who said that they need a more robust graphics package. Such users don't appear to be performing an analysis to select another package for themselves. Rather, they use the existing standard package(s) that are not fully meeting their needs and are waiting for direction.

Conclusions/Actions

The survey respondents made several suggestions or indicated various needs. Recurring items are addressed below, along with any follow-on actions that are planned to address them.

Computer Security

Protection Technology Hanford will draft an article for the Hanford Reach describing methods to invoke password-protected screen savers since they are not being used to the extent suggested. Instructions to create a desktop short-cut icon to activate the screensaver also will be included.

AutoCAD

A few users suggested that AutoCAD should be distributed via stand-alone copies, not networked. The decision to use network metering for AutoCAD was based on the substantial cost savings for network licensing.

Customer Technical Support

- The funding has been provided in the FY 2000 budget for software-specific training for CTS consultants. This will address the comments from survey respondents regarding a need for increased software-specific skills.
- Improved CTS response times was identified by some users as a need; however, the majority of users experience faster response times than what was indicated as acceptable queue times from survey respondents.
- An action plan will be created to improve the usability of Hanford Local Area Network (HLAN) User's Help (HUH), since survey responses indicated it is not used frequently.

Executive Summary (cont)

Records Information Management

The survey responses reinforced the value of projects in process or in the planning stages. Projects that coincide with needs identified by the survey are:

- A project to implement a search engine, capable of searching multiple applications, is under way for FY 2000.
- A recommendation regarding electronic signatures is expected, as a result of an evaluation of RIM processes that is planned for completion in FY 2000.
- Electronic distribution of correspondence is presently taking place; expansion to other document types is planned for the FY 2000 or FY 2001 time frame.
- A recommendation regarding an electronic document management system is expected, as a result of an evaluation of RIM processes that is planned for completion in FY 2000. This system could include document creation, review, approval, distribution, and storage.
- Electronic review is included in the workflow assessment project now being performed by Lockheed Martin Services, Inc. (LMSI) and CH2M HILL Hanford Group, Inc. Electronic review also is related to the electronic signature and electronic document management system issues and will be examined as part of the projects associated with them.
- A project proposal addressing Internet access to publicly cleared Administrative Records and Public Information Repository records has been submitted to Fluor Hanford for review. Increased Intranet access to RIM information is an ongoing process and is included in both existing and planned projects.
- Version control is already a part of those RIM applications where it is appropriate, and its use is expected to be expanded, as a result of the evaluation of RIM processes that is planned for completion in FY 2000.
- There were eight responses dealing with the locator and being able to access procedures. RIM will examine the user interface and locator engine to determine if the efficiency of these can be improved.
- A project proposal addressing full-text retrieval and addressing comments about Optical Character Recognition is planned for FY 2001.

Network Administration

- The Fluor Hanford Chief Information Office has funded a project to upgrade the remote-access server (RAS) system. In addition to addressing the security of the system, the project will improve the ease of use of the system, as a result of the feedback from the survey respondents.
- LMSI is currently working on a project to deliver security and service-related information to HLAN users as part of the standard HLAN logon. This information will include Software Distribution Update information so that users

**Executive
Summary
(cont)**

will have better information on what updates are available. It also will contain user information such as technical tips. The need for more training was mentioned frequently by survey respondents and proposed by at least one person as being in the form of technical tips.

- A recommendation will be provided to the Fluor Hanford Chief Information Office to provide a PC disk backup service for HLAN users, as requested.
- To address user input regarding lengthy boot-up times, an evaluation of the boot-up logon process will be conducted, in conjunction with the Windows 2000 project.

Technical Tips

Feedback from users included suggestions and complaints in various areas. The following items will be addressed via the new "technical tips" that will be implemented by LMSI (see Network Administration, bullet 2).

- Communicate where to get training and how to obtain printed manuals, such as using a P-Card.
- Communicate the practice and use of shared drives; these drives have improved productivity, and not all work groups are aware of them.
- Communicate how, via RAS, to access HNF PROs from off Site.
- Communicate how to connect to a network printer.
- Communicate how to get emergency help on non-prime time hours.

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List of Terms

ACES	Access Control/Entry System
AJHA	Automated Job Hazards Analysis
ARMA	Association of Records Managers and Administrators
ASME	American Society of Mechanical Engineers
AWWA	American Water Works Association
CAD	computer-aided design
CBC	Columbia Basin College
CBT	computer-based training
CTS	Customer Technical Support
DNFSB	Defense Nuclear Facilities Safety Board
DOE	U.S. Department of Energy
EDMS	Engineering Document Management System
EJTA	Employee Job Task Analysis
EPA	U.S. Environmental Protection Agency
EPRI	Electric Power Research Institute
FY	fiscal year
GPO	U.S. Government Printing Office
HANDI	Hanford Data Integrator
HDCS	Hanford Document Control System
HDTS	Hanford Document Tracking System
HGET	Hanford General-Employee Training
HLAN	Hanford Local Area Network
HQ	U.S. Department of Energy Headquarters
HUH	HLAN User's Help
ISO	International Standards Organization
JCS	Job Control System
LMSI	Lockheed Martin Services, Inc.
MSDS	Material Safety Data Sheets
NASA	National Aeronautics and Space Administration
NFS	National Science Foundation
NOAA	National Oceanographic and Atmospheric Administration
NRC	U.S. Nuclear Regulatory Commission
OCR	optical character recognition
ORP	U.S. Department of Energy, Office of River Protection
ORPS	Occurrence Reporting and Processing System
OSHA	<i>Occupational Safety and Health Act of 1970</i>
PC	personal computer
PHMS	Project Hanford Management System
RAS	remote-access server
RL	U.S. Department of Energy, Richland Operations Office
RMIS	Records Management Information System
RIM	Records Information Management
SGML	Standard Generalized Markup Language
SMS	System Management Server
SWEA	Solid Waste Engineering Analysis
SWITS	Solid Waste Information and Tracking System
TIS	Time Information System
VIDON	Visual Image Digital Object Network
WISHA	Washington Industrial Safety and Health Administration
WSU	Washington State University

Introduction

Purpose

The Fluor Hanford Chief Information Office requested that a computer-user survey be conducted to determine the user's dependence on the computer and its importance to their ability to accomplish their work. Daily use trends and future needs of Hanford Site personal computer (PC) users was also to be defined. A primary objective was to use the data to determine how budgets should be focused toward providing those services that are truly needed by the users.

Scope

The scope of this document covers the summarized data from the computer-user survey that was sent to the Fluor Hanford team (Project Hanford), the U.S. Department of Energy, Richland Operations Office (RL), and the U.S. Department of Energy, Office of River Protection (ORP) and includes survey data from the Project Hanford enterprise companies. Telephone- and pager-use data are included.

Team Members

Protection Technology Hanford's Computer Security group; US West; and the Lockheed Martin Services, Inc. (LMSI) Customer Technical Support (CTS), Records Information Management (RIM), and Engineering and Technology departments contributed to this project.

Data Collection Methods

Computer-User Survey

A computer-user survey was created as the primary tool for collecting user profile information. The survey was distributed to a randomly selected sample of all Project Hanford companies, RL, ORP, Lockheed Martin Hanford Company, and Project Hanford enterprise companies, which included 2,020 Hanford Local Area Network (HLAN) users of the 6,792-user-base population. Survey responses were required from 601 users to obtain a confidence level of 99%, with an error tolerance level of plus or minus 5%. In actuality, 785 returned surveys were used for the analysis. The survey was distributed and returned during the first week of November 1999.

The survey focused on the following major areas: current use of software, network availability and services, future computing needs, external Internet use, computer security awareness, CTS (helpdesk), and RIM. The 39-question survey instrument is provided in Appendix C. Ten were open-ended write-in questions, which provided valuable insight to the users' needs. The entire listing of the write-in responses is contained in Appendix D.

Introduction (cont)

System Management Server

Microsoft's System Management Server provided the means to collect data regarding hardware configurations and the operating systems in use.

Metered Software Library

An electronic software library meters software use by the number of individual user accesses. This metering approach saves considerable expense. The metering is conducted electronically, so that those who actually use the software count toward the number of software licenses purchased. Information regarding the current level of use of metered software is given in the following section, "Computer Use and Dependency on the Computer."

Pagers and Telephones

The LMSI Radio Maintenance group administers the pagers for the Hanford Site. This group provided current and historical data on the number of pagers in use and the number of pages sent. US West supplied the telephone data. The pager and telephone data are included in Appendix A.

Demographics

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

The primary purpose of this question was to enable analysis of the survey responses by job category. Seventy-five percent of the survey respondents were exempt, which also was the case for the 1997 survey results.

Survey Question 2: Select the company that you are badged to below.

The breakout shows that there was good representation and a proportionate sample of all the companies targeted: Project Hanford, major subcontractors, enterprise companies, RL, and ORP.

Computer Importance and Dependency on the Computer

Survey Question 3: I typically use my computer this number of hours per day. (Indicate your actual computer usage, not just how many hours you have it turned on.)

This question shows similar use, slightly increased, compared to the 1997 survey. The comparison showed that fewer people use their computer "Under 2 hours per day" with 5% selecting this choice this year, compared to 8% in 1997. The data also show an increase in the number of users selecting "Use more than 8 hours per day" from 4% in 1997 to 9% this year. Extrapolating this to the larger population represented, it means that about 590 of the 6,297 users represented are using their computer "all day long." About 95% of the users selected a category indicating use of between 2 and 8 hours per day versus 92% in 1997.

Table 1. Computer Use.

Computer Use	1997	1999
Less than 2 hours	8%	5%
2 to 4 hours	19%	22%
4 to 6 hours	36%	31%
6 to 8 hours	33%	33%
More than 8 hours per day	4%	9%

Computer Use and Dependency on the Computer

Computer Use and Dependency on the Computer (cont)

Comparing this against the demographics, 6.5% of the users were craft, operators, or labor and support-service workers; this means that even some of the traditionally noncomputer-oriented workers are using the computer more than 2 hours a day (Fig. 1).

Figure 1. User Demographics.

Survey Question 4: 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.)

The following table compares the results of the 1999 and 1997 surveys.

Table 2. Productivity Loss without Personal Computer Use.

Productivity Effect	1997	1999
No impact	1%	0.6%
10% decrease in productivity	1%	1%
20% decrease in productivity	1%	2%
30% decrease in productivity	0.5%	3%
40% decrease in productivity	3%	4%
50% decrease in productivity	6%	8%
60% decrease in productivity	4%	5%
70% decrease in productivity	7%	11%
80% decrease in productivity	13%	18%
90% decrease in productivity	17%	23%
100% decrease in productivity	40%	23%
Don't know	6%	2%
Would make me more productive	0.5%	0%

Users indicated more of a decrease in productivity this year, compared to the 1997 survey, except for the "100% decrease" category. One possible reason for the change in the 100% category may have been the underlying negative tone of the 1997 survey. It implied that PCs were going to be taken away, which may have urged more people to select the 100% decrease category. The responses to the following question show just how dependant users are on their computers.

Survey Question 5: If you noted a decrease in productivity on the previous question, please explain why.

Responses were received from 660 users. One user's comment summarizes most of the input: "...all my work flows through the computer...". Many others commented on the efficiency and productivity that the PC has provided to them. Some examples of the responses are paraphrased below.

- The need to communicate with offsite personnel, and working in the paperless system makes it impossible to work now without a computer.
- I have found that the effect of computers extends beyond productivity, enabling me to do things I was unable to do previously.
- Computer systems offer near-instant access to telephone numbers, financial data, technical and schedule status, messaging, and software tools to format thoughts and ideas.
- My job processes and tasks all have been transformed to computer-based functions over the years; to take away my PC now would make my job impossible – or at least would require more people to do what I am doing.
- Requisitions come to procurement electronically. Purchase orders are issued electronically. Getting all of the data to procure, inspect, and receive is done electronically.
- I use previous letters as "boilerplates." Having to rewrite everything from scratch would take more time.
- It's tough to use AutoCAD without a computer. Word processing is a must for my job. Work package preparation would suffer as well, because the Job Control System (JCS) would no longer be available.
- Email alleviates the frustration of "telephone tag."
- Scheduling meetings is much simpler.
- I can obtain information from U.S. Department of Energy (DOE) orders, standards, and *Occupational Safety and Health Act of 1970* (OSHA) on the Internet.
- Required reading is on the Internet.

**Computer
Use and
Dependency
on the
Computer
(cont)**

Computer Use and Dependency on the Computer (cont)

- I would have to scan every page of a hard-copy document instead of using the "find" function.
- I don't have hard-copy procedures anymore.
- Electronic review and approval of documents saves time.
- Finding the critical path on a 40-year 1,000-task program schedule would be impossible by hand.
- Obtaining information such as who is qualified to have a controlled-entry-access badge would be harder.
- I do a lot of spreadsheets and use them to roll up data to a higher level. Without a computer, I would have to use an adding machine and recalculate every time something changed.
- It is how you communicate with the rest of the world. All tasks are directly tied to the PC.

It appears that even some of the craft, operator, and technicians' jobs have been affected and have become dependant on the PC; for example:

- "Before doing Herbicide applications, I have to send out pre-notes to all building administrators to be posted."
- "I am a storekeeper and I work in a warehouse. Computers are one of our main tools to help us perform our work."
- "Lack of communications to and from the operations crew/staff would be almost stopped. Access to procedures would be prohibited. Nightly shift instruction distribution to all operators in a timely manner would be eliminated."

Survey Question 6: How long can you go without using your computer on an average day before it has a negative impact to your work?

The purpose of this question was to determine how many hours, in an average day, the user can function without a PC. Twenty-seven percent indicated "Less than 1 hour", 35% selected "1 to 2 hours" and 21% selected "2 to 4 hours". Therefore, only 16% of the people can be without the use of a PC for more than 4 hours without a negative impact to their work. This is an increase over 1997 data, when 11% indicated they could be without a PC for more than 4 hours.

**Table 3. Length of Time Before Negative Impact
When Not Able to Use Personal Computer.**

Computer Use	1997 Results	1999 Results
Less than 1 hour	37%	27%
1 to 2 hours	37%	35%
2 to 4 hours	16%	21%
4 to 6 hours	5%	8%
6 to 8 hours	4%	4%
More than a day	2%	2%
Don't know	Not a choice in 1997	2%

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Comparing this question to question 17: "Network outages severely affect my productivity if outages last..." provided similar results with only 24% of the users indicating that they could withstand a network outage of 4 to 8 hours or more. Responses to the two questions are given in the table below. Using this data, severe cost impacts to the Site can be estimated using the following hypothetical analysis. Based on an estimate of \$75.00 per hour burdened rate, if 1,000 users are down for one hour it could cost the site \$75,000, or an outage of four hours could cost \$300,000 in lost productivity.

**Table 4. Network Outage Impacts
(1997 and 1999 Comparison).**

Survey Question 17 ^a	Responses	Survey Question 6 ^b	Responses
Less than 15 minutes	5%		
15 minutes to 1 hour	18%	Less than 1 hour	27%
1 to 2 hours	30%	1 to 2 hours	35%
2 to 4 hours	22%	2 to 4 hours	21%
4 to 8 hours	12%	4 to 6 hours	8%
		6 to 8 hours	4%
More than one day	9%	More than one day	2%
Being down is no impact	3%	Don't know	2%

^aSurvey Question 17: Network outages (not being able to connect with other users via Email, Calendar, etc.) severely (negatively) affect my productivity if outages last.

^bSurvey Question 6: How long can you be without your computer on an average day before it has a negative impact to your work?

**Software and Application Use and
Importance**

Survey Questions 7 through 9 compare the use of several computer software applications. To standardize the evaluation, the responses were grouped into two sections. In one section, the first two categories (indicating the least use) were added together; originally they were, "Don't know what this software is or never use" and

Computer Use and Dependency on the Computer (cont)

“Rarely use or use less than weekly.” This new grouping is displayed on the following chart. The other section contained the remainder of the categories, which were for using the applications for several hours per day, up to daily or weekly.

Software applications such as AutoCAD, with a dedicated user base that relies heavily on this tool, indicated that 89% use it rarely or never. However, this means that about 11% of the users use it weekly or daily. This may sound small but this set of users would be considerably impacted if they did not have the automated drafting tool. Therefore, software with low use does not mean that the software should be considered unimportant or not be supported; it simply means that others should be supported with greater emphasis. The chart below summarizes the findings. Individual software use details are given in Table 7. Appendix B contains the use charts for the 27 software packages listed in Table 5.

Table 5. Software/Application Use.

Software or Application	Use Weekly or More Often ^a
Outlook Email	99.9%
PopFon	97%
Microsoft Word	92%
Outlook Calendar	83%
Hanford Information (on the Intranet)	78%
TIS	68%
Microsoft Excel	64%
Hanford Pager	63%
Site Forms	56%
Look-up	49%
Outlook Calendar Tasks	40%
Microsoft PowerPoint	32%
WordPerfect	30%
Microsoft Access	29%
PassPort	21%
ProcInfo	21%
HANDI	15%
PeopleSoft	11%
AutoCAD	11%
Microsoft Project	10%
Primavera/P3	5%
Corel Draw	4%
Visio	3%
Sure Trak	1%
Micrographics/Micrographx	1%
Microsoft Front Page	1%
Hot Metal Pro	1%

^aCombined scores of all categories between “Use weekly” through “Use more than 8 hours per day.”

Software and application use correlated directly to importance to the user (Question 14). Email, Word, PopFon, Calendar, and Hanford Information (Hanford Home Page on the Internet) were the five packages with the highest use. The following chart (Fig. 2) indicates the importance of these applications to users.

**Figure 2. Importance of Software.
(Survey Question No. 14)**

Metered Software Use

Metered Excel software was highly used (electronic software library) before Desktop 98 was implemented. At that time, approximately 7,000 uses were logged per week. After Desktop 98 was implemented, metering was not required for software use.

Project 4.0 and Desktop 98 averaged about 400 uses a week in 1997, 1998, and 1999. In August 1999, Desktop 98 became the predominant software used.

WordPerfect use remained high, with 12,000 to 13,000 accesses per week in 1997; it steadily dropped to about 2,000 accesses per week after Desktop 98 was implemented. Current use remains at that level.

Printer Use

Survey Question 10: Are you primarily using a stand-alone printer?

Sixty-five percent said that they were using a stand-alone printer. Only 1% were unsure of what they were using. Users indicated that caution should be exercised regarding concluding that dramatic reductions in the number of stand-alone printers would save money. One user wrote: "I need a separate printer. Working with network printers slow(s) down my productivity rate especially when I have to go half a building in order to pick up my work. When others are printing frequently or voluminously my productive rate declines substantially."

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Computer Use and Dependency on the Computer (cont)

Survey Question 11: Do you have access to a network or shared printer?

Seventy-three percent of the respondents answered that they do have access to a network printer; only 7% were unsure if they had access to a network printer. Therefore, an additional education effort about network printer availability may be prudent.

Survey Question 12: Do you feel your computer is adequate for your job requirements (fast enough, large enough hard drive, good monitor)?

Most of the survey responses (72%), said yes/adequate. However, 25% said no. A need to refresh 25% of the PC population is not alarming; some authorities consider a refresh rate of 25% a year to be about right. The following question analyzes what the computer inadequacies are.

Survey Question 13: If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements.

According to actual data from the System Management Server, which is shown in Table 6, 4% of the users are still using 486-based machines which meet Desktop 98 specifications, however, another 1.3% have machines that are 486 or less which do not meet this specification. From the survey write-in responses to this question, 72 people said that they need a faster machine or a general upgrade. Fifty-seven people indicated that they need a bigger monitor, and 34 people said that they need more memory. Nineteen people indicated that their computer locks up or crashes a lot. One of the comments dealt with Web-based and graphic applications. External Internet use is higher than it used to be and is growing. According to this survey, 83% use it sometimes, compared to 74% in 1997. This may continue to push hardware needs upward.

Table 6. Machine Size and Configuration.

Company	Less Than Desktop 98 Specifications	Desktop 98 Compatible 486	Pentium Less Than 64 Mb RAM	Pentium Greater Than or Equal to 64 Mb RAM	Pentium II Greater Than or Equal to 64 Mb RAM	Total Machines
Project Hanford Management Contract	0.8%	4.0%	45.0%	33.0%	17.0%	4,544
Enterprise Companies	1.0%	5.0%	25.0%	36.0%	33.0%	1,231
U.S. Department of Energy	0.1%	0.1%	34.0%	0.4%	66.0%	697
Other	7.0%	10.5%	36.0%	15.0%	31.0%	733
Grand Total	1.3%	4.0%	35.0%	25.0%	35.0%	7,205

Figure 3. Desktop Operating System Mix.

Includes Project Hanford Management Contract, Enterprise Companies, U.S. Department of Energy, Hanford Environmental Health Foundation, Informatics, and Miscellaneous.

Some of the more interesting comments follow and may be paraphrased.

- I regularly manipulate database files between 50 and 70 megabytes in size. Processing times can range from 20 minutes to an hour. A faster, multitasking machine would be nice, but I don't know if it would be worth the expense.
- I could use a 20-inch monitor for spreadsheets. A stand-alone printer would increase productivity by eliminating the problem of being bumped off of the shared printer and having to reboot.
- I need a larger hard drive and memory for risk-analysis modeling; need a larger monitor.
- As my applications get larger and the data being analyzed grow, the computer slows down and I spend significant time waiting.
- I need a faster computer (I have a 166) and a larger monitor. The slow computer and poor screen performance especially affect AutoCAD and Automated Job Hazards Analysis (AJHA).
- My workscope is graphic and web based; I need a faster machine and a larger hard drive.
- It seems like the faster our computers become, the more they are loaded up with programs such as System Management Server (SMS), so as we update they really don't get any faster.

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Survey Question 14: The network provides several services. Please rate the importance to you of each of the services below. Use a scale of 1 – 5, with 1 being the least important and 5 being most important. You may assign the same rating to more than one of the items.

The highest ranked service was Email, with 80% of the users rating it a “5.” These results were expected, and they correlate with question number seven, which indicated that 99% of the users used Email at least a few minutes daily. In analyzing this question, both the mean or average score and the mode rating selected most often (users rating the choices with a “5”) were used to determine the services the most important to the users.

The second highest ranking was word processing, which was given a “5” by 58% of the users. PopFon was right behind it with 41% of the users giving it a “5.” However, Look-up was given a “5” by only 9% of the users. The three next highest rated applications were the Hanford Internet, Calendar, and “Accessing another application or software.” The fact that “Accessing another application or software” was rated so high is an indicator of how diverse the user base really is. Shared files and spreadsheets were rated the next highest. Even applications such as Project Scheduling, which was rated a “5” by only 4% of the users, is probably critical to the productivity of those users. Table 7 shows the complete results of the users selections (see Appendix B for charts).

Table 7. Software Use.

Software/Application	Average (Mean) Score	Ranking Most often Selected (Mode)	Percentage of Highest Ranking Selected
1. Email	5.0	4	42
2. Word	4.5	4	33
3. Pop-Phone	4.2	4	72
4. Calendar	3.8	4	54
5. Hanford Info/Hanford Home Page	3.3	4	36
6. MS Excel	3.2	4	30
7. TIS	3.0	4	60
8. Pager	3.0	4	31
9. Site Forms	2.8	2	38
10. Look-up	2.6	2	38
11. Calendar Tasks	2.5	2	43
12. WordPerfect	2.4	2	43
13. MS PowerPoint	2.3	2	45
14. MS Access	2.2	2	38
15. ProcInfo	1.8	1	61
16. PassPort	1.8	1	56
17. HANDI	1.7	1	55
18. PeopleSoft	1.6	1	62
19. AutoCAD	1.5	1	77
20. MS Project	1.5	1	68
21. Corel Draw	1.3	1	74
22. Primavera P/3	1.3	1	86
23. Visio	1.2	1	85
24. Sure Trak	1.1	1	91
25. Front Page	1.1	1	93
26. Micrographics/Micrographx	1.0	1	93
27. Hot Metal Pro	1.0	1	95

**Computer
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Dependency
on the
Computer
(cont)**

Reliance on Network Services

Survey Question 15: How satisfied are you with the availability (time available between unplanned outages) of Email and other network (HLAN) services? Use the scale 1 - 5; with 1 being very dissatisfied and 5 being very satisfied.

Ninety-eight percent of the users answered with a "3" or better, indicating very high satisfaction with network availability. Only 16 users rated the network availability as a "1" or a "2."

Survey Question 16: If you answered a "1" or "2" (dissatisfied) on the question above, please explain why.

Because most of the respondents were happy with network availability, there were only 24 explanations of dissatisfaction. Of the 24, four people mentioned Time Information System (TIS) not being available at the end of the day or on off-hours. Some of these comments and others are paraphrased below.

- When unplanned outages do occur, they are longer than I would expect them to be.
- Since I am required to fill out TIS at the end of the day (which I do after 4:00 p.m.), it would be a lot easier for me if TIS were "unavailable" sometime after 4:30 p.m. I cannot remember the next day how much time to put down for which charge codes the day before.
- About a month ago, we were notified that the HLAN would be down all day Friday and Saturday. The email was sent about 3:00 p.m. on Thursday. I am a half-time hourly employee and had already left for the day and did not find out the HLAN would be down until I showed up for work. Since I am unable to accomplish anything without access to a shared drive, I had to take time off because I could not work. I could have adjusted my time so that I and my projects would not have lost time, had I been given some warning as to the outage. For such a lengthy outage, users should have been notified much further ahead of the actual occurrence.
- The services provided in PassPort have been unsatisfactory because of excessive response times or because I have to reboot to get any response. Suggestions to avoid using Outlook while using PassPort are not acceptable.
- It seems that when the HLAN goes down when we are on back shift, nothing gets done. We are here 7 days a week, 24 hours a day, and we need to have our computers working. We have gone a whole weekend without any assistance whatsoever.

Survey Question 17: Network outages (not being able to connect with other users via Email, Calendar, etc.) severely (negatively) affect my productivity if outages last:

See Survey Question 6, where the responses to these two questions are compared.

Future Computing Needs

Survey Question 18: What services do you need that are currently not being provided on the HLAN?

There were 137 suggestions, several of which indicated that users are not able to discern between local PC hardware limitations and network limitations. Several comments were received about graphics and drawing packages. Summarized, they said that "the site needs a high-end graphics program standard." Some users suggested Corel Draw or Micrographics. Visio was mentioned more than once as something that users needed.

The suggestions that occurred the most often are shown below. The number of times the suggestion occurred is shown in parentheses.

- Change back to WordPerfect or to a better word processing software (13).
- Put software training, Hanford General-Employee Training (HGET), etc., on the network (10).
- Provide a quicker Internet and faster downloads (6).
- Provide more videoconferencing (4).
- Provide Netmeeting or similar (3).

The following suggestions also are worth reviewing. A few may not be network specific but occur repeatedly throughout the survey:

- Archiving General Delivery messages
- Authoring software
- Updated organization charts
- Provide national codes and standards
- Jetform is not friendly and Records Management Information System (RMIS) is not efficient
- Provide a hard-drive back-up service
- Provide Web publishing tools
- Provide a shared area on the Internet where large files could be placed for downloading by other sites, available longer than 24 hours
- Provide easier cataloging and sharing/accessing of working group files
- Link the computer property number to the user for sharing files and printing to their local printer.

Future Computing Needs (cont)

Survey Question 19: If you could improve one HLAN service, what would it be and how would you improve it?

This question received a lot of response from the survey respondents, about 350 suggestions. Several individual applications were mentioned as needing improvement, and overall performance issues were mentioned. The items most often mentioned are listed below (some paraphrased), and related suggestions are provided, with the frequency of the suggestion in parentheses.

- Improve Site Forms (21). Many people mentioned that Word templates should be used instead.
- Internet access is slow or unavailable (17). Improve the navigation, lengthen the online time before timeouts, correct out-of-date information, create logical paths to DOE orders.
- Improve PassPort (16). Make it more user friendly, reduce lock-ups, allow password changes at any time.
- Provide faster CTS response (15). More knowledgeable staff and more of them are needed.
- Improve HLAN speed (12). Improve performance/reliability (8). Reduce service outages, upgrade the servers to have hot spares, and increase the bandwidth.
- Make both WordPerfect and Word both the Site standard or at least both available (11). Users should have a voice. We can't get a good backup from Word. "... WordPerfect is much more a real word processor. I have often wondered how we could make Word a standard when it does not support SGML ... the Federal system makes SGML a requirement."
- Make the remote-access server (RAS) easier and faster (11).
- Improve TIS (10). Do not take it down until after 4:30 p.m., provide the ability for a user to save frequently used codes and the ability to save partial days/hours. "TIS is not available usually between 4:00 - 4:30. It would be nice if you could add partial times for the day and save it. When you ... attempt to add a time throughout the day, if it isn't on line it will cancel out what you entered throughout the day."
- Improve training (10). Publish on-line, helpful hints more often. "Make people aware of how HLAN works. Show people that by opening a circuit breaker it may take down HLAN to several users. Expand HUH." "Training tips and techniques ... maybe a short weekly notice to increase awareness of the tools..."
- Improve Insight (10). It's slow and hard to use.
- Improve the response time for field hardware-maintenance technicians (8).

Future Computing Needs (cont)

- Improve HNF procedures (8). The locator is slow; we need better access to documents.
- The Internet look and navigability is more confusing than before (7).
- Improve Look-up and/or integrate with PopFon (5). Put a Look-up icon on my desktop to reduce Internet steps. The PopFon needs the name of the supervisor and secretary or clerk. Make PopFon windows based (allow cut and paste into other applications). "Pop-Phone would be one app that I would improve... allow listings for multiple office phone numbers, allow updates by other people not just the representatives." Update more regularly.
- Improve RMIS (7). Searches take too long.
- We need a faster boot-up process (7). Make virus updates less intrusive (reboots). Note: As of February 2000, virus updates have been made less intrusive.
- Outlook email: Increase the storage limitations (6), allow bigger file attachments (3), allow emails to be tagged/copied/sent directly to a folder, allow printing of emails without the distribution list.
- Outlook Calendar: (6) Create a faster process to accept/respond to meetings. Improve reliability and user friendliness. Provide the option to disallow double booking (2).
- JCS (6): "Deal with the Passport/work management – JCS issue." "I would implement electronic work flow processes, integrated with forms and an electronic document management system, to improve the quality and efficiency of many ... Hanford work processes."
- Provide a Word program for job packages that can be accessed by all areas of the Hanford Site to eliminate duplication of effort. Many jobs are rewritten daily that could be accessed and used Site wide to save time and a lot of money.
- Provide more support people, provide incentives to keep highly qualified staff, hire better qualified staff (3). These items did not target a specific service area.
- Provide notification of available software upgrades (3), such as Acrobat.
- Provide an integrated pager system that is faster and windows based (3).
- The following applications were indicated as needing improvement: Engineering Document Management System (EDMS), AJHA, Employee Job Task Analysis (EJTA), Solid Waste Engineering Analysis (SWEA), Solid Waste Information and Tracking System (SWITS), Hanford Document Tracking System (HDTS), AutoCAD, Access Control/Entry System (ACES), Hanford Data Integrator (HANDI), and Occurrence Reporting and Processing System (ORPS) access.

Many users said services are good; one user wrote: "I have no recommendations. It is the best I have ever experienced."

Future Computing Needs (cont)

Survey Question 20: Please select any of the following which you may need to use for your work in the future.

Numerous users selected training at the desktop, RAS'ing in from off Site, and digital imaging and scanning. The tabulation of responses is shown in Table 8.

Table 8. Future Computing Needs.

Selection Options – Users could select more than one category	Users selecting
Training at your desktop, interactively via the network displaying text, animated graphics, full motion video, all with audio	69%
RAS (accessing your work computer files from an off-site location)	59%
Digital imaging and scanning	49%
Training at your desktop, interactively via the network which displays only text and static graphics	47%
Video teleconferencing (or Net Meeting)	31%
Web publishing tools	27%
Audio input or output on your PC (voice recognition, etc.)	26%
Wireless network (wireless buildings and meeting rooms, able to connect to the network)	20%

Survey Question 21: Please list other computing based items that you may need in the future.

Respondents emphasized the selections that they made in the previous question by repeating their desires to have improved RAS'ing in (3), more digital imaging and scanning (3), and more HLAN and desktop computer-based training, including HGET at their workstation (6). Two users wrote about training: "The Intranet should provide CBTs for all of the software we have available, anytime software is changed the CBTs should parallel." "Would like to see more training on various software provided via computer work station since it is very difficult to obtain approval from the company to pay for computer software courses at Protrain, CBC, WSU, etc. We also don't get any instruction books... and although the HELP menus are better than they used to be, they still lack many of the answers I've needed." Other suggestions follow with the frequency of the suggestion shown in parentheses.

- Several users mentioned the need for a better graphics package. Some mentioned it for designing web pages (4), others said, "A good draw program; Paint doesn't cut it" (2) and more mentioned Corel Draw (2).
- Provide archival (4) and large-capacity compact disks, read and read/write or digital video disks.
- Provide digital or electronic signature (4).

***Future
Computing
Needs
(cont)***

- Provide scientific programs (3). See user comment # 158 under this question in Appendix D, Page D-84.
- WordPerfect was mentioned again as an additional site standard (3). Response #137 in Appendix D, Page D-83 is worth reading.
- Two users mentioned an improved financial system. Another user wrote, "electronic invoicing between FDH and subcontractors, electronic ordering direct between FDH and suppliers, electronic payment between FDH and suppliers, increased electronic communication tools between FDH and the external supplier community, faster transmission of data."
- Voice recognition and audio, "audio will be very important," was mentioned.

A few additional noteworthy comments follow.

- "Items that support interactive uses. Keeping up with what is going on in the industry is going to play a big part with retaining and attracting the right resource..."
- "Access to site wide data base that would make available the hazards in a facility to emergency personnel."
- "I think we should control access to web publishing tools for 2 reasons. 1) Standards should be enforced and 2) Web pages are like miniature applications and should be operated as such."

External Internet Use

Survey Question 22: How often do you use the external Internet (WWW - World Wide Web) at work?

Internet use has grown steadily in recent years. The 1997 Computer User Survey indicated that 74% of Hanford Site employees used the web "Less than weekly" or more frequently. This year's survey indicated that 83% used the web "A few times a month" or more frequently. Users indicated that the Internet is part of their tool set but not their primary tool; use of "A few times a week" was 26% and "Usually daily, but less than 15 minutes per use" was 16%. The succeeding question (#23) revealed what employees use the Internet for. Multiple selections of categories were allowed. Figure 4 shows the users' selections.

Figure 4. If you use the external Internet what do you use it for? Select all that apply. (Survey Question No. 23)

Survey Question 24: Please list other areas accessed via the external Internet.

Many people repeated the items that were available in question #23. For example, users who indicated they accessed technical societies and government sites also listed them in this question. Examples include: OSHA, Washington Industrial Safety and Health Administration (WISHA), National Aeronautics and Space Administration (NASA), National Oceanographic and Atmospheric Administration (NOAA), Defense Nuclear Facilities Safety Board (DNFSB), American Society of Mechanical Engineers (ASME), International Standards Organization (ISO), SQIG, Electric Power Research Institute (EPRI), Association of Records Managers and Administrators (ARMA), U.S. Government Printing Office (GPO), U.S. Nuclear Regulatory Commission (NRC), U.S. Environmental Protection Agency (EPA), American Water Works Association (AWWA), National Science Foundation (NSF), and several others.

**External
Internet Use
(cont)**

The following are other areas accessed via the external Internet, with the frequency in parentheses.

- Weather was the most frequent choice (13). One user wrote: "Sometimes weather conditions, which could affect equipment or travel to and from worksite. The 12 hour shifters are on the road about 4:30 AM and after dark in the PM. Snow, fog and ice have and will affect the ventilation systems we operate as well as response times."
- Several mentioned safety information, lessons learned (6). One user wrote: "Department of Energy Lessons Learned Federal Law." A couple listed maintenance/safety information from vendors (2). Others accessed the Material Safety Data Sheets (MSDS) from vendors' (4).
- Telephone directory/addresses for U.S. Department of Energy Headquarters (HQ) and company headquarters-specific information was used (4).
- Software driver updates were mentioned (2).
- Corporate 401K and retirement plans also were mentioned (2).

A few other interesting items were mentioned: "I use Yahoo.finance to convert Canadian dollars to US dollars..." communication with professional colleagues, and communication with law enforcement sites or other fire departments.

Survey Question 25: If the external Internet is down/unavailable, how long before it begins to have a negative impact on your productivity?

Users selected "More than one day" 41% of the time; another 30% of the users selected "Being down has no impact." These data are in line with the information obtained in question #22. For comparison purposes, 78% said they use the internal Intranet weekly or more often. Table 9 compares the answers to this question to question #22, "How often do you use the external Internet at work?"

External Internet Use (cont)

Table 9. Internet Use and Unavailability Impact.

Survey Question 22 ^a (Internet Use)	Users Indicated	Survey Question 25 ^b (Impact if Internet is Down)	Users Indicated
Don't know what this is	1%		
Never to a few times a year	17%		
A few times a month	22%		
A few times a week	26%		
Usually daily, but less than 15 minutes per use	16%	Less than 15 minutes	3%
15 minutes to 1 hour a day	13%	15 minutes to 1 hour	3%
1 to 2 hours a day	4%	1 to 2 hours a day	5%
2 to 4 hours a day	1%	2 to 4 hours a day	7%
4 to 6 hours a day	0.1%	4 to 8 hours a day	11%
More than 6 hours a day	0%	More than one day	41%
		Being down has no impact	30%

^aSurvey Question 22: How often do you use external Internet (WWW – World Wide Web) at work?

^bSurvey Question 25: If external Internet is down/unavailable, how long before negative impact on your productivity?

Survey Question 26: Select the option that best describes whether you use, or don't use, a password-protected screen saver.

Unfortunately, over 51% of the users do not use a password-protected screen saver. Only 3% did not know what a password-protected screen saver was. The remaining 46% do use a password-protected screen saver. However, only 27% have it activate in the suggested time frame, which is within 5 minutes or less of inactivity. Note, however, that some users suggested having the ability to "click an icon" to activate their screen saver whenever desired, but do not know how to set-up this feature on their workstation.

Survey Question 27: Are you aware that the government has the right to monitor and record your work on your computer?

Almost every user is aware of this; 97% answered yes to this question. Only 1.5% said no and 1.4% were not sure. It is likely that the new splash screen, just before logging on to the network, has heightened user awareness of this.

Customer Technical Support (Help Desk)

Survey Question 28: When you call Customer Technical Support (Help Desk) what is the maximum queue time (waiting before someone answers) that is acceptable to you?

The users' threshold for acceptable queue times was higher than expected. Only 7% selected "Less than one minute." Actual queue times for November 1999 averaged 1 minute and 21 seconds. In addition, 54% of the calls were answered in 1 minute or less, 72% were answered in 2 minutes or less, 95% were answered in 5 minutes or less, and 5% of the calls were answered in over 5 minutes. Queue time is clocked beginning when the user selects a menu option. Some users mentioned that they would like the menu to be faster. See the Table 10 and Figure 5 for complete results.

Table 10. Customer Technical Support Queue Times.

When calling CTS, what is the maximum queue time acceptable?	Survey Responses	October 1999 CTS Actual Response Times	November 1999 CTS Actual Response Times
Less than one minute	7%	56%	54%
1 to 2 minutes	24%	17%	18%
2 to 3 minutes	25%	11%	11%
3 to 4 minutes	14%	7%	7%
4 to 5 minutes	18%	4%	5%
5 to 10 minutes	8%	5%	5%
Over 10 minutes	3%	Less than 1%	Less than 1%

**Figure 5. Customer Technical Support Customers' Maximum Acceptable Queue Times.
(Survey Question No. 28)**

**Customer
Technical
Support
(Help Desk)
(cont)**

Survey Question 29: When you have a problem, what percentage of the time do you use each of the following resources. Percentages should add to 100%.

- Call Customer Technical Support (CTS on 376-1234)
- Try to use the Help screens or Microsoft Office Assistant
- Use the on-line help called HLAN User's Help (HUH) (on the Hanford Home Page)
- Use an internal computer guru or expert
- Contact the vendor
- Ignore the problem
- Use another means.

Nearly all HLAN users, 99%, call CTS some of the time when they have a problem.

Note: Users could select any percentage between 0 and 100% in 1% increments.

Forty-seven percent indicated that they call CTS 40% to 100% of the time when they have a problem. The remaining 32% call CTS 39% of the time or less when they have a problem.

Most of the people, 68%, selected "Try to use Help screens or Microsoft Assistant," when trying to solve their problems. The remaining 31% never use these features.

HUH, located on the Hanford Home Page, is rarely used. A striking 58% never use HUH. Of those who do use it, they usually use it 5% or 10% of the time. This situation is listed in the recommendation section of this document.

Concerning using an internal guru to solve their problems, 30% said that they never use them. Another 24% use them less than 20% of the time. Only 3% said that they use them 80% of the time or more when they have a problem.

Users virtually never call the vendor when having a problem; 92% selected this option 0% of the time. The same was true regarding the selection, "Ignore the Problem," where over 84% indicated that they never do this. Similarly, 73% of the users indicated 0% use for "Use some other means" to solve their problems.

The Table 11 summarizes the data of how users solve their problems.

**Customer
Technical
Support
(Help Desk)
(cont)**

Table 11. Resources Used to Help Solve Problems.

Resource Choice	Use Indicated Other Than 0%	Mode (Use Indicated Most Often)
Call CTS	99%	50%
Internal guru	70%	10%
Help screens	69%	10%
HUH	42%	10%
Use another means	27%	10%
Ignore problem	16%	10%
Contact vendor	8%	10%

Survey Question 30: *How often do you have problems with your software/ applications or your computer that result in your using one or more of the types of support listed in the previous question. Include any malfunction or problem that you solve yourself or seek help on.*

- Never or very rarely
- About once a week
- About 2 to 4 times a week
- About 5 to 10 times a week
- More than 10 times a week.

According to the survey, about half of the users, 49%, say that they never or very rarely have a problem. Another 38% only have problems about once a week. The remaining 13% have problems between 2-4, 5-10 or more than 10 times a week. CTS management believes that a "problem" is defined by the users as something more adverse than the typical calls that CTS predominantly receives, because 49% seemed low to them compared to the 9,000 plus calls that CTS normally receives within a month.

Survey Question 31: *What additional services would you like to see incorporated into Customer Technical Support (Help Desk)?*

- Input your own hardware trouble tickets (PC repairs or moves, etc.)
- Obtain status on your own trouble tickets
- Other; see next question.

Thirty-seven percent of the users did not answer this question. A majority of the respondents, 79%, indicated that they would like to be able to obtain their own status on their trouble tickets; 43% indicated that they would like to be able to input their own hardware trouble tickets. Users were allowed to select more than one option.

Survey Question 32: Please list other services you feel would be helpful if they were added to the Help Desk.

This was an open-ended or write-in question. Twenty people wrote compliments about CTS service. A majority of the remaining 160 comments/suggestions contained two primary themes: quicker response time (12 people) and more specific software expertise versus general problem-solving skills (7 people). One interesting observation is that some users believe that CTS is the HLAN, as shown by their using the terms synonymously throughout the write-in responses in the survey.

Other suggestions made more than once are as follows (number of times suggested is in parentheses).

- Provide the ability to status tickets via the network (4).
- Provide more availability to software programs or utilities such as Norton Utility and updated drivers (4).
- Provide the ability to leave a telephone message or input a telephone number (3).
- Provide the same consultant or field technician when the problem is of a continuing or intermittent nature (3).
- Provide procurement assistance (2).
- Provide access to software manuals (2).

Some complaints were listed in addition to the quicker response time issue.

- Printer problems/maintenance has been slow.
- My problems are never the type that can be answered by simple HUH.

For example, one user wrote, "I have continued problems accessing the network." Yet, more and more of our key information (procedures, etc.) rely on access. I have a least a 50% lockup rate if I try to read more than one page of a procedure. The "help" calls haven't helped (e.g., they just tell me to reboot). A question that arose is whether or not CTS is permitted to explain to users that their PC is inadequate. CTS management says that they do explain; however, the questions about the frequency of lock-ups may not be asked of the users when they call in, and therefore the diagnosis and recommendation may not be made. CTS management has discussed this with the telephone and field consultants so that the recommendation will be made as appropriate.

Additional details can be found in the complete listing in Appendix D, beginning on page D-92.

**Customer
Technical
Support
(Help Desk)
(cont)**

Records Information Management

Survey Question 33: Are you currently accessing any of the following Records and Information Management applications? Using the scale below, indicate how frequently you access these applications.

RMIS and ViewPrint are the most heavily used RIM systems, followed by the Project Hanford Management System (PHMS). RIM analyzed and validated the data by comparison to the number of users who have access to these systems (note the shaded boxes). For example, EDMS and Hanford Document Control System (HDCS) daily use figures probably reflect the engineers and designers who use the applications daily. The EDMS has 150 users, with 2% of the surveyed base using it daily. Calculating 2% of the 6,792 user base sampled in the survey yields 136 users. Thus, the response to EDMS of 2% uses it daily means that most of the 150 users of EDMS use it daily. RMIS and RMIS ViewPrint use would vary, depending on the individual use; therefore, monthly, weekly, and daily use were compared.

The responses regarding PHMS and Visual Image Digital Object Network (VIDON) could lead to an erroneous conclusion about their use. The general user does not recognize the PHMS by that name. This application contains the Hanford policies and procedures and is more often referred to as Docs Online or the HNF-PROs. The response to question 38 shows that 86% of the respondents do, in fact, access information on policies and procedures monthly or more frequently. VIDON is a very specialized application presently serving a small population of users on an as-needed basis. The 2% of the respondents who use it monthly equates to 136 users, which correlates closely to the estimated number of users. Table 12 shows the detailed results of this survey question.

Table 12. Access of Records Information Management Applications.

Information Management/Records System	Selection					Number of Users	Survey Base (%)
	1	2	3	4	5		
Survey Responses							
EDMS – Engineering Drawing Management System	48%	42%	4%	4%	2%	150	2%=136
HDCS – Hanford Document Control System	40%	43%	7.5%	6%	3%	250	3%=204
PHMS – Project Hanford Management System	31%	33%	11%	14%	11%		
RMIS – Records Management Information System	22%	32%	14%	19%	14%	2,670	47%=3,192
VIDON – Visual Image Digital Object Network	65%	33%	2%	0%	0%	~100	2%=136
ViewPrint – RMIS Viewer	24%	25%	15%	20%	16%	4,960	51%=3,556

KEY: 1 – Don't know what this is, 2 – Never or rarely use, 3 – Use Monthly, 4 – Use Weekly, 5 – Use Daily.

Records Information Management (cont)

In response to Survey Question 34: Do the functionality of these applications currently meet your needs, 56% said yes, 13% said no, 12% said not sure, and 19% said not applicable. RIM management has several projects in process to address known issues. Many are listed after the table below question 35.

Survey Question 35: *If you did not answer yes to the previous question, what functionality can be added to make it easier for you to use this information? Select all that you could use.*

Table 13 shows how often users selected the given options.

Table 13. Desired Records Information Management Applications Functionality.

Functionality Selection	Users Selecting this Option
Full-text search capability	58%
Search engine	56%
Electronic signature	33%
Electronic document management system	28%
Electronic distribution	28%
Electronic review	27%
Intelligent/optical character recognition (ICR-OCR)	27%
Internet/Intranet access to areas systems from previous question	26%
Version control	17%
Annotation	17%

RIM has several projects under way, as well as evaluations to determine paths forward. Several of these address the user needs indicated in this question.

- A project proposal addressing full-text retrieval and comments about optical character recognition (OCR) will be presented to Fluor Hanford this year for funding in fiscal year (FY) 2001.
- A project to implement a search engine, capable of searching multiple applications, is under way for FY 2000.
- A recommendation regarding electronic signatures is expected, as a result of an evaluation of RIM processes that is planned for completion in FY 2000.
- Electronic distribution of correspondence is presently taking place; expansion to other document types, such as engineering documents, is planned for the FY 2000 - 2001 time frame.

Records Information Management (cont)

- A recommendation regarding an electronic document management system is expected, as a result of an evaluation of RIM processes that is planned for completion in FY 2000. This system could include document creation, review, approval, distribution, and storage.
- Version control is already a part of those RIM applications where it is appropriate, and its use is expected to be expanded, as a result of the evaluation of RIM processes that is planned for completion in FY 2000.
- Electronic review is included in the workflow assessment project now being performed by LMSI and CH2M HILL Hanford Group, Inc. Electronic review also is related to the electronic signature and electronic document management system issues and will be examined as part of the projects associated with them.
- A project proposal addressing Internet access to publicly cleared Administrative Records and Public Information Repository records has been submitted to Fluor Hanford for review. Increased Intranet access to RIM information is an ongoing process and is included in both existing and planned projects.
- The ability to annotate presently exists but is limited to RIM personnel for reasons of records management/integrity of records.

Survey Question 36: Please list other capabilities not listed above.

Users primarily mentioned RMIS in the response to this question; however, there are four similar questions, 18, 19, 38, and 39, that also contain RMIS comments. In analyzing the responses from all five of these questions, RMIS suggestions included improving speed (13), improving the search engine (8), difficulty of use (5), full-text search/retrieval (3), standardized indexing (2), and multitasking (2). For the complete listing of suggestions, see Appendix D for each question.

Actions are presently under way to provide both faster and improved searching capabilities that will affect not only RMIS, but also a number of other RIM applications. Regarding this, the Fluor Hanford Chief Information Office provided RIM with FY 1999/2000 funding to purchase two high-end file servers and software upgrades for the RIM applications and a search-engine software product that will be capable of searching the bulk of the applications. The high-end file servers should substantially increase the speed of RMIS searches, and the search engine should provide a significant improvement to present search methods.

Full-text search and retrieval is dependant on being able to accept native files into RMIS. The native file capability (electronic files, not scanned images) presently exists in RMIS and is being used in selected, controlled instances, but wider reaching procedures dealing with submission of a variety of native files need to be developed. Such procedures will be a natural outcome of an electronic workflow process and acceptance of electronic records. Plans are already in place to have an outside consultant advise Fluor Hanford and RIM on electronic workflow. Also, a RIM project has been authorized to develop an electronic records implementation plan. Additionally, as mentioned above, a project proposal addressing full-text retrieval is planned for FY 2001.

**Records
Information
Management
(cont)**

RIM personnel use standardized indexing practices; however, comments show that this information needs to be made available to users. The difficulty-of-use comments seem to be related to training needs. Most of the RMIS users have received the required training associated with being granted access to the application. ViewPrint users could benefit from training for items such as not having to reset zooming on every page. Training classes for RMIS or ViewPrint can be obtained by sending an Email to ^RMIS System Administrator. Many of this type of comments will be addressed in new periodic "technical tips" to be issued by LMSI. See the Executive Summary section of this document for additional details.

Another RIM application that was addressed in the responses to questions 18, 19, 21, and 39 was Site Forms. In analyzing the responses from all four of these questions, the comments, with the number of occurrences in parentheses, pertained to the following: difficulty of use (13), training (3), stability (2), expandable text (2), replace with Word (2), and ability to link to databases (1). This application is in the process of being upgraded to a new version, which should resolve the expandable text, stability, and database linking issues. Replacing JetForm with Word is not a viable option from a "forms control" point of view. By design, JetForm is a graphics package capable of producing very sophisticated forms, beyond what Word can do. Training is provided by Site Forms Administration (Send Email to ^Forms Admin - Hanford Site) to any person or group requesting it. Also, the Site Forms guidance on HUH is quite complete. As to the comment that the user interface is not very "friendly," RIM will conduct an internal assessment of the interface issues and either resolve them or, if additional funding is required, provide a recommendation to Fluor Hanford for the course of action to be followed.

Survey Question 37: What kinds of information do you currently access from your computer? Using the scale below, indicate the frequency with which you access the following types of information. This is not in reference to the previously mentioned systems/applications.

User responses to this question are shown in Table 14.

Correspondence and policies and procedures were indicated as the most heavily used. Work Packages and design documents were the next heaviest indicated.

Records Information Management (cont)

**Table 14. Type of Information Accessed
(Records Information Management).**

What kinds of information do you access from your computer?	Selection				
	1	2	3	4	5
Correspondence (letters or memos, not Email)	4%	24%	15%	17%	40%
Design Documents (drawings, Engineering Change Notification, Specification, etc.)	14%	53%	12%	11%	10%
Graphics (clip art, paint brush, etc.)	10%	56%	19%	12%	4%
Material Safety Data Sheets (MSDS) Information	14%	67%	14%	4%	2%
Photographs	13%	62%	15%	6%	2%
Policies and Procedures	2%	13%	28%	31%	27%
Survey Reports, etc.	19%	59%	11%	8%	5%
Radiological Documents	20%	63%	8%	4%	4%
Newspaper Articles	20%	64%	8%	5%	2%
Administrative Record Documents (TPA Information)	27%	60%	9%	3%	6%
Work Packages (JCS)	19%	55%	7%	9%	10%

KEY: 1 – Don't know what this is, 2 – Never or rarely use, 3 – Use Monthly, 4 – Use Weekly, 5 – Use Daily.

Survey Question 38: Please list other kinds of information not listed above that you would like to access from your computer.

After eliminating the responses of "No Comment," there were 62 suggestions in a wide variety. Of those that were mentioned more than once, access to organization charts was the most requested. Information on training courses and on-line computer training also was mentioned a few times. Some suggestions appear to demonstrate a lack of information on what is available. For example, Hanford reference documents and supporting documents were listed. A complete listing is found in Appendix D, beginning on page D-103.

Concluding User Comments

Survey Question 39: This concludes the survey. Please list any general comments you have regarding desktop computing services.

This question received 159 comments, of which 47 were compliments about the quality of service that CTS and the HLAN provide. The remaining 112 responses varied a great deal with only a few having the same suggestion, which are indicated below. The item with the most complaints (13) involved the use of Word instead of WordPerfect. Users suggested changing back to WordPerfect or having dual site standards. Additional comments follow with the frequency in parentheses.

- Slow network and/or slow computers, including the indication a computer upgrade was needed (7). Lockups were mentioned again here.
- Long wait times to talk with CTS (6). Several users said it was great to have the service and that the service was very good and appreciated, they just wish the wait was shorter. Other users (5) mentioned that additional software expertise was needed in CTS; Word, Excel, and NT were mentioned specifically.
- The question on the use of password-protected screen savers drew some attention; some people have machine lockups or the screen saver does not stay set and must be reset daily (5). Some users desire the ability to "click an icon" to activate their screen saver whenever desired.
- Field maintenance hardware repair time was mentioned again (4).
- Provide more training on new software, formal/informal, via desktop (4).
- Insight was mentioned again as hard to use (report titles not evident) and causes machine lock-ups (3).
- More attention should be paid to ergonomics immediately after a machine is installed, and machines should have the option of a split keyboard, an ergonomic mouse, etc.
- Replace JCS (2).
- Personal printers should be used more not less (2).
- Provide more access to printed manuals (2).
- Voice activated systems should be planned for and used. (2)
- Internet should be limited to only "need to have" individuals to prevent abuse.
- AutoCAD should not be metered or network based.

***Appendix A
Pager and
Telephone
Data***

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Appendix A

Pager and Telephone Data

Pager Data

Pager use has been fairly level in the years 1996 through 1998, with just over 1 million pages sent every year. The data show a slight downward trend, however, beginning in 1998. It is believed that the number of pages has decreased because of the increased use of cellular phones.

Number of Pages per Calendar Year.

Calendar Year	Number of Pages Sent
1993	474,386
1994	706,948
1995	843,638
1996	1,014,153
1997	1,053,463
1998	1,024,280
1999	902,468

Distribution of Pagers

The number of pagers, however, has grown from 5,350 in 1997, to 6,218 pagers as of November 1, 1999. These pagers are for local use. An additional 427 pagers come from Kelly Pagers, which provide regional and statewide coverage. The number of pagers distributed has increased, and it is felt that this may be because of the increased safeguards and security emphasis.

Distribution	April 1997	November 1999
Project Hanford Management Contract	2,986	4,634
U.S. Department of Energy	413	429
Other	1,951	1,155
Total	5,350	6,218

National Pagers

The biggest user of national pagers is the U.S. Department of Energy, Richland Operations Office; 33 of the 47 national pagers currently are assigned to them. The next biggest user is Fluor Hanford with 6 assigned to them.

Telephone Data

Hanford Telephone System Equipment Counts by Company.

December 1999					April 1997				
	Analog	ISDN	Total Count	ISDN %		Analog	ISDN	Total Count	ISDN%
PHMC	7,366	1,756	9,122	19%	PHMC	7,048	448	7,496	6%
DOE	1,020	502	1,522	33%	DOE	803	96	899	11%
All Other	5,186	1,665	6,851	24%	All Other	5,267	391	5,658	7%
Total	13,572	3,923	1,7495	22%	Total	13,118	935	14,503	6%

All Other includes: Bechtel Hanford, Inc., Fluor Federal Services, General Services Administration, Hanford Environmental Health Foundation, Internal Revenue Service, Lockheed Martin Services, Inc., Pacific Northwest National Laboratory, Site (crash alarms, etc.), US West Direct, Waste Management Technical Services, CALTEC, COGEMA Engineering Corporation, District Court, Federal Aviation Administration, General Services Administration Fleet Maintenance, Stone and Weber Engineering Corporation, Post Office, Washington State University Tri-Cities.

DOE = U.S. Department of Energy.

PHMC = Project Hanford Management Contractor.

Hanford Telephone System Listing of Dialing Access for an Organization.

December 1999				April 1997			
	Local	Long Distance	Total		Local	Long Distance	Total
PHMC	1,738	5,447	7,185	PHMC	1,285	3,541	5,169
DOE	44	1,156	1,200	DOE	37	1,083	1,122
All Other	629	4,771	5,400	All Other	1,460	6,619	8,129
Total	2,411	11,374	13,785	Total	2,782	11,243	14,420

All Other includes: Bechtel Hanford, Inc., Fluor Federal Services, General Services Administration, Hanford Environmental Health Foundation, Internal Revenue Service, Lockheed Martin Services, Inc., Pacific Northwest National Laboratory, Site (crash alarms, etc.), US West Direct, Waste Management Technical Services, CALTEC, COGEMA Engineering Corporation, District Court, Federal Aviation Administration, General Services Administration Fleet Maintenance, Stone and Weber Engineering Corporation, Post Office, Washington State University Tri-Cities.

DOE = U.S. Department of Energy.

PHMC = Project Hanford Management Contractor.

Hanford Telephone System Listing of Line Counts for an Organization.

December 1999						April 1997					
	Analog	ISDN	Specials	Calling Cards	Total		Analog	ISDN	Specials	Calling Cards	Total
PHMC	6,604	532	629	144	7,909	PHMC	6,303	459	1,724	244	8,730
DOE	1,011	164	33	343	1,551	DOE	1,013	102	68	451	1,634
All Other	4,631	731	160	1,102	6,624	All Other	5,657	447	410	1,271	7,785
Total	12,246	1,427	822	1,589	16,084	Total	12,973	1,008	2,202	1,966	18,149

Specials are the special circuits that are on Site (i.e., ring downs, alarms, crash alarms).

All Other includes: Bechtel Hanford, Inc., Fluor Federal Services, General Services Administration, Hanford Environmental Health Foundation, Internal Revenue Service, Lockheed Martin Services, Inc., Pacific Northwest National Laboratory, Site (crash alarms, etc.), US West Direct, Waste Management Technical Services, CALTEC, COGEMA Engineering Corporation, District Court, Federal Aviation Administration, General Services Administration Fleet Maintenance, Stone and Weber Engineering Corporation, Post Office, Washington State University Tri-Cities.

DOE = U.S. Department of Energy.

PHMC = Project Hanford Management Contractor.

Appendix B
Software
Use

HNF-5785

**Software Application Use
Outlook Calendar Tasks**

**Software Application Use
Hanford Information
(on the Intranet)**

**Software Application Use
Outlook E-Mail**

**Software Application Use
Outlook Calendar**

- ☐ 1 - Don't know what this software is or never use
 - ☐ 2 - Rarely use or use less than weekly
 - ☐ 3 - Use weekly
 - ☐ 4 - Use a few minutes up to 2 hours per day
 - ☐ 5 - Use 2 to 4 hours per day
 - ☐ 6 - Use 4 to 6 hours per day
 - ☐ 7 - Use 6 to 8 hours per day
 - ☐ 8 - Use more than 8 hours per day
- (Decimals have been rounded)

Software Application Use
WordPerfect

Software Application Use
Microsoft Word

Software Application Use
Microsoft Excel

Software Application Use
Microsoft Access

- ☐ 1 - Don't know what this software is or never use
 - ☐ 2 - Rarely use or use less than weekly
 - ☐ 3 - Use weekly
 - ☐ 4 - Use a few minutes up to 2 hours per day
 - ☐ 5 - Use 2 to 4 hours per day
 - ☐ 6 - Use 4 to 6 hours per day
 - ☐ 7 - Use 6 to 8 hours per day
 - ☐ 8 - Use more than 8 hours per day
- (Decimals have been rounded)

**Software Application Use
Hanford Pager**

**Software Application Use
PopFon**

**Software Application Use
HANDI**

**Software Application Use
Look-up**

- 1 - Don't know what this software is or never use
 - 2 - Rarely use or use less than weekly
 - 3 - Use weekly
 - 4 - Use a few minutes up to 2 hours per day
 - 5 - Use 2 to 4 hours per day
 - 6 - Use 4 to 6 hours per day
 - 7 - Use 6 to 8 hours per day
 - 8 - Use more than 8 hours per day
- (Decimals have been rounded)

**Software Application Use
Corel Draw**

**Software Application Use
Site Forms**

**Software Application Use
Visio**

**Software Application Use
Microsoft Powerpoint**

- 1 - Don't know what this software is or never use
 - 2 - Rarely use or use less than weekly
 - ▨ 3 - Use weekly
 - ▩ 4 - Use a few minutes up to 2 hours per day
 - 5 - Use 2 to 4 hours per day
 - ▨ 6 - Use 4 to 6 hours per day
 - ▩ 7 - Use 6 to 8 hours per day
 - 8 - Use more than 8 hours per day
- (Decimals have been rounded)

**Software Application Use
Passport**

**Software Application Use
ProcInfo**

**Software Application Use
People Soft**

**Software Application Use
TIS**

- ☐ 1 - Don't know what this software is or never use
 - ☐ 2 - Rarely use or use less than weekly
 - ☐ 3 - Use weekly
 - ☐ 4 - Use a few minutes up to 2 hours per day
 - ☐ 5 - Use 2 to 4 hours per day
 - ☐ 6 - Use 4 to 6 hours per day
 - ☐ 7 - Use 6 to 8 hours per day
 - ☐ 8 - Use more than 8 hours per day
- (Decimals have been rounded)

**Software Application Use
Sure Trak**

**Software Application Use
AutoCAD**

**Software Application Use
Microsoft Project**

**Software Application Use
Primavera/P3**

- 1 - Don't know what this software is or never use
 - 2 - Rarely use or use less than weekly
 - ▨ 3 - Use weekly
 - ▩ 4 - Use a few minutes up to 2 hours per day
 - 5 - Use 2 to 4 hours per day
 - 6 - Use 4 to 6 hours per day
 - 7 - Use 6 to 8 hours per day
 - 8 - Use more than 8 hours per day
- (Decimals have been rounded)

**Software Application Use
Microsoft Front Page**

**Software Application Use
Micrographics/Micrographx**

**Software Application Use
Hot Metal Pro**

- ☐ 1 - Don't know what this software is or never use
 - ☒ 2 - Rarely use or use less than weekly
 - ☒ 3 - Use weekly
 - ☒ 4 - Use a few minutes up to 2 hours per day
 - ☒ 5 - Use 2 to 4 hours per day
 - ☒ 6 - Use 4 to 6 hours per day
 - ☒ 7 - Use 6 to 8 hours per day
 - ☐ 8 - Use more than 8 hours per day
- (Decimals have been rounded)

Are you primarily using a standalone printer?
(Survey Question No. 10)

Do you feel your computer is adequate
for your job requirements?
(Survey Question No. 12)

- 1. Yes
- 2. No
- 3. Not sure

Do you have access to a network or shared printer?
(Survey Question No. 11)

***Appendix C
November
1999 Survey
Questions***

HNF-5785

Appendix C

November 1999 Survey Questions

OVERVIEW:

Click the "Next" button to begin the survey. Thank you for your input!

SECTION 1: USAGE PROFILE

NOTE:

The following questions will provide FDH and DOE information about your computer usage and how important your computer is to your work.

Q1: Select the category that best describes your classification:

Scale: Multiple Choice (Single Response)

1. Administrative/Clerical (secretary, staff assistant, clerk, etc.)
2. Craft (pipe fitters, carpenters, etc.)
3. Engineer (chemical, electrical, software, mechanical, etc.)
4. Labor and support services worker (fire fighter, vehicle driver, guard, etc.)
5. Management (supervisor through executive)
6. Operator (NPO's, equipment operator, etc.)
7. Other exempt professional (budget analyst, buyer, etc.)
8. Scientist (chemist, physicist, etc.)
9. Technician (health physics technician, etc.)

Q2: Select the company that you are badged to below. If necessary, use the scroll bar to see all the choices.

Scale: Multiple Choice (Single Response)

1. Fluor Daniel Hanford (FDH)
2. Department of Energy (RL)
3. Department of Energy (ORP)
4. Lockheed Martin Hanford or River Protection Project (LMHC)
5. Waste Management Hanford Company (WMH)
6. B & W Hanford Company (BWHC)
7. Numatec Hanford Company (NHC)
8. Protection Technology Hanford (PTH)
9. DynCorp Tri-Cities Services, Inc. (DYN)
10. Waste Management Northwest (WMNW)
11. Fluor Daniel Northwest (FDNW)
12. Lockheed Martin Services (LMSI)
13. COGEMA
14. Other

Q3: I typically use my computer this number of hours per day. (Indicate your actual computer usage, not just how many hours you have it turned on.)

Scale: Ordinal

1. Less than 2 hours
2. 2 - 4 hours
3. 4 - 6 hours
4. 6 - 8 hours
5. More than 8 hours per day

NOTE:

Click "Next" to continue, when there is no scroll bar on the right.

Q4: 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.)

Scale: Ordinal

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 not to have a PC.

Q5: If you noted a decrease in productivity on the previous question, please explain why:

Scale: Open Ended - Write-in

Q6: How long can you go without using your computer on an average day before it has a negative impact to your work?

Scale: Ordinal

1. Less than 1 hour
2. 1 - 2 hours
3. 2 - 4 hours
4. 4 - 6 hours
5. 6 - 8 hours
6. More than one day
7. Don't know

SECTION 2: SOFTWARE USAGE

NOTE:

The following questions will provide FDH and DOE with a user profile of which software is used most often. Depending on your computer screens graphic resolution settings, you may need to use the scroll bar on the right to see the complete question.

Q7: Using the scale below, describe the closest estimate of how much you use the software or applications listed below.

- 1 - Don't know what this software is or never use it
- 2 - Rarely use or 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
- 8 - Use more than 8 hours per day

Scale: Stapel

Don't know what this is [1 2 3 4 5 6 7 8] Use more than 8 hours a day

- 1. Outlook Calendar
- 2. Outlook Email
- 3. Outlook Calendar Tasks
- 4. Microsoft Word
- 5. WordPerfect
- 6. Microsoft Access
- 7. Microsoft Excel
- 8. Microsoft PowerPoint
- 9. Corel Draw
- 10. Visio

Q8: Using the scale below, describe the closest estimate of how much you use the software or applications listed below.

- 1 - Don't know what this software is or never use
- 2 - Rarely use or 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
- 8 - Use more than 8 hours per day

Scale: Stapel

Don't know what this is [1 2 3 4 5 6 7 8] Use more than 8 hours day

- 1. Hanford Information (on the Intranet, the internal Hanford Home Page)
- 2. Hanford Pop-Phone
- 3. Hanford Pager
- 4. Site Forms
- 5. HANDI (Hanford Data Integrator)
- 6. TIS (Time Information System - Time Card Reporting)

7. Passport
8. PeopleSoft
9. ProcInfo
10. Look-up (Now on the Intranet, the internal Hanford Home Page)

Q9: Using the scale below, describe the closest estimate of how much you use the software or applications listed below.

- 1 - Don't know what this software is or never use
- 2 - Rarely use or 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
- 8 - Use more than 8 hours per day

Scale: Stapel

Don't know what this is [1 2 3 4 5 6 7 8] Use more than 8 hours a day

1. Microsoft Project
2. Primavera/P3
3. Primavera Sure Trak
4. AutoCAD
5. Micrographics/Micrographx
6. Microsoft FrontPage
7. HotMetal Pro

Q10: Are you primarily using a stand-alone printer?

Scale: Multiple Choice (Single Response)

1. Yes
2. No
3. Not Sure

Q11: Do you have access to a network or shared printer?

Scale: Multiple Choice (Single Response)

1. Yes
2. No
3. Not Sure

Q12: Do you feel your computer is adequate for your job requirements (fast enough, large enough hard drive, good monitor)?

Scale: Multiple Choice (Single Response)

1. Yes
2. No
3. Not Sure

Q13: If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:

Scale: Open Ended - Write-in

SECTION 3: HLAN

NOTE:

The following questions refer to the HLAN (Hanford Local Area Network). The HLAN, or network, is the vehicle providing services that connect you to other users such as Outlook Email, Outlook Calendar, shared/network printers, shared file access, applications on the network such as TIS, Site Forms, and access to the Hanford Intranet and the external Internet.

Q14: The network provides several services. Please rate the IMPORTANCE to you of each of the services below. Use a scale of 1 - 5, with 1 being least important and 5 being most important. You may assign the same rating to more than one of the items.

Scale: Stapel

Least Important [1 2 3 4 5] Most important

1. Electronic Mail (Outlook Email, Internet Email)
2. Calendar (i.e., Outlook Calendar)
3. Word processor (Word, WordPerfect, etc.)
4. Spreadsheet (Excel, Lotus 1-2-3, etc.)
5. Database programs (Access, FoxPro, etc.)
6. Pop-phone
7. Look-up (Now on the Intranet, internal Hanford Home Page)
8. Presentation graphics (MS PowerPoint, Harvard Graphics, Visio, etc.)
9. CAD/CAM (AutoCAD, Intergraph)
10. Project scheduling (Primavera, MS Project, etc.)
11. Shared files (files on shared areas of servers)
12. Shared/network printer
13. Accessing another application or software (TIS, Passport, ACES, SWITS, etc.)
14. External Internet (World Wide Web)
15. Hanford Intranet (e.g., Hanford Home Page)

Q15: How satisfied are you with the availability (time available between unplanned outages) of Email and other network (HLAN) services? Use the scale 1 - 5; with 1 being very dissatisfied and 5 being very satisfied.

Scale: Horizontal Numerical

Very Dissatisfied [1 2 3 4 5] Very Satisfied

Q16: If you answered a "1" or "2" (dissatisfied) on the question above, please explain why:

Scale: Open Ended - Write-in

Q17: Network outages (not being able to connect with other users via Email, Calendar, etc.) severely (negatively) affect my productivity if outages last:

Scale: Ordinal

1. Less than 15 minutes
2. 15 minutes to 1 hour

3. 1 - 2 hours
4. 2 - 4 hours
5. 4 - 8 hours
6. More than one day
7. Being down is no impact

SECTION 4: FUTURE COMPUTING NEEDS

NOTE:

The following questions will help FDH in planning for your future computing requirements. They refer to the HLAN (Hanford Local Area Network). The HLAN, or network, is the vehicle providing services that connect you to other users such as Outlook Email, Outlook Calendar, shared/network printers, shared file access, applications on the network such as TIS, Site Forms, and access to the Hanford Intranet and the external Internet.

Q18: What services do you need that are currently not being provided on the HLAN?

Scale: Open Ended - Write-in

Q19: If you could improve one HLAN service, what would it be and how would you improve it?

Scale: Open Ended - Write-in

Q20: Please select any of the following which you may need to use for your work in the future. If you don't see the selections you need, you may list them in response to the next question.

Scale: Multiple Choice (Multiple Response)

1. Web publishing tools
2. Digital imaging and scanning
3. Video teleconferencing (or Net Meeting)
4. RAS (accessing your work computer files from an off-site location)
5. Audio input or output on your PC (voice recognition, etc.)
6. Wireless network (wireless buildings and meeting rooms, able to connect to the network)
7. Training at your desktop, interactively via the network which displays only text and static graphics
8. Training at your desktop, interactively via the network displaying text, animated graphics, full motion video, all with audio

Q21: Please list other computing based items that you may need in the future:

Scale: Open Ended - Write-in

SECTION 5: EXTERNAL INTERNET

NOTE:

This section refers to the external Internet or World Wide Web (WWW).

Q22: How often do you use the external Internet (WWW - World Wide Web) at work?

Scale: Ordinal

1. Don't know what this is
2. Never to a few times a year
3. A few times a month
4. A few times a week
5. Usually daily, but less than 15 minutes per use
6. 15 minutes to 1 hour a day
7. 1 - 2 hours a day
8. 2 - 4 hours a day
9. 4 - 6 hours a day
10. More than 6 hours a day

Q23: If you use the external Internet, what do you use it for? Select all that apply. If what you use it for is not listed below, leave this blank; you can write it in on the next question.

Scale: Multiple Choice (Multiple Response)

1. Vendor and product information
2. Technical and scientific articles
3. Job postings
4. Travel information
5. Research
6. Communicating with other government sites or DOE-HQ
7. Accessing DOE-HQ applications such as ORPS
8. Accessing other Internet applications (Not DOE-HQ)
9. Communicating with Hanford contractors or vendors not on the HLAN
10. On-line training
11. Purchasing goods or services via the web

Q24: Please list other areas accessed via the external Internet:

Scale: Open Ended - Write-in

Q25: If the external Internet is down/unavailable, how long before it begins to have a negative impact on your productivity?

Scale: Ordinal

1. Less than 15 minutes
2. 15 minutes to 1 hour
3. 1 - 2 hours
4. 2 - 4 hours
5. 4 - 8 hours
6. More than one day
7. Being down has no impact

SECTION 6: COMPUTER SECURITY

NOTE:

As an employee at the Hanford Site, you are accountable for the activities you perform while using a government computer. You are responsible for using the computer and associated resources only for official government business at all times. You are also accountable for the proper storage of files,

their retrievability, their protection, and the protection of other computer resources, from unauthorized use or access.

Q26: Select the option that best describes whether you use, or don't use, a password-protected screen saver:

Scale: Ordinal

1. I'm not sure what this is
2. I do not use a password-protected screen saver
3. My password-protected screen saver activates automatically after 1 minute or less of inactivity
4. My password-protected screen saver activates automatically after 1 minute to 5 minutes of inactivity
5. My password-protected screen saver activates automatically after 6 to 10 minutes of inactivity
6. My password-protected screen saver activates automatically after more than 6 minutes of inactivity
7. I'm not sure when it activates

Q27: Are you aware that the government has the right to monitor and record your work on your computer? If necessary, scroll down to see the complete question.

Scale: Multiple Choice (Single Response)

1. Yes
2. No
3. Not Sure

SECTION 7: CUSTOMER TECHNICAL SUPPORT (Help Desk or CTS on 376-1234)

NOTE:

The following questions refer to Customer Technical Support (Help Desk or Hot Line support on 376-1234).

Q28: When you call Customer Technical Support (Help Desk) what is the maximum queue time (waiting before someone answers) that is acceptable to you?

Scale: Ordinal

1. Less than one minute
2. 1 - 2 minutes
3. 2 - 3 minutes
4. 3 - 4 minutes
5. 4 - 5 minutes
6. 5 - 10 minutes
7. Over 10 minutes

Q29: When you have a problem, what percentage of the time do you use each of the following resources. PERCENTAGES SHOULD ADD TO 100%. If necessary, scroll down to see all the choices.

Scale: Fixed Sum = 100

1. Call Customer Technical Support (CTS on 376-1234)
2. Try to use the Help screens or Microsoft Office Assistant

3. Use the on-line help called HUH (on the Hanford Home Page)
4. Use an internal computer guru or expert
5. Contact the vendor
6. Ignore the problem
7. Use another means

Q30: How often do you have problems with your software/applications or your computer that result in your using one or more of the types of support listed in the previous question. Include any malfunction or problem that you solve yourself or seek help on.

Scale: Ordinal

1. Never or very rarely
2. About once a week
3. About 2 - 4 times a week
4. About 5 - 10 times a week
5. More than 10 times a week

Q31: What additional services would you like to see incorporated into Customer Technical Support (Help Desk)? If your preferences are not listed here, use the scroll bar, if needed, to skip to the next question below.

Scale: Multiple Choice (Multiple Response)

1. Input your own hardware trouble tickets (PC repairs or moves, etc.)
2. Obtain status on your own trouble tickets
3. Other; see next question

Q32: Please list other services you feel would be helpful if they were added to the Help Desk:

Scale: Open Ended - Write-in

SECTION 8: Document Control/Records Management, or Information Management

NOTE:

The last section deals with Document Control/Records Management or information management and the ability of the users of databases or systems to access needed information in a timely, easy manner. *Information management refers to managing work activities related to the planning, creation, collection, organization, use, accessibility, dissemination, storage, protection and disposition of information no matter what the medium (electronic or hard copy).*

Q33: Are you currently accessing any of the following Records and Information Management applications? Using the scale below, indicate how frequently you access these applications. If necessary, scroll down to see all your choices.

- 1 - Don't know what this is
- 2 - Never or rarely use
- 3 - Use monthly
- 4 - Use weekly
- 5 - Use daily

Scale: Stapel

Don't know what this is [1 2 3 4 5] Use Daily

1. EDMS - Engineering Drawing Management System

2. HDCS - Hanford Document Control System
3. PHMS - Project Hanford Management System
4. RMIS - Records Management Information System
5. VIDON - Visual Image Digital Object Network
6. ViewPrint - RMIS viewer

Q34: Do the functionality of these applications currently meet your needs?

Scale: Multiple Choice (Single Response)

1. Yes
2. No
3. Not sure
4. Not applicable

Q35: If you did not answer yes to the previous question, what functionality can be added to make it easier for you to use this information? Select all that you could use.

Scale: Multiple Choice (Multiple Response)

1. Annotation
2. Electronic distribution
3. Electronic review
4. Electronic signature
5. Version control
6. Search engine
7. Full text search capability
8. Electronic document management system
9. Internet/Intranet access to areas systems from previous question
10. Intelligent/Optical Character Recognition (ICR-OCR)

Q36: Please list other capabilities not listed above.

Scale: Open Ended - Write-in

Q37: What kinds of information do you currently access from your computer? Using the scale below, indicate the frequency with which you access the following types of information. This is not in reference to the previously mentioned systems/applications.

- 1 - Don't know what this is
- 2 - Never or rarely use
- 3 - Use monthly
- 4 - Use weekly
- 5 - Use daily

Scale: Stapel

Don't know what this is [1 2 3 4 5] Use Daily

1. Correspondence (letters or memos, not Email)
2. Design Documents (drawings, ECNs, Specification, etc.)
3. Graphics (clip art, paint brush, etc.)
4. Material Safety Data Sheets (MSDS) Information
5. Photographs
6. Policies and Procedures
7. Survey Reports, etc.

8. Radiological Documents
9. Newspaper Articles
10. Administrative Record Documents (TPA Information)
11. Work Packages (JCS)

Q38: Please list other kinds of information not listed above that you would like to access from your computer.

Scale: Open Ended - Write-in

Q39: This concludes the survey. Please list any general comments you have regarding desktop computing services.

Scale: Open Ended - Write-in

NOTE:

Please click the "Complete" button when done. Thank you for your input!

***Appendix D
Complete
List of
Open-ended
Write-in
Responses***

HNF-5785

Survey Question:

5. If you noted a decrease in productivity on the previous question, please explain why:

1. because most of my work is on the computer
2. All my work is either computer generated or electronically stored on a computer. I do web page design.
3. I work with the PHMS, which is virtually full electronic
4. Everything from I do is somehow related to the computer. I could still answer the phone and file but without access to the computer I couldn't schedule, I would have ugly looking files (or else I'd have to type everything and I don't have a typewriter). My job would go backward in time to the 1960's. Most unattractive.
5. All of our reports and documents are on the computers. The HNF-Pro's and electronic forms are used on a daily basis. We also have ACES, TIS, and RWP's.
6. Much of current work depends on PC use (e-mail, Office software, etc.) and can no longer be substituted for with manual operations. There are no longer enough secretaries to do all of the work that would be required.
7. Need computer database for my work.
8. I'm a software engineer, without a computer I would have nothing to do.
9. would take more time to receive and transmit information
10. Because my job is using the computer to create schedules, reports, graphs, check numbers in HANDI, etc.
11. Much of what I do is based on written documents. I also keep up with current research and regulation changes via various internet web sights.
12. Create system training manuals using Microsoft Word.
13. I program computers on computers.
14. The programs and internet access help with preparing estimates (I'm an estimator)
15. I prepare Radiological Work Permits and maintain the status of those documents. In order to provide a quality document I receive transmittals of "other" documents i.e.; work plans, AJHA forms, RAD screen forms and a plethora of documentation to support the preparation of RWP's for the PFP. Also Required Reading is also a responsibility that is maintained on this computer.
16. I depend on the computer for telephone numbers, email correspondence, Word processing for Investigation and administrative reports, and database tracking of concerns.
17. I work with the HLAN servers and if I can not get to them I cannot do my job at all.
18. The developement of training material depends on the use of a computer.
19. Most of my work is done on the PC.
20. lack of communications to and from the operations crew/staff would be almost stopped. Access to procedures would be prohibited. Nightly shift instruction distribution to all operators in a timely maner would be eliminated.
21. The majority of my job is programming PLC's (Programmable Logic Controllers) and HMI's (Human Machine Interfaces), these functions can not be completed without a PC.
22. all of the procedures, forms, and data base is hooked to the intranet and my pc. The whole system is set up to be run by the confuser.
23. I use the computer to prepare documents, spreadsheets, reply to e-mail, schedule meetings, request information from other groups onsite. If I had no access to a computer, I would have to use other equipment i.e., typewriters, adding machines; I would describe it as a step back to 25 years ago when I used a typewriter and the cut-and-paste methods of preparing documents.
24. The computer is used to compile, write, document and etc. my JTA. In addition, record of and files are big part

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

27. Multiple data base programs, electronic files that would be difficult to maintain manually.
28. i write work packages for craftspersons to accomplish work. this process utilizes a number of different programs to complete a package including rmis, word perfect 5.1, jcs, insight, word.
29. Much of my work involves writing, an iterative process with inputs from others on teams
30. I rewrite and write maintenance procedures.
31. There are certain aspects of my job that REQUIRE data input. Before other tasks can be completed this data must be completed. Spread sheets are an extremely useful tool for me, a good portion of my time is spent using these various spreadsheets. I'm also responsible for understanding a number of HNF PROs.
32. I depend on my computer quite a bit because I fill out forms on the computer that are necessary to bring training into the training facility where I work. I also use my computer for database usage and other programs that help support my coworkers.
33. I would have to write out all training information or research information without electronic means.
34. I use my computer for a variety of reasons. It is used for recording notes from meetings and as a form of contact with people. I use the spreadsheets to organize and implemate ideas and use Word to write procedures. I use SWITS to track chemical and rad waste for WMH, and the Internet to research processes. I also use AutoCAD to create drawings for various projects. In the future, I plan to use PowerPoint for doing presentations when possible.
35. My computer is crucial to my work. As a Job Control System ("JCS") clerk, I use my computer to transcribe data into the JCS Automated Data Program ("ADP"), run reports, and track work packages through the system. The use of cc:Mail, phone directory, and Microsoft Word are vital to my work also.
36. access to fire maintenance data base access, hget authenticator/training, fire system data base, fire alarm report writting data base, all for the hanford site.
37. Most of my duties involve retrieval or input of information in databases, applications, e-mail, etc.
38. Need computer for writing SQR's, testing, inquiring data in support of the current FDH payroll system.
39. Its tough to use acad without a computer. Word processing is a must for my job. Work package preperation would suffer as well since JCS would no longer be available.
40. My productivity depends on PC usage (software development)
41. Unable to access data bases,communication networks, procedure access etc. to be able to solve problems and perform my work in a timely and correct manner
42. Could not pull up procedures, could not do TIS, Could not have inner office comunacation
43. all procedures are on a computer drive. We are not allowed to have printed copies. the facility will shut down with no procedures.
44. I conduct most of my work on the computer. If I'm doing tasks that do not require my PC, I still check for messages, look up phone numbers and reference material periodically.
45. I have the responsibility to maintain procedures for several organizations.
46. requisitions come to procurement electronically. Purchase orders are issued electronically. Getting all of the data to procure, inspect and receive in done electronically. We could process little or no work without the computer.
47. 90 percent of the time is computer query or input use.
48. Much of the work I am responsible for requires computers to access tank waste information databases, computer codes & models, procedures, and other electronic media to complete assigned tasks. The inability to access

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
-

these computer resources would result in at least a 50% reduction in productivity because all calculations would have to be performed manually. Furthermore, the ability to archive data, perform computations, and issue reports would be greatly impacted.

49. Much of the work that I do on the computer involves producing documents, sending messages, etc. This would be significantly impacted without a computer. While there might be a decrease in the number of documents produced by making it more difficult to produce them, most would still be required. Other methods are not as convenient and would take longer.
50. Using AUTOCAD on someone else's computer would tie it up for hours.
51. e-mail messages have become the primary method of communication for so many folks at Hanford. They rely on the receiver to respond similarly.
52. Most of my correspondence, procedures to review, meeting notices, and job assignments come to me via e-mail.
53. I am a software engineer and manage software projects - without a computer, I would be unable to perform my job.
54. I use my computer for everything...I am a power user of applications.
55. All my work is on computer or telephone
56. Data entry onto spread sheets Procedure Writing and Review Project coordination via e:mail
57. I need my PC for sending and receiving e:mail, writing procedures, memos, engineering change notices and other documents.
58. Verifying personnel qualifications initially, if no pc, never would be able to verify and would greatly reduce productivity knowing if personnel are trained to be within areas. Also verifying RWP's, continuous use procedure and procedures are the most recent version. Hate to lose my job not knowing most up to date paperwork.
59. Communication thru E-mail and the calendar
60. I am a designer and therefore use AutoCAD and other programs to do my job. My office is almost completely paperless.
61. Most of the work I do is on the PC, typing letters, answering e-mail, preparing presentations, or looking up information using other programs.
62. The computer contains essential documents and is used to control work packages.
63. It would mean that information would have to be given in person or over the phone to many people and would take much more time than it takes with e-mail now.
64. Huge decrease in communication, coordination, and access to data
65. I write several documents on my computer, as well as, keeping track of them. Also, I use the internet to find information. I would have to spend more time writing my documents and trying to find information.
66. Severe communication coordination and approval of material procurement
67. In order to do the majority of my work, I have to look up things on the computer, enter the data, run reports, and check my E mail.
68. I am a Software Engineer. All of the tools I need to do my job are on my computer.
69. I complete part of my job by using Hanford based programs (RMIS, EJTA, etc).
70. Loss of communication; loss of access to procedures (PHMC and Plant specific); loss of access to forms needed to do my job; loss of word processing capability; inability to retrieve and use documents already electronically generated; inability to access work control process (JCS) which includes component databases; inability to perform AJHA; inability to access passport system for review and approvals; inability to access insight and the spare parts system; inability to use phone listings; inability to access the internet for vendor product information.
71. I administrate a site computer program. If I don't have a computer, I have nothing to do.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
-

72. Team communication, direction, documentation and contract preparation
73. I do all the budget and contract "stuff" for the Hnaford Fire Department. Dining this manually would greatly increase the time.
74. As a training scheduler for West Area, I have (3) databases which I need to access during each day. I would not be able to perform my job without a computer.
75. With the way communication is I couldn't keep up with meetings and messages. I use the computer for most of my design work (AutoCad) and all memo's. If everyone lost there computers the impact on me would be less.
76. I use my computer to do correspondence, input various doucments, retrieve documents, do timecards, do travel, to keep track of my bosses life, send emails, etc.
77. I use the computer for records and files on the day to day tasks in HR also as a resource from our Homepage and the internet
78. Must have my computer to schedule meetings, edit reports, type letters, etc..
79. all information systems are PC based
80. I use a pc to complete about 90% of the work I do.
81. Almost all information is transmitted through the network (files, e-mails, meeting requests, etc). Using or working on only paper copies of documents would loose time and require additionnal personnel to retype marks ups or hand written notes.
82. My job involves extensive use of the PC, mainly for reviewing and approving work packages, communicating by e-mail, tracking issues, etc
83. i am in project controls. i use my computer for almost everything i produce - schedules/monthly/cost/etc.
84. access to hlan programs, eg; Overtime Management system for crafts, Outlook messaging for training, Payroll Tis system for crafts, Word for word processing letters and correspondence. It would be a big impact at work and at home.
85. Being in the secretarial field, most of my work is using the computer.
86. would have to use calculator for repetitive calculations; would have to use secretary to type reports; many other reasons
87. I use Access and spreadsheets to compile data and produce reports.
88. there are many programs that we use to verify that our data is correct and administer many different radcon programs. (ot lists , aircsample program, etc.
89. Could not adequately address Software Quality Assurance and Configuration Management as defined within DOE Orders, PHMC HanPro Processes/Procedures, OSSP Processes/Procedures, Production Readiness Review Board Process/Procedures, System Engineering Control Board Process/Procedures, Anomaly Resolution, etc...
90. The "efficient" collection of data, the correspondence with others, generating of documents, and the requirements documents would not be available for use. Another method would have to be developed to generate the same productivity.
91. I am manufacturing multiple documents daily for training activities. I am constantly accessing documents for information impacting my training activities--such as reviewing procedures. I often use e-mail to communicate at WMH-wide level and process these e-mails. I need to access internet for information sources and siteforms.
92. my job depends on being able to use a pc.
93. Most of my calculations are done using spreadsheets and specialized software. Without these, everything would be done by hand, using pencil, paper, and calculator. The cost in time would be immense.
94. All input and output is via computer "E" mail. I would be relegated back to the days of sending paper memos out requesting documents, waiting for the documents, and sending comments out via paper memos.
95. maintaining logs for DCN's , FRR's, SDR's and submittals manually with the additional loss of time spent copying those logs would be disasterious. Not being able to notify engineers by Email to review DCNs, Drawings etc: would slow down work also.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

96. Most of my work is working/typing with Word/Excell/PowerPoint and E/Mail...
97. Could not review documents, plans, procedures, etc. essential for work. Communication would be more limited/ I can communicate better and faster via e-mail than by phone. I would not be able to perform real-time analysis of databases.
98. I would not be able to effectively review documents and write reports without a pc. I would not receive the necessary communication to function in my job without a pc.
99. My work is programming. There is very little I can accomplish without a computer. Since my supervisor does most of the planning for the project, my scope is almost entirely implementation. VBA coding and Access 97 database design.
100. All the information that I need to do my job is on the computer.
101. Unable to adequately document activities. Unable to access guiding documents.
102. I work in computer maintenance. Our tickets system, mail, everything is through the System.
103. My job tickets are generated through a program called Applix, the tickets are put in my QUE, our shop is self directed using our daily job QUES for work assignments.
104. Majority of communication and documentation is obtained via e-mail. All contract information, approval, documentation is in PassPort.
105. most work relates in 1 way or another to e-mail communication or internet documentation (regulatory issues)
106. My job is to approve requisitions in PassPort, print financial information from PassPort, work with format of statements of work, issue a variety of correspondence dealing with the status of task orders and to update status tracking sheets for each task order.
107. I use several spreadsheets on a daily basis to prepare estimates and various reports
108. The 90% decrease would occur because of the loss of 1) the organized communication of e-mail, 2) the use of engineering e-forms such as ECN's, FCN's, MRF's, EDT's, 3) the generation of monthly reports, procedures, work package resolutions, and changes, 4) the loss of the use of other time saving applications such as AJHA, AllClear flowcharting, Hanford Phone, internet searches, intranet employee information, TIS.
109. All working files, P3, Handi, Passport, Insight are online and required for all scheduling and budget work, which I do.
110. The computer is the single, largest resource for information...both incoming and internally developed. Without it, I would have to use phones or the very slow site mail system. Additionally, a major connection to outside contacts would be impacted.
111. All data is transmitted by computer. All correspondence is now done on the computer. Internet access for research is by computer.
112. Frequent communications with both onsite and off site customer organizations. Information necessary for customers is frequent and electronic format is most productive based on large numbers of files and information sent and reviewed by project.
113. I do all the PeopleSoft updates, upgrades, Tax Updates, Fixes for HRIS
114. All letters, documents, etc that I work with are on the computer. All of my work is emailed to me on the computer, this saves paper. I use previous letters as "boilerplates" for new letters. Having to rewrite everything from scratch would take more time.
115. Primarily my work consists of conducting Limited Scope Performance Tests, and Self-Assessment Surveys. I usually handwrite my notes and then transcribe them to my PC in a certain format. Then more information (classified) is added in my groups', Classified Lab facilities, to send to DOE-RL or for inclusion into my records.
116. Computers are required to interface with my customer and perform my work.
117. Nearly all of my duties pertain to analysis and management of data that is only available on our network and my PC is the best tool available for maintaining, storing and analysing this data.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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- 118. My job is as a programmer/system analyst/data analyst.
- 119. Nearly all communication is now done by computer. To have some people with a computer and some without would create a real problem. Also, technical writing takes much more time w/o word processing capabilities and calculations and drafting are much faster w/ a computer.
- 120. Access to needed data base files would be limited.
- 121. I support one manager, 8 project managers, 2 project controls leads and several misc. engineers
- 122. I need access to procedures and drawings and I prepare documents on my computer.
- 123. I am a software Engineer. A computer is maditory to develop software for a computer.
- 124. I function as the chairman of the facility zero accident committee as well as other technical docs. NOTE: there are four technicians on this work station!!!!!!!
- 125. Most of the chemical tracking I do is with a program known as Chemical Identification and Control System (CICS). I also need to find MSDS and/or update the plants MSDSs (RMIS). It is quicker and easier to obtain procedures that are used from the computer than locating a golden rod copy. You also need to print out a current working copy when using a procedure in the field. Time cards are performed via the computer. I also have to access the new handi 2000 passport system for approval of new chemicals, retrieving information on chemicals. I currently have to track some identified waste items via the computer. I also use the computer for reviewing, updating or creating new procedures. I use the computer for generating presentation items. When chemicals are received I use the computer to obtain information about the product such as storage information or hazards. One way of doing this is via the internal FDH systems or another great source is the internet by going to that companies home page. The email aspects are great in that it is another tool for communicating with other personnel, receiving information from the comany, scheduling meetings and even sending stuff home so that I can finish a project at home without having to come out to work on the weekends. The computer system is valuable in that you can do much more quicker than having to do things manually.
- 126. 90 % of what I do is done on the computer. The List that tells me who is qualified to get a controlled entry badge as oposed to a needs an escort badge. I also use my computer to pull info that needs to be posted daily. along with the other mundain computer uses that are required of my position.
- 127. I use computer for design and qualification of Structures Systems and Components. This require use of Autocad, Mathcad, MSeExcel, MSWord, SAP2000 and other engineering software. Lack of use of computer would force me to use manual analytical methods which are not time efficient and resulting in more conservative design.
- 128. The capability to produce ECNs electronically saves time, word processing editing, and producing calculations which can easily be changed electronically.
- 129. working with files on the system would not be able to continue
- 130. Would not have access to information - could not produce required documentation
- 131. access to email, oracle database, internet
- 132. Would have no immediate access to monthly financial plan and actual accounting data. In addition, no budget summary spreadsheets (EXCEL) or formal correspondence (WORD) could be employed.
- 133. Much of what I do involves verifying progress, balancing resources, writing reports, answering questions and electronic approvals of technical documents. These processes and tasks have all been transformed to computer-based functions over the years by the company (whoever is in charge at the moment); to take away my PC now would make my job impossible - or at least required more people to do what I am doing.
- 134. I develop work related documents and also have documents sent to me for review and approval. If I didn't have my own computer, I could not access the information that I need in a timely manner.
- 135. I manage my Assistant Manager's calendar, email, and all the other email that is routed through this Assistant Manager Office that needs to be forwarded to the Assistant Manager's staff members. I also am responsible for any typing or Word documents that the Assistant Manager wants done.
- 136. I have to have access to HNF-PRO's and other documents on the Hanford Web.
- 137. I rely on my computer as much as I do pencil and paper...don't have procedures hardd copy anymore.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

- 138. I must frequently communicate with many PHMC, FDH, and DOE personnel while executing the project. Most of the contact is via e-mail, attached files, and internet communication/information gathering. I would be severely hampered if I lost access to a computer.
- 139. My job performance is based on data entry, scheduling meeting and answering emails....
- 140. Currently, I need access to a computer in order to change documents on Word, also most of the procedures I use are now located on HLAN
- 141. Everything I do is related to the Word, Outlook, Excel, Powerpoint, etc.
- 142. no e-mail
- 143. My computer has an impact on every aspect of my work day.
- 144. Budget Baseline and Integrated Scheduling is a continuous online effort requiring High End Computing Equipment
- 145. The wordprocessing function makes it easier to generate and recall letters, reports, and documents. Use of databases and spreadsheets help in analysis and in generation of reports. E-mail capability makes communicating and sending of documents more efficient. Documents can be retrieved from RMIS or a web-site instead of maintaining an updated hard copy of the document. It is easier to stay current engineering, safety, and administrative requirements. It is also more efficient to send a message to a pager rather than just leaving a telephone number to call.
- 146. I am responsible for the Fleet Management Billing Office. I use the computer to bill other companies external to mine.
- 147. In spreadsheets all day and in and out of PassPort all day.
- 148. A significant portion of my day is devoted to investigating, reporting and documenting occupational injuries and illnesses. All of these activities have been automated to minimize the time required to perform the activities and maximize the quality of the finished product. Loss of the automated capability would significantly increase the time spent performing each of the above activities and as a result, significantly decrease by productivity.
- 149. Need to type papers/memos, communicate with customers, respond to Company queries, gain Internet access for equipment/products/information etc., complete electronic forms for inspection reports, Safety Meeting information...
- 150. Extensively use email to keep up on issues. Main source of information regarding day-to-day accomplishments and issues for resolution. Also a great asset in planning day (meetings and tasks).
- 151. Scheduling/coordinating meetings E-Mail communicating with other Managers/employees Resources-Procinfo, Intranet, Administrative procedures, Work procedures, Lessons learned etc Timecard approval Budget information
- 152. Everything I do is computer driven. I suppose I could use a type writer, but that would increase the work scope currently performed by me..I believe that is typical of most secretaries, but especially someone who is Contracts and Procurement as I am.
- 153. I would not be able to get messages to other personnel as easy. I would not be able to get out my daily reports out to all personnel I need to get it to. I wouldn't be able to get procedures for my personnel. I wouldn't be able to get daily work instructions out to all personnel that it needs to be informed. It would take longer for personnel to get information to me from down town about my personnel.
- 154. The only thing it impacts is PROC info. Which never operates effectively anyway!
- 155. Information, documentation, letters etc is transmitted via the Pc.
- 156. Almost all of the tasks that I perform are on computer based software and I communicate with my team via Outlook.
- 157. Almost everything I do is computer related. Even to use the phone, I need the PopUp to look up the number. In order to know about and be reminded about meetings, I need the Calendar on Outlook to be on.
- 158. I would have to hand write reports. I would have to hand calculate quantitative solutions to fault trees.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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Communications of information would be slower (no email, hardcopies sent through plant mail, etc.). No access to internet information.

159. Most of the work I do involves tracking containers and projects , impacts to budgets and schedule, many of these with a daily or weekly report to management. I use Access, Project, and Excel extensively to accomplish the tracking and provide reporting.
160. Every thing that I do involves using a PC. HANDI, Insight, Passport, Outlook, IPS, Excel Spreadsheets, Word files, Power Point, Jet Forms, Intranet/Internet, Look Up, ETC...
161. The project I work for has a web page and share area that I maintain. I am also In charge of the documents for the project and need to be able to access them at any time. I also maintain various log books.
162. It would simply involve doing all tasks by hand and asking someone else to word or data process. The amount of time to research a matter as basic as what procedure requires a specific action would be much harder to figure out not to mention maintain configuration over.
163. I use the computer to make drawings of equipment to help keep this place running.
164. All my work is done on my PC, when the system is down or I cannot log on all my work comes to a halt.
165. I use the PC to communicate, word processing, spreadsheets, and to organize my day to day work. With people spread all ove the site, its important to say in communication with them.
166. Communications with management, peers and subordinates would take much longer. Preparation of written documents would be much longer. Data validation from labcore would become a manual operation
- TIS easier now on computer
167. I do a lot of correspondence via e-mail (a LOT), also a lot of reports and other work in Word, Excel, etc. I do tracking and scheduling of work, tasks, etc., all on my computer!
168. Work involves deveopment/maintenance of Databases, webpages, shared server areas, etc. inaddition almost all communication is via email.
169. Manual generation of documents, communications, and reports. Cost tracking and account access through the PC would be limited and require additional interfaces. Checking of appointments and access to HLAN and pagers would be limited and cause delays in performance and communications.
170. 1. Email is vastly more efficient than letters (snailmail), telephone or personal visit. Email permits information browsing, exchanging, and creation with prompt, on-the-spot replies with full documentation of the communication.
2. When preparing documentatino or correspondence, preparing it on the pc with text editing and spelling check availability makes the task faster and more accurate than pen and paper.
3. Some things cannot be performed without a pc -- Passport usage for contract preparation and approval is one example. Jetforms are far more convenient to use that hard copy forms, are more forgiving, and permit accurate documentation.
4. Information research requires a pc for intranet and internet access.
171. No access to: SRID database, Internet access for DOE requirements (explorer), Department of Ecology requirements site, meeting schedules, email, facilities (14) procedure databases, passport, TIS, and other requirements searches.
172. I use my pc to run my office. 99% of everything I do is with the computer, from scheduling meetings, to storing files.
173. My PC is used as a major communications tool. I have several messages a day that are basically required reading, review and approval of documents and procedures. My meetings are on outlook as well. If I had to go contact everyone I had to get together for a meeting I would spend time on the phone or finding them. I use the computer to store files that I would have to hardcopy and file some where and then find them. I can communicate with several people at one time or pass on information quicker than I could if I had to fax, or write a letter and send it. To go find a computer that wasn't in use to get what I was looking for at the time

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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would cause a major impact on my work.

174. Most of the work that I am performing demands access to current requirements and procedures that are only found in official form on the intranet and the internet.
175. I communicate with customers and staff, all of whom are spread across the site, via email; editing is generally performed on line and documents are exchanged electronically. Without access to a computer, we'd be back to pen and paper and transporting documents via automobile, courier, plant mail, etc.
176. Since my job calls for me to write and edit documents, I can only do this job via the computer.
177. If we had no PC we would need a typewriter to communicate, write specs, plans, requirement documents, etc.
178. I work in commitment control, so the majority of my job is done on the computer.
179. All of the files and information I have to manipulate, and all of the personnel and scheduling I do are on network or internet files.
180. Can not complete necessary paperwork to complete the tasks to the clients satisfaction.
181. Reports and editing would have to be done using handwriting. Communication usually done via e-mail would have to be done by phone which usually leads to phone tag. Would not have ready access to documents needed to perform my job (documents for review) Scheduling of meetings would have to be done in writing. etc..
182. As an administrative support employee, almost all of my responsibilities require computer usage either to generate information products or disseminate them, or coordinate their use and implementation.
183. My position is information based. Without the personal computer, I could not efficiently communicate with others (web, email, or written documents created by word processors). I could not analyze data (spreadsheets and FORTRAN-based programs). I could not schedule and plan activities (P3).
184. All my work is computer-based and computer-related.
185. Could not access electronic documents (would have to spend time trying to find hard copies), would have to scan every page of a hard copy document instead of using the word search ("Find") option available with most electronic documents, would have to process hard copy time cards, could not send/receive information electronically (would have to rely on phone and plant/US Mail), would have to give handwritten notes to secretary for retyping.
186. Facility and Site procedures are maintained electronically Emails is the primary correspondence tool Schedule is maintained electronically Site Forms are maintained electronically (hard copies of the forms are not kept at facility) Obtaining information from DOE Orders and Standards /OSHA/and other references requires access to internet Job requires access to facility documents and databases maintained electronically Job requires generation of documentation electronically (ECNs, Procedures, USQ screenings, letters, etc.)
187. I use multiple computer programs such as AutoCad, Image. Power Point to produce training material. Doing these item by hand would be very time consuming
188. Most of the work I do is producing technical documents and permits for work to proceed.
189. Loss of communications capability, loss of ability to prepare project management deliverables.
190. My group does electronic reporting. That includes collecting data from Hanford facilities via the intranet and reporting a compilation to DOE-HQ via the Internet.
191. Spreadsheet calculations, document preparation, data analysis would all have to be done by other means (almost impossible).
192. Access to procedures would limit my ability to review and update them. No access to E-mail would slow communications. The WRAP facility is very computerized, and having a PC available to troubleshoot problems is necessary. Site Forms, TIS, JCS, Pager, are Wordprocessing all programs that I use daily.
193. As a software engineer, I rely on my computer to get my job done.
194. - Loss of the ability to communicate effectively via e-mail - I write my own letters and other correspondence on the PC and then e-mail to my secretary for formatting (doing by hand is unworkable for me). - I find developing presentations more efficient to do the work in Powerpoint myself. - I use MS Project to manage

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

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- many of my major assignments--having direct access to this saves me time and resources
195. Unlike some engineers, I do a lot of my own AutoCad. I also use Word (Correspondence and Calculations) and Excel (Work Element Planning Sheets)
 196. I write documents and procedures on the computer.
 197. I would not be able to receive Important information or transmit information to keep the wheels turning in my program.
 198. The majority of our work is paper (training) for which we have put the material on a shared drive. In addition I work with several other facilities in our Project and their material is on several shared drives as well. Without the PC and HLAN my work productivity would be limited to writing and typist support. The WEB makes my work more productive due to materials we develop for delivery over the WEB.
 199. Most of my business day requires that I exchange correspondence with organizations on the Hanford site, but also offsite. In those exchanges, most of them have attached files that require data entry or review and comments.
 200. Everything is so computer based that whenever my computer is down for even a short while it causes major impacts. The main part of my job relies on the computer.
 201. Communications, as an operations management engineer, is a key to performing my job. Responding to questions, issuing daily reports, looking up procedures, using data bases (excel) for trending etc., etc.
 202. I wouldn't be able to look up information to apply to my job. Also, I wouldn't be able to write reports and procedures nearly as quickly if I had to type them on a type writer.
 203. I work as a technical writer. Most all technical documents in my area of responsibility reside on the intranet, shared areas, and servers in which I need a computer to access.
 204. computer systems offer near instant access to phone #'s, financial data, technical scope status, schedule information, messaging, and software tools to format thoughts and plans.
 205. Use computer to communicate with others across the site. Need computer for financial, and procurement information. Use for all written work. Use computer to access procedures, DOE directives, etc. Use computer to research topics
 206. Could not access e-mail, site forms or the inter/intranet.
 207. Would have to use plant mail to send/receive information. Would have to hand right reports, documents, etc. (and most often have a secretary type them up).
 208. Email communications contribute greatly to productivity and provide a method to communicate when people are not available by telephone or pager. The computer also greatly assists me in preparing rough documents/presentations to be completed by administrative personnel.
 209. All work orders and maint. records are dependent on the computer
 210. I do a lot of spreadsheets and use them to roll up data to a higher level. Without a computer I would have to use an adding machine and recalculate everytime something changed.
 211. Job requires access to the Hanford Site Technical Database
 212. All of my work requires using a PC.
 213. Because it's a paperless society at the Hanford Site!
 214. All correspondence is conducted on the computer, i.e., letters, forms (JSAs, orders, permits, WAFs, SFRs, tables), excel, Word, outlook. ALL OF MY WORK IS CONDUCTED ON MY PC. If I did not have the PC, the type of work I do either could not be performed or it would take at least double the time to do it by another method.
 215. The applications and data systems that I access frequently are not duplicated in a manual system. Many of these are critical to our work. ie. Outlook, Excel, MS Word, AutoCAD, Passport, Internet Explorer, E-forms, WinZip, Thumbs+, SHMS, GMS-2, GCS, DACS, Grams386, Easychrome 200, etc. One of the deliverables to our customer is nearly real time Tank Farm Vapor analysis on 47 tanks.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

- 216. Access to PassPort, E-mail are essential
- 217. Neither my secretary or I would have to handle the paper products.
- 218. required access for manload schedules, JCS access is mandatory to my daily activities, EMail access is need for communication purposes.
- 219. Communications would be severely impacted; could not write reports (other than manual)
- 220. I use the computer to access DOE Orders, HNF- PRO's, NFPA Standards, recieve and transmit large amounts of information through e-mail, write, review and edit reports and procedures. I use internet access to research information on topics of interest for safety meetings and reports. All these things could be accomplished using other methods, but the amount of time it would take would mean that some of my work not be done at all and some wouldn't be as complete.
- 221. Computer used extensively for writing, spread sheet analyses and extensive e-mail.
- 222. I do almost everything on my computer. I use email, calendar, PassPort, Word, etc.
- 223. If I didn't have pc access most of what I do would need to be done on a typewriter, this would really slow productivity because changes would need to be made by retyping instead of editing a saved document.
- 224. 95% of my work has been done with computer.
- 225. A large part of my job involves computer modeling - can't be done without a computer.
- 226. My job is information gathering, data review, report generation, database maintenance, and general tank communications. All these activities funnel through the PC. As my organization/role is now configured, a PC is essential.
- 227. I could not change procedures on the drive
- 228. I am required to read and respond to a large quantity of e-mail, develop and present many senior management presentations, process and print many digital photos, and do extensive online research.
- 229. Couldn't run applications
- 230. Work packages are prepared on the computer. This preparation includes a word processor, access to the intranet for procedure references, AJHA access, and JCS access as a minimum. There are common files used by the group stored on HLAN file servers. I receive and give information through e-mail. Excel and Access are used to organize and store information.
- 231. Because I originate/edit/send several different documents and/or reports on a daily/weekly basis, including status reports, PR reports, and payroll input/processing/transmittal. I keep the calendars of two managers, and assist 66 software engineers/analysts with their calendar events.
- 232. Unable to communicate via email. Unable to access procedures and other forms and documentation that are electronic format only.
- 233. All of the QA Surveillance activities include the use of the site electronic network, therefore my ability to perform my responsibilities would be gone.
- 234. My job is based on providing functional support to many computer systems; communication with external and internal entities is by email, etc..
- 235. All procedures, reports and correspondence is on the PC.
- 236. I rely on a computer as a primary communication tool
- 237. I am involved in the review of work packages and procedures which reference many other documents all available on the computer.
- 238. All of my work is performed on a computer.
- 239. Time Manual design/drafting would take approx 30% longer.
- 240. my work is designing and building information systems for site use.
- 241. Most PC activities are documentation of evaluations (Word Processing) and planning activities (Excel, Access, etc)

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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242. RMIS/MSDS Administrator for the PMHC, LMH, HEHF, DOE, and Enterprise Companies. Need access to the computer to search, retrieve, and input MSDS into this database and retrieval programs. Review and approve all Catalog IDs within the PassPort Program for need of MSDS. Data-entry of MSDSs into PassPort MSDS Module for all current inventory items.
243. no aces, cannot look up procedures
244. My job control and files that I use for work packages are all in the computer. All the procedures, drawings etc are all in this contraption!!
245. Nearly all my products and deliverables, involve the computer in same way whether in the planning or execution phases.
246. Most of my work is completed with the use of a computer
247. I wouldn't be able to pull up my sample availability to tell me what analyses I need to run. I would not be able to do my data entry, so the costumers would not know their analytical results,in which they would take their business elsewhere, and the facility would be shut down.
248. I would have to hand write procedures, submit them to a secretary for type, get them back, proof them, send it back to the secretary for incorporation of comments, get back from secretary, proof again, send to reviewer, receive back from reviewer, evaluate the comments, send to secretary for incorporation of comments, etc. etc, etc. You should have the idea by now.
249. PC is integral to virtually all my work; I communicate with HQ and site personnel via e-mail; I use Outlook to schedule meetings; I use Microsoft word extensively to draft correspondence; I use powerpoint and excel periodically, as the need arises; I use the internet for information queries; I use the intranet to obtain site info; I use the phone directory and lookup; About the only time I am not using my PC is when I am required to sit in some meeting or another, and the value of THAT time is often questionable;
250. All information, forms, reports, formats, data, incoming and saved information is on the computer.
251. All of the system that I am required to utilize are computer based, such as JCS, AJHA, producing ECN's utilizing AUTOCAD drawings, etc. Required reading of procedures is much quicker than time sharing hard copies.
252. Functions, calculations, or decay computations that are currently performed electronically with software would have to be performed "long hand." Communication with groups and organizations I support would be severely impacted. Tasks that require distribution such as collecting electronic forms, procedures, or routing reviews which takes seconds now, would take hours. Tasks which are quick and efficient such as time cards, e-mail, jet forms would be made slow and cumbersome. General communications efficiency would be reduced considerably.
253. My job includes tracking/statusing/releasing work via the JCS ADP system.
254. I type many letters, memos etc and send them on email. I schedule and track my projects on my PC. I use the Site Forms daily to request SEA clearances for visitors to PFP. I keep my daily log on my PC. All of my required reading is listed and available using my PC. I use the access to the JCS system available on my PC including electronic signature ability.
255. use computer for data entry, every facet of my job
256. The majority of my work is done with files located on a shared area/network drive.
257. Have no clerical support and need computer to communicate and prepare my work.
258. Just about everything I do is connected to the use of a computer in some form. In addition to the word processing function for typing an assortment of reports and correspondence, maintaining logs and so forth; in my daily responsibilities I am continually using the Pager, the Intranet to look up information, checking travel per diem listings/instructions, the Pop Phone, SiteForms, LookUp, email, Outlook Calendar, RMIS, the list is endless. The computer is my most valuable working tool.
259. I provide PC support. I use my PC extensively for analysis of problems and walkthroughs
260. I am tasked with documenting the Hanford Telecom & Network Systems. This is done using AutoCAD as the graphics engine to create accurate maps of the areas showing cable placement and logical diagrams for

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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troubleshooting and planning. We also track all changes to these drawings with MS Access database software and digital images. All reports associated to the before mentioned tasks are created on the computer. I am very much dependent on the computer.

261. All of my work involves my computer. If it were gone and I had to try to do everything by hand, i would be in serious trouble.
262. Everything I, and we as a team, do is automated or partially automated. Most of my project management tasks rely on a computer. We also have total reliance on office automation tools, such as email, word processing, database management, project management, spreadsheet.
263. Lab analysis would have to be done by pencil and calculator, word processing on a typewriter, recalling stored data????, e-mail communication is very important!, I require access to shared, stored data via a network drive(s).
264. Without a PC, it would rather difficult to access the technical data I needed for my work.
265. I am a Software Engineer, and the use of my PC effects my entire job.
266. a lot of my work is writing/editing procedures and updating files for the EOC; if i couldn't do this, then a large portion of my job would not get done
267. A lot of my work involves data collection and use of excell. Also I use the computer as a communication tool with my customers, co workers and subordinates. I do a lot of scheduling for interviews, meetings and team building sessions. Without access to the computer it would be very time consuming to call all the folks involved.
268. Inability to communicate globally with staff spread out across Hanford. Inability to receive prompt delivery of electronic documents for review and approval. Inability to access procurement data, worok control systems, reference material. It would mean the return to collection of hard copy data and the need to find clerical support to manage it.
269. I am a software engineer to maintain/develop software of various software systems. Without a computer, I can't do any software maintenance or programming job.
270. Written communications cycle would take longer to complete. Plant mail is to slow.
271. Everything I do depends on the having access to a computer.
272. I am a scheduler and I use my computer daily, without this access it would hinder my work
273. Everything Manual: email word documents project plans spreadsheets access to information (site/web)

Storage of information - updating information

274. Access to procedures and other requirements documents would not exist, word processing activities would be impacted, written communications would be absolutely minimized.
275. Computer is used 90% in my job for typing correspondence, looking up phone numbers/addresses, procedures, internet info, mgrs calendars, e-mail messages, etc.
276. Need the information available.
277. Most of my work requires a computer, BMS security access administration, forms, travel, training scheduling etc.
278. Development of software requires a computer
279. All tracking information I keep in databases would not be available. Could not retrieve documents from the RMIS program.
280. Before doing any Herbicide applications, I have to send out Pre-Note's to all building BA's to be posted.
281. I am a WordProcessor and almost all my work is done on a computer.
282. 90% of my workload is database/scheduling related. Must have access to TMX, PeopleSoft, Crystal Reports, and wordprocessor to perform my job function.
283. Because almost everything I do is done on the computer.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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284. You've made it that way because everything is electronic now (e.g. mail, phone numbers, procedures, requirements documents, DOE Orders, this survey). Also, due to limited clerical support, many of us exempts must now compose our own white papers and memos - both internal and external. The MS Word templates are very helpful for us.
285. Use Outlook as major means of communications. Also need computer to access financial and project performance information.
286. Lack of word processing would require more writing and one additional full time secretary just for my work. Lack of spreadsheets would require a lot of manual calculator time. However, some other things would get better, e.g., not having site forms would be an improvement in life (i.e., templates in Word are OK; site forms, especially when required, are a pain).
287. My computer is a means of communicating and looking at data. It would take me more time calling and tracking multiple people down than to just communicate via email & calendaring. Looking at hard copy data rather than on line would be extremely unproductive, as well as interactive updating of the information.
288. My job is to develop technical manuals and procedures for use in the plant.
289. survey reports and other documents would have to be done by hand, including calculations, looking up procedures, etc.
290. I'm a storekeeper and I work in a warehouse. Computers are one of our main tools to help us perform our work.
291. E-mail/access to reports/scheduling
292. I am a procedure coordinator and a database administrator. Site procedures are fully computerized. With the detail and complexity required for regulatory compliance today I can't see how we could ever go back to a paper only system. If anything we need to utilize the power of our network more efficiently. These question on this survey are shocking to me.
293. I use my workstation for a lot of research and communications with our customers. I receive reports that must be edited or added to almost daily. Access to data both onsite and offsite has increased my job scope considerably
294. Work would have to be accomplished with additional telephone call, letters, memos, meetings, etc.
295. Without access to a computer, I would not be able to provide daily scheduling products necessary for plant operations.
296. I would not be able to use Auto CAD for Training Manual Development. I would have to keep paper files of significantly increased volume. I would not have access to JCS for Work Control.
297. I use software programs extensively that allow me to do work much more efficiently than if one would have to do them with hand-labor calculations, spreadsheets, and programming.
298. Rapid communication with personnel at other locations is essential. Information retrieval and pass-on (HR, training, safety, etc.) with staff would take four times as long. I author several recurring reports. Access to Word, Powerpoint, and Excel in a Windows environment greatly improves my ability to create, review, and distribute these documents. Employee time recording and approval would be cumbersome and time-consuming without automation (TIS).
299. It would be impossible to keep my boss' calendar current, manage his and my electronic mail, prepare correspondence and/or forms, daily input to TIS, order supplies, reconcile P Card Statements. My PC also cuts down on time spent on the telephone.
300. Most of my work is computer based using Word, Excel, Passport, Outlook, Powerpoint or Access. To have to do all this work by hand or on typewriter again would be going backwards, not forwards.
301. Contact with HQ and other field offices via email offers quick access to folks for information. It offers flexibility for people to answer when they are able or free to do so. Otherwise it'll be telephone or fax - thus telephone tag. Ability to get up to date info, status of projects, etc. would not be available. Having to depend on the contractor to respond and provide copies and info, etc. would take time. Information management would include having to find hard copies to work off of.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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302. I maintain training records for ~25 people in my group; I check, enter, and upload all the analytical results that these people produce.
303. Keeping calendar current; Time card responsibilities; information sharing and tasking.
304. The computer aids in the following work activities: - letter writing (provides the body of the letter to the secretary for formatting and distribution) - report writing (various daily, weekly, monthly reports are written for company use, customer information, and project support) - research (use of the intranet and internet provides information for various site supported projects) - budget management (tracking of budget expenditures and time accrued against projects) - project management (schedule development, tracking, and cost evaluation) Without the use of a computer a significant portion of this work material would be not be timely, accurate, or attainable.
305. As the CVDF Nuclear Safety Analysis Lead, I ensure the work is done for all the team members, I interface with the CVDF design team, and with DOE. Most of the work is done electronically. I also draft text, which is not a very pleasant thing to see on a standard typewriter.
306. Wouldn't be able to type letters, memos, site forms, reports, etc. Wouldn't be able to look up phone numbers, fax numbers, procedures, directives, etc. Wouldn't be able to do timecard. Wouldn't be able to answer or send e-mail.
307. All of my work is done in Word, Excel, Powerpoint, etc. I depend greatly on email communications, the RMIS data system, and internet sources of info. I can't imagine doing my job without my PC. My only time away from the PC is spent in meetings and in reading documents.
308. I use my computer for everything I do. Letters, calculations, analysis, etc.
309. I do a lot of composing/writing. I write interview questions and responses, make working session agendas, keep notes from alignment sessions and distribute them to attendees. I also track action items from the sessions. I schedule all interviews and alignment meetings on Outlook. I guess I would do less email and I would use the phone more if I had no computer. I would also have to learn to do handwriting with a, what's it called again, pen and paper (ugh!).
310. Mostly because e-mail would have to be replaced with snail mail and without a pc I couldn't even type that efficiently.
311. Would not have immediate access to e-mail, popfon, word processing programs, etc. We would be faxing more things vs. e-mail, and relying on hard copies of popfon. Word Processing and Excel would be the greatest disadvantages.
312. Would be unable to access Job Control System, Electronic procedures, Business Mgmt Syst (PassPort), word processing programs, e-mail, etc to satisfactorily function in my current project engineering role.
313. could not communicate with others or tis or share info
314. The majority of my work is done on the computer.
315. ACCESS TO SITE APPLICATION INFORMATION WOULD BE LIMITED AND SINCE THE SITE REQUIRES YOU TO WORK IN THOSE APPLICATIONS, PASSPORT HNF-PRO's, TIS, OUTLOOK, WORD, EXCEL, P-3, ETC. YOU COULD NOT DO YOUR JOB. SCROOGE MADE BOB CRATCHETT SUPPLY HIS OWN PENCILS, MANAGEMENT TO DAY KNOWS TO BE VIABLE IN TODAYS MARKET NOT ONLY DID THEY DECIDE TO SUPPLY PENCILS (ABOUT 1950) TODAY THEY NEED TO CHOOSE THE CURRENT TECHNOLOGY. HANFORD IS STILL 5 YEARS BEHIND AS THE CURRENT GENERATION OF SENIOR MANAGEMENT RUNS THE SHOW. WHEN THE NINTENDO GENERATION MOVES INTO SENIOR MANAGEMENT WE WILL CHANGE A LITTLE FASTER.
316. Limited access to data and no ability to analyze the data. Letter and other written material would have to be hand written then type by secretary, etc. Lacking e-mail communications would be seriously impeded.
317. Maintenance tracking records would have to be on hard copy. Time keeping would take longer, sending group messages/establishing meetings would be non-existent.
318. Loss of communications with seperated training organizations. Access would be lost to training records, lesson plans and procedures needed to prepare and conduct training.
319. The personal workstation is used by communications to others. E:mail, calendar, and Word are critical to

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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performing tasks.

- 320. pc is needed to pull procedure to complete routine work
- 321. at least 1/2 of my work has been loaded on a computer or in someway needs the input from a computer
- 322. all the programs i need as a scheduler of training is on the computer.
- 323. Need to perform calculations, check email, tis, log onto LABCORE (LIMS), check for current procedures, write procedures and changes, check CFRs, check company procedures, check employment opportunities
- 324. A majority of internal/external communications are now electronic.
- 325. I do a lot of document production and communication via computer. I am sure I could go back to using support typing and phone, but if I did so in the present environment of computer users, my relative productivity would fall compared to those around me, and including our clients.
- 326. My work is almost 100% involved with Primavera P3, or with programs which interface with P3 like Excel or Access
- 327. I do not use the machine that much only to do TIS and read the E-mail
- 328. Because I would receive memos instead of emails which would have to be copied and routed, calendar would be kept manually requiring phone calls to accept or reject meetins, setting up meetings would be more time consuming, I can type faster than I can write, time wasted re-doing drafts, time consumed trying to get time cards prepared manually and transmitted in time to approve them, difficulty in maintaining hard copies of procedures, etc.
- 329. Availability of procedures and documentation of work
- 330. Many activities now use computer generated information (schedules, drawings, communication, etc.). additional time would be required to complete the activities without computers.
- 331. Because I depend on outlook and sending files to other people and typing up program plans, etc.
- 332. I use word processing for creating statements of work, reports and correspondance. Draft documents can be distributed via email for effiecent review and comment cycles. Without a computer, my documents would be handwritten, require typing and mailed to document reviewers. I use Excel spreadsheet to perform calculations and graph results. If a computer was not available, I would perform the calucation by hand, graph the results my hand and require a draftperson to prepare professional quality graphs.
- 333. The alternate is to handwrite and give to a secretary or someone with a computer to type. I would return to the dark ages of productivity.
- 334. I couldn't do AutoCad, access the internet for parts, Engineering Change Notices, phone directory, plot drawings, plan packages (JCS System), order parts, request services (Site Forms), get and send mail, retrieve records (RMIS), etc.
- 335. Unabel to access necessary information via the internet to get material/part specifications, make up job packages, other administrative reonsibilities.
- 336. valuable to my job in that we operate with the use of procedures off of proc info. daily communication through e-mail with customer and support organizations.
- 337. I would have very limited to no access to phone numbers. Moreover, e-mail comprises at least 50% of the communication of issues received by my office.
- 338. Many things I do now were previously done by my secretary. They took longer to do and would not be done correctly the first time, requiring me to check and recheck. Not only is it faster for me to do these things myself, they are done right the first time. Also, I have found that the effect of computers extends beyond productivity, enabling me to do things I was unable to do previously. These comments are made entirely from the point of view of a manager, which I have been my entire career.
- 339. I would be unable to perform most of my work. (i.e. PassPort, P-Card, look up Phone Number Listings, Pager use (with message), unable to communicate with others using email messages, all the software programs and forms needed to do work on the Hanford project are on the computer.)
- 340. I am the occurrence reporter for the Spent Nuclear Fuels Project and all of my reports are completed and

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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transmitted electronically through the Occurrence Reporting and Processing System Graphical User Interface on the Internet.

341. As a communication specialist, much of my work is communicating via email and using the computer for writing projects. Without a computer it would take much more time to complete.
342. It is an incorrect assumption that someone else could, or would assume my duties performed with a computer. For example, access to forms for my daily work routine, completion of reports, status of cost, time charges, procurement activities. These questions do not adequately reflect my job. Today I could go 2-4 hours without impact, when I am in the field. But when I need a computer I cannot wait, or others will be on standby.
343. All the work I do relates to computer work.
344. My work requires on-line maintenance of access control files, preparation of documentation that is shared electronically and by hardcopy with others in my group, exchange of e-mail for documentation purposes and on-line reviews of DOE and technical guidance. None of this would be done without access to a computer.
345. I use my computer for nearly everything I do: scheduling meetings, sending and replying to e-mail messages, typing letters and engineering documents, editing, filling in site forms, completing EJTs, corresponding with my group about administrative matters, providing input to various reports, etc.
346. I receive 40 to 50% of my requests for service via e-mail from those employees I serve. I am required to generate reports on the computer.
347. The calculations that I routinely do would be time consuming on a calculator. The procedures that I write would be hard to read.
348. Almost all the work I do no involves using the intranet and/or other functions available on PC's. Used to do it long hand, now I wouldn't be able to find some of my references without the PC.
349. I am the primary administrator for a business tracking tool which is online. All activities and communications are done online.
350. My primary task is the development of procedures which are referenced on data bases accessible to the computer and the actual writing of these procedures is done on a computer. Combining this with all of the reviews as part of the process and you take up more that 75% of my day.
351. Because I monitor and provide input for the welder data base. I also send reports out to vendors who have hired my services in reviewing their welding procedures and welder qualification data sheets. Also, I am the author and custodian for the FDNW welding manual which has all the welding procedures on my computer incase changes are required at a moments notice.
352. I use the computer exclusively for working in JCS, procedure writting in Word and WorrdPerfect, Outlook to communicate with other group, etc.
353. My current job assignment is to provide computer support the Job Control System Automated Data Processing System without computer access that would be impossible.
354. Need access to controlled procedures and Hanford PROs
355. Word document editing capability lost, lost access to procedures, lost access to RMIS documents, lost access to web sites, lost electronic mail capability, lost meeting scheduling capability, etc..
356. there are programs i use daily and information i require.
357. I would be unable to access electronic files/records/programs required for doing my job.
358. I essentially do all my work on the PC, unless I am reading something that is hard copy instead of electronic (maybe less than 1 hour per week).
359. Without the computer and HLAN/WWW I would have a very hard time communicating as fast as I do now. Since my job requires that I communicate with various people all day, without the computer it would take me longer to do this and my efficiency would suffer.
360. Would be a decrease if did not have hard copy tools for phone, procedures, word processing. In some ways, the e-mail provides a barrier to managers to physically meet with and visit staff, however, so there would also be advantages to not having computer.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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361. Just about everything we do in contracts has been converted to electronic information. Our procedures our on the Hanford Intranet for example. Communications between me and my staff are very dependent on the e:mail. Telephone numbers on on the HLAN. TIS is electronic. My calendar is electronic and all meetings are scheduled using Outreach. Composition of all letters, memos, contracts, etc. are done electronically using the software available on the PC. We are extremely dependent on the PC and its software suite to perform our work.
362. All records, communication and reports would have to be done on hardcopy.
363. Many of my work processes involve the use of computer models
364. I use AutoCad routinely to make sketches for ECNs, DCNs, reports, etc. Routinely use the internet to obtain product information from manufacturers. Routinely use e-mail to communicate with clients and colleagues. Use wordprocessors routinely to produce documents as above. Use e-mail for training (required reading).
365. Although I don't like E-mail, it appears to be the only media by which some personnel communicate. I would therefore be unable to effectively communicate to those personnel who are afraid of the phone or face-to-face communications.
366. I use the computer as a word processor to write training manuals, SRIDs, and other type documents. I also using it to write up problems via JCS. Outlook is used to keep in communication with others, especially since I work shift work. I use Outlooks Journal for my TIS tracking.
367. Unable to draw maps. Fire reports and log would have to be done by hand.
368. e-mail, log activities, alarm report writing, reviewing and word processing. File keeping.
369. A significant amount of information is available only via computer. Examples include e-mail from FDH and RL, budget databases (PBSs, ADSs, IPL, etc.) and communications in general, such as road closures, shipments and the like. Also, computer used for reports (generate and receive), notification to staff of events, training, work to be done et cetera. Therefore, lack of a computer would result in decreased productivity.
370. I am a shift worker. Much of the information I get is from e-mail. I keep notes on the computer, use it to calculate salary actions and track personal information. Having the internet available to research information is helpful as well.
371. Need JCS for work control, TMX for training requirements and Intranet for access to company related procedures (procedure compliance).
372. I use a variety of programs (Word processors, Data bases, Insight, etc.) on an as needed basis. Not having access to these various programs would make it near impossible to perform the required tasks assigned to me.
373. All forms are done electronically, to copy these forms and do it manually would be time consuming.
374. slow down on update of procedures, obtaining e-forms used everyday, reduced communications with dayshift personnel (I currently work a rotating shift)
375. The majority of the responses to the ALARA Program customers are electronic. I produce over 80 letters per year and reports on a monthly basis. Also produce posters and ALARA awareness literature.
376. It would be very time consuming to assemble information into databases, spreadsheets and reports without the computer. I also use the computer to download vendor information on equipment/components used in designs. It would also be very inefficient to have someone else do the computer work followed by my checking and resubmitting for corrections again followed by rechecking; frequently spreadsheets and reports go through quite a bit of development which also makes more efficient for me to do most of these tasks myself. Computer also good means to communicate messages to others.
377. Function requires use of various software provided through HLAN.
378. I develop/maintain software
379. I use several specific programs for data input and calculations (SWITS, SWEA, ect.).
380. All my computer use is for Hazardous Waste Shipments (waste designations, shipping papers, LDR's, shipping lists, labpack reports, etc.)
381. would not have access to procedures,msds, tis, etc...

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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382. require HLAN to access phone numbers and organizations that employees work for.
383. Need access to messages and data entry forms available only through the pc, need to communicate with others frequently and rapidly
384. I would spend more time manually looking up regulations and contacting people
385. I am a secretary. Pretty much everything I do is on the computer (i.e. letters, spreadsheets, calendar, e-mail, etc.).
386. majority of my work uses autocad and wordperfect. doing my work by pencil is a big step backwards!
387. A lot of business is done by e-mail.
388. I have a lot of training that is done on my computer and administrative programs that I need to see on a daily basis
389. A major part of the job is communication via e-mail with other managers and directors. Also there are many electronic files on the computer I deal with daily.
390. My function as Seals and Forms Administrator for the Hanford site requires that I produce reports, etc. I am also the backup book keeping employee for Protection Technology in support of Aldis Riddell and Marjory Serier. This requires the ability to access a computer at will to accomplish the tasks at hand.
391. Nearly all budget analyst functions require the use of a PC.
392. I am dependent upon my computer because I am responsible for Corrective Action Management for our company. Without the computer, all work would have to be completed manually and needless to say, a manual data base is extremely time consuming to maintain.
393. There would be reduced communication between regulatory agencies and the projects and well as internal communication reduction. Loss of ability to transmit data between individuals and schedule meetings in a timely manner.
394. Reduced communication capability (phone vs e:mail). Write documentation by hand to turn in to a secretary. Require paper procedures be provided by other sources. Inability to search library or internet for technical information.
395. I'm a software engineer, supporting my customer's computer systems and usage. Without my computer, I'm of virtually no help to my customers.
396. Information stored on computer - via shared area and Outlook are used on a daily basis. I have RAS capabilities and a lap top which I use at home. I don't have to haul tons of files around with me because I have access to them via the computer.
397. Because everything I do for deficiency evaluations (besides holding a meeting) is done via computer.
398. The majority of the plans, procedures, and other documentation I use on a daily basis is in an electronic format. Additionally, I support the operation of the RL Emergency Operations Center which uses computer systems for the primary method of display of information and radiological dose calucations.
399. I spend 100 % of my time working on my PC. Without it I could not accomplish any of my current work.
400. slower comunication, less information out to the workers.
401. For what little I do have to do on the computer, it would be very inconvenient to have to track one down that somebody else wasn't using at the time.
402. Business processes depend on things such as email, and the use of spreadsheets, and text documents. These tools speed the gathering and assimilation of information that enables better business decisions.
403. Need to perform calculations, drawings, specifications, e-mail.
404. Use of my computer is essential for me to get my work done. I create documents on the computer. Run software for engineering calculations.
405. I would not be able to prepare engineering documents, access to resources would be greatly limited (rmis, internet, shared areas), would not be able to use engineering software to prepare calculations.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

406. I am a work package planner. I develop work packages for projects (Vadose Zone, cathodic protection, W-151, etc.) which means I am on the computer most of the day. I use INSIGHT, RMIS, PROC INFO, INTERNET, etc. for research.
407. E-mail is used extensively for passing on information to employees in scattered locations. Hard copies would not be as timely (at least one day delay) and calling individuals would be much more time consuming than preparing one message and sending to numerous individuals electronically. E-mail also allows them to pass the information in a timely manner when appropriate. Electronic access to system data allows me to call up the latest cost and progress data when needed. Electronic filing of information saves paper copies and file space as well as someones time to do the filing. Most products I produce are prepared using spreadsheets or word processing which allows for easier correction. Redoing these documents to incorporate comments would increase preparation time.
408. I need the use of a computer to successfully complete the activities I am being paid to do. I use 2 4 different applications daily and that number will increase this year.
409. Most of my work is done using the computer to change drawings, prepare ECNs, prepare engineering documents, and using the computer to look referenced documents.
410. All my work revolves around the use of a PC. I track company deliverables, report on them, and develop executive level presentations based on maintaining this type of information. Without a computer, it would be virtually impossible to complete these tasks in a timely manner.
411. All of the documents that we deal with are electronic. It would all but stop our process to manually complete the documents and send through the plant mail.
412. 1) All forms are on internet. 2) All procedures are on internet. 3) All reports are printed on the computer. 4) Most correspondence is via outlook. 5) ACES is computer program.
413. With a "paperless office" that has been in place for awhile, all of my correspondence is being received through RMIS. When responding to environmental compliance matters, Notice of Correction, Notice of Violation, Notice of Penalty, etc, written responses are needed in a rapid manner. Going back to the good old days of writing it out and then typing on a typewritten make no sense. To keep up with the latest procedures on the PHMS, you need access to the Hanford Intranet. Communications with customers, regulators, peers, ect. is done by e-Mail and is vital to keep up with rapidly changing environmental issues.
414. As a network maintenance tech I would have NO way to troubleshoot network problems. Also all of my job assignments are done through a computer based trouble ticket system.
415. need a pc to complete job
416. I operate my Office as an "Almost" paperless office (or at least as close to that as practical. We maintain common Drives for the Controlled AB Documentation. I rely heavily on my Calendar for scheduling and maintaining the interface meetings priorities.
417. My work depends on using programs such as Excel & Access to track chemical inventory and waste and to prepare spreadsheets. In addition, I depend on word processing programs to access and work on procedures.
418. For my job we are required to complete and file all of our work.
419. I use the PC for report writing and gathering information.
420. First, all of my work files and access to documents are now on my computer. Access to support and reference documents are readily available and cut down on time spent to access and review. Outlook provides a quick and easy path for company communication and a quick written record.

Receipt and evaluation of data obtained from laboratory examinations is so much more efficient with a computer. Validation, correction and approval of test data can be performed very quickly, saving days or weeks in time spent.

Without the computer, work would regress to a method used years ago and would be much less efficient.

421. As a Web Developer/Webmaster, everything I do is done with a computer.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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422. I am a Software Engineer. This means that I program computers and provide computer support to others. The computer is the primary tool of my job.
423. The majority of my work is done using a PC e.g. using SWITS, Access databases, running queries, etc. Since we are also responsible for tracking containers within our disposal facilities, not having access to a PC would have a severe impact. Additionally, if there is an emergency, it would be a safety impact to not have access to the data within the SWITS database.
424. I spend much of my time doing word processing (writing authorization basis amendments, documenting technical reviews, composing business letters, etc.). Without the computer, I would be much less efficient at producing and editing documents. I also use the computer to gather information and documentation (primarily RMIS and the intranet). Without the computers search capabilities, I would have to spend much more time looking for the necessary information.
425. The majority of communications and record keeping (of communications) is associated with CC:Mail. Virtually all work plans, reports, requests for services, ECN,s, EDT,s, etc. are prepared using a computer. In addition, most calculations are prepared using a computer (MathCad or spread sheet).
426. Loss of ability to receive and disseminate critical information quickly and efficiently. Would spend much more time preparing and disseminating written communications and spend much more time chasing people down primarily with telephone.
427. I am a software engineer. My work product is software.
428. The majority of my work is produced on a computer. The lack of a computer would require manual production or an offload to clerical personnel. Both options are would greatly increase the time to complete the work.
429. Virtually all of my work involves computer usage. I use Excel, Insight, HANDI, Intranet, etc. resources daily.
430. Technical writer. Need wordprocessing, graphics, e-mail, data bases, electronic distribution of reviews.
431. As a Industrial Safety Engineer, I rely on the calendar, email and internet access as an integral function of my support to my customer.
432. Needed for various forms, OJTs, tables, letters, sending electronic messages, DTS reports, procedures, phone directory, etc.
433. Because I do reports and spreadsheets that require Word 97 and Excel 97.
434. Most of my work is done with a computer.
435. Job responsibilities require access to outlook, calendar, and internet/intranet.
436. i work as a lead worker sometimes and help write procedure and work packages
437. work is done using programs on the pc such as autocad, wordperfect.
438. Alternate communications would be harder. Document creation, reproduction, transmittal, review, access, etc. would become much more labor and real estate intensive.
439. I create/edit drawings using AutoCad Master Alarm Sheet using Excel Research using Iinsight/RMIS/HDCS
440. Because all my tasks in one way or another involve the use of my computer.
441. I rely heavily on my email for communicating with my clients and fellow workers. I often send documents for review and information as attachments to emails. Saves a day or two easily. I also use Excel and Word quite a bit in my work. I use Hanford Pager and PopFon daily as well. Site forms from time to time and Netscape and IE almost every day.
442. More time would be spent in communicating and traveling to get the serviceses that I now have available at my desk.
443. I use the computer for everthing I do, MAXIMO database administration, training scheduling, property, etc.
444. I use autoCad and it depends on the network. It's doesn't run on stand alone.
445. I suppot PeopleSoft Financials and the Indirect Planning System (IPS). Most of my time is spent on the computer.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

- 446. We have to have access to the hanford pro's at all times. We work under continous use procedures that are reverified every day. All our forms are on the computer and we have to access to them at all times.
- 447. All of my training course materials are developed, revised, and maintained using a computer.
- 448. The tools for my position are computer based. I would need to return to drawing boards for the product needs of my position.
- 449. Use computer to communicate with clients, customers and staff; approve TIS, analyze, JTA for staff, access information used for decision making, financial system, passport for contracts, etc. All required to manage organization.
- 450. I write and edit procedures. Also I am the file server custodian for SNF Project shared area network drive where all of our procedures are kept.
- 451. I correspond with people, schedule meetings, prepare proposals and write ups every day.
- 452. much of my communication is with LM Corporate via e-mail; no phone numbers available apart from Pop Fon; scheduling meetings manually is extremely time consuming (and impossible without Pop Fon); I receive letters to format and print on letterhead--they would have to be retyped; I review my manager's e-mail and distribute as necessary; I use PC to cut and paste presentations for my group;
- 453. The computers drive everything we do here, especially communications which is vital due to the size of the site and the number of people located in different areas.
- 454. 100% of all work that I do is performed on the computer.
- 455. could not prepare Excel worksheets or use Quickbooks financials
- 456. Because I write work packages every day and use previous work packages on the same equipment for the the prerequisites, precautions, references, tagouts, etc: and to rebuild a new work package for every job would take a lot of time, that this feature saves. Previous to the computer, a work package would be written by hand, then sent to the secretary for typing, then back to the engineer for review, then back to the secretary to make corrections and so forth. I believe the computer has saved the hanford project a lot of money in the preparation of paper work eliminating the wait for secretarial work and the several return times to get it right. The use of the computer for internet access has been a great help also in locating vendors of equipment, to enable direct contact with the vendors.
- 457. I use my computer to create drawings and documents regularly. I also use e-mail for work once in a while. I also need to do research on the internet sometimes.
- 458. Software Engineer
- 459. All my activities are performed via computer to construct work plan documents and related documents to support field activity at Tank farms.
- 460. I am a technical writer/editor and all of our procedures are done electronically.
- 461. I am an analyst that conducts risk analysis projects; the projects culminate in a lengthy report which I gather information from the computer by communicating with sources all over Hanford, and write the report on the computer. I also store data for all projects.
- 462. Reduced communication options, elimination of engineering tools used to perform work, ie, autoCad, Mathcad, Excel, Various PLC vendor software packages for PLC programming, Operator interface program (HMI) development.
- 463. Problems with aces and performing required tasks that include forms on Site forms. Also missed meetings and classes.
- 464. I do all the Indirect accounting efforts for NHC. There is no way I could do this without my computer and printer. First, I would have to find a way to get the required data, then I would have to take the data back to my desk and prepare spread sheets by hand. Nexted the prepared data would have to be sent via the Hanford mail to get it distributed. Need I say more.
- 465. Nearly all of my products are produced on my computer: reports, presentations, e-mail, etc. Moreover, much of the input to my products is computer-based, such as, internet research, e-mail and training.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

- 466. nearly all my work involves the use of my computer
- 467. all references for my work are now only available on the computer all reports are done on the computer notifications/assignments often done on the computer due to split up office space.
- 468. All of my logic schedules, cost reports, budget inputs, spreadsheets, etc. are only accessible via computer
- 469. all my selling and receiving are done in the computer
- 470. Communications, word processing, time management, all would be greatly hindered.
- 471. Couldn't perform my job functions without a pc, email is very important, PeopleSoft, PopFon, Internet, WORD, etc.
- 472. Need to access data bases, need to contact people using Email, perform estimates, write and review documents
- 473. Much my work is in the design and development of training materials that use a variety of computer programs to accomplish.
- 474. I use my computer system to prepare assessments, surveillances, miscellaneous reports, approve work documents, changes and procurements
- 475. almost everything we do on our jobs have something to do with the computer
- 476. I handle all the HR, and materials for our department, i.e. Insight, pophphone update, ordering, etc. As buidling Administrator for 2 buildings, I use OmniLock, and the Corrective Action programs, DTS - etc. I design and maintain the Operations Org Chart Web page for LMHC using MS office, write articles for the OnLine newspaper, schedule safety meetings and FEPs, use outlook to manage Actions, design and publish powerpoint presentations for LMHC Operations Managers and Director, use access to track actions and compliance issues, and support Fran DeLozier in the presidents office several times per month. There are many more items that I utilize the computer to accomplish - these are just a few.
- 477. Most of my work involves using a workstation
- 478. I use my computer in just about every aspect of my job.
- 479. System Administrator for sitewide software system. Troubleshoots user problems concerning software applications.
- 480. I am a tech writer/editor. Electronic documents are what I do.
- 481. I work in a laboratory, container files are routinely submitted electronically, downloaded updated/modified and then logged into a computer tracking system. Calculations for each of these containers are done via several software programs that interact and the process can be time consuming. Some days may only need the computer for an hour other days may use the computer for 8 hours.
- 482. I need access to ACES, JCS, Excel, etc. on a daily basis.
- 483. Documents would take more time to prepare and edit. Communication would be less effective, more confusing, and more time consuming without E-mail. Collecting and evaluating data would take much longer and be more prone to error. Decisions made based on the data would be less reliable because less data would be available on which to make decisions. The Internet and Intranet provide access to information would otherwise be unavailable or difficult and time consuming to obtain, potentially resulting in wrong or poor decisions.
- 484. Rely heavily on e-mail, calendar, and other desk top tools. Have to use the phone if PC is down and productivity is almost non-existent if I rely on the phone.
- 485. I use the computer constantly for writing and obtaining information, e.g., phone numbers, procedures, etc.
- 486. Don't know schedule, couldn't make calls, couldn't correspond, couldn't schedule, couldn't . . .
- 487. My Position is Deputy Fire Chief - Hanford Fire Department and I use my system daily to communicate with our site wide customers and fire department personnel and to provide directions to our Fire Department staff personnel located site wide in five different fire stations and facilities.
- 488. Some days I work ACES for more than 8 hours. All of my routine surveys are on the computer. With the forms and associated maps, hand writing them makes my job go much slower.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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489. important information sharing related to my job. all procedures are on pc's. being a shift worker it is very difficult to reach people not on my shift for follow up on projects, training materials, questions and specific (like cog engineer) needs.
490. I use my computer: to track samples coming into the counting room, to do ace forms on samples, enter worklist into Labcore, enter OT for union people, calc. stds. daily, do my TIS entry, look up procedures since we do not have goldenrod copies of LO anymore, read WMH310 upgrades, look up phone numbers since we can not PAX anymore, etc.
491. Loose ability to communicate with resources, TIS completion, report generation, meeting schedules and procedure access.
492. I'm a Scheduler which requires me to use a scheduling software and without a PC I am unable to provide the services I was hired to do.
493. Project management and cost information would be calculated by "hand".
494. I use the computer to communicate. Without it I would be on the road continuously.
495. It is how you communicate with the rest of the world. All tasks are directly tied to the pc.
496. I'd spend much more time on the phone rather than being able to cc several people at a time with the same message. I would have to hand write messages/spread sheets/letters. Forms would have to be hand written rather than making quick changes on top of the last form used on my computer (construction permits, DCN's, Transmittals, Deviations)
497. No access to notify customers of upcoming work, work status, or work completion. Obtain MSDS sheets, Find Phone numbers and building locations and administrators.
498. My work is depend on accessing data bases and electronic documentation in support of corrective action management. A reduction in computer access would definitely effect the productivity.
499. e-mail access. internet and intranet research of company and vendor info (such as equipment updates). weather planning info. interface to site systems for parameter changes and interrogation.
500. help
501. I use email to transact a lot of business that would have to be accomplished by meeting, etc. travel time and meeting time would cause the decrease in productivity.
502. I'm responsible for the DBA of the AJHA tool, JCS recall, Management self assessment tracking and administrative procedures
503. The majority of my work is preparing or modifying paperwork and designs which I currently do via computer. Not having one would require muc more time to collect and modify the documentation.
504. I would have to find an alternate way to: write documents, correspondence and presentations; communicate with people who aren't always available by telephone; receive documents, spreadsheets, presentations, correspondence, etc. quickly; do training without having to leave my office.
505. Most all of my work involves using a computer: writing documents, procedures, analyzing data, developing spreadsheet tools, etc.
506. I use my computer for creation and revision of procedures, spreadsheets, etc.
507. My group is in the document production business. In addition, our job requires that we access document files located on servers. We cannot do our job effectively with computers to support this work.
508. I do reviews and comments on procedures using the computer. The computer is also necessary for my SME involvement with AJHA and ISMS.
509. The complex mathmatics involved in chromatographic analysis of environmental samples are performed by PC's.
510. My job as an Engineer at FFTF, involved heavily in conduct of equipment repair and preventative maintenance and preparation of work documents, requires frequent access to: JCS, e-Mail, a word processor for document and report preparation, the Intranet for access to procedures, policies, forms, etc., the Internet for material and vendor information, AutoCAD for design work, phone list and Lookup (or it's replacement program) to track down support people, a photographic program to process digital photos. There's more, I'm sure.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

511. All of the projects schedules, performance indicators and information are derived from computer based programs. To generate this information with paper & pencil would require additional resources.
512. 1. Depend on email for majority of correspondence. 2. Draft all documents and correspondence on computer. 3. Depend on Outlook Calender for scheduling meeting and tasks. 4. Intra and Internet are valuable resources for information.
513. 80% of my work needs to be done on a computer. Web site work, web based training development, etc.
514. Reading hard copies of all messages is a pain. I would not be able to look up needed information on JCS or check current revisions of Procedures being used. Checking Procedures for current copies is mandatory each shift.
515. My computer is used for writing training modules and presentations. It is much easier to manipulate materials electronically than to use hard copy. This also helps during the review process (Microsoft Word feature: "Versions" or "redline" for example). Most of the due dates are now figured with the assumption that electronic communication will be used rather than using hardcopy, markup, typing and mailing. It is not that we can't do it with hardcopy, but the electronic medium is as easy to use if not easier. It is easy to forward a document quickly so the boss can answer a question, or get comments back within a day or two rather than a week or two.
516. I assumed the question meant that I did not have access to a PC but others continued to have access. My whole schedule is planned using outlook calendar. Notices regarding procedure updates are distributed using e:mail. Most all employee communication is handled via e:mail. Much communication among people working on the same task but geographically separate is handled via e:mail. Much reference information needed for my job is accessible only through the computer (eg FSAR, IP-0842 RPP Admin procedures, etc.). It would be nearly impossible to keep up with commitments and the information needed to do my job if I did not have direct access to a computer with its information infrastructure that is so embedded in our work processes.
517. My computer is my primary means of communication including document and data transfer.
518. I would have to use a typewriter, if I could find one, then a dictionary to make sure I spelled everything correctly
519. I am required to enter my procurement files electronically via PASSPORT. Entry into PASSPORT is impossible without a computer. A written record of many of my communications are maintained via e-mail. Word processing and spread sheets are used extensively in planning, evaluating and communicating with PHMC and outside contractors. All activities that would be greatly impacted without a computer.
520. My work entails keeping computer file up to date. In addition, I use the computer to validate, compare input/data from multiple sources and contractors.
521. All of our maintenance tracking, history, etc is done in the computer. It would take a lot of man hours to manually do what the computer does.
522. 80% of my work is done on the PC
523. We write surveys on the computer. Get messages from customer and management on cc mail. Use calender for training classes and meetings. Use the ACES system for work.
524. no access to procedures, no access to site forms, most of our forms "have" to be done on the computer per procedure, our calculations "have" to be done on the computer per procedure, I ACE personnel in at least twice a day to get into radiological areas, we need to TIS daily.
525. Access to procedures, codes, standards. Also no clerks or secretaries anymore must perform your own work on the computer.
526. no access to on-line procedures, etc.
527. I would be unable to access my areas of responsibility, procedures, tasks. Messages that I receive and send would be more time consuming.
528. Almost everything I do requires the use of a computer. It could be done manually, but it would take much longer.
529. everything that I do requires my computer.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:
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530. I have job responsibilities for several HNF-PROs, which are under constant request for review. Also, I am a site technical authority for the ISMS integrating tool (the AJHA), and without access to a computer, it would be very difficult to complete my job responsibilities. I also have ALARA sitewide program and radiological work planning job responsibilities.
531. 1. to schedule meetings and not over lap with other employee's schedules, 2. send documentation for review without hand carrying, 3. creating documentation and responding to surveys (such as this - without a computer this whole survey would be a pain for you to administer), 4. to do self training on and thus save the company money from sending me off to class, 5. provides more efficiency in reaching out (Web) to retrieve information and lessons learned from other entities. Surely the CIO's office understands the importance of computers to this site????
532. I use my computer for communications, calculations, and other administrative work that I would have to find another way to do and would impact the amount of time that I do it.
533. I receive exposure monitoring data, access AJHAs, EJFAs, RMIS (MSDS's), procedures & policies; generate exposure monitoring reports, TIS, use it to communicate with others who are not available for direct contact.
534. I prefer using the PC to compose rather than composing by hand, plus e-mail is vital for communications
535. My job as an administrative person requires the use of the computer for almost everything I do. Correspondence (using Word), Commitment Control (using Access), Jet Forms, looking up info on personnel, HR, Procedures, etc. (requires use of internet/intranet), calendar (REQUIRED, cannot function w/o it, need to keep track/schedule meetings for the Director) e-mail (Outlook), presentations (PowerPoint). There are numerous other activities that I do that require the use of a computer.
536. Writing technical reports by hand, then giving them to someone for typing is extremely inefficient. Finding the critical path on a 40-year program schedule with 1000's of tasks would be impossible by hand.
537. Most of the products I generate are greatly facilitated using the Desktop98 software. E-mail makes it easier and faster to communicate with multiple people. Presentations help others understand our goals.
538. All my work flows through the computer. Access to the work control process, production of documents, and, unfortunately PassPort access, all require a computer.
539. I prepare correspondence on a daily basis. I review electronic documents on a daily basis, including laws, regulations, permits, etc. I access databases on a daily basis. I receive critical information and communicate with our customers on a daily basis.
540. Use of e:mail, retrieval of documents, and ability to search (electronically) for relevant information are key to productivity and would be lost.
541. As a budget analyst I need access to HLAN, email, insight, passport, peoplesoft financial and other systems to do my job. All of my files, worksheets, etc on the computer
542. It is difficult to access the internet for vendor information without the availability of a computer. Meeting notices are usually sent by E-Mail, so the lack of attendance at a meeting can cause a great deal of miscommunication of information.
543. My computer is needed to perform word processing, set up meetings, send out information to project members, and to perform calculations.
544. The computer has made access to information and many files much easier. In the design function the use of Autocad has made drawing interface and potential interferences more accurate and easier to do. Since we are now tasked with essentially doing our own "secretarial work", this would not be possible other or at least very difficult and more inconvenient
545. Many of my communications are electronic (yes, they are all work-related) and a number of databases and applications apply specifically to technical or managerial aspects of my position, such as Passport, TIS for timecard approval, calculations programs, inventory databases. Also, word processing is necessary for the large number of formal communications and technical papers I write--for me, typing on a typewriter is much slower, due to the time required to correct errors.
546. I use the computer to communicate my expectations and keep track of work of my subordinates in addition to receiving many actions from others. I also use it as a valuable source of information about the project.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

- 547. I consult several electronic version of documents and prints as well as write changes so with out a PC I would have to go to different locations to get needed info.
- 548. Most of my workscope is conducted on the computer.
- 549. Reports and logs typed using Microsoft Office can be corrected without erasing or using other type correction methods. Access to Site Forms, Site Pager and Look Up, is a valuable asset. The ability to transmit information via Outlook is a time saving tool.
- 550. Corrections to text are easily made using Microsoft Office. Availability of Look Up, Hanford Information, Pop Phone, Site Pager, Tis, and Site Forms are integral to production.
- 551. need pc for communication, document writing, calculations, information, etc.
- 552. Communications, scheduling, reporting, and deliverable generation are main focus of my work and need to be accomplished with my computer.
- 553. Almost everything I do is related to using the computer because I schedule Mechanical crafts using JCS for planning, updating, and printing out J-3's. I also recently started scheduling AJHA's.
- 554. The site has a RIDS Database and RHAMIS database which track the active and inactive (respectively) records for the PHMC. Without the use of my PC, my ability to retrieve records, process requests, schedule records would not be available.
- 555. I do design work, specifications and procedures
- 556. Process of information manually versus electronically. Requests for info on same day basis from others and others from me. Loose access to electronic reports currently available.
- 557. The computer is intregal to almost all aspects of my job to communicate with my customer, to update information in databases or to reference information.
- 558. My end products are engineering drawings produced with Autocad software. Without my computer I could not produce any drawings.
- 559. I work a lot in electronic databases. Email traffic is also high. I also depend on Outlook Calendar functioning as I do not print hardcopy.
- 560. My job is in the environmental field, writing various permit applications and other related documents. Word processing, e-mail and research of environmental regulations on the internet occupy most of my working hours
- 561. I scan and index documents using Viewstar and Isearch. I run reports from Isearch to check my scanned work. I input WT&ER information for my group. I use Outlook constantly. I use WORD97 and Excel for basic office activities related to my job duties.
- 562. All my work is done on the computer, e.g. Timecards, Correspondence, Travel, Pager, PopFon, Site Forms.
- 563. Not able to submit work requests, perform TIS, access E-mail, access work documents, access procedures and perfrom field changes, etc..
- 564. I am Solution Center (CTS) consultant and need my computer to provide consulting support to customers while working with them on the phones. My whole job revolves around using my computer.
- 565. I write operating procedures and I am responsible for typing them. I also use my computer to maintain the Operating Procedures Online for use by the operators.
- 566. Almost all of the work I am currently performing requires a PC to access the applications (e.g. mathcad, autocad, etc ...)
- 567. I work a lot with computer based training development, computer graphics, training manuals, examination, qualification guides, and other documents. All I do is completed on the computer so if I didn't have one I would get nothing done at all.
- 568. My analytical work rely on word processing, math and finite element program softwares
- 569. Time spent driving materials which could be emailed, revising documents, etc.
- 570. I prepare work packages on the computer, with no access I would not be able to work.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

- 571. Creation of work documents and engineering documents without a computer would require going back to hand written documents that would then need to be typed. Review and incorporation of comments would then require retyping most or all of those documents. Also referencing large data bases and internet access to catalog and vendor information without computers would require maintaining a collection of catalogs and "paper" print outs of data base information.
- 572. A significant amount of my work requires a computer. I require the use of several computer applications in order to help me achieve my goals and objectives.
- 573. No Data Base access, Drawing files would have to be printed, Loss of Internet access for material search, Procedures would have to be in hardcopy...
- 574. This job requires communication with a large number of people and access to people soft
- 575. Could not enter Work package, reports and Email.
- 576. I use the computer as a communications and analysis tool - key elements of my job. Members of the SNF project are located all over the Hanford site, other firms and DOE sites; E-mail and other Outlook features help to maintain effective (sometimes near-paperless) communication. This requires that others be computer skilled and "connected". Those that are not typically are not current on key aspects of day-to-day work. If I am unable to develop documentation, track messages, etc. during the workday, I do it after normal working hours.
- 577. Computers are the future....Being able to access pretty much everything necessary to do my job, at my finger tips, has been great!
- 578. Responsible for reports, correspondence, e:mail, presentations, etc. Having no computer would...let's put it this way, when I have my computer, I'm in business!
- 579. I rely heavily on e-mail for my day-to-day correspondence. I use word processor and spreadsheets on a daily basis also, which would be impacted if my computer was unavailable. I rely on JCS for reviewing and approving work packages on a weekly basis. Also without my computer I couldn't even submit or approve TIS, approve items in PassPort or page someone.
- 580. I perform planning and scheduling activities for my facility the use of the computer is a prerequisite for performing my job. If I had to do it long hand, itd would take days instead of minutes to perform some activities.
- 581. As a secretary, most of my work is done on the computer. There is only about 10% of my work that is not, such as filing, mail, answering the phone.
- 582. I write and maintain plant operating and administrative procedures.
- 583. My Job in PC intensive to prepare Word documents; communicate in Outlook; prepare, review, and approve requisition in Passport; and associated work.
- 584. We take much of our equipment surveillance by use of a PC. To try to assimilate the continuous condition of all our operating equipment would require constantly moving between equipment.
- 585. Communication (transfer of data files, e-mail, etc.); development of reports, letters, special projects, etc.
- 586. Access to work planning documents (JCS, AJHA), procurement and contracting (Passport), internet (engineering design/vendor equipment), word processing (no secretarial support), spreadsheets, time card, communication with co-workers and offsite vendors (e-mail), etc.
- 587. Loss in opportunities for effective communication, report writing, research, etc.
- 588. I am the database administrator on the SNF project for Schedule integration and Baseline Change Control. If any BCR's get approved I am the one to implement the BCR in the Schedule. There is one backup person and a Manager that has access to the file and can do the input if I was not able to do the work. I also do daily backups of our current P3 schedule and Baseline files. If I do not have access to a computer to do the backups we would have to rely on the previous day's file to be restored in the case of a system crash.
- 589. work with large spreadsheets which cannot be manipulated easily by hand, lots of communication across the site and beyond - any "workshop" type day, have to catch up after my shift on email, etc
- 590. Information exchange is critical to my duties. The many applications available on the PC allow for my efficient management of information.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

591. 1. Communications via e-mail. 2. Draft and develop text/documents. 3. Develop simple graphics.
592. I could not perform my job - I require the use of technical software, access to onsite and offsite file servers, ability to communicate electronically with people inside and outside Hanford, and write endless reports, memos, etc.
593. Work is focused around the use of the computer and the time to complete tasks is reduced substantially by their use.
594. Exchange of information via e-mail, ability to develop reports, etc. would greatly be impacted.
595. As an Engineering Designer I use the computer to produce drawings and ECNs. This site and industry have moved to Computer Aided Drafting/design (CAD) and away from manual drawing. We do maintain the many manual drawings as needed but any new work is with CAD. All ECNs are now computer generated. I use the computer (network) data bases and reports for finding reference information.
596. All the forms and data I need to complete my job are off the computer.
597. Internet access has been very slow. This has negatively impacted my productivity a great deal
598. Communication would require hand written messages (many copies sometimes). Assess to information (spreadsheets, documents, etc) would be much more difficult and time consuming. Meetings would be much more difficult to track.
599. Perform a lot of electronic paperwork; J-1's/J-3's; Procedure lookups; Drill rewrites.
600. No access to procedure, documents, timecards, email, schedules, work control, etc.
601. Hand writing and editing letters, memos, reports, comments, etc. is slower than electronic processing Unavailability of e-mail would consume more time in telephone contacts (telephone tag, polite conversation, etc.) Scheduling of meetings, etc. would be more cumbersome & time consuming Hard copies and filing would be more time consuming than filing electronic copies in virtual filing system Access to information (ie, web/internet) would require trips to library, searches for documents, orders, standards, etc.
602. 1. Greater access to information, including e-mail, web sites, performance data, etc. 2. Use of office-automation tools, including Word, Powerpoint, Excel, etc. that allow me to design near-final products. 3. Ability to communicate with others on-site and off- quickly and efficiently.
603. I use my computer mostly for receiving and sending e-mail but without that means of exchanging information my productivity would be significantly affected.
604. I recieve upwards of 100 messages a day. If I fall behind in my responses, I miss meetings and opportunities to get work done properly and efficiently. I manage a department of upwards of 50 permanent and contract employees, I need a way to quickly and uniformly keep them informed of issues and work instructions. My management uses the computer to give me direction. I have a high volume of official correspondence and must have access to RMIS. I have many circumstances where I have to prepare and present information quickly, my computer is essential for that purpose.
605. Access to JCS and a Word processor is mandatory to perform my job. I would be unable to perform my job without a pc (much less TIS)
606. Would have to write by hand turnovers and messages (which I would have to mail/deliver). Would have to do manual searches for work packages/documents. Would have to run around with original copies of documents for people to sign rather than them being able to review and sign from whatever location they are at.
607. information and communication
608. Creating and updating reports requires word processing accessibility. Email communications between my supervisor (off-site) would be drastically restricted. Calculations using spreadsheets for validation of other software would be impeded. Not including, inaccessibility to site forms/pop phone and other generally important user tools.
609. Everything I do is tied to a computer--research costing issues, input costing information, establish charging codes, invoice Corporate entities. All financial systems and reporting are accessed via computer. I could do very little--update procedures by hand--if I didn't have access to my computer.
610. Communications, information access and document preparation functions are critical to my job function.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

- 611. I need a computer to enter/close/status legal cases into a database, type letters, log outgoing letters, type legal documents, schedule meetings, print/read e-mail messages, etc.
- 612. most all my work is done in jcs
- 613. As a secretary, I use my computer constantly.
- 614. My job entails inputing and formatting information on the computer only
- 615. Because I spend about 80% of my time querying databases, using E-mail, writing memos, etc.
- 616. Would have to manually perform many data recording and documenting efforts. I also would have much difficulty in distributing and reviewing information quickly and efficiently.
- 617. I would not be efficient in engineering calculations; would not have access to data especially via TWINS; not communicate as easily.
- 618. I need information "from" the use of the computer at a moments notice. I need access "to" the computer to process my work.
- 619. Most work and references involve and/or require use of HLAN, internet and/or intranet. This includes various site-specific programs.
- 620. Would not have access to the necessary data to do required work.
- 621. All scheduling, documentation preparation and recovery, RMIS documents, Legal Research via Internet and LEXIS, telephone contacts, pager service, document preparation for exhibits, responses to Interrogatories and Requests for Production, Index lists via ACCESS, to name a few, would create a complete work stoppage for my office. The majority of my work is time sensitive and could impede our ability to comply with directions given via arbitrator's and court orders.
- 622. Support LABCORE database, LOTS training system, RLPS, and all procedures are going to electronic format.
- 623. Principle responsibility is putting Industrial Hygiene data into the HHH2 database. I receive data from all Industrial Hygiene and IH Technicians that have done monitoring, for example, asbestos, beryllium etc on site on individuals or area monitoring. This data is kept on the computer to assist contractors in doing their work. Without a computer I would have to pull all of the hard copy files and generate requested reports. This would result in a severe decrease in productivity to say the least.
- 624. My work involves develop drawings, standards, charts, graphs, spread sheets, letters and electronic mail to accomplish my assigned work
- 625. My work requires me to perform complex modeling and calculations that cannot be performed by hand. I must also interact with team members that are remotely located from me using e-mail. Furthermore, most electronic information and data exchange tasks both directly (data files) and indirectly (TIS, General Employee announcements, etc) related to my work cannot be efficiently or effectively performed without a computer.
- 626. Our jobs are centered around the use of computers. We utilize them for obtaining telephone #s, email interaction, keeping a calendar of accepted meetings to letter preparation, spreadsheet calculations and even surveys.
- 627. Most everything pertaining to my job is building charts, files, letters, scheduling etc.
- 628. My position requires the preparation of documents without a computer I would be hand writing them and then someone else would be performing the word processing.
- 629. My daily usage is AutoCad
- 630. all my work is done on the computer except for photo copying
- 631. Everything I do is done on computer and would otherwise have to be typed up by a clerk. Calculations would take forever without the use of a computer. Graphs, charts and presentations would also take a long time..
- 632. For engineering design (using AutoCAD), calculations and other datas I need a PC.
- 633. All my work is done on the computer. I use BATs for job tickets for the whole group, and I coordinate html work for word processing. I also convert and format documents for html.
- 634. I use my computer to communicate either by email or pop-up phone, to develop documents, update databases,

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

use the internet, etc. About the only time I don't use my computer is when I'm away from my office at meetings.

635. All the work I do daily are mainly on the computer.
636. Everything I do is done on computer and would otherwise have to be typed up by a clerk. Calculations would take forever without the use of a computer. Graphs, charts and presentations would also take a long time.
637. Because of the fact that all of work requires myself to use the PC for Status/Tracking of work packages and building schedules on P3 my work would come to a stop.
638. Most of my work involves analyzing data, writing reports, writing procedures, writing and responding to email; all of this is done these days on PC.
639. I use the computer for most of my work, e.g. communication, meetings, document reviews, etc.
640. One of my primary tasks is updating and checking on a database system. Without a computer I am unable to do ANYTHING at all. Occasionally I am able to print said database reports and review them without computer access but this is not something that I typically do or could do for more than perhaps one to two hours daily.
641. My job involves databases, tracking, corrective action management, etc.
642. As a Facility Representative the basis for communication is the PC. There are requests and responses needed on real time. In addition to the telecon method there is a need to ensure RL Management is kept abreast of the Facility conditions.
643. As an administrative support assistant almost 100% of my job is done on the computer.
644. My present work involves the use of a computer (i.e., report writing, e-mail correspondence, procedure review via intranet, etc, etc, etc.).
645. Most of my work requires computer use.
646. I do a lot of procedure writing and the extra time needed to do this by hand or typewriter would decrease productivity
647. Just about everything I do, except for going to meetings, requires the use of a computer.
648. The need to communicate with off sight personnel work in the paperless system that the computer industry has driven us too makes it impossible to work now without a computer.
649. 90% of our work requests come in via email and our APPLIX ticketing system. We update and manage our work this way. We also use the internet regularly to contact vendors for new products or gather maintenance information on old products. We also monitor HLAN and paging infrastructure via the computer/HLAN. The majority of the technicians in this group also have laptops that are used as test equipment in the field. Anymore, all electronic systems are software programmed via a serial connection or troubleshooting is hosted this way.
650. Most of my communication is by e-mail. I also spend my working hours in meetings and so my after normal working hours are spent on the computer writing and answering e-mail.
651. Everything I do is internet, database, spreadsheet and e-mail related.
652. Being able to store information on the computer and readily have access to the information when it is needed saves time and is a convenience. Having to stand in line to use a computer would be an inefficient way for employees to spend their time and tax payers to spend their money. Technology waits for no one.
653. Would have to go find individual people to convey messages instead of contacting several people at once. the same for scheduling meetings. also have to find some one to type documents. It would be difficult to create good documents using the old typewriter systems.
654. My productivity would decrease because nearly every one of my oversight / management functions has through databases, documentation and software becoming PC based. Also most of my interaction with DOE Headquarters is conducted via email / network interface. I also conduct most of my technical documentation via the Internet (in one fashion or another).
655. My workscope is tracking and trending PHMC, Facility, and Project radiological performance. Data is gathered and evaluated using ACCESS database and EXCEL spreadsheet.

Survey Question: (cont)

5. If you noted a decrease in productivity on the previous question, please explain why:

656. computer is needed to work on engineering drawings field walkdowns and layouts can be done without computers, but the final product can not be

657. ALL THE TRAINING AND PROCEDURES ARE ON THE COMPUTER. My job is to coordinate procedure changes and schedule training.

658. Many requests are received via e-mail, many pieces of information are most easily available via shared drives or Network Programs (ex HANDI, Motiva, TIS), and it is more efficient for me to draft letters, reports, ... electronically than by hand.

659. I need my computer for fast information exchange (popup, e:mail), to communicate with my customers (multiple addresses), for review of electronic files, for preparation of regulatory meetings/presentation for that require facility/RL approval), sorting and archiving incoming information, searches in RMIS, internet regulatory systems...

660. reports and more reports

Survey Question:

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:
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1. I would love a computer with more memory. Especially a new printer. I print alot of long documents and I can't tie-up a shared printer with my stuff. It'd be rude. Also, sometime people send me stuff that takes like five minutes just to load.
2. A faster compcter would decrease the compile time of Powerbuilder applications. It would also increase the loading times of datawindows, windows, and Powerbuilder itself.
3. Being an Autocad user, it would be great if we could upgrade the machines we use on a daily basis. My machine gets bogged down and it takes awhile to regen or refresh the screen.
4. Larger monitor (more workspace)
5. Faster, larger hard drive and a good monitor. I run several applications and need the response, not the slowness!
6. 5
7. A 17" monitor and a newer PC with more memory and disk space.
8. A laptop with a docking station would greatly increase productivity and time. I have to go to the field and work on control systems and being able to bring the computer I wrote the prgrams on would be a big help, instead of trying to transfer progams back and forth and/or trying to find a laptop to take to the field. Also my present desktop only has 32 MB of RAM, and a 3GB HD, both are under powered to run the applications that I do (or any windows 9x OS).
9. Update to Windows 98 and some others.
10. As a designer using AutoCAD as my major tool, I sometimes have multiple sosseions running at one time and my computer does not have enough RAM (64M). The CPU speed is 350MHz, which is OK but faster would be better. Also, the network time used for license check is lengthy at times (up to 1.9 minutes).
11. with the number of applications utilized, more memory would be helpful (especially when running ajha), a larger monitor would be helpful with word processing/rmis applications, and a faster computer would speed productivity.
12. Questionnaire does not address discipline specific computer codes such as ANSYS and ABAQUS
13. Being in Operations at the FFTF I don't have my own computer so we share them. The range of cpu's is anywhere from a P100-P350. For ACAD type stuff I need more power than most of our paltry P100's can provide. Speed cures all :-). A slow machine is wasted productivity. I can't think of a single computer out at the FFTF that has sufficient memory for all the resource hungry applications that we're forced to run on our computers. Hard drives are adequate since I utilize my "U drive" for all my storage needs.
14. Because of the number of programs required to do my job through out the day, my computer is very slow to respond many times.
15. Not Applicable.
16. I utilize several sitewide databases that require multi-tasking and several dedicated file servers. ERS, ABCASH, etc.
17. I have a pentium 200, 32 mg RAM - however, I reboot several times daily - expanded RAM and increased MHz would help me with my work requirements
18. A larger hard drive would help in storing personal backups of AutoCAD files.
19. Since I process a number of pictures taken with the digital camera, I need a faster CPU to aid in the process. The one I have takes time I could use to better advantage.
20. Information used to processes security clearances, clearance verifications, and database updates is performed at this workstation requiring it be current with technology. We unfortunately have gotten some older hand me downs for computers in this office, and although the programs work, we have to wait for the system to boot up

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:

or transactions to be performed.

21. My computer is very slow. I have 2 stations so I really can see how good the one works and how bad the other one is. Some of the programs work very slowly and other times, won't even work.
22. I just a computer upgrade...to utilize some of the on-site programs...YEA
23. presentation graphics require more memory (ram need 256), a Better scanner with OCR, and a read write CD rom.
24. More speed; I have a Pentium III 500mhz at home and it is significantly faster.
25. It is adequate, but I would like a bigger monitor and my computer is always freezing up causing me to re-boot often in a weeks time.
26. Need larger monitor, and faster CPU I have an old Dell pentium
27. a larger monitor
28. I think I am okay. I am moving into more graphic use and have a zip drive to help with this.
29. Double the RAM size for faster processing; larger monitor to ease eye strain; eliminate unnecessary network requirements which make this 400MHz system run more slowly than my 200MHz system at home.
30. n/a
31. Actually, computer seems fast enough; it's the network that is often too slow.
32. I've had to work with CTS a lot because it keeps locking up. I do not, however, believe this is because of inadequate processor speed, RAM, etc...
33. Our machines are aslo used as test beds for repair in our work.
34. could use a larger monitor (or multiple monitors), so I can work off several documents at once.
35. I'm using an older version Micron Millenia - could use some more zip
36. Poor quality machine. Undependable. Locks up frequently. If this machine was on my desk in my home office, I would throw it out the window and run over it with my pickup.
37. For the amount of data that I process and analyze and the number of calculations required for the database and Excel work I do a faster machine with twice my current memory would be more appropriate and would increase my productivity.
38. Experience lags. As data is being buffered to hard drive I think. Could help to have more than 32 MB of memory.
39. Need a larger monitor for AutoCAD
40. the monitor just started fading colors, from pink to gray and back again
41. During my work I often do "multitasking". During "multitasking" my computer slows down and sometimes does not respond or even crushes. This is caused by inadequate RAM. I suspect that increasing RAM from 32MB to 64MB or even 128MB would correct the problem.
42. n/a
43. faster than a p90
44. Monitor is poor quality for the type of work I do. Strain my eyes everyday.
45. Budget Baseline files are very intensive and will need faster machine with larger disks and Ram for the entire group.
46. Spend a lot of time waiting on the computer to execute commands. Could be more efficient with a faster computer.
47. To be able to print procedures to complete my work. To simplify the system to make it user friendly for non computer users. To eliminate the confusion and chaos that accompanied switching over to computer control of all jobs, and not training people and staff adequately to use the programs!

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:
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48. Faster computer
49. Actually, it's not too bad, but it would be nice to have an ergonomic keyboard, and a bigger monitor would also be helpful.
50. Too slow for multi-tasking operations that I use. I need to be in Excel and Passport and Handi, etc... to pull information together. My PC gets bogged down and sometimes freezes while working in several programs at once.
51. I would like a larger hard drive or something a little faster
52. A rewritable cd drives
53. I would need a new computer, mine is one of the first Pentiums that were ordered around 4 years ago. I have had it looked at and worked on by many technicians and upgraded, but it still has many problems including locking up.
54. more power
55. n/a
56. I need more speed and more memory on the printer
57. When I'm in multi documents to do my writing, using and storing graphics is very difficult. Also when I'm using multi documents (cutting, pasting, etc.) the computer is very slow in responding to retrieving and viewing the pages. It would be nice to have a large Hard Drive capacity and graphics memory and faster mega hrz speed.
58. Having a computer a Pentium III with at least 64 Meg Ram
59. Need a faster system ... running a P166
60. The computer is more than adequate. In fact I could probably do with a less powerful computer. However, a larger easier to read screen would be nice. I find myself printing documents to read instead of reading them on the computer because the screen is not large enough.
61. It is extremely slow when doing Autocad 3D renderings, There are many searches on the net that I can not do because of the time out set up on the internet. This time out may or may not be a computer problem or the way the net is set up
62. The small monitors issued (15 inch) cause people who are very near sighted like myself to sit very close to them in order to read documents and forms. This results in eye strain and frequent headaches and seems to be a primary reason our vision declines with increased use of computers. The speed of our computers makes use of databases such as AJHA, RMIS, ACES (which are a daily part of our work) very slow. We have also had a lot of problems with Microsoft word crashing on our present computers and because it corrupts the temp file the changes are lost.
63. I have a Dynacom Systems computer purchased from a contractor who previously worked here. The computer is slow and locks up frequently. I believe that it is 50/50 whether it is the network or the computer.
64. Could stand to be a little quicker. For the number of hours my computer is used the Monitor could be a little bigger to avoid eye strain.
65. My computer was purchase in 1996. A faster processor and more memory might help with some applications. My computer locks up fairly often.
66. A good printer would help a lot - currently using a LJ-III and it cannot keep up or print some of the things I need off the internet and/or site forms. At times, I have to ask someone else to pull up a form and print it for me (especially the Print Only forms).
67. I regularly manipulate database files between 50 and 70 megabites in size. Processing times can range from 20 minutes to an hour. A faster multi-tasking machine would be nice, but I don't know if it would be worth the expense.
68. Could use a 20" monitor for spread sheets. A stand alone printer would increase productivity by eliminating a problem of getting kicked off the shared computer and having to reboot.
69. Several times I have purged my hard disk to recover sufficient space to continue working

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:
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70. Even though I have a new computer it is very slow in some applications and going between applications.
71. Faster more reliable computer
72. Was switched in last week from AST Bravo 5200 to Dell OptiPlex due to inadequate speed/memory/processor to handle photo and other programs and causing multiple daily crashed/lockups. Current system appears to be working but current AST Vision7U monitor is too small for many applications.
73. G4 with a decent software suite would save about 25% of my time
74. The monitor is very small (14") and the amount of RAM is not enough to run many applications smoothly.
75. Additional memory (typically have open AND use many applications). The computer gives out of memory errors quite frequently necessitating shutdown of applications or frequently requires reboot to clear the memory.
76. Has very hard time trying to do more than one task at a time. Memory problems and very poor video card. ...not to mention very slow and poor quality. AST is very poor system for day to day use.
77. na
78. Monitor is small for the amount of time and size of documents edited
79. The computer itself is fine, but would like a larger monitor.
80. My picture on my monitor fades in and out. Real hard on the eyes.
81. very slow, have to reboot at least once per day sometimes 3-4 daily, needs more memory so i can keep several programs up at once instead of wasting time bringing them up as i need them and ending them to bring up another.
82. I currently use an AST pentium computer. I experience lockups almost daily with this system. I also recently started using AutoCad almost daily and a 17 inch monitor seems to be about the minimum needed.
83. Need higher resolution monitor for some desktop publishing/graphics work I do.
84. Bigger HD, more RAM.
85. Autodesk, parent company of AutoCAD, recommends computer memory requirements that exceed normal computer usage (clerical) in order to operate efficiently on drawings of "normal" size. Typically, Hanford spatial maps are far more complicated than "normal" drawings or documents. The new release of Autodesk products recommends minimum memory requirements for computers equal to existing computers. Unless the computers used for mapping "abnormally large drawings" are upgraded, the result will be very poor computer performance and low user inefficiency.
86. Today it is adequate for my job requirements. Tomorrow it may not be, depending on new software that we will be required to support.
87. Speakers and access thru the firewall for my RealPlayer would be most appreciated!
88. As a Software Engineer, I need a faster computer to keep up with the changing software, I would need a P/600
89. Too slow (AST Pentium) Use Dell Pentium III at home with latest version of Windows office software. Our software at Hanford tends to be falling behind (what with "era of declining budgets" - believe this to be more a case of "declining leadership!")
90. Need larger monitor.
91. the speed of the system is relatively slow for compiling applications developed.
92. I still have a 486, a little more speed would help.
93. I believe for ergonomic reasons, because of the work that I do, I need a bigger screen. As a WordProcessor almost all of our work is done on the computer.

Being able to see the screen to the best of our ability would definitely help. As for the computer, anytime there is a upgrade that would make our computers run faster and more efficient would definitely make our work more cost-efficient.

94. Need my own color printer, bigger hard drive, need a scanner

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:
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95. I think the printer should be faster.
96. faster cpu, stand alone printer
97. I work in a multi-user that involves UNIX operating system and Windows 95 operating system on the same hard drive. A second harddrive or larger primary drive would be useful.
98. Need a larger hard drive and memory for risk analysis modeling; need a larger monitor.
99. Seems to lock up too much. Just had the mother board replaced. Seems slow to me.
100. Faster Processor (too slow 100 MHz), More Ram (only 32 Mb), More disk (Only 1Gb, always having to clean up).
101. my group uses the top end computers, database administrators, p-3 schedulers, passport users, i always order the top end units and trickle down their old units which are still high end units, this happens each time the site upgrades the site standard
102. as my applications are getting larger and the data being analyzed grows the computer is slow and I spend a significant time waiting.
103. A faster computer (I have a 166) and a larger monitor. AutoCad and AJHA are especially affected by the slow computer and poor screen performance.
104. Work scope is graphic and web based, need faster machine and larger hard drive.
105. More memory.
106. Faster processing, bigger monitor.
107. 486 system extremely slow. Causes alot of wait time. Insuffiecent memery. Small hard disk. System cannot do / or is exremly slow at certain function funtions.
108. n/a
109. I answered yes, but it would be nice if it was faster. I often have to sit and wait for it to get into files. Occasionally it will lock up on me. Overall though it is adequate for my job requirements.
110. Faster computer.
111. To better serve my needs, I need more a updated PC. I have an older PC and it is not always able to do what I am required to do on a daily basis.
112. In using Passport, EJTA, AJHA programs, the wait time is significant, for download and use.
113. More RAM, faster Microprocessor, more hard drive space, less metered software, more stand alone software, bigger monitor
114. Computer processes in my database are slow - would be faster with PC upgrade. (Have Bravo AST)
115. As a computer support person, I need to move, update, or process large amounts of data on a daily basis. Having a high end machine to do this would improve my productivity and job performance. The machines sold to the public is 600% faster than the machine I currently use.
116. I have a Premmia 4/33. It takes it about 5 minutes to allow me to log in when I need to. I also do a lot of Access database work and this computer only has 16 Megs of RAM and a slow processor.
117. Need a faster computer. Current system is a 200 Megahertz system. Need at least a 450 Megahertz system. Reason: Use Excel files to import P-3 data into Pivot 9tables. Current P-3 schedule(s) translates into a single 30-40 MB file. Creating pivot tables with a30-40MB file causes that file to grow to over 90MB. Hence, data so massive that need faster machines to use the information in a timely manner.
118. I was just upgraded to a Dell pentium II, but my monitor is still a NEC MutiSync 4FGc.
119. More memory - I've been waiting 3 months for a requested upgrade. Faster CPU. Larger harddrive. DVD player.
120. I am presently using a 486 AST Premmia. The computer is very slow and constantly locks-up and I have to reboot.

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:

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121. old pc needs to upgraded would reduce time on pc
122. A computer that functions daily.
123. Very slow. Need more memory or computer upgrade. Monitor is perfect.
124. Need faster computer with larger hard drive to work with large data base files such as TCD. Also could use individual printer so that I don't have to get up and walk across a large trailer to get printout that is mixed with production printouts. Presently working with < 200Mbyte on a 1 Gig hard drive - waiting to crash. Long delay in bringing screens up. Internet access is slow and could be improved.
125. n/a
126. I have an AST Bravo MS 5200M with 32 meg of ram. It is relatively slow and crashes frequently. A faster computer that is more compatible with HLAN would reduce the number of crashes and help speed up applications. Additional ram may help this computer.
127. We are using the AJHA process which uses a lot of space and we are supposedly going to be using the new PASSPORT process for making work packages.
128. AST Bravo's would be better served as a "boat anchor" it is not fast enough, frequently hangs up during start up, is a poor client for NT, etc.etc. (This causes me to have to make calls to CTS and a reliable system would free up CTS staff time to better serve its clients)
129. I can do my job but I deal with large presentations that have multiple graphics and photos and my computer is extremely slow when working on these. Obviously, my time could be enhanced with a faster computer.
130. A faster micorprosser would be nice, I have only a 166 and a larger monior would help out. I have a 15 inch and know that I am older and have bifocal, it would be nice to be able to see what I'm typing without neck strain.
131. A larger monitor would allow me to use a higher resolution when I am using web based network troubleshooting software.
132. more memory & larger monitor
133. It is slow for many of the tasks I perform. I have also been having problems with the machine where it seems to "loose" its place and locks up. I have worked with CTS to improve the situation somewhat, but it is still a nuisance.
134. Larger monitor.
135. While the existing system is adequate, a larger monitor would be beneficial. Displaying documents on a larger monitor would ease eye strain. RMIS Viewprint is particularly hard on the eyes.
136. More memory and a faster processor
137. With all the programs I have open at the same time and all the varied things I am doing, faster would be better.
138. I have a digital camera and a color laser printer. The pictures take up a large portion of the memory in my computer. When printing, the computer functions slow tremendously. A computer with a larger hard drive and a faster speed would help make me more efficient for my customers.
139. Faster would help job efficiency; however, with tight budgets. could go up to 1 year before upgrading.
140. better monitor
141. Additional DRAM, faster processor, larger monitor (15" now), and zip drive for moving files between home and work.
142. Acomputer with more memory would be helpful and a larger monitor would make visability better.
143. It seems like the faster our computers get the more they get loaded up with programs such as the SMS programs etc so as we update they really don't get any faster.
144. Constantly having problems with recycled toner clogging printers and making hard copies unusuable.
145. Need bigger monitor.
146. I answered "yes" to the above question, but feel that my computer would be much more efficient with twice as

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:
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much memory. I currently have 64mb which is certainly adequate for AutoCAD, but is definitely the limiting factor (as far as system speed is concerned) when running graphics oriented programs (like AutoCAD), or when multitasking.

147. The computer is too slow, the JCS system for work control uses WORDPERFECT and is not compatible with the WORD system which is today's most used system. The JCS system needs to be phased out and a new job control program started. The monitor and printer are fine.
148. A larger monitor and more memory. Computer is always crashing and a larger monitor would help with deleting out unwanted codes (when working in reveal codes) when the procedures are converted from one program to another. I think it would help with my neck problems.
149. Not fast enough and not enough computers for 8 people to share.
150. additional ram up to 64 meg (currently have 32 meg) would help considerably in accessing P3, TIMS, etc.
151. Computer is not fast enough and crashes too often.
152. My computer seems to be so slow.
153. a lot of times the computer gets locked up and then I cannot finish my duties on the computer.
154. My current computer locks up and crashes regularly with large graphics programs. However, a new one is on order for me and should be delivered soon that will accomplish the tasks at hand.
155. A computer with more hard drive, something that would support all the different programs on my computer. Dell would not be my first choice for a pc. Need bigger monitor and a better printer. We need to upgrade all Hanford computers to the latest technologies.
156. Larger Screen, allowing multi-page display while still being readable. High speed CPU to allow document level graphics, large indexes of files, improved find functions.
157. too slow....working spreadsheets need bigger faster stronger.....actually a newer model with faster than 166 mhz speed and 32 megs ram
158. I am a heavy user and am currently limping along with one of the earlier Micron 486's. We are in the process of upgrading my computer to increase processing speed.
159. A better/bigger monitor would be helpful.
160. Could use a larger monitor.
161. We always get the latest hand-me-downs. RCTs are at the bottom of the list for modern computers. Earlier this year, our "486" aged in people at the dazing speed of two minutes per person, (this is on the par with "how many gallons per mile"). It took long lines for us to finally get noticed and we were given a "new" computer. Something on the order of 50 mega --- hurts. (pun intended). Six months ago a 2 Gig, 222 mega -- speed pentium was selling for \$400 without monitor or keyboard. This is of course, old technology but what an upgrade from where we were (486) and where we are now. There are groups that just use the computer for their time cards, that got Hand-me-down pentiums before we did. Our present pentium in the RCT office has a problem with the power switch. It is hard to get it to turn back on if you ever power it down. The computer repair people told me that "if it failed the only replacement that we can get is a "486," so baby it."
162. Hard Drive not large enough memory.
163. Currently using a 486/33. All new software for our field equipment requires a Pentium class system and a CD-Rom. Our computer does not have a cd-rom, so we cannot use the new software to download data from our field equipment.
164. I have a Bravo AST 5200 with 200 MHz CPU processor, 64 MB RAM, and run Windows 98. This was one of the original ASTs that came with 32 MB RAM. I maintain, develop word documents some of which are primarily tables, and are in excess of 1 MB file size. With 32 MB RAM, Word crashed a lot. With 64 MB, Word crashes once in a while or locks up the PC and must do Ctrl-Alt-Del or power down. Biggest problem is now with Autocad, which often locks up the application or locks up the PC. To solve my reboot frequency, CTS has tried the RAM upgrade to 64 MB, has upgraded me to Windows 98, but I still have problems with CAD and Word crashing. I believe part of my computers problem is memory related (not enough RAM) and partly speed (too slow). I am a systems engineer who supports 200 Area Liquid Waste Processing Facilities

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:

- (242-A evaporator and 200E Effluent Treatment Facility) daily operations. I am often required to generate facility design changes (ECNs) on the drop of a hat to resolve operational crisis to keep the facilities I support running. Many of these ECNs have required less than a 2 to 4 hour turnaround time. I cannot adequately support facility operations when I have to deal with a PC that locks up or crashes frequently. This has happened to me on about 6 occasions since I got my PC. I have spent up to one or two hours at a time recovering from such catastrophes. The month of September 1999 I lost about one days worth of work time due to these problems. My hard drive is large enough. My monitor is too small (15") to do a lot of CAD work. A 17" monitor at minimum would be better. Monitor resolution is fine. I also do a lot of vendor searches on the internet to identify products for use on site, or help solve an engineering problem.
165. for the most part the computer is ok, but the internet connection should be improved. a lot of failures using netscape. also, the startup should be improved. why do we need to answer several OKs before the working area comes up. each of the questions, except the warning about wrongful use of government computers and your pass word should not stop the start up process. fix the problem!!!
166. The microsoft standard of applications really stinks. They are prone to crashing lots and locking up the computer. I have much more problems since the site shifted to this standard to supposedly enhance the ability to use the computer. Word is not a real word processor. Excell works OK but is nothing great. Its limitations are frustrateing at times.
167. n/a
168. n/a
169. An enhancement would be to have a mouse with a thumbwheel. I have at home but not at work. Minor, yes but since you are asking about hardware I need to mention it.
170. At this time my computer is just meeting the requirements for what I need it for. If more space is needed, it probably will not be adequate.
171. A modem would be nice for instrument control access without being in the laboratory.
172. I need a better video card.
173. We have 8 - 12 people doing time cards and email from the same computer. It needs to be as fast as possible to accomidate everyone.
174. Since I'm in Video Production I would like a computer that would have more video capability allowing fast video streaming, etc.
175. I have a Pentium 166mHz which is becoming very slow with every new application and update. Also it has an extremely vexing intermittent problem with hanging up on starting (bootup). I have acquired a Pentium 200 (trickle down from other replacements) but I have been waiting for two months to have my computers swapped. My hard drive and monitor are adequate for now.
176. Although I answered yes, a larger screen would be nice.
177. The system responds very slowly at times. Have measured time intervals as high as 2 minutes between mouse clicks (Am getting tired of staring at hour-glass). This is a constant condition while operating in PASSPORT.
178. My computer is very slow, it would be more efficient if it worked faster and I did not have to sit and wait for it.
179. I have access to severval computers. Some are fast enough some are not. I use ACES and some computers that I use don't handle that program very well. If a computer is slow it slow up the job.
180. faster computer with more memory, a printer that actually works, training on how to use systems
181. Need faster - 450 mhz or better!
182. slow, small monitor, locks up more than i'd like
183. A bigger monitor would be nice, the one I have is hard on my eyes.
184. I have an old multisync 4fg monitor. we had a new person move into our trailer and he required a very large monitor, which I had, so I traded with him because it was to large for my computer station. (it was the dell very large monitor). I have notified my manager of what I have done and asked when a 17 dell monitor became available to be given it. this monitor that I have now flickers in and out at the sides alot.

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:
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185. Larger Monitor (documented in work station survey)
186. Would like to use my laptop with a docking station so that hard drive storage is on the same unit
187. bigger monitor
188. audio capability
189. I share / use multiple workstations with several other individuals.
190. Even though I answered the previous question with a "yes", I'm going to comment anyway... Please fix the network to accomodate good or adequate work stations.
191. I wish my monitor is bigger because I scan documents. When an image appears on my screen as I'm proofing my scanned work, I have a real hard time to see...even the smallest big words. I need to make sure that I scanned every single page.
- I've been having a lot of trouble using Site Forms. I get a lot of error messages that says "Explorer caused an invalie page fault in module, KERNEL32.DLL, PLUGIN.OCX, USER.EXE, etc. I've had the problem fixed once before. I guess I should call CTS again and see if they can fix it again.
192. The processor is slow (200 Mhz) and the hard drive is too small. However, part of the problem with the slowness of the computer is the HLAN interface. When AutoCAD or the Hanford Intranet is used the computer is the slowest.
193. I use multiple computers throughout a work day, it would be nice to be able to save my user profile to my U drive if possible.
194. As a CTS consultant, I spend large amounts of time with many large applications open supporting users. Additional memory would improve my productivity and speed. Also, a large monitor would make the job easier ergonomically. In addition, the consultants in CTS (of which I am one) usually only have a few of the latest machines that are available to users. This seems inappropriate for a group whose job it is to support the Hanford site.
195. More memory is needed in general for all computers.
196. 5
197. Need a faster machine to run finite element programs or AutoCad. 600Mz co-processor and 128 meg RAM would be perfected.
198. It would be helpful to be able to acces my computer from home or remotely, at least to mail. Also it would be very helpful to have a laptop. A Macintosh would severly cut down on the learning time. Much easier to learn new programs and not unwilling to use different applications to improve the end product, less intimidating, more user friendly.
199. Monitor size with windows is important, particularly the Microsoft product. Thes product have so many button bars that there is little remaing user space.
200. It is a very slow 33mhz that really shows up while on the intranet.
201. I need a larger (21-inch) monitor.
202. Faster computer with more memory.....One that didn't have to think so long before it would acted on commands.
203. I need to have my A drive replaced, it currently does not work.
204. Monitor is difficult to read and printer connect to is a LaserJet III.
205. n/a
206. higher CPU speed plus more RAM (ticket is actually in the system)
207. I always need to have the fastest processor currently available to run a chemical process simulator, and so it was adequate only until the next wave of processors became available. Caluculation times can be long, and are directly proportional to processor speed. Monitor, memory, hard drive, etc. are fine.
208. Bigger hard drive capacity and faster computer.

Survey Question: (cont)

13. If you answered no to the question, above, about your computer adequacy, please specify what would help you with your work requirements:
-

209. Faster Computer. Just this year got upgraded from a 486 to a pentium 100. It runs very slow sometimes.
210. I'm planning to order a lightweight, powerful, networkable portable so that I can plug in and go wherever I am. My job has me working at many locations, and this would make me more efficient.
211. Need more memmory to do digital pictures. A faster processor and more memmory would be beneficial when working with digital video.
212. Really could use more printer memory (some graphics-heavy documents overflow the memory); also could use a copy of Visio.
213. More memory, faster moving (programs take too long to access, as well as making changes or importing graphics).
214. Something that would handle the newer programs more adequately, and faster. We use pictures on a frequent basis.
215. Frequent (3-5 times per week) lock up or other system crash due to poor (AST Bravo) product. A Dell Dimension in standard government configuration would greatly improve productivity and reliability. Monitor was damaged during a recent move with scratches now in the most inconvenient location. Low RAM is not consistent with current times and usage. Apparent hardware-software conflicts with this model.
216. Need more speed, larger hard drive and larger monitor.
217. I need a seperate printer. Working with network printers slow down my productivity rate especially when I have to go half a building in order to pick up my work. When others are printing frequently or voluminously my productive rate declines substantially. The computer and Monitor I have at the present time are adequate.
218. To this point, it has been quite adequate. However, with a new task assignment, one that involves substantial computer modeling and calculation, it will be very slow. The performance will be sufficient for a while yet, because the modeling effort is still very new and does not demand much. In time, with the growth in sophistication and required computational demands of the model, it will not be enough.
219. More RAM, 19 inch monitor, dedicated printer, docking station computer
220. A zip drive would be handy to store my background drawings on.
221. I work mostly with Passport and it is very slow, whether this is a hardware or software problem I am not sure. My monitor is great and I believe my harddrive is ok.
222. A high speed processor will help on my AutoCAD work.
223. It would be more helpful to install a CD Writer unit than the current Zip Drive. In this manner the individual can store more information on the CD and can then use this form more flexibly.
224. Monitor is too small.
225. I have an upgrades 486 66mhz unit. A faster and more up to date unit would help.
226. Storage capacity of the hard drive is not large enough. To much information causes the computer to slow down.
227. Faster CPU (the AST Bravos are getting pretty long in the tooth), larger hard drive (most of my space is used up).
228. Sometimes it is very slow with applications such as Passport.
229. Cannot get a larger monitor (>17" for work on spreadsheets / databases). My eyesight is continuing to decrease, due in part (according to my optimetrist) to viewing a monitor too much. He also says that the only pieces of portable glass larger than my glasses lenses are on the Hubble Space telescope. The LMSI / DOE support in this area has not been as good as I would have liked ... Also equipment selection options / technical evaluation from LMSI / DOE is extremely poor (particularly for Printers).
230. When are we going to get a version of QVP that reads files in Adobe-PS or .ps or PostScript format?

Survey Question:

16. If you answered a "1" or "2" (dissatisfied) on the question above, please explain why:

1. high speed connectivity from home
2. Not Applicable.
3. Since I am required to fill out TIS at the end of the day (which I do after 4:00 p.m.), it would be a lot easier for me if TIS was "unavailable" some time after 4:30 p.m. I cannot remember the next day how much time to put down for which charge codes for the day before.
4. About a month ago, we were notified that the HLAN would be down all day Friday and Saturday. The email was sent at about 3:00 pm on Thursday. I am a half-time hourly employee and had already left for the day and did not find out the HLAN would be down until I showed up for work. Since I am not able to accomplish anything without access to a shared drive, I had to take time off because I could not work. I could have adjusted my time so that I, and my projects, would not have lost time had I been given some warning as to the outage. For such a lengthy outage, users should have been notified much further ahead of the actual occurrence.
5. n/a
6. n/a
7. Significant improvement has been demonstrated.
8. There have been several instances of large blocks of time when the file servers for 2420 Stvns were down. It seems that Outlook is operating much slower these days. Switching from email to calendar sometimes takes as much as 90 seconds. Frustrating when you need to switch back and forth several times.
9. No training, Total reliance upon a system that I cannot use
10. n/a
11. The Network seems to consistently be slow and always seems to have problems restoring files
12. The frequency of server breakdowns or lapses seems on the rise. I need a network system with improved reliability. This site needs to stop wasting funding on the white elephants and fully fund our network staff if the manager of this place thinks its going to see productivity gains in the new millennium!
13. Microsoft products are so quirky. The computer locks up several times a day. TIS takes a dive every time it is closed down. JCS frequently locks up on Windows. Performing a spell check in MS Word can trash a documents without being able to save it and then crash the computer that it is running on.
14. n/a
15. The services provided in PassPort have been unsatisfactory due to excessive response times or causing the computer to have to re-booted in order to get any response. Suggestions to avoid using Outlook while using PassPort are not acceptable.
16. The HLAN systems are constantly generating error messages and requiring reboots. I spend a good deal of time contacting CTS for help. Prior to the Windows environment, we had a stable, reliable system.
17. TIS seems to be the worst for being available, especially when you are trying to TIS late on a night shift.
18. It seems when the LAN goes down when we are on backshift, nothing gets done. We are here 7 days a week, 24 hours a day and need to have our computers working. We have gone a whole weekend without any assistance whatsoever.
19. When the unplanned outages do occur, they are longer than I would expect them to be.
20. It takes too long to get the system back.
21. I really hate when there is a download of some type of virus check especially over the weekend, because this usually means I have trouble logging into outlook or when I do get into outlook my computer locks up and I have to reboot at least twice. But, other than that I am happy with the services. Thank you!

Survey Question: (cont)

16. If you answered a "1" or "2" (dissatisfied) on the question above, please explain why:

- 22. Some files such as Lookup and the HNF-PRO's are essential to my completing various tasks. When the internet access or E-mail is down, I can not get my work done.
- 23. n/a
- 24. n/a
- 25. Our database uses HLAN as a vehicle to our PC's. Any interruption in this connection causes major grief.
- 26. How sad an explanation is needed! It should be obvious the network is down too much and has deteriorated from what it once was. Simple solution=fix it.
- 27. It would be nice to have some sort of "Break Through" message capability so one could send a message or start a quick chat with another person if needed. Many people don't keep Outlook running or pick up their phone so that they know they have messages. A program that would pop to the top of the windows and prompt the user to communicate would be nice.
- 28. n/a
- 29. The system is very reliable -- I have memories of years past!
- 30. n/a
- 31. When the network is down or has a "hickup" I am down. Software such as AutoCAD & WordPerfect should be setup as standalone for me. This is not an option as curenly AutoCAD is setup as network only licensesmaking my job 100% dependent on the network. I access the network to print drawings and transfer data but this can be as little as once a day, therefore as stated before, set me up with standalone options.
- 32. would like a faster computer
- 33. TIS outage times are not very compatable with my shift schedule.

Survey Question:

18. What services do you need that are currently not being provided on the HLAN?

1. Can't think of any.
2. I think that more access to the external Internet would be good. Because sometimes "we" need to be able to look at what other people are doing to stay current. In some way, Hanford is "backwards." We are a generation behind on Word, for example. We don't need chat rooms, but being able to go and just look for information or to stay current would be a good thing. Hanford is very isolated.
3. none
4. don't know of any
5. None
6. I am a RAS account, along with my computer at work. With RAS I unable to use the paging system & TIS. When called at home I could use these applications.
7. A hard drive backup service.
8. The current version of "lookup" is not nearly as good as the previous one to the point where I rarely use it.
9. None
10. none
11. Stand alone AutoCAD (I understand this is not cost effective).
12. none
13. Not important at this time.
14. At this time, I cannot think of any services that I need that are not being provided by HLAN.
15. None
16. I don't know of any services I need that are not currently provided on the HLAN.
17. nothing at this time
18. none
19. None
20. none
21. Capability to direct dial to external servers when the DOE-BN is down. Our accounting mainframe is located in Oak Ridge, TN. When the HLAN or DOE-BN is down, we are unable to complete our work.
22. Everything I need is currently available. I do experience some problems with the Access Software as it relates to running computer programs retained on a PNNL file server. Execution of some computer subroutines can take an excessively long period of time and can lockup your computer for no apparent reason. Working with PNNL to identify and resolve the problem.
23. None
24. na
25. I work for LMSI and having an electronic time recording system would be a great improvement.
26. Don't know if they are not available.
27. Interactivity between DOE sites. If I want to send information to SRS I can't do it over the Net.
28. no improvement
29. Video Conferencing / On-line Training

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

- 30. None
- 31. none
- 32. none
- 33. Doesn't connect to a color printer. A color printer would be useful in showing differences in tables and such in reports. Some documents are not retrivable, such as Blue Prints and maps (detailed maps).
- 34. Cannot think of any.
- 35. none
- 36. A manager and team member locational tracking system Voice dictation/recognition systems web cameras to monitor the progress of major projects Abiltiy to email large files over 5 meg portable web access while on site ACCESS TO WEB BASED "Push systems" that supply information based on preset criteria
- 37. Netmeeting both with on site (Hanford) customers and with offsite (commercial) customers
- 38. none
- 39. None that I can think of.
- 40. quicker internet service would be nice but otherwise my system is adequate.
- 41. None that I can think of.
- 42. none
- 43. Can't think of any.
- 44. Do not think of any right now
- 45. None
- 46. all's well
- 47. none
- 48. None
- 49. UNIFORM methods for accessing procedures, etc.
- 50. none at this time
- 51. None at the present!
- 52. None.
- 53. A decent Word Processing choice. The forced transfer to Word had multiple lousy impacts on our work. We stopped using Word Perfect under duress and now continue to have issues. Word is a lousy program, if for no other reason, then because it has no reveal codes. When multiple people are working on a document, you need reveal codes. When documents are being translated into other Word Processing systems, you need a reveal codes.

I want Word Perfect 9.0. The 6.0 is fine, but we are still under the impression that upper management may once again dictate that it will be shut down and to transfer files to Word. Word Perfect 9.0 also allows generating file as a pdf file for loading onto a web-page. It would help in meeting the management direction to seek out opportunities for web-based training.
- 54. The services I need are fairly specialized, and not appropriate for HLAN. That's why we have specialized software in our work area.
- 55. none
- 56. none
- 57. none come immediately to mind with the exception of changing from Microsoft Office to Lotus or Wordperfect.
- 58. Can't think of anything at this moment
- 59. Faster downloads, primarily from internet use.

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

- 60. I am not aware of any that are not being provided.
- 61. None
- 62. Nothing. HLAN Meets my needs.
- 63. None Noted
- 64. Software needs are not a problem.
- 65. Telephony. I should be able to dial my phone by selecting a name on the Hanford pop-up or on a computer-based personal phone directory. I should be able to access my voice mail via computer menu. I should be able to tell when I have a telephone message by a pop-up message on my computer.
- 66. diagnostic software
- 67. None known
- 68. don't know of any
- 69. All that is needed is being provided.
- 70. The ability to conduct virtual meetings.
- 71. None to my knowledge.
- 72. Can't think of any.
- 73. Site video conferencing from mgr. or above offices across the site. This would also require appropriate sound card/speakers.
- 74. None.
- 75. none
- 76. None at this time.
- 77. Access to newsgroups.
- 78. None
- 79. none
- 80. Larger monitor, personal printer.
- 81. None that I know of.
- 82. Interface between HLAN and other contractor Local Area Networks like FLAN
- 83. None
- 84. dont know
- 85. None
- 86. none
- 87. I may be too ignorant of what is available, but I am quite happy with the HLAN applications provided, and furthermore, with improvements over the last five years. The only disadvantage of HLAN is the same as having an all-electric home during a power outage - either everything works or nothing works. But the conveniences of improved communication (potentially - understanding some individuals are still not "playing") outweigh a lot of things that might be considered marginal benefits.
- 88. None
- 89. can't think of any
- 90. none
- 91. n/a
- 92. None
- 93. unknown

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

- 94. High End Graphics program standardization such as decide if Corel or Micrographics and go with it for the site.
- 95. None
- 96. None that I can think of at this time.
- 97. Have all I need.
- 98. All are OK.
- 99. None.
- 100. none at this time
- 101. nothing
- 102. None
- 103. None that I know of.
- 104. Help documentation that is the form of a user's manual, by subject, that can be searched by key words but can also be read by subject area.
- 105. An instant messenger service and tele-conferencing capability would be useful.
- 106. None.
- 107. The last time I tried to load access it was not available; This is a problem if people send you access files which is what was happening.
- 108. none
- 109. None at this time.
- 110. None. I find HLAN to be very useful and complete
- 111. It'd be great to check on ticket status for repairs and stupid to have one person(in COGEMA) to have all LMSI requests to go through. Also, it would be great to talk to a repair technician directly rather than calling 376-1234.
- 112. Can't think of any
- 113. None.
- 114. The ability to fax something directly from my computer. similar to Fax Works (or similar software) where the fax device is just another printer definition. This would save printing as document and manually faxing it on a separate machine.
- 115. Mostly satisfied.
- 116. Video conference
- 117. WordPerfect 9.0
- 118. I was using the paging system in outlook, I loved it, it went away. I am now testing another paging system, and I love it, but the only problem with it is, you can't leave it open. If you could leave the system open, it would be great.
- 119. A good tutor program to demonstrate what all is on the site.
- 120. Can't think of any.
- 121. none
- 122. none
- 123. None
- 124. None
- 125. None
- 126. None

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

- 127. Can't think of any.
- 128. Access to national codes and standards
- 129. na
- 130. E-mail, calendar, Word, Pophon
- 131. A shared area on the Internet where large files (>500kb) could be placed for downloading by other sites. These files would need to be available for more than 24 hours.
- 132. None
- 133. Up to date computer training programs.
- 134. None
- 135. A easier replacement for CDMS
- 136. n/a
- 137. None
- 138. None that I know of.
- 139. ? What services do you have that we don't know about?
- 140. None
- 141. 1. Easier cataloging and sharing/accessing of working group files 2, Improved integration of RMIS data base into conventional search engines 3. Optical character reading and faxing capability from desktop
- 142. I don't know of any additional services that I need.
- 143. none
- 144. None
- 145. none
- 146. Tough to answer. Ten years ago, I would have said I didn't need any HLAN services.
- 147. None
- 148. none
- 149. New service support in a timely manner. This is related to instrumentation systems in the 200 Areas, not workstations.
- 150. Cannot think any at this time
- 151. All current needs are being met.
- 152. Don't know of any
- 153. n/a
- 154. n/a
- 155. I have learned to use it as it exists and have no real input here.
- 156. Computer property number linked to the user, is not available on the net, which prevents easily utilizing remote printers or sharing files easily under network neighborhood. If I want to provide someone right now with a hard copy of a large file (i.e. a power point presentation with photos (easily 2-20Mb), I must either send it e-mail which is slow and blocks their receiving other messages, or have them get on the floor and read me their CPU property# and then walk them through setting up a shared folder etc. If I could look up the persons CPU property#, I could then print to their local printer. Also we need a site standard available imaging software with the rapidly increasing use of digital cameras and scanners to share photos, everyone would then have available the ability to crop/enhance/modify photos to meet their needs.
- 157. MICROSOFT NETMEETING -ABSOLUTELY A NECESSITY. WE NEED THE ABILITY TO SHARE SKETCHES, QUESTIONS, WHITEBOARD AND FILES SEAMLESSLY. HAVE USED THIS WITH

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

OTHER COMPANIES, THIS CAN MAKE MANY MEETINGS AND TRANSPORTATION ISSUES GO AWAY FOR THE OUTER AREAS.....AND WE DO HAVE THE BANDWIDTH, AT LEAST ON A LIMITED BASIS.....THOUGH I WOULDN'T WANT TO TRY STREAMING VIDEO OUT HERE.

- 158. Electronic (Payroll) Timekeeping for LMSI employees! However, that's still a "pipe dream" for us, and it's doubtful Cherry Hill will provide us with it any time soon!
- 159. Updated (Weekly Minimum) organization charts for SNF, listing the management personnel.
- 160. None
- 161. None
- 162. None
- 163. A site standard full desktop, all-in-one, customizable freehand style graphics, presentation, photo, and layout program for PC environment that is currently available for the Macintosh environment on site.
- 164. None.
- 165. None
- 166. None
- 167. I have all of above and use them daily. I'm not sure what else I would need. I'm sure something, but I'm no computer literate enough to know what is out there for my use.
- 168. Some of the programs that are available I might use if there was a tutorial available to self train on software programs. Also, I recently researched a product called Folio which is or something as good as it (which I've never seen yet) should be adopted to accomplish searching and electronic data management of infinite amounts of electronic data quickly. Currently the WAC codes are on Folio software.
- 169. All the services I require in my current position are being provided.
- 170. I think services are pretty good we just need better computers
- 171. none
- 172. There is no archive of past General Messages or All-Employee Mail messages
- 173. It would be nice to see on-line training classes or good on-line tutorials for software upgrades. Also, we need better customer input to new applications being provided. In the past the customer hasn't carried enough weight during the study and requirement phases of software and computing procurements.
- 174. We need to be able to access an updated version of Paradox for Windows.
- 175. None
- 176. none
- 177. Latest version of Windows
- 178. Add access to the HANFORD domain from the LANMAS domain for printing and file access.
- 179. n/a
- 180. Not sure - pretty satisfied
- 181. Connection to my home computer
- 182. Can't think of anything now and when I do think of something, I'll have forgotten about this survey!!
- 183. Instant Messaging, internal and maybe external
- 184. None that I am aware of.
- 185. Authoring software
- 186. I have everything I need.
- 187. none
- 188. Word Perfect 7. Faster bootup; stand-alone capability for Word, Excel, Project, Word Perfect. Need more

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

storage in Outlook.

189. None

190. A DECENT spreadsheet (Microsoft does not have a decent spreadsheet) A DECENT database (Microsoft does not have a decent database)

191. none

192. n/a

193. Always my problem is with software. Site standard software in many cases is inadequate. Take graphics software as an example. I have standalone copies of software Paintbrush IV and AutoSketch for windows that I could do my job without. A picture is sometime worth a thousand words in a procedure. I will look at site distribution again and see if Corel Draw is truly available then I can return Paintbrush IV. As for Autosketch it takes up so much less disk space and is so easy to use compared to AutoCad. Why are power users forced to learn CAD or go without?

194. HLAN provides everything that I need for now.

195. The services I now have are adequate for my job.

196. none

197. None

198. None that I'm not aware of (i.e., if we don't know what else is out there; it's hard to know what you're missing!).

199. none

200. Site and facility training i.e. HGET, PFP Facility Orientation, Radiation Worker Training

201. None.

202. Don't know.

203. Simple Graphics Package

204. None. The service is fast, friendly, and I am generally impressed by the tenacity of the technicians that come to help. Keep up the good work!

205. The services now offered on HLAN are more than adequate for my needs.

206. none

207. computer training

208. passport work management or windows version of jcs, managements inability to move to a handi 2000 integrated solution and the division of doe (river protection) will cost the site millions in \$ and frustration. the work management module was the integrator for the passport items implemented in 1998

209. none that I can think of

210. ?

211. none

212. Can't think of any at this time.

213. None that I can think of.

214. Backtracking to find who is using my network printer and/or computer

215. I have no opinion

216. None

217. none

218. a way to identify new/revised procedures, MDs etc. and better cross reference and source for requirements.

219. None I can think of.

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

220. Need additional software. Viso, web publishing tools.

221. None

222. satisfied

223. can not think of any at this time

224. I need to be able to use the Franklin Planner software, Ascend. It is not currently supported by nor does it synchronize with Outlook.

225. none

226. None.

227. not sure

228. None that I can think of right now.

229. none

230. I seem to have all the services I need on HLAN.

231. The services I need are being provided by HLAN. However, there are times when the response times for some applications cause an impact to productivity. (See comment at # 17).

232. Wordperfect 9.0 ; Faster internet (outside Hanford)

233. n/a

234. None

235. Satisfied.

236. none

237. None

238. None.

239. none

240. Can't think of any.

241. I have continued problems accessing the network. Yet more and more of our key information (procedures, etc) rely on access. I have at least a 50% lockup rate if I try to read more than page 1 of a procedure, for example. The 'help' calls haven't helped (e.g. they just tell me to reboot). Also, we get information from other sites, and the acrobat adobe cannot always handle this (particularly printing items that come from HQ).

242. Don't know of any.

243. None that I am aware of.

244. None

245. unknown

246. Need more Windows updating information. The operating system on my company computer is not current due to the lack of updates from FDH. So much information is available of the net that we need to get access, or authorization, to update our software. Recognize that viruses can be a problem, but need to develop the technology to overcome this problem (is working very good currently - virus control, that is).

247. Video training on line. Especially new programs we get, but get no formal training on.

248. None

249. None at this time

250. none

251. None I can readily think of!

252. None

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

- 253. none
- 254. I can not think of anything.
- 255. None at this time
- 256. Need to get the Seniority lists back on Insight when possible.
- 257. n/a
- 258. None.
- 259. none
- 260. none
- 261. None
- 262. n/a
- 263. n/a
- 264. A downloadable copy of the Deficiency Tracking System for personal use (i.e. creating reports, performing tracking and trending, statistics, and custom reports.)
- 265. don't know
- 266. None.
- 267. none that i can think of
- 268. None that I can think of.
- 269. 1.)The availability of the Corel Suite. The site decision to switch to Microsoft Office was very bad. After using Microsoft Office for the last year and a half, I still prefer Corel. 2.) Allow the Hanford Site to use other support service than LMSI. 3.) Provide a number other than 376-1234 for emergencies.
- 270. None
- 271. A service like Netmind (netmind.com) would give users the option to set minders on procedures and other intranet pages to keep up with changes.
- 272. Need network access to a few more advanced engineering software packages: MathCAD 8.0, Solidworks 3D design software, and a PC-friendly finite-element stress analysis program such as ALGOR, ANSYS, or COSMOS.
- 273. We now have MS Word. Give us an updated version of Wordperfect (superior product) and Paradox. These are the word processor and database programs that are preferred in our department.
- 274. TIS for FDNW, HLAN link with home computers.
- 275. none known
- 276. Higher speed internet access. I believe the way Hanford configures its gateways and firewalls it negatively effects performance. It is frustrating to have to wait just to connect to a site say nothing of down loading even a simple image.
- 277. None at this time.
- 278. None.
- 279. Site forms in WIN/WORD format for spell check, save files etc..
- 280. none
- 281. None that I need.
- 282. WordPerfect Support
- 283. None
- 284. None

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

285. None

286. I would like to see a depository of native files of all authorization basis documents and supporting documents.

287. None

288. Current services meet my needs.

289. None

290. None

291. No comments

292. n/a

293. access to newer versions of wordperfect. not dropping ms project.

294. I would like to see site software for an "Instant" screen saver like they have at INEEL. This puts an icon on your desktop that you kick in the password protected screen saver whenever you like (whenever you get up and leave) rather than waiting for the timer to kick in.

295. At present, you have met all my required computer needs.

296. Can't think of any.

297. Wordperfect 9, DOE Headquarters and DOE RL use it, why don't we have it to use as the site standard? Would someone please answer my question. The Hanford Site used Wordperfect before we were forced to change. This has cost the Hanford Site millions of dollars. I challenge LMSI to send out a survey to all of the end users asking them this question. "How much extra time and money has been spent since 1996 on Microsoft Word conversions from Word Perfect?" It has cost the facility I work at a lot of unnecessary time to convert procedures to Microsoft Word. Also, the Quality issues that have also arose from Wordperfect to Microsoft Word have been of great concern and would not have been an issue had we kept with Word Perfect. The sooner the Hanford Site abandons Microsoft Word and uses Word Perfect as the site standard the better off we all will be.

298. none

299. I'm happy with the current services.

300. Currently, the h lan system is adequate to fit our needs, as for the future.....things change on a weekly basis. Time/productivity will tell.

301. None

302. Can't think of any additional network services that I currently need, unless you could set up some sort of a food service (probably not a realistic suggestion). The current selection of services fits my needs pretty well. Thank you.

303. ?

304. none

305. None

306. None

307. Since software distribution is an HLAN function, I will use this space to say that it should include a very good draw program. I do not have access to Visio or Corel Draw through Software Distribution.

308. None that I can think of.

309. A job control system that is generated in WORD

310. Everything I need is being provided on HLAN at this time.

311. none

312. No idea

313. Calendar does not show meeting times on my E-Mail

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

- 314. None
- 315. Capability to Scan images into applications such as word and autocad
- 316. None
- 317. satisfied
- 318. access to the Fluor Daniel Network
- 319. N/a
- 320. None
- 321. Cannot think of any.
- 322. none
- 323. None
- 324. Outlook Email, TIS, Site Forms, Printer, Internet, Word Perfect
- 325. I currently do not have visio - but would like to do so. I use it at home, but did not relize the site had it until I took this survey.
- 326. Wordperfect
- 327. Outlook Express
- 328. A light graphics program such as Auto Sketch.
- 329. na
- 330. None that I know of.
- 331. None that I can think of.
- 332. None
- 333. None
- 334. none
- 335. I would like to see th esite upgrade their softwear faster -- i.e. Office 2000 -- Outlook -- ect
- 336. i am a little computer illiterit, so i use what i have.
- 337. n/a
- 338. none
- 339. None that I am aware of.
- 340. wide band e:mail connection to FLAN
- 341. None
- 342. none
- 343. None
- 344. none
- 345. I had some very old WordPerfect documents (version 5.1 or earlier) that required updating. I actually had to take some of this stuff home and convert to WP8 with my home PC Corel package, then to Word (from Corel package conversion), then open the file with Word and finish the conversion to get best conversion results. It might be useful to others to have access to Corel suite 8 (WP 8) to do some of the conversions.
- 346. none
- 347. better hanford home page and better way to get to the hanford PROs. the index is really bad

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

348. n/a

349. None that come directly to mind.

350. None that I know of at this moment in time...

351. I can't think of any at the moment. For the most part, I think the services are good.

352. none

353. Can't think of any.

354. I can't think of anything that is currently not available. It is obvious to me that there are programs available that may of benefit and I need to increase my knowledge and usage, specifically Microsoft Access.

355. PC based televideo conferencing PC based phone (future combination of computer and telephone (including fax) in one unit)

356. A fatter pipe to the internet.

357. Video streaming capability

358. HLAN is currently meeting my needs - and doing it very well in my opinion.

359. On the whole HLAN is an excellent service.

360. Can't think of any.

361. none

362. None.

363. none

364. None

365. Not sure

366. Computer Training for programs such as Passport.

367. n/a

368. None

369. none that I can think of

370. Stability in operating platforms, for compatibility and impact minimization on end users

371. unsure

372. Electronic Time Gathering

373. None that I am aware of at this time.

374. Transparent access to Fluor's corporate WAN/LAN

375. jet form is not user freindly.

376. None

377. Better and easier use of electronic forms. An electronic document management system which is shared across the site, and which does configuration management. Better processes for workgroups to support their own home pages on the Intranet (Finance does a good job at this). Implementing work flow into many of the administrative functions.

378. None that I can think of.

379. RMIS is an albatross. Get a more effecient system.

380. Not aware of any significant need

381. High speed Internet

382. none

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

383. Satisfied with current services

384. Not knowledgeable enough of what is available to be able answer this.

385. Though other capabilities might be nice, I don't have the time to use anything else

386. Not sure

387. none come to mind at this time

388. Everything I need is currently on HLAN.

389. Current services are adequate.

390. don't know what's available

391. global troubleshooting of all installations from Software Distribution and how they impact current applications on a particular system. Once you download some programs, others don't function properly.

392. na

393. I'm satisfied

394. none

395. None that I am aware of at this time.

396. more reliability

397. None

398. None

399. I don't use TIS because I work for LMSI, an enterprise company. I have a lot of old HLAN icons that can be erased or deleted but there's no instructions in HUH (Hanford User Help) of how I can delete. This will help the memory space.

400. none

401. Ability to get training such as HGET via my computer in my office.

402. Network Fax capability. Outgoing faxes should be sendable from our computers, and incoming faxes should be delivered in image format to our e-mail message inbox.

403. 1

404. I would like to have an updated copy of Word Perfect; DOE Headquarters uses this.

405. I cannot think of anything at this time. The services currently provided to me are sufficient.

406. none

407. none

408. none

409. Better response time to trouble call telephone service (on hold too long) and some idea as to who knows what; sometimes I explain (at length) my problem only to learn that I need to be handed off to someone else who knows about my specific problem. For example - I had a difficult time setting up RAS at home. It took many telephone calls to get things sorted out and many trips back to work to print out more pages of RAS INFO from the intranet.

410. None.

411. None that I know of

412. None

413. None

414. Can't think of any.

415. I used to enjoy Out of Office Assistant. I am a shift worker and am off for 3-7 days in a row at times. I liked

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

being able to receive email at home, but for some reason, I have been denied that function. I'm sure that decision was made by someone who DOES get theirs at home, and/or is here during the normal work week. The new Intranet pages are not nearly as user-friendly as the old, to wind through to find what you wanted. No, I can't give any specifics.

For example, today I came to work to find that the Rattlesnake Barricade had been closed. I could have saved time, had I received the email at home that everyone on dayshift received on site.

- 416. None at this time.
- 417. none known
- 418. Access to Corel Draw or equivalent from Winserve (didn't realize it could be purchased, will try again), more appropriate use of forms filler which interfaces with Office97 applications (JetForms is not terribly friendly for large files such as baseline change requests)
- 419. Can't think of any.
- 420. Ability to occasionally send or receive files over the internet that are larger than 2 MB without the inconvenience of FTPing.
- 421. On line Computer based training ... ex. HGET
- 422. None.
- 423. ???
- 424. not aware of any other needed services.
- 425. none that I am aware of
- 426. none
- 427. Hypertext linked orders, Safety Analysis Documents, Laws, RCW, standards (IEEE, ASME, etc.), procedures. Essentially a virtual controlled manual/management policies system. Other sites have such systems (e.g., Savannah River) that provide all important documents on the web. The SRP system can also be used for revising and commenting on Safety Analysis Reports (a comment management system).
- 428. 1. Efficient RAS that moves data quickly and doesn't 'drop out' 2. Wireless connections on site 3. More efficient document and records management tools, including electronic meetings capabilities. 4. Less customizing of software, thus reducing interoperability between tools.
- 429. All computer-based training should be available at your PC in your office.
- 430. A simpler drawing program than AUTOCAD would be good as I have no use for 3D or other advanced features and it's cumbersome.
- 431. can't think of any
- 432. none that i can currently come up with
- 433. None
- 434. None
- 435. n/a
- 436. Faster response time to problems associated with the computer network
- 437. Updated/current programs and applications. This site appears to lag years being current applications. For example, just as we made the conversion to Outlook 97, Outlook 98 had been out for a few months and I have had Outlook 2000 at home for almost 6 months.
- 438. Access to more personnel information without having to go through HR (ie comp time accumulated, worked, taken, etc). Need site forms fixed so it doesn't crash as often as it does. Quicker access to shared files and programs - fix Insight to be more user friendly for the troops, test programs thoroughly prior to releasing them to the general employee pool.
- 439. n/a

Survey Question: (cont)

18. What services do you need that are currently not being provided on the HLAN?

- 440. I can't think of any right now.
- 441. None
- 442. Unknown
- 443. None
- 444. Not sure...
- 445. none
- 446. The ability to work from home. The ability to access my hard drive from downtown.
- 447. I am satisfied with the current services
- 448. Can't think of anything at the moment.
- 449. None.
- 450. For the time being, I don't need other services, unless it is necessary to have.
- 451. The ability to work from home. The ability to access my hard drive from downtown.
- 452. None that I am aware of.
- 453. None.
- 454. None
- 455. 1. The use of the CD writer. 2. The ability to have flexibility in the use of different word processors that can be easily converted by others or myself. Familiarity with all word processors is NOT cost effective.
- 456. There are none that I can think of.
- 457. None
- 458. Cant read managers calendar as to where he is. Sometimes need to track him down, but info not available to anyone except the secretaries.
- 459. none
- 460. none
- 461. Local document scanning.
- 462. None
- 463. I think as employees, we need more information on how to uninstall or remove software that we are not using. This would free up some space on our computers. Employees have software installed on their computers 5 yrs. back and since that time has changed groups at least two times and with both times not having a need for certain software.
- 464. none
- 465. None that I can think of, that would be cost effective to have implemented.
- 466. I seem to have to go back and forth between Netscape Navigator and Explorer when trying to access certain information and often don't know which one to use so I try both until I get there. This takes time and decreases productivity.
- 467. no comment
- 468. None that I am aware of.

Survey Question:

19. If you could improve one HLAN service, what would it be and how would you improve it?

1. E-mail tends to be unreliable -- sytem goes down quite a bit.
2. More e-mail space.
3. ACES seems to lock up alot on Mondays when the usage is high.
4. Integrate Lookup with Pop phone, so clicking on a name would bring up more detailed information.
5. na
6. When our plotter breaks down having someone there to fix it on a timely basis.
7. no major complaints
8. Increase number of drop lines in building - current configuration is at overload point.
9. Make updates to RAS such as the discs for upgrading RAS available at our work locations i.e.; PFP, 222S so one doesn't have to travel to town to pick up the discs for upgrades!
10. be able to print e-mail messages without printing the distribution. this was an option in the last e-mail program we had. for instance to print out the instructions for this survey, the first two pages and a half pages where just the distribution list.
11. None at this time.
12. For Popfon, i would replace the name of the supervisor or manager with the persons secretary or clerk.
13. Quality of knowledge of support personnel. Provide incentives to attract and keep highly qualified staff.
14. less programs . give the customer only what he needs to do his job.
15. Remove all the up front routines (except licensing) for accessing a program (in my case AutoCAD) and have an area server address for the user to access the standard symbol drawings and lisp programs.
16. Outlook - Conference Room Scheduling - This system is not set up correctly for scheduling/cancelling of conference rooms for the Hanford Site. Good guess - CTS has been constantly working on this problem with no solutions.
17. i can't think of any right now.
18. The new OUTLOOK is much less capable than the prior version in looking at organizations.
19. All the services on HLAN have worked very good for me. I can't think of any way to improve on the services that are available.
20. None
21. very satisfied
22. ?
23. Being able to use the Outlook For on site correspondence with out penalty
24. Provide better (faster) EUC services. It is difficult for many of us to spend 15 min on hold waiting for computer help.
25. We seem to be experiencing some problems with the Access Software; particularly in the application of databases (see question #18).
26. I used to be able to access my HLAN account at home using RAS, but am having difficulties due to compatibility problems with AOL. I would make RAS easier to use.
27. faster
28. As a writer of technical documents I prefer WP6.1 to MSWord. I have read several technical documnets that

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?
-

also say the same thing, in that Word is difficult in adding equations, footnoting, tables, etc... Both Word and WP should be site standard.

29. I use Yahoo and Altavista when I want to locate a company to get information and customer service on the products that we use here on site. It used to be that we could just go and do that. Now we have to log in when we do that, TWICE!!!! I can understand having us log in once as a means of preventing people from using their computers for non-sanctioned activities, but twice.....come on!
30. no improvement
31. Performance
32. AutoCAD network, it tends to be down alot. The improvement would be to give ACAD users their own copy of ACAD.
33. The current lookup is not as informative as the previous version. When trying to determine reporting relationships, etc., it is inadequate.
34. A better form filler program. Make it more flexible and faster responding.
35. I don't know if this an HLAN service, but there is a lot of information and programs on the computer that I am unfamiliar with. A training course would be very helpful
36. Speed of getting help at CTS. Having more personnel available on call. Need to have a more general understanding of the software problems, or be quicker to hand you off to someone who does.
37. Do not take TIS down until after 4:30 p.m.
38. Search functions
39. The amount of time it takes to receive a computer "up-load" to connect a computer is ridiculous. Understanding how the system works is fine however, when a computer is sitting on the floor waiting to be connected for TWO MONTHS to perform a job more efficient....and to actually perform the task, it is just SAD. Which means tech support needs....more support.
40. Get rid of (replace) the user unfriendly programs such as passport, and insight. In general I have not been impressed with the change to "Microsoft" software.
41. robustness of the servers and connections; there are many "burbs" that we didn't used to have that we do now because of "improvement" in technology
42. Voice recognition ability to email 5+ meg file attachments
43. file server access: can be cumbersome to track down who "owns" a share area and get them to grant permission etc. would like to see an 'open' share process where file and directory access can be controlled at the user level by the users, shares can be created adhoc and permissions given directly rather than work through a central choke point
44. Junk passport and replace it with something much more user friendly.
45. I do not like Microsoft programs, particularly Outlook Email and Calendar. I like the previous version of ccmall for Windows. TIS: it would be easier if we didn't have to enter our codes every week. Defaults would be quicker.
46. throw the passport system in the garbage and bring back soft reporting and wims.
47. see above
48. That it would be more reliable. Some of our employees must start computers up for a second time in the morning. They tend to lock up at times and the system is down too often.
49. rmis
50. No comment.
51. Do not think of any right now
52. Customer Technical Service response times. On the few occasion that I have to use the service, the wait time to talk to a person is excessive.

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

53. fewer unplanned outages by other companies within Hanford--Make people more aware on how Hlan works. Make it a part of HEGET training... show people that by unplugging a cord or opening a circuit breaker may take down Hlan to Half the Site and impact other without known it.
54. None to note since TIS has been vastly accelerated. I would like to be able to access my computer at work from home if possible.
55. None
56. see #18
57. less time waiting on the phone to get technical help. some people who are very familiar with some of these programs may not need help, but there are those of us who need technical help on occasions. it is frustrating to have to wait when it usually only takes a few minutes to correct most problems that i have. the people at technical support are a very valuable tool to me. they are always very helpful and friendly.
58. Since we are not making decisions requiring nano-second response I consider this question non-applicable!
59. Site Forms.-- Many of the forms are not expandible, to allow information to be input properly, ie. a given space will allow only 5 digits, but in some cases 7 digits must be entered, and the form will not allow this, or a narrative section needs to be expanded to incorporate additional, required data, but the form will not allow it.
60. less outages and/or delays / unknown on how to fix it.
61. Like above--Word Perfect 9.0 as an available option. Not necessarily as a "must use" but as an option.
62. Improve speed. One reason I don't use Outlook Calendar more often is the incredibly slow connection time. Customize network options to the customer, rather than overloading everyone with all the same protocols which most people probably don't need.
63. none
64. none
65. faster=better
66. I would like to see an easier way to set up my email quickly at another workstation when I'm away from my office. It seems I never use the same computer twice when I'm away from my office and it's much harder to remember how to set this up than it used to be.
67. Faster.
68. I have no complaints.
69. Earlier notification of planned outages.
70. Nothing..
71. None Noted
72. Make Software changes and updates less often, Test before applying them SITE wide.
73. Better software for collaborative authorship of documents (or training in how to use what we have).
74. Replace baseband Medium, replace with data switches
75. PassPort...system failures, locks up, data recieving time accosiated with Word.
76. access to internet (pretty slow now - sometimes can't even get on)
77. OUTLOOK - it's reliability and user friendliness is questionable.
78. PassPort. Make it more user friendly, faster, doesn't freeze up so much and not down so much.
79. Use of intranets for projects to enhance web-based collaboration.
80. I would simplify access to HDTS with intuitive menus, context sensitive help, single password log-on, more search functions, and a Windows front end (if it maintains application speed).
81. Put more people on the job to routinely monitor programs and streamline computers
82. Larger memory for email. I frequently have to deal with the 20 Mbyte limit...

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 83. Speed up access to End User assistance.
- 84. Web access needs to have a major speed increase.
- 85. Microsoft project server files do not seem to run well on some computers. Key server updates seem to be some of the problem and notification on these key server updates are not widely known or distributed. Problem encountered when you try to run the program.
- 86. Performance.
- 87. none
- 88. The Intranet. I feel it is very cumbersome to navigate in it's current layout. Make it more intuitive. Quit saving documents such as procedures in Adobe PDF format.
- 89. I'm quite satisfied
- 90. I am happy with the network
- 91. Being able to print out your own training status. To also easily look to see if your up-to-date VIA the access system. To save an error message and send it via email to the CTS people.
- 92. Do not have opinion.
- 93. Make site forms easier to find and user friendly.
- 94. getting up to date systems and getting them working right
- 95. More support technicians for both - 1) quicker phone question response time and 2) improved field support (repairs and installations) response time. The technicians are excellent, we just need more of them.
- 96. speed
- 97. By in large, I can't complain. My highest frustration is the very fact stated above, than when HLAN is down, there is very little that I can do. If HLAN is having a bad week, which sometimes happens, then my work (and attitude) suffers dramatically. However, I know things break down, so that's life. I don't know if there are features that provide back up service and to what level, so my gut tells me that we are doing pretty well. I'd give much higher marks the last few months than I would have given the previous year.
- 98. Not sure.
- 99. better knowledge level of the CTS staff people - I have the most problems with Outlook and am able to get help from Renee who is very good and knowledgeable
- 100. I am happy with the service
- 101. n/a
- 102. Calender, access other people's calendars
- 103. initial start up time, nt start up is very sloy.
- 104. Raz support!
- 105. n/a
- 106. E-mail - Faster and more room in inbox
- 107. Internet access - speed it up & make it available more of the time (receive a significant number of time outs while waiting to be connected to the Internet)
- 108. Faster Internet access.
- 109. HNF Procedures - it seems so sluggish to get to the one procedure that you are looking for. You have to go through many screens to get the place where the procedure is.
- 110. Actually I think the HLAN service is great.
- 111. none at this time
- 112. nothing

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 113. I feel the services that are currently provided on the HLAN are adequate although I don't think each HLAN user is utilizing the HLAN to its fullest potential due to a lack of knowledge of the HLAN capabilities. I suggest providing HLAN orientation with New Employee Orientations or provide HLAN training online.
- 114. Same comments as for question 18 above as specifically applied to Word Perfect 6.1 and Word.
- 115. A program that could provide a visual or graphic depiction of organization charts with names, cost centers, codes and HID numbers with find and sort capability would be useful.
- 116. I am satisfied with all the HLAN services that I use.
- 117. I would reevaluate Microsoft Word as the site standard; Not sure of the economic issues involved but it is rudimentary to use for even the most basic material.
- 118. Less outages, it seems everytime there is an outage my computer is effected in one way or another. The causes my productivity to go down, "If it's not broke don't fix it".
- 119. fine as is
- 120. The Intranet home page is difficult to use; the index should be inclusive of all other project home pages. It takes too much time to find stuff and a good start would be a list of fifty resources instead of six! Check out the PNNL site as a good example. Also, is it really that bad if we use the internet to check the weather....the government computer use montra in unrealistic, there is a difference between information and inappropriate sites. One last thought, what about a few video conferencing computers around the site.
- 121. I would improve the things one can do with e-mail -- like copying "folders" and attachments to disks, and ease of saving old messages and then retrieving them later, shared mail box areas. I would also improve the ease of doing things in Calendar -- such as being able to schedule/move appointments in my personal calendar and also on a group Calendar, and a way to access something about availability in everyone's calendars (for trying to schedule meetings). I would improve the new LookUp (not sure if it's considered HLAN), so one actually sees all the info about an organization, peers, etc., because whatever is "feeding" in the information is not always providing the peers or others in a work group correctly. I would improve Site Forms (or provide more education to users!) to improve ease of saving information entered on a form so one can access it again later to make minor changes and re-use on another applications, etc. Also, I would speed up the access to the Hanford Intranet and external Internet -- sometimes it seems extremely slow and/or gives out a lot of error messages instead of connecting to wherever a person was trying to get to!
- 122. Offsite Access
- 123. None
- 124. n/a
- 125. The new internet, is more confusing than the old look. It needs to be more user friendly to the ones that don't use it very often.
- 126. The Outlook limit on file size is very restrictive to me. I got rid of all of the functions such as journal, I use personal file to store inactive items etc. When it is overlimit on size I can not send mail without spending a lot of time reviewing my files when I don't want to do that at that time. It would be nice to have at least a 50% increase in size or may be some kind of warning to remind me to review my system and organize it.
- 127. The new menu is very hard to use to find things.
- 128. The redesigned Hanford Intranet Page is not very intuitive; it's not clear where to go for what kind of information. I found the superseded page more user friendly.
- 129. none
- 130. access to documents
- 131. Upating PopPhone more regularly
- 132. Speedier technical support
- 133. n/a
- 134. Easier sharing of information among the contractors (BHI, PNNL, PHMC/LMHC)

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 135. Increased bandwidth
- 136. If you could make the boot up process faster that would be nice. And it is really aggravating to have to re-boot after a file update push from the system. It seems that these always come at the least opportune time.
- 137. Faster internet (world wide web) access
- 138. The timeout of the intranet. I am unable to search some data bases looking for information on my training service, such as the national archives, some valve manufactures and other information because of a 1060 timeout error. I do the searches on my home computer and find that these site can take up to 2 - 3 minutes to find the information. The time out needs to be lengthened.
- 139. Faster
- 140. None
- 141. TIS program is very unstable--it needs to be redone.
- 142. see 18
- 143. n/a
- 144. TIS! I don't plan my day around when TIS is available. It is dumb getting training sessions on importance of TIS properly, then when the budget personnel need information before a holiday, weekend, or budget closing receiving message to break all the rules, then when back in the office after marathon meetings to not find TIS available, and then find a floor check the very same day! Or, when returning to the office after hours after several meetings to find that TIS is not available! until 7:30 (pm). I find TIS administration very unacceptable.
- 145. Frankly, I am satisfied with the services now provided and the level of support provided.
- 146. ?
- 147. Faster response when calling "1234" for assistance
- 148. 1. The integration of RMIS into a easily (intuitive) searchable data base system and ability to pull the files down in electronic format (ie. PDF).
- 149. I would like a better table of contents for PHMC procedures.
- 150. Customer Technical Support - make it more user friendly.
- 151. The pager system could be integrated in a way that would make it faster to use.
- 152. no improvement
- 153. It would include: 1) Desktop video teleconferencing, 2) Thin screens, ergonomic remote keyboards/mouse/head-set integrated with voice recognition and an eye guided curser, 3) Located at home (many employees will not occupy dedicated office space provided by the employer) 4) Pay-for-work rather than pay-for-time accounting.
- 154. Insight. Make it more user friendly.
- 155. keep as is
- 156. Make Network Engineering responsive and realistic. On my last two HLAN extention requests, the work authorized at the start of the calendar year was not started by the end of the fiscal year. Charges were made but no field work accomplished. The funding is no longer available.
- 157. None
- 158. Service currently meets all needs.
- 159. No opinion
- 160. n/a
- 161. Please cut down the waiting time for 376-1234 line.
- 162. enable email forwarding
- 163. This may be available - but a tie in at home would be helpful.

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 164. Have all software updates and revisions pushed by package manager so that everyone is using the same version immediately, and send a all employee e-mail everytime there is an update to software distribution so that people don't have to review whats available to see what is new.
- 165. SQL apps would all contain more intuitive interfaces to allow easier access for the occasional user
- 166. The telephone help needs to be improved. Usually the response given is, "We'll have to send a technician to fix the problem."
- 167. JCS. This is an antiquated DOS based system that is in dire need of an upgrade or replacement.
- 168. I think it would be clearer (easier to understand) instructions (or roadmaps) to the various topics offered on the Hanford and/or LMSI home pages. Sometimes, it's very hard to remember how to get from "point A" to "point B" through the maze of lists/directions....An information booklet containing basic "how to" instructions/guidelines would be appreciated.
- 169. Take Lookup back to what it used to be.
- 170. None
- 171. None
- 172. Switch back to Word Perfect from Microsoft Word.
- 173. None
- 174. Provide site support for the Macintosh computer environment.
- 175. PassPort -- NEEDS to be FASTER; RMIS -- NEEDS to be FASTER --- both programs are heavily used -- and needs to have servers to accomidate the users
- 176. I would make the HANDI and BMS systems less complex.
- 177. n/a
- 178. A simpler way to search or surf the inter/intra net also basic instruction on transporting things from the inter/intra net to Word, E-mail, etc.
- 179. be able to save a time card with personalized standardly used codes
- 180. The JCS ADP System is an outdated DOS based system and needs to be upgraded to Windows.
- 181. Have Netscape Navigator 4.0 available to users
- 182. TIS -It is very time consuming and frustrating
- 183. Popfon would be the one app that I would improve. I currently have more then one office around the Hanford site and could use more then one listing on the Popfon so that people could reach me if they needed to. It would also be helpful if we could make changes to our Popfon listings rather then going through a representative.
- 184. I would use VIDON to search and use file photos, but I have heard nothing but terrible comments about it.
- 185. upgrade to outlook 2000, and put bigger HDs on outlook servers.
- 186. Overall, I think the services provided meet or exceed my requirements.
- 187. I would like to see Insight improved into a more user friendly and more versatile tool. It is very cumbersome in it's present format.
- 188. Insight - from my perspective it is unreliable and does not come close to offering the functionality that it should, or that Soft Reporting did. It is difficult to use and can't even output to a printer by page number.
- 189. faster response when when upgrades are done in the field by technicians
- 190. speed
- 191. access to service rep/tech -- waiting on hold for up to 30 minutes is such a waste of time
- 192. Easier RAS process
- 193. Mandated site standards for software applications. We have folks using WP5.1, Word, WP6.1 and later

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

editions. Secondly updates to excel and powerpoint should uninstall the older versions automatically to avoid system errors. Add a net browser to avoid shuffling through the DOE Home page. Tell DOE to get over it as concerns their paranoia with users abusing the web - controls already exist to monitor abuse.

194. The Intranet may be helpful but it currently is not 'user friendly' , nor does it contain very much information. Site Forms is also difficult but then it always has been difficult.
195. n/a
196. Internet access - times out to quickly
197. The pager system through DOS takes awhile and oftentimes I need to page quickly.
198. Insight, not user friendly. Softreporting was easier, faster and more reliable to use.
199. Speed things up
200. I really appreciate RAS. I'd like to be able to get to more than just my Outlook (e-mail and calendar) via RAS. I'd like to be able to open HLAN to get to HNF PROs etc.
201. Faster connection to other applications
202. Improvement in navigation in the network, especially in the Intranet. Too hard to find things. Interesting note: DOS was easier to navigate and easier to get a good overview than the current system. The recent change of the home screen for the Hanford Intranet went from "some info" to "virtually no info". Options are not named well and are not self-evident from their names.
203. I think all systems should be the same user friendly, none difference then the other.
204. Nothing
205. Trash Microsoft and convert the entire network to Unix or a suitable clone (Linux).
206. n/a
207. Word Processing. Word97 is still a step backward from the functionality of Word Perfect.
208. We are evolving into a time where being able to operate some of our lab equipment from our office workstation(s) will be necessary. It will probably tax our existing system as we bring some of this software/hardware online. If we start making these improvements before the need starts to tax our present system that would be a big improvement.
209. n/a
210. --
211. i am very satisfied with the current HLAN service, and see no improvements necessary.
212. In the multi-user environment it would be nice to not have update the 5 to 7 work stations I rotate between every time we up date our password. Is it possible to store and access our profile at a remote location so that it gets done just once.
213. Site forms is difficult to get into, save and email to another person so they can open it. Passport is difficult to navigate through for infrequent users.
214. Because (I think) of our extensive firewall between the Intranet and the Internet, sometimes it takes a long time for external pages to "build" and be complete on screen. It would be great if the "capture" time for external pages could be reduced while still maintaining adequate security.
215. I'd set up on line software training. Write a very simplistic training manual in Word format for each software program so that when a user downloads a new program they can print the manual to use as a training guide and save it for future reference.
216. Notify automatically of the latest versions of software available for downloading. One of my recent problem was HQ files sent to me which I couldn't open with Acrobat 3.01 and I had to install 4 to open them. I didn't know 4 was available until I was forced by this to look for it. Same with HANDI last year when there were changes made.
217. The placing of manuals and procedures on the intranet. While this is a valuable service for quick reference, in

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?
-

many cases it is too difficult to read lengthy manuals and procedures on a computer monitor (even more so on my monitor because of all the colored highlighting marks on the surface of my computer screen). The practice of not issuing hard copy should be reconsidered.

218. Servers (Email, Calendar, etc.) going down unexpectedly, and having to constantly reboot to check to see if its back on. Also, Word (and to a much lesser extent WordPerfect) crashes in the middle of documents and we loose information.
219. Make every building the same so that laptops don't need converters.
220. I vastly preferred LANCal to Outlook calendar for many reasons. Example — Under LANCal, it was far easier to get into peoples' calendars (by typing in their last name as a password) to see where their meetings were, so that I knew whether I needed to allow travel time to or from another meeting. Getting this much info about others' calendars now requires that everyone take action to allow such access, which very few people have taken the time to learn to do (myself included). Also - Site Forms is not very user-friendly.
221. Time on hold with CTS
222. I like the Microsoft Office products and would only ask that as Microsoft comes out with improvements, that they be advertised via general delivery and available to us users on software distribution. I do not know that upgrades or fixes are publisized very well. I don't remember hearing about them, only if I have a problem, then CTS tells me about a patch.
223. Improve my connection to the net. I have consistently had problems with proxy server.
224. I wish Outlook were more user-friendly. In my history at Hanford (from pre-PC days) I have had to learn all the standard HLAN programs. Outlook is one program that has taken me the longest to catch on to. There are so many tools, services, options, etc., that it's hard to remember how to update your system when needed. I realize it is a Microsoft program, but if they ever ask for our input on how to improve, please pass this along.
225. I have no complaints with existing service
226. deal with the passport/ work management - jcs issue
227. sometimes the turn-around time for repairs is too slow.
228. ?
229. Can't think of anything at this time.
230. ?????????
231. Better and fast server connections. Outer area personnel always seem to be in crunches because of the poor connection for the network and especially the web.
232. I have no opinion
233. TIS would be available everyday until at least 8:00 pm.
234. Procedure retrieval is difficult now. I would like to make that easier, but don't know how.
235. Typing in WORD, locks up alot and my files corrupt and can't seem to retrieve a good back up file from the Temp files, journal, etc.
236. Need a common way to access all procedures and requirements documents. All on the intranet perferably.
237. Internet speed!
238. satisfied
239. can not think of any at this time, service and help is great
240. no suggestions -- it's fine the way it is
241. I do not have any suggestions.
242. not as many down time interruptions for maintenance or server outages
243. Not sure.
244. none

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 245. For my needs, they are adequate.
- 246. Do something to avoid system lockups when using Outlook or PassPort.
- 247. Site Forms needs to be more user friendly. For example, sometimes I cannot change the font size when I need to type in more text. The cells are locked, not able to be expanded when the text fills more space than is allotted. It is very difficult to cut and paste text from another application into Site Forms. The font size from the source document to Site Forms does not retain its formatting. It would be easier to move around the form if I could use the arrow keys to move directly down through the form instead of having to tab my way through all the cells.
- 248. 1.Passport, Difficult to move around in. 2.AJHA, Slow to load and use. 3. EJTA Just clunky
- 249. TIS is not available to FDNW employees...needs to be available
- 250. more connections, especially HLAN drops in individual laboratory rooms
- 251. HELP Sometimes looking up HELP doesn't even help!
- 252. Outlook - system reliability
- 253. Satisfied.
- 254. none
- 255. Speed
- 256. Continued improvements to Speed.
- 257. Network printer. Some documents take a very long time to process.
- 258. Here at FDNW the required reading list and its electronic submittal is still hard to use and has bugs in it. This needs improvement immediately.
- 259. It needs to be really stable if we are going to make it the repository for key information. I would personally rather not see us go that way (to make it the repository for key data), since I have seen too many times power outages at times that I need to have access. Right now, if we have a power outage, it is really hard to figure out who to call (since popup phone does not work when you have no power — no access to key procedures, etc.).
- 260. not permit Calendar to schedule over other meetings already scheduled
- 261. Don't know.
- 262. I would not allow a one way communication device (i.e., E-mail) to be utilized as a directive media.
- 263. JCS needs to be upgraded badly. You have to go through many screens to release, update, change, work packages.
- 264. Hanford intranet homepage. To hard and too many steps to get to the HNF-PRO's
- 265. Use of site forms and the files to serve them on. Don't have a good handle on using Microsoft Word, outlook, etc. I have muddled through the program changes and have yet to learn all the options and how to do things in these more recent programs. Not knowing of updates without going into software distributing has been a problem.
- 266. Improve speed at which can access HLAN over RAS. Also, need more servers to store in use data. Files are becoming so large that GB servers are rapidly being filled with data, especially when one backup file is over 100MB.
- 267. Internet access sometimes is very slow, makes getting information from outside frustrating.
- 268. Look at E-mail and files from home without "RASing".
- 269. n/a
- 270. re-write the TIS logic to better accept shift schedules
- 271. Don't know
- 272. My computer should boot faster - spends to much time upgrading things like Virus scan everytime I boot.

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 273. I would decrease the response time that it take to come out and fix/repair computer hardware and software. Provide more personnel for end user support.
- 274. Server outages - I work with the SWEA and SWITS data bases the most and it seems like we have a lot of server outages - it would be nice to know if all who have access to these are truly using them or just tying them up at times
- 275. None
- 276. Many site forms are poorly designed in that they have unrealistic limitations for the number of characters for entry lines.
- 277. The connection. Somehow make it quicker so there isn't a huge lag time trying to pull something off the network or downloading a new program.
- 278. I'm pretty happy with the current service. I like the microsoft products that were chosen as the standard programs and I use the same programs at home.
- 279. not sure
- 280. Lookup no longer includes job information. It would be useful to know who is the secretary in a group, and the other job titles in the group.
- 281. n/a
- 282. Outlook E-Mail
- 283. The INSIGHT program is very inneffective. The reports that I have pulled from the software are usually out of date, and very difficult to use. The software is not very user friendly in creating reports for specific information.
- 284. navigability on the intranet. i don't think it is very user friendly. one example is the listing of open positions.
- 285. Access during off-shift hours and weekends, especially when having difficulties from home with RAS. It is difficult to know if the network is down or not when you are trying to RAS in. The 376-1234 number indicates that it only operates from 7:00 a.m. to 4:30 p.m. Monday-Friday. At least being able to determine if there is a network problem would be helpful.
- 286. service is satisfactory
- 287. No Comment.
- 288. Improving service on the customer service line. Calling 376-1234 and being put on hold for five to ten minutes is annoying.
- 289. It would be extremely handy to have an online instruction manual for the various computer applications. HUH rarely provides sufficient information on how to perform tasks or solve problems. This is especially true for Microsoft Word. The switch from WordPerfect to Word was very difficult and wasted a lot of time. There are still tasks that I cannot figure out how to do. The Help screens in Microsoft Word and other Microsoft applications are also somewhat less then helpful.
- 290. 1. Availability of software mentioned in question 18 above.
2. Let us listen to internet radio while we work.
- 291. Site forms. The forms are very inflexible and slow to access. The form system could be improved by turning them into MS Word macros or template tables.
- 292. word
- 293. See # 18
- 294. The memory size limitations in Outlook actually hinder my work on a weekly basis rather than enhance it. There is just quite simply times where I can not take the time to do my e-mail and I am consistently receiving messages on my memory and am not being able to send out messages due to this. While I make a significant effort to stay on top of this, and I understand that we can't abuse this system and let it go, the restrictions are too tight at this time.

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 295. none
- 296. n/a
- 297. None.
- 298. Faster, more reliable access to the Internet (WWW).
- 299. I am Satisfied
- 300. na
- 301. n/a
- 302. proxy to netscape for access to ORPS
- 303. Not sure.
- 304. More CTS personnel to address problems when they arise.
- 305. Increase the speed of searches on RMIS.
- 306. None come to mind
- 307. Give people a common set of permissions for needed share areas based on their job function / company instead of having to get access to share areas from all of the different owners of these areas.
- 308. -Can't think of anything
- 309. I don't know of any that I would improve on. EUC and tech. support have always been efficient and on time.
- 310. TIS is not available usually between 4:00 - 4:30. It would be nice if you could add partial times for the day and save it. When you open TIS in the morning and attempt to add a time throughout the day, if it isn't on line it will cancel out what you entered throughout the day.
- 311. n/a
- 312. the file servers are a little slow when alot of people are using the same program
- 313. No specific suggestions for now.
- 314. RMIS - I often have to re-boot when using RMIS
- 315. No comment.
- 316. Site forms could be more user friendly.
- 317. Newspaper atricles are too small to read. Make larger.
- 318. To require LMSI to obtain a vote of the computer end users on programs they are proposing to get rid of or obtain BEFORE any action is taken to remove or obtain them. After the votes have been tallied, a 60% passage of the proposed change should be required and reported back to the end users also BEFORE any action is taken by LMSI. Following all of this, LMSI should then move forward because now they have consulted the end users before a change is made and obtained their endput not just someones input within LMSI conveying the "we know best mentality" (A prime example where the outcome would have been different was when Microsoft Word was purchased in 1996 and the entire Hanford Site used Word Perfect. Word Perfect was also cheaper to obtain at the time LMSI purchased it. The comparison was performed by asking Microsoft for a price of 10000 users compared to the Wordperfect off the shelf price, Corel was not contacted by LMSI for a lump sum price for 10000 users because there were those that called them and asked them, the Word Perfect price used was the off the shelf single purchase price. Also not factored into the equation was the time and money it would cost to convert to Word from Word Perfect being it had been the standard at the Hanford Site since the use of computers began.)
- 319. no comment
- 320. Training - tips & techniques of the on line systems - maybe a short weekly notice to increase awareness of the tools - I'm not interested in computer based training just some small tips to make things easier.
- 321. Work fine for me.
- 322. The only shared service that really causes a problem is TIS. To date TIS related problems have not proved to

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

be fatal, only annoying. TIS seems to be off-line a lot. How would I improve this situation? By making sure that TIS is always available in the late afternoon, i.e., near end of shift.

323. ?

324. more efficient server usage - I don't know if this is possible but it seems like servers go down often and unfortunately there is no backup system to complete our work

325. So far I am pretty satisfied with the HLAN, as you are improving the access tools it seems every year.

326. A WORD program for job packages that can be accessed by all areas of Hanford to eliminate duplication of effort. Many jobs are re-written daily that could be accessed and used site wide to save time and big \$\$\$\$\$\$. People are out here typing words that exist in other computers but no network exists to link them together.

327. none

328. No idea

329. Same as #18

330. I would allow more storage for e:mail messages

331. Response time on hardware repairs

332. Easier to find "special forms and procedures" such as the HNF-IP-1277 manual stuff.

333. ok

334. allowing access to HLAN from home as most of us have home computers and could be doing work from there during off hours when things are quieter, or if something precludes us from making it to work (i.e. weather, etc.) we could still remain productive and minimize impacts of not being able to physically be at work.

335. n/a

336. Site forms are very cumbersome to work with.

337. Make access to the HLAN services FASTER

338. none

339. Upgrade the servers, and maybe even keep backup servers readily available to replace a down server.

340. Make passport quicker to use

341. Convert all the site documents to the MS Office products. Allowing the continued use of WordPerfect is only adding confusion. We should take the effort needed to convert all the documents and then delete WP. There are those who will never change to the new MS products unless they have no other option.

342. Better access to local websites on the internet from the Bechtel Building

343. Outlook Calendar - it is not as user friendly as LanCal was.

344. Hire more qualified computer techs to support hanford site.

345. site forms toss it out go to Word Templates or Forms.

346. get rid of sms...slows the computer startup and access times every day....takes over 7 minutes to fire up.

347. The Hanford Intranet Home Page. I don't like the layout at all. Home page specifies contractors, then once selected it specifies services. Looking for a document is cumbersome, trying to find the right location, etc. (e.g. HNF-PRO).

348. Put an edit on calendar that will not allow multiple meetings to be set up that conflict with each other on a timing basis. No one seems to care if they are double or triple booking personnel for the same time slot and it is counter productive.

349. Intra/Internet access speed. It sometimes seems very slow.

350. Improve administrative controls

351. Several systems are difficult to use, e.g., Site Forms. We could use some training tips when a new system comes on line. (Perhaps a notebook system where the training could be printed and saved, or an intranet site

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

with some tutorials, which would be available when the user encounters the system for the first time.

352. none

353. RAS In From HOME SPEED -- I do a lot of my work after hours and week ends at home and a faster speed to RAS on to -- would greatly help me --

354. combine pager numbers with the pager icon.lookup pager numbers

355. n/a

356. no comment

357. na

358. I have no recommendations. It is the best I have ever experienced.

359. I am happy with the service and tools provided

360. I have no improvement suggestions.

361. Better Notification of new or updated software. There needs to be a what's new for computers and software so that users are aware planned or future updates/service pack. The what's new in software distribution doesn't provide the detail of who needs it or what the improvements are and their effects.

362. I find that the multiple reboots needed when updates are required (ex. VirusScan) are a pain. The long boot / start / logon time seems excessive and not very friendly (multiple questions to answer on startup), probably a reason that many users seldom turn off their computers (an energy waste and additional wear on equipment).

363. 1) TIS keeps wiping out my systray in Windows 98, which requires reboot. Could use a TIS patch. 2) autocad 14 no longer supports drawing search for text items like version 12 did. It would be nice to have this feature, especially when you want to find a specific item but don't know all the drawings it is located on. New cad version for this. 3) Passport password - should be able to change this anytime I want in case I feel my current one has been compromised!!! A basic requirement per HGET. I should be able to change any of my passwords anytime.

364. The ability to log on to the network on the first try (although this week it has worked fine).

365. the calendar on outlook is very slow and ties up the computer waiting to tell me what meetings I have and accepting or rejecting meeting. please improve the performance of the that feature.

366. faster remote access

367. Make wordperfect the standard word processor. It is so much more a real word processor. I have often wondered how we could make word a standard when it does not support SGML as a standard and Wordperfect does. The Federal system makes SGML a requirement.

368. Passport has drastically slowed down any procurement. Most jetform forms are unusable the way they are. I would suggest that Word templates be generated for forms.

369. Improve JetForms so that it doesn't hang up/crash your computer every time you use it.

370. I have been frustrated with the RMIS database with I use on an occasional basis. The searches take WAY too long and needs to be improved in order to become a really effective work tool.

Also, I would like to see a large expansion of the HUH that would include greater than 90% of all call in questions along with resolutions that HLAN users have called in about. I know it would take some extra manpower but it may prove to be cost effective in the longer run because I know I have to wait on hold (or wait my turn) in order to speak with an EUC representative. If there were a comprehensive database (or area) where I could go to look up my computer problem or computer related question, I wouldn't have to bother with taking up someone's time at the end of the line. And for the most part, those people are very good because they are able to diagnose most everything. So I would like to see an expansion of questions with their solutions for HLAN users posted on the Intranet.

371. none

372. If TIS would allow me to save a partial days number of hours (less than 9 most days) so that I could enter cost codes and hours worked on tasks throughout the day and save them as I go, my computing world would be

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

much better.

373. The one thing that comes to mind is the amount time spent on hold when I do have a problem and make the call to EUC. I have spent the better part of day trying to get through.

374. Making Pager software a windows driven program.

375. Access to the internet is sometimes slow or nonexistent.

376. The network meets my needs, I have no service improvement ideas. I appreciate the scheduling of outages during off-work hours (backshifts and weekends). It appears to me that the service provider is continually monitoring and correcting problems with the network. I think it speaks very well for those people.

377. Service time for equipment (swapping out my computer for the new one, fixing a group resource drawing plotter) is too long (weeks). The SITE FORMS application is TERRIBLE. I have personally wasted many hours trying to figure out why the form prints with a different font and different spacing than what shows on the screen resulting in text which doesn't print on the form even though shown on the screen. My secretary has wasted many more hours than I have. HUH and CTS have been no help!!!! This has been a productivity DRAIN not an asset!

378. Can't think of any.

379. don't know

380. Improve response time.

381. none

382. Web being more user friendly

383. The speed at which things are accessed. The faster the HLAN or computer is the better.

384. n/a

385. can't think of anything right now

386. voice activated CPU interface (mouse and keyboard-less interface)

387. unsure

388. Electronic Time Gathering

389. I think the service is dependable so I have no recommendation for improvements

390. go back to wordperfect

391. I would implement electronic work flow processes, integrated with forms and an electronic document management system, to improve the quality and efficiency of many of the routine Hanford work processes.

392. My only comment is regarding shared printers. We have high volume printers on the HLAN which are nice for large jobs. I dispute the calculations that has created a bias against personal printers. I am convinced that if you consider MY time that personal computers are more economical. I have examined previous decision papers done for computer issues. I find they don't consider the user costs. DOE should not allow computer cost reduction by transferring costs to the facilities.

393. Greater shared drive space available

394. Relatively satisfied....no significant improvements identified

395. Internet response time. High speed access line.

396. none

397. No suggestions

398. When services are added or expanded, the method of learning turns out to be trial and error-and this is not the most efficient method

399. Make virus updates less intrusive, sometimes it is necessary to boot 2 or 3 times in a row which can be inconvenient.

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

400. I have no suggestions

401. during heavy processing times access to files off of the file server becomes very slow and causes some problems with open applications. If this processing (suspect payroll and finance) could be broken up into smaller chunks it would have less of an impact (my guess anyway).

402. Plan now to upgrade Microsoft Office 97 to Office 2000.

403. Plan to upgrade Microsoft Office 97 to Office 2000.

404. More availability to CTS staff. Phone waiting for assistance and field help are long waits.

405. Cannot think of any. Only wish Passport were faster, sometimes takes too long.

406. speed up

407. Shorter wait time for response when calling 376-1234.

408. I'd ensure that substitutes or replacements were readily available to switch over to in the event of an outage.

409. None

410. Perhaps a bit more aggressive approach towards keeping network drives cleaned up. Space is running short in some locations. The custodians may need a little more prodding.

411. Access to my work computer from my home computer

412. Put Look-up icon on my screen so I don't have to go thru all that Intranet steps, even I've saved the folder. I use it A LOT because I take phone messages and I'll want to type in the phone number of the caller to get the name right. This is a necessity for me because I'm hearing impaired. It's great to double check the names, spelling, location, etc.

413. Speedup the HLAN system for connection with available programs.

414. Intranet/Internet speed.

415. Addressing the needs of the engineering community in that software such as MathCAD, be provided and kept current (i.e. MathCAD 2000 instead of MathCAD 6) regardless of the fact that the engineering community does not fit the "typical" HLAN user.

416. 1

417. Site Forms is always difficult to use and often crashes.

418. Allow to connect remotely.

419. Access time to the inter/intra net.

420. Key access occasionally locks my computer up

421. none

422. none

423. Everything works well to complete my work.

424. see #18 above

425. I'll have to think about it.....

426. I am satisfied

427. PassPort - menu structure is extremely confusing for navigating through screens. I also find Insight awkward to use.

428. Internet speed I believe that work is in progress to fix this and that it is suppose to be finished this year.

429. None

430. Laplink or some other way of connecting from home PC or laptop.

431. No comments at this time.

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

432. no suggestions

433. Increased shared area space on the server. In the case of Primavera, it appears that the more people on a shared area, the performance of the P3 program decreases. i.e. it takes longer for the file to open up, layouts to be built, selecting & sorting the file takes longer, calculating the schedule takes longer. If the SNF project, as well as the other major projects, could have a dedicated server for the P3 Project schedule, I believe the program would operate a little faster.

434. Update the WinPager to accept simple text files from Notepad for easy updating of pager lists (if it's supposed to do this, I can't make it do it and the DOS version is not compatible with my monitor, causes freezes from time to time)

435. Return the supervisor chain and organization information to look-up.

436. Don't know.

437. I can't really think of anything - y'all are doing pretty good!

438. Outlook Calendar sometimes doesn't work for me. I probably need to take more training in it.

439. Programs such as Motiva (EDMS) which is via the network is way too SLOW. It is near impossible to use at the beginning or end of the day. Redesign and load program on each computer and only access data base via the network.

440. Internet service. I waste a lot of time waiting....waiting...waiting....

441. Create some way to always have Outlook Calendar reflect the latest revision to a previously scheduled activity - so that it could not be inadvertently erased if you do not respond to these revision notices in their temporal order received.

Create a way of "tagging" messages in order to automatically send them to a personal file, if you so desire.

442. none

443. 1) Larger Outlook Mailbox sizes. 2) Faster RAS access -- although I have a 56.6k modem, I usually am connected a much slower speed. 3) Faster RMIS searching and document display. 4) Standardized RMIS indexing protocols to aid in searching for documents (or at least a procedure for the initiator to provide CCC with index words for letters, memos, documents, etc.). It's pretty hit and miss to search for items by anything other than document number, originator, date, etc.

444. Make RAS as efficient as on-site processing. RAS continues to be awful! Improvements over the past few years are not good.

445. TIS. The times it's down for backup or processing are inconvenient, every time that I go to exit it tells me that I have had an error and the program will be shut down, it frequently locks up and requires crashing and rebooting of the computer.

446. Hanford Intranet. I would improve it by keeping it up to date. I have found lots of things that are out-of-date or that are brand new that is not on it yet.

447. speed

448. ? Not sure what the term "HLAN service" means.

449. Update pop phone to be windows-based; integrate the Outlook address book, pop phone and pager functions.

450. none

451. Faster response to computer problems, hire more individuals for this purpose only

452. Site forms - too many commonly used forms are not available electronically.

453. Insight - needs to be more understandable to the general employees - the reports need to be fixed and the process need not be so flaky. Why do we need to password on, when it's just our regular cpu password? Also - there needs to be a better process for instructing employees on the use of this and other services.

454. Not so much improve, but any HLAN down time should continue to be scheduled for hours other than 6:00am to 6:00pm otherwise, my particular work would be inhibited.

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?

- 455. Insight - make more user friendly
- 456. I feel the people running HLAN are doing a great job.
- 457. Allow access to our site computers from off site so we can do casual overtime at home on our own machines instead of having to stay after hours or drive 45 miles on the weekend to do a couple hours of work.
- 458. No comment, it works very well.
- 459. One thing that could be useful is if there was an easy way to marry the information in Outlook (especially meeting durations) with TIS, so that there could be more seamless accounting of that time.
- 460. Unknown
- 461. Make remote access (for my home computer) easier, as I attempted a couple of times over a year ago (using the procedures and software available at that time) and gave up in frustration. I currently utilize my government furnished laptop which works well.
- 462. It would be nice if the user was not required to reboot the computer after virus updates. It would be appreciated if the virus updates (requiring rebooting) could be installed prior to the machine booting. It never fails that I am under deadline and I need to reboot the computer.
- 463. Cut the wait time in reaching someone on the help line
- 464. Phone Directory, I would like to have the ability to selectively copy and paste certain information into another application.
- 465. Some time Insight is little slower in loading the data, if this can be made faster.
- 466. The time involved in getting help from CTS. You wait too long from the time you dial the phone to when you get someone to help you.
- 467. Actually, there is nothing at the moment. I am very confident of the current services I have today. I wouldn't change or add anything.
- 468. Phone Directory, I would like to have the ability to selectively copy and paste certain information into another application.
- 469. HANDI and PassPort are obtuse. In my opinion, this software needs a vast improvement in user friendliness.
- 470. Infrequently, access to the internet/intranet has not been available. I would like a more reliable access, but I'm not sure how that is achieved.
- 471. The database that I work on is actually provided by PNL machines. Occasionally there is a problem with the interface between PNL and HLAN making it impossible to do my work. This requires numerous phone calls and usually about 4 hours of lost time. I would like to see some way of eliminating these interfaces and thereby eliminating potential for problems.
- 472. Flexibility in the use of available word processors
- 473. rmis
- 474. I occasionally experience difficulty in loading program updates. I really don't know the reason.
- 475. All in all, I am fairly satisfied with the HLAN and its availability to me during the working hours.
- 476. none
- 477. n/a
- 478. Keeping the Phone directory updated and having more employee information about the employee's on the directory.
- 479. More storage space on the fileserver for the user drive (U:).
- 480. The current Intranet does not seem to have a logical path to links with external sites, such as DOE Orders.
- 481. Working with a Site Form is still a mystery to some people. I dread having to fill out a Site Form. I don't think site forms are user friendly. More instructions such as exit, printing a blank copy, expanding the fields to allow more written context to be entered, etc. should be available after you are actually working in the

Survey Question: (cont)

19. If you could improve one HLAN service, what would it be and how would you improve it?
-

document. I don't know if the software will allow that.

482. none

483. Improve data throughput / bandwidth, especially infrasturctural support. The current site network is slower than any other network I haveever seen. During peak useage periods, it is virtually impossible to download or exchange anything with anyone. Improve the criteria for selection and interoperability of software. There is a need for a data protection / encryption feature for transmitting data over the HLAN / Net. The Panic induced security modifications that have been added to the HLAN have not in my opinion increased security, but only made it harder to get work done. PGP or Paranoid could be good options.

484. Basic internet training at my desktop would help increase my productivity. It seems to take a lot of my time when I use the internet. Therefore, I avoid the exchange even though I know valuable information is available there.

485. no comment

486. Software system interactions will occassionally cause my local computer to lock up, necessitating rebooting. Software pieces most often "Not Responding" are IE Explorer when accessing procedures in PHMS or other databases (ex LHMC procedures) and PassPort.

487. If RMIS is an HLAN service, an improvement would be linking the outgoing letters to incoming letters (that generated them).

Survey Question:

21. Please list other computing based items that you may need in the future:

1. I'd like to see the site offer a graphics package for use in the designing of web pages.
2. 1
3. Replace desktop with a laptop and docking station.
4. none at this time
5. Conferencing would be handy, but would be difficult to implement over a broad range of contractors, say PHMC, BHI and others. Conference telephone calls work pretty well as a work around.
6. At this time, I cannot think of any computing based items that I may need in the future.
7. Not Applicable.
8. I'd like to access my phone lines with my computer.
9. Cannot think of any.
10. work flow tools to pass documents and assignments through the work process.
11. I would like to see in standard programs ones that zoom out better for the visually impaired and voice recognition programs for those with problems including keyboarding sensativity.
12. No comment.
13. access to SCIENTIFIC graphics program (e.g. SigmaPlot), as opposed to business graphics (e.g. PowerPoint)
14. no more computer based training.
15. The ability to connect to more than one LAN without swapping LAN cables (actually need this now!).
16. none
17. Software design planning tools, preferably Rational Suite, Enterprise Edition. This is expensive for individual groups but could be purchased for a site license.
18. Items that support interactive uses. Keeping up with what is going on in the industry is going to play a big part with retaining and attracting the right resource...
19. none noted
20. Telephony
21. TechTips from Microsoft
22. ?
23. n/a
24. Digital signature
25. Raster to vector or ASCII conversion software.
26. Newer version of Paradox. Which our group uses and is in my opinion a much better product than Access. Access to newsgroups.
27. Specialty software such as AUTOPIPE and MATHCAD.
28. I'm not good at imagining, but I've been impressed with some things that have been made available to us here.
29. not sure what I am going to need - sometimes we do not get much notice
30. ?
31. Hget Training from My Desk
32. n/a

Survey Question: (cont)

21. Please list other computing based items that you may need in the future:

- 33. Note: Future position is not current one.
- 34. training (like HGET) at own terminal instead of traveling
- 35. rewriteable cd drives
- 36. How about all building procedures available from the intranet? PNNL has it.
- 37. Normal upgrades in hardware, software, and response time to pace technology advances.
- 38. n/a
- 39. Audio input might be a good way to go, but I don't speak in sentences and paragraphs.
- 40. n/a
- 41. Can't think of any.
- 42. None
- 43. Tough to answer. Ten years ago, I would have said I did not need any at all.
- 44. None
- 45. none known
- 46. Portable instrumentation links (2.4 Gig. radio) to HLAN from the 200 Areas Tank Farms
- 47. ras
- 48. n/a
- 49. Plant configuration management software.
- 50. NET MEETING KURZWEIL VOICE RECOGNITION NETWORK SCANNER/PRINTERS WORKSTATION BETTER KEYBOARDS
- 51. The intranet should provide CBT's for all of the software we have available, any time software is changed the CBT's should parallel.
- 52. A site standard full desktop, all-in-one, customizable freehand style graphics, presentation, photo, and layout program for the PC environment that is currently available for the Macintosh environment on site.
- 53. None
- 54. photo library systems that is user friendly (see comment in number 19)
- 55. Would like to see more training on various software provided via computer work station since it is very difficult to obtain approval from the company to pay for computer software courses at Protrain, CBC, WSU, etc. We also don't get any instruction books on the different software, and although the HELP menus are better than they used to be, they still lack many of the answers I've needed.
- 56. At this time its hard to tell. Our processes are always evolving as technology progresses. The computing industry is too dynamic to list future needs at this time.
- 57. Can't think of anything else.
- 58. You folks have more imagine than I do - just bring em on! We'll adapt.
- 59. I'm sure all of the above will be needed someday, but for now, nothing!!
- 60. Not aware of what is available.
- 61. I am not told what will be in the future.
- 62. Color printers that do not smear.
- 63. Read/writable CD for data backup. Cheaper media for data backup and, in spite of the fact that the disks are not reusable, more convenient.
- 64. None
- 65. I would like to have something like PC Crypto (a McAffe, MS Office compatible product) to use in the

Survey Question: (cont)

21. Please list other computing based items that you may need in the future:

- multiuser environment I work in. The password protection of the screen saver is not practical. It just antagonizes the other users. I guess this question is all ready answered because our work would not be visible to the computer use police per question 27.
66. Electronic signature and authentication. Financial data system that can be understood and used by someone who does not have a degree in accounting.
67. None. Covered my needs in question 20 above.
68. Need to convert old DBase files to Access.
69. RAS--I have heard nothing but nightmares becoming reality with people accessing from offsite using RAS. So I have avoided that and just access the file server using dialup. I only use it for accessing email messages and checking the calendar.
70. none
71. audio will be very important
72. Can't think of any at this time.
73. I want the computer tied into the phone so when I look up a number I can have the computer dial it. Not a big deal.
74. I have no opinion
75. None
76. unknown at this time
77. Autocad conversion software - convert hand drawings to cad drawings.
78. none
79. None
80. Many of the above items would be a plus, however, for my work now, I don't think I would 'need' these services.
81. I can't think of any more at this time.
82. Latest WordPerfect
83. PX3 scheduling software, AutoCad, Photoshop
84. ?
85. Software & Web Site Testing Software
86. electronic invoicing between FDH and subcontractors electronic ordering direct between FDH and suppliers
electronic payment between FDH and suppliers increased electronic communication tools between FDH and the external supplier community faster transmission of data
87. How to politely delete questionnaires (just seeing if you're awake). None that I know of.
88. Remote access to email without having to RAS in.
89. access to site-wide data base that would make available the hazards in a facility to emergency response personnel.
90. No comment.
91. none
92. Can not think of any that I need in the future to perform my job.
93. No more than above
94. n/a
95. n/a
96. telecommuting capabilities

Survey Question: (cont)

21. Please list other computing based items that you may need in the future:

- 97. Training, training, and more training.
- 98. None
- 99. n/a
- 100. Good Job
- 101. Just a comment. I think that we should control access to web publishing tools for 2 reasons. 1) Standards should be enforced and 2) Web pages are like miniture applications and should be operated and maintianed as such.
- 102. None
- 103. None
- 104. No comments
- 105. n/a
- 106. Don't know at this time.
- 107. small portable printer to down load sensitivity readings of the fire system smoke detectors and status of the fire alarm systems
- 108. Optical character recognition for scanning documents
- 109. Validating Web Based Training
- 110. na
- 111. I currently use a second hard drive for data back-up. This has proved to be a reliable and fast way to insure that my stuff doesn't get lost. As the quantity of stuff to be saved grows, I might need a larger back-up hard drive in the future. Is lost PC data much of a problem site wide? How do most folks back-up their data files?
- 112. A good draw program (Paint doesn't cut it) and a basic desk top publishing package.
- 113. none
- 114. none
- 115. Barcoding of instruments and dosimety into the ACES system.
- 116. n/a
- 117. SunPro
- 118. more memory
- 119. Training on Access.
- 120. Audio input software would be very helpful for those of us who are handicapped or whose keyboarding ability is slow.
- 121. none
- 122. same as number 18
- 123. n/a
- 124. PC card reader
- 125. corel suite
- 126. RAS as it stands now messes up your home or portable computer-- I don't use it now because of the problems friends have had. I am approved for use, and did use the old system, but will not put my home system into harms way.
- 127. web tv
- 128. Graphics program, like CorelDraw; may need MicroSoft Front Page if get an opportunity to put facility-specific procedures on a web site on the Intranet, etc.

Survey Question: (cont)

21. Please list other computing based items that you may need in the future:

- 129. Can't think of any right now.
- 130. I'm not sure if this is the right place to mention this or not, but here goes: The TMX software doesn't seem to fit the windows platform very well. I think it may even be a DOS based program. It would be better if the program were windows based (rather than compatible). To be honest with you, I'm not convinced the software is as helpful as it should be. It doesn't seem to fit our needs.
- 131. None known at this time.
- 132. Not sure
- 133. Electronic Time Gathering
- 134. Full audio/video recording to report financial information to management in a user-friendly medium (i.e., rather than merely providing tables and graphs of data, providing integrated voice and video with animation such that it seems like you are talking to the recipient of the information - TurboTax uses this approach in their tax software and it is very effective)
- 135. access to national standards with ease.
- 136. Electronic document management system, knowledge management systems, electronic forms tied to databases.
- 137. Two comments. Scanning and digital imaging. Our facility has invested in a digital camera and has an older HP ScanJet. These implements have been a great asset in preparation of documents. To complement this, a site standard image editing software would be beneficial. I would recommend an inexpensive product such as Paint Shop Pro.

Second, WordPerfect. I am convinced the change over to Word has been a cost reduction nightmare. As a "power user" I am invited to solve many problems for my associates. Word has NOT resulted in productivity increases. Quite the opposite. Legacy file conversion has been a nightmare. Word's functionality on long complicated files is poor. User learning curves have been long. I understand that mistakes are made and accept them but I am disappointed that a review, as difficult as it may be, has not been done to confirm the predicted cost savings. As my facility interfaces with DOE-HQ (which uses WP) for EIS preparation we've found a need for WordPerfect. I would encourage the site to consider adding WordPerfect as a site standard.
- 138. none
- 139. Not sure
- 140. None
- 141. None
- 142. electronic signature
- 143. Large capacity archival, e.g., CD-R/RW or DVD-R
- 144. Rewriteable CD-ROM availability for our workgroup.
- 145. 1
- 146. I have a present need for some type of Graphics Editor, (Photo Shop, Paint Shop Pro...) and would like to have it offered via software distribution.
- 147. color printing
- 148. n/a
- 149. Computer based training for the site applications.
- 150. n/a
- 151. Make WordPerfect site standard for word processing.
- 152. am a current but not very active RAS user (not active due to hardware problems, trying to work it through)
- 153. Super high speed workstation (such as multiprocessor DEC Alpha) for technical computing.
- 154. FAST access to vendor catalogs (mechanical and piping components) with a speedy search engine. Also be able to download drawings of these vendor items along with the catalog page. We did have a CD service called

Survey Question: (cont)

21. Please list other computing based items that you may need in the future:

VHMS which was discontinued because of update cost. There is a internet service called Wiznet, but it extreamly slow.

155. none

156. Don't know.

157. n/a

158. This whole survey is the typical Hanford software sham I have seen for years. The only questions you ask about are business programs. Science should be driving Hanford not database programs. The computign based items I need in the future are scientific programs. I need both the programs and the local support. Why can't I get good support on scientific programs.

I need a equation solver -- not a spreadsheet (those are designed for accountants not scientists. I use them because that is all that is supported.) I need MathCad, TKSolver Plus, MatLab, Mathamatica, etc.

I need a chemical simulator program such as ESP, Hysim, Aspen, etc.

I need access to scientific databases: DIPPR, NIST webbook, etc.

I need a good statistical package(s): simple ones such as NW Statpak to top level ones such as S+

I need a good scientific plotting package: Jandel's, DADisP, etc.

If I have to do engineering with accounting tools (spreadsheets), at least get me some addins such as Crystal Ball.

Get me access to color output. I dare you to put 6,000 points of 9 different variables on the same chart and try and make sense of them in black and white.

Every secretary and bean-counter has up-to-date software with excellent support. Every engineer here is trying to jury-rig up business software to do his science on. Why can't we have good science programs????

159. The ability to input data to the database(s) from hand-held instruments - from field inventories. Need to have this data dumped into relational databases. Need rapid document scanning capabilities with optical recognition capabilities for retrieval.

160. Color Printer

161. I could have selected all of the above items listed in question 20, since any of these computer enhancements would likely improve productivity - however, I selected only the top two to give them greater emphasis. Voice recognition, for example, has the potential for great enhancement of computer/user efficiency, but I am not sure how far along it is, or what it costs.

162. None.

163. none

164. Scanning / OCR recognition. 3D graphics capable videoadapter with IR shutter glasses capability. Shared application capability on Vide teleconferencing. DVD (both read and read/write).

165. none

Survey Question:

24. Please list other areas accessed via the external Internet:

1. DOE Directives - Los Alamos; DOE Technical Standards - Oak Ridge
2. GPO Access
3. Fluor Benefits
4. Weather, national & world news such as the nuclear accident in Japan.
5. 3
6. nrc homepage, washington job postings for recruiting
7. Driver updates and new Control System Software Demo downloads.
8. I have internet at home for other accesses.
9. vehicle vender information on purchased fire equipment incoming weather data for our outside workers for proper clothing
10. Technical Library, DOE orders
11. Access mainframe computer in Oak Ridge, TN.
12. Not Applicable.
13. weather info
14. EPA documents, etc.
15. asme, iso, sqig, epri
16. Accessing government regulations, State and Federal.
17. Other Gov't agencies: NIOSH, OSHA, WISHA, etc.
18. Business due diligence for leasing and business contracts
19. Search engines, vendor pages, technical data
20. Safety information
21. No comment.
22. None
23. Sites that contain State and Federal regulations.
24. i use yahoo.finance to convert canadian dollars to us dollars for the project on work on.
25. different sites that deal with my profession.
26. Professional development information--such as registering for classes
27. none
28. Occasionally I am requested to correspond with corporate offices for my boss.
29. Other government agencies; professional organization web pages; research organizations.
30. Microsoft Knowledge Base, Advisor Product information for Access and Visual Basic.
31. phone directory
32. Maintencnce information from vendors
33. e-mails to HQ contacts have bookmarks to EPA and state regulatory agencies. these help monitor regulatory developments
34. n/a

Survey Question: (cont)

24. Please list other areas accessed via the external Internet:

-
- 35. Federal Acquisition Regulations Department of Energy Acquisition Regulations Defence Contractors Audit Agency
 - 36. GPO, AWWA, NSF, USCFCCHHR, WETRC, Thomas, Access Washington, Fed. Reg.
 - 37. Information and status of other DOE sites affecting projects (i.e. CAO home page, New Mexico Environment Department, Oak Ridge, etc.).
 - 38. None
 - 39. None.
 - 40. HQ phone listings
 - 41. Links to other government/DOE sites, such as Washington Department of Ecology, etc.
 - 42. Company information.
 - 43. Procedure research (HNF-PROs)
 - 44. None
 - 45. COGEMA HQ in France regarding PHMC work.
 - 46. Ideas for safety/CPI topics
 - 47. none
 - 48. MSDS Databases
 - 49. Database and documents
 - 50. none
 - 51. Technical Societies, Universities, Fluor Corporate information.
 - 52. DOE requirements post @ " Explorer", WAC requirements posted with the Washington department of Ecology, Code of Federal Regulations, Federal register, all SRID information.
 - 53. Codes and standards (interpretations, current standards,
 - 54. access to copies of standards, codes, regulations, etc.
 - 55. Societies and professional resource home pages. Such as the American Academy of Health Physics or Health Physics Society
 - 56. safety topic bulletin boards
 - 57. Government regulations and notices
 - 58. CjNet, ZDNet, TUCOWS, WinFiles, Microsoft, various other vendors and technical support areas
 - 59. n/a
 - 60. Reporting to DOE-HQ. This reporting is done 5 times per year and has closing dates. Depending on what day the Internet is unavailable may also affect the impact.
 - 61. Hanford and FDNW procedures, Hanford weather and search engines
 - 62. n/a
 - 63. Federal (OSHA) information
 - 64. none
 - 65. None
 - 66. none
 - 67. Vendor equipment safety information, Upgrade information, Software revision information, FTP to other locations.
 - 68. None

Survey Question: (cont)

24. Please list other areas accessed via the external Internet:

- 69. National Institute For The Certification Of Engineering Technitions Oklahoma State University
- 70. None.
- 71. Accessing Manufactures web-sites to obtain Material Safety Data Sheets
- 72. None
- 73. vendor technical sites,
- 74. Email to other government sites or offsite companies.
- 75. None
- 76. Other Federal Agencies
- 77. Technical trade journals, discipline (QA) net sites (ASQ) other GOCOs, universities.
- 78. U.S. Trademarks manual search and Individual company/vendors homepages to find registered trademarks.
This information is needed when releasing supporting documentation that is cleared to the public..
- 79. Weather patterns, and update's to plan work.
- 80. I go into it for procedures information. Supporting Document information.
- 81. n/a
- 82. NASA and NOAA for information.
- 83. technical colleagues and federal agencies
- 84. Other DOE and contractor websites. Other government agency sites. Trade and professional association sites.
- 85. My 401(k) benefits package
- 86. None.
- 87. Mainly for information gleaned from the DOE-HQ home pages.
- 88. none
- 89. The travel information is used for work related travel.
- 90. none
- 91. search engines
- 92. I do not use this function
- 93. None
- 94. Use home computer for most internet usage - even for business purposes.
- 95. None
- 96. Look at sites to gage how they portray information to gain ideas and information here. look at training opportunities. sometimes for news bulitens.
- 97. n/a
- 98. none
- 99. None
- 100. Looking up personnel at other DOE sites for addressing info.
- 101. osha, wisha, niosh, cdc.
- 102. Weather forecasts
- 103. Department of Energy Lessons Learned Federal Law
- 104. none
- 105. Medical Insurance sites, weather, road conditions

Survey Question: (cont)

24. Please list other areas accessed via the external Internet:

- 106. US NRC site to get 10CFR information
- 107. Safety articles (non-DOE) -- like heat stress, hantavirus, commercial nuclear reactor safety data.
- 108. Federal Acquisition Regulations DOE Acquisition Regulations Executive orders and other laws Other federal agency information Request For Proposal publications Communication/emails to other personnel at other DOE and other Federal Agency Sites Communications with vendors/suppliers Receipt of resumes from job candidates
- 109. I'm not sure if 23 covered this. I access Federal, DOE, State, and other codes and regulations via various homepages.
- 110. Other fire departments and their ideas and equipment The weather. We live and die by what the weather does to us.
- 111. Other fire departments, fire service agencies, weather information.
- 112. None. Do not use the WWW from work. Too easy to end up in the wrong place.
- 113. Safety information, lessons learned.
- 114. Law Enforcement sites
- 115. Look-up, Administrative documents, procedures, Putnum Saving info., etc.
- 116. n/a
- 117. n/a
- 118. DOE Orders and Directives; Web Sites for DynCorp training; Reasons Software Web Site; Cartoons, Graphics, Quotes, etc to liven up presentations; Microsoft Web Site to resolve software problems. It would also be advantageous to more freely use FreeWare and Shareware programs such as screen savers, and other utilities such as "HYPERSNAP" and other utilities that provide good tools for simple tasks.
- 119. federal and state regulations
- 120. Hanford site documents that are not on the intranet
- 121. Chemical info, product info.
- 122. None.
- 123. None
- 124. training purposes only
- 125. None I use it at Home.
- 126. Transmittal of examination data.
- 127. AIChE website to keep abreast with the training that is available.
- 128. None
- 129. MSDS information and Safety related topics. If the internet is down, I use my connection at home to search for information.*
- *refers to question below.
- 130. No comments
- 131. n/a
- 132. Regulatory agency (e.g., EPA) free information/requirements/guidance.
- 133. Search engines, DOE Technical Information Services, DOE-HQ, DOE Rad Con, DOE ES&H, DOE Price Anderson Amendments Act Office of Enforcement, etc.
- 134. www.psdi.com <http://va9nt2.dynCorp.com/cbtweb>
- 135. none

Survey Question: (cont)

24. Please list other areas accessed via the external Internet:

- 136. Safety related areas that would increase awareness for employees - American Heart Association, Mothers Against Drunk Drivers, National Nutrition Month, etc
- 137. na
- 138. Local weather reports
- 139. Wiznet, and Thomas Registry
- 140. n/a
- 141. none
- 142. none
- 143. Communicating with external contractors, suppliers, coworkers, job sites.
- 144. None
- 145. n/a
- 146. US Government Travel Page for planning for managers training and travel.
- 147. DOE ORDERS, CFRs, OSHA, WISHA, WAC Rules, NEC FINDINGS, MATERIAL SPECS.
- 148. weather forecasts to establish outside working conditions for workers in area.
- 149. MSDSs by manufacturer for products. New products for deconning, ALARA purposes, drum handling
- 150. Sites on information security and privacy
- 151. Regulatory information, local weather forecasts.
- 152. na
- 153. Just Hanford Home Page.
- 154. Procedures, Human Resource Information, etc.
- 155. None
- 156. public libraries, national weather info.
- 157. NRC info and national standard and codes
- 158. ISMS info, DOE orders, OSHA
- 159. Information from other DOE/ government sites.
- 160. Rad Con web sites that contain a multitude of links to rad-related sites
- 161. none
- 162. Weather forecasts (for planning of outside work activities).
- 163. Benefits information and registration (most of which is on the Intranet).
- 164. Health Physics Home Page, Radionuclide information
- 165. none now.
- 166. Safety Sites
- 167. sites to gather information regarding isotopes we dont know too much about, etc.
- 168. Phone, addresses at other DOE sites.
- 169. Access professional society and other DOE contractor web sites for technical information. Access federal sites (GAO/DCAA/IRS/etc.) for regulatory/statutory requirements/updates
- 170. na
- 171. Federal government sites, conference information
- 172. State/Federal Agencies' websites for guidance, rules, regs

Survey Question: (cont)

24. Please list other areas accessed via the external Internet:

173. na

174. none

175. Most of my internet use is oriented towards DOE requirements, which have over the past couple of years been made available on the internet. I also access related requirements and other documents associated with other government agencies, primarily the Nuclear Regulatory Commission

176. Code of federal regulations, and DOE documents and standards

177. Weather information.

178. Weather information

179. Federal Acquisition Regulations, Other Procurement areas that need to be accessed per procedure to obtain needed info. Eg, Federal Travel Regulation, SIC Codes, Verify vendors are not on the Debarred listing, etc..

180. arma, nara

181. none

182. None required.

183. I understand it's the computer security that we are not allowed to use external WWW page at work only at home. You can get an computer security infraction. I use it at home constantly at my home computer, not at work. I don't want to get an infraction.

184. Federal (OSHA) and State (WAC) codes and National recognized, technical organizations such as AISC, ASCE.

185. Engineering Software vendors, ftp access to software patches, software demo files

186. 3

187. Doe Directives and standards, Regulations, Technical Information and product searches.

188. Professional organization web sites in order to obtain a listing of conferences, trainings, etc.

189. n/a

190. None

191. None

192. Sometimes weather conditions, which could affect equipment or travel to and from worksite. The 12 hour shifters are on the road about 430am and after dark in the pm. Snow, Fog and Ice have and will affect the ventilation systems we operate as well as response times.

193. n/a

194. Downloading the latest drivers from HP for plotters, P3 Homepage has FAQ's on new versions of P3, as a P-Card holder looking for the most cost effective price on an item that may not be available through local, small business, minority owned companies.

195. Accessing HQ databases such as DOE Orders.

196. None

197. Regulators web site, DOE and field offices web sites, etc.

198. Sites that help me do my job, such as: grammar, math, explaining things in simple terms. I use the Web as a library.

199. none

200. Other government sites for Laws, Regulations, Standards, Guidance

201. DNFSB Web Sites Other DOE Installations INCOSE Other Professional Organizations

202. Haven't used it for anything else.

203. Professional society and center of excellence information related to performance improvement.

Survey Question: (cont)

24. Please list other areas accessed via the external Internet:

204. Federal Express online scheduled pickups

205. n/a

206. Software freebies, tips

207. technical dictionaries, MSDS, safety sites, chemical finders,

208. Contact with outside counsel/attorneys/judges/arbitrator's; use of Martindale-Hubble...

209. News Media accessing information on Security incidents.

210. We convert DOE/RL documents to html. Any reference (links) to other sites are tested to make sure the internet addresses are correct.

211. None, intentionally

212. Thrift Savings Plan (Federal Retirement) and Washington State University courses.

213. National codes and standards, etc.

214. None

215. none

216. Weather, DOL information (SIC Codes)

217. None

218. regulatory sites for legal research, EPA interpretations, past regulations as well as current versions

Survey Question:

32. Please list other services you feel would be helpful if they were added to the Help Desk:

1. Quicker response to problems. Hold time is excessive on phone calls.
2. I have no suggestions for CTS. Their service has been very good.
3. None, the folks down at CTS are good, very good!
4. 1
5. None
6. None at this time.
7. none
8. Not Applicable.
9. My problems are never the type that can be answered by simple HUH Help.
10. Get rid of that annoying voice menu. I would rather be put on hold right away than listen to that menu, first, and then be put on hold.
11. I would like to see that others (and possibly myself if the time arises again) to be able to call CTS and connect up a new computer...to avoid having to wait 2 months.
12. trending analysis of problems, specifically maintenance history on individual machines to identify lemons and on types to identify the reliable types that we want to buy more of.

For those of us that are computer literate - how about an online triage that we can run down ourselves to track down our own problems. Usage and problem statistics would be automatically collected - course, if the computers broke we couldn't use this but worth thinking about for nonfatal problems.

13. No comment.
14. Do not know
15. none
16. An e-mail confirmation of ticket and confirmation number might be nice, but it is probably not worth enough bang to justify the buck.
17. None
18. none
19. Support for WordPerfect 9.0 since those on site who write procedures are now using WP 9.0 (refer Pat Terry, FDH CIO).
20. Cannot think of any.
21. Get better qualified personnel on the phone service. Quit changing the personnel to lesser qualified personnel, Private VS Hanford swapping.
22. Site located people that one can access for support and advice
23. I have always had excellent service and have no complaints or suggestions at this time.
24. don't know
25. Not having to wait so long to get a person to answer your call.
26. Just service the tickets that are in there now.
27. I'm quite satisfied
28. Being able to run a program to do a self check and possible repair via this program. An example would be

Survey Question: (cont)

32. Please list other services you feel would be helpful if they were added to the Help Desk:

Norton for Windows.

- 29. none.
- 30. none
- 31. I have had good service as is.
- 32. Answers to hardware/software problems are answered in a timely manner. However, problems with printer maintenance have been very slow in response time.
- 33. provide recommendations for Hardware purchases and upgrades
- 34. The only additional services would be to have more people available to answer questions at the help desk. They are very good at what they do but not enough to go around!
- 35. None...
- 36. Need people more knowledgeable of the day-to-day workings of the individual programs.
- 37. Direct access to technician working on my repair
- 38. Can't think of anything at this time
- 39. n/a
- 40. none
- 41. Subject area experts on software applications. I have been fortunate that when I have called for support I usually get a really knowledgeable, helpful person. However, there it is difficult to follow up with a person has helped on a previous problem (knows my situation through past experience) since the individuals manning the help desk change constantly. I would like to have an automated menu so I could key in which software application I am dealing with and get the person who knows that application best.
- 42. Greater posting of help. HUH is very limited.
- 43. Can't think of any.
- 44. No additional services required.
- 45. Provide software books/manuals upon request (perhaps for checkout) Provide regular tips and tricks for software usage (either in Reach, email, or brown bag lunches)
- 46. Actual Help.
- 47. none
- 48. I should not have to call CTS to get status on trouble tickets. That information should be available on HLAN. It would be helpful to see that the help desk is occupied, service is being provided, and what my position in the queue is.
- 49. quick response is all that is needed
- 50. Obtain status of trouble tickets via computer without having to call 376-1234.
- 51. CTS representative takes care of the computer problem physically being here at computer
- 52. Allow the input of non emergency questions that can be answered by e-mail in 24-48 hours (i.e. How do I.....?)
- 53. Cant think of any.
- 54. Diagnosis software that lets the user try to solve first
- 55. None
- 56. None
- 57. An expert familiar with current programs available industry-wide so he could make recommendations to the help caller regarding the acquisition of such programs to meet the caller's stated computer customer needs.
- 58. None
- 59. None

Survey Question: (cont)

32. Please list other services you feel would be helpful if they were added to the Help Desk:

- 60. What's "Input"?
- 61. specific training for consultants
- 62.
- 63. Help from home if you are on RAS and having problems
- 64. I am one of the folks who have had to wait well over 20 minutes on hold until a human being answered the phone. This has occurred many times over the last several years. It is a waste of my time and causes a great deal of irritability by the time a human being finally becomes involved. This needs to be corrected.
- 65. n/a
- 66. For site standard applications I would like to see direct link to vendor Web Site provided from Hanford User Help. The vendor is a wonderful resource and we pay top dollar for software, why are we kept isolated?
- 67. downloadable diagnostics besides scandisk and defrag could assist with troubleshooting before the call is made.
- 68. I am completely satisfied with current services provided.
- 69. Always very responsive to me. Can't think of any additional suggestions.
- 70. Telephones should be answered within a minute or less. Eliminate the computerized answering service and replace with real, live people who can either route the call for assistance or complete a trouble ticket and pass it on promptly to a repair person.
- 71. None. Help Desk is very good in my opinion.
- 72. Access to updated drivers without having to call CTS, or go to vendors web sites.
- 73. 31. Input (not imput)
- 74. none
- 75. roaming tech in a building once a week to answer questions of the moment
- 76. Can't think of any at this time.
- 77. Some knowledgeable people to talk to. People who are committed to helping you. Many times, they just want you off the phone.
- 78. None
- 79. Availability of training CDs for Word, Excel, Access, Powerpoint, etc. It would be great to access this training through the intranet.
- 80. n/a
- 81. Not sure.
- 82. On-line help with applications such as Word, Excel, Site Forms, Calendar.
- 83. Service is always cordial and quite timely.
- 84. ?
- 85. Be able to look up status of ticket. Get a high priority put on ticket.
- 86. More parts on hand. Usually, you need to wait three weeks for a tech to show up only to have him say "You do need the part you put in the ticket. Now I will order it." Then it is three weeks longer.
- 87. Would like a additional number choice be made available that would be "unpublished" but known only to SD&I personnel that moves us up to the top of the que. Either that or make a list of "private" phone numbers available to SD&I personnel so we may enlist Help Desk support directly. I feel LMSI SD&I should get preferential treatment since we generally fix what's broke when it comes to systems on the HLAN that users are calling the Help Desk for in the first place.
- 88. The wait time is getting quite unacceptable (often 10 min or more). Yet when I try to do an e-mail, they do not get answered always (I have several unanswered ones in the system now). HUH is useless if the network is the issue. Also, since you have went to the 2-tier system, I rarely can be helped by the first person (they usually give

Survey Question: (cont)

32. Please list other services you feel would be helpful if they were added to the Help Desk:

me a ticket to go to the more skilled level (since the first person basically asks if you have tried to reboot). Can't you have a quicker response time to email questions – or maybe have some focused spots like send to dif. address if the issues are web related. Or maybe different contacts for different software problems.

- 89. None. Current services are adequate.
- 90. Reply that they received my request for maint.
- 91. None.
- 92. On line expert services, maybe a smart program to troubleshoot software problems.
- 93. n/a
- 94. No response
- 95. A resident expert in a software package for quick answers.
- 96. n/a
- 97. Faster response time.
- 98. not informed of any other services available
- 99. I would like to be able to leave a telephone message and have the person call back rather than stay on the phone waiting.
- 100. None.
- 101. As a user of the trouble ticket system my main complaint is failure to verify customer/equipment location.
- 102. Doing a Good Job
- 103. None
- 104. Request specific people you know have solved similar problems quickly.
- 105. None
- 106. No comments
- 107. Whenever services are necessary on my computer, that they be addressed within a 48 hr. time frame
- 108. CTS does a fine job of solving those problems I request help for. Most of the time my computer problems are due to software conflicts, with Windows or with one another. TIS doesn't like Microsofts Internet Browser, MS word doesn't get along with anybody, WordPerfect sometimes just gets tired of fighting with Windows, AutoCAD usually does just fine (since release 14). A typical software crash is resolved by rebooting, so I just try remember to "save" often.
- 109. Computer set-up with a person instead of over the phone when new soft and hardware is installed.
- 110. Someone answering the phone within 4 rings and immediately obtaining support. My experience has been very poor at finding solutions in the Help menu's; everytime I tried, I could not find the problem I had in the menu, so I could not obtain a solution.
- 111. They are very helpful and have always solved my problems
- 112. Be able to work with Radio Maint. direct when we have a problem with a RFAR box.
- 113. Some sort of function/program where you could enter you phone number and they would call you back, so that you did not have to lose all the work time hanging on the phone waiting for them to answer initially.
- 114. I have found that the most effective method to get help is to E-mail CTS Support.
- 115. Help Desk usually does a good job (once you reach them!) Anything that can be done to offload inquiry tasks that do not require real help desk expertise and thus reduce queuing time would be helpful.
- 116. not quite sure i know the answer
- 117. n/a
- 118. I would like to see Norton's Windoctor more readily available, possibly through software distribution.

Survey Question: (cont)

32. Please list other services you feel would be helpful if they were added to the Help Desk:

- 119. they do good work, but it does take too long to be able to talk to the person and it really takes a long time to get a tech out to fix hardware problems.
- 120. They are doing just fine.
- 121. See previous response at question #19.
- 122. none
- 123. Did you mean to spell "Input" with an "m", or is that computer talk?
- 124. Help with PASSPORT. FDH is too slow in responding.
- 125. Have the full-blown applications (e.g. Microsoft Office) manuals accessible via the intranet. I don't find the in-application Help menus to be either comprehensive or user friendly.
- 126. na
- 127. Provide option to leave message and be called back when waiting time becomes excessive (>5 minutes)
- 128. Current services are more than adequate.
- 129. Current services are adequate.
- 130. In field training visits for employees - explanation of solutions for software or application problems.
- 131. none
- 132. 1
- 133. I would be very helpful to be able to talk to the tech. on the problem, and if it re occurs the get the same tech again without having to go through the whole process again.
- 134. none
- 135. none
- 136. Feedback on problem/ticket status, especially if not of an emergency nature, which is typically handled well. Its the annoyance type problems that when you seek help on sometimes it is days or weeks before you get a reply/status on progress of your problem report.
- 137. None
- 138. I wish we had Windows 98, which is less crash-prone and detects more things, interprets conditions better.
- 139. None, current services ok.
- 140. ability to
- 141. I find it strange that the staff on the HELP line are expected to answer questions on software they don't have access to (like TIS).
- 142. ?
- 143. none
- 144. More definite schedule for technician appointments to repair computer or software (when problems involve more sophisticated fixes to my specific computer). Too often, since I keep my door locked and often take my laptop in the field, too much time elapses between the problem and the successful visit of the technician.
- 145. You have a world class help desk. Unfortunately, it appears that your technical staff does not take input from the help desk to solve problems. Recent examples are the problems regarding upgrading to Acrobat v.4 that caused me much difficulty (it's still not fixed) that should not have yielded many user problems at all. More importantly, get your technicians trained as troubleshooters who understand that a computer is hardware, software, and network. . . and have them able to fix all at once.
- 146. The Help Desk is usually pretty good. The only room for improvement would be quicker response time by the technicians in the field. There just aren't enough of them to go around. Especially when some problems can take up their entire day, then they get backlogged.
- 147. Immediate answer to phone calls

Survey Question: (cont)

32. Please list other services you feel would be helpful if they were added to the Help Desk:

- 148. I feel the help desk does a great job, when I have used them in the past.
- 149. The problem with offering these services is that they (in most cases) presume that the computer is functioning! Generally, I'm only calling the Help Desk if something is terribly wrong, and the computer is not working properly--so it becomes a vicious circle.
- 150. I can not say what you could do to improve. I'm currently happy with the services I receive, but the wait time on phone calls does seem a bit long.
- 151. n/a
- 152. More people to answer the phones so there isn't such a long queue time.
- 153. None.
- 154. If the PC is not working, how could a trouble ticket be input?
- 155. CTI - Computer Telephone Integration, Unified Messaging, Screen-Pops.
- 156. none
- 157. I prefer talking to a real live person. I don't think the service provided by CTS should change.
- 158. Better customer service hours and shorter wait times to speak with a consultant.
- 159. Sharing of general "Lessons Learned" fixes if they when they are known. That is how I learned about changes that were needed to keep PassPort from crashing as frequently.
- 160. Software support for programs on my platform.

Survey Question:

36. Please list other capabilities not listed above.

-
1. RMIS locator function is very hard to use successfully.
 2. edms - place to store misc sketches and various drawings - that are not H-2-, H-3-, etc drawings Shouldn't have to have shared servers to store this information
 3. 2
 4. none at this time.
 5. Nothing comes immediately to mind.
 6. Not Applicable.
 7. Printing of selected passages...
 8. Access.
 9. HDCS should be able to be sent electronically. We should be able to copy HDCS. HDCS is a good program but needs some extra attention so it will have a lot more features.
 10. I have no need to use any of th applications listed in question 34.
 11. training
 12. don't know
 13. too hard to find the document in RMIS that I'm trying to track down - very unfriendly user interface
 14. seem very difficult to get around in most of those applications.
 15. No comment.
 16. Enhanced viewing and print capabilities for RMIS.
 17. i would need to know what they are and how they could be used in my work environment.
 18. none
 19. RMIS is completely inadequate in terms of its mode of storage (graphic vs. text-based) and the search engine (takes forever and completely monopolizes computer resources while it is active).
 20. none
 21. n/a
 22. n/a
 23. HDCS and HDTS need to be stitched back together for a complete set of drawings for FFTF and other facilities, with no loss of data. They were somewhat arbitrarily separated when the Honeywell was being retired.
 24. n/a
 25. Use hardly any of them so not familiar enough to answer
 26. Reading RMIS on the screen is very cumbersome - print is to small, and it requires multiple enlargements with every page.
 27. None.
 28. none
 29. RMIS is especially slow these days.
 30. The view print is at times just hokie to work with -- it's not very user friendly, and sometimes it just gets all screwed up.
 31. I probably just need more training/assistance with how to make the system work better -- I use the HRIS to look up training information, course completion data, etc., and find it not too friendly to use -- but I probably just

Survey Question: (cont)

36. Please list other capabilities not listed above.

don't know how to use it right.

32. n/a

33. Our controlled documents are in Adobe. I cannot copy a certain portion of text or pull out a form so I can fill it out on a word processing program for instance.

34. Auto update at signin.

35. n/a

36. Bring back CDMS

37. The PHMS is not easy to search and does not have an adequate table of contents.

38. I use an NT workstation. RIMIS viewer doesn't currently work on the NT. This is also true of some other site applications (like HANDI) as well. It is inconvenient to get/view the needed information at someone else's workstation.

39. A public intranet home page would be useful, for sharing project photos, HTML documents, and hypertext documents.

40. none

41. better reference print access from the rawing management system

42. Systems like RMIS are very helpful, and necessary for the site, however when I try to print a file it is a graphic. Graphics are very large files and impact the shared printer production. Scanning a document with OCR is not always the answer since the documents will not always transfer all data accurately. I don't have a good answer for the fix, but we need faster printing speeds for the stored documents.

43. you just described FOLIO Software

44. The RMIS forms are just not laid out in a user friendly format for use with a mouse or by keyboard. Particularly when you are skimming lots of documents. Also the retrieval speed is quite low. It is not practical to skim a document online.

45. Making the search engines more user friendly.

46. Fix RMIS so that when you turn to a new page, you do NOT have to adjust each and every page for size. This makes electronic review of documents longer than 10 pages extremely tedious and annoying. The only alternative is to print out the document which negates the reason for being able to call it up on a screen.

47. I've been in an information blackout ever since coming to Hanford. I have no earthly idea what in the world you're talking about. Perhaps some usable computer education could be included that can help users understand what's out there and how to get it.

48. I would like to see RMIS be able to print faster. I would also like to be able to go into one system and get the information we need in EDMS and release it in the same system.

49. Drawing essentiality. ESSENTIAL, NON-ESSENTIAL ECN age (time of completion until time of incorporation)

50. n/a

51. None.

52. The ability to multi-task during an RMIS search.

53. none

54. rmis is great for my work control team, better search powers may help

55. Scan more drawings into the system or update them to CAD files. Make the search engine allow greater flexibility for consecutive narrowing of the field.

56. I have no opinion

57. RMIS is too slow and access is too restricted.

58. training on why i need to use it. If you built it, I still wouldn't come if it does not mesh with my business need.

Survey Question: (cont)

36. Please list other capabilities not listed above.

- 59. would like to be able to access RMIS and pull drawings.
- 60. Not applicable.
- 61. none
- 62. Easier copy & paste into other document formats.
- 63. I have about a 70% failure rate trying to find something on RMIS. I don't know what 'functionality' it is, but it would be nice if the search functions were more tolerant. I can have the document # and still fail, because with some you use the first 3 letters, and with others you don't.
- 64. n/a
- 65. n/a
- 66. n/a
- 67. The RMIS system has limited access, and would be beneficial in my particular job if I had access to the data base with a search engine and full text search capability in order to recover documents contained within the RMIS system.
- 68. cannot read directly from my mailbox when the file is clicked. always have to save and retrieve it. system has limitations so don't have all the capabilities of rmis available to use.
- 69. n/a
- 70. A Single user interface such as web based would be useful or implementation of the Product Data Manager (PDM), Curator.
- 71. Looking Good
- 72. Don't know of any at this time but depends on type of work being performed.
- 73. None
- 74. No comments
- 75. Faster, application is very slow.
- 76. Bring back soft reporting, it was much more user friendly.
- 77. RMIS View has very poor image quality and requires multiple zoom-in and scroll actions to read EACH PAGE of a document. After zooming in so I can read a page, I toggle to the next page and have to zoom three times and scroll left once to read the next page, and so on through a document. Better if it had a view setting that filled the screen left to right and the user only has to scroll down with the down arrow key - just like in regular view mode for Word.
- 78. n/a
- 79. n/a
- 80. Most of my work is classified. Finished documents are edited by an editor and figures are scanned in by a technician. I do not use most of this and am not familiar with most of it.
- 81. Online training on how to access and use the systems, as well as information about what these systems contain.
- 82. na
- 83. n/a
- 84. na
- 85. RMIS View/Print requires that each page be enlarged to read one at a time when changing pages. It would help if when the size is selected on one page it was held constant when changing pages.
- 86. 1) Overall, functionality is fine with the exception of EDMS. Trying to find drawings can be difficult if you do not know what vault the drawings are located in. We have actually had some of our facility drawings mislocated in other contractor vaults. Finding them was not easy. They were found in the FDH vault. Then we had some of our WMH LEF drawings mislocated in T Plant sub-vault. Hard to find these. A global search including all vaults would be handy. 2) Many in our group don't check drawings out or need to put them back

Survey Question: (cont)

36. Please list other capabilities not listed above.

- in a vault. We just use them to draft ECNs. In this case I have to copy them out as read only then Save-As in Autocad. If we were locked out of check out and/or put-back, then we should be able to save drawings to our workspace or hard drive to do ECNs. It would save one extra file copy or Save-as step.
87. speed, they are really slow. I do anything to avoid using the RMIS and the view print features. they tie up the machine and then the printer. go back to hard copies if this is the best you can do
88. For RMIS, need to have the capability to stop a search at any time (otherwise, it can hang up your computer for long time periods), or have it run in the background so can use other programs while RMIS is conducting a search.
89. none
90. NOTE: RMIS is difficult to search (for me anyway). I know what I want from a lay persons perspective, but I don't know all the document tracking codes that may be assigned. So, when I try to find a document I have to wade through many "hits" to find the document I need. Since I look for documents that I did not submit, I don't know all the document numbers that were assigned to the document. An example is using RMIS to retrieve completed technical work documents so I can review them for lessons learned. This helps in preparing new (similar) work documents so I can incorporate worker feedback and make the job more efficient.
91. Faster user-apparent service
92. Don't know what other capabilities would be applicable
93. na
94. Better integration/useability of electronic forms, better integration with records management functions,
95. Bring me coffee.
96. na
97. Question 34 was answered yes, but the way things get done is cumbersome- the intent behind the annotation is to inform someone of the difficulties encountered and maybe make suggestions.
98. The query capability of the EDMS program is cumbersome and does not let you easily input values. I am never quite sure that I really got all the drawings in a category that I am searching for. It is not clear that there are any wild cards available.
99. I do not use the applications listed in question 33.
100. None
101. none
102. RMIS: Make library more complete (i.e., add ALL drawings and ECNs to database).
103. Compatible with NT !
104. For RMIS, the time to locate a document is very long and not all documents are in this database. Needs to be updated, especially for drawings that are older.
105. RMIS search capabilities needs improvement.
106. 2
107. I would like to be able to get a native copy (WORD or Word Perfect) of the HNF-PROs and other documents from the PHMS. I find RMIS awkward to use.
108. RMIS and Viewprint are very unstable. If it lodks up our has a violation, I have to restart my computer (figure about 5-10 minutes of lost time, assuming SMS is behaving) before it will work again.
109. none
110. I can't get ViewPrint to work off site (RAS)
111. No Comment.
112. not that there aren't search engines, they just don't seem to be functional -- particularly attempting to look up previously issued documents.

Survey Question: (cont)

36. Please list other capabilities not listed above.

- 113. RMIS - ease of use and viewing. Very inconvenient and cumbersome to view documents online
- 114. See question 19
- 115. none
- 116. The above question assumes that I know what these functions do. I simply want a Product Data Manager like private industry uses, and/or the same kind of document generation, storage, and retrieval that I had 10 years ago before I entered the DOE.
- 117. n/a
- 118. Getting documents into RMIS faster following revisions and more comprehensively (i.e., all site documents and drawings) would be better.
- 119. RMIS etc. does not play nice with other programs. It would be nice to be able to switch to another program while RMIS is recovering a document because that can be minutes of wasted time.
- 120. Systems are slow - information not always updated to be fully accurate. Scanning and indexing for RMIS is backlogged too much - causes problems retrieving data.
- 121. Saving RMIS files and having access to deleted files.
- 122. What are these functions???? Perhaps knowledge of available programs and initial training on these programs would be beneficial.
- 123. The ability to use RMIS as a data file does not exist. Some form of security could be inserted in order to make the file more user friendly.
- 124. I don't know.
- 125. None
- 126. Functions meet my needs, but improvements that could be made are: All Insight Reports (not just HDCS): include a title to go with the report number; All HANDI Reports: add the report number in addition to the title; RMIS searches are not always successful based on what SHOULD be reasonable key words (Search by portions of titles are not always successful)
- 127. 1. As previously commented, it would be helpful to link-up correspondence within RMIS. Often a company within the PHMC will generate a letter with a "ghost letter" for RL to use in sending information to Ecology. RL tweaks the ghost letter and issues it to Ecology. Ecology response to the RL letter. Keeping record of all three letters linked-up would greatly assist in tracking the evolution of events as we sometimes must return to an issue several years later. 2. In RMIS, it is often difficult to search for documents even when you have dates, partially subjects, parties involved. It would help if Rmis could broaden its key words. 3. Old versions of things like drawings that have been revised are still on RMIS without anything in the file indicating that the drawing was revised. So if you are not careful, you may access old data and not know it. 4. Finally, is there some place where information on how RMIS is setup can be found? Stuff like what abbreviations are used for the Washington State, Department of Ecology (ECO, WDOE, ...?) and what type of information is kept in the various files available on RMIS (e.g., Records, ARfile, ...). Some of this information was provided in the RMIS class, but that has been sometime ago now and I have forgotten.

Survey Question:

38. Please list other kinds of information not listed above that you would like to access from your computer.

-
1. none
 2. Hanford reference documents & standards
 3. Documents, re-treivable RWP's that have been archived. Somewhere there exists these files, I would appreciate accessing them for historical purposes here at PFP. I would answer some questions as to the dangers of some areas here at PFP.
 4. None at this time.
 5. none
 6. Can't think of any other information that I would like to access from my computer at this time.
 7. Not Applicable.
 8. na
 9. Codes, standards, specifications, JIT contract language
 10. Complete listing of pager numbers. There are a lot of pagers on site and their numbers are not published.
 11. I believe that for the most part, our computers have everything we need on them; they just need to have some features added to different programs to make them more efficient. Programs like RMIS need to be faster.
 12. Cannot think of any.
 13. n/a
 14. Eventually, I will need to access AJHA's and the JCS system.
 15. I am disappointed that the Training Matrix (TMX) was not somewhere in one of the survey lists. Especially since it is a program that was written here on the Hanford Site, specifically for Hanford Site use. It is not a COTS program. You listed everything but. I think, if you investigate some, you'll find that TMX is more widely used on site than some you listed. Our current computer environment (windows 95/98/NT) is not very friendly to TMX, since it is a dos based program. And since TMX has been involved with PAs/PEPs since Fluor took the contract, it would be helpful if the environment was more friendly in this last or next to last year of running TMX. It is being replaced by the Integrated Training Electronic Matrix (ITEM).
 16. No ocmment.
 17. None at this time
 18. supporting documents (HNF-XXXX)
 19. none
 20. Actually I would just like easier search capabilities. Full text search would help with this. I access WAC, RCW, and other regulatory documents, but sometimes it is extremely difficult to find what I need.
 21. Can't think of anything at this moment
 22. None
 23. none noted
 24. None
 25. Who is in the office? When will the others return? What is the boss thinking today? What will tonight's lottery numbers be?
 26. Dialy activetes/status of Hanford projects
 27. don't know

Survey Question: (cont)

38. Please list other kinds of information not listed above that you would like to access from your computer.
-

- 28. n/a
- 29. Can't think of anything.
- 30. I mostly access a SQL database using Paradox. I also access source code for programming purposes.
- 31. Training info, Acces info.
- 32. Can't think of any.
- 33. None.
- 34. none
- 35. Home Page Intranet Schedules
- 36. training courses
- 37. None
- 38. n/a
- 39. Detailed company organization charts for each of the PHMC contractors and subcontractors; directories of the services being provided by each contractor/subcontractor.
- 40. Can't think of any.
- 41. None
- 42. n/a
- 43. None
- 44. none
- 45. None
- 46. none
- 47. List of Performance Initiatives & Milestones Current Aerial Photos of each Tank Farm Current Maps
- 48. none
- 49. None
- 50. micro shield, raddecay,
- 51. Archived General Delivery or All-Employee messages
- 52. Benefits information
- 53. Authoring software.
- 54. none
- 55. na/
- 56. More organizations need daily online status information. The status information that is out there needs to be in a format that is consistant from site to site.
- 57. None
- 58. None.
- 59. Links to approved documents that other groups release but what our group references in our SARs, i.e. to SRIDs, etc. We are constantly trying to find the latest electronic revision of documents to find out if they still match the SARs. Sometimes they are in the system, sometimes not.
- 60. When FDH implemented HANDI to join together access to a variety of info, PNNL went another direction. Rather than create a new, mother-of-all computer systems, PNNL created a program that simply talks to all the existing programs. Their central program is available on the internet and is very user friendly. It affords any PNNL employee easy access to data such as chemical and rad conditions in various rooms in various buildings, lists of training requirements to enter and work in various rooms, etc. It's tied into building maintenance, work

Survey Question: (cont)

38. Please list other kinds of information not listed above that you would like to access from your computer.
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planning, and budget programs. I wish we had gone that route rather than HANDI. HANDI is really difficult to use well.

- 61. none at this time
- 62. computer training
- 63. jcs is in dos/ move to windows
- 64. Can't think of anything I haven't already requested.
- 65. I have no opinion
- 66. HDCS needs to get fixed to allow the identification of individual design authorities. All ECNs and other supporting documents should be electronically available. ECN drawings should all be cad files.
- 67. n/a
- 68. drawings and ecn's
- 69. None
- 70. Not interested at this time.
- 71. none
- 72. My employee's absence records.
- 73. Digital pictures.
- 74. n/a
- 75. None that I can think of.
- 76. None
- 77. n/a
- 78. n/a
- 79. DTS Data Base
- 80. n/a
- 81. More, more, more.... Especially lots of on-line engineering and hardware catalogs that have detailed specifications and CAD drawings of parts. Would also like to see all the ASTM (American Society for Testing and Materials), ANSI (American National Standards), ASME (American Society of Mechanical Engineers) specifications on line.
- 82. Technical Training courses (not Hanford specific) provided on the computer would be very beneficial to me as a professional.
- 83. None
- 84. You are Looking Good
- 85. None
- 86. None
- 87. No comments
- 88. n/a
- 89. maximo
- 90. For my current responsibilities, I don't need anything else.
- 91. Org. charts.
- 92. A program to read photos from a digital camera.
- 93. none

Survey Question: (cont)

38. Please list other kinds of information not listed above that you would like to access from your computer.
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- 94. na
- 95. Real, useful, vendor on-line catalog information. What is it? What does it look like? How does it work? What are the physical dimensions? How much does it cost? How long will it take to get it?
- 96. A new JCS in WORD format.
- 97. None
- 98. Historical Radiological Information.
- 99. None
- 100. Non at the moment
- 101. A copy of the legal discription of the Medical Benifits Plan, not a summary. When a summary is made make the entire document available, if I agree with the summary I will be less wary of another summary.
- 102. None that I can think of.
- 103. skip
- 104. n/a
- 105. None
- 106. n/a
- 107. occasional need / use of the 'Insight' records for access to Spare Parts inventory, but find that it is cumbersome to locate info unless I already have most of the info at hand. The format of these records are difficult to read and search.
- 108. camis so we can find location of buildings (work related meetings, etc). this may be on software distribution - not sure.
- 109. National standards such as ISA. Current offerings are limited.
- 110. spreadsheets, databases, html files, etc.
- 111. Can't think of any.
- 112. none
- 113. I cannot think of other information that would be helpful.
- 114. None now.
- 115. 1. Access to correspondence databases 2. Access to facility Radiological monitoring systems (Read-only) 3. Access to in-progress critiques, event reports
- 116. Org charts (all Hanford Site contractors and DOE), travel reservations, my personal profile information on the Fluor LAN
- 117. astm standards
- 118. Cost account packages
- 119. none
- 120. The ability to complete training such as HGET via an employees own computer.
- 121. Again, I believe the services provided are more than adequate.
- 122. Current programs are adequate.
- 123. none
- 124. gis
- 125. It would be VERY nice if LMSI policy and procedures was on my computer because there are times I'll need to look up rules and regulations in words RATHER than call around and talk to someone. For instance, if there's a death in the family, where can I look for information of how many days I can have for out of town. How related do I have to be? I found out that I could have taken Breavement time off when my favorite cousin

Survey Question: (cont)

38. Please list other kinds of information not listed above that you would like to access from your computer.

unexpectedly passed away with my manager's approval. It was my understanding that only immediate family (like brother, sister, mom, dad, grandparents) is counted towards bereavement time. It's not fair for LMSI employee not to know it can be taken with manager's approval to go to a cousin's funeral. I was very upset. There was no way I could get ahold of my HR person that day. LMSI has only 2 full time HR representatives and they are very busy to take care all of 520 LMSI employee's needs. All LMSI employees should have policies and procedures made available on Intranet, just like FDH or the main PHMC benefits, employment, etc. page.

126. Incoming Fax Messages

127. An easy to access dictionary/thesaurus available immediately from my desktop would be nice. Although I use Windows 95, I still set up Icons for functions I use. I absolutely do not like to use the "Start" system and have to search for a function I want.

128. none

129. n/a

130. I would like to be able to access my PTB usage and accrual information separate from TIS. I hate how narrowly TIS operates. When I was compelled to go on shift rotation, it took about a month to have payroll switch my timecard field to shift hours. (Mon-Sunday) instead of 8/9's(Fri-Friday). The week I changed over, (even though I have worked out here for 14 years, I received 30 hours pay for that week and charged 2 extra hours of PTB.) I worked several shifts that I couldn't even check on. I submitted a timecard that said I worked Saturday, my TIS format being Mon.-Sun. and after going through payroll, I would get the "aftersheet" that is displayed, only it was from Fri. to Friday. I had to keep checking whether they would add my Saturdays and Sundays onto the next week's hours. It was NOT fun!

131. No Comment.

132. better integration of the business data in Insight/Handi/Passport/P3

133. see question 21

134. none

135. n/a

136. can't think of any right now

137. n/a

138. Facility hazards baseline information

139. Daily I access TWINS TCD info. or PCSACS

140. Can't think of anything right now.

141. Although I rarely access drawings, photos, etc. listed in the previous question, that doesn't mean I wouldn't like to do so. In many cases, I don't know how at this time. An on-line 'teacher' for what is available and how to access it would be useful. Is there one already?

142. I would like access to the internet for personal use, i.e. during the lunch time (1/2 hour). A policy could be established and monitored.

143. Better Font Support in MicroSoft Outlook.

144. Radiological Problem Reports, Deficiency Tracking System Reports,

145. no comments

Survey Question:

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.
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1. Many of the questions seem to indicate that it might be "OK" to have a certain amount of downtime for the network and computers. This downtime is never acceptable and CTS should aim for 100% availability. Although there are always times when a significant amount of downtime would have no effect, there are other times when even a few minutes is critical (right before a critical deadline, for example).
2. That sure seemed long
3. Thank you!
4. None.
5. The search feature of the Intranet is not very good in my opinion.
6. why not update all PC stations with latest site used software.
7. none
8. What's the charge code. Cheers!
9. It appears that this survey is for people with a dedicated machine and perhaps my answers will skew your data since I don't have a dedicated machine.
10. I think our mail program is too complex. There should be 2 levels. One if I don't need bells and whistles and one if I do.
11. Like most everyone I am sure, we want the system to be better, faster and easier to use. However, I have no real complaints. I can get most of the information that I need and if not usually there is someone in our group who can help me get to there.
12. No Comments.
13. I am badged by Cogema (Question 1) but all my work is for Waste Management. WML maintains my PC and workstation.
14. I think the HLAN is an excellent tool for helping me do my job. I think every computer, or at the least, every office or cube should have its own printer. Network printers located outside of your work area are a distraction and would cut down tremendously on my productivity. And, if one network printer goes down it affects a large amount of people, as opposed to a local printer failure affecting only one or two people. Network printers should be available as a backup to employees in case the local printer is not working. Hardware cost savings of using network printers should be seriously balanced against lost productivity. Also, Hanford User Help (HUH) falls woefully short in areas of network commands and resources. I only use HUH to be able to tell CTS that I tried it - it has never really helped me.
15. Thank you.
16. Should add the TMX setup to all site computers. CTS should have the directions (I've given them 4-5 times); if not, call me and I'll provide them.
17. I think LMSI does a great job of providing Computer services to the Hanford Site and the CIO's office ought to give them more recognition.
18. Please change my company name to Numatec Hanford Corporation - not Company on the Survey. I think the Customer service is excellent. We would like to see better maintenance and for keeping the network up. You are doing a good job now and I think you will need to expand to include more programs and hopefully the system will be able to maintain them.
19. No comment.
20. CTS has always found the way to fix my problems when they arise.

Survey Question: (cont)

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.
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21. Let's put an end to switching site standards (Word Perfect to Word, etc.), but let's go back to Word Perfect/QuattroPro before we do.
22. Very interesting; however, would like to see formal 'Training' addressed.
23. The present system meets my job requirements. But, I am sure that there is additional software that is available to me that I could be using, but I am not aware of. The various types of existing software, and the capabilities of each, needs to be conveyed us. There are several pieces of software that I am aware of, or have heard of, but I have never used, or lack the knowledge of it's applications and capabilities. Thank you.
24. Your survey is on what is used, but not what is desired. I would happily convert to systems other than I have been dictated to use of Word and Powerpoint.
25. none
26. I feel one of the biggest weaknesses with CTS is an apparently lack of knowledge with some of the software programs we use today. For example, since Word came to the site, I have had almost no luck finding anyone within CTS that was able to answer my questions. They generally did not know the answer which leads me to the conclusion they don't have much more experience than me. Therefore I generally do not call CTS except as a last resort because I feel it is a waste of time, particularly for software issues. This is also why I lack patience waiting on hold with CTS because my expectation of receiving adequate help is low. Also, due to funding or whatever, CTS does not support some of the programs we are using. I think, generally speaking, network outages appear to have diminished over the last couple of years so this is positive. I have on occasion had difficulty accessing TIS. It would be a great benefit with TIS to be able to enter my time for the morning than enter my afternoon time at the end of the day.
27. Can't think of anything at this moment...
28. Would like more (earlier) notification of HLAN outages. Would like a more streamlined procedure to buy software that is not currently available
29. none noted
30. Why Until March will this be Published for results? Surveys are used to fix processes and procedures. March will have a whole new set of problems!
31. Considering the government matrix you have to work in, LMHI has done a wonderful job at keeping the site current in computer technology. Keep it up. Stability is a problem with individual work stations. If Windows NT would improve that, we should adopt it on work stations.
32. Will this Survey result in another reorganization?
33. it's nice to have pretty decent computers at work. it would be bad not to have one - don't know how well I could do any job without one - it would be a difficult withdrawal process.
34. This survey didn't ask many questions dealing with our groups work.
35. Did not answer Question 29 because the question is miss leading. When I get a message that says call CTS - I do - 100% of the time. I use CTS for technical advice or programming questions. Software questions, etc. I use other resources to answer my questions.
36. Downtime can be a real show stopper if your system keeps crashing this greatly impacts your productivity. Need to have a way to fix these problems quicker. Currently have programs that when open will cause other programs to lockup. Need to insure compatibility or ways to fix compatibility issues.
37. My only comment is for questions 29-32; you asked which resources I used - basically I used the CTS phone line as a last resort after trying to solve the problem with the other helps available. The Microsoft help screens and HUH always seems to generic to address the problem I am having, so if I can't around the problem (ignore it), and nobody here knows what to do, I have no recourse but to call the phone line. Perhaps another question that might be useful for your survey would be, what do you try yourself before you call CTS. The other option you don't list is the CTS e-mail screen. I have given up on that avenue, because none of my questions on that route have ever been answered, other than to receive the automatic acknowledgement. The other issue is that if I'm all locked up, I can't use any of the on-line helps anyway. am having.
38. None.

Survey Question: (cont)

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.
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39. Service has been very helpful and friendly.
40. Generally feel that the system is an well run and extremely useful tool. The help staff are always courteous and never laugh at my stupid mistakes.
41. Would like a push on the Replace JCS system to determine what software will be used to support the Plan of the Day Plan of the Week (Scheduling Module) of the old JCS System. This question / development effort is critical to my needs to anticipate without developing something that is already being developed.
42. Desktop computing services are adequate and meet my current needs.
43. Despite employee grumbling about the HLAN, the external Internet, and the computers that sit on our desks, the fact is that the system works pretty darned good! I'm certainly not a computer "nerd" and no one has ever asks me for computer expertise, but I really like what the computer does for me and how it helps my workload. Hanford employees don't know how good we've got it...
44. We do not have individual computers. We have a bank of computers used to support the entire staff. Most of the time they do not work correctly and are a nuisance to everyone that uses them. With the exception of TIS and Proc Info I see no usefull computer usage in my job. They (computersd are a major waste of time. They are used for game playing, stupid non work related email, and a multitude of tasks that are not work related in the least bit. Get rid of them all! You would save the company millions of dollars!
45. None
46. I am satisfied with the services that I use. I would have major difficulties with productivity if WordPerfect 6.1 and most of the HLAN services were taken away.
47. Customer Service/Help has been EXCELLENT over the 8 years that I have used the network.
48. Generally, I have found the CTS service to be prompt and effective.
49. n/a
50. Access to a programmed training course on our software, examples of applications etc. I may not use excell for some time and it would be nice to pull up a program that would refresh my memory (how to transfer charts, tables text in and out of word for example.
51. Revamp the JCS system and the pager system as soon as possible.
52. I'm not sure how accurate this survey is because some of the applications I use, may not be used frequently, but when used the durations may extend for days. For example I may not use autocad for several months, but then use it continuously for 3 to 5 days.
53. Overall I am very satisfied with the job you are doing.
54. The Passport Action Tracking system is extremely hard to learn and retain
55. The ability to backup local hard drives is not well provided for. Guidance on proper approach (e.g. each group purchase ZIP drives, etc.) would be beneficial.
56. n/a
57. No
58. Questions #17 & 25 were poorly framed. The amount of time the network could be down before it negatively impacts work is highly dependant upon what work is being performed at the time of network failure. Perhaps the questions could be reframed in terms of the probability of the network going down and the consequences.
59. Currently, I am working with MS Office 2000 and I have noticed a good improvement in the help functions and the logic-sequences of the programs. This should be even more helpful in the future. The more programs use common language and logic the better (especially for me since I know next to nothing about the "program" side of the programs I use - I'm a keyboard jockey, give me a program and a good book, and I can do anything the program allows [and maybe then some] - just don't ask me how it does it. If EUC could understand that there are a lot of people out here like me, we might ask them for help more often, rather we try to avoid them at all costs. "They" [EUC] talk to me like I'm stupid, consequently, they are the last place I go to for help and then I always use the e-mail so I don't have to actually talk to them.
60. none

Survey Question: (cont)

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.
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61. Regarding the security questions, I manually activate a password protected keyboard lock when I leave my workstation.
62. none
63. none
64. Current offerings/services are adequate and satisfactory. I have been very satisfied with the assistance I've received from CTS.
65. With all the reductions it seems as though the response time on repair tickets has significantly increased and repairs are not accomplished in a timely manner.
66. info is parochial.....better indexes of what we have and do helps, even if it for reference only
67. I would like to see a change, since I have no need to access the WWW Internet I would prefer to have that as an option assigned by the individuals Manager. This way a large number of computers would be removed from the access list and it would be more difficult for people to abuse the Internet. It would also narrow the required search population, as people without access should not be a factor.
68. Most training should be provided thru desktop computing services.
69. I don't use my password protected screen saver because I have to turn it on daily. The system doesn't seem to remember that it is supposed to be active
70. None
71. I feel the entire site should be on Folio for electronic data management and search capabilities.
72. thanks you for your services.
73. Writing technical reports in Word is very frustrating. It takes an excessive number of keystrokes to add subscripts and superscripts.
74. Wish I could do minor work on my computer without having to wait three weeks to get someone to come do it!
75. Generally speaking, the system at Hanford is exceptional - but I am growing concerned that in an effort to reduce costs, Hanford will "cut off it's nose to spite it's face" through reduction of computing capabilities. We have been nursed along with continuous upgrades in hardware and software applications over the years and now seem to be entering a period of austerity. This is one of the last areas that should be targeted since it tends to "sacrifice the future on the altar of the immediate." Similar cuts always seem to target training or personnel. Computing is one of the best areas for enhancing productivity and I fear that some of our leadership which doesn't understand or use this medium is distracted from its possibilities.
76. Some of the questions are kind of confused me.
77. I'd like to know what this survey is going to be used for - what benefits will the end users receive?
78. Except for the long wait when call CTS for help, everything else is good.
79. I do not agree with DOE policy of forcing me to say that I agree with their turning over everything I do on the computer to a FOREIGN power. I think that the government should treat computer usage in the same manner as a telephone. Your threats and overbearing rules are attempting to make criminals of every person who turns on a computer. By the way ... the Government of the UNITED STATES owns NOTHING! We the TAXPAYERS own the equipment and thereby authorize the Government to expend OUR taxes for official business.
80. n/a
81. They do an excellent job considering the huge scope of work and the lack of CIO/DOE direction.
82. I would like to see paperless offices. Let's keep heading in the right direction. Give us the right software tools and let us do our jobs.
83. None
84. for my useage i think they are very good!!!!!!
85. Better CTS repair support. When you need someone from CTS to work on your system, they generally don't come for days (and you never know when they'll be here). this last time, they came and left my computer

Survey Question: (cont)

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.

printer completely unfunctional for a day.

86. Need more field technicians. Often have to wait several days to get a real, live person to check out my workstation.
87. You didn't mention your ^CTS mailbox. This mailbox has been very helpful for getting answers to questions.
88. None.
89. The system is much better than a couple of years ago. Some of us are getting physical disabilities as a result using computers. Need more awareness (the online training SNF Projects did this summer was great) or training, also need split keyboards, touchpads instead of a mouse, and chairs that fit and can be properly adjusted. Haven't heard anything negative about the screens. Some of the CPUs are older (486) and are slow in getting changed out. Overall computing services is able to respond in a short time and fix the problems. Also, most of us need to call the desk, because by the time we call, our systems are totally on the blink and we can't get into the help functions.
90. The wait (hold time) is too long when calling CTS. Also the response time is slow. I was recently down 7:30m to 3:00pm waiting for a new motherboard to be installed. That's too long to wait and be completely out of service for me. But on the positive side, the people are very knowledgeable and helpful once you get through to them.
91. I guess if you type comments, the survey takes longer. It did take longer than 15 minutes, but I appreciate the survey. It is a good tool if the results are used to improve your product/service.
92. I have worked at Hanford since the early 1980's and have seen many changes in the workplace. Hanford has done a great job in keeping up with the rest of the world in the ever-changing electronic age, and even leading the way for other DOE sites to follow. I know we managed before PC's, but it would be difficult to go back to those times. Thanks to BCSR and LMSI for serving us in an outstanding manner.
93. see all comments above
94. The survey was easy and clear.
95. You are going to have to either lower your monthly assessment prices or start a sales campaign so that your users (mostly the company managers that are trying to save money) know what they get for their money and appreciate it. They do not know how to compare the value to the cost at this time at this time.
96. I have found that in general, CTS and Work Station Maintenance are wholely uncommitted to helping the average person. They feel that they are superior to everyone and are unwilling to accept any suggestions or help. The Windows 95/98 support personnel in the field are uncooperative in helping solve problems.
97. I have none
98. Generally good. Don't use screen saver password because it always locked my computer up whenever the screen saver activated and I got tired of re-booting everytime it activated.
99. The survey list numerous types of software applications and sources of information; however, I am not sure how to access the data sources, types of data in each data sources, or how to find specific electronic and data or drawing.
100. There were questions in this survey asking if network printers were available. No questions of the need for individual printers. In the past, there was a push to minimize printers and use network printers. This was a mess in our group. It did not accomodate large print jobs, caused gross inefficiencies. I hope we don't go that way again. just getting up and go to a network printer causes inefficiencies.
101. overall satisfied with hlan service and what it provides.
102. In general, I have found computing services to be as responsive and competent as I would expect in a business setting. I have no complaints.
103. None
104. I have a scrolling mouse, and most time it won't work on the HNet. There are a number of site programs out there that do not allow the use of it. Slows things down.
105. In juggling numbers to come up with 100% usage, it was necessary to delete estimates in order to enter

Survey Question: (cont)

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.

numbers where the total was greater than 100%. This default should not be effective until you are ready to leave that question.

106. none
107. The survey is a little too long.
108. Feel overall that the desktop computing services are very good. Only real concern is the speed of the machines - too slow.
109. this computer is shared by 5 stationary operating engineers working shiftwork.
110. Many questions not exactly applicable to me, but for the most part, the survey was good.
111. I think the service here is superior.
112. none
113. n/a
114. Many personal, including myself, can really use computer upgrades [more memory, etc.]. Many personal are also needing new printers [I have an old LaserJet 3 that has been serviced many times] even if it is a shared network printer. I believe managers and their secretaries should share printers. There is no need for them both to have their own printer.
115. Too frequently our organization requests information relative to a particular computer problem and there is no expertise available on the particular subject. The general knowledge base of specific trouble shooting problems appears to have been reduced over the past couple of years. Specifics on software like MS Access, and Outlook have gone unanswered from the CTS organization. In one instance we were told to go to Barnes and Noble and get a book on the subject to solve the problem. This is not keeping with the one stop shopping solution and severely impacts productivity.
116. n/a
117. More, more, more.....
118. Question #1 did not have enough selections because contract personnel use these computers also and I didn't see a selection for them to use. I also had a little bit of trouble deciding which one to choose from the limited selection. Why not just ask what their job function is then you could figure what category they fit in. This would be more consistent.
119. None
120. We have a Windows NT server for our analytical data storage. CTS support seems a little weak for NT problems.
121. Good Stuff
122. Computers are critical to efficient work due to the many capabilities inherent in the system. In my opinion, work would be performed much less efficiently without this wonderful tool. To not keep up with this technology would be regressing. I look forward to use of a voice activated system and enhanced communications. Previously, transfer of data and information from testing have been invaluable and a great time saver.
- If I were still doing the same type of work previously performed, transfer, verification and evaluation of electronic data and document my time of use per day would be much higher.
123. None
124. Generally very satisfied except for a few things. Customer support can be a long wait and the personnel, while helpful, are not as skilled in program and/or system basics as one would hope for. Secondly, there seems to be on longer a "site standard" for configuration management. Very often there are incompatibilities due to the various software versions and settings.
125. Greatest area for improvement on this site is after the computer is installed. Most work stations are NOT ergonomically correct for the user. Folks who sit at a computer for 8 hours a day are at the greatest risk for

Survey Question: (cont)

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.
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injury.

126. No comments
127. none
128. Could someone get back to me to assist in getting my screen saver to default on (vs. off and having to reset) every day when I log on.
129. our system is good system. i think we need to update some of the programs such mapping and building/people information more often for accuracy. we also need to keep a print file for buildings that have been turned over for decommissioning until the facility has been totally removed.
130. the people who decide what programs to maintain on the network operate with a significant degree of arrogance and disdain for the users. the cramming of word down our throats and the recent decision to drop ms project are but two examples.
131. I would like to have a library of hard copy instructions on use of programs I use infrequently.
132. I would like to feel that the company in charge of the desktop computing services is a service oriented company toward the people who use the computers. This survey is a good start but most of the people I have talked with across the site feel like they are under a dictatorship when it comes to LMSI and their SERVICE for desktop computing services to the Hanford Site personnel that use computers. I also would like to see all of these surveys published either over email to all of the Hanford Site and in the Reach for those who do not have readily access to a computer. In addition, I challenge LMSI to send out a survey to all of the Hanford Site personnel rating how their service is and then reporting back to all of the Hanford Site including DOE-RL what the results are. At this time I don't believe they would be very good.
133. none
134. Along with these programs, we need to have some time to become familiar with them and make them a little more user friendly. This would allow us more time to actually put them to better use.
135. Thanks for asking. To date I have generally been quite pleased with the state of the art computer systems selected to help us do our jobs better and faster. The only recent lapse was the poor soul who thought that 64mb of RAM was good enough for a 200mhz computer running Windows 95. Oops, that's right, the original number was 32mb, upgraded to 64mb. Still not enough. Got to have at least 128mb of RAM on any reasonably fast PC running Windows 95. Thanks again for asking.
136. The people I have spoken to in CTS have been very professional and helpful in their handling of my problems.
137. With the exception of RMIS Viewprint, I think CTS, the HLAN software, and the desktop tools I have are excellent. CTS service has always been excellent. I would greatly benefit from a reasonable draw/graphics program. maybe not as fancy as Corel.
138. Upgrade LMSI's Computer Hardware more often.
139. I will be interested in seeing the results in March 2000!!!!!! How about putting them in the REACH??
140. Overall, I feel what we have is pretty good. While it takes too long to get service, when I get it, it is usually good.
141. If you really want to help the analysis, please fix the following in Insight. First, fix it so it does not hang up in the middle of a report or just stops functioning at all. Second, put titles next to the report numbers. Right now we all keep a list of Insight reports with the titles on our desk because they are not in the system. Everytime you need information you haven't used before you simply start at the top and go down through every report until you find the one you are looking for and then you take the time to add it to your list.
142. None
143. Most problems encountered are caused by a lack of understanding of the software and are fairly easily taken care of. I don't have any real problems with the system, and have only praise for the technical support organization. They have always listened and provided me with help and very useful information.
144. Hanford does quite well in maintaining this large site computer network. I have worked in other places that are not near as current with technology. However, I have looked at the budget for computer updates in 2000, and it looks like we are planning to stagnate. Computers change daily and if we are to stay current, we need to

Survey Question: (cont)

39. This concludes the survey. Please list any general comments you have regarding desktop computing services.

look at the network/computers as a utility, not a fixture. Otherwise we will fall behind the technology.

145. Speech to text, with macros.

146. I find it annoying to deal with constant changes in the systems. Just when I get comfortable using a particular feature on the intranet, it seems to change for no apparent reason. Microsoft Word may now be the industry standard, but it is a real "pain" to use without useful training. Also, Question 29, does not capture the process on how I look for help on desktop applications. About 100% of the time, I try to use Office Assistant or ask a coworker. The help desk is a last resort. It's actually a progression from one source to another, rather than an exclusive use of a particular source.

147. thank you

148. n/a

149. Comments on CTS: I just wanted someone to know how much I appreciate CTS. Sometimes the wait to speak to a representative is never ending but once they do take your call they are there until the problem is resolved or a service ticket is placed. Thank You!!!

150. I have found that as a site wide resource, the HLAN is not easy to access from a foreign terminal (one that I have not used before). Many times the system cannot connect to my Outlook or TIS such as when I need to check e-mail from HAMMER or an office that I am visiting. This may be lack of training / understanding on my part but it seems that it should be as simple as logging on and entering my passwords.

Thank you for the opportunity to participate.

151. the software in many areas need to be improved— speed not necessary to add features

152. I think that having some of the programs such as ACAD as a metered program is false economics in that when the server goes down, hundreds of people are losing productivity since the main users use those programs exclusively for 8 hours a day. HDCS and RMIS have drastically increased productivity and access to required documents.

153. - It would sure be nice to have CTS come up with a solution to the problem of the McAfee virus program causing 5-7 min boot-up time on my computer. I know others have the same problem. With the fast computers we have now, its frustrating to have such a long boot-up time, especially if you are having problems and have to re-boot often during the day. If the McAfee scan is deactivated, the boot up time is less than 1 min. No matter what changes have been tried by CTS, none seem to have worked. - Would like to see access time on the Intranet/Internet speed up. I've seen the messages about improvements in the hardware/software to speed things up, but I haven't been able to notice a change. In fact, time to access a PHMC procedure actually appears to have slowed down since recent changes have been made. - As mentioned above, need improvement in how JetForms works so it won't hang-up/crash your computer on about every use.

- I do like the responses from CTS when I call with a problem. The people working the help lines have always been nice, responsive to my needs, and helpful. If they don't have the answer, they go find someone who does and gets back to me. And, I don't seem to have to wait long times on hold. I would be opposed to cost-cutting measures where computer help is concerned. For someone like me whose work is largely dependent on computer use, I need faster and accurate response to computer problems I encounter.

154. I appreciate the opportunity to participate. Thank you. My function is training, so I use the applications for reaearch and to make training more realistic (use real examples and understand what the student goes through to get or use information). I do not use the applications for actual work in the field.

155. The SITE FORMS application is TERRIBLE. Lots of trouble with simple changes of font and getting the screen and printout to agree.

156. Server response time is too long and is unsatisfactory. Especially when in PASSPORT.

157. It would be nice to have more experienced staff manning the CTS desk. There have been times when I have called and my computer has ended up more messed up than what I started with when I called the problem in. That is why I avoid calling CTS for help. I generally can find someone in the area who can help me quicker and better.

158. Each employee needs to have full access to the computer. Now that we have posted the procedures on the net

Survey Question: (cont)

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not sure what changing the system now will change. I would suggest that you limit access to the internet the same as you limit long distance calls. Each group should have one person available with their computer able to access the internet.

Please stop changing the programs. We do not get any training in the new programs, lose productivity and the only one who makes money is the computer people.

159. Desktop computing services on this site are excellent. I have worked with other commercial entities (WPPSS, City Of Richland) which have very inadequate services. I sincerely hope the FDH CIO's office recognizes the goodness they have on this site and is using the survey as a means of improving and not just "Big Brothering" the site.
160. I would like my Microsoft Outlook to be password protected as well as have the screen saver password.
161. Overall, I think desktop services are very good
162. na
163. PassPort is a disaster. I have never seen such a complicated unintuitive application. Can something be done to make it easier to use?
164. Since the recent upgrade to Pentium class computers, I have not experienced the annoying software or operating system failures that were so common with the 486's.
165. The managers and technicians should be complimented for keeping HLAN up to date and running smooth.
166. My productivity at work will be crippled if desktop services are taken away.
167. none
168. Would appreciate looking into the option of deleting the addressees in printing out E mail if at all possible.
169. Things I'd like to see: Provision for exchange of files in a universal format, e.g., PDF, where accuracy is important. Electronic signature and routing of documents to reduce the amount of hardcopy and to speed the review process.
170. Keep on improving!!!
171. None
172. The screensaver/password function on my computer must be enabled every morning for it to be automatic during the day. Often I forget. Can something be done about that?
173. There has to be a better product out there than Word. I have forced myself to use this product, attended formal training (which I never did for Word Perfect), and still have trouble getting it to work. There are so many automatic fuctions (I have turned off all I know how to.) that the thing acts like a virus.
- Insight reports are very difficult to use in comparison to the prior product soft reporting.
174. I want Word Perfect Supported!!!! I've tried Word and it does not meet my needs and I've wasted significant time trying to learn how to use it and reworking documents that mysteriously get trashed by Word. Service (which is part of your name) implies giving customers what they want. WE WANT WORD PERFECT!!!
175. Just a comment on WORD, I don't like it and still use Word Perfect 6.1 for all applications except ones that require WORD. I would like to see the WP line offered via Software Distribution and the Site Standard changed.
176. none
177. My service has been very good. I do not know computers very well but learning. Thank you Phil.
178. n/a
179. I have been using MS Word 97 for the past 1-1/2 years and I still am not as productive with it now as I was with WordPerfect. Ive learned to live with it and tolerate this word processor but I daily encounter problems with this application that I don't understand. My typical solution is to waste time trying to find a "work around." I would strongly recommend that Word Perfect be offered as a second option for word processing needs on site!

Survey Question: (cont)

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180. Good Survey. I would like to see Netmeeting used to bring together management, engineering and operators to resolve equipment or procedural problems.
181. No Comment.
182. In General the Hanford System is very effieict.
183. the availability of shared data servers has helped project work tremendously
184. Some of the information retrieval systems are real memory hogs. Is there a way to not have to download so much software to access the data?
185. We the end user should be polled when "New and Better" software is planned, such as Word (Office 97). Word is a second rate word processing program. It may be great for making web pages but the general user does not make web pages. The "White paper" that selected this product was reversed engineered (select a product then justify the selection). On several occasions less functioning software, such as Word and AutoCAD, was forced upon me to replace better applications, WordPerfect 6.1 & H-P's ME-10 CAD. As the USER we should be high in the selection process.
186. Due to the complexity of hardware and software I believe an excellent job is being done.
187. none
188. Let's get more speed into the system, more interoperability
189. Is there any thought to going back to a WordPerfect word processor? The continious conversion from wp5 or 6.1 to word then correcting the editing errors is detrimental to my productivity and causing undue stress. And yes I'm fairly conversant in word and use it at home but I think that the Wordperfect office would be a much better choice for what we do here on the site.
190. n/a
191. In regards to WORD. After using WORD for over a year and a half (I use it daily), I still think this software is impossible. For the most part, the long documents I do are a nightmare. By formatting paragraphs, instead of the document, it is a constant battle to keep things consistant from one page to another. I truly believe LMSI/FDH needs to investigate other word processing software, especially for those of us who use it daily and do long documents. I would be happy to test drive the newest version of Wordperfect. I have not used wordperfect in over a year, but doing long documents, even in WordPerfect 5.1, was better than WORD. I know the companies have spent a lot of money on WORD, but at some point we need to quit throwing good money after bad. WORD is fine for letters, but it is very difficult for procedures and long reports. Please consider using the newest version of Wordperfect as a second site standard.
192. Please provide more scientific programs -- science should run this site not business.
193. Need faster service from LMSI on help desk plus moves plus installation and repairs, etc. Would like to have Desktop 2000 disks available (as we did for desktop 97). Need quicker RAS access. Need more support from site on computer services and upgrades.
194. RMIS Database/RMIS Viewing has some very sensitive documents that should not be available to viewers. Namely, Litigation Settlement Agreements.
195. Considering the size of Hanford's computing programs, I'm very satisfied with the computing services I receive.
196. Keep up the good work!!!!!!!!!!!!!!
197. Microsoft Word is very unfriendly to the user. The program takes over too often and there is no good documentation on how to get it to not do some of the things it does automatically. I find WordPerfect to be much better in this regard, but have had to do the best I can with Word.
198. No additional comments.
199. Your estimate to complete this survey was was very optimistic.
200. For the majority of the time my computer works just fine. Thank you! Sometimes it is slow, especially on shared usage items, such as Passport, Word, Outlook, etc., but I attribute this to the HLAN capability to handle so much data. Although my home computer is significantly faster, my work computer is just fine. I seldom have problems, but when I do, I like to talk to someone about it.

Survey Question: (cont)

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201. None at this time

202. The system for looking up drawings that exist on this site and finding out information such as outstanding ecn's, drawings for certain buildings, or other information is more cumbersome than before. We used to be able to search for a drawing by building number or index number or some piece of information we knew.

203. There are so many programs and the time to complete work is so limited, training on the use of my computer is almost non-existent.

204. One thing I forgot. I don't think internet explorer was a good choice. Who decides on these things? WE have trouble with Word for out Technical documents also - who decides which programs are purchased?