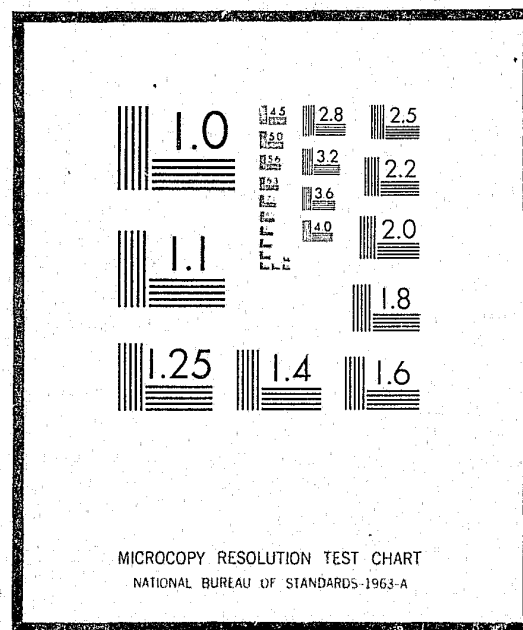


NCJRS

This microfiche was produced from documents received for inclusion in the NCJRS data base. Since NCJRS cannot exercise control over the physical condition of the documents submitted, the individual frame quality will vary. The resolution chart on this frame may be used to evaluate the document quality.



Microfilming procedures used to create this fiche comply with the standards set forth in 41CFR 101-11.504

Points of view or opinions stated in this document are those of the author(s) and do not represent the official position or policies of the U.S. Department of Justice.

U.S. DEPARTMENT OF JUSTICE
LAW ENFORCEMENT ASSISTANCE ADMINISTRATION
NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE
WASHINGTON, D.C. 20531

5/31/77
Date filmed

INDIVIDUAL TECHNICAL ASSISTANCE REPORT

In Response to a Request for Technical Assistance

By the

North Central Texas Council of Governments

January 3, 1974

NCJRS

NOV 30 1976

ACQUISITION

Prepared by:

Public Administration Service
1313 East 60th Street
Chicago, Illinois 60637
(Per Contract J-LEAA-015-72)
T.A. 219

128

39335

I. PRELIMINARY INFORMATION

- A. Consultant Assigned:
S. A. Yefsky
Communications Consultant
Public Administration Service
- B. Date Assignment Received:
July 9, 1973
- C. Date of Contact with LEAA Regional Coordinator:
July 9, 1973
- D. Dates of On-Site Consultation:
Intermittent—September through December, 1973
- E. Individuals Interviewed:
Not Applicable.

II. STATEMENT OF THE PROBLEM

- A. Problem as per Request for Technical Assistance:
Assistance in evaluating the start-up operation of the high-speed landline communications project.
- B. Problems Actually Observed:
As stated.

III. FACTS BEARING ON THE PROBLEM

See attached Consultant's Reports.

IV. DISCUSSION OF POSSIBLE COURSES OF ACTION

See attached Consultant's Reports.

V. RECOMMENDED COURSE OF ACTION

See attached Consultant's Reports.

CONSULTANT'S REPORTS

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7676

October 29, 1973

Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: High Speed Landline Communications System
Report No. 1
Acceptance Schedule Recommendations

Dear Mr. Keithley:

We have reviewed the status of Stages 1, 2, and 3 of the High Speed Landline Communications System program. Our recommendations are based upon information gathered during our conference held at the North Central Texas COG and the several on-site visits to agencies participating in the program.

From the data available as of October 17th, all installations are not complete. This includes both delivery of hardware and the provision of programs. There does appear to be a performance problem with the equipment. This problem is associated with the effective throughput of the printer as distinct from the speed as specified. It is our understanding that the Regional Teletype Committee and Incoterm are presently engaged in discussing alternative solutions and that Incoterm has indicated they will provide a "fix". The acceptance test should commence upon completion of all installations and training and resolution of printer problem.

We have observed the training sessions provided on the 17th of October. We concur with the North Central Texas COG that the present training program is not adequate to meet the needs of the participating agencies. It is our further understanding that there is a program planning effort under way between the Regional Teletype Committee and Incoterm to develop and present an adequate training program.

Based upon the above factors, we recommend that the final acceptance test be performed upon completion of Stage 3 as follows:

1. Installation of all hardware and software.
2. Completion of the printer "fix".

Mr. Frederic W. Keithley

- 2 -

October 29, 1973

3. Provision of an "adequate" training program.

It is further recommended that the acceptance test commence thirty (30) days after the completion of the above items. During this thirty (30) day period of time a minimum amount of operating experience will be acquired which will be of value in determining the overall acceptability of the system.

We would recommend that a preliminary acceptance test be performed at a single site. During this test we can confirm the test procedure and discuss the results with Incoterm. This will be valuable in expediting the final tests and the interpretation of resultant data.

We would recommend that the preliminary acceptance test be held in Dallas on November 6th or November 20th, 1973. If Incoterm has completed Stage 3 as defined above on the 29th of October, 1973, we would then recommend that the final acceptance test commence on the 29th of November, 1973, or thirty (30) days after substantial completion of Stage 3.

Please advise me as soon as possible regarding the recommended schedules.

Sincerely yours,

S. A. Yefsky

SAY:jvr

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7676

October 29, 1973

Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: High Speed Landline Communications System
Report No. 2
Engineering Services

Dear Mr. Keithley:

This will confirm our discussion regarding the consulting services required for the acceptance test. Approximately six days of effort will be expended to the point of preparing for the preliminary acceptance test. Upon completion of the preliminary acceptance test, eight to ten out of the total ten days will be expended.

Therefore, we concur with your original estimate of effort involved. We would suggest that you request ten days of time for a second phase. This would adequately cover the final acceptance tests. Tests would be performed on each circuit including Texarkana circuit and Houston circuit.

Sincerely,

S. A. Yefsky

SAY:jvr

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7676

October 31, 1973

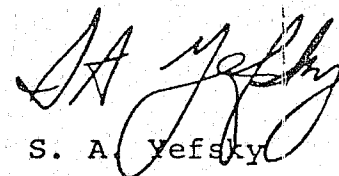
Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: High Speed Landline Communications System
Report No. 3
Status Reports

Dear Mr. Keithley:

I have enclosed drafts for three status reports. I would recommend that you review these for possible use in obtaining reports from participating agencies.

Sincerely yours,


S. A. Yefsky

SAY:jvr
Enc.

Agency _____

Date _____

NCT COG

HIGH SPEED LANDLINE COMMUNICATIONS SYSTEM

TO: ALL AGENCIES

SUBJECT: STATUS REPORT NR. 1
STAGE II

INSTRUCTIONS:

, COMPLETE FORM,

, RETURN BY _____, 1973.

A. Equipment Delivery.

Quantity	Item	No	Yes
—	SPD 10/20 Terminal	<input type="checkbox"/>	— date
—	SPD-P-165 Printer	<input type="checkbox"/>	— date
—	SPD-T Tape Cassette Controller	<input type="checkbox"/>	— date
—	SPD-T Programs	<input type="checkbox"/>	— date
—	Maintenance Manual	<input type="checkbox"/>	— date

Attach copy of packing tickets.

Stage II Page 2.

B. Delivery Problems.

	<u>No</u>	<u>Yes</u>	<u>Resolved</u>
Damaged Equipment	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Incomplete Shipment	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Shortage Upon Delivery	<input type="checkbox"/>	<input type="checkbox"/>	_____ date

Details of Problem:

C. Site Completion:

	<u>No</u>	<u>Yes</u>
Electrical completed.	<input type="checkbox"/>	_____ date
Phone line.	<input type="checkbox"/>	_____ date

stage II Page 3.

D. Maintenance.

Number of Calls _____

Average Response Time _____

Remarks: _____

Submitted By _____

Signature: _____
Chief

Date: _____

Agency _____

Date _____

NCT COG

HIGH SPEED LANDLINE COMMUNICATIONS SYSTEM

TO: ALL AGENCIES

SUBJECT: STATUS REPORT NR. 1
STAGE II
UPDATE

INSTRUCTIONS:

. COMPLETE FORM.

. RETURN BY _____, 1973.

A. Equipment Delivery.

Quantity	Item	No	Yes
—	SPD 10/20 Terminal	<input type="checkbox"/>	date
—	SPD-P-165 Printer	<input type="checkbox"/>	date
—	SPD-T Tape Cassette Controller	<input type="checkbox"/>	date
—	SPD-T Programs	<input type="checkbox"/>	date
—	Maintenance Manual	<input type="checkbox"/>	date

Attach copy of packing tickets.

Stage II Page 2.
Update

B. Delivery Problems.

	<u>No</u>	<u>Yes</u>	<u>Resolved</u>
Damaged Equipment	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Incomplete Shipment	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Shortage Upon Delivery	<input type="checkbox"/>	<input type="checkbox"/>	_____ date

Details of Problem:

C. Site Completion:

	<u>No</u>	<u>Yes</u>
Electrical completed.	<input type="checkbox"/>	_____ date
Phone line.	<input type="checkbox"/>	_____ date

Stage II Page 3.

Update

D. Maintenance.

Number of Calls _____

Average Response Time _____

Remarks: _____

Submitted By _____

Signature: _____
Chief

Date: _____

Agency _____

Date _____

NCT COG

HIGH SPEED LANDLINE COMMUNICATIONS SYSTEM

TO: ALL AGENCIES

SUBJECT: STATUS REPORT NR. ____
STAGE III

INSTRUCTIONS:

. COMPLETE FORM.

. RETURN BY _____, 1973.

A. Delivery.

Completed on last report:

(If yes, go on to B).

☐ Yes

(If no, complete enclosed Stage II report).

☐ No

B. Delivery Problems.

Resolved on last report:

(If yes, go on to C).

☐ Yes

(If no, complete enclosed Stage II report).

☐ No

C. Site Completion.

Completed on last report:

(If yes, go on to D).

☐ Yes

If no, complete Stage II report).

☐ No

D. Problems.

	<u>Yes</u>	<u>Unresolved</u>	<u>Resolved</u>
<u>General:</u>			
Training	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Operator	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Line	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Facility	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Terminal	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Printer	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Program	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
_____	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
_____	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
<u>Detail:</u>			
Start-up	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Busy Lite	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Line Breaks	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Status	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Keyboard Lock	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Shift Change	<input type="checkbox"/>	<input type="checkbox"/>	_____ date

Detail: (Continued)

	<u>Yes</u>	<u>Unresolved</u>	<u>Resolved</u>
Damaged Tape	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Damaged Printer Parts	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
Damaged Terminal Parts	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
_____	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
_____	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
_____	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
_____	<input type="checkbox"/>	<input type="checkbox"/>	_____ date
_____	<input type="checkbox"/>	<input type="checkbox"/>	_____ date

Maintenance:

Number of Calls _____

Average Response Time _____

Remarks: _____

Submitted By _____

Signature: _____
Chief

Date: _____

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7676

November 8, 1973

Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: High Speed Landline Communications System
Report No. 4
Stage 1

Dear Mr. Keithley:

This will confirm our discussion regarding completion of
Stage 1.

In accordance with the information available at the NCTCOG,
the initial equipment consisting of ten systems were de-
livered by August 24th, 1973. The sites delivered were
Dallas, Dallas County (2), Mesquite, Garland, Richardson,
Grand Prairie, Dallas/Fort Worth R.A., Arlington and
Tarrant County. This completes Stage 1 as modified for
the Fort Worth delivery in Stage 2.

Sincerely,

S. A. Yefsky

SAY:jvr

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7676

November 15, 1973

Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: Report No. 5
Acceptance Test Schedule
Conference with INCOTERM

Dear Mr. Keithley:

In accordance with my letter of November 12, 1973, I conferred with Mr. Ronald Schwab of INCOTERM in Boston on November 14, 1973. We met to discuss the acceptance tests.

Two basic areas related to the acceptance test were discussed. The first area concerns contract items as follows:

Delivery of Equipment - According to Mr. Schwab, the final shipment which consisted of spares took place on October 4, 1973.

Installation of Equipment - The final installation with one exception took place on October 31, 1973. One installation will be delayed due to the site not being ready.

Training - It is Mr. Schwab's understanding that the COG provided additional training on November 12th and 13th. Unless he is otherwise informed by the COG, INCOTERM will consider all training complete.

Mr. Schwab advises that the printer problem associated with long length messages was resolved on November 10, 1973.

We can consider Stage III complete on November 15, 1973 if the COG confirms the following conditions:

1. The delivery, installation, training is completed as indicated above.
2. The Technical Advisory Committee will formally agree that the printer problem is resolved and that the printer performance is acceptable under the terms and conditions of the contract.

Mr. Schwab and I discussed the recommendation to hold the acceptance test thirty (30) days after completion of Stage III. I outlined the advantages of providing an opportunity to all of the agencies in the system to confirm Stage III and to allow some additional amount of time to iron out any problems which may occur in the near term. Since it would take two or three weeks to collect whatever information is forthcoming from the various agencies, then a three to four week period is quite modest. This procedure would also tend to minimize any problems that crop up at the last minute and even expedite the overall process of acceptance of which the acceptance tests are but one of several elements.

Mr. Schwab concurred that the procedure detailed above could be effective and has agreed to the following schedule:

Schedule the preliminary acceptance test in Dallas on Tuesday, December 4, 1973.

Schedule the final acceptance test commencing approximately on December 10, 1973 and to complete within the following two week period as soon as practical.

Please advise me if the COG is in agreement with the above procedures and schedule. I will then formally adopt the schedule.

Sincerely,

S. A. Yefsky

SAY:jvr

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7676

December 10, 1973

Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

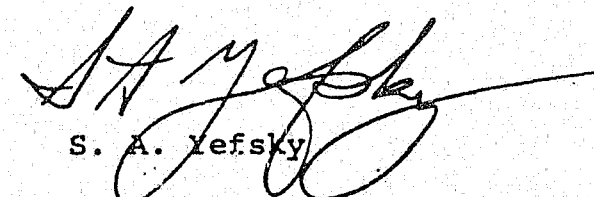
Subject: High Speed Landline Communications System
Report No. 6
Final Acceptance Tests

Dear Mr. Keithley:

This letter will confirm the recommendations I made during the Communications Terminal Advisory Committee meeting Friday, December 7, 1973. In that meeting, several Committee members stated that they were experiencing operating problems. One problem area was associated with the tape cassette. A second problem was the transmit switch. A third problem was in transmitting long messages. During this meeting, these problems were discussed at great length. Neither the Committee members nor the Incoterm representatives could provide any information regarding the causes of failure or the possible solutions.

Therefore, I recommended that the final acceptance test be delayed until such time as the system is judged to be fully operational. By delaying the acceptance test, the Committee will be providing Incoterm with an opportunity to identify the problem and bring the hardware up to that level of performance required by the contract for acceptance. This will result in achieving final acceptance in the shortest period of time without the complexities that may be involved with performing the acceptance test more than once or providing conditional acceptance.

Sincerely,


S. A. Yefsky
SAY:jvr

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7678

December 20, 1973

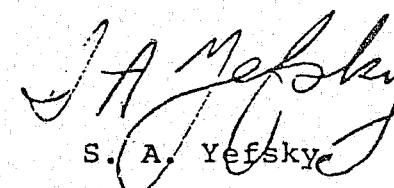
Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: High Speed Landline Communications System
Report No. 7
Stage 2 Acceptance

Dear Mr. Keithley:

I have reviewed your letter of December 11, 1973 regarding the completion of Stage 2. From the information on the Incoterm progress report and the data presented at the meeting of the Communications Terminal Advisory Committee on December 7, 1973, it appears that Incoterm has substantially completed Stage 2. On this basis I would recommend that the North Central Texas Council of Governments proceed with payment in accordance with the terms and conditions of the contract for Stage 2 with normal retainage.

Sincerely,


S. A. Yefsky

SAY:jvr

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 — 647-7676

December 26, 1973

Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: High Speed Landline Communications Systems
Report No. 8
Final Acceptance Data Sheets

Dear Mr. Keithley:

I am enclosing a copy of the Data Sheets which will be utilized at each individual test site. Please review these and provide me with your comments.

Sincerely,

S. A. Yefsky

SAY:jvr

Enclosure: Data Sheets

LAW ENFORCEMENT
TECHNICAL ASSISTANCE PROGRAMS
COMPUTER AND ENGINEERING SCIENCES
511 GOLF MILL ■ NILES, ILLINOIS 60648
Telephones: 312/297-2266 - 647-7676

December 26, 1973

Mr. Frederic W. Keithley,
Director of Criminal Justice
North Central Texas Council of Governments
P.O. Drawer COG
Arlington, Texas 76011

Subject: High Speed Landline Communications Systems
Report No. 9
Final Acceptance Test Schedule

Re: COG letter dated 20 December 1973.

Dear Mr. Keithley:

I have received the referenced letter advising me that the Communications Terminal Advisory Committee has reviewed the system problems and that the Acceptance Tests have been scheduled for January 3rd through January 8th, 1974. In that letter you discuss a repair to Switcher Nr. 2 which has been apparently identified as the cause of the long message problem. I reaffirm the recommendations made in Report Nr. 6 regarding the solution of all systems performance and the scheduling of the Final Acceptance Tests. I assume from the referenced letter that Incoterm has satisfied you and the Advisory Committee with regard to all system problems. I would like to see the Incoterm documentation related to the cause of the other problems and the fixes being provided by Incoterm.

I have advised Sam McMillan of the test schedule and forwarded the Data Sheets. I would request that you schedule the meeting with the Advisory Committee for Thursday afternoon, January 17th, 1974 or some date later for two reasons: Firstly, I will be unavailable the 9th and 10th of January because of a previous commitment. Secondly, it will take at least until the 16th of January to review the data collected during the tests and to prepare the recommendations.

I will schedule myself for the 17th of January unless I hear from you.

Sincerely,

S. A. Yefsky
SAY:jvr

END

7. 10/15/1944