TO: Administrative Distribution

FROM: J. M. Grochow

DATE: November 10, 1969

SUBJECT: Multics User Input Forms

The Multics User Input Form (MUIF) is designed to allow Multics users
to report, on one form, all bugs, problems, complaints, and suggestions
that should come to the attention of the Multics Service organization.
If possible, the MUIF will in actuality be the same form that is
used to report on any of the IPC-offered services.

The remainder of this document will attempt to trace the life of a
MUIF from the time it is initiated to the time that some action is
taken as a result of this. In general, MUIF's will be conceived in the
Programming Assistance and Information Office at IPC. They can be
filled out by a user in person or he can call the office and have
one of the staff members there fill it out for him (this should make
it evident that we really want people to submit these forms).

From the PAI office. MUIF's will be delivered to Room 512, 545 Technology
Square, daily, where they will be processed by R. Daley's secretary.
This processing will include:
    1. Assignment of a sequential number
    2. Xeroxing and distribution to those members of Multics Project
        Administration who so desire.
    3. Filing of original with the System Administrator (J.M. Grochow)

The next step will be taken by the System Administrator. All forms will

be reviewed on receipt and assigned to:

1. a member of the Administration and User Services group
   for further analysis or correction.

or 2. one of the other group leaders (Hardcore or Standard Service)
   for correction.

Obviously, if a problem requires further analysis, it will eventually
be assigned to either the Hardcore or Standard Service Systems groups.

In addition, the System Administrator or his deligee will be informed
by the secretary when MUIF's have been filed for 3 or more days
without any report. This implies that the person assigned to a MUIF
will be required to submit (on the MUIF itself) his analysis of the
problem and other pertinent information. The System Administrator's
deligee will consult with all holders of outstanding MUIF's as to
the reasons for the delay and will record these facts. The System
Administrator and/or Multics Project Management will decide if any
further steps need be taken.

A report will be published weekly indicating:

1. all outstanding MUIF's
2. all corrections pending
3. statistics

This report will also be included in the Multics News Letter.

Additional procedures for handling MUIF's will be developed as necessary.