TO: Administrative Distribution

FROM: J. M. Grochow

DATE: November 1, 1969

SUBJECT: Communication

As in the provision of any service, it is necessary for the Multics
Service to establish better lines of communications with its
customers. In general, this has three main purposes:

1. To ensure that customer complaints are heard where they
    will do the most good.

2. To ensure that the "bug finding power" of such a large
    group of users is not wasted.

3. And, in general, to ensure that customer satisfaction with
    the service is at a high level.

In order to accomplish these purposes, the following recommendations are
made:

1. That there be a bi-weekly newsletter containing items of
    interest to Multics users (bugs, schedules, hints, etc.).
    This newsletter will be published under IPC letter head
    at Project MAC in order to expedite distribution. The
    distribution list will initially consist of all registered
    Multics users, the various MAC and IPC libraries and
    document rooms, etc. J. Grochow will be editor.

2. That there be a standard error/suggestion/problem report
    form available in the Programming Assistance and
    Information Office that can be filled out in person or by
    telephone.

3. That there be on-line information similar to that carried in
    the Multics Newsletter. This information will be in several

files (all in >user_dir_dir>message) - each in reverse chronological order. A "help" command will be implemented (by T. VanVleck or his staff) to "parse" the directory and contents of each file according to user requests.

4. That Multics Project Management review User Input Forms in an attempt to spot potential trouble areas.

5. That all Multics project personnel rank "bug fixing" as their highest priority work. This has already been suggested at a Multics staff meeting by F. J. Corbato'.

6. That a reporting scheme be established to keep Multics project management and IPC personnel informed on the current status of all bugs. Reports will be generated listing the current status of all bugs and suggested improvements. Management will be informed when personnel assigned are falling behind schedule and it will be obvious when there is not enough programming power assigned.

7. That IPC personnel take an active part in the general bug fixing activity. There is currently one IPC person working (part-time) with Multics personnel. It is hoped that there will be more assigned to this type of activity. It is also assumed that IPC management will provide their inputs on bug fixing priorities, etc.

8. That all members of the Administration and User Services group take special effort to solicit the help of all Multics project personnel in keeping user satisfaction at a high level.

Two accompanying memoranda explain the Multics News Letter and the User Input Form in detail.