

THE WHITE HOUSE
WASHINGTON

wcf
File

equipment

MEMORANDUM

Call ↓

TO: ANDREA RUTLEDGE

FROM: ANN STOCK AS.

DATE: JUNE 14, 1995

The purpose of this memorandum is to request headsets for Kim Widdess and Tracy LaBrecque of my staff.

They both spend an inordinate amount of time using their telephones and the need for these sets is genuine.

I am aware of the cost factor involved and would not be requesting these if I did not feel the need was justified.

Your help on this is appreciated.

cc: M. Williams

Approved

THE WHITE HOUSE

WASHINGTON

MARCH 4, 1995

MEMORANDUM FOR MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE J. PUSHKAR *Alice*
DIRECTOR OF CORRESPONDENCE FOR THE FIRST LADY

SUBJECT: EQUIPMENT

As requested by Patsy Thomasson, attached are (1) copies of a number of my requests for equipment replacement and upgrades and (2) a report from the Quorum software staff on visits to my office from June to January to resolve equipment problems.

You will note that the equipment memos consistently ask for additional and updated pc's and printers. They are the tools of our trade and the absence of adequate equipment continues to frustrate the efficiency of our operation.

I have requested from IS&T a report similar to that of Quorum. However, they have not provided it and I did not want to delay this memo any further.

Following are our unresolved equipment needs/problems:

PC'S - We need to replace the terminal in Room 18. It is a terminal and not a pc which means that it can only be used to data enter batches that must be printed in Room 60. No individual letters can be printed from it to the printer in Room 18. We could definitely use another pc in Room 17. It would not have to be a 486. Our output numbers have steadily increased since we added the pc in Room 17. We feel that there is a direct correlation between the additional pc and the numbers. I think the numbers would continue to rise if we could add one more pc in that room.

PRINTERS - We need new printers. The printer in Room 18, as you can see from my earlier memos, runs non-stop (when it is functioning properly) from 8:30 in the morning until we leave in the early evening. In that room, we need a high-speed reliable printer that can handle stationery of various sizes. The printer in Room 20, has returned to its recalcitrant behavior. On many occasions throughout the day, the only way to get it to print is to raise the lid, slam it down and then bang your fist on the top.

When you read the attached memos, you will sense our growing frustration. The letters we send carry the signature of the First Lady of the United States. Because of this equipment, we are not serving her as well as we think we should be.

THE WHITE HOUSE

WASHINGTON

SEPTEMBER 19, 1994

MEMORANDUM FOR JENNY MCCARTHY, DEPUTY DIRECTOR
CORRESPONDENCE AND PRESIDENTIAL MESSAGES

✓cc: MARGARET A. WILLIAMS, CHIEF OF STAFF
FOR THE FIRST LADY

FROM: ALICE J. PUSHKAR, DIRECTOR
FIRST LADY'S CORRESPONDENCE

SUBJECT: 1995 BUDGET

*5000 - Weekly
(2500) + scheduling
25,000*

As requested at our meeting on Friday, September 16, I have listed below my estimates for the supplies and equipment and personnel needs for the Office of First Lady's Correspondence for the fiscal year 1995. All requests are good faith estimates of our needs based on past experience.

I. SUPPLIES AND EQUIPMENT

- 3 - IBM 486 PCs One of the PCs will replace a terminal which will be unusable when all computers go on-line. The other two are an on-going request to relieve the "crunch" that exists in our data-entry process. The long-term goal of this office has been to respond to the First Lady's correspondence with letters rather than cards. The absence of adequate computer accessibility keeps us from fully reaching that goal.
- 2 - HP Laserjet printers The printer in Room 18 has had continuous problems throughout FY 1994. This printer is in use constantly throughout the working day. The printer in Room 17 is very old. With the addition of two PCs to that room, we can anticipate increasing problems with the printer.
- 1 - Fax machine Our present fax machine is very old and very slow. I anticipate that we will have a lot of problems with the machine in the coming year.
- 1 - VCR The First Lady receives a great number of messages on videotape. The majority of these are non-commercial tapes prepared by private individuals. In order for us to comply with established procedures to review those no-commercial tapes, we need a VCR. During this past year, we have had to book a room in the Conference Center on Jackson Place, and then send our interns over with boxes of the tapes for review. This solution is unsatisfactory in that we have to remove mail from the building and send our interns off-site with the

materials. For security purposes, we must review every item received in the mail addressed to the First Lady.

1 - Desk lamp Wendy Towber was not working in First Lady's Correspondence when we ordered desk lamps last year. As a result she is working with a very inadequate desk lamp. I have checked with the Admin Office to see if there are any desk lamps available in excess furniture. It is my understanding that a decent desk lamp is rarely returned as excess furniture.

1 - Adding machine with tape print-out The need for accurate and more detailed reporting of numbers in our office, will be facilitated if we can provide the individuals who are working with the numbers an adding machine of this type.

Printing costs We anticipate that our printing needs will be approximately the same as FY 1994. The Admin office has provided us with the following printing costs:

Recipe cards - - - - -	-No charge specified
Issue cards - - - - -	" "
Multi-issue cards- - - - -	" "
First Lady bios - - - - -	" "
Insert card - - - - -	" "
Teacher letter - Teacher pack- - -	" "
Student letter - Teacher pack- - -	" "
Chelsea card - - - - -	\$715.50

All of our materials were printed in-house last year, except for the Chelsea card which became our responsibility in September 1994.

Shared costs:

HRC Baseball Photo/Bio card
10,000 cards - 1/5 of estimated cost \$ *
HRC/BC Birthday Cards for young people
5,000 cards - 1/4 of estimated cost \$ *

Appreciation events for volunteers \$400.00. We will plan two events during the course of the year which the First Lady will attend. We estimate \$200.00 per event. During FY 94 the Admin Office paid for part of one of the events attended by the First Lady. The Director and Deputy Director of this office assumed the cost for the remainder of the First Lady events and all other reception-type events for volunteers and interns.

Publications As requested, I have included with this memo a separate listing of any publications that I anticipate we will need to purchase in FY 1994.

* Debra Wood has estimates for the total cost on these items

II. Personnel

One full-time slot We are currently interviewing to fill the full-time slot which was vacated in July 1994. Once this slot is filled, we will still be left with the staff vacancy which occurred in April 1994. The nature of this operation requires that we have managers to oversee the substantive work that is being done by interns and volunteers. Other than their personal commitment to the First Lady, we have no guarantee that a volunteer who is assigned a specific task will be in on a given day. Even with the hiring of another full-time staff person, we will be required to ask volunteers to handle matters which we feel Counsel's office might find in-appropriate for a non-staff person. Therefore, I feel that it is essential that we be able to fill both staff slots.

FIRST LADY'S CORRESPONDENCE - PUBLICATIONS NEEDED FY1995

- 4 sets ZIP Code books
- 4 U.S. Senate Telephone Directories
- 4 U.S. House of Representatives Telephone Directories
- 4 United States Government Manuals

JANUARY 17, 1995

MEMORANDUM FOR MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE J. PUSHKAR, DIRECTOR OF
CORRESPONDENCE FOR THE FIRST LADY

SUBJECT: EQUIPMENT

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The letter is important both in the accuracy of its message as a reflection of the views of the First Lady and by its timeliness as a reflection of her interest in seeing that the writer receives a response.

Equipment has a great impact on both the timeliness and the appearance of the letters we send. Attached to this memo are a representative sampling of the on-going requests made from this office for both new pc's and printers. Since the beginning of the Administration, all requests for equipment have been channeled through Presidential Correspondence. You will note from the attached memos that I have consistently asked for pc's and printers. I had understood that my requests were being forwarded to the appropriate Administrative Office. Only recently did I learn that Presidential Correspondence has requested eight new printers, but that First Lady's Correspondence is not on the list to get any printers. Originally, I was told that all Correspondence pc's would be replaced with the new IBM 486's. Therefore, I made no requests for replacement computers. Now, I am told that the computers will be replaced gradually and we must have a priority list within the office to schedule replacement. Given my experience with the printer replacement, I have little hope for receiving any 486's anytime soon. In the meantime, we are plagued by equipment breakdown as you will see from the attached memos.

The equipment problems are affecting both efficiency and morale. I have one volunteer who says she will not come back until the equipment is upgraded. She has better equipment at home and finds it frustrating to work on what we have to offer. I would appreciate anything that you could do to forward our equipment requests and would be happy to discuss this with you at any time.

DECEMBER 12, 1994

MEMORANDUM FOR MARGE TARMEY

FROM: ALICE PUSHKAR

SUBJECT: UPDATE ON EQUIPMENT REQUESTS

Attached are copies of some of my memos in regard to equipment. As you can see, replacement and upgrade are recurring themes in the memos. The counterpoint to this is, of course, the reports of equipment failure. Most of the equipment failure is reported by telephone, because of the immediate need for correction. We are checking with the Quorum staff to see if they keep a log of the number of visits they make to our offices. Please consider page 2 of my November 29, 1994 memo to Maggie my ultimate request memo.

Stated very simply, our function is to write letters. It is becoming increasingly more frustrating to work efficiently or even adequately with our present equipment.

SEPTEMBER 19, 1994

MEMORANDUM FOR JENNY MCCARTHY, DEPUTY DIRECTOR
CORRESPONDENCE AND PRESIDENTIAL MESSAGES

CC: MARGARET A. WILLIAMS, CHIEF OF STAFF
FOR THE FIRST LADY

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September 27, 1994

MEMORANDUM FOR MARGARET A. WILLIAMS

FROM: ALICE J. PUSHKAR

SUBJECT: BUDGET FY 1995

Following is the information that you requested:

January 1992 - January 1993 Mail received by previous First Lady:
63,302 pieces

February 1993 - August 31, 1994 Mail received by Mrs. Clinton:
387,972

* * * * *

Jenny McCarthy, Presidential Correspondence, informed me that she had included all of my equipment requests in the memo that she sent to John Podesta. It is my understanding that John Podesta will forward these requests to June King at some point during the week.

MEMORANDUM

July 7, 1993

TO: John Dwyer

FROM: Kelly Carnes
Alice Pushkar

SUBJECT: Quorum Recommendations - First Lady's Correspondence

For efficiency of operation, we would recommend that the following offices be given Quorum access:

1. First Lady's Personal Correspondence - East Wing
2. First Lady's Social Secretary - East Wing
3. First Lady's Chief of Staff - OEOB Room 100

We could use two additional terminals in Room 19.

September 8, 1993

MEMORANDUM FOR MAUREEN HUDSON

CC: JIM DORSKIND

FROM: ALICE PUSHKAR

SUBJECT: EQUIPMENT REQUESTS

The following items are needed in First Lady's Correspondence:

- fax machine - I discussed this with you 9/7
- copier - replacement of the present mal/non-functioning model
- built-in cabinet/shelves for coding area in Room 17. This was requested 8/6
- network set-up for the computers in Room 17-19. We discussed this when you came with the Quorum people.
- additional computers-We have discussed this earlier.
- printer in Room 17-19 added to Quorum network
- TV set-with cable hook-up for Room 17-19
- typewriter and table - preferably IBM Wheelwriter
- electrical outlets - re-up in Room 17 to accommodate computers
- remove mirror from wall, repair hole in wall and re-paint Room 18. New carpet, if possible
- refrigerator for Room 17-19
- tape player - People often send us audio-tapes. Listening to them on the car radio just isn't working

JANUARY 20, 1995

MEMORANDUM FOR JAMES A. DORSKIND, SPECIAL ASSISTANT TO
THE PRESIDENT AND DIRECTOR OF CORRESPONDENCE
AND PRESIDENTIAL MESSAGES

FROM: ALICE J. PUSHKAR, DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

CC: MARGARET A. WILLIAMS, CHIEF OF STAFF
FOR THE FIRST LADY

SUBJECT: FAX MACHINE

As I noted in my equipment request in September of 1994, the fax machine in Room 18 is giving signs of imminent demise. We have had two repair assessments. One repairman declared that the machine needed so many repairs that it would be fiscally unwise to proceed. The second repairman decided to try to fix it. He went ahead with the repairs.

Now, we are informed that the faxes that we send arrive at the receiving machine with a long black smudge through the center. When sending copies of the First Lady's greetings to groups and organizations, Wendy Towber has, on more than one occasion, been asked by the receiving office to please find another machine from which to send the First Lady's greetings. As a result, Wendy has to leave our office to seek a newer model fax.

Therefore, I think (1) our fax machine will die within the year and (2) it just doesn't look good for faxes from the First Lady to arrive with a long dark smudge down the center.

SEPTEMBER 6, 1994

MEMORANDUM FOR MAUREEN HUDSON

FROM: ALICE PUSHKAR
FIRST LADY'S CORRESPONDENCE

SUBJECT: EQUIPMENT REQUEST

First Lady's Correspondence has two equipment needs. I have discussed these with you previously. They are a new printer for Room 18 and an additional PC for Room 17. The recalcitrant printing on the present printer is really impeding efficiency and the PC for Room 17 has been an ongoing request. As the volume picks up this fall and the interns return, the need for both will intensify.

SEPTEMBER 7, 1994

MEMORANDUM FOR MAUREEN HUDSON

FROM: ALICE J. PUSHKAR, FIRST LADY'S CORRESPONDENCE

SUBJECT: REVISED EQUIPMENT REQUEST

I would like to include in my equipment request (dated 9/6/94) a replacement for the terminal in Room 18. As we have discussed, once the entire system goes "on-line" it is my understanding that we will not be able to use that terminal.

Therefore, my final request should include an additional PC for Room 17, a replacement PC for Room 18 and a new printer for Room 18. Because we are replacing the PC's, I would like to request that we get the new 486's as replacement equipment.

I would again like to endorse the purchase of a color printer for use department-wide.

First Lady's Correspondence needs:

1. To have all of the computers on the network.
2. To have all of the present pc's replaced with IBM 486s for a total of 7 replacements.
3. To have a pc added to our system in room 17 for the use of our new staff member. I have been asking for this pc since August of 1993 - in anticipation of an additional staff member in that room. That brings the total number of pc's to 8.
4. To have the printers in Room 18 and 20 replaced with new Hewlett Packard Laser models.
5. To have network log-ons for all interns and volunteers who work primarily with data entry.

NOVEMBER 29, 1994

MEMORANDUM FOR MARGARET A. WILLIAMS

FROM: ALICE J. PUSHKAR

SUBJECT: COMPUTER PROBLEMS - OR - DRIVING AN EDESEL ON THE
INFORMATION SUPER HIGHWAY

I have mentioned in my budget requests submitted earlier this year that First Lady's Correspondence needs to have the computer system upgraded to the new IBM 486s. I had been given to understand by the administrative officers in Presidential Correspondence that all Correspondence computers would be upgraded to the 486s in the very near future. Now, I have been told that we must prioritize need; the 486s will be distributed gradually and that there will be no 486s for use by volunteers and interns.

In August of 1993, the workmen installing carpet in Room 17-19 cut the cable wires for the computer hook-up in that room. I was told that if we would permit the installation of a temporary hook-up through the phone system that we would be a priority office to get the new network installation. The estimated time would be three weeks. That was August of 1993. We're still waiting.

I also requested two new printers for fiscal year 1995. During the month of November the printer in Room 18 which operates from 8:30 a.m. to 5:30 p.m. without stop would not work for five full days. No letter could be printed on our main printer for an entire week. I will not bore you with the variety of reasons I was given for the failure to function.

Our present pc's(IBM 386s) are so overloaded by the software that there is an erratic pause between the time a key is struck on the keyboard and the letter appears on the screen. It's an unnerving experience for those of us who spend most of the day at the computer.

The "staff" who do all of the data entry and a great deal of the drafting of individual letter responses are interns and volunteers. Denying them the 486s is denying them the tools they need to get the letters out in a timely and efficient manner.

NOVEMBER 21, 1994

MEMORANDUM FOR JIM DORSKIND

FROM: ALICE J. PUSHKAR

SUBJECT: COMPUTER PROBLEMS

As you requested, I have listed below some of the on-going problems that First Lady's Correspondence is experiencing with our computer system:

1. Response time - When working in Quorum Word-Perfect, there is an extended delay between keyboard entry and the appearance of the text on the screen.
2. Printer - The printers are down more than they are up. There seems to be no consistent reason for it.
3. Output Control - The system from time to time will re-direct output from one of our PCs to a printer in PLM.

I don't think I need to elaborate on the amount of staff/volunteer/intern time this is costing our office.

MEMORANDUM FROM ALICE PUSHKAR, DIRECTOR
OFFICE OF FIRST LADY'S CORRESPONDENCE

1. We are the Office of First Lady's Correspondence. We work for the First Lady. This office answers all mail received by the First Lady from the general public. This includes mail from children. We also do all of the First Lady's scheduling correspondence and we write the greetings sent by the First Lady to groups and events throughout the country. This office also answers the mail sent to Chelsea Clinton. We answer mail as well for the First Lady's Press Office. We are occasionally asked to prepare large mailings for the Social Office. We have just completed printing over 2000 thank you letters for the White House Christmas ornaments.
2. The constant failure of my computer equipment. For example, the printer that we use in Room 18 is in use steadily from 8:30 in the morning until we leave at night. There was one week this fall when that printer was down for three full days. Everyone who was sent to service the printer had a reason why the printer was down, but it took three days to get it going again.
3. Essentially, we need 8 replacement pc's (IBM 486's) and two new printers that are fast and reliable. I do not see this as ideal, but rather as absolutely essential. My office is totally dependent on volunteers and interns for data entry. I need to have full access to the data system for these individuals. My really good volunteers who are, in fact if not in name, the staff for this office are refusing to come in because of the on-going equipment failure. They state that the equipment they have at home is better than the equipment in this office.
4. I would be most helped by consistently reliable equipment.

*Debby
can you
follow up -
thanks
Maggie*

THE WHITE HOUSE
WASHINGTON

August 28, 1995

MEMORANDUM FOR ANN STOCK
SPECIAL ASSISTANT TO THE PRESIDENT
AND DIRECTOR OF THE SOCIAL OFFICE

FROM: ANDREA S. RUTLEDGE *AR*
DIRECTOR, ADMINISTRATIVE OFFICE

SUBJECT: Equipment Request

Jodie Torkelson has forwarded your request for new printers to me for a response. We have initiated a comprehensive plan to replace the HP II and HP IID printers currently in use as network printers in the White House Office. The plan calls for printers to be replaced over a five month period beginning in late November or early December. We will include the Social Office in the first phase of the plan.

In the meantime, I have asked the Information Services and Technology Division to conduct a survey of the printers in your office and to recommend alternatives to the mapping paths for the printers you use currently. This may more evenly distribute the work being sent to the printers and reduce the down time.

In the meantime, please feel free to call on me if you have additional questions.

cc: Jodie Torkelson
M Maggie Williams

THE WHITE HOUSE
WASHINGTON

MAY 20, 1995

MEMORANDUM FOR MARGARET A. WILLIAMS

FROM: ALICE J. PUSHKAR *Alice*

SUBJECT: EQUIPMENT

Summer is here and the interns have arrived and several projects that we were unable to staff earlier in the year are now needing immediate attention.

E-MAIL PROJECT The support group in the NEOB have all of the technical pieces in place for us to go on the Internet with an e-mail address for the First Lady. In order to do this, I will need an additional pc in my office that can be designated for use by one of the interns to handle the e-mail. Estimates by those familiar with e-mail indicate that there will be an initial flood of e-mail messages. I cannot tie up one of my present pc's for the e-mail. We are still using a designated terminal in Room 18. Since our printers were switched to the network, we cannot print from this terminal to our printers. We need to replace this terminal with a pc immediately. With the addition of one pc in room 17 last year after Sarah's arrival, there was a marked increase in our production. Just think what we could do with two more.

PRINTERS Despite my best efforts to wish the problem away, we continue to endure endless frustration with our printers. They jam, smudge, streak, fail. I am asked to do more and more of the thank yous and trip followup, but I am not given the equipment I need to send out the letters in an efficient and acceptable way. HELP! I need two new printers that can handle several sizes of stationery and I cannot wait until another fiscal year.

*designate
e-mail
Internet*

*Also Mr. [unclear]
[unclear]*

*386
62500
e-mail
[unclear]*

*- Alice said Alice has not gotten either of the 2 PCs -
- re: printer - Alice is working one one to accommodate app. stationery*

*Ann
who did Alice
- [unclear]*

THE WHITE HOUSE

WASHINGTON

MARCH 4, 1995

MEMORANDUM FOR MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE J. PUSHKAR *Alie*
DIRECTOR OF CORRESPONDENCE FOR THE FIRST LADY

SUBJECT: EQUIPMENT

As requested by Patsy Thomasson, attached are (1) copies of a number of my requests for equipment replacement and upgrades and (2) a report from the Quorum software staff on visits to my office from June to January to resolve equipment problems.

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I have requested from IS&T a report similar to that of Quorum. However, they have not provided it and I did not want to delay this memo any further.

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When you read the attached memos, you will sense our growing frustration. The letters we send carry the signature of the First Lady of the United States. Because of this equipment, we are not serving her as well as we think we should be.

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SEPTEMBER 19, 1994

MEMORANDUM FOR JENNY MCCARTHY, DEPUTY DIRECTOR
CORRESPONDENCE AND PRESIDENTIAL MESSAGES

CC: MARGARET A. WILLIAMS, CHIEF OF STAFF
FOR THE FIRST LADY

FROM: ALICE J. PUSHKAR, DIRECTOR
FIRST LADY'S CORRESPONDENCE

SUBJECT: 1995 BUDGET

As requested at our meeting on Friday, September 16, I have listed below my estimates for the supplies and equipment and personnel needs for the Office of First Lady's Correspondence for the fiscal year 1995. All requests are good faith estimates of our needs based on past experience.

I. SUPPLIES AND EQUIPMENT

- 3 - IBM 486 PCs One of the PCs will replace a terminal which will be unusable when all computers go on-line. The other two are an on-going request to relieve the the "crunch" that exists in our data-entry process. The long-term goal of this office has been to respond to the First Lady's correspondence with letters rather than cards. The absence of adequate computer accessibility keeps us from fully reaching that goal.
- 2 - HP Laserjet printers The printer in Room 18 has had continuous problems throughout FY 1994. This printer is in use constantly throughout the working day. The printer in Room 17 is very old. With the addition of two PCs to that room, we can anticipate increasing problems with the printer.
- 1 - Fax machine Our present fax machine is very old and very slow. I anticipate that we will have a lot of problems with the machine in the coming year.
- 1 - VCR The First Lady receives a great number of messages on videotape. The majority of these are non-commercial tapes prepared by private individuals. In order for us to comply with established procedures to review those no-commercial tapes, we need a VCR. During this past year, we have had to book a room in the Conference Center on Jackson Place, and then send our interns over with boxes of the tapes for review. This solution is unsatisfactory in that we have to remove mail from the building and send our interns off-site with the

materials. For security purposes, we must review every item received in the mail addressed to the First Lady.

1 - Desk lamp Wendy Towber was not working in First Lady's Correspondence when we ordered desk lamps last year. As a result she is working with a very inadequate desk lamp. I have checked with the Admin Office to see if there are any desk lamps available in excess furniture. It is my understanding that a decent desk lamp is rarely returned as excess furniture.

1 - Adding machine with tape print-out The need for accurate and more detailed reporting of numbers in our office, will be facilitated if we can provide the individuals who are working with the numbers an adding machine of this type.

Printing costs We anticipate that our printing needs will be approximately the same as FY 1994. The Admin office has provided us with the following printing costs:

Recipe cards - - - - -	-No charge specified
Issue cards - - - - -	" "
Multi-issue cards- - - - -	" "
First Lady bios - - - - -	" "
Insert card - - - - -	" "
Teacher letter - Teacher pack- - -	" "
Student letter - Teacher pack- - -	" "
Chelsea card - - - - -	\$715.50

All of our materials were printed in-house last year, except for the Chelsea card which became our responsibility in September 1994.

Shared costs:

HRC Baseball Photo/Bio card	
10,000 cards - 1/5 of estimated cost	\$ *
HRC/BC Birthday Cards for young people	
5,000 cards - 1/4 of estimated cost	\$ *

Appreciation events for volunteers \$400.00. We will plan two events during the course of the year which the First Lady will attend. We estimate \$200.00 per event. During FY 94 the Admin Office paid for part of one of the events attended by the First Lady. The Director and Deputy Director of this office assumed the cost for the remainder of the First Lady events and all other reception-type events for volunteers and interns.

Publications As requested, I have included with this memo a separate listing of any publications that I anticipate we will need to purchase in FY 1994.

* Debra Wood has estimates for the total cost on these items

II. Personnel

One full-time slot We are currently interviewing to fill the full-time slot which was vacated in July 1994. Once this slot is filled, we will still be left with the staff vacancy which occurred in April 1994. The nature of this operation requires that we have managers to oversee the substantive work that is being done by interns and volunteers. Other than their personal commitment to the First Lady, we have no guarantee that a volunteer who is assigned a specific task will be in on a given day. Even with the hiring of another full-time staff person, we will be required to ask volunteers to handle matters which we feel Counsel's office might find in-appropriate for a non-staff person. Therefore, I feel that it is essential that we be able to fill both staff slots.

September 27, 1994

MEMORANDUM FOR MARGARET A. WILLIAMS

FROM: ALICE J. PUSHKAR

SUBJECT: BUDGET FY 1995

Following is the information that you requested:

January 1992 - January 1993 Mail received by previous First Lady:
63,302 pieces

February 1993 - August 31, 1994 Mail received by Mrs. Clinton:
387,972

* * * * *

Jenny McCarthy, Presidential Correspondence, informed me that she had included all of my equipment requests in the memo that she sent to John Podesta. It is my understanding that John Podesta will forward these requests to June King at some point during the week.

MEMORANDUM

July 7, 1993

TO: John Dwyer

FROM: Kelly Carnes
Alice Pushkar

SUBJECT: Quorum Recommendations - First Lady's Correspondence

For efficiency of operation, we would recommend that the following offices be given Quorum access:

1. First Lady's Personal Correspondence - East Wing
2. First Lady's Social Secretary - East Wing
3. First Lady's Chief of Staff - OEOB Room 100

We could use two additional terminals in Room 19.

September 8, 1993

MEMORANDUM FOR MAUREEN HUDSON

CC: JIM DORSKIND

FROM: ALICE PUSHKAR

SUBJECT: EQUIPMENT REQUESTS

The following items are needed in First Lady's Correspondence:

- fax machine - I discussed this with you 9/7
- copier - replacement of the present mal/non-functioning model
- built-in cabinet/shelves for coding area in Room 17. This was requested 8/6
- network set-up for the computers in Room 17-19. We discussed this when you came with the Quorum people.
- additional computers-We have discussed this earlier.
- printer in Room 17-19 added to Quorum network
- TV set-with cable hook-up for Room 17-19
- typewriter and table - preferably IBM Wheelwriter
- electrical outlets - re-up in Room 17 to accommodate computers
- remove mirror from wall, repair hole in wall and re-paint Room 18. New carpet, if possible
- refrigerator for Room 17-19
- tape player - People often send us audio-tapes. Listening to them on the car radio just isn't working

JANUARY 20, 1995

MEMORANDUM FOR JAMES A. DORSKIND, SPECIAL ASSISTANT TO
THE PRESIDENT AND DIRECTOR OF CORRESPONDENCE
AND PRESIDENTIAL MESSAGES

FROM: ALICE J. PUSHKAR, DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

CC: MARGARET A. WILLIAMS, CHIEF OF STAFF
FOR THE FIRST LADY

SUBJECT: FAX MACHINE

As I noted in my equipment request in September of 1994, the fax machine in Room 18 is giving signs of imminent demise. We have had two repair assessments. One repairman declared that the machine needed so many repairs that it would be fiscally unwise to proceed. The second repairman decided to try to fix it. He went ahead with the repairs.

Now, we are informed that the faxes that we send arrive at the receiving machine with a long black smudge through the center. When sending copies of the First Lady's greetings to groups and organizations, Wendy Towber has, on more than one occasion, been asked by the receiving office to please find another machine from which to send the First Lady's greetings. As a result, Wendy has to leave our office to seek a newer model fax.

Therefore, I think (1) our fax machine will die within the year and (2) it just doesn't look good for faxes from the First Lady to arrive with a long dark smudge down the center.

SEPTEMBER 6, 1994

MEMORANDUM FOR MAUREEN HUDSON

FROM: ALICE PUSHKAR
FIRST LADY'S CORRESPONDENCE

SUBJECT: EQUIPMENT REQUEST

First Lady's Correspondence has two equipment needs. I have discussed these with you previously. They are a new printer for Room 18 and an additional PC for Room 17. The recalcitrant printing on the present printer is really impeding efficiency and the PC for Room 17 has been an ongoing request. As the volume picks up this fall and the interns return, the need for both will intensify.

SEPTEMBER 7, 1994

MEMORANDUM FOR MAUREEN HUDSON

FROM: ALICE J. PUSHKAR, FIRST LADY'S CORRESPONDENCE

SUBJECT: REVISED EQUIPMENT REQUEST

I would like to include in my equipment request (dated 9/6/94) a replacement for the terminal in Room 18. As we have discussed, once the entire system goes "on-line" it is my understanding that we will not be able to use that terminal.

Therefore, my final request should include an additional PC for Room 17, a replacement PC for Room 18 and a new printer for Room 18. Because we are replacing the PC's, I would like to request that we get the new 486's as replacement equipment.

I would again like to endorse the purchase of a color printer for use department-wide.

First Lady's Correspondence needs:

1. To have all of the computers on the network.
2. To have all of the present pc's replaced with IBM 486s for a total of 7 replacements.
3. To have a pc added to our system in room 17 for the use of our new staff member. I have been asking for this pc since August of 1993 - in anticipation of an additional staff member in that room. That brings the total number of pc's to 8.
4. To have the printers in Room 18 and 20 replaced with new Hewlett Packard Laser models.
5. To have network log-ons for all interns and volunteers who work primarily with data entry.

NOVEMBER 29, 1994

MEMORANDUM FOR MARGARET A. WILLIAMS

FROM: ALICE J. PUSHKAR

SUBJECT: COMPUTER PROBLEMS - OR - DRIVING AN EDESEL ON THE
INFORMATION SUPER HIGHWAY

I have mentioned in my budget requests submitted earlier this year that First Lady's Correspondence needs to have the computer system upgraded to the new IBM 486s. I had been given to understand by the administrative officers in Presidential Correspondence that all Correspondence computers would be upgraded to the 486s in the very near future. Now, I have been told that we must prioritize need; the 486s will be distributed gradually and that there will be no 486s for use by volunteers and interns.

In August of 1993, the workmen installing carpet in Room 17-19 cut the cable wires for the computer hook-up in that room. I was told that if we would permit the installation of a temporary hook-up through the phone system that we would be a priority office to get the new network installation. The estimated time would be three weeks. That was August of 1993. We're still waiting.

I also requested two new printers for fiscal year 1995. During the month of November the printer in Room 18 which operates from 8:30 a.m. to 5:30 p.m. without stop would not work for five full days. No letter could be printed on our main printer for an entire week. I will not bore you with the variety of reasons I was given for the failure to function.

Our present pc's (IBM 386s) are so overloaded by the software that there is an erratic pause between the time a key is struck on the keyboard and the letter appears on the screen. It's an unnerving experience for those of us who spend most of the day at the computer.

The "staff" who do all of the data entry and a great deal of the drafting of individual letter responses are interns and volunteers. Denying them the 486s is denying them the tools they need to get the letters out in a timely and efficient manner.

NOVEMBER 21, 1994

MEMORANDUM FOR JIM DORSKIND

FROM: ALICE J. PUSHKAR

SUBJECT: COMPUTER PROBLEMS

As you requested, I have listed below some of the on-going problems that First Lady's Correspondence is experiencing with our computer system:

1. Response time - When working in Quorum Word-Perfect, there is an extended delay between keyboard entry and the appearance of the text on the screen.
2. Printer - The printers are down more than they are up. There seems to be no consistent reason for it.
3. Output Control - The system from time to time will re-direct output from one of our PCs to a printer in PLM.

I don't think I need to elaborate on the amount of staff/volunteer/intern time this is costing our office.

MEMORANDUM FROM ALICE PUSHKAR, DIRECTOR
OFFICE OF FIRST LADY'S CORRESPONDENCE

1. We are the Office of First Lady's Correspondence. We work for the First Lady. This office answers all mail received by the First Lady from the general public. This includes mail from children. We also do all of the First Lady's scheduling correspondence and we write the greetings sent by the First Lady to groups and events throughout the country. This office also answers the mail sent to Chelsea Clinton. We answer mail as well for the First Lady's Press Office. We are occasionally asked to prepare large mailings for the Social Office. We have just completed printing over 2000 thank you letters for the White House Christmas ornaments.

2. The constant failure of my computer equipment. For example, the printer that we use in Room-18 is in use steadily from 8:30 in the morning until we leave at night. There was one week this fall when that printer was down for three full days. Everyone who was sent to service the printer had a reason why the printer was down, but it took three days to get it going again.

3. Essentially, we need 8 replacement pc's (IBM 486's) and two new printers that are fast and reliable. I do not see this as ideal, but rather as absolutely essential. My office is totally dependent on volunteers and interns for data entry. I need to have full access to the data system for these individuals. My really good volunteers who are, in fact if not in name, the staff for this office are refusing to come in because of the on-going equipment failure. They state that the equipment they have at home is better than the equipment in this office.

4. I would be most helped by consistently reliable equipment.

WHITE HOUSE VISIT REPORT

06/21/94

CUSTOMER: HRC TYPE OF VISIT: HOTLINE
DATE VISITED: 06/21/94
IN HOURS: 1 Hours
CONSULTANT: qtmp

NOTES: could not log on. PC was bad.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 07/18/94
IN HOURS: 1.5 Hours
CONSULTANT: qtmp

NOTES: Nobody could print.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 07/13/94
IN HOURS: 2 Hours
CONSULTANT: qtmp

NOTES: Stacey and Alice P. Couldn't get logged on.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 08/01/94
IN HOURS: 1.5 Hours
CONSULTANT: Qjohnp

NOTES: HRC had 2 PCs that got the new 2000 load. Since the new laod they have not been able to print stand alone, but they can print from Quorum. Maureen asked if I would take a look. What I found was that IS&T had removed the print spooler (switch box) in the office and hooked the HP2D to the Lat terminal server. This means yes they can print from Quorum and no they can't print stand alone. The IS&T people say when they put on the new load the print spooler gets taken out because the printer is supposed to become a network printer. I will check into this further. I need to make sure we can laod a digitized sig. onto a Novell network printer. Then we can remove it as Lat printer and hook it to the network.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 08/02/94
IN HOURS: 1 Hours
CONSULTANT: qtmp

NOTES: printing problems. Fixed!

WHITE HOUSE VISIT REPORT

08/11/94

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 08/11/94
IN HOURS: 1 Hours
CONSULTANT: Qjohnp

NOTES: They were frozen. All PCs and the terminals. I found that Stud.
Corres. were also down. I found the the LAT deamon was down. I
restarted the deamon and they were able to login again.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 08/17/94
IN HOURS: 2 Hours
CONSULTANT: qtmp

NOTES: Had to put Quorum "Icons" back into windows load for three PC's.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 08/16/94
IN HOURS: 1 Hours
CONSULTANT: qtmp

NOTES: Couldn't get into Quorum.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 08/22/94
IN HOURS: 3 Hours
CONSULTANT: qtmp

NOTES: The icon were deleted for three PC.

CUSTOMER: HRC TYPE OF VISIT: HOTLINE
DATE VISITED: 08/29/94
IN HOURS: 2 Hours
CONSULTANT: qtmp

NOTES: Worked on printer problems. Helped Stacey get a new list ready to
print.

WHITE HOUSE VISIT REPORT

09/22/94

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 09/22/94
IN HOURS: .50 Hours
CONSULTANT: Qcandyb

NOTES: Alice is not able to print from Quorum. Reset buffalo box, printer and pc. Printing fine.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 09/26/94
IN HOURS: 2 Hours
CONSULTANT: qtime

NOTES: PC wouldn't boot. Called pc support. Had a virus on hard drive.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 09/02/94
IN HOURS: 1 Hours
CONSULTANT: qtime

NOTES: Alice had problem her her PC. The icon was deleted from her windows load. Put it back on her PC.

CUSTOMER: HRC TYPE OF VISIT: HOTLINE
DATE VISITED: 10/05/94
IN HOURS: 1 Hours
CONSULTANT: qtime

NOTES: Printer won't print

CUSTOMER: HRC TYPE OF VISIT: HOTLINE
DATE VISITED: 11/14/94
IN HOURS: .25 Hours
CONSULTANT: Qcandyb

NOTES: Alicep called with a printer problem. Printer fixed.

CUSTOMER: HRC TYPE OF VISIT: HOTLINE
DATE VISITED: 11/17/94
IN HOURS: 1 Hours
CONSULTANT: Qcandyb

NOTES: Alicep called with a printer problem. Problem turned out to be with the buffalo box. Printing fine now.

WHITE HOUSE VISIT REPORT

11/02/94

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 11/02/94
IN HOURS: 4 Hours
CONSULTANT: qtime

NOTES: Printer and PC's would not work. Called help desk and worked with the techs to get them back up.

CUSTOMER: HRC TYPE OF VISIT: HOTLINE
DATE VISITED: 11/04/94
IN HOURS: 1 Hours
CONSULTANT: qtime

NOTES: Still couldn't print. Called help desk.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 11/07/94
IN HOURS: 2 Hours
CONSULTANT: qtime

NOTES: More problems with printers and PC's. Called Help Desk.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 11/18/94
IN HOURS: 2 Hours
CONSULTANT: qtime

NOTES: Printers not printing again. Worked with Ed from computer center.

CUSTOMER: HRC TYPE OF VISIT: ONSITE
DATE VISITED: 11/21/94
IN HOURS: 3 Hours
CONSULTANT: qtime

NOTES: Got printers working and hopefully they will stay up this time. Reloaded sigs to both printers.

CUSTOMER: HRC TYPE OF VISIT: HOTLINE
DATE VISITED: 12/21/94
IN HOURS: 2 Hours
CONSULTANT: qtime

NOTES: Frozen PC. Called customer support to reset Lat server after trying to get into Quorum.

WHITE HOUSE VISIT REPORT

12/09/94

CUSTOMER: HRC
DATE VISITED: 12/09/94
IN HOURS: 3 Hours
CONSULTANT: qtmp

TYPE OF VISIT: ONSITE

NOTES: Printers were down due to connection problems again. Needed customer support to work on them.

CUSTOMER: HRC
DATE VISITED: 01/10/95
IN HOURS: 2 Hours
CONSULTANT: qtmp

TYPE OF VISIT: ONSITE

NOTES: Printer problems. Needed to load sig back onto printer in room 18.

THE WHITE HOUSE

WASHINGTON

JANUARY 17, 1995

MEMORANDUM FOR MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE J. PUSHKAR, DIRECTOR OF
CORRESPONDENCE FOR THE FIRST LADY 

SUBJECT: EQUIPMENT

The purpose of the Office of First Lady's Correspondence is to respond to the letters received by the First Lady. To the recipient, the letters that we write are a tangible representation of the First Lady. This representation is manifest in both the content of the letter we send and the physical appearance of that letter as perceived by the recipient.

The letter is important both in the accuracy of its message as a reflection of the views of the First Lady and by its timeliness as a reflection of her interest in seeing that the writer receives a response.

Equipment has a great impact on both the timeliness and the appearance of the letters we send. Attached to this memo are a representative sampling of the on-going requests made from this office for both new pc's and printers. Since the beginning of the Administration, all requests for equipment have been channeled through Presidential Correspondence. You will note from the attached memos that I have consistently asked for pc's and printers. I had understood that my requests were being forwarded to the appropriate Administrative Office. Only recently did I learn that Presidential Correspondence has requested eight new printers, but that First Lady's Correspondence is not on the list to get any printers. Originally, I was told that all Correspondence pc's would be replaced with the new IBM 486's. Therefore, I made no requests for replacement computers. Now, I am told that the computers will be replaced gradually and we must have a priority list within the office to schedule replacement. Given my experience with the printer replacement, I have little hope for receiving any 486's anytime soon. In the meantime, we are plagued by equipment breakdown as you will see from the attached memos.

The equipment problems are affecting both efficiency and morale. I have one volunteer who says she will not come back until the equipment is upgraded. She has better equipment at home and finds it frustrating to work on what we have to offer. I would appreciate anything that you could do to forward our equipment requests and would be happy to discuss this with you at any time.

E X E C U T I V E O F F I C E O F T H E P R E S I D E N T

11-Jan-1995 10:08am

TO: Maureen A. Hudson

FROM: Alice J. Pushkar
 Presidential Correspondence

CC: Marjorie C. Tarmey

SUBJECT: Printer in Room 20

Good Morning! Today the printer is still pulling more than one sheet of paper when it prints. This causes the top sheet of paper to appear gray and dingy. Therefore, both have to be thrown away.

Also, when the technician was here yesterday about the squeaky noise, he said that the printer needs a new fan. There are none available at the present time. They are on order, however. He did some stop-gap oiling and cleaning and said that when it starts to squeak again, we should call - and - they may have some parts by then.

E X E C U T I V E O F F I C E O F T H E P R E S I D E N T

11-Jan-1995 09:20am

TO: Maureen A. Hudson

FROM: Alice J. Pushkar
 Presidential Correspondence

SUBJECT: RE: Printer in room 18

The interns were working in Quorum when it happened.

E X E C U T I V E O F F I C E O F T H E P R E S I D E N T

10-Jan-1995 04:59pm

TO: Maureen A. Hudson
FROM: Alice J. Pushkar
 Presidential Correspondence
CC: Marjorie C. Tarmey
SUBJECT: Printer in room 18

The printer has started to print an unnecessary second sheet with every final letter that it prints. It prints one page with an rB in the upper left hand corner. Tim says he doesn't know why it's doing that. We're wasting a boat-load of paper.

E X E C U T I V E O F F I C E O F T H E P R E S I D E N T

10-Jan-1995 09:56am

TO: Maureen A. Hudson

FROM: Alice J. Pushkar
 Presidential Correspondence

CC: Marjorie C. Tarmey

SUBJECT: Printer in Room 20

Good Morning! The printer in Room 20 is making a noise (It sounds as if a cricket has been trapped in there.) Tim Poole(Quorum) says that it is the fan that is supposed to cool the printer and it needs servicing. Help!

E X E C U T I V E O F F I C E O F T H E P R E S I D E N T

09-Jan-1995 11:51am

TO: Maureen A. Hudson

FROM: Alice J. Pushkar
 Presidential Correspondence

CC: Marjorie C. Tarmey

SUBJECT: Printer in Room 20

The printer in Room 20 has been jamming again. The technician told me that it is because we are using recycled paper. He recommends that we not use re-cycled paper. Aren't we required to use re-cycled paper? He said that, "Some printers can handle it, and some printers can't."

September 27, 1994

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First Lady's Correspondence needs:

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5. To have network log-ons for all interns and volunteers who work primarily with data entry.

SEPTEMBER 19, 1994

MEMORANDUM FOR JENNY MCCARTHY, DEPUTY DIRECTOR
CORRESPONDENCE AND PRESIDENTIAL MESSAGES

CC: MARGARET A. WILLIAMS, CHIEF OF STAFF
FOR THE FIRST LADY

FROM: ALICE J. PUSHKAR, DIRECTOR
FIRST LADY'S CORRESPONDENCE

SUBJECT: 1995 BUDGET

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Insert card - - - - -	" "
Teacher letter - Teacher pack- - -	" "
Student letter - Teacher pack- - -	" "
Chelsea card - - - - -	\$715.50

All of our materials were printed in-house last year, except for the Chelsea card which became our responsibility in September 1994.

Shared costs:

HRC Baseball Photo/Bio card
10,000 cards - 1/5 of estimated cost \$ *
HRC/BC Birthday Cards for young people
5,000 cards - 1/4 of estimated cost \$ *

Appreciation events for volunteers \$400.00. We will plan two events during the course of the year which the First Lady will attend. We estimate \$200.00 per event. During FY 94 the Admin Office paid for part of one of the events attended by the First Lady. The Director and Deputy Director of this office assumed the cost for the remainder of the First Lady events and all other reception-type events for volunteers and interns.

Publications As requested, I have included with this memo a separate listing of any publications that I anticipate we will need to purchase in FY 1994.

* Debra Wood has estimates for the total cost on these items

II. Personnel

One full-time slot We are currently interviewing to fill the full-time slot which was vacated in July 1994. Once this slot is filled, we will still be left with the staff vacancy which occurred in April 1994. The nature of this operation requires that we have managers to oversee the substantive work that is being done by interns and volunteers. Other than their personal commitment to the First Lady, we have no guarantee that a volunteer who is assigned a specific task will be in on a given day. Even with the hiring of another full-time staff person, we will be required to ask volunteers to handle matters which we feel Counsel's office might find in-appropriate for a non-staff person. Therefore, I feel that it is essential that we be able to fill both staff slots.

MEMORANDUM FROM ALICE PUSHKAR, DIRECTOR
OFFICE OF FIRST LADY'S CORRESPONDENCE

1. We are the Office of First Lady's Correspondence. We work for the First Lady. This office answers all mail received by the First Lady from the general public. This includes mail from children. We also do all of the First Lady's scheduling correspondence and we write the greetings sent by the First Lady to groups and events throughout the country. This office also answers the mail sent to Chelsea Clinton. We answer mail as well for the First Lady's Press Office. We are occasionally asked to prepare large mailings for the Social Office. We have just completed printing over 2000 thank you letters for the White House Christmas ornaments.
2. The constant failure of my computer equipment. For example, the printer that we use in Room 18 is in use steadily from 8:30 in the morning until we leave at night. There was one week this fall when that printer was down for three full days. Everyone who was sent to service the printer had a reason why the printer was down, but it took three days to get it going again.
3. Essentially, we need 8 replacement pc's(IBM 486's) and two new printers that are fast and reliable. I do not see this as ideal, but rather as absolutely essential. My office is totally dependent on volunteers and interns for data entry. I need to have full access to the data system for these individuals. My really good volunteers who are, in fact if not in name, the staff for this office are refusing to come in because of the on-going equipment failure. They state that the equipment they have at home is better than the equipment in this office.
4. I would be most helped by consistently reliable equipment.

NOVEMBER 21, 1994

MEMORANDUM FOR JIM DORSKIND

FROM: ALICE J. PUSHKAR

SUBJECT: COMPUTER PROBLEMS

As you requested, I have listed below some of the on-going problems that First Lady's Correspondence is experiencing with our computer system:

1. Response time - When working in Quorum Word-Perfect, there is an extended delay between keyboard entry and the appearance of the text on the screen.
2. Printer - The printers are down more than they are up. There seems to be no consistent reason for it.
3. Output Control - The system from time to time will re-direct output from one of our PCs to a printer in PLM.

I don't think I need to elaborate on the amount of staff/volunteer/intern time this is costing our office.

January 19, 1994

MEMORANDUM FOR MAUREEN HUDSON

FROM: ALICE PUSHKAR

SUBJECT: COMPUTER PLANNING FOR FIRST LADY'S CORRESPONDENCE

The following is the arrangement that I would like to have for the computers in First Lady's Correspondence:

Room 17-19

Three pc's along the inside wall with Quorum
One pc at Wendy's desk with Quorum and Oasis
One printer networked to the four computers
Patti Solis signature will be available on this printer only

Room 18

Three pc's with Quorum and Oasis
Computers should be placed on the three desks in this room

Room 20

Three pc's with Quorum and Oasis
Computers should be placed on the three desks in this room
One printer networked to the computers in Room 18 and 20
This printer will have the First Lady's signature and my signature as well

Please call me if you need any more information.

SEPTEMBER 6, 1994

MEMORANDUM FOR MAUREEN HUDSON

FROM: ALICE PUSHKAR
FIRST LADY'S CORRESPONDENCE

SUBJECT: EQUIPMENT REQUEST

First Lady's Correspondence has two equipment needs. I have discussed these with you previously. They are a new printer for Room 18 and an additional PC for Room 17. The recalcitrant printing on the present printer is really impeding efficiency and the PC for Room 17 has been an ongoing request. As the volume picks up this fall and the interns return, the need for both will intensify.

SEPTEMBER 7, 1994

MEMORANDUM FOR MAUREEN HUDSON

FROM: ALICE J. PUSHKAR, FIRST LADY'S CORRESPONDENCE

SUBJECT: REVISED EQUIPMENT REQUEST

I would like to include in my equipment request (dated 9/6/94) a replacement for the terminal in Room 18. As we have discussed, once the entire system goes "on-line" it is my understanding that we will not be able to use that terminal.

Therefore, my final request should include an additional PC for Room 17, a replacement PC for Room 18 and a new printer for Room 18. Because we are replacing the PC's, I would like to request that we get the new 486's as replacement equipment.

I would again like to endorse the purchase of a color printer for use department-wide.

THE WHITE HOUSE

WASHINGTON

NOVEMBER 29, 1994

MEMORANDUM FOR MARGARET A. WILLIAMS

FROM: ALICE J. PUSHKAR

SUBJECT: COMPUTER PROBLEMS - OR - DRIVING AN EDESEL ON THE
INFORMATION SUPER HIGHWAY

I have mentioned in my budget requests submitted earlier this year that First Lady's Correspondence needs to have the computer system upgraded to the new IBM 486s. I had been given to understand by the administrative officers in Presidential Correspondence that all Correspondence computers would be upgraded to the 486s in the very near future. Now, I have been told that we must prioritize need; the 486s will be distributed gradually and that there will be no 486s for use by volunteers and interns.

In August of 1993, the workmen installing carpet in Room 17-19 cut the cable wires for the computer hook-up in that room. I was told that if we would permit the installation of a temporary hook-up through the phone system that we would be a priority office to get the new network installation. The estimated time would be three weeks. That was August of 1993. We're still waiting.

I also requested two new printers for fiscal year 1995. During the month of November the printer in Room 18 which operates from 8:30 a.m. to 5:30 p.m. without stop would not work for five full days. No letter could be printed on our main printer for an entire week. I will not bore you with the variety of reasons I was given for the failure to function.

Our present pc's (IBM 386s) are so overloaded by the software that there is an erratic pause between the time a key is struck on the keyboard and the letter appears on the screen. It's an unnerving experience for those of us who spend most of the day at the computer.

The "staff" who do all of the data entry and a great deal of the drafting of individual letter responses are interns and volunteers. Denying them the 486s is denying them the tools they need to get the letters out in a timely and efficient manner.

First Lady's Correspondence needs:

1. To have all of the computers on the network.
2. To have all of the present pc's replaced with IBM 486s for a total of 7 replacements.
3. To have a pc added to our system in room 17 for the use of our new staff member. I have been asking for this pc since August of 1993 - in anticipation of an additional staff member in that room. That brings the total number of pc's to 8.
4. To have the printers in Room 18 and 20 replaced with new Hewlett Packard Laser models.
5. To have network log-ons for all interns and volunteers who work primarily with data entry.

MEMORANDUM

TO: ANDREA RUTLEDGE
FROM: ANN STOCKAS
DATE: JULY 18, 1995
RE: SOCIAL OFFICE FAX MACHINE

The reason for this memorandum is to request your assistance in helping my office obtain a new FAX machine. We have been advised that our FAX machine is outdated and that is the reason we are having so many repair calls. I have hesitated bringing you into the problems we have been experiencing with this machine, but the latest episode has left me no other choice.

My office has been without the use of the FAX machine since Friday, July 14th. It is my understanding that two calls were made to your office requesting repair. On Monday this machine still had not been repaired. We began calling your office at 9:30 with the last call being made at 1:00 p.m. At that time, we were told the repairman was on the way.

This morning the FAX machine still had not been repaired. When we spoke with your office we were told the repairman was here at 4:30 on Monday. I do not understand why he did not come to this office as we were here until close to 8:00 p.m.

When he did arrive this morning it took approximately 10 minutes to repair the problem with the repairman giving conflicting reasons for not being here yesterday. He alleged his office was not aware of any problems until today.

As our FAX machine is a vital part of our operation, I need to know what needs to be done to obtain a new FAX machine. Thanks for your help on this problem.

cc Maggie Williams

Debby
Please make sure this happens -
HABOIE

Replacing the
FAX machine
in the Social
office

Debby - This
came in today's
mail as a
follow up to the
previous memo.

— LJ

THE WHITE HOUSE

WASHINGTON

July 21, 1995

MEMORANDUM FOR ANN STOCK
SPECIAL ASSISTANT TO THE PRESIDENT
AND SOCIAL SECRETARY

FROM: ANDREA S. RUTLEDGE *AR*
DIRECTOR, ADMINISTRATIVE OFFICE

SUBJECT: Replacement FAX Machine

I received your July 18th memorandum regarding the FAX machine today. I was not aware of the situation until Tuesday, as I was out of town. I am deeply sorry that you had so much trouble getting it fixed on Friday and Monday. We have since taken the following action:

- On Thursday, we met with a representative from the repair company and expressed our dissatisfaction with the performance of the technician. In particular we talked about the "4:30 incident." Apparently, the technician never came on Monday, instead he called at 4:30 to say it was too close to the end of the day and that he would not be able to service the machine. Our service provider as assured us that this technician will no longer be assigned to our offices. In addition, they have promised to be more responsive to our service calls.
- Given the lengthy service record of the machine in the Social Office, we have included it on a list of FAXes we would like to replace at the end of the fiscal year. I should emphasize that year end spending plans have not been approved. Nevertheless, I wanted you to know that your office was included in our plans.

Again, I apologize for the disruption caused by the failure of the FAX machine and the failure of the service company to be responsive. We are monitoring the situation and we hope we have rectified it. If you have any additional concerns or require additional assistance from the Administrative Office, please do not hesitate to call on us.

✓cc: Maggie Williams