

November 30, 2000

MEMORANDUM TO: Walter E. Oliu, Chief
Publishing Services Branch
Information Management Division, OCIO

FROM: Jacqueline E. Silber, Director */RA/*
Program Management, Policy Development
and Analysis Staff, NRR

SUBJECT: PUBLISHING SERVICES BRANCH SERVICE LEVELS

In response to your memo dated November 9, 2000, same subject as above, NRR's comment is as follows:

NRR feels that the types of publishing services and the time required for those services in work days is reasonable for work of a normal nature. However, NRR feels strongly that additional levels of service should be offered to adequately address work of differing degrees of urgency from a program office perspective.

NRR feels that a premium fee for Web publishing service option funded by the program office would ensure that adequate resources are applied to issues of urgency within an acceptable time frame as defined by the program office. This option would balance overall Agency resources and provide necessary flexibility to deal with time sensitive Web publishing issues.

If you have any questions regarding this issue, please contact Carl Konzman at 415-2433.

cc: S. Collins
R. Zimmerman
J. Johnson
B. Sheron
D. Matthews
B. Boger
J. Zwolinski
G. Holahan
J. Strosnider

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