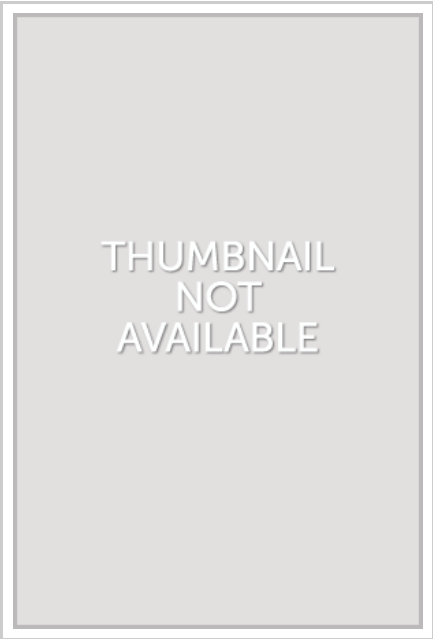


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Retirement Security: Additional Information on Ssa Management of Data Communications Contracts with Paradyne Corporation: Imtec-84-23

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 32 pages. Dimensions: 9.7in. x 7.4in. x 0.1in.Pursuant to a congressional request, GAO reviewed various aspects of the Social Security Administrations (SSA) management of data communications contracts with Paradyne Corp. GAO found that there were major differences between the computer equipment Paradyne described in its proposal, used at its preaward operational capability demonstration (OCD), delivered for testing, and installed in SSA field offices. SSA experienced persistent performance problems with its Paradyne terminal systems for at least 2 years after they were initially installed, and excessive downtime caused by inoperative Paradyne equipment has been a serious impairment to public service. In 1983, SSA decided not to use the Paradyne terminals to support local office automation, and the agency is currently moving ahead with an alternative technical approach. This approach will cause delays in automating local field office work loads which will cost SSA the anticipated savings in personnel costs for each year that its automation plans are delayed. In May 1984, an independent report was issued on the reliability and maintainability of Paradyne equipment in the SSA data communications system. GAO stated that the credibility of the studys conclusions...

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