IHC-MM-69
5 May 1969

MEMORANDUM FOR THE RECORD

SUBJECT: Discussion with [   ] on COINS Test   STAT
            and Analysis

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        The following are some of the highlights of a meeting held
on 21 April 1969. Participants· [   ]   STAT

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STAT   1.   According to [   ] the probability of the COINS
Experiment being a failure is greater than its being a success.
Lack of user/analyst input during the design, use of multiple
computer languages, use of many different data elements, and
different computer capabilities at the various locations are
some of the principal technical factors leading to the above
conclusion.

        2.   Two sets of evaluations are (a) the output from an
assigned evaluation group, and (b) the evaluation which will
be performed naturally by the user, etc. These two evaluations
don't necessarily overlap.

        3.   Even though a "real evaluation" is not possible, COINS
must be evaluated in a planned manner. COINS should be evaluated
as a "total service" (not a transfer component, communications
system, computer complex or on the value of the files). The user
will consider it as a "total service".

        4.   Six months is not enough time for operation of the COINS
system before evaluating it.

        5.   An evaluation does not really "evaluate", but attempts
to report a user's reaction to a total service. Observation
or reporting of any changes to the user's working habits over a
long period of time may be one of the best indicators.

        6.   Users will not consider COINS as an experimental service
or system but a production system.

        7.   Efforts should be made to prevent any unsatisfactory system
performance being exhibited to the user if the system can be
used in that manner.

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