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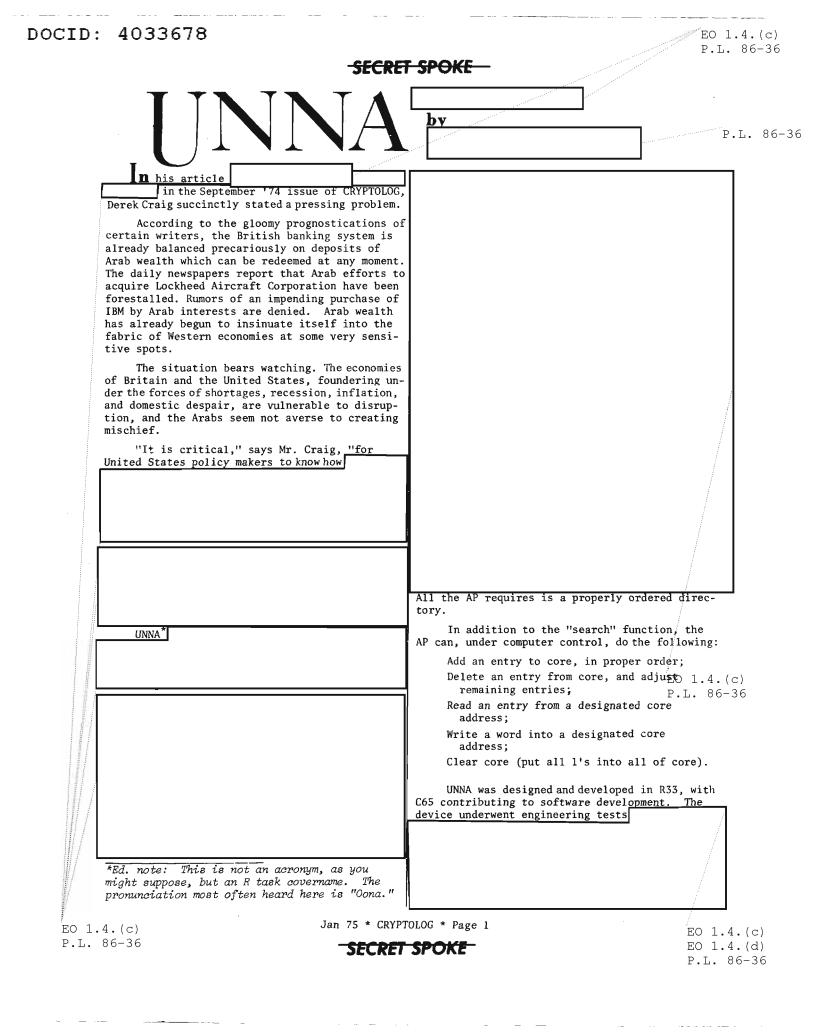
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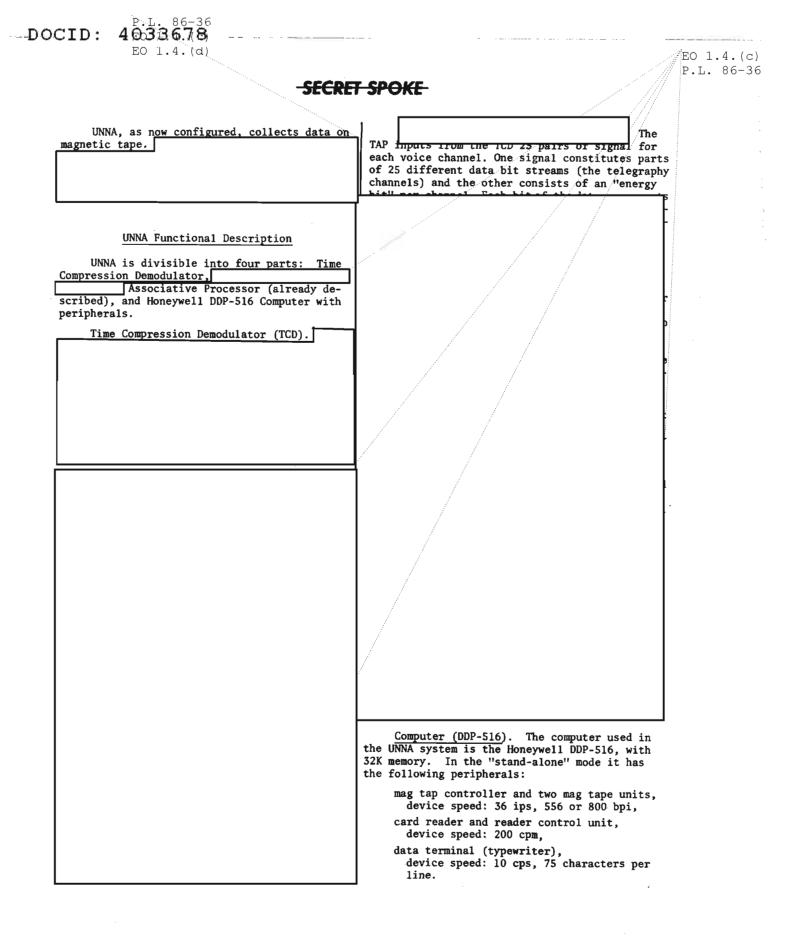
WILLIAM LUTWINIAK

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-SECRET SPOKE

(SECRET SPOKE)

the SIGINT USERS' HANDBOOK or: what's an lshtar?

Few NSA employees are aware that since April 1974 a growing body of SIGINT-related information has been appearing under the title <u>SIGINT Users' Handbook</u>. Inasmuch as it is distributed narrowly in-house, even within the DDO organization, and is essentially "uncoordinated," few analysts know that it exists. This should not be surprising, however, as the Handbook's title advises that it is intended for the delectation of SIGINT users (also known as consumers or customers) rather than SIGINT producers.

There have been two relatively similar predecessors to the Handbook--a long-lived series titled the "INFOCON" (Information for Consumers) and another series called "Notice to Users" (the latter being an interim step between the INFOCON and the present Handbook). Like the MUSSO system and certain other current vehicles of NSA direction, the INFOCON program suffered from lack of staff attention, lack of interest on the part of NSA managers, and a degree of executive resistance to the whole idea. For whatever reasons, INFOCONs became tired, outof-date, and of little value to those they were intended to serve. Only the users of SIGINT and those most intimately involved with them, NSA field elements, tried--unsuccessfully--to breathe life into the moribund body.

With the development of a system of United States Signals Intelligence Directives (USSID) which changed, and reflected changes in, the ways we supported the outside world, it was obvious to the SIGINT Directives element (now V13) that the INFOCONS should be reissued or wiped out.

A home for them was hard to find. The old P2 organization, which included a "customer relations" function, felt that P1 ought to do something. P1 allowed as how the effort was "educational," and the National Cryptologic

donald b. oliver, v2

School should pick it up. The School was unimpressed with that argument. P2 finally got the job, but couldn't come to grips with the major policy issue as to whether an entire package must be presented to the users or whether the job could be done piecemeal. Because of this, little was done.

To be fair, however (as I can be occasionally), there was some executive resistance to perpetuating a body of SIGINT information in a formal, structured sense for the education of readers of product or the beneficiaries of SIG-INT support. This view was based on the entirely reasonable position that the more users knew of "SIGINT Production Information" (see USSID 300), the more likely they would be to act to take over the responsibility of DIRNSA to manage the SIGINT activities of the United States. It was the view of some executives that little information about SIGINT need be in the hands of the users, and that what was needed could be handled by ad hoc memoranda, letters, and messages.

As is normal, of course, and as soon as it was convenient and safe, this policy guidance was ignored, and the <u>SIGINT Users' Handbook</u> was developed by V2 (now V12).

To a large extent the rationale for the Handbook is the same as for Cryptologic Support Groups. Each has a task of "interpreting SIGINT," advising the user how and in what form product and other SIGINT support can be made available to him, and, in a generally nontechnical context, explaining to him the methodologies, procedures, conventions and systems by which SIGINT is produced and distributed. Particularly within the military community, it has long been true that intelligence assignments are short, and the opportunity and inclination to study and understand the arcane ways of the US SIGINT System are limited.

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courageous and feisty since it competes (successfully) with DoD Manual 5200.17 (M2) and CIA's Communications Intelligence Security Regulation in this regard. ______ of V12, the Handbook scribe, is reariess and overcomes all obstacles.

The Handbook has become a "best seller" in the user community. DIA conducted a survey of DoD SIGINT users last summer and observed:

"The SIGINT Users' Handbook is a very valuable guide for all SIGINT users, particularly intelligence analytical personnel. Experienced analysts find the Handbook a very useful reference document; it is invaluable to the new or inexperienced analyst as an information guide and tool relevant to SIGINT operations. In this vein, it can be used for indoctrinating new personnel relative to the various SIGINT reporting vehicles, retrieval systems, general composition of SIGINT product and concepts of SIGINT support and operations. The Handbook can be viewed as the SIGINT 'primer,' and for the new or unindoctrinated, supplements knowledge of SIGINT acquired through the NSA orientation/ familiarization courses."

A word of caution. Although geared to the USSIDs, the Handbook is not a suitable replacement for those documents in respect to SIGINT *producers*. Nor should it be used as a reference work to pass tests.

If you would like to review the Handbook, or if you have subjects which you believe are candidates for inclusion therein, I suggest that you call or visit (ext. 5283s).

P.L. 86-36 -(CONFIDENTIAL/IWCCO)

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PROGRAMMERS AND BOOKBREAKERS PLEASE NOTE: The "Checklist for Programmers of Machine Support Tools for Bookbreaking" by Katharine Swift and

(8 pages) is now available. Copies can be obtained from P16, 3W070, ext. 3045s.

LEARNING CENTER OPEN IN NEW LOCATION. The Learning Center in OPS 1 has been relocated to Room 2W165 and its capacity more than doubled. Hours are 0700 to 2100, Monday through Friday. Self-paced courses are available in effective reading, writing, speaking and listening; basic

digital computer theory, electronic data processing, computer systems performance, slide rule operation; refresher courses in algebra and transistors; courses in English as a second language and women in management.

HELP WANTED. Among a number of things in which the National Security Agency is interested is ELINT. Yet CRYPTOLOG has never had a word about it, except perhaps in passing. I will accept part of the blame for that, as I just do not know enough about the subject. There is a vast number of people, however, even in CRYPTOLOG's readership, who do know enough about the subject to educate the rest of us. Please let me have

something on this subject. Collection Editor.

-(CONFIDENTIAL/HWCCO)

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CONFIDENTIAL HANDLE VIA COMINT CHANNELS ONLY

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OW CLEAN DOES A DATA BASE NEED TO BE

P.L. 86-36

ne of the first things one learns about computers is that they require a much higher order of accuracy in the material they manipulate than do comparable "human" processes. One learns to pay an extra measure of tribute in the form of added proofreading or other forms of quality control, so that the input is "clean" enough for the computer to handle.

After a while, as the novelty wears off, it sometimes occurs to one that not all of the data needs to be so awfully clean. If we expect to sort or retrieve on a particular field or data element, then that field or data element should be clean and garble-free; but if a neighboring item is never (well--almost never) used as a control for sorting and retrieving, then it only needs to be as garble-free as <u>people</u> need. Quite clearly, if only half of your data elements really <u>need</u> quality control, then some of that manpower now spent scrubbing each little data element might be diverted to other tasks.

It is possible to imagine categorizing data elements as "first order" if they need to be "computer clean," and as "second order" if they only need to be "people clean."

In this day of great monolithic data bases, however, the use of varying quality levels can cause troubles, however laudable their manpower savings may be. A story "from life" will illustrate

Some years ago, during the Vietnam War, we found ourselves receiving two streams of electrical material from the sites in the field, and both streams were used to feed computer processes

The second was a cryptanalytic stream. A

The specific details of these processes belong to another story (or series of stories). The point here is that there came a time when there was an operational need to identify which messages

It should have been easy. Neither system was new, and both had been working for quite a while with reasonable success. (Success is a relative term; there were always problems, sometimes earth-shaking problems, but by and large, the systems did work.)

It took a while to find out why, but after a time the answer became clear. Evidently the people at the sites, knowingly or unknowingly, practiced different levels of quality control on the various data elements.

All of which suggests several thoughts.

Garble rates can often be determined, at least approximately, by machine. Certainly differential garble rates can be (Field 1 has more or fewer garbles per thousand than Field 2) If data bases which now exist were measured to show which data elements were "cleanest" and which were "dirtiest" (perhaps arrayed in a_{EO} 1.4.(c) sort of quality hierarchy), P.L. 86-36

- the unwary might be warned off using the data base for sorting or controlling on the wrong (dirtiest) data elements;
- hit thresholds might have to be lowered when dealing with "dirty" elements, even at the expense of wading through more "garbage" output;
- •managers might better understand the manpower costs of various control strategies;

but also:

•we might decide that great monolithic data bases are not always the answer when one must work with a variety of data sources having widely different notions of which items are "important."

(CONFIDENTIAL/HVCCO)

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CONFIDENTIAL HANDLE VIA COMINT CHANNELS ONLY

THE YHUN THE COMPLITER HGE When Your Terminal Is Terminal....

by

no secret that NSA has become almost totally dependent on computer systems to aid our analysts. The fact is, we have had to turn to these

systems in order to handle the increasing volume of work, that grows more sophisticated while our peoplepower is shrinking. But this dependence on computer systems has not been without its drawbacks and frustrations. I'd like to call your attention to one of these.

It's bad enough that the (expletive deleted) computers are down several times a day, but that's something we have been conditioned to expect. The real crime being perpetrated on systems users in NSA is far more difficult to adapt to. It is the dreadful excuse given in accompaniment of each system failure or blowup.

"Power problem on the platform," some anonymous voice monotones to you over the phone. Or worse still, "Don't know. The --- Representative's looking at it now." I ask you, where's the satisfaction in explanations like these?! We users are looking for a salve, and instead we receive the same infuriating excuses time after time.

Well, I have a suggestion (worked out while awaiting the reactivation of a lifeless terminal). Let's have a contest. Users will send in their nominations for reasons to explain the systems failures. The best of these will be selected for play on taped telephone messages. Naturally these will have to be changed several times a day, coinciding with the actual systems failures. We could even institute a method whereby after the message ended the caller would have 20 seconds of the tape to vent his frustrations as a system user. This suggestion could pay for itself because NSA would then accumulate all these 20-second rages into 1812-minute segments and sellthem to GSA, who would play them on tape decks hidden in statues, to keep pigeons at a respectful distance. Or better yet -- what NSA walker hasn't wished for a way to prevent birds from "roosting" (you've got another name for it?) along the covered portions of our sidewalks? Cleaning bills alone could offset the expense of this suggested application.

Now, just to show you what I have in mind as the type of excuse that users are looking for, here are several examples:

1. In accordance with provisions of the Fair Labor Standards, the computer is at lunch.

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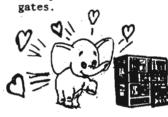
2. When we fed all NSA's Regs and Procedures into core, the computer blew up.

N22

3. Unfortunately the GSA standby crew just stood by.

4. An enraged bull gored the CPU and all the electrons leaked out.

5. The main frame's been recalled by the manufacturer. There's some problem with the MAYBE



The orthodontist is here now, trying to correct the computer's overbyte.

Sure, I realize that this suggestion isn't going to keep our systems up any more of the time than they are up now. But at least users can be provided with a



vears.

6. An amorous ele-

with the CPU. We

expect a doubling

phant tried to mate

of processing capa-

bility in about two

slight diversion from this irksome and perplexing problem. Maybe, too, the competition to get an excuse accepted will increase systems utilization, reduce sick leave, and improve morale. (That last "e" was changed from "s" by the censor.) We would require hundreds of excuses per week, so conceivably everyone in the Agency could eventually win.

Anyway, what could it cost NSA to offer a



token prize for an accepted excuse? I think our people would be satisfied with a hammer, a chisel, and a slab of rock. Then they could create their own data files.

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READE ASE FOR P.L. 86-36 **P**16

The following article (with some footnotes which have been omitted here) originally appeared in QRL in May 1971. For other views on this subject see the June 1977 Keyword and the August 1971 QRL.

At the time of this writing, I have participated in the preparation and grading of four Spanish-language Professionalization Qualification Examinations and have seen more than half of the examinees flunk one or more parts. A few people have expressed the opinion that the high failure rate stems from the fact that the test was too hard. Depending on how you choose to define the expression "too hard," they may be right.

The committee charged with making the exam and grading it started from the assumption that being a qualified Spanish linguist at NSA is a hard job. A true "professional" should be able to handle any kind of Spanish material that comes at him -- from any country, on any reasonin good able topic, condition or corrupt, written or spoken, etc., etc. Perhaps any test that tried to prove a person's capabilities in all those respects might be called "too hard," but the ability to handle those topics and types of traffic differentiates an NSA linguist from other linguists... and there are people who can deal with those various problems; this fact can be attested by the large number of people who have managed to pass the PQE despite its difficulty.

With Spanish, the problem is complicated by the number of (most of what national us bulary, abb

As lovely as it sounds, it is totally impractical because it would actually slow down production while old-timers--assuming that they hadn't been transferred to another section to learn something else--took time from their work to explain things to the "new boy"; supervisors would be justifiably reluctant to transfer qualified linguists out to pick up new skills while getting a bunch of unskilled people to teach; even the linguists involved would object to spending time to learn something and just when they're gaining proficiency in it they'll have to leave it and go learn something else; in addition, the constant shifting and acquisition of new bosses might hinder their chances for promotion.

All of these disadvantages seem to outweigh the advantage of having a corps of well-versed linguists. I think it goes without saying that such a nucleus of all-around linguists is certainly a good thing to have, but it just isn't a good thing to go to all the trouble of getting one.

Another possible method of familiarizing linguists with all the sorts of problems they're likely to encounter in a given language is to have a division or group training office which prepares a broad course to teach the requisite subjects, using material from a number of sources,

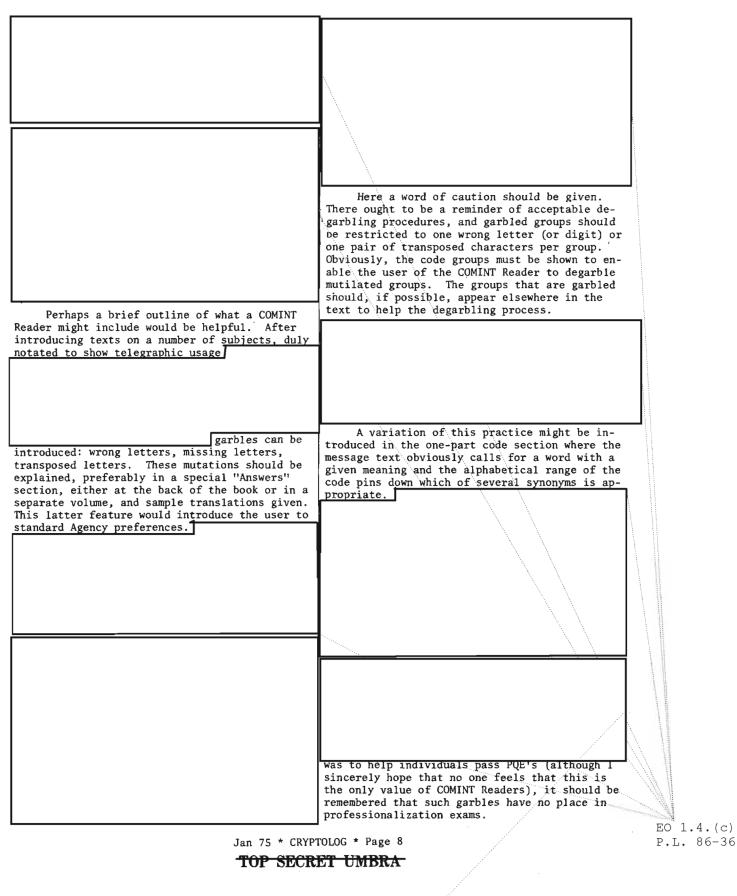
as a way of verifying the effectiveness of the

ber of countries using the language	4
hich have some particularly irksome	Naturally, this material
sagetelegraphic abridgement, voca-	would be arranged in order of difficulty, start-
breviations, etc.)	ing out with easy and uncorrupt text and advanc-
	ing into more telegraphic styles, first without
	Problems involved in having such a course. L. 86-36
	include: whether or not it actually includes all
	the types of material required; whether the
	amount of time allotted to the various topics is
	adequate; whether all the people who should take
	it do so (or are allowed to by supervisors who
	hate to take people away from production, even
	for a course which might improve output); whether
	taking such a course should be a prerequisite
	for taking a PQE; whether the grading is too
	strict or too lenient; whether the course content
	is changed and updated from time to time; and
	the obvious question: How many people who take
	the course subsequently go on to pass all parts
	of a Professionalization Qualification Examina-
	tion? (This may seem like an "obvious" question,
	but it's hardly a fair one, since that isn't
	really what such a course should be designed for;
	however, one might be tempted to consider the PQE
	nonover, one might be complete to constder the res

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course).

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The final printout

should be accompanied by a wealth of explanatory notes, as well as an acceptable translation. (Apropos of "an acceptable translation," it doesn't take long until it becomes "the acceptable translation" and perhaps there should be a few paragraphs explaining why certain choices are unacceptable;

The COMINT Reader has one advantage over a regular course; namely, that the student can progress at his own rate of speed, rather than try to keep up with a class (which may mean going on to a new topic before he really understands the old one). In addition, the user can keep the book in his desk, studying it only when his workload permits (although if supervisors will let their people spend one or two hours per day working with the COMINT Reader, that would be commendable).

The availability of a COMINT Reader does not necessarily obviate having a formal course; the two can complement each other. In fact, the use of a CR as a text for such a course is quite a possibility, and a knowledgeable teacher could clarify the explanations and comments that the original compiler may have treated too briefly. A teacher can also acquire additional material to reinforce the lessons in the Reader, or to give specific individuals greater practice in handling the types of traffic with which they are actually working. A current piece of traffic may provide a better example of some phenomenon than the message shown in the COMINT Reader. (In other words, just because such a book has been published, this doesn't mean that the canon has been closed once and for all.) In fact, this is one advantage that a class can have over a CR.

Naturally I don't propose COMINT Readers for every language. In some cases, the traffic does not offer th<u>e variety of users that the</u>

common languages provide. There are some languages where the volume is so small that one or two linguists get a chance to handle all the different types; there are other languages where the number of potential Agency employees who could profitably use a CR is so small that the time and effort spent in producing one could not be justified. But I do feel that such books would be valuable to NSA in helping people pass PQE's and-more important-to give Agency linguists a better understanding of some aspects of their language so that they can do a better job.

There are still a number of questions about COMINT Readers left unanswered. For example, who will prepare them? How can we be sure that all available type of material are included? How can we be sure that the material is correct? Will they really work? There may be other questions, but these four should hold us for a while. A COMINT Reader should not be a one-man show or solo operation, especially for those languages where the input will come from a number of Agency components. To be sure, one person could be the committee chairman or editorin-chief, but there should be several checkef9, 1.4.(c) training officers, and other qualified linguiBts. 86-36 responsible for the selection, arrangement, translating and explicating.

The obvious way to make sure that the material is comprehensive and correct is to have the greatest possible number of Agency elements using the language represented in that preparatory committee, and to staff it only with qualified linguists of recognized ability. Naturally they will have access to a broad range of materials classified up to and including TOP SEC-RET CODEWORD, which will most likely be the classification of the COMINT Reader. Having a sufficiently high security classification will also allow for a fairly complete inclusion of all sorts of appropriate material.

As for the last question, about whether COMINT Readers will really work. I honestly can't say. But I firmly believe that since the rotation system is impractical, and the setting up and holding of classes is a more complicated procedure (and has its drawbacks), COMINT Readers certainly ought to be given a chance. We won't know until we've tried--and, assuming that the CR idea will work, we ought to try it soon!

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anuary 1975 marks the tenth anniversary of the founding of the Crypto-Linguistic Association. CLA brings together linguists and other professionals of varying backgrounds and interests--the young technician eager to expand his horizons, the veteran seeking to promulgate a theory or present a new technique, the manager anxious to spot new talent or acquaint himself with the latest developments in the field. As a professional and learned society the Association has a duty both to the individual cryptolinguist and to the field as a whole, and in fulfillment of that duty it has steadily expanded its scope and its efforts.

To give cryptolinguists an opportunity to know each other; to acquaint them and other professionals with what is most significant in the field; to provide a forum in which members can present their ideas; to recognize achievements in the field of language at NSA--these are the goals of the Cryptolinguistic Association.

Lecture Series

This has been another exceptionally successful year for the lecture series, as attendance has testified. Members and friends have heard Clifford Groce of the Voice of America, Howard Rosenblum, NSA DDR, Brigadier Tiltman of P1, and, as a surprise bonus, Victoria Fromkin of UCLA's Department of Linguistics. The schedule for the next few months is as follows:

- Tuesday 14 January William Hyland, Director of the Bureau of Intelligence and Research of the U.S. Department of State.
- Tuesday "The Use of a FAST-Trained Linguist 11 February in Military Intelligence." Col. Richard A. Szymczyk, Chief of the Western Area Division of the Directorate for Intelligence, Defense Intelligence Agency.
- Tuesday "Computers and Linguistic Applica-11 March tions," Dr. A. Hood Roberts, Vice President of the Center for Applied Linguistics, Arlington, Va.
- Tuesday Gala Tenth Anniversary Concert. 25 March "Songs from Around the World." The U.S. Army Chorus under the direction of Capt. Allen Crowell.
- Tuesday "Translation: Science or Art?" 8 April Dr. Esther Matteson, Linguistic Consultant with Wycliffe Bible Translators.

(Note: All the speeches presented during the past two years have been recorded on tape, and it is expected that these will be also. The Association is now discussing with the Learning Center the use of its facilities for making the tapes available on cassettes for use within the Agency.)

Special Interest Groups

The Association has two special interest groups now active, and two more in the process of formation. All interested members are invited to join one of these groups, or, with the approval of the Board of Governors, to establish a new group in a field of special interest to them.

SIGLEX (the Special Interest Group on Lexicography) was formed in 1972 and has been very active ever since. Some of the subjects in which the group has interested itself are modern methods and standards of lexicography, evaluation of commercially produced dictionaries, review of Agency-produced dictionaries and glossaries, and uses of the plain-language index. Several members attended the International Conference on Lexicography in New York in 1972. President is 84075.

SIGVOICE, as its name implies, is keyed to language in its spoken form, particularly to the work of transcribers and to research which may assist in better processing of voice intercept. So far this season it has taken up the subjects of voice transcription

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at field stations,

SIGLEX.

voice in Vietnam. On 9 January 1975 Dr.

Richard Altes of Electromagnetic Systems

Laboratories, Sunnyvale, California, will

discuss perception in bats, dolphins. and

voiceprints and auditory illusions, respec-

tively. Jack Gurin, 5236s, is President of

A new group now forming is SIGTRAN, which

and outside NSA. "Translation shall be in-

terpreted in the broadest possible sense...

[and]...shall closely relate to other fields

of cryptologic knowledge, such as cryptography, computer science, and certain other

first meeting is scheduled for Wednesday, 22 January, at which time Whitney Reed

will speak on free-lance translation. In-

The Essay Contest

pose is to encourage writing on the application

of linguistic knowledge to the solution of Agency

problems. Any paper on language, cryptology, or

a significantly related subject may be submitted

and any NSA employee, regardless of membership

(Papers which have appeared in any Agency publi-

cation during the preceding 12 months will auto-

CLA Secretary, Room 2A197-1.

in the CLA, is eligible to enter the contest.

matically be considered entries.) Prizes of a hundred, fifty, and twenty-five dollars go to the winners. Entries for this year should be submitted in three copies by Friday, 14 March, to

The essay contest is held annually; its pur-

branches of applied linguistics." The

terim chairman of the SIGTRAN group is

Florence Kuipers, 4998s.

proposes to study the general principles and practices of translation, both inside

man. In February and March, both of R54, will speak on

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and tactical

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The Jaffe Award

The Jaffe Award is a memorial to the first president of the CLA, Dr. Sydney Jaffe. It is CLA's highest recognition of exceptional achievement, and takes the form of a citation and the inscription of the winner's name on a plaque on permanent display in the main lobby.

Candidates are nominated for outstanding achievement in one or more of the following:

- Integration of language work with other disciplines
- Linguistic research pertinent to the Agency's work
- Contributions to the effectiveness and morale of linguists

Management of language operations

- Versatility in working with several languages
- Contributions to language training
- Saving of time and money in language operations

Contributions involving rare /languages

- Development of new equipment, procedures or systems expediting language work
- Scholarly eminence which has made the candidate of unique value as a consultant
- Public achievement which enhances the prestige of the language field.

Individuals may be nominated by any three members of the cryptologic community, by the chairman of the language career panel, or by any supervisor at office level or its equivalent. Nominations should be submitted by 30 March; for details call the CLA President, 4332s.

The Spring Banquet

The CLA "season" culminates each year in a banquet in late spring for members and their families and friends. Dinner is preceded by a cocktail hour and followed by a program which typically includes a distinguished speaker on a subject of general interest, the introduction of new officers, and the announcement of the winners of the essay contest and the Jaffe Award.



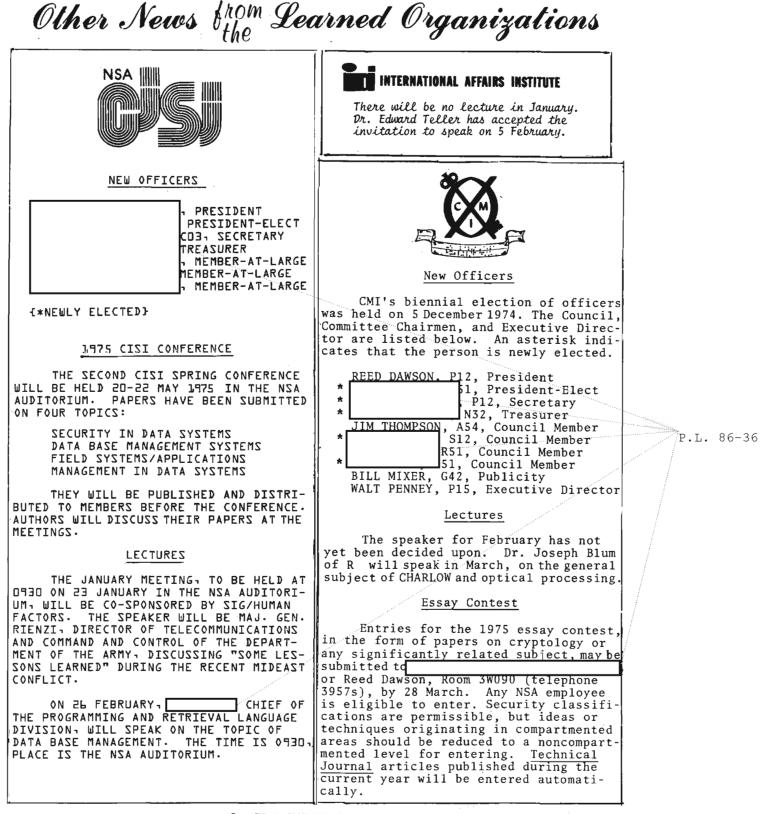
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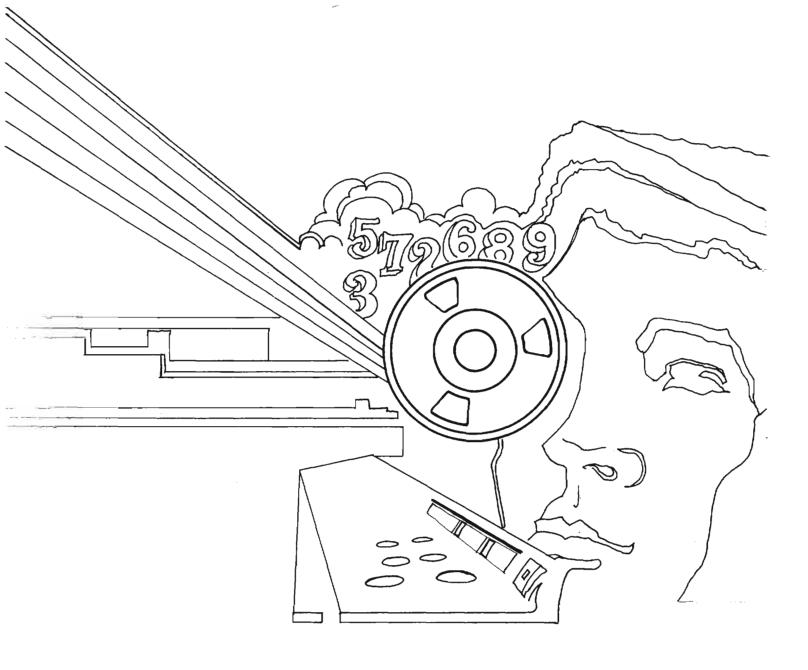
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