

2000-0225

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### RESPONSE TO FREEDOM OF INFORMATION ACT (FOIA) / PRIVACY ACT (PA) REQUEST

RESPONSE TYPE  FINAL  PARTIAL

REQUESTER

Michael Ravnitzky

DATE

JUN 08 2000

#### PART I. -- INFORMATION RELEASED

- No additional agency records subject to the request have been located.
- Requested records are available through another public distribution program. See Comments section.
- APPENDICES  Agency records subject to the request that are identified in the listed appendices are already available for public inspection and copying at the NRC Public Document Room.
- APPENDICES **A** Agency records subject to the request that are identified in the listed appendices are being made available for public inspection and copying at the NRC Public Document Room.
- Enclosed is information on how you may obtain access to and the charges for copying records located at the NRC Public Document Room, 2120 L Street, NW, Washington, DC.
- APPENDICES **A** Agency records subject to the request are enclosed.
- Records subject to the request that contain information originated by or of interest to another Federal agency have been referred to that agency (see comments section) for a disclosure determination and direct response to you.
- We are continuing to process your request.
- See Comments.

#### PART I.A -- FEES

AMOUNT \*

\$

- You will be billed by NRC for the amount listed.
- None. Minimum fee threshold not met.
- You will receive a refund for the amount listed.
- Fees waived.

\* See comments for details

#### PART I.B -- INFORMATION NOT LOCATED OR WITHHELD FROM DISCLOSURE

- No agency records subject to the request have been located.
- Certain information in the requested records is being withheld from disclosure pursuant to the exemptions described in and for the reasons stated in Part II.
- This determination may be appealed within 30 days by writing to the FOIA/PA Officer, U.S. Nuclear Regulatory Commission, Washington, DC 20555-0001. Clearly state on the envelope and in the letter that it is a "FOIA/PA Appeal."

#### PART I.C COMMENTS (Use attached Comments continuation page if required)

In a telephone conversation on May 8, 2000, with Natalie Brown, you narrowed the scope of your request to copies of the title page of all non-public NUREG documents since 1994. Copies of the requested records are enclosed.

SIGNATURE - FREEDOM OF INFORMATION ACT AND PRIVACY ACT OFFICER

Carol Ann Reed

**APPENDIX A**  
**RECORDS BEING RELEASED IN THEIR ENTIRETY**  
 (If copyrighted identify with \*)

<u>NO.</u>	<u>DATE</u>	<u>DESCRIPTION/(PAGE COUNT)</u>
<b>TITLE PAGES OF ALL NON-PUBLIC NUREG DOCUMENTS SINCE 1994:</b>		
1.	1998	NUREG/BR-0146, The IG at the NRC, Office of the Inspector General. (2 pages)
2.	1997	NUREG/BR-0149, The Office of the Inspector General. (2 pages)
3.		NUREG/BR-0260, Office of the Inspector General Hotline. (1 page)
4.	3/2000	NUREG/BR-0272, OIG Fraud Bulletin. (1 page)
5.	4/1997	NUREG/BR-0238, Materials Annual Fee Billing Handbook. (1 page)
6.	7/1998	NUREG/BR-0239, Corporate-to-Corporate Payment Program. (2 pages)
7.	12/1999	NUREG/BR-0168, Policy for Processing and Handling Unclassified Safeguards Information and Other Sensitive Information in the NRC Local-Area/Wide-Area Network Environment. (1 page)
8.	1/1996	NUREG/BR-0190, Controlling Computer Threats. (2 pages)
9.	1996	NUREG/BR-0237, NRC Computer Security News. (1 page)
10.	2/1996	NUREG/BR-0224, Guidelines for Conducting Public Meetings. (2 pages)
11.	8/1995	NUREG/BR-0212, Processing Complaints of Discrimination at the U.S. Nuclear Regulatory Commission. (1 page)
12.	7/1998	NUREG/BR-0204, Instructions for Completing NRC's Uniform Low-Level Radioactive Waste Manifest. (1 page)
13.	12/1995	NUREG/BR-0136, NRC Drug Testing Manual. (1 page)
14.		NUREG/BR-0242, NRC's Drug Testing Program. (1 page)
15.	12/1999	NUREG/BR-0268, Sensitive Unclassified Information. (1 page)
16.	6/1999	NUREG/BR-0080, Translations of Foreign Documents. (1 page)
17.	3/1996	NUREG/BR-0225, ACRS/ACNW Members' Handbook. (1 page)
18.		NUREG/BR-0017, The NRC Guide to Learning Opportunities.

- (2 pages)
19. NUREG/BR-0018, The Honor Law Graduate Program. (2 pages)
  20. 9/1997 NUREG/BR-0053, Regulations Handbook. (1 page)
  21. 1994 NUREG/BR-0056, ITS News. (1 page)
  22. 1998 NUREG/BR-0057, LPDR Update. (1 page)
  23. 11/1995 NUREG/BR-0058, Regulatory Analysis Guidelines of the U.S. Nuclear Regulatory Commission. (1 page)
  24. 6/1996 NUREG/BR-0072, EDO Procedures Manual. (1 page)
  25. 3/1999 NUREG/BR-0075, NRC Field Policy Manual. (1 page)
  26. 3/1996 NUREG/BR-0078, Access To The Public Document Room Bulletin Board. (1 page)
  27. 8/1995 NUREG/BR-0083, Computer Codes and Mathematical Models. (1 page)
  28. 10/1997 NUREG/BR-0086, The IDP Process, An Employee Guide for Individual Development Planning. (2 pages)
  29. NUREG/BR-0094, Manual for Reactor Engineer Interns. (2 pages)
  30. 5/1994 NUREG/BR-0112, Research News. (1 page)
  31. 2/1996 NUREG/BR-0113, The Federal Employees Pay Comparability Act of 1990: Application in the NRC, A Guide for NRC Managers. (1 page)
  32. NUREG/BR-0118, The White Flint North Complex An Owner's Manual. (2 pages)
  33. 8/1994 NUREG/BR-0125, NRR Technical Newsletter. (1 page)
  34. 8/1999 NUREG/BR-0137, Nuclear Material Safety and Safeguards. (2 pages)
  35. 12/1998 NUREG/BR-0144, Quiet Heroics, Dedicated Heroes. (2 pages)
  36. 11/1993 NUREG/BR-0150, RTM-93 Response Technical Manual. (1 page)
  37. NUREG/BR-0161, NRC's Differing Professional Views and Opinions Process. (1 page)
  38. NUREG/BR-0174, NRC Mentoring Program. (1 page)
  39. 2/1997 NUREG/BR-0182, NRC Information Guide for People with Disabilities. (1 page)
  40. NUREG/BR-0185, Intern Graduation Ceremony for the Class of 1998. (2 pages)
  41. NUREG/BR-0188, Distribution List Descriptions for NRC Reports and Documents. (2 pages)
  42. 9/1996 NUREG/BR-0191, Inside Information. (1 page)
  43. NUREG/BR-0197, NRC Employee Assistance Program. (1 page)
  44. NUREG/BR-0201, Commissioner's Assistant Handbook. (1 page)

45. 1995 NUREG/BR-0207, Basics for the NRC Traveler. (2 pages)
46. 7/1996 NUREG/BR-0209, Employee Health Center. (1 page)
47. 9/1996 NUREG/BR-0210, The ABCs of Better Correspondence An In-House Guide to Help You Create Effective Official Correspondence. (2 pages)
48. 7/1996 NUREG/BR-0216, Radioactive Waste: Production, Storage, Disposal. (2 pages)
49. NUREG/BR-0222, Supervisory & Managerial Skill-Building Series. (1 page)
50. 6/1996 NUREG/BR-0227, Guidance for Professional Development of NRC Staff in Digital Instrumentation and Controls. (1 page)
51. 7/1996 NUREG/BR-0228, Guidance for Professional Development of NRC Staff in Regulatory Risk Analysis. (1 page)
52. 9/1996 NUREG/BR-0229, The Nuclear Regulatory Commission's Procedures for the Use of the U.S. Government BankCard. (2 pages)
53. NUREG/BR-0230, RCM-96 Response Coordination Manual. (1 page)
54. NUREG/BR-0231, Bibliographic Retrieval System Users' Manual. (1 page)
55. NUREG/BR-0233, The Health Crunch. (1 page)
56. 9/1996 NUREG/BR-0236, Audio Conferencing Service. (1 page)
57. 4/1997 NUREG/BR-0243, ACRS/ACNW Administrative Manual. (1 page)
58. 8/1997 NUREG/BR-0245, Cellular Phone Use. (1 page)
59. 8/1997 NUREG/BR-0246, American Express Government ATM Program. (1 page)
60. NUREG/BR-0248, The Mail Services Center Reference Guide. (1 page)
61. 4/2000 NUREG/BR-0261, Customer Service Newsletter. (1 page)
62. NUREG/BR-0273, Agencywide Documents Access and Management Systems, ADAMS, Desk Reference Guide. (2 pages)
63. 3/2000 NUREG/BR-0275, Agencywide Documents Access and Management System, ADAMS, Newsletter. (1 page)



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U.S. NUCLEAR REGULATORY COMMISSION

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NUREG/BR-0146. Rev. 2  
November 1997

U.S. Nuclear Regulatory Commission  
Washington, D.C. 20555-0001



# The Office of the Inspector General

U.S. Nuclear Regulatory Commission  
Washington, D.C. 20555-0001

U.S. NUCLEAR REGULATORY COMMISSION  
OFFICE OF THE INSPECTOR GENERAL  
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WASHINGTON DC 20555

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Mail Stop T5D-28  
Washington, DC 20555

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WASHINGTON, DC 20555-0001

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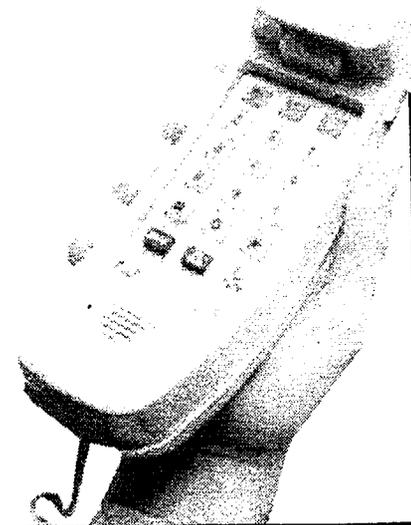
U.S. Nuclear Regulatory Commission  
Office of the Inspector General

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# OIG Fraud Bulletin

NRC Hotline 800-233-3497

March 2000 Issue

NUREG/BR-0272, Vol. 1, No. 1

## Inside This Issue

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Pg. 3-5 Press  
Releases

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Theft

Pg. 9 Important  
Telephone Numbers

Pg. 10 Hotline

The OIG Investigations Unit has embarked on a renewed effort to detect contractor fraud. Experience has shown the overwhelming majority of government contractors are honest and conduct their activities in compliance with Federal procurement rules. However, the case examples shared in this bulletin demonstrate how far some unscrupulous individuals and contractors will go to perpetrate millions of dollars of fraud each year. These examples will also show that in the majority of cases the fraud scheme was detected by dedicated government employees who displayed a questioning attitude and were willing to go the extra mile by looking behind the paper. This edition of the Fraud Bulletin focuses on kickback fraud and information on fraud schemes in government contracts. It also provides guidance to you in avoiding becoming the victim of some current fraud schemes, credit card fraud, phone fraud, and identity theft.

Protection of our country's health and safety is a shared responsibility. We hope this bulletin will sensitize NRC employees to common fraud schemes and lead to detection of contractors committing fraud against NRC. Working together, we can ensure that NRC receives a dollar of goods and services for every dollar spent.

## Fraud Schemes

### What is a Kickback?

This issue of the OIG Fraud Bulletin focuses on kickbacks. Payments made for the purpose of improperly obtaining or rewarding

favorable treatment in relation to a government contract constitutes a kickback. Kickback schemes are arrangements between government officials, and prime contractor representatives or between subcontractors and

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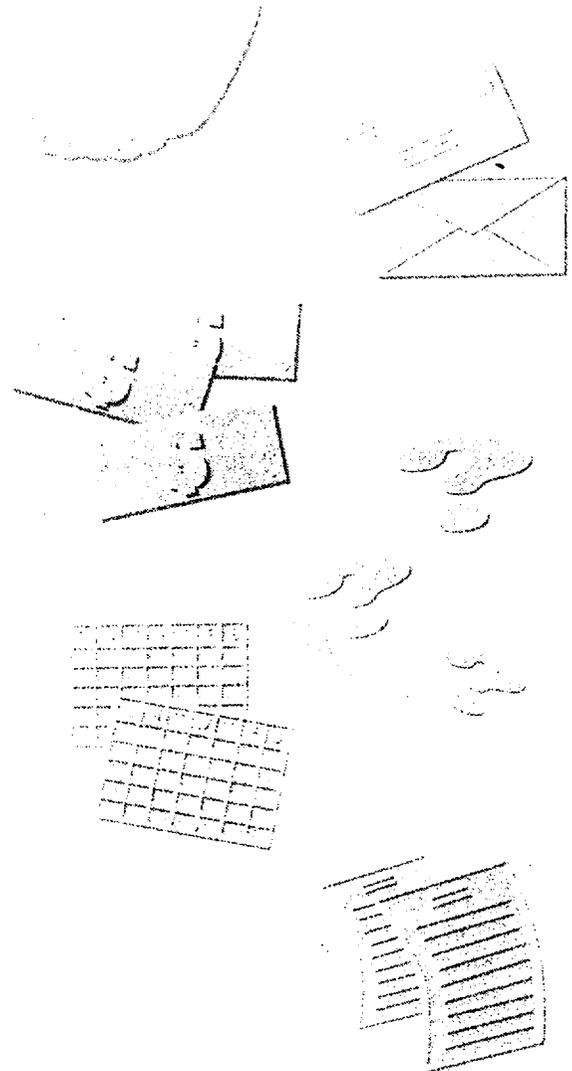
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WASHINGTON

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U.S. Nuclear Regulatory  
Commission

# Materials Annual Fee Billing Handbook

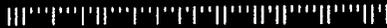


NUREG BR-0238 Rev. 1  
April 1997

Office of the Chief Financial Officer

A/S-

EDi is quickly becoming a preferred method of conducting business with government agencies. You should find this new payment method to be beneficial to your accounts payable processing system. We encourage you to convert to EDi for remitting fee payments to the U.S. Nuclear Regulatory Commission. If you have any questions, please contact our depository bank, Mercantile Bank N.A., at (314) 418-1073.



Mercantile Bank  
P.O. Box 524 (TRAM-41-2)  
St. Louis, MO 63166-0524



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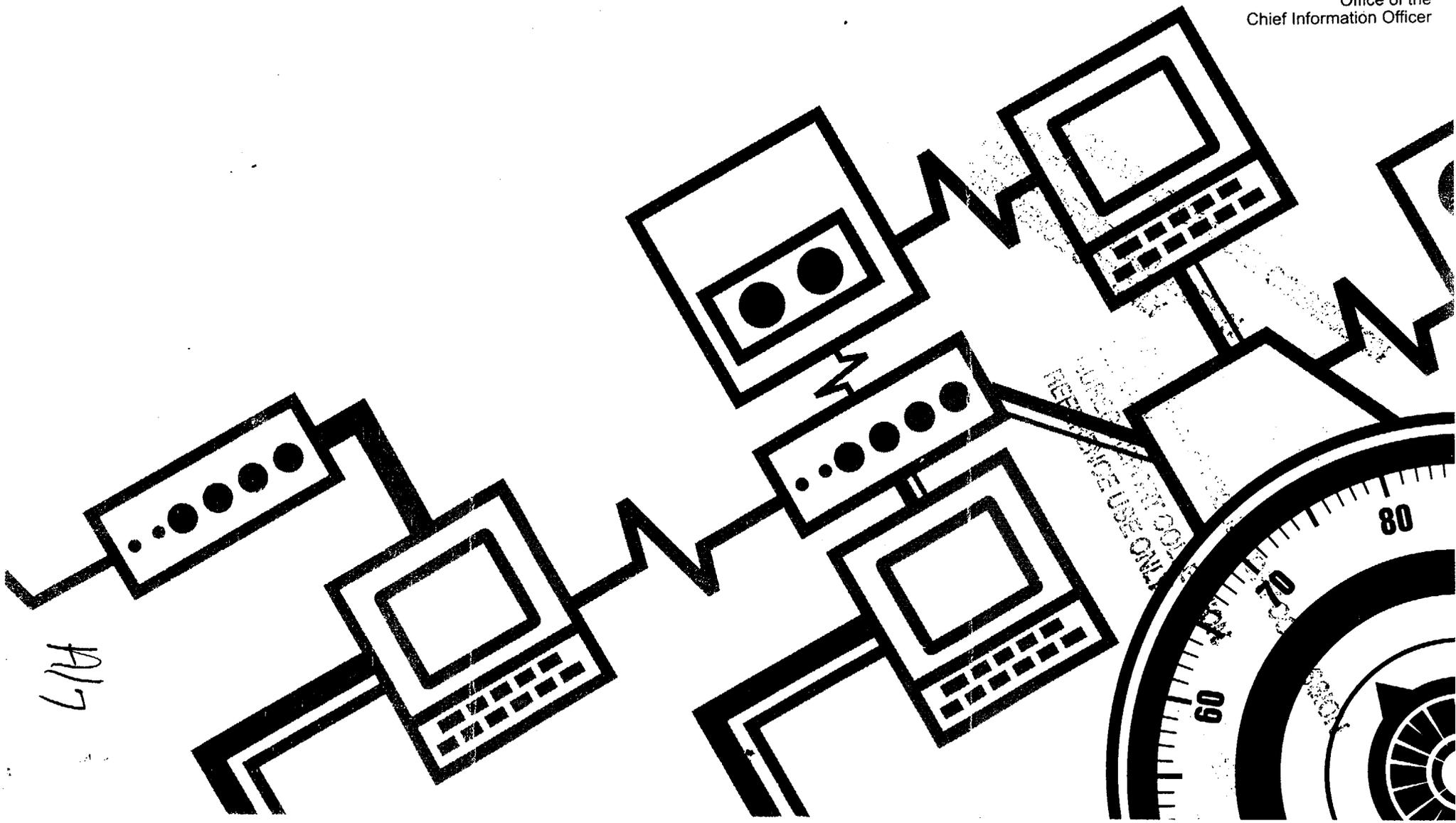
DECEMBER 1999

NUREG/BR-0168, Rev. 2

SECURITY GUIDE FOR THE LOCAL AREA/WIDE-AREA NETWORK

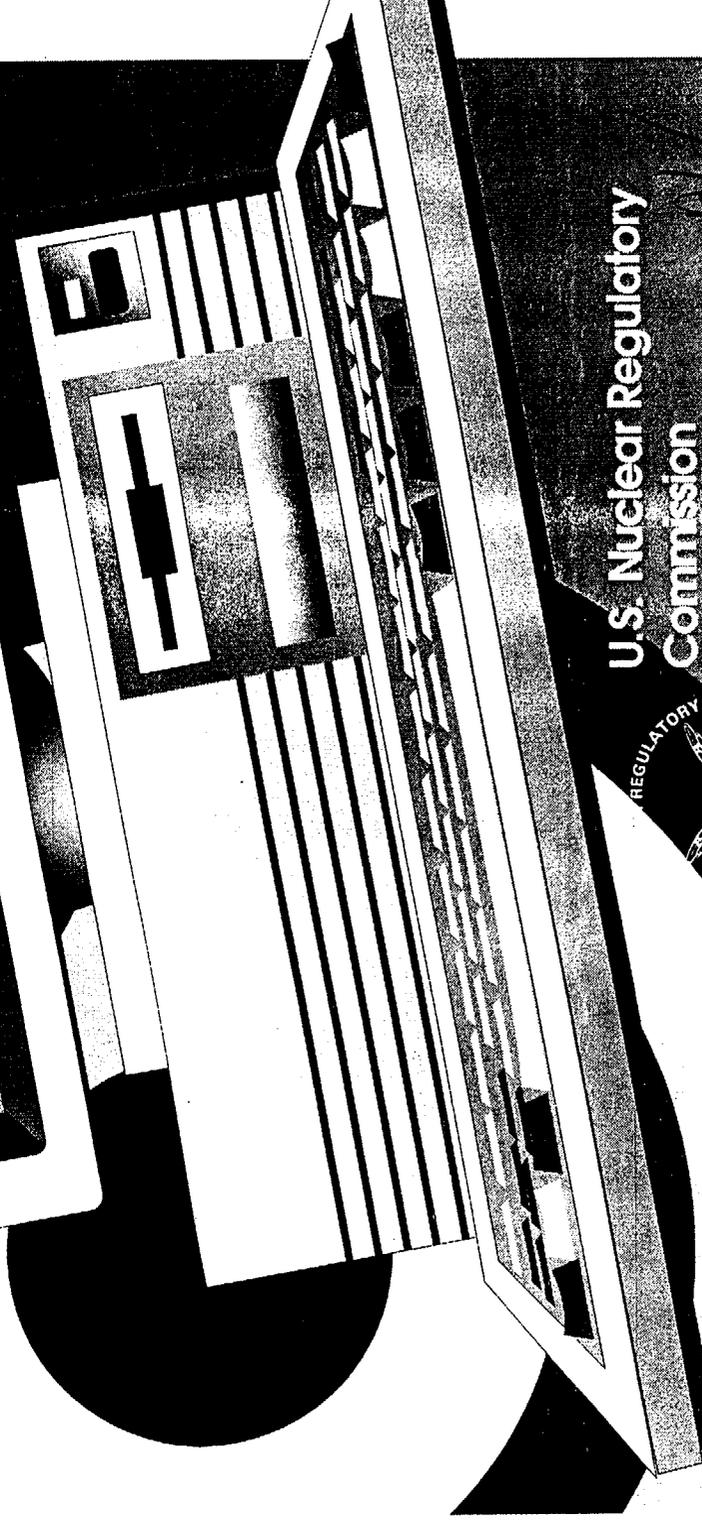
# Policy for Processing and Handling Unclassified Safeguards Information and Other Sensitive Information in the NRC Local-Area/Wide-Area Network Environment

U.S. Nuclear Regulatory Commission  
Office of the  
Chief Information Officer



A17

# Controlling Computer Threats



U.S. Nuclear Regulatory  
Commission  
Office of Information  
Resources Management



# U.S. Nuclear Regulatory Commission

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Office of Information  
Resources Management

January 1996



NUREG/BR-0190



# NRC COMPUTER SECURITY NEWS

Fall 1996 ■ NUREG/BR-0237, Vol. 1, No. 1

An Internal Newsletter

## Security In Today's Electronic Communications Infrastructure

A new electronic communications infrastructure (ECI) is developing at today's organizations, and it seems possible that, for once, information security concerns may be taken into account in implementations. As more companies use the Internet in conjunction with their intranets to build the ECI that stores, processes, transmits and delivers the information at the core of their business, security and audit services become essential to survival and competition. Information-security professionals must get involved in creating, evaluating and deploying the security, audit and control capabilities for the ECI at their company.

### Changes.

The state of the information-technology industry is rapidly changing because of the deployment of the ECI for business. LANs and WANs abound in both large and small companies. These LANs and WANs are being transformed into intranets and then rapidly connected to the Internet in order to build this ECI. It is happening faster than past technology deployment because of the low cost, technical knowledge and availability of the many enabling components. In addition to the change and the rapid pace of connectivity and deployment within the information-technology environment, securing, auditing and controlling the heterogeneous ECI in any corporation brings challenges with

new dimensions. An increasingly mobile work force, plus the requested or required access to information systems by other external entities, necessitates secure remote-access services.

In addition, IT environments are now comprised of multiplatform technologies. As the ECI is built across these multiple platforms, standards for interoperability and network manage-



**As many as 38 countries are involved in suspicious incidents of industrial intelligence collection.**

ment prove critical. This has spawned several new standards to surface in order to secure, audit and control the multiplatform ECI. Just in the last year, vendors and industry groups have started discussing potential standards for e-mail, authentication, directory and naming services, key and certification management and encryption services.

(continued on next page)

## White House Reports On Espionage

At least 12 countries actively target U.S. proprietary economic information and critical technologies, according to a new White House report on industrial espionage. Another 26 countries have been involved in suspicious incidents that may involve industrial intelligence collection, the report says.

These countries have shown particular determination, and in most cases a willingness to use illegal and covert means, to collect U.S. economic and technological information, the report concludes.

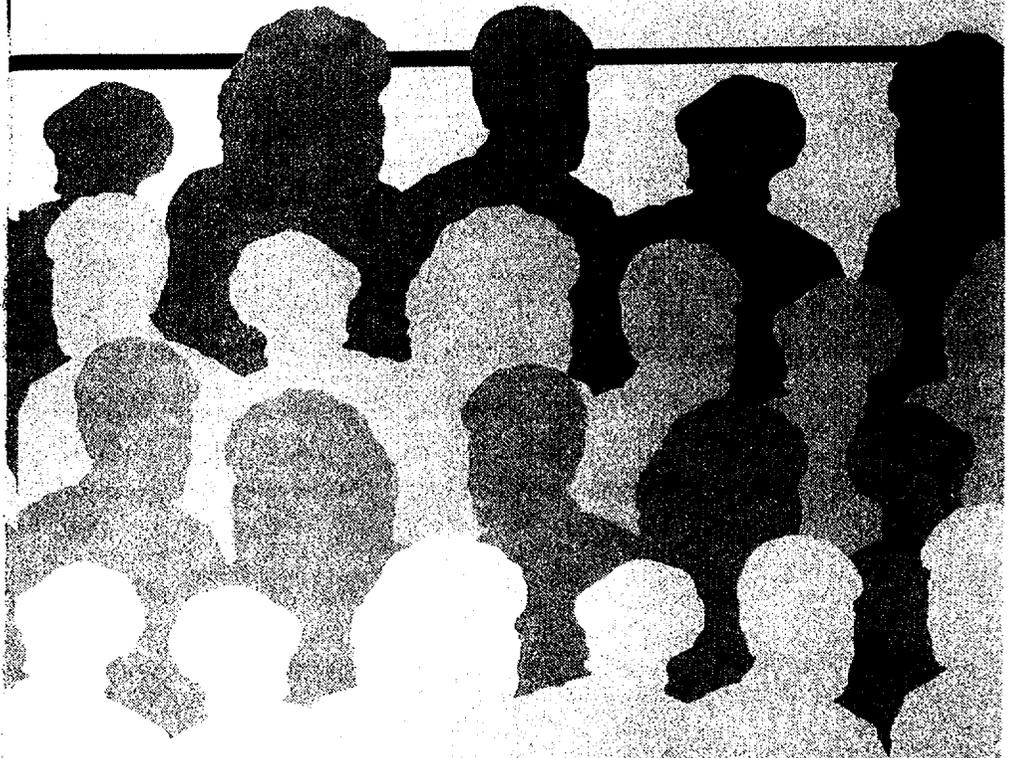
This is the second Annual Report to Congress on Foreign Economic Collection and Industrial Espionage. It was submitted by the President to Congress, after being prepared by the National Counterintelligence Center.

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If you have computer security questions contact: Louis Numkin @ 301-415-5906 or Louis Grosman @ 301-415-5826.

# Guidelines for Conducting Public Meetings



**U.S. Nuclear Regulatory  
Commission**

**Office of Public Affairs**

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NUREG/BR-0224

February 1996

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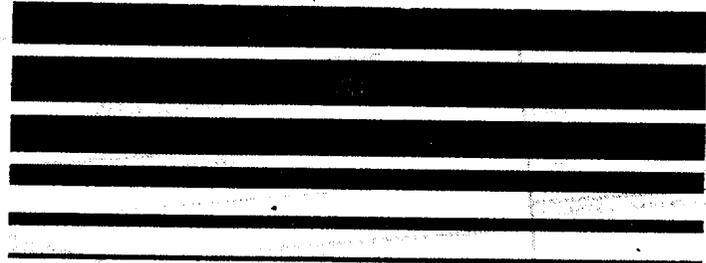
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# Processing Complaints of Discrimination

at the  
**U.S. Nuclear Regulatory  
Commission**

*Office of Small Business  
and Civil Rights  
U.S. Nuclear Regulatory Commission*

**(301) 415-7380  
FAX (301) 415-5953**



# Instructions for Completing NRC's Uniform Low-Level Radioactive Waste Manifest

UNIFORM LOW-LEVEL RADIOACTIVE  
WASTE MANIFEST  
FORM NO. NRC-101 (REV. 11/87)



U.S. Nuclear  
Regulatory  
Commission

NUREG/BR-0204, Rev. 2  
July 1998

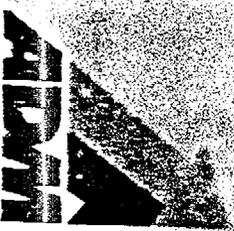
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NUREG/BR-0136  
Revision 4



United States  
Nuclear Regulatory Commission

# NRC Drug Testing Manual



Office of Administration

December 1995

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BR-0136 R PDR

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MSD

## DEFINITION OF A LEGALLY PRESCRIBED DRUG

A legally prescribed drug is one that is (1) taken by the person for whom it was prescribed, (2) taken for the condition, and in the dosage, for which it was prescribed, and (3) prescribed by a physician in the normal performance of his or her duties.

## IMPORTANT TIPS

- Do not take drugs prescribed for someone else.
- Follow your physician's instructions on the correct dosage and frequency of medication.
- Be aware that ingesting poppy seeds may result in a positive laboratory test result, and if it does, you will be asked to meet with the MRO.
- Be aware that Federal law takes precedence over State law, for example, California Proposition 215 and Arizona Proposition 200, regarding the use of marijuana and other drugs listed on Schedule I of the Federal Controlled Substances Act. The MRO has been directed to not accept a prescription or a physician recommendation for a Schedule I substance, for example, marijuana, heroin, or LSD, as a legitimate medical explanation for the presence of such a substance in an individual's urine specimen.

## HEADQUARTERS DRUG TESTING FACILITY

T-6 B3

## IMPORTANT TELEPHONE NUMBERS

Drug Program Manager  
(301) 415-6546

Drug Program Specialist  
(301) 415-6545

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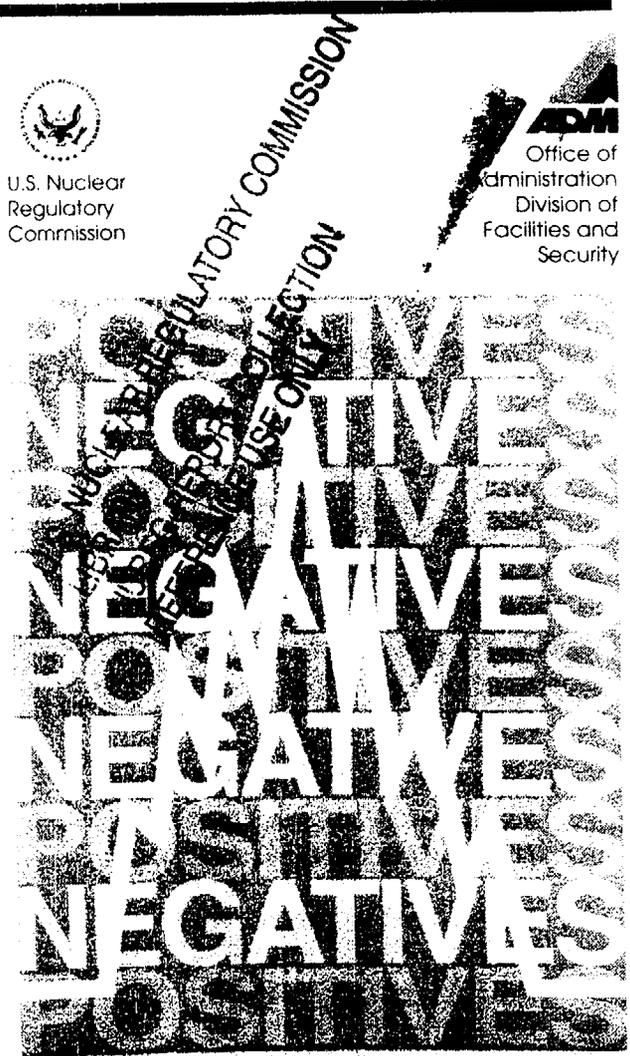
# NRC'S DRUG TESTING PROGRAM

Administered by  
the Division of Facilities and Security



U.S. Nuclear  
Regulatory  
Commission

Office of  
Administration  
Division of  
Facilities and  
Security





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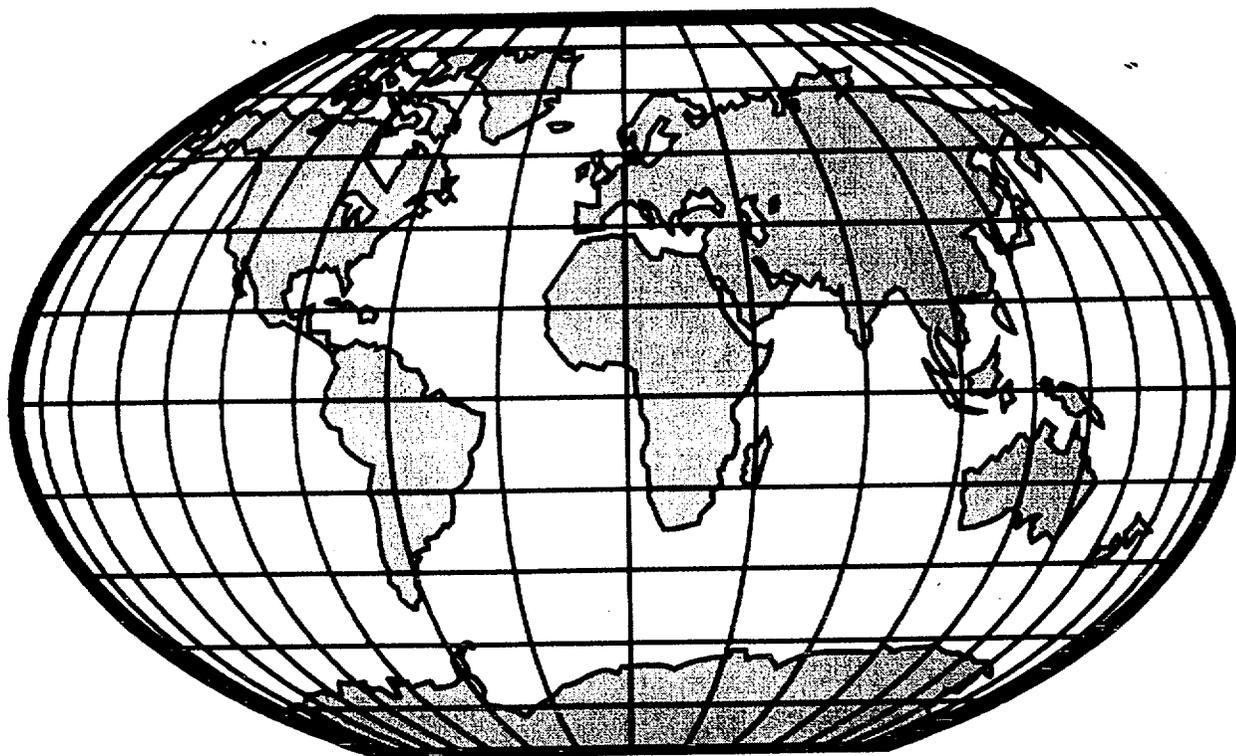
Vol. 14



United States  
Nuclear Regulatory Commission

# Translations of Foreign Documents

Annual Compilation for 1998



June 1999

Rules and Directives Branch  
Office of Administration

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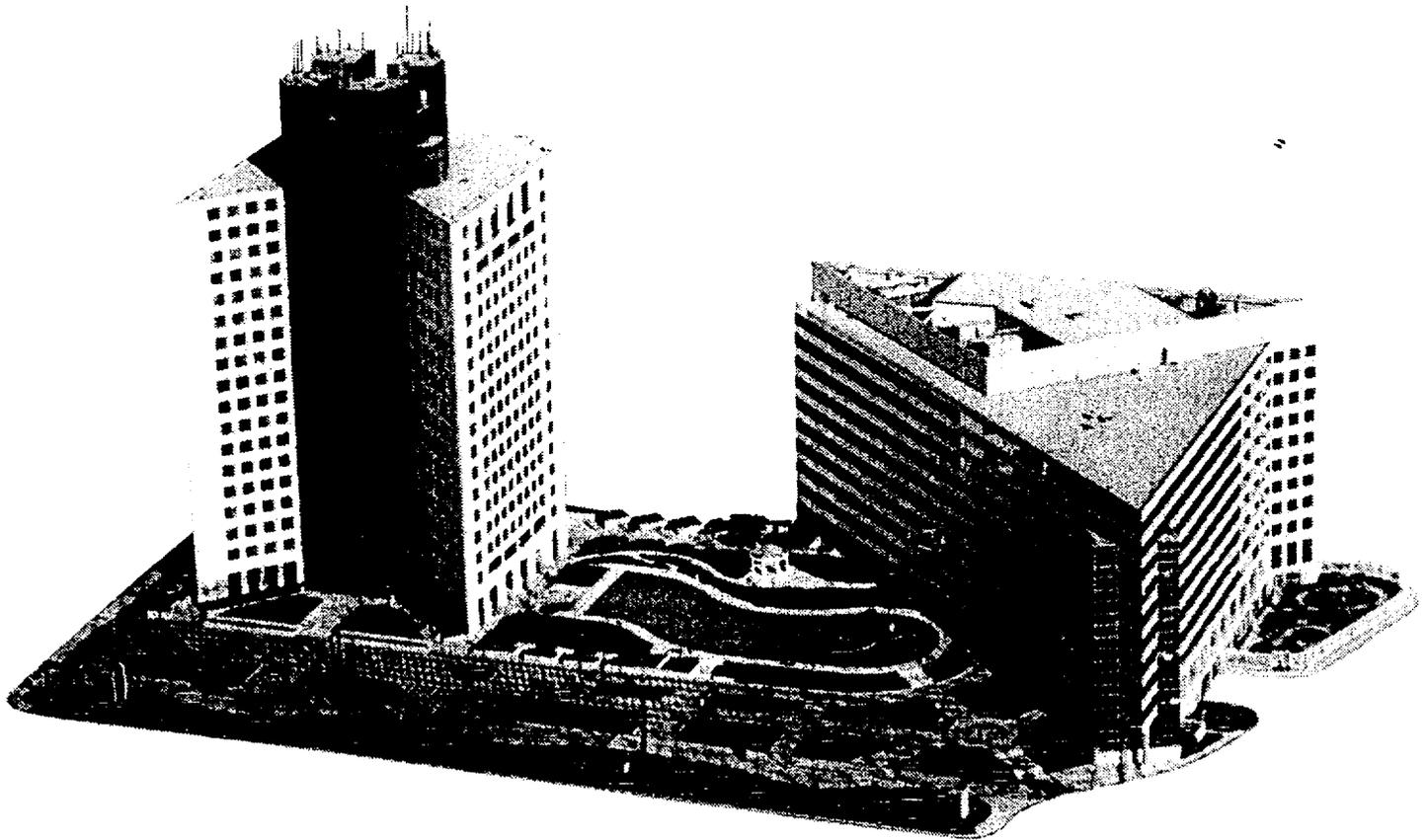
United States  
Nuclear Regulatory Commission



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# ACRS/ACNW Members' Handbook



Advisory Committee on Reactor Safeguards  
Advisory Committee on Nuclear Waste

March 1996

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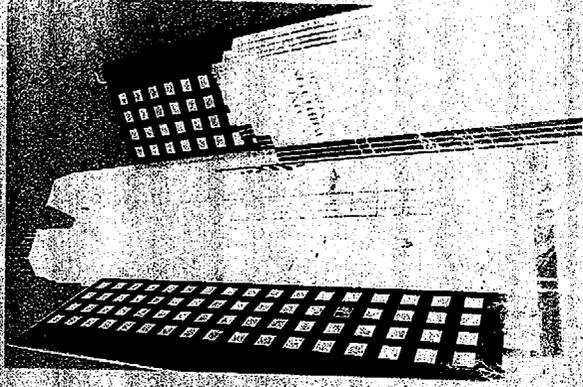
# The NRC Guide to Learning Opportunities

OFFICE OF PERSONNEL



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NUREG/BR-0017, Rev. 11



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PROGRAM





United States  
Nuclear Regulatory Commission

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# Regulations Handbook

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Edited by: M. T. Lesar

September 1997

Division of Administrative Services  
Office of Administration



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# ITS NEWS

WINTER 1994  
Vol. 9, No.2  
NUREG/BR-0056

Information Technology  
Services Training Laboratory



U.S. Nuclear  
Regulatory  
Commission

Office of Information  
Resources Management  
Office of Personnel

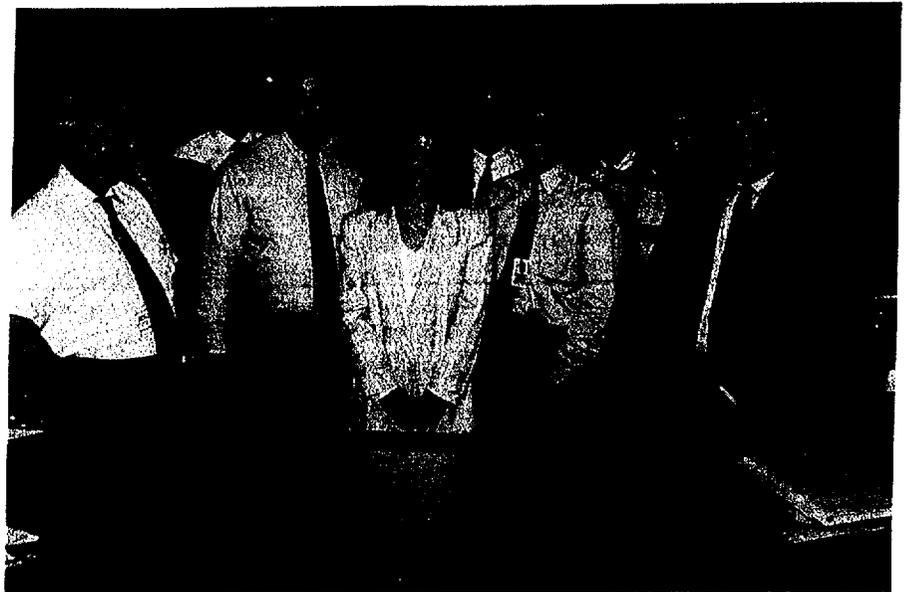
## The New IRM Customer Support Center

By Debbie Runion, IRM

Several years ago, the NRC had one Office of Information Resources Management (IRM) hotline to provide operational support for the IRM computer and information resources environment. This hotline provided operational support to the agency and helped resolve microcomputer, telecommunications, and application questions and problems. Having this one hotline to provide support was sufficient when the agency only had a few computers, and did not have the complex information resources environment to support as it has today. There was a time when the IRM hotline received only ten calls a day for service and there was no need for a sophisticated centralized tracking system to document problems and to ensure problem resolution. At that time, providing support wasn't difficult; however, things began to change.

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***To provide improved service, we at IRM knew we had to make changes in the way we were providing service. In December of last year, we began to develop a strategy to improve customer service.***



**Pictured from left to right in the front row are the IRM CSC staff members: Chuck Fitzgerald, Jim Schaeffer, Debby Jonas, Marty Kerrigan, and Gerald Cranford. Back row, left to right are: Moe Levin, Jim Shields, Mike Deleonibus, Mike Hutchenson, Jim Schessler, and Debbie Runion.**

In the early days, most of us at the agency were using the IBM 5520 for word processing and communications. There were no local or wide area networks, and very few specialized applications. As technological enhancements grew rapidly throughout industry, NRC's information resources environment also grew, and the level of effort required to support it changed dramatically. This ever changing environment began to consist of a myriad of hardware and software components which required an indepth knowledge of numerous

systems in order to provide support. Providing support to this environment became increasingly complex. As a result of the rapid growth in technology and the evolution of the local and wide area networks, as well as the development of specialized software applications, IRM quickly moved from one agency hotline to multiple hotlines.

To meet the increasing demand for support, individual IRM support groups started their own hotlines to support each unique environment. Each group

(Continued on Page 2, "Support")

ADJ

Summer 1998

NUREG/BR-0057, Vol. 9 No. 4

# LPDR UPDATE

Teresa Linton, Editor

U.S. NRC Local Public Document Room Program

## Frequently Asked Questions About Decommissioning

NRC has published a report that provides general information on the decommissioning of nuclear power plants. The report is in the format of questions and answers. "Staff Responses to Frequently Asked Questions Concerning Decommissioning of Nuclear Power Reactors," NUREG-1628, is available as a draft report for comment. A final report will be published after review of the comments received on the draft version.

The questions were taken from a variety of sources over the past several years, including written inquiries and questions asked at public meetings and during informal discussions with the NRC staff. The document was prepared in response to the increase in the number of power reactors beginning the decommissioning process, recent changes in the decommissioning regulations, and a perceived lack of information available to the public on decommissioning.

The report contains information on the following topics as they relate to decommissioning: definition of decommissioning, decommissioning alternatives, decommissioning experience in the United States, regulation of decommissioning, low-level waste storage and disposal of wastes associated with facility storage and decommissioning, high-level waste storage and disposal, license termination, hazards associated with decommissioning, financing, and public involvement during the decommissioning process.

A free single copy of draft NUREG-1628 may be requested by writing to the U.S. Nuclear Regulatory Commission, Reproduction and Distribution Services Section, Washington, DC 20555-0001, or by faxing a request to 301-415-2289. This report is also on the NRC website at the following URL: <http://www.nrc.gov/NRC/NUREGS/SR1628/index.html>.

### Using the Accession Lists

The LPDR weekly and cumulative accession lists are the printed indexes for locating documents in the NUDOCS microfiche collections at power reactor and high-level waste LPDRs. The accession lists for power reactors are subdivided into categories that pertain either to different aspects of the licensing process of the facilities or to document types. The categories are designated "A" through "Y."

The first category, Category A, contains application and construction stage documents and related correspondence. Documents in this category track the application for a construction permit and the application for the operating license from the day of submittal to the day preceding the issuance of an operating license. Category A contains all correspondence and other documents with substantive technical content that are not in other specific categories.

Al/22

NUREG/BR-0058  
Revision 2



United States  
Nuclear Regulatory Commission

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# Regulatory Analysis Guidelines of the U.S. Nuclear Regulatory Commission

Final Report

November 1995

A/23

UNITED STATES NUCLEAR REGULATORY COMMISSION

EDO PROCEDURES MANUAL, NUREG/BR-0072, REVISION 2

**SUPPLEMENT NUMBER**

5

**DATE ISSUED:**

June 1996

**FILING INSTRUCTIONS**

PAGES TO BE REMOVED			NEW PAGES TO BE INSERTED		
PART	PAGE NUMBER	DATE	PART	PAGE NUMBER	DATE
VIII	1, 2, 16, 17	Nov. 1992	VIII	1, 2, 16, 17, 17a, 17b, 18	June 1996

A/24

NUREG/BR-0075  
Revision 4

NUREG-BR-0075, Revision 4

# NRC Field Policy Manual

NRC FIELD POLICY MANUAL

U.S. Nuclear Regulatory Commission  
Office of the Executive Director for Operations  
Washington, DC 20555-0001



MARCH 1999

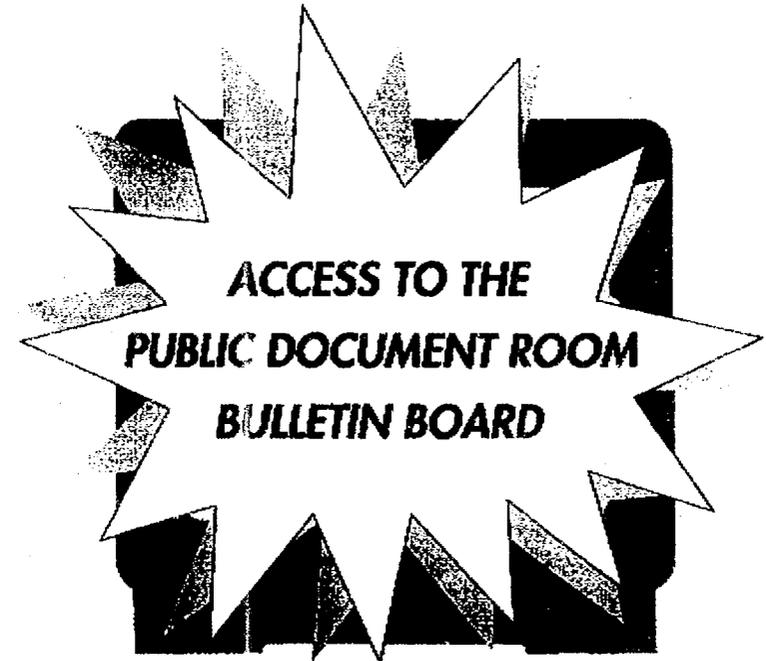
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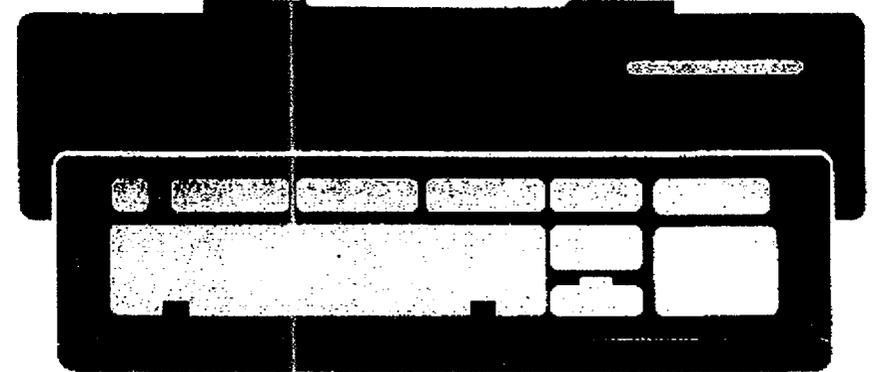
**U.S. Nuclear Regulatory Commission**

**Office of the Secretary**

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**U.S. NUCLEAR REGULATORY  
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March 1996**

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**United States  
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# **Computer Codes and Mathematical Models**

January-December 1994

August 1995

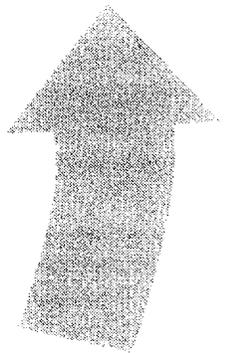
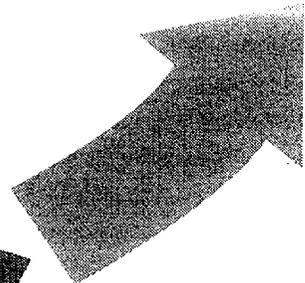
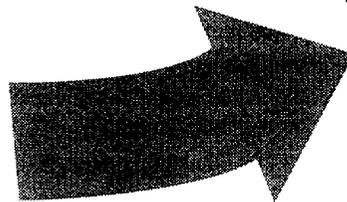
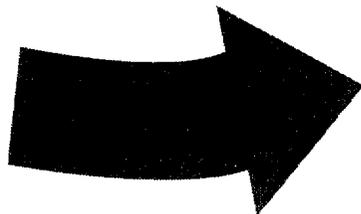
**End-User Support Services Branch  
Office of Information Resources Management**

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A/27

# The IDP Process

An Employee Guide  
for Individual  
Development Planning

October 1997  
Office of Human Resources



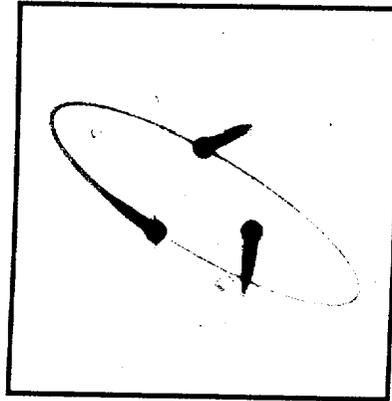
United States  
Nuclear Regulatory Commission

A/28

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PUBLICATIONS CHIEF  
SECTION PURS SECTION  
TECH-6E7  
WASHINGTON

DC 20555

NUREG/BR-0086  
Revision 3



**MANUAL**  

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**FOR**  

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**REACTOR**  

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**ENGINEER**  

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**INTERNS**



OFFICE OF NUCLEAR REACTOR REGULATION  
U.S. NUCLEAR REGULATORY COMMISSION

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LIBRARY SERVICES SECTION  
2WFN-2C8  
WASHINGTON DC 20555

NUREG/BR-0094



# RESEARCH NEWS

OFFICE OF NUCLEAR REGULATORY RESEARCH  
VOLUME 7, NUMBER 1

U.S. NUCLEAR REGULATORY COMMISSION  
MAY 1994

## The Move to Two White Flint North

Eric S. Beckjord, Director, RES

The Office of Nuclear Regulatory Research will move in late May and early June to the newly completed Two White Flint North Building, a move that will gather in one place the NRC's entire headquarters staff. For the first time the Research Office will be collocated with other program offices.

Personally I look forward to the new office environment where we can carry out our responsibilities better, because we will be near the offices that we work with daily.

I am aware of inconveniences connected with our move, but I ask you to think for a moment about the many advantages we will have, including:

- a magnificent view, almost full circle, from around the periphery of the 9th and 10th floors
- new and modern furniture
- new clean carpeting and surroundings
- new modern restroom facilities
- temperature control and a clean air system
- well designed work places
- an improved computing network
- a better environment for RES visitors

Most important to me, however, is the opportunity of the headquarters location. Because of it, we

can work better and be more productive. We can arrange meetings more easily and get to them quicker. Our business with NRR, NMSS, AEOD, and other offices will improve through more frequent face-to-face exchanges, stronger working relationships, and better coordination of research and regulatory products. I am confident that TWFN will be a big plus for RES and for the NRC.

As we get ready to move in the days ahead, I ask you to keep the positive factors of the move in mind. We have a big opportunity ahead.

## Reliability and Risk Methods Can Improve Technical Specifications and Operational Safety

Carl Johnson, RES/DSR/HFB

Most reactor technical specifications reflect the premise that if safety equipment fails, the safest action is to shut down the reactor. However, if the safety equipment is needed during shutdown, would continuing power operation be safer than shutting down?

The Office of Nuclear Reactor Regulation (NRR) asked the Office of Nuclear Regulatory Research (RES) to develop risk-based methods to evaluate this question and several similar issues regarding surveillance test intervals, allowed outage times, and the use of allowed outage times for preventive maintenance.

This article describes the research results.

**United States  
Nuclear Regulatory Commission**

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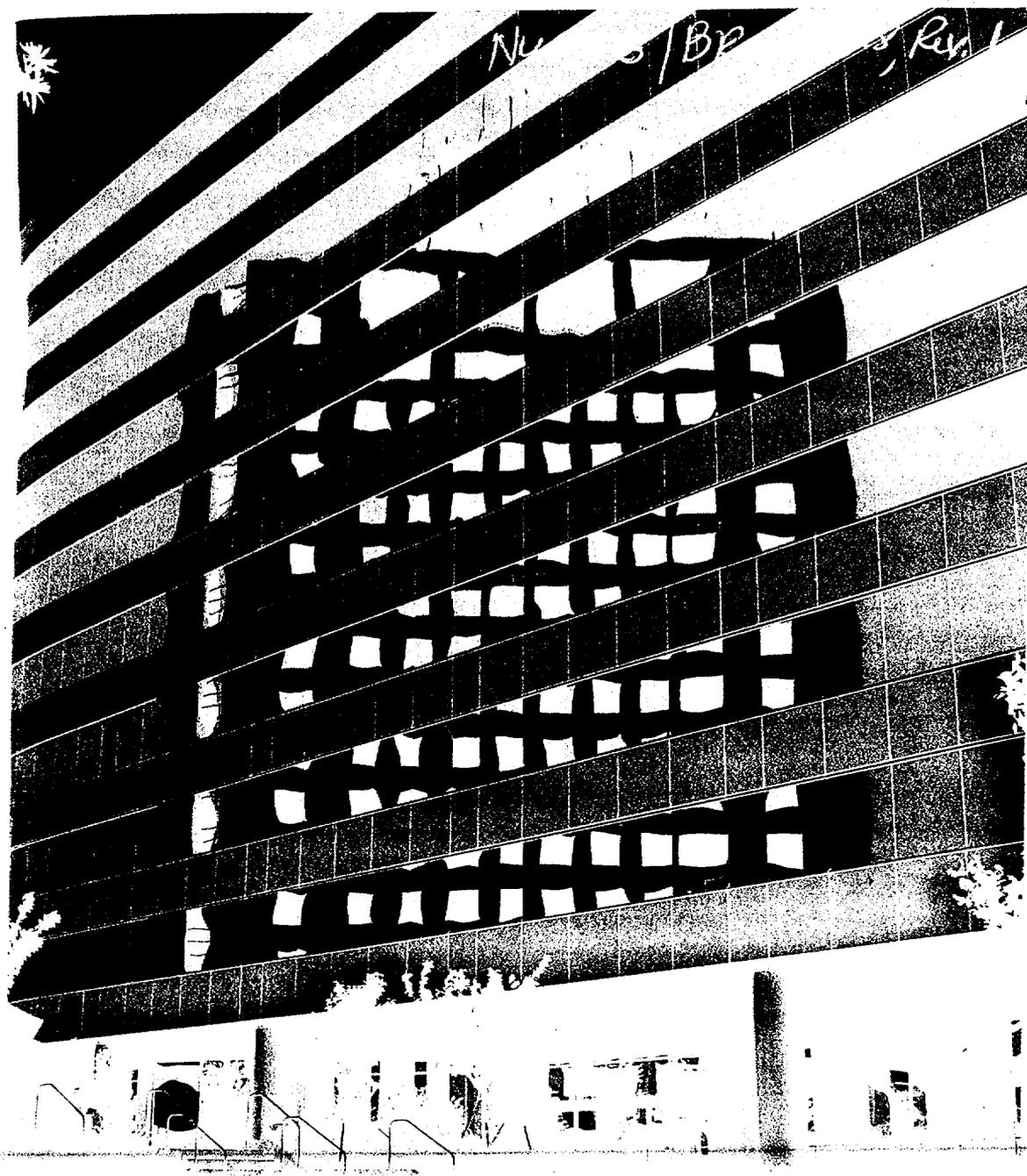


**The Federal Employees  
Pay Comparability Act of 1990:  
Application in the NRC**

**A Guide for NRC Managers**

**Policy and Labor Relations  
Office of Personnel**

**February 1996**



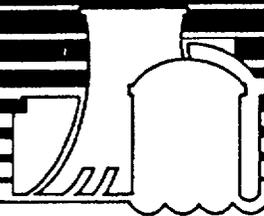
# The White Flint North Complex

An Owner's Manual



NUREG/BR-0118, Rev. 1

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WASHINGTON DC 20555



# TECHNICAL NEWSLETTER

NUREG/BR-0125  
Vol. 6, No. 2  
August 1994

## The Nuclear Plant Reliability Data System (NPRDS)

Andrew J. Kugler

### General

Using reports from licensees, the Institute of Nuclear Power Operations (INPO) updates and maintains NPRDS, an industry-wide database for equipment and component performance history. Data are maintained for equipment that either provides functions necessary for accident mitigation or for which loss of function can initiate a unit transient. INPO has provided specific reporting guidance for each nuclear steam supply system (NSSS) vendor to the licensees. The data comprises four basic categories:

- Unit Record—basic information on the reactor unit
- System Engineering Record—information on each NPRDS-reportable system at a given unit
- Component Engineering Record—detailed information on the component, its location, and its characteristics
- Component Failure Record—detailed information on each failure including what happened, the cause, the corrective action, the effect on the system and the unit, and dates and times.

The quality of the licensee-supplied data varies widely, but the average quality is sufficient to be entered in the database, and to be retrievable. In general, the quality of the more recent data is better than the quality of the older data. INPO reviews all new data that is submitted to try to control quality. Generally, a delay of a few months occurs

between the failure date and the date INPO accepts the licensee report and places it on the system.

### Access

The present memorandum of agreement between INPO and NRC permits the NRC staff to access NPRDS. Access is limited to specific individuals who have been designated to access the NPRDS. For NRR these individuals are Andy Kugler (504-2828, Room 8H13), Dave Skeen (504-1174, Room 11E14), and Tom Foley (504-1036, Room 10C18). The designated users use modems to access the NPRDS computer at INPO headquarters in Atlanta.

### Searches

Users can search four general fields of the NPRDS: Identification Fields, Manufacturer Fields, Failure Fields, and Dates Fields. Each of these has numerous specific fields. When a search is requested, the NPRDS user utilizes the specific information provided by the requester to select which fields to search and enter search criteria. There are allowable values specified for most of the fields. For example, if the unit field is being searched, the NPRDS user selects from a list of units. The most commonly used fields and any applicable clarifying information follow:

- *Component.* Specific characteristics are given for each of the 32 component types designated in NPRDS. For example, under the component ENGINE, the search can be narrowed by specifying the type (e.g., opposed piston), fuel, capacity rating (HP) range, number of cylinders, and rotational speed.
- *System.* Each system from each NSSS vendor has its own code. For example, the feedwater system for Westinghouse plants or for General Electric plants are different.

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F. S. N. R. C.  
Office of Public Affairs  
Washington, D. C. 20545-0001



Nuclear  
Material Safety  
and  
Safeguards

## For Additional Information Contact:

Office of Public Affairs  
U.S. Nuclear Regulatory Commission  
Washington, D.C. 20555-0001  
(301) 415-8200

### Regional Public Affairs Offices

Region I	475 Allendale Road King of Prussia, PA 19406-1415 (610) 337-5330
Region II	Atlanta Federal Center 23785 61 Forsyth Street, S.W. Atlanta, GA 30303-3415 (404) 562-4416
Region III	801 Warrenville Road Lisle, IL 60532-4351 (630) 829-9663
Region IV	611 Ryan Plaza Drive Suite 400 Arlington, TX 76011-8064 (817) 860-8128

H/35



Quiet Heroes, Dedicated Heroes.

U.S. NUCLEAR  
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NUREG/BR-0144, Rev. 1  
December 1993

This brochure supersedes  
NUREG/BR-0012, Rev. 3,  
NUREG/BR-0144,  
and NUREG/BR-0143, Rev. 1



U.S. NUCLEAR  
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NUREG/BR-0150, Vol. 1, Rev. 3

**U.S. Nuclear Regulatory Commission**

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# ***RTM-93***

## **Response Technical Manual**

November 1993

T. McKenna, K. Jackson, J. Trefethen, R. Bores, R. Struckmeyer,  
G. Kuzo, R. Hogan, J. Jolicoeur, J. Quissell, K. Gant (ORNL),  
B. Burnett (FDA), O. Aguilar-Torres (CNSNS-Mexico), G. Athey,  
L. Grove (EMA, Ohio), R. Hopkins (EGG/EM)

**Division of Operational Assessment  
Office for Analysis and Evaluation  
of Operational Data**

A/36

### Anonymous Submittals

Anonymous submittals are not considered under the provisions of this policy and therefore will be referred to the Office of Investigations, the Office of the Inspector General, or the appropriate Allegation Program Manager.

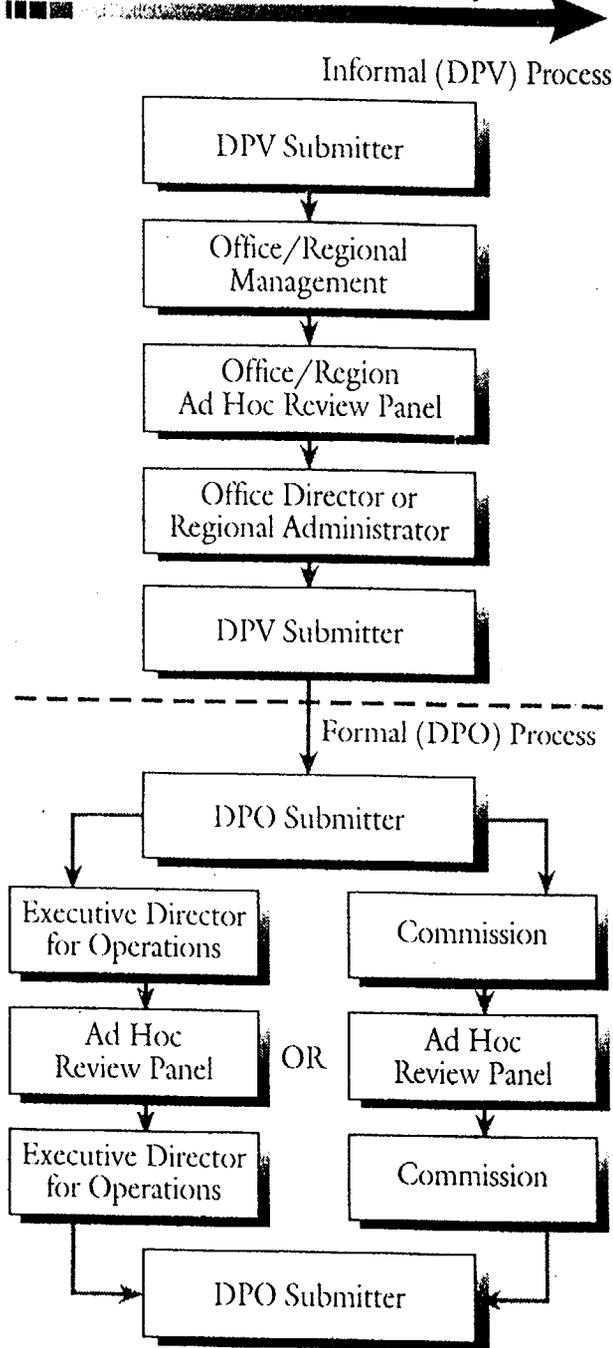
### What if I Believe I Have Been Retaliated Against Because I Used the Process?

NRC policy expressly forbids retaliation against an employee for exercising his or her responsibilities under Management Directive 10.159. If retaliation has occurred, disciplinary action can be taken against those responsible. If you believe someone has retaliated against you because of your submittal, report it to that individual's supervisor and the Inspector General.

For further information regarding this policy, please refer to Management Directive 10.159, Differing Professional Views or Opinions, approved 1996.

Should you have questions regarding Differing Professional Views or Opinions policies and procedures, contact the Director, Office of Personnel (301) 415-7516, for assistance.

### Differing Professional Views or Opinions



U.S. Nuclear Regulatory Commission

# NRC's Differing Professional Views and Opinions Process

ALBA



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## TIME REQUIREMENTS

Meetings between mentors and mentees should not exceed a maximum of one hour a week. Supervisory approval is required before scheduling an official meeting. At the discretion of the mentee and mentor, other sessions may be scheduled on their own time.

Each mentoring relationship will vary according to the needs and interests of the mentor and mentee. Mentoring relationships in the Program are established for a one-year period. Unsatisfactory mentoring relationships may be terminated at any time during the year by either the mentee or the mentor.

## ENROLLMENT

Applications for the NRC Mentoring Program are accepted on an ongoing basis. Training classes for matched mentees and mentors are formed annually. For more information on the program, contact:

Barbara D. Williams  
Affirmative Action Program Manager  
Agency Mentoring Program Coordinator  
301-415-7388

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NUREG/BR-0174, Rev. 1

# NRC Mentoring Program



United States  
Nuclear Regulatory  
Commission



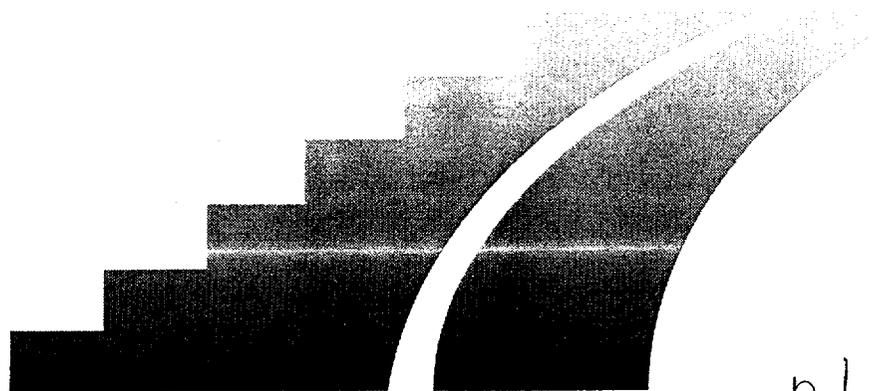
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# NRC INFORMATION GUIDE FOR PEOPLE WITH DISABILITIES

U.S. Nuclear  
Regulatory  
Commission

Office of Personnel

NUREG/BR-0182, Rev. 1  
February 1997



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**U.S. Nuclear Regulatory Commission  
Intern Graduation Ceremony**

for the  
Class of 1998

3:00 p.m.

Thursday, July 16, 1998  
18th Floor Conference Room  
One White Flint North

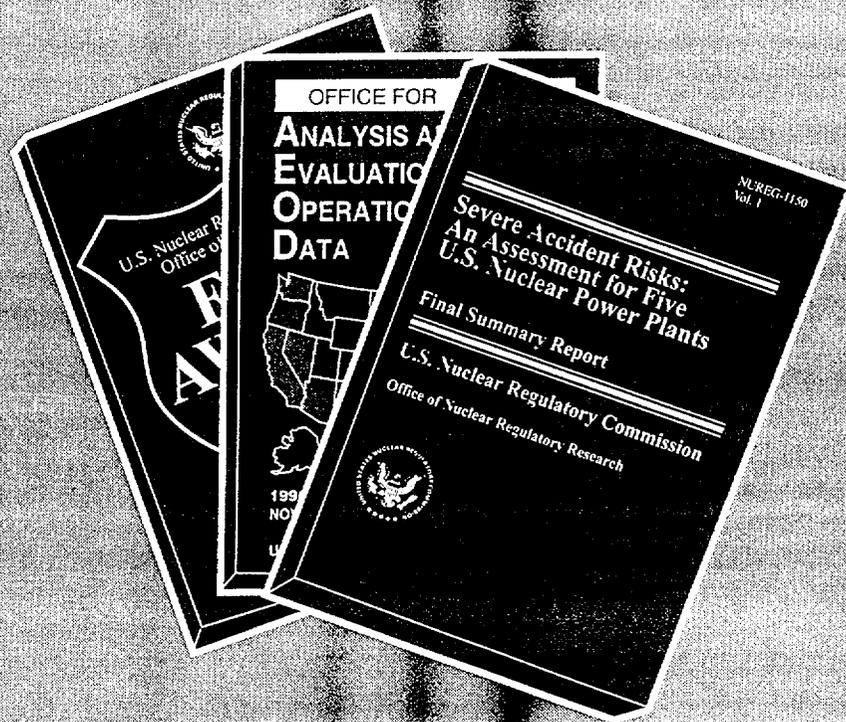
Reception following the Ceremony  
Commissioners' Dining Room  
One White Flint North

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NUREG/BR-0185, Vol. 6

# Distribution List Descriptions for NRC Reports and Documents

Office of the Chief Information Officer  
Information Management Division



NUREG/BR-0188  
Rev. 2



# INSIDE INFORMATION

YOUR LINK TO INFORMATION EXCELLENCE



September 1996/Vol. 3, No. 3 Office of Information Resources Management

UJNREGIR 0191V23 N  
U.S. Nuclear Regulatory Commission

## Navigating the Web: A Guide for the Perplexed

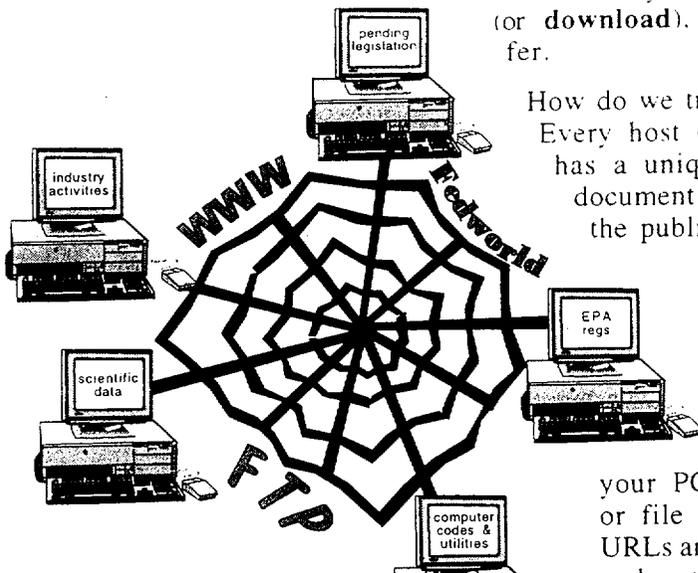
IRM just installed Netscape on your PC, and said that you're ready to browse the **Web**. You've been inundated—and frankly confused—by everything you've heard about the **Internet** and "the Web," and now you're ready to go. But how do you know where to go, and is it worth the trip?

The best way to start off is to take one of the many courses at NRC's Professional Development Center (PDC). But if you're impatient, here's a taste of web-surfing. (See the Glossary beginning on page 2 for definitions of technical terms that appear throughout this issue in **bold-face**.)

Some background. The Internet is a network connecting several million computers and users throughout the world. It allows limited access to information (documents and files) made available by hosts on computers called servers. The **World Wide Web** is a system (or graphical interface) to simplify navigation around the Internet and access to the information that you seek. The Windows program used to access the Web is called a **browser**. At the NRC, Netscape is the standard browser, although some PCs may be using a similar program called Mosaic.

### Let's Get Started

Click on the Netscape icon to open Netscape; after a brief delay, the program presents a screen with menus, buttons, and other stuff. You are now connected to the Internet, and can "cruise" to millions of "sites" which allow you to see, or make copies of (or **download**), the information they offer.



How do we travel to a host computer? Every host (also called a Web site) has a unique "address," and each document (file) made available to the public for viewing also has a locator at that address. By typing in this address, called a "uniform resource locator," or **URL**, your browser reaches across the Internet and loads onto your PC's screen the document or file you have specified. The URLs are strings of alphabet soup, and not very user-friendly. (See "Deciphering URLs," p. 3.)

### NRC's Home Page

Let's start off by typing the URL for the NRC's home page. Type <http://www.nrc.gov>

and press enter, and soon you will see the welcome menu viewed by the public when they first come to NRC's Web site. A home page is a document used as a starting point for accessing a group of related files and documents at a Web site. Many Government agencies, universities, companies, and even individuals have home pages.

*Continued on page 2*

- 1 Navigating the Web**
- 5 State of the Art for State Programs**
- 6 How Do I...?**
- 8 Hot Clicks**
- 8 Remember Message, Not Medium**
- 8 NMSS Continues To Innovate With Licensing System**
- 9 NRC Helps Feds Coordinate Web Efforts**
- 11 Coming Soon to Your Local PC?**
- 12 RULENET: Rulemaking on the Web**

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DIV FOIA & PUBLICATIONS SVCS  
SECTION CHIEF  
TECH PUBS SECTION  
202-455-7

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## PROCEDURE

For Employee  
Assistance Call:

- HQ Counselors	301-570-3900
- Region I	1-800-468-8369
- Region II	404-347-3579
- Region III	1-800-222-0364
- Region IV	1-800-327-8780
- Walnut Creek Field Office	1-800-523-5668
- Technical Training Center	1-800-421-6371
EAP Manager	301-415-7113

Provide the following:

- Your name
- Your organization
- Work phone number
- Home phone number, if you wish to be called at home
- Whether this is an emergency

All appointments will be conducted at or near your work site.

Please call at least 24 hours in advance to cancel or change an appointment.

NUREG/BR-0197

# NRC Employee Assistance Program

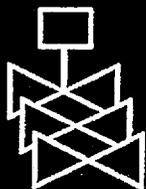
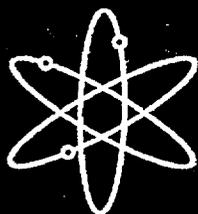
- Employee Benefit
- Free
- Voluntary
- Confidential
- Professional Counselors



U.S. Nuclear Regulatory  
Commission

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# Commissioner's Assistant Handbook

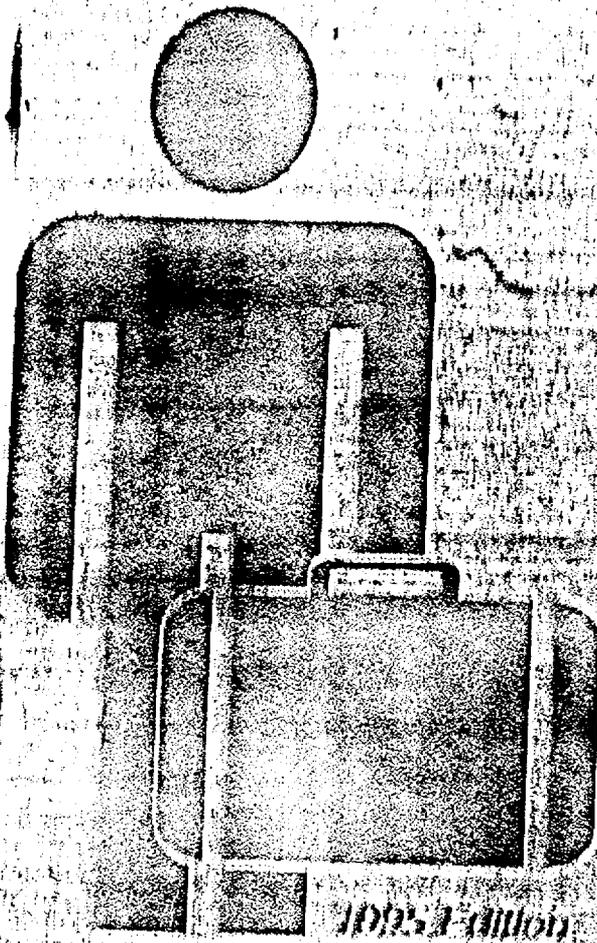


U.S. Nuclear Regulatory Commission  
Office of Human Resources  
Washington, DC 20555-0001



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# Basics for the NRC Traveler



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1025-1-1101

1025-1-1101  
1025-1-1101

**BASICS FOR THE NRC TRAVELER**

100-100000

HEALTH CENTER LOCATION

OWEN 2 F4

HEALTH CENTER HOURS

7:30 a.m. to 4 p.m.  
Monday-Friday

IMPORTANT  
TELEPHONE NUMBERS

Health Center  
415-8400

EAP Counselor  
415-3869

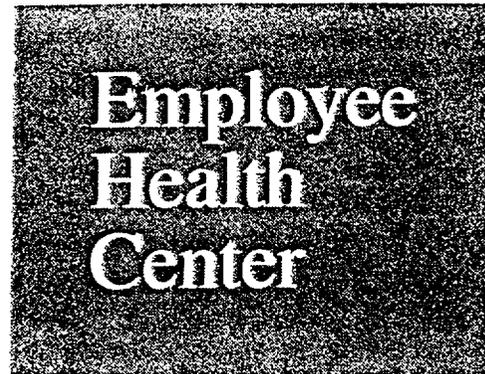
NRC Health Center Project Manager  
415-7113

*For after hours emergencies, contact:*

Security  
415-2000

Fire, Police, Ambulance  
9-911

NUREG/BR-0209, Rev. 1  
July 1996



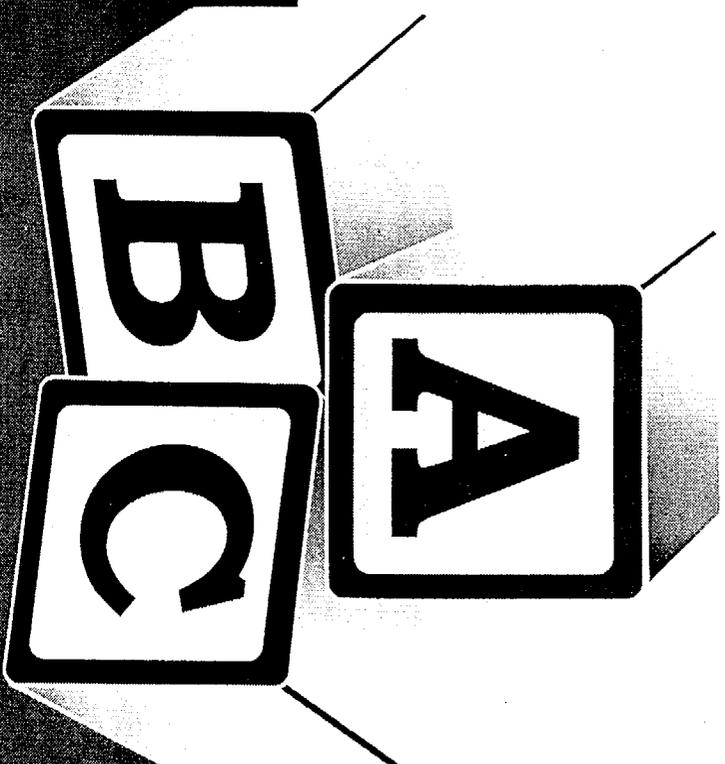
*Providing  
high quality  
health care to  
the NRC  
community*



U.S. Nuclear Regulatory  
Commission

One White Flint North

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# The ABCs of Better CORRESPONDENCE

AN IN-HOUSE GUIDE  
TO HELP YOU CREATE  
EFFECTIVE OFFICIAL  
CORRESPONDENCE

A/47

UNITED STATES  
NUCLEAR REGULATORY COMMISSION  
WASHINGTON, DC 20555-0001

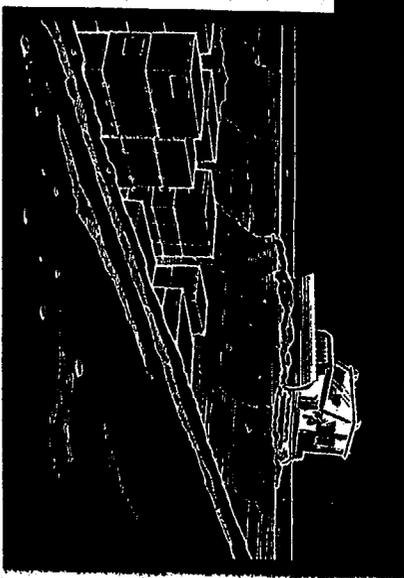
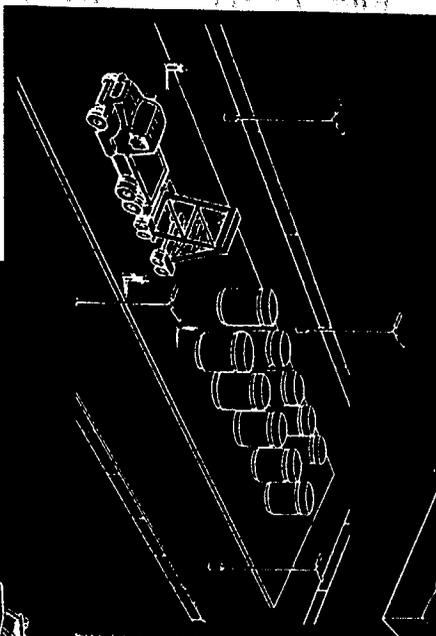
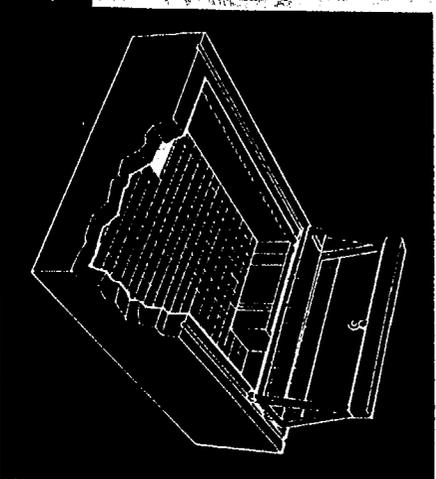
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# Radioactive Waste: Production, Storage, Disposal

U.S. Nuclear Regulatory  
Commission





**U.S. Nuclear Regulatory  
Commission**

Washington, DC 20555-0001

**Office of Public Affairs**

**NUREG/BR-0216  
July 1996**

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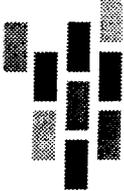
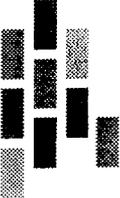
# SKILL-BUILDING SERIES

DIVISION DIRECTOR

BRANCH CHIEF

SECTION CHIEF

SUPERVISOR



## Registration Form

Name: \_\_\_\_\_  
 Office: \_\_\_\_\_  
 Job Title/Position: \_\_\_\_\_  
 E-Mail Code: \_\_\_\_\_  
 Mail Stop: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_

DATE	TOPIC (Check Desired Sessions)	AM Session 8 to 12	PM Session 1 to 5
4/2/96	Delegating Effectively	<input type="checkbox"/>	<input type="checkbox"/>
5/1/96	Motivating the Productive Team Member	<input type="checkbox"/>	<input type="checkbox"/>
6/6/96	Preparing for Change	<input type="checkbox"/>	<input type="checkbox"/>
7/9/96	Coaching for Improved Performance	<input type="checkbox"/>	<input type="checkbox"/>
9/10/96	Performance Assessment	<input type="checkbox"/>	<input type="checkbox"/>
10/9/96	Communicating with Your Manager	<input type="checkbox"/>	<input type="checkbox"/>
11/7/96	Dealing with Conflicts	<input type="checkbox"/>	<input type="checkbox"/>
12/10/96	Improving Team Member Work Habits	<input type="checkbox"/>	<input type="checkbox"/>

**Register now to assure a place in the session and topic of your choice!**

Return Form To: Dr. August Spector, T-15 or E-mail AKS

Courses will be given in the NRC Professional Development Center in Two White Flint North. For additional schedule contact Regional Personnel Officer.

United States  
Nuclear Regulatory Commission



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# Guidance for Professional Development of NRC Staff in Digital Instrumentation and Controls

Office for Analysis and Evaluation of Operational Data

S. S. Koscielny, R. L. Anderson, S. A. Arndt

June 1996

A/50

**United States  
Nuclear Regulatory Commission**



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# **Guidance for Professional Development of NRC Staff in Regulatory Risk Analysis**

**Office for Analysis and Evaluation of Operational Data**

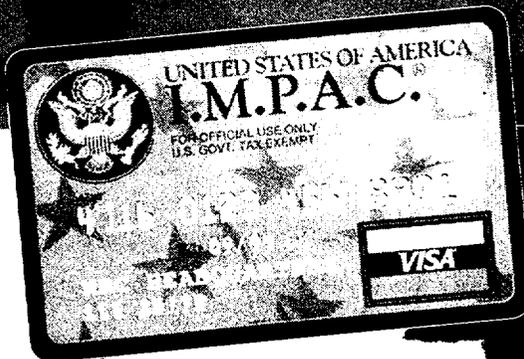
S. A. Arndt, R. L. Anderson, T. L. Bell

July 1996

A/51

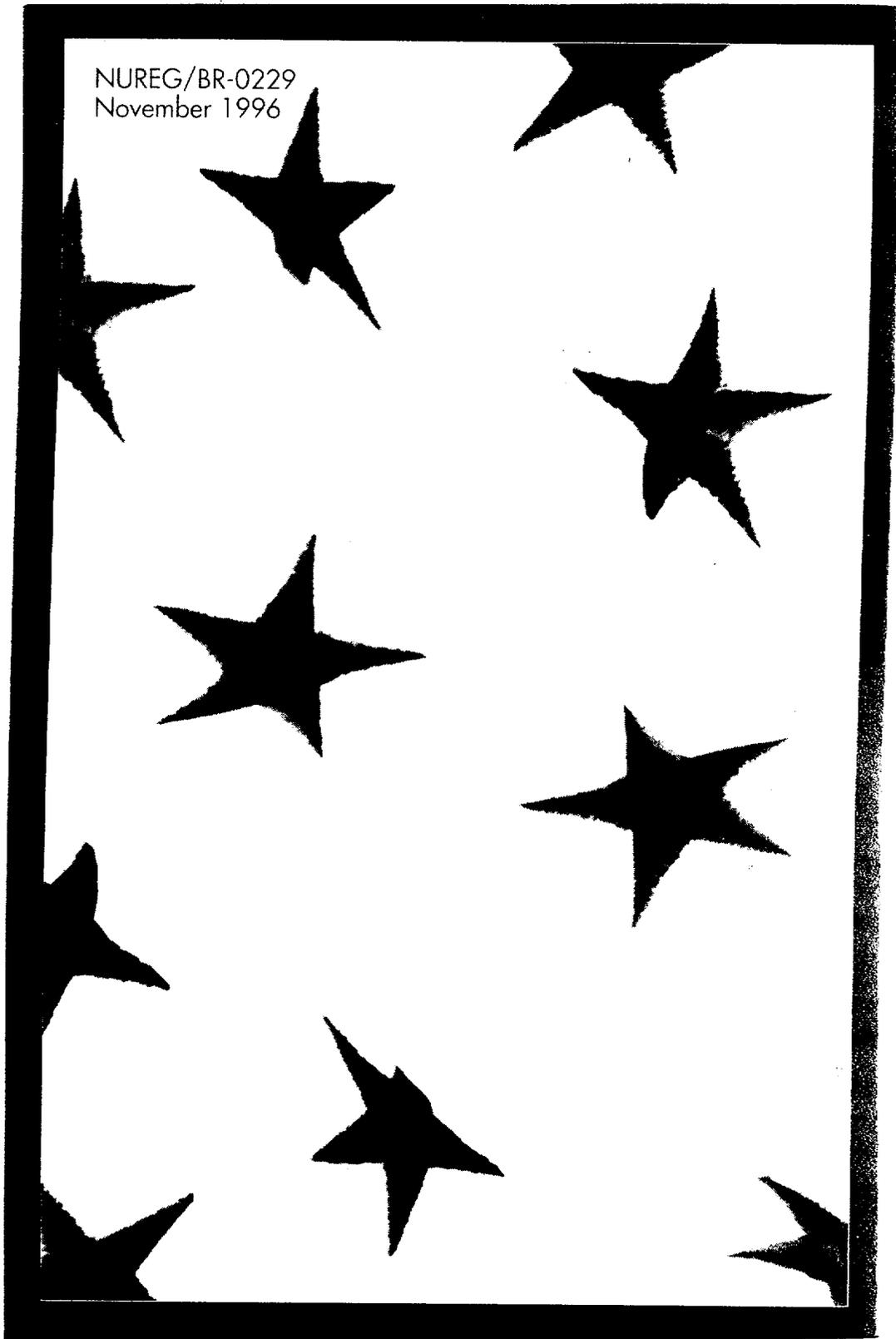


The Nuclear Regulatory  
Commission's  
Procedures for the Use  
of the  
U.S. Government  
**BANKCARD**



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NUREG/BR-0229  
November 1996





NUREG/BR-0230

U.S. Nuclear Regulatory Commission

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# ***RCM-96***

## **Response Coordination Manual**

E. Weinstein  
R. Hogan

**Incident Response Division  
Office for Analysis and Evaluation  
of Operation Data**

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U.S. NEPA REGULATION  
Office of the  
Public Domain



# APPENDIX B PUBLIC DOMAIN SYSTEM

## BRS USERS' MANUAL

USERS' MANUAL  
ANNUAL

Absy

# the HEALTH CRUNCH!!

NUREG/BR-0233  
Vol. 5, No. 2

Published by the NRC Fitness Center, Employee Assistance Program, and Health Center

## CAN YOU TOUCH YOUR TOES?

### A P R I L

4

Educational symposium  
on Osteoporosis

11

Osteoporosis Screening

13

"Weight Training For Men"  
Seminar

### M A Y

Physical Fitness Month  
National Suicide Prevention Month

18

Alzheimer Disease Lecture

24

"Coping With Greif  
And Loss" Seminar

29

Federal Holiday  
Memorial Day

### J U N E

Safety Month

6

Chronic Heartburn  
Treatment Lecture

13

"Sports Training" Seminar

How much time do you spend improving your flexibility? Stretching the muscles of the body is one of the most ignored aspects of fitness. Many people neglect stretching because they are short on time or they may not even recognize it as part of their workout. Stretching is one of the most important components of your workout. Not only because you will be able to touch your toes, but because optimal flexibility can help prevent injuries as well as maintain joint range of motion to perform your daily activities of life.

First, let's define flexibility. Flexibility is the ability to move a joint through its full range of motion without pain. Optimal flexibility is achieved through stretching all the muscles of the body. Now, you may be wondering how, when, and where do I stretch.

There are several types of stretching. This first type of stretching and the most popular is **static passive** stretching. Static passive stretching involves extending the muscle to its farthest range with the assistance of another body part or some other apparatus such as a chair or bar. The second type of stretching is **static active** stretching. This stretch once again involves moving the muscle to an extended position, but with using only the agonistic muscle group (the muscles used for a movement) so that the antagonistic muscle group (the muscle group opposing the muscles used to complete a movement) will be stretched. **PNF (proprioceptive neuromuscular facilitation)**, the third type of stretching, is probably the most effective form. This type of stretch involves the use of a partner, but can be modified to be performed alone. During this stretch the muscle will isometrically contract and then relax to be stretched into a more deep position. Lastly, **ballistic** stretching which involves bouncing, should never be performed because of potential injury.

Although all types of stretching are effective and should be performed, PNF stretching is probably the most effective form of stretching, but why? First let's discuss what is happening within the muscle when it is being stretched or used for a movement. **Isotonic** and **isometric** contractions are the two types of muscle contraction. Isotonic contraction involves a voluntary contraction that causes muscle movement. There are two phases to an isotonic contraction. Concentric contraction means the muscle fibers shorten as in a bicep curl and eccentric contraction means the muscle fibers lengthen. The second type of muscle contraction is an isometric contraction in which no movement occurs during the voluntary muscular contraction.

Besides muscle contractions taking place there are also involuntary, automatic reflexes responding to potential injury provoking stimuli. To help protect muscles and joints from injury during a stretch the **stretch reflex** is initiated. The **myostatic stretch reflex** prevents the muscle from stretching too far and too fast by causing the muscle spindle cells (proprioceptors - sensory receptors that respond to stimuli) within the muscle to activate and contract the muscle being stretched. An **inverse stretch reflex** has the opposite effect of the myostatic stretch reflex. Proprioceptors within the musculotendinous junction and tendon, known as GTOs (Golgi tendon organs), monitor the load on the tendon. If the load becomes too great, these proprioceptors allow the muscle to relax, lengthen and, in turn, prevent injury to the muscle/tendon.

Now that we understand what is going on inside the muscle I can explain how PNF stretching is performed. Like I had mentioned before, PNF stretching involves the use of a partner or some other apparatus in order to utilize the contract-relax technique. The contract-relax technique combines isotonic and isometric muscle contraction.

*Aliss*  
Continued on page 2

### *How do I make a call-out conference reservation?*

- You can schedule a call-out conference by contacting the NRC Conference Attendant on 301-415-7026.
- Give the NRC Conference Attendant your name and the names, organizations, and telephone numbers of all conference participants, the type of conference desired, the starting date and time of the conference, your time zone, the estimated duration of the conference, the subject of the conference, and any other special or urgent conference requirement.
- The NRC Conference Attendant will enter the conference reservation information into the conferencing system and tell you that all conference participants will be contacted approximately 10 to 15 minutes before the scheduled time of the conference.
- The NRC Conference Attendant will contact the conference participants 10 to 15 minutes before the scheduled conference time and connect all participants to the conference bridge.

### *How do I make an FTS2000 audio conference reservation?*

If you have an FTS2000 Federal Calling Card, you can reserve an audio conference through the FTS2000 audio conferencing service by contacting the FTS2000 Conference Attendant. Follow these procedures:

- Contact the FTS2000 Conference Attendant by dialing the FTS2000 on-net number, 700-288-2000, or the off-net number, 1-800-4FEDCRD (1-800-433-3273). ➔

- Give the FTS2000 Conference Attendant your name, the name of the agency, the total number of conference participants, the type of conference, the starting date and time of the conference, your time zone, the estimated duration of the conference, the subject of the conference, and any other special or urgent conference requirement.
- The FTS2000 Conference Attendant will accept the reservation based on the availability of the conference bridges and will give you a passcode and a telephone number to use when calling into the conference bridge.

### *Helpful Hints*

- Make conference reservations at least 24 hours in advance
- Establish permanent conference reservations for recurring conferences
- Ensure that all conferees are provided the date, time, duration, and conference passcode
- Advise the NRC Conference Attendant whenever there is a change in the conference reservation information
- Enter the conference passcode within 7 seconds after you hear the beep tones
- Dial 0 anytime you experience problems during the conference
- Notify the NRC Conference Attendant whenever you discover that the conference will extend beyond the scheduled time

**You can obtain further information about the NRC audio conferencing service by contacting the NRC Conference Attendant on 301-415-7026 or the Customer Support Center (CSC) on 301-415-1234**

NUREG/BR-0236  
September 1996



U.S. Nuclear Regulatory  
Commission

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# **Audio Conferencing Service**

*Office of Information  
Resources Management*

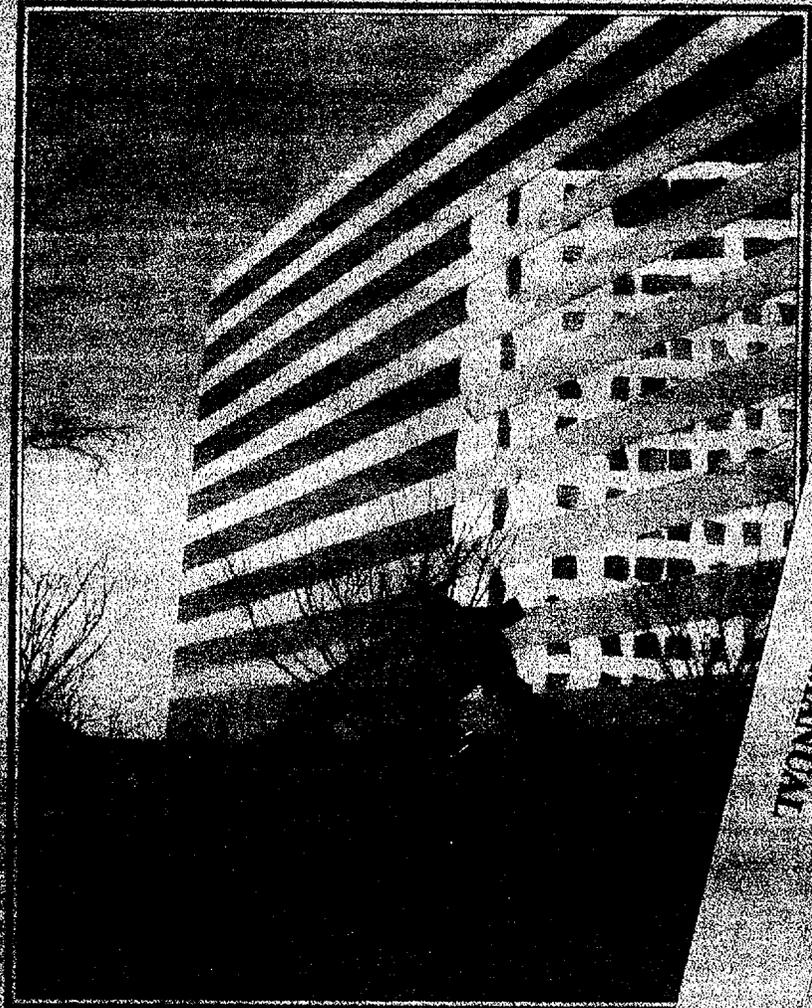
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NUREG/BR-0243



United States  
Nuclear Regulatory Commission

# ACRS/ACNW Administrative Manual



ACRS/ACNW ADMINISTRATIVE MANUAL

Advisory Committee on Reactor Safeguards  
Advisory Committee on Nuclear Waste

April 1997

APRIL 1997

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U.S. Nuclear Regulatory  
Commission

Cellular phones and associated equipment are accounted for in accordance with appropriate NRC property accountability procedures. The number of cellular phones lost or stolen has been increasing. Please keep your cellular phone out of sight and secured in an enclosure when not in use.

Your cooperation in reducing government expenses and appropriately accounting for cellular phones and their use is appreciated. Please call 301-415-7300 if you have any questions.

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August 1997

# CELLULAR PHONE USE

AI/58



NUCLEAR REGULATORY COMMISSION  
REFERENCE USE ONLY

# American Express Government ATM Program



U.S. Nuclear Regulatory  
Commission

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U.S. NUCLEAR REGULATORY COMMISSION  
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REFERENCE GUIDE

# The Mail Services Center



U.S. GOVERNMENT PRINTING OFFICE



# Customer Service Newsletter

IT Customer Services Branch

Vol. 2 No. 4

April 2000

## A Word from the Chief, IT Customer Services Branch



In the first newsletter I laid out some improvements that the IT Customer Services Branch would focus on. I wanted to provide an update on the improvements that have been made to date.

### Enhance communication and feedback with our customers

Communication with our customers

was identified as a needed area of improvement. Regular communications have been established with our customers. The communications take the form of:

- Operations Configuration Control Board (Weekly teleconference with the regions)
- Monthly newsletter
- Monthly Video teleconference with regions to discuss IT issues
- Quarterly meeting with the IT Coordinators
- Establishment of IT Customer Service website

### Measure our levels of effectiveness and efficiency

To improve our level of support, we first need to assess our existing level of service and support. We continue to measure against some core requirements weekly and monthly which is reported in the newsletter.

To better support the agency, we have engaged KPMG Consulting to benchmark and assess NRC's Information Technology Infrastructure. The objective of the assessment is to assess the levels of performance within the existing IT infrastructure as compared to other government agencies and private industry, to identify opportunities to improve IT efficiency and to assist the NRC in developing service level agreements that support the Agency's business needs.

### Minimize the frequency of change on users

We have developed a new process within OCIO to address the frequency of change to the infrastructure and the user. This new process is called "Release Management." This process provides a disciplined method to consolidate and focus changes to the infrastructure and user environment. An article appears later in this newsletter on Release Management.

If you have any feedback, please feel free to contact me at [glk@nrc.gov](mailto:glk@nrc.gov).

## Planned System Outages

An e-mail notification will be sent to all affected NRC users when outages are scheduled.

- Monthly e-mail purge - Saturday, May 13
- Maintenance Weekend - Saturday, May 13

## How Are We Doing?

Listed below are our performance measures for the month of February, and March. If our performance falls below a ☺, an explanation of the steps being taken to improve is provided below.

	Feb.	Mar.
CSC responsiveness	☺	☺
GroupWise availability	✓	☹
Internet availability	✓	✓
Remote access availability	✓	☺

Key:

- ☺ = available when I need it and/or exceeded service level agreement for call resolution at the first tier
- ✓ = available most of the time and/or met service level agreement
- ☹ = not available when I need it and/or did not meet service level agreement

**Groupwise availability** - we have brought in Novell to perform an assessment of our environment and to work with us to perform the necessary upgrades to support agency applications.

**Internet availability** - we had an initial meeting with NIH and will be scheduling followup meetings to review NRC requirements.

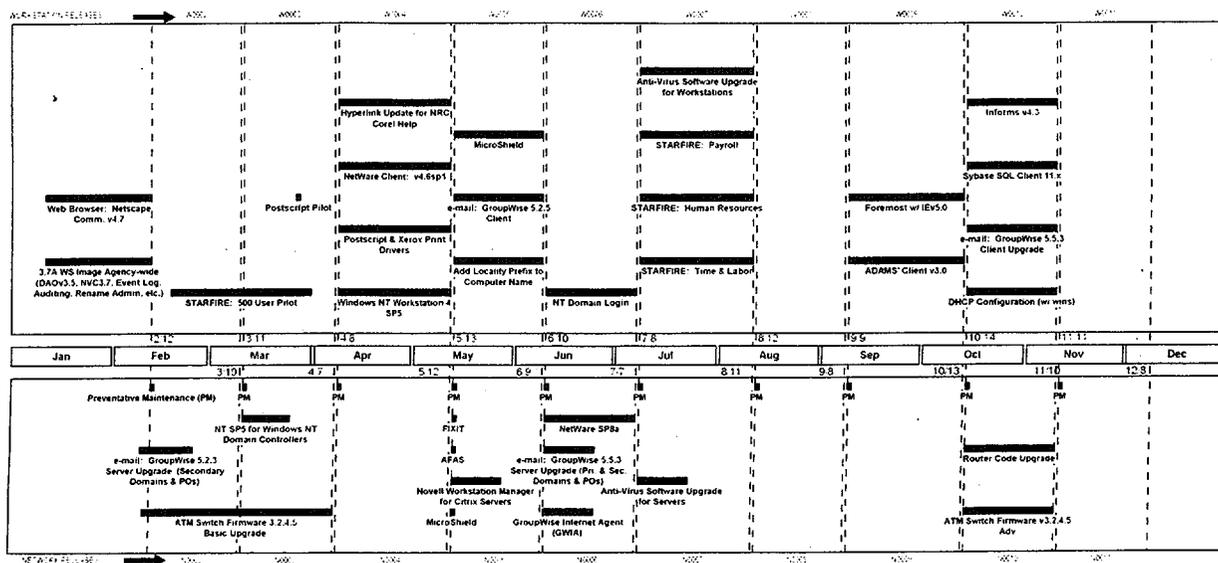
## Customer Support Points of Contact

### Levels of Escalation:

Customer Support Center (CSC)	(301) 415-1234
CSC Manager - Jennifer Fasick	(301) 415-5721
Customer & Desktop Support Manager Karen McElyea	(301) 415-5696
Network Operations Manager Karen Paradiso	(301) 415-5852
Chief, IT Customer Services Branch Gregory L. Kee	(301) 415-7200
Director, ITID - James B. Schaeffer	(301) 415-8720

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NRC Infrastructure Release Forecasts



## EXTRA! EXTRA! New Process from OCIO - RELEASE MANAGEMENT

By: Terri Turner and Al Gallegos

In the interest of controlling how and when additions and changes are applied to the NRC's production environment (your workstations and the network), we have started developing and implementing standard processes and procedures to assist in this effort.

Release Management (RM) is the process of managing changes and additions to the environment. The RM process coordinates release contents and strategically schedules deployments for minimal impact to the user.

Release contents must be scheduled through the Release Manager (Bill Szyperski/Carol Augustino). Releases will occur on the second Saturday of each month. All proposed releases will be reviewed and approved by the Operations Configuration Control Board (OPS CCB), to ensure that all additions/changes to the environment are coordinated, tested, and documented prior to their implementation. The OPS CCB is facilitated by the Chief, IT Customer Services Branch. The chart shown above is the release contents for the next 12 months. A larger version can be viewed on our website on the intranet.

### Customer Support Branch Staff, (OCIO/CSB), host IT Coordinators

On March 29, the Customer Support Branch, (CSB), Staff of the Office of the Chief Information Officer held a meeting with the IT Coordinators from the Headquarters' Offices. Greg Kee introduced the plan to implement Release Management, (see "A Word From the Chief" in this newsletter), the importance of notifying OCIO of all Servers that require a nightly backup, and plans to upgrade the CSC Help Desk Tracking System. Laverne

Ortiz, from the Customer Support Branch, discussed recent changes to the electronic move sheet, and answered questions related to the move request procedures. George Lopez from the OCIO Infrastructure Operations Branch, (OCIO/IOB), (Telecommunications) discussed the complexities of supporting requests for new telephone connections, telephone moves and cabling efforts. George answered numerous questions related to Telephone service requests. Carol Augustino represented the CSB Network Support Team, and answered LAN-related questions. The feedback from IT Coordinators has been very positive, and the CSB staff plans to schedule quarterly IT Coordinator meetings. At the conclusion of the meeting, Karen McElyea answered questions submitted to the CSB staff prior to the meeting.

## Changing your Archive Destination When Using CITRIX

by Tracy Osband

**NRC CITRIX USERS ASK:** Why am I unable to access my Archived E-mail while on travel or working from home via CITRIX? It's because workstations at the NRC are currently configured to archive e-mail messages to the local hard drive. Archived messages are stored only on the local hard drive and cannot be accessed over the network. When you are logged into the CITRIX server and accessing your network applications you are not able to access your local C: drive, because you are not logged onto your local workstation. Currently there is a limitation on the amount of space on network drives, eliminating the option of storing the e-mail archives on the network. The ability to Auto Archive has been "turned off" in CITRIX because if E-mail is archived while on travel or at home, the access to the E-mail is not available when you return to work and visa versa. Archive will be kept disabled until such a time when LAN space is increased for each customer and all GroupWise archives are redirected from the workstations to the network.

*Desk Reference Guide*

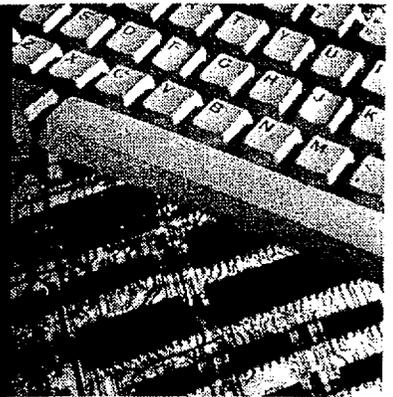
# ADAMIS

Agencywide Documents Access and Management Systems



Newsletter  
**ADAMS**

Agencywide Documents Access and Management System



Office of the Chief Information Officer

U.S. Nuclear Regulatory Commission

March 2000/Vol. 1, No. 1

## Articles

**Welcome from the  
Acting CIO**

**Getting Creative**

**Message from the  
Program Manager**

**ADAMS Icons**

**Getting Up to Speed**

**Featured Question**

**Hot Tips**

**Firewalls**

**Wish List**



NUREG/BR-0275

## Help for Using ADAMS Is Here

Need crystal-clear help using ADAMS? It's here! The "ADAMS Desk Reference Guide" (NUREG/BR-0275) offers user-friendly instructions for using ADAMS to conduct your day-to-day business. It is scheduled to be distributed in March.

The guide's step-by-step procedures are easy to follow and cover each function that you'll need to transact business through ADAMS. Most steps are augmented by a display of the screen you will view when performing that step. These steps and screens cover the following "HOW TO" functions:

- Logon and logoff
- Change your password
- Determine the members of a specific group
- Identify documents to be kept in ADAMS
- Add documents to ADAMS from WordPerfect, NT Explorer
- Use instruction templates for entering documents in ADAMS
- Create and handle a folder
- Scan paper documents and OCR an image file
- Distribute documents stored in ADAMS
- Find and view an ADAMS document
- Print an ADAMS document
- Complete document profiles
- Check out, check in, and delete ADAMS documents
- Concur in documents
- Add signatures to documents
- Declare documents official agency records
- Identify Postscript printers

Equally important as the "How To" steps for the day-to-day business functions in the guide is that it describes the organization

*(continued on the next page)*

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