

## Compiled Problems from User Assessments

### Implementation Issues captured from the User Assessments and the Assessment Interviews (at M2)

Life Cycles have been designated as :

- 1a Input
- 1b Develop
- 2 Store
- 3 Query
- 4 Review
- 5 Edit
- 6 Send
- 7 Print / Publish
- 8a Archive
- 8b Destroy
- 9a Other-Workflow
- 9b Other-Program / System Admin
- 9c Other-General Application

Categories define the nature of the Life Cycle function.

(e.g. Life-cycle = Problem and Category = Process => a process problem)

Data sorted by Life-cycle / Category / Functional Requirement

(TT Designated)

Index	Phase	Problem Desc	Functional Requirement	Remarks	Dept	DeptName
<b>Implementation Issues Associated with the INPUT / DEVELOPMENT phase</b>						
1	Input	Availability-System-Scanning	Insufficient number of medium or high speed scanners		OI	Office of Investigations
2	Input	Consistency-Data	The quality of data entry on profiling varies greatly from office to office		SECY	Office of the Secretary
3	Input	Consistency-Data	Inconsistent profiling by less specialized (than contractor) staff		EDO	Executive Director for Operations
4	Input	Consistency-Data	ADAMS accepts incorrectly formatted entries in profile data fields (e.g. "Author Name", "Contact Name")	Data integrity, the need for extra quality checking, and the inability to access documents improperly profiled	NRR	Office of Nuclear Reactor Regulation
5	Input	Consistency-Data	Inconsistent profiling results in serious subsequent problems in accessing documents.		OCA	Office of Congressional Affairs

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6	Input	Consistency-Profiling	The document profile system is cumbersome and yields extremely inconsistent results during retrieval.		OGC	Office General Counsel
7	Input	Functionality-Profiling-"Type Ahead" Feature	"Type Ahead" feature does not work consistently across all ADAMS profiling fields. In some cases, ADAMS automatically displays the entry, and in others it does not.	Confusion, training issues, and potential data entry errors	NRR	Office of Nuclear Reactor Regulation
8	Input	Functionality-Profiling-Drop Down Lists	The drop-down lists in ADAMS profiling do not function properly (takes user to only the first letter) requiring users to scroll through long lists before finding the proper entry	Time-consuming and cumbersome data entry which may lead the user to select the wrong entry	NRR	Office of Nuclear Reactor Regulation
9	Input	Integration-System	Exiting profile after using the "Checkout & Open" and "ADAMS Add" function does not return you to ADAMS, but stays in WordPerfect.		SECY	Office of the Secretary
10	Input	Performance-Input Process	ORP Drive requires extensive time to deal with OAR documents in line awaiting processing		OI	Office of Investigations
11	Input	Performance-Profiling-"Type Ahead" Feature	The type ahead feature of profiling enters one letter at a time very slowly in the Author Name, Author Affiliation, Addressee Name, and Address Affiliations field		SECY	Office of the Secretary
12	Input	Performance-Profiling-Adds from WordPerfect	A long waiting period is encountered after executing the ADAMS Add function from WordPerfect when completing the document profile.		OCFO	Office of the Chief Financial Officer
13	Input	Performance-Scanning	Slow speed in the scanning process		OI	Office of Investigations
14	Input	Performance-Scanning	Scanners are too slow		OIP	Office of International Programs
15	Input	Performance-Scanning	M- Scanning documents can take 15-30 minutes using a mid-range scanner		SECY	Office of the Secretary
16	Input	Quality-OCR	OCR output is frequently illegible, with dropped words or letters or extraneous marks of unknown origin.		OCA	Office of Congressional Affairs
17	Input	Quality-OCR	Scanning documents with OCR often produces unreadable documents, especially if they contain tables or figures		RES	Office of Nuclear Regulatory Research

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18	Input	Quality-Scanning	The quality of documents which are scanned into ADAMS is problematic.	While there may be electronic versions of internal documents, this is often not true for external documents. Some documents were found smeared and unreadable.	OGC	Office General Counsel
19	Input	Reliability-System	ADAMS often crashes at the final stage of processing		OIP	Office of International Programs
20	Input	Suitability-Profiling Values-Document & Packages	Profiling values for documents and packages do not meet the needs of OI	Profiling a document is too cumbersome and the titles are not flexible enough. Profiling a package does not give sufficient values for direct retrieval or sorting through simple search	OI	Office of Investigations
21	Input	Usability-Input Process	The process for profiling documents is not user friendly and is very time-consuming		OI	Office of Investigations
22	Input	Usability-Input Process	Data entry is cumbersome and inefficient		EDO	Executive Director for Operations
23	Input	Usability-Input Process	ADAMS results in time-consuming, cumbersome data entry		NRR	Office of Nuclear Reactor Regulation
24	Input	Usability-Input Process	Determining distribution for a document is an exacting task because one is required to exercise extraordinary precision in identifying internal receipts of documents that do not warrant wide-scale internal distribution.		OGC	Office General Counsel
25	Input	Usability-Input Process-Packages	ADAMS document entry functions are cumbersome and time consuming, particularly the process for creating "packages" of documents.		OGC	Office General Counsel
26	Input	Usability-Input Process-Template	Ensuring use of the correct template can make putting documents into ADAMS a slow and cumbersome process		IRO	Incident Response Operations
27	Input	Usability-Input Process-Template	Templates containing document processing instruction are too numerous, too long, complicated, and often difficult to understand on their face.		OGC	Office General Counsel

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28	Input	Usability-OCR	Scanning and OCR processing is cumbersome and time-consuming	The process falls upon inappropriately trained and graded resources. In addition, this work takes away from the primary activities of these individuals	NRR	Office of Nuclear Reactor Regulation
29	Input	Workload-Input Process	Converting a document to an Official Agency Record sometimes takes a long time.	One instance took two days to convert	IRO	Incident Response Operations
30	Input	Workload-Input Process	Some ADAMS functions are time-consuming. Staff estimates an average of 10 minutes per document is currently devoted to profile, complete security, and distribute a doc in ADAMS.	Profiling and Security processes	OSTP	Office of State and Tribal Programs
31	Input	Workload-Input Process	M- Completing a profile, performing quality control review, and declaring an official agency record documents takes 5-60 minutes		SECY	Office of the Secretary
32	Input	Workload-Input Process	M- Profiling and declaring each SECY internally generated document takes around 10-30 minutes depending on complexity		SECY	Office of the Secretary
33	Input	Workload-Input Process	Many Input process-related problems are requiring ... significant staff resources which were not planned.		EDO	Executive Director for Operations
34	Input	Workload-Input Process	It is very time-consuming to QC, edit, release, and declare as 'official records' documents contained in packages		SECY	Office of the Secretary
35	Input	Workload-Input Process	The process for profiling documents is not user friendly and is very time-consuming		OI	Office of Investigations
36	Input	Workload-Input Process	Data entry is cumbersome and inefficient		EDO	Executive Director for Operations
37	Input	Workload-Input Process	ADAMS results in time-consuming, cumbersome data entry		NRR	Office of Nuclear Reactor Regulation
38	Input	Workload-Input Process-Groupwise Address Book	Inability to look up users through the GroupWise address book slows down the profiling process		HR	Office of Human Resources

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39	Input	Workload-Input Process-Packages	ADAMS document entry functions are cumbersome and time consuming, particularly the process for creating "packages" of documents.		OGC	Office General Counsel
40	Input	Workload-Input Process-Template	Ensuring use of the correct template can make putting documents into ADAMS a slow and cumbersome process		IRO	Incident Response Operations
41	Input	Workload-Lack of Features	Profile entry, the most time consuming aspect of ADAMS is made less efficient due to the lack of features		NMSS	Office of Nuclear Material Safety and Safeguards
42	Input	Workload-OCR	Scanning and OCR processing is cumbersome and time-consuming	The process falls upon inappropriately trained and graded resources. In addition, this work takes away from the primary activities of these individuals	NRR	Office of Nuclear Reactor Regulation
43	Input	Workload-Profiling	The document profile system is cumbersome and yields extremely inconsistent results during retrieval.		OGC	Office General Counsel
44	Input	Workload-Security List	Selecting addressees for the security list in the ADAMS properties, one must type the first letter and then scroll down to find the individual's name.		IRO	Incident Response Operations
45	Input	Workload-Security List	To select addressees for the security list in the ADAMS properties, one must enter the email address of the individual instead of the name.	Difficult to do because the "ADAMS Add" macro will not allow any other program to be opened up in front of the ADAMS profile screen.	IRO	Incident Response Operations

<b>Implementation Issues Associated with the STORE phase</b>						
46	Store	Consistency-Document availability after becoming an OAR	The availability of some documents occasionally 'changes' after becoming an OAR.		IRO	Incident Response Operations

<b>Implementation Issues Associated with the QUERY phase</b>						
47	Query	Accessibility-Routed Documents	Staff has experienced difficulties in obtaining access to documents that have been routed from other NRC staff		OCA	Office of Congressional Affairs
48	Query	Accessibility-Viewer Rights	Inability to find documents in ADAMS because user didn't give correct access rights to viewers		OE	Office of Enforcement

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49	Query	Functionality-"Find" Function-Based on Highlighted Word Occurrence	When searching for documents, the field "Document Text Contains" returns inconsistent results and lacks the capability to perform word searches by highlighting each occurrence of the word in the document		Region 2	Region 2
50	Query	Functionality-Complex Searches	ADAMS does not have the capability to support complex searches	(e.g. multiple docket and multipl distribution codes) The maximum number of elements in a search in ADAMS is nine	Region 2	Region 2
51	Query	Functionality-Record Display-Subsequent Groups	When searching for documents, the system does not have the capability to display the next group of records that satisfy the search results		Region 2	Region 2
52	Query	Integration-Legacy Library	The legacy library is still not available		Region 3	Region 3
53	Query	Performance-Main Library	ADAMS document find (search) function for the main library is much slower than a NUDOCS search		RES	Office of Nuclear Regulatory Research
54	Query	Performance-Search Requests	Using ADAMS can be frustrating because search requests can take a long time		OGC	Office General Counsel
55	Query	Performance-Search Software	The search software takes too long and is not 100% reliable		ADM	Office of Administration
56	Query	Reliability-"Find" Function	ADAMS "Find" function does not always work.		OPA	Office of Public Affairs
57	Query	Reliability-"Find" Function-"Document Text Contains" Field	"ADAMS Find" sometimes fails to locate documents when searching on the "Document Text Contains" field. In general, ADAMS Find is unreliable and non-intuitive	We must be able to reliably find our documents in ADAMS if we are to begin to see the benefits of our profiling and adding documents to ADAMS	NRR	Office of Nuclear Reactor Regulation
58	Query	Reliability-Search by Title, Author, or Text Subject	Word search by title or by the author or text subject areas simply do not work reliably.		OCA	Office of Congressional Affairs
59	Query	Reliability-Search Software	The search software takes too long and is not 100% reliable		ADM	Office of Administration
60	Query	Reliability-Search Software	Staff has experienced difficulties in obtaining access to documents which are known to be within ADAMS		OCA	Office of Congressional Affairs

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61	Query	Reliability-Text Search-OCR Inconsistency	ADAMS text search capability is not as functional or useful as first anticipated, since there are many problems with scanned documents		OI	Office of Investigations
62	Query	Usability-"Find" Criteria-Screen Footprint	"Find" criteria takes up about 7/8 of the screen upon successful queries.	Results are displayed in bunches of three at the bottom often making review of numerous items very time-consuming	OPA	Office of Public Affairs
63	Query	Usability-"Find" Function	The "Find" function is awkward	(e.g. a given search may bring up 180 document names in a tiny window, which in turn must individually be loaded into the viewer to determine if that is what is being searched for)	Region 3	Region 3
64	Query	Usability-"Find" Function-"Document Text Contains" Field	"ADAMS Find" sometimes fails to locate documents when searching on the "Document Text Contains" field. In general, ADAMS Find is unreliable and non-intuitive	We must be able to reliably find our documents in ADAMS if we are to begin to see the benefits of our profiling and adding documents to ADAMS	NRR	Office of Nuclear Reactor Regulation
65	Query	Usability-"Find" Function-"Document Text Contains" Field	When searching for documents, the field "Document Text Contains" returns inconsistent results and lacks the capability to perform word searches by highlighting each occurrence of the word in the document		Region 2	Region 2
66	Query	Usability-Document Titles	Document titles are not informative		OIP	Office of International Programs
67	Query	Usability-Search Engine	The search engine is clumsy and seems to work effectively only if one knows esoteric information about a document, like its accession number.		OGC	Office General Counsel

<b>Implementation Issues Associated with the REVIEW / EDIT phase</b>						
68	Review/Edit	Accessibility-External	External access is almost impossible		OIP	Office of International Programs
69	Review/Edit	Accessibility-LogOn Process	On occasion, a message stating that either "Username" or "Password" is invalid when it is actually correct. When cancel is selected, access is still provided.		Region 3	Region 3
70	Review/Edit	Consistency-Viewer Access Rights	There is no consistency among offices in providing viewer access to documents in ADAMS		OGC	Office General Counsel

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71	Review/Edit	Functionality-Multivalue Fields	It is not possible to make corrections to data already entered in multi-value fields such as Author Name, Author Affiliation, Docket Number, Case/Reference Number.	User must delete all information and then retype the correct information	SECY	Office of the Secretary
72	Review/Edit	Functionality-Open Attachments on Right Click Feature	Unable to open attached documents using the right click feature		OCM/NJD	
73	Review/Edit	Indication-Document Reviewer	It is difficult to tell who else in the organization has seen a document		OGC	Office General Counsel
74	Review/Edit	Indication-New Mailbox Items	There is no easy way to identify new items in the ADAMS mailbox unless all items are deleted or filed to other folders each time ADAMS is opened.		OGC	Office General Counsel
75	Review/Edit	Legibility-Document Size-Letter Overlap	Viewed documents are unreadable, letters overlap and the view screen comes up showing a miniaturized version		Region 3	Region 3
76	Review/Edit	Performance-Document Check-In / Check-out	Document "Check-in" / "Check-out" is slow	Staff time waiting to access the document discourages users from using ADAMS as the standard working document	NRR	Office of Nuclear Reactor Regulation
77	Review/Edit	Performance-Document Retrieval	Document retrieval is very slow		OIP	Office of International Programs
78	Review/Edit	Reliability-"ADAMS Switch" Macro	Screen functions are frozen when closing, opening, or switching between two open documents in two different windows due to a macro called "ADAMS Switch"		IRO	Incident Response Operations
79	Review/Edit	Reliability-"ADAMS Switch" Macro	Screen functions are frozen when WordPerfect is first opened due to a macro called "ADAMS Switch"		IRO	Incident Response Operations
80	Review/Edit	Workload-Custom Views	Users need to customize views each time they log onto ADAMS since these views cannot be saved		SECY	Office of the Secretary

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81	Review/Edit	Workload-Document Retrieval	If notification of a document is received via email, there is a cumbersome multi-step process of at least six steps necessary to copy the accession number and paste it into the ADAMS system to obtain the document		OGC	Office General Counsel
82	Review/Edit	Workload-Profiling Process	When a signed, finalized document is put into ADAMS, the profile class must be changed from "Draft" to "Official Record", otherwise the profile screen will regenerate and profile information will need to be re-entered in some fields.		IRO	Incident Response Operations
83	Review/Edit	Workload-Viewing Documents	Too many steps are required to view documents		OIP	Office of International Programs
84	Review/Edit	Workload-Viewing Email	Email recipients of ADAMS documents must click through several layers of email to view documents	Related to the "Send To" function	Region 2	Region 2

<b>Implementation Issues Associated with the SEND phase</b>						
85	Send	Consistency-ERIDS List-"Document Type"	There are inaccuracies in the Electronic Regulatory Information Distribution System (ERIDS) list.	There should be a direct correlation between the "Document Type" in the ADAMS profile and the ERIDS distribution list of documents	Region 2	Region 2
86	Send	Functionality-"Forward" Function-Rerouting	The "Forward" function often does not work when re-routing mail since attachments fail to forward with the email		Region 2	Region 2
87	Send	Functionality-"Send To" Function	The Groupwise "Send To" feature, key to ADAMS document distribution, does not work. The awkward work-around only results in less efficiency by leaving the actual ADAMS document view attachment buried under unnecessary layers of forwarding messages.		NMSS	Office of Nuclear Material Safety and Safeguards

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88	Send	Indication-New Documents Within Folders	ADAMS folders are used to transmit new, unread documents to recipients for reading and use. The recipient cannot readily determine that a new document has been added to his or her folder or where in the list the newly added document appears.		OGC	Office General Counsel
89	Send	Reliability-"Send To" Function	The ADAMS "Send To" command does not always function.	In addition, users are always required to Send the document to themselves first, so that it can be forwarded to E-Rids group and others	OSTP	Office of State and Tribal Programs
90	Send	Reliability-Document Letterhead-Centered Dates	Transmitted document letterhead or centered dates sometimes do not appear when called up in ADAMS	Sometimes margins are changed and stray letter appear in the text	Region 2	Region 2
91	Send	Reliability-Document Notification Via Email	Often only one regional person received an ADAMS document notification emailed to them	Results in untimely or hurried regional response to action items that are embedded in the document but are not identified in the forwarding email. If the receiver is out of the office or unable to get to the email for several days, the response is untimely	Region 3	Region 3
92	Send	Reliability-Wordperfect Documents	Documents in ADAMS in WordPerfect are sometimes unstable or unreliable	Figures or parts of files may disappear on a WP file being worked on.	RES	Office of Nuclear Regulatory Research
93	Send	Workload-File Distribution	Using ADAMS for selective distribution of investigation reports with attached exhibits (in package form) is very complicated	Required OI to conduct training seminars, independent of NRC ADAMS training to address this function	OI	Office of Investigations
94	Send	Workload-File Distribution Via Email	Accessing ADAMS documents circulated via email is time consuming.	ADAMS files are attached to email to distribute them.	OCFO	Office of the Chief Financial Officer
95	Send	Workload-File Distribution Via Email	The "Send to" function requires users to send the file to their individual email account, then forward the email to the email group that they want to receive the document		SECY	Office of the Secretary
96	Send	Workload-File Distribution Via Email	The "Work Around" for ADAMS Send is cumbersome, requiring the user to first email himself the doc, then forward it to the distribution list	Though the work around does not prevent electronic distribution, it is cumbersome and creates user resistance	NRR	Office of Nuclear Reactor Regulation

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Implementation Issues Associated with the PRINT / PUBLISH phase						
97	Print/Pub	Consistency-Redlines	Documents can be viewed in ADAMS with the redline feature intact. However, when the document supporting the redline feature is printed, the redline feature does not show on the printed document.		IRO	Incident Response Operations
98	Print/Pub	Functionality-Print Canceling	When the print function is taking too long, the 'cancel' button does not work to permit the exiting from the print function so that the PC can be used for another purpose.	The PC is locked up, and it and the printer are held hostage to ADAMS features requiring a reboot	OGC	Office General Counsel
99	Print/Pub	Functionality-Printing-ADAMS Viewer	The print function in the ADAMS viewer does not work and requires the use of a different printer overlay.		OGC	Office General Counsel
100	Print/Pub	Functionality-Single Page Printing	The system is unable to print a single page from within a document viewed		Region 2	Region 2
101	Print/Pub	Functionality-Single Page Printing	Printing one page out of a 20 page document requires that you print the entire file		OCFO	Office of the Chief Financial Officer
102	Print/Pub	Functionality-User Defined Reports	Unable to generate reports using user defined report formats with more than 50 input records		OCIO	Office of the Chief Information Officer
103	Print/Pub	Performance-Image Printing	Printouts take more time since documents are now an image file		IRO	Incident Response Operations
104	Print/Pub	Performance-Image Printing	Printing TIFF images is extremely slow	Requires a series of steps to copy the document from ADAMS to a local file, initiate the imaging software, then print	OCAA	Office of Commission Appellate Adjudication
105	Print/Pub	Performance-Printing	Printing scanned documents in TIFF takes an enormous time to print, even using the workaround in the ADAMS desk reference guide on pg 214.		OE	Office of Enforcement
106	Print/Pub	Performance-Printing	Takes an extremely long time to print a document once found		OCM/NJD	
107	Print/Pub	Performance-Printing	The length of time to print some types of documents is unacceptable		OCIO	Office of the Chief Information Officer
108	Print/Pub	Quality-Printing	Printouts are garbled		OIP	Office of International Programs
109	Print/Pub	Quality-Printing	Printouts are occasionally unreadable		OCM/NJD	

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110	Print/Pub	System-Installation-Printer Drivers	Postscript drivers have not been installed on all NRC printers resulting in some sloppy 'draft views'		IRO	Incident Response Operations
111	Print/Pub	System-Installation-Printer Drivers	Printer driver inconsistencies among workstations cause documents to be formatted differently depending on the workstation or printer	Staff must spend time assessing document inconsistencies and correcting format errors before the document can be released. This is time-consuming and cumbersome and should be unnecessary.	NRR	Office of Nuclear Reactor Regulation
112	Print/Pub	System-Printing Documents	Experiencing problems in printing ADAMS documents		OSTP	Office of State and Tribal Programs
113	Print/Pub	Workload-PDF File Conversion	Documents converted to PDF may not convert correctly if they contain imbedded objects or have been opened using other than their native software applications	Requires a time consuming 100% check of converted documents to assure an accurate 'record copy'	SECY	Office of the Secretary
114	Print/Pub	Workload-Printing Process	The ADAMS print function is cumbersome.	Staff report that either the print command does not work at all or that it takes extremely long times to print documents.	OGC	Office General Counsel
115	Print/Pub	Workload-Printing Process-Packages	Print documents which include 'packages' and scanned attachments requires cumbersome 'work-arounds'		OGC	Office General Counsel
116	Print/Pub	Workload-Printing Process-Scanned Documents	Print documents which include 'packages' and scanned attachments requires cumbersome 'work-arounds'		OGC	Office General Counsel
117	Print/Pub	Workload-Printing Process-TIFF Documents	Printing documents or pages is not efficient	Having to save a TIFF document to an imaging file to print is time consuming.	OCFO	Office of the Chief Financial Officer
118	Print/Pub	Workload-Printing Process-TIFF Documents	The steps needed to print TIFF files continues to be cumbersome and time consuming.	Results in additional effort and staff confusion	NRR	Office of Nuclear Reactor Regulation

<b>Implementation Issues Associated with OTHER - PROGRAM ADMINISTRATION</b>						
119	O-PgmAdmin	Accessibility-System	The system does not provide all NRC user view rights when a document is made publicly available.		Region 3	Region 3
120	O-PgmAdmin	Consistency-Accession Numbers	Publicly available ADAMS documents have different accession numbers on the internal and external libraries.	This causes significant public confusion and difficulty in assisting the public in finding documents. To compound this issue, only the internal accession number is noted on most documents	NMSS	Office of Nuclear Material Safety and Safeguards

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121	O-PgmAdmin	Consistency-Participation	C- "Since ADAMS distribution is basically by email notification now, I am worried that people invited to meetings and other date dependent activities will simply ignore the notification or put it off until later and miss the activity."		IRO	Incident Response Operations
122	O-PgmAdmin	Consistency-Usage	There is a lack of consistency when forwarding ADAMS documents requiring action	The requirement for action is in the content of the document located in ADAMS, which causes the action to be delayed or missed	Region 3	Region 3
123	O-PgmAdmin	Consistency-Usage	ADAMS is not being used the same throughout the agency.	Inconsistencies are evident in te types and numbers of documents stored in ADAMS and the methods used to disseminate documents within the agency.	OCFO	Office of the Chief Financial Officer
124	O-PgmAdmin	Documentation	Guidelines for handling documents placed into ADAMS have been coming in sporadically	In many cases, they have been coming from different sources with conflicting instructions	Region 3	Region 3
125	O-PgmAdmin	Documentation	It is difficult to locate needed information on available ADAMS workarounds within the ADAMS Desk Reference Guide		Region 3	Region 3
126	O-PgmAdmin	Documentation	Local procedures are extremely difficult to write and validate.	When attempting to test them, there are numerous systemic technical difficulties preventing the test process	OI	Office of Investigations
127	O-PgmAdmin	Qualification-Support Technicians	Support technicians have insufficient knowledge of the network, equipment, software, and procedures		OIP	Office of International Programs
128	O-PgmAdmin	Standards-Document Capture	Many relatively trivial documents with little long-term value are being entered into ADAMS	(e.g. short-term delegations of authority)	OGC	Office General Counsel
129	O-PgmAdmin	Support-Change Request	Requesting a new "Docuent Type" field is slow	SECY experienced a two day turnaround to get a new document type added to the drop-down list	SECY	Office of the Secretary
130	O-PgmAdmin	Support-Document Retrofitting	Retrofitting approved and funded documents is well beyond the initial schedule	Incomplete agency record and inability to access critical documents as part of the business process	NRR	Office of Nuclear Reactor Regulation
131	O-PgmAdmin	Support-Technical	The separation between hardware, software, network, and ADAMS technicians causes delays and redundant visits by technicians	(e.g. it took 3 separate technicians 3 days to install a scanner)	OIP	Office of International Programs

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132	O-PgmAdmin	Support-Time Consuming	Help call processes with ADAMS personnel are extremely time consuming		OCM/NJD	
133	O-PgmAdmin	Training-Content	ADAMS training was insufficient in content to actually be prepared to use ADAMS.	Given so far in advance of implementation that much of what was learned was forgotten.	OGC	Office General Counsel
134	O-PgmAdmin	Training-Timeliness	Initial training was provided so far in advance of the start time of the program that the majority of the knowledge learned has been lost through lack of use		Region 3	Region 3
135	O-PgmAdmin	Workload-System Output	Staff either do not receive documents pertinent to their work on a timely basis or are required to weed through an ERIDS mailbox that is densely populated with documents that are poorly described.		OGC	Office General Counsel

<b>Implementation Issues Associated with OTHER - GENERAL</b>						
136	O-General	Availability-System	Unavailability of the system has slowed down the public release of documents on Commission meetings and impacted timeliness of profiling documents into ADAMS		SECY	Office of the Secretary
137	O-General	Availability-System-Servers	Need to improve the availability of the ADAMS servers	One week, the ADAMS servers were down 15% of the time.	Region 1	Region 1
138	O-General	Consistency-Process	ADAMS has been so customized by individual offices that there is little consistency from office to office, making document retrieval very difficult		OGC	Office General Counsel
139	O-General	Cost-Process	ADAMS deployment caused NRR to incur significant staff costs investing in process analysis and reengineering to work in the new electronic document management environment		NRR	Office of Nuclear Reactor Regulation
140	O-General	Confidence	2,206 petitioners have concluded that ADAMS undermines public confidence as well as regulatory effectiveness and efficiency.		OGC	Office General Counsel

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141	O-General	Confidence	C- "I doubt that senior NRC managers and Commissioners really review the many hundreds of pages of documents that they must wade through based upon the limited perspective offered by their computer screens."		IRO	Incident Response Operations
142	O-General	Incompatibility-INFORMS	ADAMS is not compatible with InForms	Need to exit ADAMS and reboot the workstation before InForms can be opened	SECY	Office of the Secretary
143	O-General	Incompatibility-INFORMS	Conflicts exist between ADAMS and INFORMS (the NRC forms management system). There is not any way to place an INFORMS document into ADAMS without printing and scanning it. Also cannot run both INFORMS and ADAMS at the same time		NMSS	Office of Nuclear Material Safety and Safeguards
144	O-General	Incompatibility-INFORMS	The computer locks up completely and requires a reboot if InForms is open during the use of ADAMS.		IRO	Incident Response Operations
145	O-General	Indication-System-Process	Staff report that they have difficulty ascertaining whether the system is working on their search requests or how long it might take to perform the search		OGC	Office General Counsel
146	O-General	Integration-System	C- "If the Agency wants people working in ADAMS, then ADAMS should open up along with the other "Startup" programs when an employee logs on his/her computer."		IRO	Incident Response Operations
147	O-General	Integration-System	Reviewing ADAMS files or transferring files to ADAMS creates a copy of the file in the user's C:\ADAMS\CACHE directory.		IRO	Incident Response Operations
148	O-General	Integration-System-WordPerfect	The ADAMS overlay has eliminated useful features of WordPerfect	(eg. The "Enhanced Dialog" function which allowed one to search WordPerfect files does not work under ADAMS)	OGC	Office General Counsel
149	O-General	Performance-System	ADAMS is extremely slow		ADM	Office of Administration
150	O-General	Performance-System	ADAMS is unreliable and slow		NRR	Office of Nuclear Reactor Regulation

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151	O-General	Performance-System	Staff has encountered inefficiencies in both system response time and various system processes which result in extra effort.		OCFO	Office of the Chief Financial Officer
152	O-General	Performance-System	System has slow response times		HR	Office of Human Resources
153	O-General	Performance-System	System is unreliable, slow, and time-consuming		EDO	Executive Director for Operations
154	O-General	Performance-System	System response is very slow	Staff time is spent waiting for the system	NMSS	Office of Nuclear Material Safety and Safeguards
155	O-General	Performance-System	The distribution of documents needed for day-to-day functioning has slowed and is unreliable.		OGC	Office General Counsel
156	O-General	Performance-System	The overall performance of ADAMS at the resident sites is slow and can be improved to help facilitate increased usage of the system	Recent OCIO tests performed at Calvert Cliffs demonstrated that ADAMS performed at 1/4 the speed of the region and headquarters.	Region 1	Region 1
157	O-General	Performance-System	Slow response times	(e.g. 4 hours to input 36 pages by an experienced operator)	OIP	Office of International Programs
158	O-General	Performance-System	Response times of other desktop applications seem to have degraded		OCFO	Office of the Chief Financial Officer
159	O-General	Performance-System-Multiple Processing	Multiple processing slow down the entire system		IRO	Incident Response Operations
160	O-General	Performance-WordPerfect	ADAMS slows down response times in WordPerfect.		SECY	Office of the Secretary
161	O-General	Quality-Scanning	The ADAMS (Watermark) software does an inferior job of first pass OCR (text recognition) and format conversion		NMSS	Office of Nuclear Material Safety and Safeguards
162	O-General	Reliability-System	System is unreliable, slow, and time-consuming		EDO	Executive Director for Operations
163	O-General	Reliability-System	The distribution of documents needed for day-to-day functioning has slowed and is unreliable.		OGC	Office General Counsel
164	O-General	Reliability-System	System is unreliable as indicated by frequent network announcements of total or partial feature outages		NMSS	Office of Nuclear Material Safety and Safeguards
165	O-General	Reliability-System	System outages are too frequent		OCFO	Office of the Chief Financial Officer

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166	O-General	Reliability-System	The computer is locked up while waiting for ADAMS		OIP	Office of International Programs
167	O-General	Suitability-System-Network & Workstations	Network and workstations are underpowered and not suitable for the intensive computer processing required by ADAMS		OIP	Office of International Programs
168	O-General	Usability-Process	Numerous "workaround" solutions to problems are required currently to make the system function. These cumbersome and time-consuming steps discourage users		OI	Office of Investigations
169	O-General	Usability-Process	ADAMS results in time-consuming, cumbersome data quality endeavors		NRR	Office of Nuclear Reactor Regulation
170	O-General	Usability-Security List	In Security, only the first letter of the group being searched can be typed, then it is necessary to scroll down through the list to find the appropriate group.		SECY	Office of the Secretary
171	O-General	Workload-Process	There is no easy means to access and copy ADAMS metadata to other client server systems such as RPS, resulting in multiple double entry of data by staff	Additional effort expended	NRR	Office of Nuclear Reactor Regulation
172	O-General	Workload-Process	New steps and processes result in document processing delays		EDO	Executive Director for Operations
173	O-General	Workload-Process	Numerous "workaround" solutions to problems are required currently to make the system function. These cumbersome and time-consuming steps discourage users		OI	Office of Investigations
174	O-General	Workload-Process	ADAMS has greatly increased the workload of NRC support staff.		SECY	Office of the Secretary
175	O-General	Workload-Process	Significant increase in workload without any observed direct benefit		OPA	Office of Public Affairs
176	O-General	Workload-Process	Using ADAMS as a distribution system has shifted administrative tasks from support personnel to the professional staff		OGC	Office General Counsel
177	O-General	Workload-Process	C- "ADAMS has become a time-consuming effort that does not give the anticipated results, and consumes overhead resources from those who are classified as direct labor."		IRO	Incident Response Operations

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178	O-General	Workload-Process	ADAMS results in time-consuming, cumbersome data quality endeavors		NRR	Office of Nuclear Reactor Regulation
179	O-General	Workload-Process	Usage is resource intensive		OIP	Office of International Programs