June 7, 2005

MEMORANDUM TO: Luis A. Reyes
                    Executive Director for Operations

FROM: Stephen D. Dingbaum**/RA/**
                    Assistant Inspector General for Audits

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF NRC'S
                    REACTOR PROGRAM SYSTEM (OIG-05-A-11)

REFERENCE: DEPUTY EXECUTIVE DIRECTOR FOR REACTOR AND
                    PREPAREDNESS PROGRAMS, MEMORANDUM DATED
                    MAY 19, 2005

Attached is the Office of the Inspector General (OIG) analysis and status of the
recommendations as discussed in the agency's response dated May 19, 2005. Based
on this response, recommendations 1 thru 10 are in a resolved status. Please provide
an updated status of the resolved recommendation by October 14, 2005.

If you have questions or concerns, please call me at 415-5915.

Attachment: As stated

cc: W. Dean, OEDO
       M. Malloy, OEDO
       P. Tressler, OEDO

Audit Report
Audit of NRC's Reactor Program System
OIG-05-A-11

Status of Recommendations

Recommendation 1:   Implement a tiered access level structure that allows users access to RPS modules based on the least privilege principle. This should include guidance on which users may receive what level of access.

Response Dated
May 19, 2005:   Agree. The Office of Nuclear Reactor Regulations (NRR) intends to implement an access structure in conjunction with the changes made to support Recommendations 2, 3, and 4 of the audit report. Procedures will be incorporated into NRC Inspection Manual Chapter (IMC) 0306.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. Recommendation 1 will be closed once OIG has received evidence that an access structure has been implemented.

Status: Resolved.

Audit Report
Audit of NRC's Reactor Program System
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Status of Recommendations

Recommendation 2:   Implement a process for removing access rights from inactive Reactor Program System users.

Response Dated
May 19, 2005:   Agree. NRR is currently implementing a process for removing access from inactive Reactor Program System (RPS) users. Procedures will be incorporated into IMC 0306.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. Recommendation 2 will be closed once OIG has received evidence that a process to remove inactive RPS user access has been implemented.

Status: Resolved.

Status of Recommendations

Recommendation 3:   Implement a uniform quality control and Reactor Program
                           System data entry review process that will ensure data
                           accuracy and timeliness.

Response Dated
May 19, 2005:   Agree. NRR intends to implement a quality control program
                           in RPS that will improve data and ensure accuracy and
                           timeliness. NRR will strengthen procedures for the existing
                           control measures to ensure data accuracy and timeliness in
                           IMC 0306 and IMC 0612, and implement the necessary
                           software changes.

OIG Analysis: The proposed corrective actions address the intent of OIG's
                           recommendation. Recommendation 3 will be closed once
                           OIG has received evidence that a quality control program
                           and procedures to ensure data accuracy have been
                           implemented.

Status: Resolved.

Audit Report
Audit of NRC's Reactor Program System
OIG-05-A-11

Status of Recommendations

Recommendation 4: Develop a process to lock down Reactor Program System inspection data fields after the inspection report has been issued.

Response Dated
May 19, 2005: Agree. NRR intends to implement a process to lock down inspection sample data after it has been reviewed, approved and certified. NRR will incorporate appropriate procedures and implement required software changes.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. Recommendation 4 will be closed once OIG has received evidence that a process to lock down inspection data fields has been implemented.

Status: Resolved.

Audit Report
Audit of NRC's Reactor Program System
OIG-05-A-11

Status of Recommendations

Recommendation 5: Formalize a process for handling Reactor Program System Help requests.

Response Dated
May 19, 2005: Agree. NRR will formalize a process for handling Reactor Program System Help requests from RPS users.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. Recommendation 5 will be closed once OIG has received evidence that a formal process to handle Reactor Program System Help requests has been implemented.

Status: Resolved.

Status of Recommendations

Recommendation 6: Create performance metrics to assess timeliness and user satisfaction of Reactor Program System Help.

Response Dated
May 19, 2005: Agree. Using data collected from Recommendation 5, NRR will develop and monitor performance metrics to assess timeliness of and user satisfaction with the Reactor Program System Help program.

OIG Analysis: The proposed corrective actions address the intent of OIG's recommendation. Recommendation 6 will be closed once OIG has received evidence that performance metrics have been implemented.

Status: Resolved.

Status of Recommendations

Recommendation 7:   Develop a formal process for Reactor Program System regional counterparts to proactively gather user concerns prior to counterpart meetings.

Response Dated
May 19, 2005:   Agree. The regions will develop a formal process for Reactor Program System regional counterparts to proactively gather user concerns prior to counterpart meetings.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. Recommendation 7 will be closed once OIG has received evidence that a formal process for Reactor Program System regional counterparts to proactively gather user concerns prior to counterpart meetings has been implemented.

Status: Resolved.

Status of Recommendations

Recommendation 8:   Conduct an annual Reactor Program System user survey to
                       determine the needs of the users.

Response Dated
May 19, 2005:   Agree. NRR will conduct an annual Reactor Program
                       System user survey to determine the needs of the users and
                       will formalize this annual user survey within system operating
                       procedures.

OIG Analysis: The proposed corrective actions address the intent of OIG's
                       recommendation. Recommendation 8 will be closed once
                       OIG has received evidence that an annual survey has been
                       conducted and this survey has been added within system
                       operating procedures.

Status: Resolved.

Status of Recommendations

<u>Recommendation 9:</u>	Implement a formal Reactor Program System training program that includes periodic refresher training and classes tailored to different user responsibilities.
Response Dated May 19, 2005:	Agree. As part of the survey described in Recommendation 8, NRR will ascertain the training needs of the RPS users. The Headquarters Reactor Program team will provide training to the regional counterparts. Training in the regions will be conducted by the regional counterparts. The Headquarters Reactor Program team will provide training at the regions when requested.
OIG Analysis:	The proposed corrective action addresses the intent of OIG's recommendation. Recommendation 9 will be closed once OIG has received evidence that a formal training program has been implemented.
Status:	Resolved.

Status of Recommendations

Recommendation 10:   Complete the efforts to provide users with current system
information in the form of online tutorials.

Response Dated
May 19, 2005:   Agree. The RPS software maintenance contractor is already
developing on-line "how-to" tutorials for RPS. The
development of these tutorials is being prioritized so that
new system features, as well as the system's most used
features, are addressed first.

OIG Analysis: The proposed corrective action addresses the intent of OIG's
recommendation. Recommendation 10 will be closed once
OIG has received evidence that "how-to" tutorials have been
implemented for the current modules.

Status: Resolved.