

August 15, 2005

MEMORANDUM TO: Stephen D. Dingbaum
Assistant Inspector General for Audits
Office of the Inspector General

FROM: Jacqueline E. Silber **/RA/**
Deputy Executive Director
for Information Services and Administration,
and Chief Information Officer
Office of the Executive Director for Operations

SUBJECT: RESPONSE TO RECOMMENDATIONS: AUDIT OF NRC'S
TELECOMMUNICATIONS PROGRAM (OIG-05-A-13)

This responds to the June 7, 2005, memorandum transmitting the subject audit report.

Recommendation 1

Purchase and implement billing review software to assist in implementing a cost-effective, comprehensive telecommunications billing review process.

Response

Agree. OIS is performing market research into the viability of using a telecommunications asset management system which includes billing review software. The research will provide input for a business case analysis to determine cost effectiveness. The final plans and schedules for addressing this recommendation will be developed along with the business case analysis. Business case completion date: March 31, 2006.

Recommendation 2

Establish benchmarks for determining if telecommunications charges are accurate and appropriate.

Response

Agree. Based on agency past usage and business needs, OIS will identify reasonable telecommunications costs (local, long distance, and wireless) to establish benchmarks for telecommunications charges. OIS will also implement a quarterly review process whereby actual telecommunications charges will be compared against the benchmarks to identify unusual patterns that may indicate the presence of inaccurate or inappropriate charges. OIS will then take actions as appropriate. Completion date: September 30, 2006.

Recommendation 3

Revise MD and Handbook 2.3 to include effective management controls over headquarters staff use of agency telecommunications services.

Response

Agree. OIS will revise and update Management Directive (MD) 2.3, "Telecommunications," and the related handbook to address inconsistencies in headquarters and regional operations and provide a standard approach to managing agency-wide telecommunications resources. Completion date: September 30, 2006.

Recommendation 4

Establish requirements for routinely conducting inventories of telephone lines and circuits for which the agency pays monthly recurring charges, assessing usage of these telephone lines and circuits, and making adjustments to account for unneeded telephone lines and circuits.

Response

Agree. OIS will implement the recommendation as stated. Completion Date: September 30, 2006.

Recommendation 5

Define and enforce appropriate use of agency toll-free numbers.

Response

Agree. OIS will issue interim guidance defining standard use of headquarters' toll-free numbers. OIS will also address this as part of the update to MD and Handbook 2.3 as stated in the response to Recommendation 3. Completion date for interim guidance: December 31, 2005.

Recommendation 6

Develop and implement a communications plan to better inform employees about the availability and benefits of using calling cards.

Response

Agree. OIS will periodically issue network announcements concerning the availability and benefits of using long distance calling cards. The announcements will also include a link to the OIS Computer Operations and Telecommunications Branch's web page where instructions on obtaining and using a calling card are provided. In addition, OIS will meet with agency IT Coordinators and regional telecommunications contacts to inform them of the availability and benefits of using calling cards, and ask that they relay this information to their respective organizations. Completion date: December 31, 2005.

Recommendation 7

Discontinue the \$4 per day reimbursement option and issue calling cards instead.

Response

The Office of the Chief Financial Officer will provide a separate response for this recommendation.

Recommendation 8

Select secure cell phone service plans for the regions and headquarters that provide the best coverage for users in these different geographic locations.

Response

Agree. NSIR and OIS will work together to compare available secure cell phone service plans and select the plan that provides the best coverage for headquarters and regional users. Completion date: December 15, 2005.

Recommendation 9

If additional secure cell phones are purchased, select phones that will facilitate the best coverage for users in the regions and in headquarters.

Response

Agree. Once a plan has been identified from Recommendation 8, NSIR will coordinate the purchase of secure cell phones with OIS to ensure the best coverage for headquarters and regional users. Completion date: December 31, 2005.

Recommendation 10

Implement the existing security guard contract requirement to ensure the telephone closet doors are checked throughout the facility and add the requirement to check the telephone closet doors to the security guard post orders.

Response

Agree. ADM, Division of Facilities and Security (DFS), has reminded the security guard contractor to check telephone closet doors during and after normal working hours. During working hours, the security guards check the doors on a random basis during patrols. The security guard post orders will be modified to specifically address the requirement to check the telephone closet doors. Completion date: September 30, 2005.

Recommendation 11

Issue periodic written reminders to telecommunications contractors, and to other contractors who require access to the telephone closets, conveying the NRC security requirement to keep the telephone closet doors locked when the closets are unattended.

Response

Agree. Project Officers responsible for contractors requiring access to telephone closets will issue semi-annual reminders to their contractors as recommended. Completion date (first round of reminders): August 30, 2005.

Recommendation 12

Impose penalties, such as security infractions or fines, on individuals who do not adhere to the security requirement to keep the telephone closet doors locked.

Response

Agree. The ADM/DFS Security Branch (SB) will issue a security infraction to individuals who do not adhere to the security requirement to keep the telephone closet doors locked when responsibility for having left a telephone closet door open can be assigned to a specific individual. Management Directive 12.1, Part V, "Infractions and Violations," (A)(2)(a)(i), (ii) contains the policy by which NRC and NRC contractor employees may be issued a security infraction for "failure to comply with NRC security requirements or procedures." Completed: July 27, 2005.

Recommendation 13

Install a locking door on the telephone closet within the Technical Training Center office suite to prevent unauthorized access to the telephone lines.

Response

Agree. A lock has been installed to secure the telephone closet in the office suite. The key to that lock is kept in a secure cabinet in the Technical Training Center (TTC). The TTC has also re-keyed the door to the supply room in which the telephone closet is located. In addition, the supply room door has an automatic closure mechanism to ensure it closes after opening.
Action completed: July 8, 2005.

If you have any questions, please contact Arnold E. Levin, Director, Infrastructure and Computer Operations Division, Office of Information Services at 301-415-7458.

cc: Chairman Diaz
Commissioner Merrifield
Commissioner Jaczko
Commissioner Lyons
SECY

Recommendation 13

Install a locking door on the telephone closet within the Technical Training Center office suite to prevent unauthorized access to the telephone lines.

Response

Agree. A lock has been installed to secure the telephone closet in the office suite. The key to that lock is kept in a secure cabinet in the Technical Training Center (TTC). The TTC has also re-keyed the door to the supply room in which the telephone closet is located. In addition, the supply room door has an automatic closure mechanism to ensure it closes after opening.
Action completed: July 8, 2005.

If you have any questions, please contact Arnold E. Levin, Director, Infrastructure and Computer Operations Division, Office of Information Services at 301-415-7458.

cc: Chairman Diaz
Commissioner Merrifield
Commissioner Jaczko
Commissioner Lyons
SECY

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ADAMS Document Title: NRC's Telecommunications Program (OIG-05-A-13) - Memorandum to S. Dingbaum, OIG, from J. Silber, DEDIA

*See previous concurrence

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