

April 11, 2007

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  
TELECOMMUNICATIONS PROGRAM (OIG-05-A-13)

REFERENCE: DIRECTOR, OFFICE OF INFORMATION SERVICES,  
MEMORANDUMS DATED FEBRUARY 28, 2007, and  
APRIL 3, 2007

Attached is the Office of the Inspector General's analysis and status of recommendations 1 through 5, as discussed in the agency's responses dated February 28, 2007, and April 3, 2007. Based on these responses, recommendations 1 through 4 remain in resolved status and recommendation 5 is closed. Please provide an update on the status of all resolved recommendations by August 31, 2007.

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

Attachment: Status of Recommendations

cc: M. Johnson, OEDO  
M. Malloy, OEDO  
P. Tressler, OEDO

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 1: Purchase and implement billing review software to assist in implementing a cost-effective, comprehensive telecommunications billing review process.

Response Dated  
February 28, 2007: The projected completion date for the documentation of sound billing review practices and placement into force has been delayed due to shift in priorities to accommodate emerging work associated with the Executive Boulevard office and other space planning efforts with limited resources. The process documentation will be finalized and implemented in March 2007, along with the finalization of the associated SOP. OIS will provide OIG the evidentiary documentation no later than April 1, 2007.

Response Dated  
April 3, 2007: The projected completion date for the documentation of sound billing review practices and placement into force has been delayed due to a shift in priorities to accommodate emerging work associated with the Executive Boulevard and other space planning efforts with limited resources. The process documentation will be finalized and placed into force in May 2007, along with the finalization of the associated SOP. OIS will provide the evidentiary documentation in June 2007.

OIG Analysis: OIG reviewed the Standard Operating Procedures developed for the billing review process. The procedures provide for a systematic review of the telecommunications billing. The proposed corrective actions address the intent of OIG's recommendation. This recommendation will be closed after evidence has been provided showing that the process has been implemented.

**Status:** Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 2: Establish benchmarks for determining if telecommunications charges are accurate and appropriate.

Response Dated

February 28, 2007: OIS will have the benchmarks established as part of the processes in Recommendation 1 and will implement one of these procedures in March 2007. OIS will provide OIG (1) a copy of the SOP and (2) a copy of an analysis comparing actual charges against the benchmarks no later than April 1, 2007.

Response Dated

April 3, 2007 OIS will have the benchmarks established as part of the process in Recommendation 1 and will implement these procedures in May 2007. OIS will provide OIG (1) a copy of the SOP and (2) a copy of an analysis comparing actual charges against the benchmarks. This work has been delayed to accommodate emerging work related to the agency space planning efforts. The projected date of completion is June 2007.

OIG Analysis: The proposed corrective actions address the intent of OIG's recommendation. This recommendation will be closed when OIG receives a copy of an analysis comparing actual charges against the benchmarks.

**Status:** Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 3: Revise MD and Handbook 2.3 to include effective management controls over headquarters staff use of agency telecommunications services.

Response Dated  
February 28, 2007: Although progress has been made to submit Management Directive and Handbook 2.3 for final review and concurrence, and issuance, higher priority work has impacted completion of this effort. OIS expects to submit the Management Directive and its associated handbook to the Office of Administration by March 2007. Final concurrence and publication is anticipated to occur in July 2007.

Response Dated  
April 3, 2007 Although progress has been made to submit Management Directive and Handbook 2.3 for final review, concurrence, and issuance, higher priority work has impacted completion of this effort. OIS expects to submit the Management Directive and its associated Handbook to the Office of Administration in May 2007. Final concurrence and publication is anticipated to occur in September 2007.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. OIG reviewed the draft Management Directive and Handbook 2.3 and this recommendation will be closed when OIG receives and evaluates the revised MD and Handbook 2.3.

**Status:** Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

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 Dated

February 28, 2007:

Higher priority space projects to support agency growth, such as the Executive Boulevard build out, the Gateway expansion and the Professional Development Center relocation have impacted the completion of standard operating procedures for conducting the inventory, assessing usage and making adjustments. OIS will provide OIG (1) a copy of the SOP indicating that the inventories will be conducted on a routine basis and (2) a copy or summary of the first such inventory. The projected date of completion of this recommendation is April 1, 2007.

Response Dated

April 3, 2007

High priority work to accommodate agency space planning efforts have impacted the completion of the standard operating procedures for conducting the inventory, assessing usage, and making adjustments. OIS will provide OIG (1) a copy of the SOP indicating that the inventories will be conducted on a routine basis and (2) a copy or summary of the first such inventory. The projected date of completion of this recommendation is June 2007.

OIG Analysis:

OIG reviewed the Standard Operating Procedures and noted the requirement for the phone contractor to verify the number of telephone lines in connection with the billing review. The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives a copy or summary of the first such inventory.

**Status:**

Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 5: Define and enforce appropriate use of agency toll-free numbers.

Response Dated  
February 28, 2007

Interim guidance on the use of agency toll-free numbers has been posted on the NRC Intranet under the OIS homepage. This guidance will be incorporated into Management Directive 2.3 and its associated handbook. The anticipated completion date for the revised Management Directive and Handbook 2.3 is July 2007.

Response Dated  
April 3, 2007

Interim guidance on the use of agency toll-free numbers has been posted on the NRC Intranet under the OIS homepage. This guidance will be incorporated into Management Directive 2.3 and its associated handbook. The anticipated completion date for the revised Management Directive and Handbook 2.3 is September 2007.

OIG Analysis:

OIG reviewed the interim guidance posted on the NRC Intranet under the OIS homepage and found that it defines the appropriate use of the agency toll-free numbers. The posting of the guidance addresses the intent of the recommendation. This recommendation is therefore closed.

**Status:**

Closed.