

**Annual Agencywide Information Technology/Information Management (IT/IM)
Performance Review
Results for FY 2008 and Recommendations for FY 2009-2011**

Goal 1—Information: Make it easy for the staff to produce and access information to perform their work and for stakeholders to participate and interact effectively with the agency.

Performance Measure	FY 07 Target	FY 07 Performance	FY 08 Target	FY 08 Performance	FY 09 Target
<u>ADAMS Timeliness for NRC-Generated Documents</u> ^{1,2,3} - Percent of non-sensitive, unclassified regulatory documents generated by the NRC and sent to the agency's Document Processing Center that are released to the public by the sixth working day after the date of the document.	90%	75%	90%	82%	90%
<u>ADAMS Timeliness for Externally-Generated Documents</u> ^{1,2,3} - Percent of non-sensitive, unclassified regulatory documents received by the NRC that are released to the public by the sixth working day after the document is added to the ADAMS main library.	90%	87%	90%	84%	90%
<u>Public Meeting Notice Timeliness</u> ^{1,2,3} - Percent of category 1, 2 and 3 meetings on regulatory issues for which NRC issues public notices 10 days in advance of the meeting.	90%	93%	90%	91%	90%
<u>FOIA Timeliness</u> ^{1,2,3} - Percent of the time that the NRC responds to FOIA requests in less than or equal to 20 business days.	50% (FOIA Improvement Plan)	67%	75% (FOIA Improvement Plan)	74%	75% (FOIA Improvement Plan)
<u>External Stakeholder Satisfaction</u> ^{1,2,3} - Meets agency targets for external stakeholder satisfaction with key NRC information dissemination channels, including the NRC public Web site. The measure for the public site is the NRC score on the annual American Customer Satisfaction Index for Federal Web Sites.	Federal agency mean score (72)	70%	Federal agency mean score (72)	71%	72%

Performance Measure	FY 07 Target	FY 07 Performance	FY 08 Target	FY 08 Performance	FY 09 Target
<u>Internal Stakeholder Satisfaction</u> ³ - Staff members' satisfaction with their access to the information needed to do their job based on the annual NRC employee survey.	New Measure in FY 08		Establish baseline and set target for FY 2010	Baseline = 3.6. Target for FY 2010 = 3.6	N/A, biannual. Next survey in FY 2010
<u>ADAMS Availability</u> ⁴ - Percent of the time that the ADAMS Main Library (ML) and Publicly Available Records System (PARS) are available during the operating hours specified in their service level agreement.	New Measure in FY 08		99%	ML-99.9% PARS-99.9%	99%

¹ FY 08 Green Book Measure

² FY 09 Green Book Measure

³ FY 2008-2013 IT/IM Strategic Plan Measure

⁴ Appears in FY 2008-2013 IT/IM Strategic Plan as a component of the Goal 2 measure "Internal Stakeholder Satisfaction – Staff members' satisfaction with access to the information needed to do their job based on results from the NRC employee survey."

Performance Summary: Three of seven targets were met.

Performance Discussion: The two Agencywide Documents Access and Management System (ADAMS) timeliness measures were not met. The measure for internally-generated documents is a challenging one, but it has improved steadily over the past four years. The measure for externally generated documents declined. This decline was partially due to offices not reviewing documents in a non-public pending review status in a timely manner. The Freedom of Information Act (FOIA) measure improved by 7 percentage points over FY 07 and came very close to meeting the goal of 75% set in our FOIA improvement plan. As an agency, the offices slightly exceeded the goal of responding to OIS within 10 days for 90% of requests. We continue to do very well in this area compared to other agencies. We improved by one percentage point on the public Web site satisfaction survey, but did not meet the target. We expect improvement in this measure after the public Web site redesign.

Measure Changes for FY 09:

- The target for public web site satisfaction was fixed at 72% instead of the Federal Agency Mean Score which was a moving target.
- ADAMS satisfaction was discontinued as a separate measure because it is now covered in the biannual NRC Employee Survey. In FY 08 ADAMS received a score of 3.0 out 5 on this survey, which was the second lowest of those systems included in the survey. We do not expect any significant improvement in this measure until after the planned upgrades to ADAMS are implemented

Recommended Focus Areas for FY 09:

- OIS and offices need to continue their efforts to improve performance to meet agency targets for timely release of public documents in ADAMS. OIS is working with OEDO and HR on process improvements and training to help reach our target of 90%. OIS needs to move ahead with modernization activities for ADAMS and the Public Web site.

Measure Accountability for FY 09:

- Corporate Support Measures in Office Operating Plans: FOIA timeliness, public meeting notice timeliness, and ADAMS timeliness for NRC-generated documents.
- SES Element 5: Same as Corporate Support Measures.
- OIS Operating Plan and OIS SES Plans: All FY 09 measures

Measure Changes for FY 10: No changes to the measures in the IT/IM Strategic Plan. However, the number of corporate support measures in the Green Book was reduced for FY 2010. Only the following composite measure will be reported:

- Information Dissemination Timeliness – Meet agency timeliness targets for key information dissemination channels, including public meeting notices, FOIA responses, and documents made publicly available through ADAMS.

This measure is a composite of the first four measures in the table above. Formerly these measures were listed separately. The targets for the individual components of this measure are the same as for FY 09.

Recommended Measure Changes for FY 11: Change the target for the Green Book composite Information Dissemination Timeliness measure to “Meets 3 out of 4 targets” versus 4 out of 4. The two ADAMS targets have become more challenging to meet because of process changes associated with Sensitive Unclassified Non-Safeguards Information (SUNSI) reviews that have been introduced since these measures were first established. It is therefore unlikely that we will meet all 4 targets.

Goal 2—IT Applications: Achieve and sustain effective, easy-to-use, integrated, and transparent IT applications that support the management of information throughout its lifecycle.

Performance Measure	FY 07 Target	FY 07 Performance	FY 08 Target	FY 08 Performance	FY 09 Target
E-Gov Scorecard ¹ – Score on "Expanded Electronic Government" portion of the E-Gov Scorecard as assessed by NRC based on OMB performance standards.	Meet 4 out of 5 of the "yellow" criteria	4	Meet 5 out of 5 of the "yellow" criteria	4	Discontinued
Project Management Methodology ¹ – Implementation stage for the PMM.	New development activities will use the PMM	Met	Full implementation	Met	Discontinued
Portfolio Management ¹ – Percent of IT investments reviewed using a Portfolio Management System.	90%	100%	100%	100%	Discontinued

Performance Measure	FY 07 Target	FY 07 Performance	FY 08 Target	FY 08 Performance	FY 09 Target
<u>Enterprise Architecture Alignment with OMB Guidance</u> ¹ - Percent of agency enterprise architecture aligned with OMB guidance.	80% of OMB Tier 1 IT investments are aligned with the Federal Enterprise Architecture and entered into NRC's Enterprise Architecture repository	100%	90%	90%	Discontinued
<u>Major Investment Cost, Schedule, and Performance</u> ¹ - Percent of Major systems that operate within 90% of cost, schedule, and performance targets as defined by their business case.	100%	85.7%	100%	100%	Discontinued
<u>Expanded E-Gov Program</u> ¹ - Percent of expanded electronic government activities that achieve performance targets (Roll up of Goal 2, measures 1, 2, and 3, and Goal 3, measure 1).	75% (3 of 4)	75%	80% (effectively 100%)	75%	Discontinued
<u>Enterprise Architecture Maturity Level</u> ^{2,3} - Maturity level of NRC's Enterprise Architecture as assessed by the NRC based on Government Accountability Office criteria, on a scale of 1-5.	New Measure in FY 08		4	4	4
<u>OMB Exhibit 300 Scores</u> ^{2,3} - Percent of major IT investments that are rated "acceptable" based on OMB's evaluation of NRC's Exhibit 300 submission. For FY 08 "acceptable" was a score of at least 32 with at least a 4 in security and a 4 in privacy. May be modified by OMB for FY 09.	Not an official measure in FY 07; However performance for FY 07 is provided for trending purposes.	79%	100%	20% (OMB) 87% (NRC Self-Assessment in Q4)	100%

Performance Measure	FY 07 Target	FY 07 Performance	FY 08 Target	FY 08 Performance	FY 09 Target
E-Gov Milestones ³ - Number of milestones completed as scheduled and agreed to with OMB in the NRC's Electronic Government Implementation Milestone Plan.	Not an official measure in FY 07; However performance for FY 07 is provided for trending purposes.	95%	80%	95%	80%
IT Applications - Staff Satisfaction ³ - Average satisfaction with agencywide IT applications on a scale of 1-5 based on applicable questions in the NRC employee survey.	New Measure in FY 08		Establish baseline and set target for FY 2010	Baseline = 3.4, Target for FY 2010 = TBD	N/A, biannual. Next survey in FY 2010
Shared Data – Increase in the amount of authoritative data made available for sharing.	New Measure in FY 09				Establish baseline for one segment
IT-Applications - Availability ³ – Percent of identified applications that meet their specified availability target during the operating hours specified in service-level agreements.	New Measure in FY 09				Establish service-level agreements for systems operated by OIS

¹ FY 08 Green Book Measure

² FY 09 Green Book Measure

³ FY 2008-2013 IT/IM Strategic Plan Measure

Performance Summary: Met 7 of 10 measures.

Performance Discussion:

The e-Gov Scorecard measure was not met because we did not meet OMB's yellow criterion for Enterprise Architecture. Note that this is a different criterion than the Enterprise Architecture Maturity Level. Although the OMB Exhibit 300 measure was not met, our end-of-year self assessment predicts significant improvements for next year.

Measure Changes for FY 09: The following measures have been added:

- Availability – Percent of identified systems that meet their specified availability target during the operating hours specified in service level agreements (will be baselined in FY 2009).
- Shared Data – Increase in amount of authoritative data made available for sharing (will be baselined for one segment in FY 2009).

- OMB Exhibit 300 Scores – For FY 2009, this measure will be modified to use an end-of year score based on the NRC self-assessment after office remediation to bring the scores up to an acceptable level.

Recommended Focus Areas for FY 09:

- OIS, CSO, and offices should continue to focus on activities needed to achieve an acceptable OMB Exhibit 300 score for NRC's 14 major IT investments, including completing certification and accreditation (C&A) and the annual test of their contingency plans.
- Offices should ensure that project managers assigned to major IT investments have been certified by the Office of Administration at the senior/expert level.
- OIS will be expanding the NRC enterprise architecture to foster collaboration between the NRC Communities of Shared Interests, also known as segments. OIS will work with the Data Management Working Group (DMWG) to identify authoritative data sources and make them available for sharing within the segments and across the agency. The NRC offices have been asked to assign personnel to the DMWG who represent the executive sponsors and business stewards.
- Offices with E-Gov implementation actions should track them in their operating plans.
- OIS will continue to work with the IT Senior Advisory Council to better integrate Capital Planning and Investment Control (CPIC) and IT portfolio management with the agency planning, budgeting, and performance management (PBPM) process.

Measure Accountability for FY 09:

- Corporate Support Measures in Office Operating Plans: OMB Exhibit 300 Scores.
- SES Element 5: OMB Exhibit 300 Scores.
- OIS Operating Plan and OIS SES Plans: All FY 09 measures.

Measure Changes for FY 10: No changes to the measures in the IT/IM Strategic Plan. However, the number of corporate support measures in the Green Book was reduced for FY 2010. Only the measure on Exhibit 300 scores will be reported externally.

Recommended Measure Changes for FY 11: None at this time. Changes may be recommended later this year.

Goal 3—IT Security: Protect the NRC’s information and information technology to ensure information integrity, confidentiality, and availability.

Performance Measure	FY 07 Target	FY 07 Performance	FY 08 Target	FY 08 Performance	FY 09 Target
<u>Contingency Plan Testing</u> ^{2,3} - Percent of major operational applications and general support systems that have completed the annual test of their contingency plans.	New Measure in FY 08		80%	100%	80%
<u>System Certification and Accreditation</u> ^{2,3} – Percent of major operational applications and general support systems that have been certified and accredited.	New Measure in FY 08		90% of those scheduled to be accredited	100%	90% of those scheduled to be accredited
<u>Certification and Accreditation Process Effectiveness</u> ³ – Rating of NRC’s C&A process based on the annual IG assessment.	New Measure in FY 08		Acceptable	Met	Acceptable
<u>Security Plan of Actions and Milestones (POAM) Process Effectiveness</u> ³ – Rating of NRC’s IT Security Plan of Action and Milestones (POAM) process based on the annual IG assessment.	New Measure in FY 08		Acceptable	Met	Acceptable
<u>IT Security Awareness Training Participation</u> ³ - Percent of NRC staff that have completed the annual computer security awareness training by the September 1 cut-off date for OMB reporting.	New Measure in FY 08		95%	96%	95%
<u>Role-Based IT Security Training Participation</u> ³ – Percent of employees with specific IT security roles who complete the applicable role-based security training by the September 1 cut-off for OMB reporting.	New Measure in FY 08		25%	14%	25%
<u>Privacy Impact Assessments</u> ³ - Of NRC IT systems containing information in identifiable form about members of the public, the percent that have completed Privacy Impact Assessments.	New Measure in FY 08		90%	100%	90%
<u>Information Security Infractions</u> ³ – Reduction in information security infractions.	New measure for 2009				Set baseline

¹ FY 08 Green Book Measure

² FY 09 Green Book Measure

³ FY 2008-2013 IT/IM Strategic Plan Measure

Performance Summary: All but one of the measures were met.

Performance Discussion: Significant progress was made on IT Security in FY 08. All the systems completed the testing of their contingency plans and 17 major applications and general support systems were certified and accredited, a notable improvement. In addition, major improvements were recognized in the IG's ratings of the C&A and POA&M processes and we are up to date with our privacy impact assessments. The measure on role-based IT security training was missed because of delays in establishing the necessary interagency agreement with the Department of State.

Measure Changes for FY 09:

- The following new measure will be baselined in FY 2009 by the Office of Administration:

Information Security Infractions – Reduction in information security infractions

Focus Areas for FY 09:

- The CSO, OIS, and system sponsors should continue to work towards completing the C&A of major systems and general support systems. A memorandum laying out the schedule for FY 2009 was issued on November 24, 2008 (ADAMS accession number ML083120040). We plan to work with offices get to the rest of the unaccredited systems completed by the end of FY 2009.
- Offices with major applications should again complete the annual test of their contingency plans. OEDO tickets will be issued to the affected offices as was done last year.
- Offices should continue to support IT security awareness and role-based training for their staff; however these measures will no longer be tracked in office operating plans.

Measure Accountability for FY 09:

- Corporate Support Measures in Office Operating Plans: system C&A, contingency plan testing
- SES Element 5: N/A
- CSO Operating Plan and SES Plan: All except the last two measures.
- OIS Operating Plan and SES Plan: The privacy impact assessment measure.
- ADM Operating Plan and SES Plan: Baseline the last measure

Measure Changes for FY 10:

No changes to the measures in the IT/IM Strategic Plan. However the number of corporate support measures in the Green Book was reduced for FY 2010. Only the certification and accreditation measure will be reported.

Goal 4—IT Infrastructure: Provide an IT/IM infrastructure that is secure, robust, reliable, and responsive to changing business needs.

Performance Measure	FY 07 Target	FY 07 Performance	FY 08 Target	FY 08 Performance	FY 09 Target
<u>Network Security Vulnerabilities</u> ¹ - Network security will respond to any new network security vulnerability upon discovery.	100% within 24 hours	100% within 24 hours	100% within 12 hours	100%	Replaced by last measure in table, but discontinued in the Green Book.
<u>Availability</u> ^{1,2,3} – Percent of the time that key IT infrastructure services are available	99%	99.6%	99%	99.4%	99.5%
<u>Staff Satisfaction</u> ³ – Average satisfaction score for Infrastructure Services based on applicable questions in the annual NRC employee survey (will be baselined in FY 2008).	New Measure in FY 08		Establish baseline and set target for FY 2010	Baseline = 3.7 Target for FY 2010 = 3.7	N/A, biannual. Next survey in FY 2010
<u>Security Vulnerability Remediation Timeliness</u> ³ - Percent of identified security vulnerabilities that are addressed in accordance with the time limits specified in NRC's security procedures (will be baselined in FY 2008).	New Measure in FY 08		Establish baseline and set target for FY 2009	Target set	80%

¹ FY 08 Green Book Measure

² FY 09 Green Book Measure

³ FY 2008-2013 IT/IM Strategic Plan Measure

Performance Summary: All measures were met.

Performance Discussion: The following major IT Infrastructure initiatives were completed in FY 08:

- State-of-the-Art E-Mail System – Migration to Outlook
- Increased Communication Bandwidth to Remote Locations – Upgrades for resident inspectors and link between HQ and Regions
- Modernized Video-Teleconferencing – HQ and preparation for Regions
- Knowledge Sharing/Collaboration Portals – Microsoft Sharepoint
- Modernized Telephone Capabilities – New analog telephones
- Data Center Modernization – Increased capability with a smaller footprint and fewer servers

Measure Changes for FY 09: When the IT/IM Strategic Plan was developed, a more meaningful measure on security vulnerability remediation timeliness was substituted for the old measure. This measure goes into effect in FY 09. The target for availability was raised from 99% to 99.5%

Recommended Focus Areas for FY 09:

As part of the work to maintain and improve IT infrastructure availability and staff satisfaction, OIS will focus on completing several key initiatives highlighted in the Agencywide Infrastructure Assessment (ML081090327). These include

- Mobile Communications Expansion – Expansion of agency Blackberrys (up to 1000 devices) beginning in mid-2009. By the end of February, OIS will provide information to the Commission outlining the resources, funding, and infrastructure necessary to meet this accelerated schedule.
- Secure, Wireless, Mobile Computing – Secure wireless laptop loaner pilot program.
- Remote Access Expansion – Access to more applications, retention of personal settings on CITRIX.
- Network Access Control – Ability to control access selectively rather than blocking all users. For example, providing on-demand network access in conference rooms, selective access to blocked Internet sites where appropriate.
- Disaster Recovery – IT Disaster Recovery Plan due to the Commission in July, 2009.
- Planning for the future:
 - Statement of work for new infrastructure services and support contract.
 - Business case for identity management (needed for single sign-on).
 - Business case for data/voice/video convergence.
 - Centralized IT operations – physical server consolidation and management.

Measure Accountability for FY 09:

- Corporate Support Measures in Office Operating Plans: N/A
- SES Element 5: N/A
- OIS Operating Plan and OIS SES Plans: All FY 09 measures plus high priority IT infrastructure initiatives.

Measure Changes for FY 10: No changes to the measures in either the IT/IM Strategic Plan or the Green Book.

Recommended Measure Changes for FY 11: None.