



**UNITED STATES
NUCLEAR REGULATORY COMMISSION**
WASHINGTON, D.C. 20555-0001

**OFFICE OF THE
INSPECTOR GENERAL**

May 4, 2011

MEMORANDUM TO: R. William Borchardt
Executive Director for Operations

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

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF NRC'S
TELEWORK PROGRAM (OIG-10-A-13)

REFERENCE: ASSOCIATE DIRECTOR, HUMAN RESOURCES
OPERATIONS AND POLICY, MEMORANDUM DATED
JANUARY 31, 2011, AND SUPPLEMENTARY
RESPONSES DATED MARCH 22, 2011, AND
APRIL 12, 2011

Attached is the Office of the Inspector General's analysis and status of recommendations 2 through 8 as discussed in the agency's response dated January 31, 2011, and supplementary responses on March 22, 2011, and April 12, 2011. Based on these responses, recommendations 2, 4, and 7 are closed and recommendations 3, 5, 6, and 8 are in resolved status. Recommendation 1 was previously closed. Please provide an updated status of the resolved recommendations by September 30, 2011.

If you have any questions or concerns, please contact me at 415-5915 or Kathleen Stetson, Team Leader, at 415-8175.

Attachments: As stated

cc: M. Muessle, OEDO
J. Andersen, OEDO
J. Arildsen, OEDO
C. Jaegers, OEDO

Audit Report

AUDIT OF NRC'S TELEWORK PROGRAM

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Status of Recommendations

Recommendation 2: Identify methods for accessing information technology systems needed to support essential functions during emergencies.

Agency Response

Dated January 31, 2011: Agree. In addition to Webmail, Citrix, and BlackBerry devices, OIS began providing mobile desktops to users identified by the ITBC [Information Technology Business Council] on September 27, 2010. The Mobile Desktop program provides a dockable mobile computer (laptop) which NRC staff may use at the office, at home, and on travel as necessary. The mobile desktop provides users remote access to essential applications. This supports the Working from Anywhere initiative and adds significant capabilities for telecommuters. This program currently has available resources to provide a total of 554 mobile desktops. As of 1/31/2011, OIS had provided over 310 mobile desktops. The rollout of Mobile Desktops at NRC HQ is largely completed. The Regions are coordinating with OIS and are receiving mobile desktops based on their own schedules.

Target Date: Completed.

OIG Analysis: The agency has identified methods for accessing information technology systems (e.g., Webmail, Citrix, BlackBerries, and dockable mobile computers/laptops, etc.) needed to support essential functions during emergencies. The agency's corrective action meets the intent of the recommendation. Therefore, this recommendation is closed.

Status: Closed.

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Status of Recommendations

Recommendation 3: Develop manual or other compensating systems to allow telework if access to the agency's information technology systems is not available.

Agency Response

Dated January 31, 2011: Agree. This seems to be system specific. We believe the requirements and the development of any manual systems around this recommendation would need to come from various Program Offices who own the systems not currently available via telework-supporting technology offerings. These requirements would have to be defined and likely have a tie-in to disaster recovery planning.

Supplementary

Agency Response

Dated March 22, 2011: Agree. The Office of Human Resources (HR) will ask the Program Management council to meet and provide us with a summary of (1) strategies that can be used by all offices to continue operations when Information Technology infrastructure is no longer available (such as phone lists, webmail access instructions, etc.) and (2) a list of suggestions that Offices may want to adopt (such as development of checklists and templates for office specific procedures, personal e-mail address lists, etc.). This information will likely come from Office specific Continuity of Operations and Pandemic Plans.

1. Once the information has been obtained, HR will prepare a memo to all NRC Office Directors requesting that they confirm that manual or other compensating systems are in place in their organization to allow for telework if the agency's information technology systems are not available. This will be a confirmation that compensating systems exist, not a submission of all of the materials that have been developed.

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Status of Recommendations

Recommendation 3 (continued):

2. HR will meet with the Office of Nuclear Security and Incident Response directly to review their compensating systems and ensure that in a telework without information technology situation they are able to continue their mission.
3. HR will provide the memo to the Office Directors and the Office replies to the Office of Inspector General as the response to this recommendation.

Target Date for Completion: May 22, 2011.

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives documentation and verifies that the agency has developed manual or other compensating systems to allow telework if access to the agency's information technology systems is not available.

Status:

Resolved.

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Status of Recommendations

Recommendation 4: Coordinate agency efforts to identify and remove information technology telework barriers, which impede teleworking in an emergency.

Agency Response
Dated April 12, 2011: (This response supersedes the response of January 31, 2011)

Based on discussions with key stakeholders, a conclusion was reached that current solutions and initiatives (e.g. BlackBerry, Citrix, Mobile Desktops, Go to Meeting, Verizon Notification Services, etc.) will address the telework barriers specifically identified in the report. A recent update has been provided to key stakeholders on the status of these solutions and initiatives. Additionally, the Office of Information Services (OIS) continues to communicate the status of these initiatives to NRC staff on a regular basis via the existing, established communication venues. As always, in the future, OIS will continue to coordinate with key stakeholders and communicate to NRC staff related to these initiatives and will also respond to any new IT-related emergency telework requirements that are brought forward.

Target Date for Completion: Action Completed.

OIG Analysis: The agency has coordinated efforts to address information technology telework barriers which impede teleworking in an emergency. The agency's corrective action meets the intent of the recommendation. Therefore, this recommendation is closed.

Status: Closed.

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Status of Recommendations

Recommendation 5: Reference emergency planning and information technology procedures in telework guidance.

Agency Response

Dated January 31, 2011: Agree. The MD is being drafted and will include language on emergency planning and information technology procedures.

Target Date for Completion: May 2011.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives documentation and verifies that the final management directive and handbook on the telework program includes references to emergency planning and information technology procedures.

Status: Resolved.

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Status of Recommendations

Recommendation 6: Develop and implement a management directive and handbook for the telework program.

Agency Response

Dated January 31, 2011: Agree. On December 9, 2010, the Telework Enhancement Act of 2010 was signed into law. OPM will issue guidance to Federal agencies on implementation of the Act. When the guidance is received by OPM, the Directive will be finalized.

Target Date for Completion: May 2011.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives documentation and reviews the final management directive and handbook on the telework program.

Status: Resolved.

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Status of Recommendations

Recommendation 7: Issue consolidated interim telework guidance pending development of a telework program management directive and handbook.

Agency Response

Dated January 31, 2011: While the MD is being written, the telework guidance on the HR website is available for reference and is contained in the Collective Bargaining Agreement (CBA). The CBA continues to provide guidance to bargaining unit employees and will continue to do so for those employees. This information should suffice for now for both bargaining and non-bargaining employees until the MD is issued. [In addition], the telework web page was updated to include the duties of the Agency Telework Coordinator, the offices and Regions, and the Office Coordinators.

Target Date: Completed.

Agency Response

Dated April 12, 2011: Our initial response indicated that we did not agree with the recommendation; however, we would like to update the response to indicate we agree with the recommendation.

Target Date for Completion: Action Completed.

OIG Analysis:

OIG reviewed existing agency telework guidance found in the Collective Bargaining Agreement. In order to provide additional interim guidance the telework web page was updated to include the duties of the Agency Telework Coordinator, the Offices and Regions, and the Office Coordinators' documentation. The agency's corrective action meets the intent of the recommendation. Therefore, this recommendation is closed.

Status:

Closed.

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Status of Recommendations

Recommendation 8: Develop and implement a procedure for assessing and reporting the results of full-time telework arrangements to the Office of Human Resources.

Agency Response

Dated January 31, 2011: Agree. Guidance on assessing and reporting the results of a full time telework agreement will be included in a telework standard operating procedures which will be issued after the MD.

Target Date for Completion: July 29, 2011.

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives HR's formal procedure for assessing and reporting the results of full-time telework arrangements to HR.

Status:

Resolved.