Agency

Nuclear Regulatory Commission

<P> FY11 E-Gov Act Implementation Guidance </P>

Section 1: Highlights of Agency Open Government IT Accomplishments

A.   Social Media Opens New Communications Opportunities

In 2011, the NRC has enhanced relationships with stakeholders by promoting a sense of community though social networking technologies. The NRC implemented the use of a new public blog, Twitter, and a YouTube channel to offer even more ways to interact with and inform the public and raise awareness about the agency and its mission.

The NRC blog debuted on January 31, 2011, with a welcome message from NRC Chairman Gregory Jaczko. In addition to access via the Web, the blog is available using mobile devices (such as smartphones). Since its establishment, the blog has had more than 130,000 views and has proven especially useful in enabling quick public communications during and after the events at the nuclear facilities in Fukushima, Japan, and during U.S. events this year:

·   On average, the blog has just under 500 views per day; immediately after the event at Fukushima, views peaked at just over 5,700 in one day.

·   During the week of August 22, 2011, blog posts provided information on earthquake response and hurricane preparation at nuclear power plants.

·   Daily views of the blog peaked at more than 1,000 during the Missouri River flooding event.

In August 2011, the NRC began sending news and information via Twitter. Tweets announce new blog posts and press releases, speeches, reports, public meeting notices, and other content posted on the NRC

Web site. Other information, such as important notices in the *Federal Register*, is also tweeted. Within 2 days of its introduction, the NRC had 400 followers, and many different organizations and individuals were "retweeting" agency tweets, greatly expanding the reach of the agency.

In September 2011, the NRC began posting videos on YouTube. The agency's YouTube channel joins the blog and Twitter as another social media outlet the NRC is using to enhance communication, collaboration, and information exchange in support of the agency mission. The NRC anticipates posting small segments of some important Commission briefings, some videos previously produced but not extensively distributed, and new content.

B.   Publication of High-Value Datasets

In January 2011, the agency formalized its process for identifying, prioritizing, and publishing NRC high-value data sets. To foster the public's use of NRC high-value datasets to increase public knowledge and promote transparency, the NRC publicized the availability of its datasets at its annual Regulatory Information Conference on March 8–10, 2011. Further, stakeholders can receive an e-mail notification whenever the agency adds a new dataset or application to Data.gov.

During FY 2011, the NRC published five new high-value datasets, including the dataset of significant NRC enforcement actions, an area of particular interest to the administration. Through FY 2011, the NRC published a total of 27 datasets, considerably more than the 17 identified in its Open Government plan. In the second quarter of FY 2011, the dataset of U.S. nuclear power plant inspection reports was selected to be added to the rotating pane on Data.gov.

C.   Web Site Redesign

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In April 2011, the NRC deployed the latest redesign of its public Web site, which is an important part of the agency's ongoing support for the goals of openness, transparency, and public outreach. The redesign features a modern look-and-feel and many of the upgrades and changes reflect public input. Some important changes or additions include the following:

·   The link for reporting a safety concern is located prominently on the home page.

·   Rotating slides on the home page highlight major areas of interest.

·   A new interactive calendar allows quick access to the latest NRC public meetings.

·   A new "Spotlight" replaces the Key Topics area on the home page and now is available on each page of the site.

·   Consistent navigation in the header and footer areas aids users in moving through the site.

Along with the introduction of the redesigned Web site, improved search capabilities allow users to easily search all the information that is publicly available on the NRC Web site with one simple search string.

Since its launch, the site's scores on the American Customer Satisfaction Index have continued to improve:

·   Content Satisfaction reached a new high of 83.

·   Look-and-Feel reached a new high of 78.

·   All five Future Behavior scores increased 4–6 points since March.

Section 2: Compliance with Goals and Provisions of the Act
Items A - F

Question	Public Facing Agency URL	Brief Narrative (if applicable)
A. Information Resources Management (IRM) Strategic Plan:	http://www.nrc.gov/reading-rm/doc-collections/nuregs/staff/sr1614/v4/sr1614v4.pdf.	The agency is coordinating the IT Roadmap and the IT/IM Strategic Plan to reflect the same themes aimed at meeting agency objectives.
A. Enterprise Architecture (EA) Plan:		The NRC*s Information Technology (IT) Roadmap, most recently revised in February 2011, presents the agency*s EA transition strategy. The agency is in the

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		process of updating this document to better reflect the current and planned modernization initiatives as well as other relevant OMB E-Government priorities. The NRC expects to complete the new revision of the IT Roadmap by the end of December 2011.
B. Final determinations, priorities, and schedules for each E-Gov initiative:	http://www.nrc.gov/reading-rm/copies-docs.html)	
B. Information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to your agencys information by the public:	Freedom of Information Act [FOIA] Guide (http://www.nrc.gov/ reading-rm/foia/foia-request.html) * NUREG/BR-0010, Revision 4, *Citizen*s Guide to U.S. Nuclear Regulatory Commission Information,* issued August 2003 (http://www.nrc.gov/ reading-rm/doc-collections/nuregs/brochures/br0010/index.html) * NRC*s Government Information Locator Service (http://www.nrc.gov/ reading-rm/doc-collections/gils/index.html) * Privacy Act Systems of Records (http://www.nrc.gov/reading-rm/foia/ privacy-systems.html) * Privacy Impact Assessments (http://www.nrc.gov/about-nrc/plans/ privacy-impcatasess.html) * Public Meeting Schedule (ht-	

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	tp://www.nrc.gov/public-involve/ public-meetings/index.cfm)	
C. FOIA handbook:	(http://www.nrc.gov/reading-rm/foia/foia-request.html	
C. Primary FOIA Web site	http://www.nrc.gov/reading-rm/foia/foia-privacy.html)	
C. Frequent requests for records are made available to the public at:	http://www.nrc.gov/reading-rm/foia/recent-request.html)	
D. Public websites disseminating research and development (R&D) information to the public, describing for each whether the website provides the public information about federally funded R&D activities and/or provides the results of Federal research:	(http://www.nrc.gov) (http://www.nrc.gov/reading-rm/doc-collections/nuregs/contract/index.html) * (http://www.nrc.gov/about-nrc/regulatory/research.html)	The NRC*s public Web site as a whole disseminates R&D information to the public. The Web site provides information about Federally funded R&D as well as the results of Federal research, specifically through the following pages: * Publications Prepared by NRC Contractors (NUREG-series contractor reports) Research Activities
E. Inventory describing formal agency agreements (e.g., contracts, memorandum of understanding) with external entities (e.g., partnerships with State and local governments, public libraries, industry and commercial search engines) complementing your agency's information dissemination program, briefly explaining how each agreement improves the access to and dissemination of		The NRC has formal agency agreements with several external entities that complement the NRC*s information dissemination program. The NRC uses the U.S. Government Printing Office*s agreement in place to participate in the Federal Depository Library Program and its sales program. The NRC also is required to send to the Library of Congress File Center 15 copies of all its published NUREGs. The agency also

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government information to the public;		supplies publications to the National Technical Information Service, which provides another point of public access for users. The U.S. Department of the Interior/Federal Consulting Group provides an online customer satisfaction survey for users of the NRC public Web site. The NRC uses the results of this survey in planning for and prioritizing improvements to the site. The agency also contracts with Online Video Service for Web streaming of all Commission meetings and some public meetings
F. Inventory that describes your agencys NARA-approved records schedules(s) or the link to the publicly-posted records schedules(s), and a brief explanation of your agencys progress to implement NARA Bulletin 2006-02. For the brief explanation please report the number of systems for which a record schedule was submitted to NARA in FY 2011 and the number of systems still requiring records schedules.		

G. Implementation of Electronic Signatures for Interoperability

For its electronic signature program, the NRC implemented Public Key Infrastructure (PKI) digital signatures using X.509 standards-based digital certificates and elected to fund the PKI service and provide the digital certificates free of charge to approved participants. Persons who desired to submit forms and documents electronically used their digital certificate to authenticate to the NRC Electronic Information

Exchange system and to digitally sign their electronic submittal forms. The digital signatures allowed the NRC staff and administrative judges to have full confidence that submitted content was not modified during transit or processing.

In pursuit of efficient interoperability the NRC engaged in a technical discussion with the Government Printing Office and the Office of the Federal Register to participate in the program for electronic submission of notices. Last year, the NRC investigated a new PKCS #7 digital signature application developed by the Federal Identity, Credential, and Access Management subcommittee of the Chief Information Officers Council. This year, the agency implemented this application for select individuals who have the need and authority to digitally sign NRC submissions to the *Federal Register*.

Recently, the NRC has authorized a new project to gather electronic signature requirements agencywide. The project will compile the requirements and use these data to develop a comprehensive electronic signature infrastructure design to meet the NRC's needs for the next 3 – 5 years. The project will also design a solution to allow for the long-term archival and validation of electronic signatures at the NRC that also meets NARA requirements for electronic records archival.

H. Electronic Means of Enhancing Public Participation in Government

The NRC fully participates in the Federal e-Rulemaking Initiative at http://www.regulations.gov . The NRC has created dockets on this Web site for all documents it has published in the *Federal Register* since December 2007. The NRC has migrated data from its legacy system to Regulations.gov to provide access to more than 10 years of NRC rulemaking dockets, including all public submissions. The NRC also posts to Regulations.gov all stakeholder comments on guidance and other nonrulemaking documents requesting comment that are published in the *Federal Register*, as well as supplemental background information and supporting documents for high-interest agency actions.

To increase public awareness of new NRC rulemaking actions, the NRC provides a listserv on its Web site that alerts subscribers when a new NRC rulemaking docket has been opened on Regulations.gov. The public can also subscribe to updates on the NRC's rulemaking pages.

I. Using IT to Link Performance Goals to Key Stakeholders, Private Sector, Other Agencies, and Internal Operations

OMB has determined that the NRC need not set agency priority goals. Thus, the NRC does not report on performance at Performance.gov.

Performance information appears on the NRC Web site:

·   Our Plans, Budget, & Performance (http://www.nrc.gov/about-nrc/plans-performance.html)

·   Performance and Accountability Report—Fiscal Year 2010 (NUREG-1542, Volume 16) (http://www.nrc.gov/reading-rm/doc-collections/nuregs/staff/sr1542/v16/)

The NSTS tracks the transfer of responsibility for sealed sources of radioactive materials spanning the life cycle of the source, from manufacture through shipment receipt, decay, and burial.   It supports controlled authorizations and accountability for licensed suppliers and licensed recipients of sealed sources.   The implementation of the NSTS satisfies the commitment to Congress to develop source-tracking capabilities and satisfies the call in the International Atomic Energy Agency's Code of Conduct for a national, central database of high-risk sources.

The NSTS helps:

·   Monitor the location, possession, and disposal of radioactive sources of concern throughout the country.

·   Improve accountability and give better information to decisionmakers.

·   Detect and act on tracking discrepancies through the use of automated alerts.

·   Conduct inspections and investigations.

·   Communicate radioactive source information among Government agencies.

·   Respond in the event of an emergency.

·   Verify legitimate import, export, ownership, and use of radioactive sources.

·   Further analyze hazards attributable to the possession and use of radioactive materials.

In January 2009, all users of Category 1 and 2 radioactive sources in the United States began reporting their source inventories and transactions, as required by 10 CFR Part 20, "Standards for Protection against Radiation," or equivalent Agreement State regulation.

J. Reducing Errors through Electronic Submissions

The NRC has enhanced its electronic submittal capability to facilitate the electronic transmission process. The use of electronic submissions has been highly effective in reducing errors.

The NRC uses its electronic submission capability to provide the means to receive and manage complex electronic document submittals in anticipation of major license applications for new nuclear power plants, license renewals for existing nuclear power plants, and adjudicatory artifacts for upcoming and ongoing proceedings, and for tracking the transfer of responsibility for sealed sources of radioactive materials. The electronic submittal process is invaluable for managing the interaction among internal NRC organizations and with external organizations.

Electronic submission has been instrumental in allowing the NRC to achieve significant operating goals for the receipt, possession, and distribution of high volumes of complex documents. The electronic submittal capability ensures the optimum flow of documents into the NRC, efficient processing of documents according to NRC policy, and effective distribution of the information to NRC business units, thus enabling the agency to achieve its mission of protecting people and the environment in a more efficient manner.

K. Efforts to Comply with Section 508 Regarding Information Management

The NRC does have service provisions for people without access to the Internet . The NRC maintains its Public Document Room (PDR), where members of the public can read copies of NRC publicly available records. The PDR has a fee-based copy service; copies can be ordered in person, through e-mail, or by telephone. The PDR has a toll-free telephone number (800-397-4209) and staff to assist members of the public who do not have Internet access. The PDR staff can also provide bibliographies

based on subject searches of the public databases to give users an idea of the documents that are available. The PDR staff may also refer people to the nearest public library for further assistance, since most public libraries now have Internet access.

In FY 2011, the NRC deployed its redesigned public Web site. The agency implemented best practices in the redesign, including Section 508 compliance. In addition, upon completion of the redesign, the NRC verified its compliance with Section 508 by responding to the U.S. Department of Justice Section 508 survey that tested the Web site for Section 508 compliance.

The NRC is creating a charter for a Section 508 working group, with representatives for the different areas of responsibility (e.g., procurement, training, Web content management, application development, complaints) within the agency, to share information and coordinate improvement of Section 508 policy, procedures, and guidance. The NRC is also increasing the number of Section 508 training courses, starting with freely available ones.

L. Quantifying Cost Savings Achieved through Implementation of IT Programs

The following illustrates cost savings and cost avoidance achieved through the NRC's implementation of IT programs:

· NSTS: Over the 5-year period ending in FY 2015, the projected cost avoidance and cost saving for the NSTS is $47 million.

· Enterprise Content Management System: Through 2012, the NRC's enterprise content management system will accomplish document processing turnaround service-level commitments with estimated cost avoidance of $2 million dollars in document processing contractor full-time equivalent staff.

· e-Travel: In FY 2009, the NRC successfully implemented the e-Travel system, a Presidential Priority Initiative under OMB's E-Government program. e-Travel provides a common, automated, and integrated approach to manage the travel function of the Federal Government's civilian agencies. Over the 4-year period ending in FY 2013, the NRC projects cost avoidance and cost savings through its use of e-Travel of $1.6 million dollars.

· System Inventory: Proposed accreditation boundary realignments meet new system authorization requirements specified in National Institute of Standards and Technology Special Publication 800-37, Revision 1, "Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach," issued February 2010, achieving an approximate cost avoidance

of $9.5 million by not having to fund new system authorization projects.   The NRC EA and computer security teams developed this solution.