



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

**OFFICE OF THE  
INSPECTOR GENERAL**

June 20, 2012

**MEMORANDUM TO:** R. William Borchardt  
Executive Director for Operations

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

**SUBJECT:** STATUS OF RECOMMENDATIONS: MEMORANDUM  
REPORT: AUDIT OF NRC EMPLOYEE USE OF THE  
FEDERAL CALLING CARD (OIG-10-A-15)

**REFERENCE:** ACTING DIRECTOR, OFFICE OF INFORMATION  
SERVICES, MEMORANDUM DATED MAY 31, 2012

Attached is the Office of the Inspector General's analysis and status of recommendations as discussed in the agency's response dated May 31, 2012. Based on this response, recommendations 1-3 are closed. All recommendations related to the above referenced report are now closed.

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: N. Mamish, OEDO  
K. Brock, OEDO  
J. Arildsen, OEDO  
C. Jaegers, OEDO

## Audit Report

### AUDIT OF NRC EMPLOYEE USE OF THE FEDERAL CALLING CARD

OIG-10-A-15

#### Status of Recommendations

Recommendation 1: Develop and implement a plan to assess the validity of high calling card usage on a periodic basis.

Agency Response Dated  
May 31, 2012:

Agree. To assess the validity of high calling card usage on a periodic basis, the Office of Information Services (OIS) has developed and will release Supplemental Federal Calling Card Policy Guidance which establishes guidelines to conduct random and targeted monthly calling card expense audits to assess Agency controls over the telephone calling card program. Calling card holders and their immediate supervisors will be asked to certify the appropriateness of calling card charges. A copy of the supplemental guidance and the accompanying draft Yellow Announcement are attached with this response. The guidance will be posted in the third quarter (Q3) fiscal year (FY) 2012; the Yellow Announcement will then be sent informing staff. This recommendation is completed.

OIG Analysis:

On June 14, 2012, OIS provided OIG with the final "Supplemental Guidance on the Use of Federal Calling Cards" and accompanying final Yellow Announcement to assess the validity of high calling card usage on a monthly basis. The agency's corrective action meets the intent of the recommendation. Therefore, this recommendation is closed.

**Status:**

Closed.

## Audit Report

### AUDIT OF NRC EMPLOYEE USE OF THE FEDERAL CALLING CARD

OIG-10-A-15

#### Status of Recommendations

Recommendation 2: Develop and implement a policy to conduct annual inventories of calling cards and reconcile differences in a timely manner.

Agency Response Dated  
May 31, 2012:

Agree. As part of the transition of telecommunications services from FTS2001 to the new Networx contract vehicle, OIS has re-issued all Federal calling cards agency-wide. The transition to Networx calling cards was completed on December 9, 2011, providing OIS with the ability to assess usage and monitor inventories at a more detailed level than was previously available. In addition, OIS has developed Supplemental Federal Calling Card Policy Guidance which establishes guidelines to conduct annual inventories of calling cards and reconcile differences in a timely manner. The guidance will be posted in the third quarter (Q3) fiscal year (FY) 2012; the accompanying Yellow Announcement will then be sent informing staff. This recommendation is completed.

OIG Analysis:

On June 14, 2012, OIS provided OIG with the final "Supplemental Guidance on the Use of Federal Calling Cards" and accompanying final Yellow Announcement to conduct annual inventories of calling cards and reconcile differences in a timely manner. The agency's corrective action meets the intent of the recommendation. Therefore, this recommendation is closed.

**Status:**

Closed.

## Audit Report

### AUDIT OF NRC EMPLOYEE USE OF THE FEDERAL CALLING CARD

#### OIG-10-A-15

#### Status of Recommendations

Recommendation 3: Calculate the relative costs of various calling options and, if there are significant differences, communicate information to staff about cost-effective calling options.

Agency Response Dated  
May 31, 2012:

Agree. The U.S. Nuclear Regulatory Commission (NRC) has awarded contract number NRC-33-11-325 as a task under the Information Technology Infrastructure Services and Support contract that provides for Telecommunications Expense Management Services. Section C.6.4.4. of said contract provides new tools that provide for the analysis of cost-effective calling options, rationalization of rate plan types and other opportunities that may lower total cost while maintaining or improving the quality of service provided to Agency users. The contractor analysis was delivered at the end of Q2 FY2012. Based on the analysis and the subsequent discussion, it is clear that minutes used on NRC provided cellular phones and BlackBerry devices are a fixed cost included with the contractually set price paid for the device. Calling card use is charged on a per minute basis. Therefore, use of calling cards is only recommended when the user does not have an NRC-provided cellular phone or BlackBerry device; this is stated in the supplemental guidance. The guidance will be posted in the third quarter (Q3) fiscal year (FY) 2012; the accompanying Yellow Announcement will then be sent informing staff. This recommendation is completed.

OIG Analysis: On June 14, 2012, OIS provided OIG with the final "Supplemental Guidance on the Use of Federal Calling Cards" and accompanying final Yellow Announcement that OIS has calculated the relative costs of various calling options and, if there are significant differences, communicated information to staff about cost-effective calling options. The agency's corrective action meets the intent of the recommendation. Therefore, this recommendation is closed.

**Status:** Closed.