

September 29, 2014

MEMORANDUM TO: Stephen D. Dingbaum
Assistant Inspector General for Audits
Office of the Inspector General

FROM: Daniel H. Dorman, Acting Director */RA/*
Office of Nuclear Reactor Regulation

SUBJECT: RESPONSE TO SURVEY OF NRC'S SUPPORT PROVIDED TO
RESIDENT INSPECTORS (OIG-14-A-12)

This memorandum is in response to your memorandum dated May 1, 2014, regarding the Office of the Inspector General Audit, OIG-14-A-12, "Survey of NRC's Support Provided to Resident Inspectors" (Agencywide Documents Access and Management System accession number ML14077A293) and OEDO-14-00299. The Office of Nuclear Reactor Regulation is providing a status update on the open recommendations. If you have any questions, please contact Scott Morris of my staff.

Enclosure:
Response to Recommendations

CONTACT: Scott A. Morris, NRR
(301) 415-1004

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ADAMS Accession Number: ML14267A127

OFFICE	NRR/IRIB	NRR/DIRS	NRR
NAME	CRegan	SMorris	DDorman
DATE	09/24/2014	09/26/2014	09/29/2014

OFFICIAL RECORD COPY

**Survey of NRC's Support Provided to Resident Inspectors
OIG-14-A-12**

Status of Recommendations

Recommendation 1:

Identify a formal mechanism for obtaining Resident Inspectors' (RIs') perspectives regarding support issues.

Status:

To provide a robust process to obtain RI perspectives, a proposal to incorporate a RI support metric into the Reactor Oversight Process (ROP) self-assessment process has been submitted as a feedback form for Inspection Manual Chapter 307, Appendix A, "Reactor Oversight Process Self-Assessment Metrics." The current guidance requires a ROP self-assessment annually unless an exception has been approved by the Commission. The staff plans to disposition the feedback form proposal in conjunction with the overall efforts to make the ROP self-assessment process more effective (COMSECY-14-0030; Agencywide Documents Access and Management System (ADAMS) accession number ML14168A532). The staff's response to the actions described in COMSECY-14-0030 and the Staff Requirements Memorandum (ADAMS accession number ML14262A078) dated September 19, 2014, are scheduled to be completed by June 30, 2015.

Staff from the Office of Nuclear Reactor Regulation (NRR) and the Office of Information Services (OIS) conducted detailed interviews with selected RIs from each of the four regional offices regarding the adequacy of information technology (IT) support they now receive. Based on these interviews, the NRR and OIS staff concluded that these RIs were generally satisfied with the quality and timeliness of IT equipment-related delivered. Nonetheless, some potential IT enhancements (e.g., bandwidth expansion for network connections) were identified and are being considered for inclusion in the NRC's long-term enterprise IT "roadmap."

IT support solutions for RIs are being pursued to address the specific issues stated in the Office of Inspector General audit report concurrently with the changes being made to the ROP self-assessment process.

Completion Date: 6/30/2015

Point of Contact: Scott Morris, 301-415-1004

Enclosure

Recommendation 2:

Take measures to ensure that the roles and responsibilities for existing support systems for RIs' needs and concerns are communicated and understood by the appropriate management and staff, and are effectively communicated.

Status:

A presentation that reinforced RI support expectations was made to the NRR, Division of Operating Reactor Licensing (DORL) project managers and management (June 12, 2014, DORL All-Hands Quarterly Division Meeting, C. Regan and M. Markley). DORL project managers maintain regular contact with the RIs, and are one of the principal means for RIs to obtain support from headquarters sources.

Similar information regarding RI support expectations is being distributed to staff and management in each of the four regional offices and will be reiterated at the Winter 2014/2015 headquarters/regional Division Director Counterparts Meeting. This review of RI support expectations should be sufficient to ensure continued acceptable performance in this area.

The self-assessment activities described in the response to Recommendation #1 will assess the trends and effectiveness of RI support activities, and determine the need for future corrective actions should they be identified.

Completion Date: 12/31/2014

Point of Contact: Scott Morris, 301-415-1004