

October 21, 2014

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

FROM: Miriam L. Cohen **/RA/**  
Chief Human Capital Officer

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF  
THE U.S. NUCLEAR REGULATORY COMMISSION'S  
USE OF THE NEWFLEX PROGRAM (OIG-14-A-08)

Enclosed is an updated response to recommendations in the Office of the Inspector General Audit of the U.S. Nuclear Regulatory Commission's NEWFlex Program.

Please contact me if you have any questions or concerns.

Enclosure:  
As stated

cc: S. Zane, OIG

CONTACT: Gilly Martin HROP/OCHCO  
(301) 287-0725

**Recommendation 1: Develop and implement a process to provide current and accurate NEWFlex information on the agency's intranet.**

**Response: Agree**

This process has been completed. As part of the Office of the Chief Human Capital Officer (OCHCO) Intranet and SharePoint Enhancement Project, a process has been developed for subject matter experts to ensure that all NEWFlex information has been reviewed and updated if necessary. This process will continue on a periodic or as needed basis until the redesigned OCHCO webpage content management system is in place which will assure information is reviewed and updated on an annual basis. Subject matter experts will receive training on the new content management system prior to the site going live.

Target Date for Completion: Completed

**Recommendation 2: Modify the Supervisor Development Program to include training for managing NEWFlex work schedules and NEWFlex time and attendance reporting.**

**Response: Agree**

OCHCO is currently reviewing the Supervisor Development Program content to ensure it is in compliance with the Office of Personnel Management regulations and includes all relevant training. As the program is reviewed, and recommendations are developed for updating the program, OCHCO will address adding information related to NEWFlex. Upon completion of the program review, OCHCO will submit the recommendations to the Human Capital Council for consideration.

Target Date for Completion: September 2015.

Point of Contact: Basia Sall

**Recommendation 3: Make the NEWFlex work schedule and NEWFlex time and attendance training provided in the Supervisor Development Program available online for all employees.**

**Response: Agree**

OCHCO will submit recommendations based on its review of the Supervisor Development Program to the Human Capital Council. Upon approval by the Council, OCHCO will make the updated training available to all staff.

Target Date for Completion: September 2015.

Point of Contact: Basia Sall

Enclosure

**Recommendation 4: Enhance the NRC Human Resources Management System training module to provide clear step-by-step procedures for entering NEWFlex split work schedules.**

**Response: Agree**

The Office of the Chief Financial Officer (OCFO) has completed this recommendation. The link to the employee training module and the employee job aid can be found here: [http://fusion.nrc.gov/ocfo/team/ocfo\\_admin/DOC/FSB/TL/Pages/Training.aspx](http://fusion.nrc.gov/ocfo/team/ocfo_admin/DOC/FSB/TL/Pages/Training.aspx)

Target Date for Completion: Completed

**Recommendation 5: Establish an ongoing program to conduct targeted data collection and analysis of specific NEWFlex features to monitor NEWFlex program goals and identify potential problem areas.**

**Response: Agree**

OCHCO has established a plan for data collection and analysis of the NEWFlex program. This includes quarterly reviews of the new employee survey and exit surveys, as well information obtained in focus groups with supervisors and employees during our internal human capital operations audits. In addition, OCHCO will evaluate information gathered from other surveys such as the Federal Employee Viewpoint Survey.

Target Date for Completion: Completed

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