



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

**OFFICE OF THE
INSPECTOR GENERAL**

November 25, 2014

MEMORANDUM TO: Mark A. Satorius
Executive Director for Operations

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

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

REFERENCE: ACTING DIRECTOR OFFICE OF NUCLEAR REACTOR
REGULATION MEMORANDUM DATED SEPTEMBER 29,
2014

Attached is the Office of the Inspector General's analysis and status of recommendations 1 and 2 discussed in the agency's response dated September 29, 2014. Based on this response, recommendations 1 and 2 are resolved. Please provide an updated status of the resolved recommendations by February 28, 2015.

If you have questions or concerns, please call me at 415-5915 or R.K. Wild, Team Leader, at 415-5948.

Attachment: As stated

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Status of Recommendations

Recommendation 1: Identify a formal mechanism for obtaining Residents' perspectives regarding support issues.

Agency Response Dated
September 29, 2014:

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

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Status of Recommendations

Recommendation 1 (cont.):

report concurrently with the changes being made to the ROP self-assessment process.

Estimated Completion Date: June 30, 2015

Contact: Scott Morris, NRR/DIRS

OIG Analysis:

The proposed actions may meet the intent of the recommendation, but significantly more details are needed from the agency about the establishment of a resident inspector support metric. In its April 15, 2014, memorandum to OIG, the agency stated that it would enhance the ROP self-assessment process to include resident inspector support needs and concerns, as well as assess resolution of resident inspector support issues for effectiveness after implementation in the ROP self-assessment. It remains unclear how the proposed support metric will establish a formal mechanism to efficiently obtain support needs information from resident inspectors through the ROP assessment process, and how the mechanism will be assessed for resolving support issues.

OIG will close this recommendation when the agency (1) demonstrates how the proposed support metric will sufficiently capture resident inspector support needs and concerns; and (2) provides documentation that demonstrates how the staff assessed resolution of resident inspector support issues that were identified by the ROP self-assessment process.

Status:

Resolved.

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Status of Recommendations

Recommendation 2: Take measures to ensure that the roles and responsibilities for existing support systems for Residents' needs and concerns are communicated and understood by the appropriate management and staff, and are effectively executed.

Agency Response Dated
September 29, 2014:

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.

Estimated Completion Date: 12/31/2014
Contact: Scott Morris, NRR/DIRS

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Status of Recommendations

Recommendation 2 (cont.):

OIG Analysis:

The proposed actions meet the intent of the recommendation. OIG reviewed the presentation provided to DORL management and project managers, and noted that records of attendance at the June 2014 DORL All-Hands Quarterly Division meeting were not provided. This recommendation will be closed upon OIG receipt and review of sufficient documentation (including training materials, meeting minutes, presentation slides, sign-in sheets, etc.) showing that information regarding resident inspector support expectations is being distributed to staff and management in each of the four regional offices.

Status:

Resolved.