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

OFFICE OF THE
INSPECTOR GENERAL

December 18, 2014

MEMORANDUM TO: Mark A. Satorius
Executive Director for Operations

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

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF NRC'S USE OF THE NEWFLEX PROGRAM (OIG-14-A-08)

REFERENCE: CHIEF HUMAN CAPITAL OFFICER MEMORANDUM DATED OCTOBER 21, 2014, AND AGENCY CORRESPONDENCE DATED DECEMBER 11, 2014

Attached is the Office of the Inspector General's (OIG) analyses and status of recommendations 1-5 as discussed in the agency's responses dated October 21, 2014, and December 11, 2014. Based on these responses, recommendations 1, 4, and 5 are closed and recommendations 2 and 3 remain in resolved status. Please provide an updated status of the resolved recommendations by September 30, 2015.

If you have any questions or concerns, please call me at 415-5915 or Eric Rivera, Team Leader, at 415-7032

Attachment: As stated

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Audit Report

AUDIT OF NRC'S USE OF THE NEWFLEX PROGRAM

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Status of Recommendations

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

Agency Responses Dated October 21, 2014, and December 11, 2014:

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.

Additional Information Regarding the Process:
OCHCO will continue its work with the Office of Information Security [*sic*] (OIS) and with contractors from Drupal, (a web based program company) to enhance the intranet information on all OCHCO program areas including information on the NEWFlex program. The Drupal system will allow automated annual notifications to be sent to subject matter experts to review and update information.

While OCHCO awaits full rollout of Drupal from OIS, the Associate Director for HR Operations and Policy will use the OCHCO ticket tracking system every 6 months to notify the subject matter expert(s) responsible for policies relating to Alternate Work Schedules, including NEWFlex, to require review and, if needed, updating of all Intranet materials.

Target Date for Completion: Completed

OIG Analysis: This response meets the intent of this recommendation. OIG reviewed the process described by OCHCO to provide current

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Status of Recommendations

Recommendation 1 (cont.):

and accurate NEWFlex information on the agency's intranet and found the process adequate to satisfy the recommendation. This recommendation is therefore considered closed.

Status: Closed.

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Status of Recommendations

Recommendation 2:	Modify the Supervisor Development Program to include training for managing NEWFlex work schedules and NEWFlex time and attendance reporting.
Agency Response Dated October 21, 2014:	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.
OIG Analysis:	The proposed action meets the intent of the recommendation. This recommendation will be closed when OIG is provided with documentation demonstrating that the Supervisor Development Program includes training for managing NEWFlex work schedules and NEWFlex time and attendance reporting.
Status:	Resolved.

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Status of Recommendations

Recommendation 3:	Make the NEWFlex work schedule and NEWFlex time and attendance training provided in the Supervisor Development Program available online for all employees.
Agency Response Dated October 21, 2014:	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.
OIG Analysis:	The proposed action meets the intent of the recommendation. This recommendation will be closed when OIG is provided with documentation demonstrating that the NEWFlex work schedule and NEWFlex time and attendance training provided in the Supervisor Development Program is available online for all employees.
Status:	Resolved.

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Status of Recommendations

Recommendation 4:	Enhance the NRC Human Resources Management System training module to provide clear step-by-step procedures for entering NEWFlex split work schedules.
Agency Response Dated October 21, 2014:	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 Target Date for Completion: Completed
OIG Analysis:	This response meets the intent of this recommendation. OIG reviewed the link to the employee job aid and found adequate examples of how to enter NEWFlex split work schedules. This recommendation is therefore considered closed.
Status:	Closed.

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Status of Recommendations

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.

Agency Responses Dated October 21, 2014, and December 11, 2014:

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.

Additional Information Regarding the Process:
On a quarterly basis, the Deputy Associate Director, HR Operations and Policy, will review information obtained from the New Employee Survey, Exit Survey responses from departing employees, and information obtained during any internal OCHCO audits of HR Operations, as well as other relevant information gathered from other surveys such as the Federal Employee ViewPoint Survey, to monitor NEWFlex program goals and identify potential problem areas. Summaries of the quarterly reviews and any actions taken to address potential problem areas will be stored on the Office's G drive.

Target Date for Completion: Completed

OIG Analysis: The proposed action meets the intent of the recommendation. OIG reviewed the documentation provided and found that it demonstrated an ongoing program to conduct targeted data collection and analysis of specific NEWFlex features to monitor NEWFlex program goals and identify potential problem areas has been established. This recommendation is therefore considered closed.

Status: Closed.