

January 13, 2015

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

FROM: William M. Dean, 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 November 25, 2014, regarding the Office of the Inspector General (OIG) Audit, OIG-14-A-12, "Survey of NRC's Support Provided to Resident Inspectors" (Agencywide Documents Access and Management System accession number ML14335A713) and OEDO-14-00828. 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/DIRS  
(301) 415-1004

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DISTRIBUTION: OEDO-14-00828

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ADAMS Accession Number: ML15006A245

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DATE	01/07/2015	01/07/2015	01/13/2015

**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:**

The Reactor Oversight Process (ROP) Self-Assessment Improvement Working Group (composed of headquarters and regional staff) is developing the mechanisms that will be used to obtain RIs' perspectives on support needs as an integral part of the annual ROP self-assessment process. Different mechanisms (e.g. SharePoint sites, interviews, reviewing support requests, or surveys) are being explored. RI input will be a key factor in the mechanism(s) chosen, with a goal of minimizing administrative burden and optimizing effectiveness. Corrective actions taken to address support issues will also be assessed to ensure that the issues have been adequately resolved. The mechanism(s) and evaluation of the data will be incorporated 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), which are scheduled to be completed by June 30, 2015.

To address specific concerns regarding information technology (IT) support, staff from the Office of Nuclear Reactor Regulation (NRR) and the Office of Information Services (OIS) has conducted detailed interviews with selected RIs from each of the four regional offices regarding the adequacy of 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 for inclusion in the U.S. Nuclear Regulatory Commission'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 was distributed to staff and management in each of the four regional offices. This review of RI support expectations is sufficient to ensure continued acceptable performance in this area. As an additional action, RI support expectations will be reiterated at the headquarters/regional Division Director Counterparts Meeting scheduled for January 26-28, 2015. Internal documentation of the DORL meeting and communications with regional staff and management has been provided as specified in OEDO-14-00828.

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