



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

May 26, 2015

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
FULL-TIME TELEWORK PROGRAM (OIG-14-A-05)

REFERENCE: CHIEF HUMAN CAPITAL OFFICER MEMORANDUM
DATED APRIL 28, 2015, AND SUPPLEMENTAL E-MAIL
RESPONSE DATED MAY 14, 2015

Attached is the Office of the Inspector General's (OIG) analysis and status of recommendations as discussed in the agency's responses dated April 28, 2015, and May 14, 2015. Based on these responses, recommendations 1-3 and 7 are closed. Recommendations 4-6 were previously closed. All recommendations related to this report are now closed.

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

Attachments: As stated

cc: M. Galloway, OEDO
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Audit Report

AUDIT OF NRC'S FULL-TIME TELEWORK PROGRAM

OIG-14-A-05

Status of Recommendations

Recommendation 1: Develop and implement a mandatory policy for full-time telework training in accordance with requirements in the Telework Enhancement Act of 2010.

Agency Responses
Dated April 28, 2015,
and May 14, 2015:

Response: Agree

In accordance with the Telework Enhancement Act of 2010, on November 15, 2014, the Office of the Chief Human Capital Officer (OCHCO) implemented the requirement for all employees and supervisors to complete the appropriate telework training. New employees will have the telework training course placed on their "To-Do List" in iLearn and will have 90 days to complete it. Likewise, new supervisor will also have the training course placed on their "To-Do List" in iLearn and will be given an equal amount of time to complete.

Documentation: Below is a link to the yellow announcement that makes training mandatory for all teleworkers including the full-time teleworkers. I've also attached a copy for your convenience.

<http://www.internal.nrc.gov/announcements/yellow/2014/2014-142.html>

The training requirement is also outlined on OCHCO's telework website:

Training

The Telework Enhancement Act of 2010 (the Act) requires that employees who are eligible to telework complete training prior to entering into a written telework agreement. The Act also requires that the first line supervisor of the employee complete telework training. Since it is the policy of the NRC that all NRC employees are eligible to telework in some capacity, all employees and supervisors are required to complete telework training.

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Status of Recommendations

Recommendation 1 (cont.):

Training consists of an online course available through iLearn. There is one course for employees and a separate course for supervisors. Current supervisors and team leaders are only required to take the course for managers. Both courses were developed by OPM and are utilized throughout the Federal Government. The training is a one-time requirement for both the employee and the supervisor. The training takes approximately one hour to complete.

OIG Analysis:

OIG received and reviewed documentation from OCHCO that verifies the final mandatory policy for full-time telework training in accordance with requirements in the Telework Enhancement Act of 2010. This corrective action addresses the intent of OIG's recommendation. Therefore, this recommendation is considered closed.

Status:

Closed.

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Status of Recommendations

Recommendation 2: Require telework training for full-time teleworkers and their managers, including those who had telework agreements prior to the enactment of the Telework Enhancement Act of 2010, or obtain an exemption from the head of the agency.

Agency Responses
Dated April 28, 2015,
and May 14, 2015:

Response: Agree

See response to #1 above. All full-time teleworkers and their managers are covered by the new telework training requirement.

Documentation: As stated in the attached yellow announcement, all employees, as well as all supervisors and team leaders, had the respective telework training course placed on their "To-Do List." Employees were given until February 20, 2015 to complete the training. All new employees and supervisors will automatically be assigned the telework training in iLearn and will have 90 days to complete the training. As of April 30, 2015, all active full-time teleworkers have completed the required telework training. I have attached a report from the Telework SharePoint site that lists the names of active full-time teleworkers and their training completion status. I have also attached a report from iLearn listing the names of managers and their completion status. Currently, there are three managers with full-time teleworkers that have not completed the Telework 101 for Managers training. The training is on the manger's "To-Do List" and we are reminding them of their responsibility. We will continue to monitor the training completion status of the employees and managers.

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Status of Recommendations

Recommendation 2 (cont.):

OIG Analysis:

OIG received and reviewed training documentation from OCHCO for all full-time teleworkers and their managers. OIG verified that all full-time teleworkers have completed the required training. OIG also verified that all but 38 managers (3 of whom manage full-time employees) have completed the required training. For the 38 managers, OCHCO has required telework training by placing the training course on the managers' "To-Do List" in iLearn. OCHCO will continue to monitor the training completion status of these managers. New employees and supervisors will have the telework training course placed on their "To-Do List" in iLearn and will have 90 days to complete it. This corrective action addresses the intent of OIG's recommendation. Therefore, this recommendation is considered closed.

Status:

Closed.

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Status of Recommendations

Recommendation 3: Develop procedures to track telework training on a continual basis.

Agency Responses
Dated April 28, 2015,
and May 14, 2015:

Response: Agree

The telework training is automatically assigned to employees and supervisors in iLearn. OCHCO is using iLearn to track telework training completions and to monitor completion percentages. The list of employees that have not completed the training and the overall agency completion percentages are updated on a weekly basis. The Offices also have the capability of monitoring the names of those that are required to complete the training via the Human Capital Dashboard. The names of employees that fail to complete the training in the allotted timeframe (90 days) will be reported to the Offices. Employees which are new to the telework program will also be required to provide a copy of their completion certificate to the Agency Telework Coordinator along with their request to telework.

Documentation: OCHCO is now using iLearn to track overall completion numbers and percentages on a weekly basis. We can also use iLearn to determine if specific employees have meet their training requirement. Data from iLearn is pulled to update the Required Training Dashboard which all supervisors have access to. Here is a link to the dashboard report:

http://papaya.nrc.gov/hr/Dashboard/training_chart.cfm?returnPath=http://papaya.nrc.gov/hr/Dashboard/training_chart.cfm&&user=NRCDOMAIN\DLS12&from=grape2#8

OIG Analysis:

OIG received and reviewed documentation from OCHCO that verifies iLearn is tracking telework training (i.e., overall completion numbers and percentages) on a weekly basis. This corrective action addresses the intent of OIG's recommendation. Therefore, this recommendation is considered closed.

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Status of Recommendations

Recommendation 3 (cont.)

Status: Closed.

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Status of Recommendations

Recommendation 7: Provide OCHCO Telework Data Collection SharePoint Site access to full-time teleworkers and their managers as appropriate.

Agency Responses
Dated April 28, 2015,
and May 14, 2015:

As previously noted, the SharePoint Telework agreement list contains Personally Identifiable Information, and the site is restricted to protect inappropriate access to employee data. It would be burdensome to provide access to, and maintain access to, individual agreements. It would involve manually updating permissions for each agreement, and OCHCO does not have the resources to maintain that level of effort. OCHCO recommends that full-time teleworkers and managers continue to be provided information regarding their agreements via the appropriate contact in OCHCO. Managers and employees may request, as appropriate, reports or copies of their agreements in SharePoint. We will continue to explore ways to provide access to information as we look at future solutions for telework tracking and reporting.

OIG Analysis: OIG received and reviewed OCHCO's response. OIG determined that, first, the agency has completed the transition from hardcopy to electronic files for full-time teleworkers, and developed and implemented policies to maintain the files on a current basis. Second, the OCHCO Telework Data Collection SharePoint site contains PII. Third, OCHCO does not have resources to maintain specific individual access to the SharePoint site. Finally, OCHCO will ensure that full-time teleworkers and their managers continue to be provided information (e.g., reports or copies of telework agreements) through the appropriate OCHCO representative, which satisfies the intent of OIG's recommendation. Therefore, this recommendation is considered closed.

Status: Closed.