



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

**OFFICE OF THE
INSPECTOR GENERAL**

September 28, 2015

MEMORANDUM TO: Victor M. McCree
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: DIRECTOR, OFFICE OF NUCLEAR REACTOR
REGULATION, MEMORANDUM DATED JULY 15, 2015

Attached is the Office of the Inspector General's analysis of recommendations 1 and 2 as discussed in the agency's response dated July 15, 2015. Based on this response, recommendations 1 and 2 remain in resolved status. Please provide an updated status of the resolved recommendations by January 8, 2016.

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

Attachment: As stated

cc: W. Dean, NRR
M. Galloway, OEDO
P. Pham, OEDO
J. Arildsen, OEDO
J. Jolicoeur, OEDO
EDO_ACS_Distribution

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Status of Recommendations

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

Agency Response
Dated July 15, 2015:

Consistent with the status update provided by the agency to the Office of the Inspector General (OIG) on January 13, 2015, the Reactor Oversight Process (ROP) Self-Assessment Improvement Working Group has redesigned the internal "ROP Digital City" (<http://nrrtest.nrc.gov/rop-digital-city-dev/index.html>), developed an internal feedback mechanism (<http://nrrtest.nrc.gov/rop-digital-city/contact-us.html>), and initiated an effort to streamline the external ROP website. The internal ROP Digital City redesign was informed by approximately 45 interviews with various stakeholders including RIs, regional branch chiefs and project engineers, and staff from the Office of Nuclear Reactor Regulation (NRR), the Office of Nuclear Security and Incident Response, the Office of New Reactors, the Office of Information Services (Customer Outreach Branch), and the Technical Training Center (including students in a class) in order to obtain a broad perspective and insights on support needs. The feedback and insight gathered were integrated into the ROP Digital City test site and publicized in the April 2015 U.S. Nuclear Regulatory Commission (NRC) Inspector Newsletter. The NRC Inspector Newsletter provided a link to the test site and solicited comments and feedback on the test site. In July of 2015, the redesigned ROP Digital City website will be officially launched.

In concert with these global website enhancements, the agency has also taken actions to enhance communications specific to the needs and concerns of RIs. For example, the Division of Inspection and Regional Support (DIRS) established a dedicated ROP communications lead in the Performance Assessment Branch to act as an additional resource for matters concerning the ROP, and to ensure any RI feedback and concerns are captured and directed to

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Status of Recommendations

Recommendation 1 (cont.):

the appropriate organization for response or action. This formal mechanism will also provide an alternative venue to ensure that RI support needs and concerns are being effectively and adequately managed.

Completion Date: 7/31/2015

Point of Contact: Scott Morris, 301-415-1004

OIG Analysis:

The agency's proposed action meets the intent of the recommendation. OIG reviewed the Inspector Newsletter article that called attention to the redesigned ROP Digital City Web site and noted that the article referred only to ROP and did not specifically mention the Resident Support link embedded in the "Contact Us" tab. OIG confirmed that the redesigned ROP Digital City Web site is currently in place and there was a Resident Support category under the "Contact Us" tab.

OIG also confirmed that the dedicated ROP communications lead responsibility in the Performance Assessment Branch was assigned to a specific individual. In a subsequent communication with the agency, OIG received and reviewed a draft job guide outlining the responsibilities of the communications lead in responding to the "Contact Us" submissions. In the same communication, the agency noted that there was a draft plan to include a metric in the ROP self-assessment process to measure responsiveness to ROP "Contact Us" submissions. OIG noted that the job guide and self-assessment metric plan are currently in a draft form and not yet implemented.

This recommendation will be closed when the agency (1) demonstrates that the Resident Support category under the "Contact Us" tab within the ROP Digital City Web site has been adequately communicated to all the resident inspectors

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Status of Recommendations

Recommendation 1 (cont.):

and (2) finalizes and implements the draft job guide for the communications lead and the draft plan to add a metric for the "Contact Us" submissions to 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 July 15, 2015:

The status update provided to OIG on January 13, 2015, reflects that the agency remains committed to ensuring that the self-assessment activities described in the response to OIG-12-A-14, Recommendation 1, will assess the trends and effectiveness of RI support activities and determine the need for future corrective actions should they be needed. An additional step taken to ensure this outcome is the designation of staff in DIRS as a dedicated resource for matters concerning the ROP and its implementation, to include RI staff concerns, intended to ensure that all communications are captured and directed to the appropriate organization for response or action.

The NRC staff continues to believe that adequate guidance currently exists regarding the specific roles and responsibilities for addressing RIs' needs and concerns. Examples of such guidance include: (1) Inspection Manual Chapter (IMC) 1245, "Qualification Program for Operating Reactor Programs;" and (2) IMC 2515, "Light-Water Reactor Inspection Program – Operations Phase," Section 2515-11, "Inspector Policy." These documents, in conjunction with NRR/regional interface protocols outlined in the Division of Operating Reactor Licensing (DORL) Handbook (e.g., RI daily status calls with regional management and NRC headquarters staff (DORL project managers, and DIRS Operating Experience Branch staff)), provide an effective means for RI to raise concerns about support-related matters and a formal mechanism to ensure that effective management attention and oversight are maintained.

Completion Date: 12/31/2014

Point of Contact: Scott Morris, 301-415-1004

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Status of Recommendations

Recommendation 2 (cont.):

OIG Analysis:

OIG reviewed the guidance and handbook mentioned in the agency's response and noted the documentation does not address management's roles and responsibilities for support systems that receive and respond to Residents' needs and concerns. This recommendation will be closed when the agency provides documentation indicating that measures have been taken to communicate roles and responsibilities for maintaining support systems that receive and respond to Residents' needs and concerns. The documentation should include evidence that management and staff understand and effectively execute those roles and responsibilities.

Status:

Resolved.