

March 22, 2016

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

FROM: Miriam L. Cohen **/RA/**
Chief Human Capital Officer

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF THE
U.S. NUCLEAR REGULATORY COMMISSION MANAGEMENT
OF CHANGE (OIG-15-A-19)

This memorandum responds to your communication dated November 3, 2015, transmitting a status report for the audit of the agency's management of change. We have been diligent in working to address the necessary recommendations and are confident that we will meet the specified target dates.

Enclosed, please find a status report to the audit report recommendations.

Enclosure:
As stated

cc: Chairman Burns
Commissioner Svinicki
Commissioner Ostendorff
Commissioner Baran
SECY
S. Zane, OIG

CONTACT: Patrice Reid, HRTD/OCHCO
(301) 287-0580

March 21, 2016

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DISTRIBUTION:

EDO Mailroom OCHCO r/f HRTD r/f P. Reid DIRECTORY/SUBDIRECTORY: via e-mail

DOCUMENT NAME: Status of Recommendations: Audit of NRC's Management of Change

Ticket #: OEDO-15-00777

ADAMS ACCESSION PACKAGE NUMBERS: **ML15309A287**/Memo w/enclosure**ML16075A369**

OFFICE	OCHCO/HRTD	OCHCO/ADHRTD	OCHCO/ODD	OCHCO/OD
NAME	PReid	JGolder	JHudson	MCohen
DATE	3/ 15 /16	3/ 15 /16	3/ /16	3/ 21/16

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**Response to the Office of the Inspector
Status of Recommendations:
Audit of NRC's Management of Change (OIG-15-A-19)**

Status of OIG Recommendation 1

Complete the agency-wide change management framework initiated by the Office of the Chief Human Capital Officer (OCHCO) with actionable steps, guidance, and checklists, as appropriate.

OCHCO Response

OCHCO has updated the framework to include a step-by-step process that explains to managers, supervisors, and project leads how to successfully navigate and manage change. The updated framework will include hands-on guides and checklists associated with each step of the process. These practical resources will provide staff with the necessary information on how to manage change – from a people perspective – using a methodical approach. The development of these resources is currently underway and the target date for completion is on track.

Target Date for Completion: June 30, 2016

Point of Contact: Patrice Reid, OCHCO

Status of OIG Recommendation 2

Promote the completed framework agency-wide, as a tool available to all managers and staff for guiding change.

OCHCO Response

OCHCO is developing a communication plan and strategy that will aid in the marketing of the change management framework and its resources. Once this plan has been completed, the various channels of communication and respective audiences will be contacted. The SharePoint site will also be updated, to include resources that managers and staff can leverage through periods of change. The development of the communication plan is scheduled to begin shortly and the target date for marketing these resources are on track.

Target Date for Completion: September 30, 2016

Point of Contact: Patrice Reid, OCHCO

Status of OIG Recommendation 3

Provide training and/or training resources to management and staff that is geared specifically to implementing the completed framework.

Enclosure

OCHCO Response

OCHCO is working to develop a web-based/online course that will be made available to management and staff providing information on instrumental ways to manage change. The content of this course is in the process of being identified and will reflect the behavioral competencies needed to execute elements within the framework. OCHCO is currently working to identify reading materials, webinars, and other learning resources that directly enhance the development of specific areas within the framework. The identification of these resources are currently underway and the target date for completion is on track.

Target Date for Completion: March 31, 2017

Point of Contact: Patrice Reid, OCHCO