

August 22, 2017

MEMORANDUM TO: Dr. Brett M. Baker
Assistant Inspector General for Audits
Office of the Inspector General

FROM: Frederick D. Brown */RA by Kimberly A. Howell for/*
Deputy Executive Director for Materials, Waste,
Research, State, Tribal, Compliance, Administration,
and Human Capital Programs
Office of the Executive Director for Operations

SUBJECT: THE OFFICE OF THE INSPECTOR GENERAL'S EVALUATION
REPORT ON NRC'S NETWORK STORAGE INTERRUPTION
(OIG-17-A-19)

This memorandum responds to your July 27, 2017, memorandum transmitting OIG-17-A-19, "Evaluation of NRC's Network Storage Interruption." The U.S. Nuclear Regulatory Commission (NRC) staff generally agrees with the Office of the Inspector General's (OIG's) evaluation findings and recommendations.

The OIG report identifies four primary recommendations with regard to contract modification processes, contract management and governance, and contract service level requirements. Enclosed, please find NRC staff responses to OIG recommendations from the evaluation report.

Please direct questions to Roger Swiger at 301-287-0656.

Enclosure:
As stated

CONTACT: Roger Swiger, OCIO/SDOD/NISB
(301) 287-0656

THE OFFICE OF THE INSPECTOR GENERAL'S EVALUATION REPORT ON NRC'S
NETWORK STORAGE INTERRUPTION (OIG-17-A-19) Date August 22, 2017

DISTRIBUTION: OEDO-17-00485 (OIG-17-A-19)

RidsOCIO Resource
RidsOIGMailCenter
RidsEdoMailCenter
RidsOGCMailCenter
RidsADM Resource
JJolicoeur, OEDO
TBloomer, OEDO
SZane, OIG

ADAMS Accession No.: Pkg.: ML17208B057; Memo: ML17226A262 *Concurred via email

OFFICE	QTE	OCIO/SDOD/NISB	OCIO/SDOD/D	ADM/AMD/D
NAME	CHsu*	RSwiger* (KDunbar for)	TRich*	JCorbett*
DATE	08/11//2017	08/15/2017	08/15/2017	08/15/2017
OFFICE	ADM/D*	OGC	OCIO/D	DEDM
NAME	CCarpenter* (JCorbett for)	MNorris*	DNelson	FBrown (KHowell for)
DATE	08/15/2017	08/16/2017	08/16/2017	08/22/2017

OFFICIAL RECORD COPY

**THE OFFICE OF THE INSPECTOR GENERAL'S EVALUATION REPORT ON NRC'S
NETWORK STORAGE INTERRUPTION (OIG-17-A-19)**

Response to Recommendations

Recommendation 1: Update Acquisition Management Division Acquisition Instruction #2010-06, *Contract File – Modification Log*, to specific requirements for file documentation that should be included when modifying contract terms.

Agency Response Dated
August 14, 2017

The Office of Administration's Acquisition Management Division (AMD) will review current policy related to the file documentation required to support modification actions. AMD will revise Acquisition Instruction #2010-06 to enhance modification documentation requirements.

Target Completion Date: Fiscal Year (FY) 2018 Q1

Point of Contact: Meg Gold, ADM/AMD/APSB, (301) 415-0222

Recommendation 2: Develop and implement an internal Office of the Chief Information Officer (OCIO) policy that requires NRC subject matter experts to re-evaluate the storage system architecture.

Agency Response Dated
August 14, 2017

OCIO will develop and implement a policy that requires NRC subject matter experts to reevaluate the storage system architecture at least every 2 years, beginning FY 2018 Q3.

OCIO is currently having the appropriate NRC subject matter experts review and evaluate the storage system architecture as the NRC moves from the current Information Technology Infrastructure Services and Support Contract (ITISS) to the new Global Infrastructure and Development Acquisition (GLINDA).

Target Completion Date: FY 2018 Q3

Point of Contact: Roger Swiger, OCIO/SDOD/NISB, (301) 287-0656

Recommendation 3: Develop and implement GLINDA Service Level Requirement(s) that specify required service availability and performance requirements, from an end user's perspective, for email access and network file access (e.g., P:, G:, R:, S: drives).

Enclosure

**THE OFFICE OF THE INSPECTOR GENERAL'S EVALUATION REPORT ON NRC'S
NETWORK STORAGE INTERRUPTION (OIG-17-A-19)**

Response to Recommendations

Agency Response Dated
August 14, 2017

OCIO will develop and implement GLINDA service-level requirements (SLRs) that specify required service availability and performance requirements from an end user's perspective for both email access and network file access. OCIO will perform this work in collaboration with ADM/AMD to ensure that there is clear alignment on both the technical and acquisition aspects of these SLRs.

Target Completion Date: FY 2017 Q4

Point of Contact: Ken Dunbar, OCIO/SDOD/NISB, (301) 287-0594

Recommendation 4: Develop and implement a GLINDA contract governance plan.

Agency Response Dated
August 14, 2017

OCIO will develop and implement a GLINDA contract governance plan.

This is already underway. The GLINDA contract governance plan includes a more dispersed contracting officer's representative (COR) model that allows subject matter experts in various areas, designated as task order CORs, to provide oversight and direction in their areas of expertise. OCIO has and will work with ADM/AMD to ensure that there is clear alignment on both the technical and acquisition aspects of the governance plan.

Target Completion Date: FY 2017 Q4

Point of Contact: Trisha Carr, OCIO/SDOD, (301) 287-0760