

July 25, 2018

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

FROM: David J. Nelson */RA/*  
Chief Information Officer  
Office of the Chief Information Officer

SUBJECT: STATUS OF RECOMMENDATIONS: THE OFFICE OF THE  
INSPECTOR GENERAL'S EVALUATION OF NRC'S MANAGEMENT  
OF GOVERNMENT CELL PHONES (OIG-17-A-27)

This memorandum responds to the November 2, 2017, memorandum transmitting the Office of the Inspector General's (OIG) analysis and status of recommendations from OIG-17-A-27, "Evaluation of NRC's Management of Government Cell Phones." The enclosure provides the updated status of recommendations 1-4.

If you have questions or concerns, please contact Bob Randall at 301-287-0828.

Enclosure:  
As stated

CONTACT: Bob Randall, OCIO/SDOD/EPSP  
(301) 287-0828

STATUS OF RECOMMENDATIONS: THE OFFICE OF THE INSPECTOR GENERAL'S  
EVALUATION OF NRC'S MANAGEMENT OF GOVERNMENT CELL PHONES (OIG-17-A-27)  
Date July 25, 2018

**DISTRIBUTION:** OEDO-17-00694 (OIG-17-A-27)

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**ADAMS Accession No.:** Pkg.: ML17307A119

\* concur via e-mail

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DATE	07/18/2018	07/23/2018	07/23/2018	07/25/2018	07/25/2018

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**THE OFFICE OF THE INSPECTOR GENERAL'S EVALUATION REPORT ON  
NRC'S MANAGEMENT OF GOVERNMENT CELL PHONES  
(OIG-17-A-27)**

**Status of Recommendations**

Recommendation 1: Reconcile guidance (e.g., MD 13.1 and OCIO service catalog) concerning the return of cell phones and provide the correct instructions to property custodians.

Agency Response  
Dated October 19, 2017

The Office of the Chief Information Officer (OCIO) Services Development & Operations Division (SDOD) will update the service catalog to ensure that the guidance for the return of cell phones is clearly stated and matches current property policy.

**Target Completion Date:** December 29, 2017

Agency Response  
Dated July 25, 2018

In December 2017, OCIO updated the NRC Service Catalog to align with current Agencywide Mobility Policy (Agencywide Documents Access and Management System (ADAMS) Accession No. ML17160A389) and Management Directive (MD) 13.1, "Property Management." The updated information is in the Device Return Instructions section of the [NRC Service Catalog](#) (NRC Service Catalog » Loaner Devices and Mobile Solutions » Government Furnished Equipment (Smartphone/Tablet), Requesting and Returning Devices tab, Device Return Instructions). The actions for this recommendation have been completed.

**Target Completion Date:** Completed

**Point of Contact:** Catherine Graziose, OCIO/SDOD/EP SB,  
301-287-0658

Recommendation 2: Provide periodic cell phone management training to property custodians with responsibility for managing cell phones.

Agency Response  
Dated October 19, 2017

OCIO will provide the Office of Administration (ADM) with pointers to all guidance related to cell phone policy and information on the proper procedure to follow when cell phones are returned or lost. ADM will distribute this information to property custodians. Going forward, ADM will also include this information as part of the annual training for property custodians. As any policy or process changes are made, updated guidance will be sent and the annual training will be updated accordingly.

**Target Completion Date:** June 29, 2018

**THE OFFICE OF THE INSPECTOR GENERAL'S EVALUATION REPORT ON  
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(OIG-17-A-27)**

**Status of Recommendations**

Agency Response  
Dated July 25, 2018

On May 18, 2018, ADM provided property custodians (via e-mail) with specific information on the property procedures to follow when cell phones are returned or lost. This information aligns with OCIO's guidance in the NRC Service Catalog. The actions for this recommendation have been completed.

**Target Completion Date:** Completed

**Point of Contact:** Charemagne Grimes, ADM/DFS/PMB,  
301-415-8422

Recommendation 3:

Review SPMS and MaaS360 and account for all Government furnished cell phones annually.

Agency Response  
Dated October 19, 2017

The current Management Directive (MD) 13.1, "Property Management", requires that the physical inventories of all NRC equipment be conducted every two years. OCIO and ADM will reach out to other Federal agencies to benchmark and research their cell phone inventory and property policies and practices.

OCIO and ADM will use the results of this outreach as the basis for its recommendations for updating policy and property guidance in MD 13.1. MD 13.1 will be updated in accordance with management direction.

**Target Completion Date:** December 31, 2018

Agency Response  
Dated July 25, 2018

The agency reached out to other Federal agencies to benchmark and research their inventory property policies and practices. Based on the findings the decision was made to increase the NRC property threshold from \$1,000 to \$2,500 to align with the benchmark findings. Since the acquisition cost of cell phones falls below the revised agency threshold, the agency will remove cell phones from the Space and Property Management System (SPMS) and capture cell phones in one system of record, Remedy, maintained by OCIO. Upon completion of the 2018 agency inventory, cell phones will be removed from the SPMS and accounted for by OCIO. The MD 13.1 will be updated to revise the references link "Sensitive Items" list removing cell phones.

**Target Completion Date:** December 31, 2018

**Point of Contact:** Charemagne Grimes, ADM/DFS/PMB,  
301-415-8422

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NRC'S MANAGEMENT OF GOVERNMENT CELL PHONES  
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**Status of Recommendations**

Recommendation 4: Require periodic re-acknowledgment of the rules of behavior for cell phones.

Agency Response  
Dated October 19, 2017

OCIO will require all users to review and acknowledge the rules of behavior for NRC technology, including the rules related to cell phones, as part of the annual Computer Security Awareness course completion. All new cell phone users are currently required to acknowledge that they have read the rules of behavior and accept the NRC Mobility Policy as part of their initial service request. This initiative will add an additional annual acknowledgement thereafter.

**Target Completion Date:** September 28, 2018

Agency Response  
Dated July 25, 2018

OCIO has updated the Computer Security Awareness (ID\_1441) training course. The course now includes the Agencywide Mobility Policy in Part 4: Rules and Behavior Acknowledgement. In this section, staff must review and acknowledge the agency's rules of behavior for authorized computer use and cell phones. The actions for this recommendation have been completed.

**Target Completion Date:** Completed

**Point of Contact:** Catherine Graziose, OCIO/SDOD/EPSPB, 301-287-0658.