



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

September 24, 1980

MEMORANDUM FOR: E. Kevin Cornell  
Deputy Executive Director  
for Operations

FROM: R. S. Brown, Jr.  
Assistant to the Director  
and Chief,  
Program Support Branch, NMSS

SUBJECT: NRC'S DOCUMENT CONTROL SYSTEM

In response to your memorandum of September 9, 1980, relative to the above subject, the following information is provided:

1. NMSS is generally satisfied with the services provided by the DCS. However, the error rate in encoding documents and the time lag encountered on documents being entered into the system is considered inordinate. In this regard, a new feedback loop for error corrections has been established and is working well. Additionally, TERA personnel have been very receptive to correction requests. Although some progress has been made in this area, considerable emphasis needs to be placed in the proper encoding of documents (quality control) the first time through the system.
2. We have no way of estimating savings from the system until it is fully implemented. However, during the transition to the system, an increase in staff effort due to unfamiliarity with the DCS is being experienced, but this could only be temporary. Dollar and staff year savings may increase as the system is more fully implemented, since it is anticipated that a reduction of search time will occur with the video feature availability. As an added benefit file integrity should improve over the present manual system, particularly in the area of docket files.
3. Aside from docket material, other correspondence within NMSS essentially has not been put into the DCS. Our intention at the outset was to start with the placement of docket material into the system. With the correction of the problems outlined in paragraph 1 above, if the system is retained we will expand our use of the DCS. However, since the system is not fully operational for NMSS, it is difficult to estimate what impact, if any, termination would have. We believe the benefits of a well defined DCS should be measured in future terms rather than those of the present; however, such a system must be cost effective.

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4. If the present DCS is to be retained, we would suggest the following be considered to make the system more useful:
  - a. Improve quality control (data entry and coding) and more complete implementation of feedback loops to identify problems.
  - b. A fulltime liaison person from TERA in the Willste Building to work more closely with the staff for training and guidance in the capabilities of the system and its expansion throughout NMSS.
  - c. Better search capabilities (subject, statistical, etc.) are needed. The present system underutilizes its search logic capability. The user must query the system, building hierarchical logic rather than the system querying the user. It would help if the DCS was oriented better towards the individual user which, undoubtedly, would encourage wider use of the system.

If the present system is determined to be cost effective and retained by NRC, it is generally agreed within NMSS that closer liaison is required with TERA if tangible benefits are to be accrued from the DCS. The enumerated problem areas listed above require examination and correction when possible. Additionally, steps need to be taken to expand the system within NMSS and to train the professional and clerical staff as well in the use of the system. In this regard, an on-the-scene TERA representative would be most useful.



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- c) Those in SD who use the DCS have requested that the system be upgraded to allow the staff to retrieve actual document pages through video transmission.
- d) The TERA Corporation is sending representatives to interview the OSD staff to determine how the DCS can better meet the needs of this office. They are examining ways to produce more complete and timely information as well as revising their user training course to address specific user office needs.

We expect the above mentioned cooperation with TERA will lead to improvements in the DCS which will make the system more useful to the SD staff.

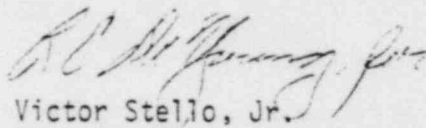
*Robert B. Minogue*

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with each video terminal. The DCS would also be more useful if there were a better means of identifying and indexing enclosures to documents in the system. We have been working with TERA personnel to define those classes of existing documents which should be added to the system to improve information retrieval in the Operations Center and to make file searches more efficient.

In closing, let me reiterate my support for a fully implemented document retrieval system. Whether this system is the DCS as presently envisaged, or a different system with similar objectives, is really of no great import to the technical staff. The important point, in my view, is that we must continue to move forward with the development of an adequate document retrieval system. Any reduction in the originally planned objectives would be a grave error.



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