



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

SEP 16 1980

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

FROM: G. Wayne Kerr, Acting Director
Office of State Programs

SUBJECT: NRC's DOCUMENT CONTROL SYSTEM

In response to your memo of September 9, we wish to submit the following comments on NRC's Document Control System:

1. The TERA personnel have been very responsive whenever we have had a problem in locating a document in the DCS. They have made a very concerted effort to educate us to the system.
2. In terms of savings in dollars, it would be very difficult to estimate staff years per year saved because we are not able to make full use of the system as it presently exists. If the system currently had a 3-year backfitting of documents we could better utilize the system. Also, we could further utilize the system if a subject index were available for retrieving documents.
3. If the DCS were terminated it probably would not greatly impact on our office at this time. However, if the DCS were fully implemented as planned, we could greatly improve the cutback in hard copy documents. Also, since our office interacts with all the program offices, it would be helpful to retrieve documents initiated by other offices as needed. Basically, we could handle our paper flow and files more efficiently and it would result in both a savings in time and money.
4. The DCS would be more useful to us if we had a video terminal, a subject index and a backfitting of documents covering at least 3 years (1977 to present). Since we have regional state liaison officers in each of the NRC regional offices, it would also help to have a digital terminal system with up-to-date microfiche of NRC documents available in all of the regional offices.

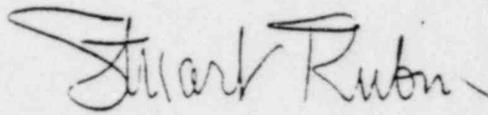
G. Wayne Kerr
G. Wayne Kerr, Acting Director
Office of State Programs

810420 0623

E. Kevin Cornell

- 2 -

Enclosed are some more specific comments concerning the DCS. If you have any additional questions concerning this matter, please contact me or Fred Hebdon (x29643) of my staff.



Carlyle Michelson, Director *for*
Office for Analysis and Evaluation
of Operational Data

Enclosure:
Comments on the NRC Document
Control System

cc w/enclosure:
W. Besaw, DDC
N. Carter, TERA
S. Conner, DDC

Comments on the NRC Document Control System

1. Are you satisfied with the services that the DCS has provided your office?

In general, the DCS has been very responsive to the specific requests for services that have been made by this office. These services have included training sessions, special search strategies, etc. Unfortunately, the usefulness of the DCS continues to be limited by several fundamental problems.

- a. People are not confident that they can find needed documents using the DCS. We have not conducted a formal survey of the percentage of documents available on the system, but we do see a general perception that the percentage is unacceptably low, particularly for internally generated documents. This perception has prevented people from developing sufficient confidence in the system to permit using DCS as their primary source of needed documents. Consequently, groups (including this office) and individuals continue to maintain separate manual files of important documents.
- b. This office is located in the MNBB and does not have a video terminal. Therefore, we must rely on a microfiche file. Unfortunately, it frequently takes several weeks before the microfiche copy of a document appears in our file.

For example, on July 30, 1980, AEOD issued a report on the Browns Ferry, Unit 3 partial failure to scram event. The report was distributed to several recipients (e.g., the Commissioners, the Director of NRR) as an enclosure to separate forwarding letters. On August 14, 1980, an initial search for the letter forwarding the report to the Director of NRR produced the microfiche address of the forwarding letter; however, that microfiche sheet was not available in our files until about September 1, 1980. When it was eventually available, the microfiche included the forwarding letter, but not the enclosed report. Some additional searches and some assistance from TERA, Corp. produced the microfiche address of the report. As of September 16, 1980, the microfiche sheet containing the actual report is not yet available in our files.

- c. The DCS appears to be much less user oriented and much more inflexible than other document control systems we have used (e.g., RECON). For example, if the review of a large number of documents is interrupted, there is no way that we know of to resume at the point where the review was interrupted. The reviewer must start over with the first document in the group.