



**UNITED STATES**  
**NUCLEAR REGULATORY COMMISSION**  
WASHINGTON, D.C. 20555-0001

**OFFICE OF THE  
INSPECTOR GENERAL**

January 16, 2020

**MEMORANDUM TO:** Margaret M. Doane  
Executive Director for Operations

**FROM:** Dr. Brett M. Baker */RA/*  
Assistant Inspector General for Audits

**SUBJECT:** STATUS OF RECOMMENDATIONS: EVALUATION OF  
NRC'S NETWORK STORAGE INTERRUPTION  
(OIG-17-A-19)

**REFERENCE:** CHIEF INFORMATION OFFICER, MEMORANDUM DATED  
OCTOBER 10, 2019

Attached is the Office of the Inspector General's (OIG) analysis and status of recommendations as discussed in the agency's response dated October 10, 2019. Based on this response, recommendation 2 remains open and resolved, and recommendations 3 and 4 are closed. Recommendation 1 was closed previously. Please provide an updated status of recommendation 2 by May 15, 2020.

If you have any questions or concerns, please call me at (301) 415-5915, or Eric Rivera, Deputy Inspector General for Audit, at (301) 415-7032.

Attachment: As stated

cc: C. Haney, OEDO  
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## Evaluation Report

### EVALUATION OF NRC'S NETWORK STORAGE INTERRUPTION

OIG-17-A-19

#### Status of Recommendations

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  
October 10, 2019:

The Service Level Requirements (SLRs) for compute and storage were added in the SNCC contract deliverable. They include health checks and reviews of the storage architecture every six months, and storage performance monthly. This process was implemented in July 2019. Documentation of this process has been included in the Global Infrastructure and Development Acquisition (GLINDA) Acquisition Governance Plan (AGP), (formerly called the CAP). The NRC believes that the intent of this recommendation has been fulfilled.

Target Completion Date: Completed

Point of Contact: Steve Liu, OCIO/SDOD/NISB,  
301-287-0782

OIG Analysis:

The proposed action does not meet the intent of the recommendation. The recommendation specifically states "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." OCIO has not developed an internal procedure. This recommendation will be closed when OCIO provides an internal policy that requires evaluation of the storage system architecture and demonstrates the policy has been implemented.

**Status:**

Open: Resolved.

## Evaluation Report

### EVALUATION OF NRC'S NETWORK STORAGE INTERRUPTION

OIG-17-A-19

#### Status of Recommendations

Recommendation 3: Develop and implement Global Infrastructure and Development Acquisition (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).

Agency Response Dated  
October 10, 2019:

The SLRs for compute and storage were added in the SNCC contract in July 2019. The SLRs include reviews of storage performance monthly and of storage architecture every six months. This process was implemented in July 2019 and documented in the GLINDA AGP. The NRC believes that the intent of this recommendation has been fulfilled.

Target Completion Date: Completed

Point of Contact: Steve Liu, OCIO/SDOD/NISB,  
301-287-0782

OIG Analysis: OIG reviewed the modifications to include SLR's in the SNCC contract for compute and storage. The corrective action meets the intent of the recommendation. This recommendation is therefore closed.

**Status:** Closed.

## Evaluation Report

### EVALUATION OF NRC'S NETWORK STORAGE INTERRUPTION

OIG-17-A-19

#### Status of Recommendations

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

Agency Response Dated  
October 10, 2019:

The GLINDA AGP describes the governance between GLINDA vendors. The GLINDA AGP has been finalized and communicated to GLINDA Contracting Officer's Representatives and vendors during the bi-weekly GLINDA Operational Roundtable meetings. The GLINDA AGP is a living document that will be updated as GLINDA Blanket Purchase Agreement Call awards are issued and governance procedures are updated.

OIG Analysis:

OIG reviewed the GLINDA Contract Governance Plan version 1.1, revised September 25, 2019. The corrective action meets the intent of the recommendation. This recommendation is therefore closed.

**Status:**

Closed.