HIGHLIGHTS

Info on the Go, Ask IRM, and Input/Output will resume as regular columns in the next issues.

Information and Records Management Branch: We Help the NRC Make History

The Information and Records Management Branch (IRMB) is responsible for all of NRC's records management, an umbrella term for a variety of functions, many of which are featured in this issue. The role of IRMB is vital to the circulation of the agency's lifeblood—information.

Did you know that IRMB reviews every rulemaking, associated NRC forms, and regulatory guidance to ensure that any information collections they contain comply with the Paperwork Reduction Act and the Office of Management and Budget's imple-

Brenda Shelton

menting regulations? Did you know that all regulatory submittals that come into the agency must get U.S. Archivist approval before they can be destroyed? That it is the IRMB staff, in concert with those in program offices and the Office of the General Counsel, who develop the disposition schedules for the Archivist's review and approval? Did you know that IRMB has agency authority to transfer ownership of records from the NRC to the National Archives and Records Administration (NARA) and to authorize the destruction of records? IRMB is therefore involved in the decision making that results in both the creation and ultimate disposition (the complete life cycle) of all agency records.

As we rapidly expand into an environment of electronic communications, it is becoming more challenging to harness and manage information created by almost as many different sources as there are NRC employees. What are we doing to deal with what one may consider a dilemma? IRMB recently completed an audit of all of the Regions' document and records management practices. As a result of those audits and other findings about Headquarters' records management practices, IRM is working with the Office of Personnel and NARA to develop a course to make management and staff more sensitive to the importance of maintaining adequate documentation about the NRC's activities, the responsibilities of each information-creating employee for preserving records, and the risks associated with electronic records. We are continuing to explore various electronic media for maintaining the agency's archival records, to promote the acceptance of electronic records as the official submittal to the NRC,

and to promote the establishment of a central receipt point for the electronic record of all documents created or received by the NRC.

I invite you to tour the NRC File Center to get firsthand knowledge of what the operation is all about. We are very proud of the records management program at the NRC, but recognize that there is always room for improvement. Please give me a call (415-7233), stop in (T-6 F30), or e-mail me (BJS1) with

ideas or suggestions as to how we might better serve you.

Brenda J. Shelton, Chief
Information and Records
Management Branch

At Your Service

Beverly A. Martin, a Management Analyst in the Reports and Information Management Section of IRMB, has been with the NRC for 15 years, starting in what was then the distribution section of the branch. When given the opportunity to compete for the job in forms analysis and design, Beverly, who, unlike many of us, says, "I like change," applied. An aficionada of fonts and graphics, she won the appointment and recalls now the prescience of one of her colleagues in the private sector; 20 years ago he predicted, "Somewhere, some day, you'll be working for the Government designing forms."

Beverly Martin

Beverly began in the once-familiar environment of designing forms with a pencil and ruler on mats preprinted with nonphoto graphic blue ink grids. The drafts were then sent to the Office of Administration whose contractor prepared the typeset camera copy. With a PC at hand, Beverly graduated to WordPerfect 5.1 tables, all the while taking every course offered on forms analysis and design. Now with forms design software packages offering tutorials, her classroom days are behind her and she's thriving on being able to produce results—and revisions—instantly using InForms, Form Flow, and Jet Form.

A hallmark in staff who provide good service is enthusiasm, and here Beverly shines. "I feel like I have the best job at the NRC because I get to make a lot of people happy with the finished product." Her only regret, however, is sometimes having to make someone wait for a finished product.

Stop in and visit with Beverly at T-6 C20, or reach her by e-mail (BAM1) or phone 415-5877. ✳

From the Editor

In these first issues, **INSIDE INFORMATION** has acquainted readers with the IRM branches that undertake activities on your behalf. Because the agency's Information Technology program, policies, and process are evolving so rapidly, management decided to use a bimonthly newsletter to keep customers informed. But because the concept of "customer" is relatively new in Government service—and particularly in the NRC, readers may find useful what IRM means by *customer*.
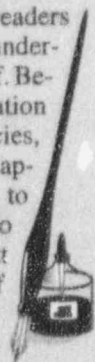
To us, a customer begins with anyone outside an IRM employee's assigned organizational subunit: his or her colleagues in another IRM section, branch, or in the front office. We test our services and innovations (our *industry*, *resourcefulness*, and *mastery*) on ourselves before introducing them to our wider customer base—NRC program office, administrative, and regional staff. Finally we look to the whole of the NRC's customers—staff of the Department of Energy labs, State and local governments, licensees, international organizations, foreign governments, and individuals—all of whom also benefit from the agency's IT program.

And finally, we are *your* customers. IRM staff daily call on your expertise to support our mission responsibilities, so in "Tip of the Hat" we express our appreciation as customers for some of the outstanding assistance you in other organizations offer us.

Patricia A. Lavins
Executive Editor

Goodbye, Carbon Transfer: Forms Automation Advances

Second only to the "Time and Attendance" form, the "Request for Administrative Services," NRC Form 30, tops the list of most widely used forms in the agency. More than 20,000 NRC Form 30s are printed each year so that staff can order from 10 categories of services or, of course, opt for the popular box marked "OTHER *(Specify)*." Routing, says Beverly Martin, a Management Analyst in the IRMB Reports and Information Management Section, is the "monumental challenge" with this form because it requires up to seven signatures and has three carbon transfer copies. Now with the NRC Form 30 (and 49 of its siblings) installed on WordPerfect Office 4.0a, we can look forward to the day in 1997 when a simple **Send** will carry your request electronically up the approval chain right through the Office of Administration until your goods or services are delivered—and you sign for receipt in block 18a.

Fill in the Blanks

With installation of WordPerfect Office 4.0a at your desktop comes the new agency automated forms capability. Using a LAN product called InForms, IRM is providing you with the capability to call up any of the agency's 50 most used forms on your PC screen, fill them in, and print them out. All staff are scheduled to have this new function installed by year's end. Training is available now through the Professional Development Center.

Even as the next batch of 50 forms is being readied for a December 1995 debut on the network, IRMB is working on electronic signature capabilities, security, and interlinking data bases, tasks that will culminate in making all forms and their transmittal completely electronic.
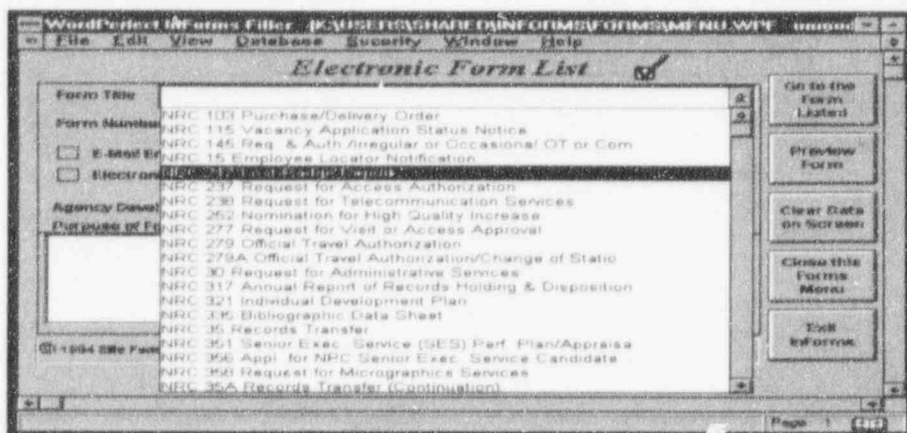
You lost your badge at the airport? From InForms, select 217 and rush it to Security.

Entering your personal identification number will display your printed name and signature, a feature that demands stringent protection. We are devising a sophisticated, tamperproof system that will, for example, enable you to fill out a leave application, but once it has been signed by your boss, the hours block is locked. Should anyone even attempt to change the hours, a message will alert your boss.

IRMB is also working on determining the most efficient routing of forms and on capturing "intelligence"—intelligence supplied by linked data bases and by the system itself. You won't be able to move through a form until a field is completed, but in many instances the blocks will fill themselves in. Area codes and prefixes for the regions will, for example, be invoked automatically. Even better, however, will be the details for your travel vouchers that correspond to your original travel request. Entering your social security number will instantly recall to the form your name, address, dates of travel, and the per diem and hotel rates. You will, IRMB staff promise, "be delighted." Even with those advances in place, you may still have to print the form, attach the travel receipts, and forward the packet by mail. The Office of the Controller and

IRM are pondering automated alternatives, such as writing a control number on the receipts and forwarding them separately.

In the Beginning

Behind all the wizardry that will ease the filling out and transmitting is the creation of a form. Before you devise a form, consult with Beverly about the intricacies of the law (does the form need Office of Management and Budget clearance? does it need to be filed in a privacy system?), the routing, the logic (the flow or placement of the copy on the form), and the design (use of a logo). ✳

Coming This Fall

... to everyone's workstation: WordPerfect Office for Windows, the software that provides you with Windows-based e-mail, calendar, and scheduler and replaces the DOS versions. As soon as your IT Coordinator announces implementation of the software in your office, register and attend the ongoing training courses offered by the Professional Development Center. Questions about Office for Windows? Contact **Karen Paradiso** at 415-5852 or by e-mail (KXP). ✳

Document Management: A Critical Path

The IRMB Reports and Information Management Section and the Document Processing Services Section staff call themselves "expediters," a modest term considering they have been instrumental in compiling the bibliographic data for approximately 2 million entries in the NUDOCS system. Staff also liken their services to lights and air conditioning—remarkable only in its absence. But by dint of the volume of material that passes through the Document Control Desk (DCD), it's possible to appreciate the large customer base that is served by document management. Sixty-one thousand five hundred forty-seven documents were processed in calendar year 1994, but the people

behind the DCD had already culled several thousand before sending the others on to a contractor for indexing, creating accession numbers and abstracts, processing as full text, and generating microfiche copies.

Although the document management system has been in place for many years, it is the document reviewers at the DCD—Susan Fridley and Jim McKnight—who make a lot of decisions, such as which of more than 400 codes in the Regulatory Information System to assign to a document. Both members of the team are familiar with the other's area of expertise, but Susan and Jim concentrate, respectively,

in the workings of NMSS and NRR, and are, as such, particularly valued by the licensing assistants in those offices. Has a licensee's submittal arrived? Where is it in the system? Because they know the programs and people so well, Susan and Jim are able to track down urgent requests for updates.

For details on how IRMB shunts proprietary, confidential, and safeguards information for special handling; how the branch performs quality control; how it completes document preparation and micrographic processing, contact *Mike Collins* at 415-2488. ✻

Reducing Paperwork

The Paperwork Reduction Act of 1995 will, as of October 1, require agencies to—

❖ Reduce the paperwork burden imposed on the public by 10 percent for fiscal years (FYs) 1996 and 1997 and by 5 percent for FYs 1998–2001

❖ Better justify the need for information in the documentation submitted to the Office of Management and Budget (OMB) for review and approval of the information collections to be imposed on the public

❖ Seek public comment on renewals before submitting them to OMB (Unfortunately, this will increase the paperwork for the NRC staff.)

❖ Integrate an information locator service as a component of

the Government Information Locator Service (GILS)

❖ Acquire, use, and manage information technology to improve performance of agency missions

❖ Enforce Governmentwide information technology management policies, standards, and principles and to be accountable and responsible for information technology investments

Removing the Extraneous

As part of its National Performance Review, the NRC is examining regulations with a view toward eliminating information collections that are of marginal importance to safety, reducing the frequency of reporting, and revising requirements

to lessen the impact on applicants and licensees.

Increasing Access

In regard to the establishment of GILS, IRM has assessed the technical and administrative requirements necessary to ensure compliance, completed a requirements analysis, and has identified a technical solution. IRM is now working with program offices to identify information products for inclusion in GILS and expects to meet the OMB requirement that GILS be available on-line by December 31, 1995. In effect, GILS will increase public access to information collections but will have only a limited impact on NRC staff because we have been systematically developing and annotating our collections for some time. ✻

Good Recordkeeping Affects Our Dispositions

Like all Federal agencies, the NRC has to create and preserve records containing adequate and proper documentation of the organization, functions, policies, decisions, procedures, and essential transactions of the agency. Virtually all of us in the NRC create records, but the rub is in recognizing whether—and how—to preserve them. You could go to jail and pay a major penalty for destroying or throwing away a record, but there is no legal proscription for failing to create a record. Responsibility for preserving and ultimately disposing of official records resides in IRMB and with the Records Liaison Officers (RLOs) of each organization, but we rely on you to follow the guidance in Management Directive 3.53 in determining if what you create or receive should become an official record (see box for a precis of what meets the test for a Federal record). Conventional wisdom dictates, "If in doubt, throw it out," but in records management common sense and logic should prevail. If "in doubt," seek guidance from a File Custodian.

Through the Looking Glass

What makes a record official? Wayne Davis brought to mind Lewis Carroll's "of shoes and ships and sealing wax" when the Acting Chief of the Records and Archives Services Section paraphrased another famous Englishman: "First, kill all the copy machines." Uncounted duplicates can confound the records management program, but, for documents generated within the
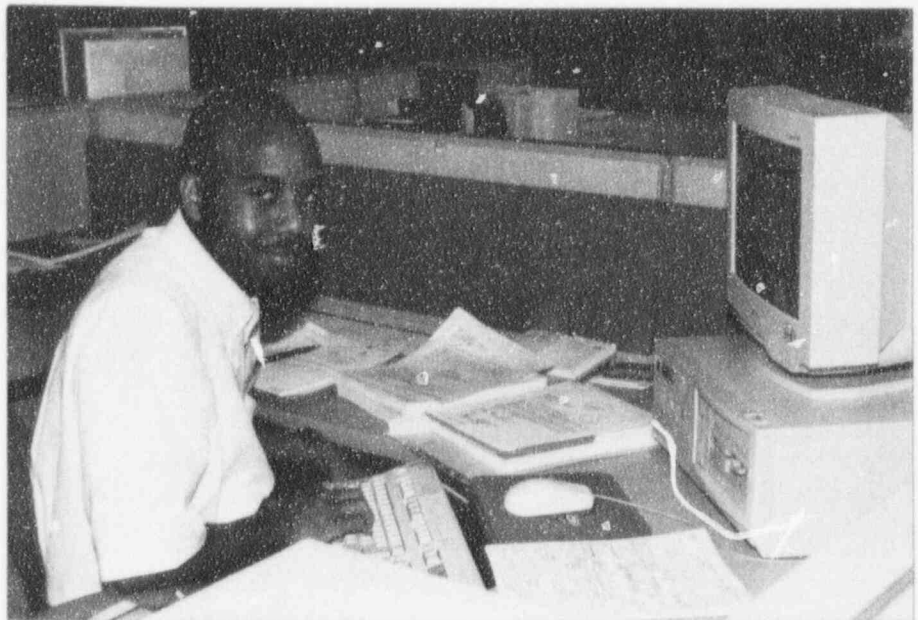
Stay-in-School employee Sudani L. Davis is learning records management

NRC, the concurrence copy is the official record, tantamount to the king's seal. The official records for several NRC program offices (NMSS, NRR, RES, for example) are maintained in the NRC File Center. Here IRMB keeps both official records and "living documents" that reflect, for example, the latest changes in technical specs at power plants. But because approximately 60 percent of the official records of the agency are maintained in the originating or receiving NRC office, it is up to the File Custodians and RLOs in those offices to follow the guidance issued by the IRMB staff, who understand and interpret the many Federal regulations governing records management.

Early Out

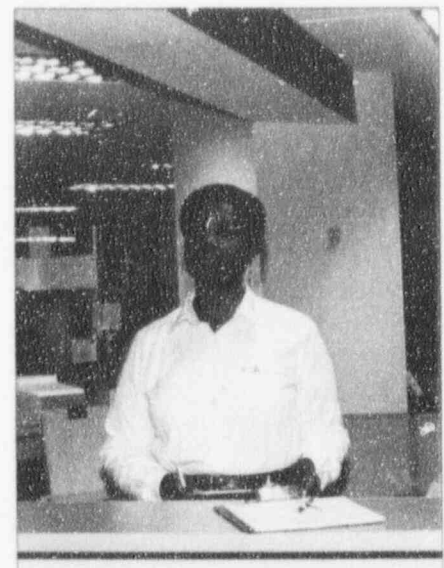Through complex procedural rules, IRMB decides on retirement: which

records to preserve, destroy, or remove as inactive. Currently 30,000 cubic feet (1 cubic foot roughly equals a box of copier paper) of inactive records occupy space at a commercial off-site storage facility and at the Washington National Records Center.

For further information about the records management program, contact **Wayne Davis** *at 415-7229.* �

Betty Scott readily assists NRC File Center walk-in customers.

It's a Record

IRMB continues to emphasize the need for employees to recognize that the medium is not a criterion for determining whether a document is a record. It's a record if it is—

❖ made or received within the agency under Federal law or in connection with the transaction of the agency business

❖ preserved or is appropriate as evidence of agency organization and activities or because of the value of the information it contains

We Kept Tabs, We're Taking Action: Report on IRM Survey

In July, we asked all Headquarters employees to rate IRM on the quality of its customer support services. Our thanks go to everyone who participated. Out of 2,500 surveys, there was a 27 percent response rate.

Many of you had good things to say, and the negative comments helped identify ways to improve our services. Whether favorable or not (and some of our favorite quotes are displayed here), all your suggestions were appreciated and we will implement as many as possible. For starters, here's how you answered our questions and how we are acting to immediately improve our services. Then we cover what's in the queue in the way of enhancements.

Answers and Actions

Are We Responsive?

Do we respond to your voice-mail? e-mail? Do we provide a service ticket number and the resolution status of your problem? Well, 51 percent of you said "SOMETIMES."

Over the past few months, the **Customer Support Center (CSC)** has worked to improve response by increasing the number and the skill level of the support staff answering the phones. We are currently changing the procedures to facilitate problem resolution. We've even set some new goals for ourselves in three important areas—

Voice-mail—return the customer's call within 15 minutes

E-mail—respond to the customer within an hour of receipt

Status updates—provide daily reports for those tickets open longer than 24 hours

"Courteous, Yes, But Not Always Knowledgeable"

Although 92 percent of you said we are courteous, only 60 percent said we are knowledgeable.

Our goal is to be courteous at all times. To that end we've initiated a recognition program for the customer support staff that is tied to customer satisfaction. Your comments count. Keep them coming.

We also want to resolve your IT problems correctly the first time. You suggested that we (1) assign technicians to applications in which they are knowledgeable, (2) provide more training to the **CSC** staff, and (3) send the same technician to fix recurring problems.

We are currently working to better define a problem prior to assigning a technician. We have made several staff-related changes to improve the overall skill levels of the technicians.

"CSC is much improved over the last year."

"IRM technicians say, 'Hmm...I've never seen this before. What did you do?'"

To address your concerns about having different support technicians work on recurring problems, we are exploring configuration management, on-line support tools, remote access, and procedural changes to streamline the process. With these, our technicians should be able to resolve problems—without creating new ones.

Do we leave our yellow customer support service card? Your responses indicate that we do 57 percent of the time. We are working to make this 100 percent!

How Quickly Do We Fix It?

Many of you stated that on average we solve the majority of problems in 1 to 2 days; minor problems take less than 1 day and sometimes are fixed over the phone. One person suggested that a reasonable response time of 1–4 hours or 1–8 hours, depending on the urgency, should be our goal.

We are currently developing service levels related to the urgency of problems. These service levels will help us to respond consistently to problems.

Noted!

We were not surprised that 77 percent of our customers contact us monthly. But it was of interest to find that 66 percent of you were

unfamiliar with the role of the Office IT Coordinator.

IRM is currently working to better define the role of the IT Coordinator because the role will be important in our **CSC** enhancement project now under way. Future issues of the newsletter will address their roles.

And the Envelope, Please

You rated IRM's overall service as follows:

OUTSTANDING	14%
✓EXCELLENT	52%
AVERAGE	26%
POOR	8%

We will continue to strive to improve our services to reach our goal of 100 percent OUTSTANDING!

In the Queue: CSC Project Update

In the February issue of **INSIDE INFORMATION**, we noted that the IRM **CSC** was working on a new project to enhance its services. Our goal is to improve our operations and services to our customers by expanding the **CSC**'s range of customer support functions.

"I contact CSC several times a day. I'm glad they are there."

We have just completed the requirements analysis phase that identified current requirements and functions needed to enhance the **CSC**. Some of the enhancements that we are planning to introduce include a call management system that offers an automatic call director, an interactive voice response unit, and a computer telephone integration capability to allow more functionality in routing calls, announcements, on-line services, and reporting. This call management system will provide many capabilities to enhance and improve our services. We are currently evaluating call management systems and expect to make a selection soon.

Future steps will also include the implementation of an expert-based system that will provide for call tracking, configuration management, and asset tracking. The expert-based system will include problem resolution tools for you to use at your desktop before calling the **CSC** for help and diagnostic tools for our technicians to consult before attempting to resolve your problems.

INSIDE INFORMATION will continue to provide more details as the project progresses. Now, as always, we welcome your comments about our service. Please e-mail your thoughts and suggestions to Cynthia Dekle (CED). �

"The constant turnover of contractor personnel is disconcerting."

Tip of the Hat

Thanks to help from **Bob Loach** and **Kathy Adams** in the Office of Personnel, the IRM Customer Support Section captured the data from the recent customer satisfaction survey without a hitch. IRM was the first office to try out the Access software on the new Scantron System and found it worked flawlessly. �

T&A Takes Off

The PAY/PERS Implementation Team announces that the new Automated Time & Attendance System is up and running—first in the Office of the Controller and then in the Office of Personnel and in IRM. Phase-in for the rest of the agency will begin in late September.

Features

User-friendly, Windows-based, and accessed via AUTOS, the new system leads staff in navigating through the data entry screens, queries, and reports and offers on-line Help. Automation will greatly enhance T&A processing at the NRC and provide fast, on-line information to T&A Clerks and Certifying Officials right at their PCs.

Installation

IRM staff will visit workstations in the next few weeks to install the T&A software. T&A Clerks, Certifying Officials, and their alternates will receive e-mail notification of these planned visits.

Training

T&A Contacts will distribute a training schedule to T&A personnel. Training will be conducted in the Professional Development Center and in the Regions. ✖

People

1205551395310   1 1A019R
US NRC-OADM
DIV FOIA & PUBLICATIONS SVCS
TPS-PDR-NUREG
2WFN-6F7
WASHINGTON   DC 20555

Welcome Aboard

...NRC Staff

Carl Konzman

Carl F. Konzman, a Computer Specialist in the Micro-computers and Hardware Support Section of the End User Support Services Branch, recently transferred from the Department of Defense, where his assignments in enterprise design and management related largely to the financial aspects of base closures. A native of the Washington area, Carl will support the acquisition of information technology tools needed to support our customers' mission needs. Currently, he is developing require-ments analysis assessment criteria and proposing a life cycle management program for the NRC's information technology equipment. Carl can be reached at 415-5731 or via e-mail (CFK). Stop in at T-4 F34 to discuss your ideas and suggestions as to how IRM can improve its technology equipment acquisition program.

Outstanding Work Nets Awards for Smith and Hobbes

Phyllis A. Smith, a Computer Systems Analyst in the Policy, Planning and Acquisition Support Branch, assisted the Division of Industrial and Medical Nuclear Safety, Office of Nuclear Materials Safety and Safeguards (NMSS), in carrying out the materials licensing business process reengineering (BPR) project. Her nomination for Employee of the Month noted that she worked "effectively and efficiently with members of the NMSS staff," providing "extremely valuable technical input" as a full participant in the core reengineering team. In furthering the aims of the NMSS, she consistently demonstrated the "highest standards of teamwork and cooperation." For insight into BPR, contact Phyllis at 415-5817 or stop by T-6 D17. Her e-mail address is PAS1.

Converting the One White Flint North telephone prefix from 504 to 415—on time and with minimum disruption to agency operations—earned **Nancy J. Hobbes** the Employee of the Month award for February. Her nomination credited "meticulous planning," including coordinating a schedule with Bell Atlantic, placing an announcement in the *Federal Register*, issuing a yellow announcement to all NRC employees, individually briefing the offices, and sending timely network bulletins to announce the next affected office. Almost 500 numbers were converted every other weekend during the final phase of the project. In addition to serving as Project Officer for the Washington Interagency Telecommunications System contract, Nancy also supervises the cellular phone contract. Nancy welcomes calls (415-7300) and returns e-mail from NJH.

In honoring Phyllis Smith as the January Employee of the Month, IRM conferred a plaque and cash award for her facilitating harmonious relationships between the NMSS and IRM technical staff.

Nancy Hobbes got a jump start on many NRC employees, having served a 2-day stint with the Atomic Energy Commission as a secretary for the Director of Security. Now a Communications Specialist in the Technology Infrastructure Branch, Nancy says her biggest challenge in completing the telephone prefix project was the weekend weather. Snow—and midwinter fog—threatened the successful conclusion of tagging every phone and changing the labels, but Nancy and her associates prevailed.

CONGRATULATIONS