



OFFICE OF THE
INSPECTOR GENERAL

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

February 15, 2012

MEMORANDUM TO: R. William Borchardt
Executive Director for Operations

FROM: Stephen D. Dingbaum */RA/*
Assistant Inspector General for Audits

SUBJECT: STATUS OF RECOMMENDATIONS: MEMORANDUM
REPORT: AUDIT OF NRC EMPLOYEE USE OF THE
FEDERAL CALLING CARD (OIG-10-A-15)

REFERENCE: DIRECTOR, OFFICE OF INFORMATION SERVICES,
MEMORANDUM DATED JANUARY 31, 2012

Attached is the Office of the Inspector General's analysis and status of recommendations as discussed in the agency's response dated January 31, 2012. Based on this response, recommendations 1-3 remain in resolved status. Please provide an updated status of the resolved recommendations by May 31, 2012.

If you have any questions or concerns, please contact me at 415-5915 or Kathleen Stetson, Team Leader, at 415-8175.

Attachments: As stated

cc: N. Mamish, OEDO
K. Brock, OEDO
J. Arildsen, OEDO
C. Jaegers, OEDO

Audit Report

AUDIT OF NRC EMPLOYEE USE OF THE FEDERAL CALLING CARD

OIG-10-A-15

Status of Recommendations

Recommendation 1: Develop and implement a plan to assess the validity of high calling card usage on a periodic basis.

Agency Response Dated
January 31, 2012:

Agree. To assess the validity of high calling card usage on a periodic basis, the Office of Information Services (OIS) will develop and release a Federal Calling Card Policy which establishes guidelines to conduct random and targeted monthly calling card expense audits to assess Agency controls over the telephone calling card program. Calling card holders and their immediate supervisors will be asked to certify the appropriateness of calling card charges. A copy of the draft policy is attached with this response. The policy will be finalized and posted in the second quarter (Q2) fiscal year (FY) 2012; a Yellow Announcement will then be sent informing staff of the policy. This recommendation is completed.

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives and reviews a copy of the final OIS Federal Calling Card policy to assess the validity of high calling card usage on a monthly basis, and determines the policy has been implemented.

Status:

Resolved.

Audit Report

AUDIT OF NRC EMPLOYEE USE OF THE FEDERAL CALLING CARD

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Status of Recommendations

Recommendation 2: Develop and implement a policy to conduct annual inventories of calling cards and reconcile differences in a timely manner.

Agency Response Dated
January 31, 2012:

Agree. As part of the transition of telecommunications services from FTS2001 to the new Networx contract vehicle, OIS has re-issued all Federal calling cards agency-wide. The transition to Networx calling cards was completed on December 9, 2011, providing OIS with the ability to assess usage and monitor inventories at a more detailed level than was previously available. In addition, OIS has developed a draft Federal Calling Card Policy which establishes guidelines to conduct annual inventories of calling cards and reconcile differences in a timely manner. The policy will be finalized and posted in Q2 FY2012; a Yellow Announcement will then be sent informing staff of the policy. A copy of the draft policy is enclosed with this response. This recommendation is completed.

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives and reviews a copy of the final OIS Federal Calling Card policy to conduct annual inventories of calling cards and reconcile differences in a timely manner, and determines the policy has been implemented.

Status:

Resolved.

Audit Report

AUDIT OF NRC EMPLOYEE USE OF THE FEDERAL CALLING CARD

OIG-10-A-15

Status of Recommendations

Recommendation 3: Calculate the relative costs of various calling options and, if there are significant differences, communicate information to staff about cost-effective calling options.

Agency Response Dated
January 31, 2012:

Agree. The U.S. Nuclear Regulatory Commission (NRC) has awarded contract number NRC-33-11-325 as a task under the Information Technology Infrastructure Services and Support contract that provides for Telecommunications Expense Management Services. Section C.6.4.4. of said contract provides new tools that provide for the analysis of cost-effective calling options, rationalization of rate plan types and other opportunities that may lower total cost while maintaining or improving the quality of service provided to Agency users. The first deliverable which will provide this analysis is due the end of the Q2 FY2012. Once the deliverable has been provided, if significant cost differences are identified, OIS will communicate this information to appropriate staff by May 15, 2012.

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives and reviews documentation that OIS has calculated the relative costs of various calling options and, if there are significant differences, communicated information to staff about cost-effective calling options.

Status:

Resolved.