

Appendix A

Annual Reports on Improvements in Information Resources and Technology

NUREG-1100
Volume 13

BUDGET ESTIMATES FISCAL YEAR 1998

February 1997
U.S. Nuclear Regulatory Commission

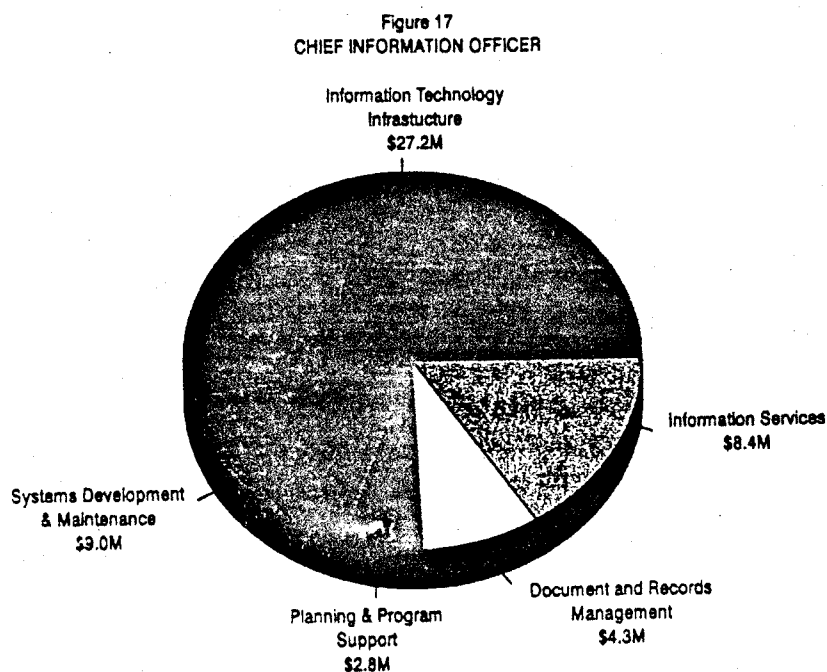


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MANAGEMENT AND SUPPORT PROGRAM: Resource and Administration

Chief Information Officer

The Office of the Chief Information Officer provides centralized guidance on and oversight, and coordination of all policy, planning, and execution of information resources management functions, and manages program activities related to the agency's acquisition, management, and use of Federal information processing resources. This activity is responsible for implementation of the Information Technology Management Reform Act (ITMRA) of 1996, in designing and implementing an information technology (IT) capital planning and investment control process for maximizing the value and assessing and managing the risks of IT investments. This activity provides the essential services and technical means used by the agency staff to receive, store, retrieve, manipulate, process, and transmit information in support of the agency's health and safety mission.



Information Technology Infrastructure--A robust infrastructure is a critical component that is needed to accomplish the agency's mission. The infrastructure supports NRC's ability to communicate internally and externally with 110 nuclear reactor sites and with the public and other government agencies. Comprehensive, integrated radio, voice, and data communications, networking, and connectivity services are provided for the NRC through this activity.

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Minicomputer, timesharing, and client-server platforms are maintained to provide the appropriate infrastructure for agency computing requirements. Centralized customer support services provide technical assistance for agency office automation workstations and software and assist customers with establishing access and communicating with timesharing facilities and other outside locations.

Systems Development and Maintenance--To meet agency information processing and access requirements, the NRC develops, acquires, and maintains application systems for programmatic and administrative functions. The NRC is assessing systems development methodologies and procedures to ensure that the public's access to NRC information is considered, with the goal that new systems and modifications to systems either preserve or improve the public's access to NRC information. The NRC is also selectively applying work process redesign to agencywide systems to examine and streamline work processes before automation technology is applied.

Information Services--A variety of services are necessary to facilitate NRC staff and public access to information. These services include providing a centralized system for announcing public meetings of the staff and public access to NRC electronic information, operating and managing the Public Document Room, coordinating local public document room activities, managing the Freedom of Information Act program, and providing essential agency library services. This activity also provides centralized agencywide publication control and processing, word processing and scanning services, technical writing and editing services, and translation services for the entire agency.

Document and Records Management--This activity provides for the management of shared data and documents as agency resources to ensure that they are accessible, secure, reliable, and maintained in accordance with government regulations. The NRC plans to improve data quality, reduce paperwork, and increase its capability to access and share data across all agency information systems, through the use of information technology. The NRC is also applying technology to reduce paperwork and improve its ability to communicate and access information both internally and externally.

Planning and Program Support--The NRC conducts an information technology planning and budgeting process that supports the NRC's mission, focuses on information technology throughout the agency, enhances the ability of senior executives to make decisions, and is integrated with the agency's planning process. Efforts to implement ITMRA include establishing performance goals and performance measures and revising agency mission-related and administrative processes as appropriate before making significant investments in information technology. Policies, standards, and architectures are developed and maintained

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to support NRC's information technology strategy and comply with Federal regulations and standards. The assessment of advanced and emerging information technologies and the transfer of appropriate technologies to the NRC environment, with a special focus on high performance computing, are important aspects of NRC's information technology program.

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Chief Information Officer

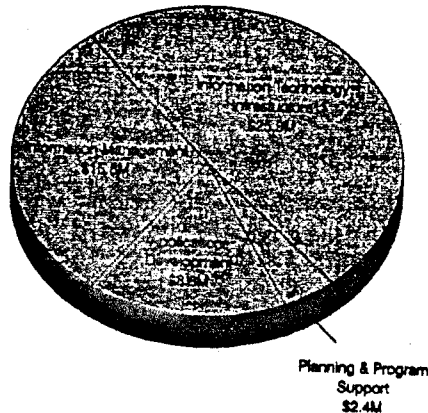
	FY 1997 Enacted	FY 1998 Estimate	FY 1999 Estimate	
			Request	Change from FY 1998
Budget Authority by Function (\$K)				
Salaries and Benefits	14,932	13,904	14,337	433
Contract Support	35,289	38,220	38,225	5
Travel	67	100	100	0
Total	50,288	52,224	52,662	438
Budget Authority by Activity (\$K)				
Information Technology	34,900	37,021	36,816	-205
Information Management	15,388	15,203	15,846	643
Total	50,288	52,224	52,662	438
Full-Time Equivalent Employment by Activity				
Information Technology	89	81	81	0
Information Management	102	95	95	0
Total	191	176	176	0

Chief Information Officer

The Office of the Chief Information Officer (OCIO) plans, directs, and oversees the NRC's information resources, including information technology infrastructure, applications systems, and delivery of information management services, to meet the mission and goals of the agency. The OCIO ensures that information technology resources are acquired and information resources are managed consistent with Federal Information Resources Management laws and regulations, including implementation of the Clinger-Cohen Act of 1996.

MANAGEMENT AND SUPPORT: Chief Information Officer

Figure 13
CHIEF INFORMATION OFFICER



Information Technology

Planning and Program Support--This activity is the focal point for information resource planning and implementation of the Clinger-Cohen Act of 1996 . This includes management of agency technology planning; development and implementation of information technology (IT) architectures; management of the agency's IT Capital Planning and Investment Control process; development of agency IT and information management (IM) policy; and management of administrative, acquisition, personnel and financial matters for the information resources management program. This activity also includes the NRC's computer security program, which implements administrative, technical, and physical security measures for the protection of NRC's information, automated information systems, and information technology infrastructure. The computer security program encompasses special safeguards to protect classified information, unclassified safeguards information, and sensitive unclassified information that is processed, stored, or produced in all types of automated information systems.

In FY 1999, as part of the NRC program to develop and maintain an IT architecture, the staff will evaluate the cost and quality of automation of two NRC business areas and complete the development of a high-level model of the data that supports two NRC business areas. The agency's Technical Reference Model will be updated to provide standards for implementation of 32-bit operating systems required for the Agencywide Document Access and Management System (ADAMS). As part of the FY 1999 computer security program, the NRC will provide computer security awareness training to all employees. The staff will continue its program to detect and prevent virus attacks with a goal of preventing any virus infections of the NRC network.

MANAGEMENT AND SUPPORT: Chief Information Officer

Information Technology Infrastructure-- This activity provides the development, operations, and support of a reliable and robust IT infrastructure which is critical for supporting NRC's mission requirements. The infrastructure supports NRC's ability to communicate internally and, externally, with 104 nuclear reactor sites, the public, and other government agencies. Through this activity, the OCIO provides NRC with comprehensive integrated voice and data communications, networking, connectivity, and computer services. The infrastructure provides the hardware, software, and telecommunications equipment and associated services to support NRC business requirements for developing, maintaining, and operating programmatic and administrative applications systems.

By the end of FY 1999, 80 percent of NRC resident inspector sites will have a direct connection to the agencywide network for access to agencywide applications and network resources. Also, approximately 93 percent of the agency's microcomputers will be upgraded to Pentium class computers.

Applications Development-- This activity covers the development and maintenance of the agency's information systems. All agency systems are developed within the structure of a systems development life cycle to ensure adherence to standards, proper documentation, and use of a consistent methodology for project planning and management. Permanent teams are assigned to develop, maintain, and support the NRC applications for each major business area to ensure integrated planning and implementation and increase data sharing. Activities associated with addressing the Year 2000 computer problem will continue to focus on repairing all mission and business critical systems in line with the milestones established by the Office of Management and Budget. The majority of the effort to renovate these systems will take place in FY 1998. Most of the effort in FY 1999 will be directed to the final validation that the systems are corrected and the implementation of repaired systems. Recognizing that NRC's regulatory functions require the preparation, review, receipt, and distribution of large quantities of information and its effective management, the agency continues to develop and implement a core document management system (ADAMS) that is critical to NRC's mission. ADAMS will ensure the integrity of NRC's document repository for recordkeeping, legal uses, and staff retrieval by capturing documents once, at their source, as they are electronically created or received by the agency. This project will put in place a document system and infrastructure that is critical to providing ready access to regulatory information and will ensure the completeness of the agency's document and records collections.

In FY 1999, for those systems meeting the criteria for inclusion in NRC's Information Technology Capital Planning and Investment Control process, the staff will prevent any significant deviations (as defined in the Clinger-Cohen Act) from system development targets.

MANAGEMENT AND SUPPORT: Chief Information Officer

By March 31, 1999, all maintained application systems that are identified as mission-critical or business-essential will be able to process dates beyond January 1, 2000.

Information Management

Publications Services--This activity provides centralized, agencywide publications control and automated reports processing, word processing, scanning services, and technical writing and editing services. It also provides centralized support for professional design and graphics services. To enhance communications with and make information available to the public, NRC is utilizing World Wide Web technologies for significant documents such as NRC Regulations, the NRC Annual Report, the Information Digest, Standard Review Plans, and NUREG-series reports in downloadable files.

Records Management--This activity ensures that NRC records and other documents are managed as agency resources, are retained in accordance with government regulations, and are complete and accurate and accessible. This activity includes management and operation of an automated, centralized agency document system. In order to prepare for the transition to electronic recordkeeping, the staff will submit a comprehensive records disposition schedule in January 1999 needed to gain National Archives and Records Administration approval of ADAMS as the agency's official electronic recordkeeping system.

In FY 1999, the staff will develop and implement an approach for voluntary electronic submission of documents to the NRC that is flexible (accommodates a large variety of electronic formats) and provides for appropriate surety and safeguards (appropriate levels of authentication, verification, and security for various types of document submittals).

Information Services--This activity provides for the search, retrieval, and dissemination of information to the NRC staff and the public, and includes operating and managing the Public Document Room (PDR), coordinating local public document room activities, managing the Freedom of Information Act program, and providing essential library services.

In FY 1999, the staff, through the PDR, will attain an average response time for written requests of 2.5 working days, and will answer 85 percent of onsite and phone requests by the close of business the following working day. The staff annually coordinates the response to approximately 500 to 550 information requests from the public in accordance with the Freedom of Information Act with a goal of responding to these requests within 30 working-days.

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2000**

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Information Technology and Information Management

	FY 1998 Enacted	FY 1999 Estimate	FY 2000 Estimate	
			Request	Change from FY 1999
Budget Authority by Function (\$K)				
Salaries and Benefits	13,997	14,811	15,656	845
Contract Support	40,282	39,560	32,168	-7,392
Travel	106	93	87	-6
Total	54,385	54,464	47,911	-6,553
Budget Authority by Activity (\$K)				
Planning and Resource Management	2,554	2,709	2,861	152
Information Technology Infrastructure	23,332	26,245	23,276	-2,969
Application Development	7,040	7,002	5,554	-1,448
Information Management	21,459	18,508	16,220	-2,288
Total	54,385	54,464	47,911	-6,553
Full-Time Equivalent Employment by Activity				
Planning and Resource Management	25	25	24	-1
Information Technology Infrastructure	35	35	34	-1
Application Development	30	30	30	0
Information Management	86	85	84	-1
Total	176	175	172	-3

The Office of the Chief Information Officer (OCIO) plans, directs, and oversees the NRC's information resources, including information technology infrastructure, applications systems, and delivery of information management services, to meet the mission and goals of the agency. The OCIO ensures that information technology resources are acquired and information resources are managed consistent with Federal Information Resources Management laws and regulations, including implementation of the Clinger-Cohen Act of 1996.

MANAGEMENT AND SUPPORT

Planning and Resource Management

OUTPUT MEASURES		
Output	FY 1999 Target	FY 2000 Target
Percent of agency executives and managers who have received IT training.	All NRC senior executives and managers.	All executives and managers within 12 months of hire.
Percent of OCIO employees who completed training.	70 percent of training course slots identified in OCIO employee training plans have been completed.	70 percent of training course slots identified in OCIO employee training plans have been completed.
Percent of high-level data entities in the agency's primary applications systems that are shared. FY 1998: Baseline established as 28 percent. ¹⁵	Thirty-five percent of data entities.	Forty-five percent of data entities.

This activity encompasses the direction and coordination of agency-wide information resources planning, including development of information technology (IT) and information management (IM) goals and measures, development of agency IT architectures and standards, assessment of technology trends and their applicability to NRC business needs, direction of planning for new information technology, and management of the agency's IT Capital Planning and Investment Control process. Also included are coordination of IT and IM program evaluation, development of agency IT and IM policy, and coordination of agency IT training. This activity also covers OCIO general administrative and resource management functions, including budget, financial management, personnel, and acquisition support.

This activity also includes the NRC's computer security program, which implements administrative, technical, and physical security measures for the protection of NRC's information, automated information systems, and information technology. The computer security program encompasses special safeguards to protect classified information, unclassified safeguards information, and sensitive unclassified information that is processed, stored, or produced in all automated information systems.

¹⁵ Entities reflect those identified by formal data modeling. As additional modeling work is done, the list of entities may change. Entities are scored "low, medium or high" in terms of the portion of systems in the business area which share the data. The percentage shared is the portion of all entities modeled which score medium or high.

MANAGEMENT AND SUPPORT

Information Technology Infrastructure

OUTPUT MEASURES		
Output/Baseline	FY 1999 Target	FY 2000 Target
Availability of key infrastructure services which are provided as part of the agency information technology infrastructure. (FY 1998: Baseline established as 1 percent unavailability.)	The unavailability of Infrastructure services will decrease by 10 percent per year until infrastructure services are available 99.5 percent.	The unavailability of Infrastructure services will decrease by 10 percent per year until infrastructure services are available 99.5 percent.
Availability of agency network servers within the agency information technology infrastructure (determined by the percentage of work hours agency network servers are available for staff use exceeding scheduled downtime and scheduled outages). (FY 1998: baseline established as 1 percent unavailability.)	The unavailability of network servers will decrease by 10 percent per year until infrastructure services are available 99.5 percent.	The unavailability of network servers will decrease by 10 percent per year until infrastructure services are available 99.5 percent.
Agency employees have workstation configurations that will support ADAMS and other planned agency-wide applications.	Complete replacement of all 486-based desktop PC workstations.	Replace workstations as required to support new agency applications.

This activity provides for the development, integration, implementation, management, and support of the agency's information technology (IT) infrastructure to support the mission and program activities of the NRC. The activity manages and operates the Customer Support Center which functions as a single point of contact for service questions, service requests, problem reporting, and request status. It provides desktop support which includes the replacement/upgrade of desktop microcomputers to meet agency program and business requirements and maintaining basic desktop workstations and peripheral equipment in operational condition. The telecommunications services and support area of this program provides agency long distance and headquarters local telecommunications services to meet current business needs and the related services necessary to implement and maintain these services. It provides operations and administrative support for agency communications

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systems including operation of the NRC message center, videoconferencing services, voice mail system, local and long distance voice and data telecommunications services, personnel communications equipment (pagers, faxes, modems, cellular), and support for the NRC Operations Center. This activity provides for development, integration, implementation, maintenance, and support of all agency network, telecommunications, and desktop resources. This activity provides for the operation and systems programming support of agency-wide application systems and timesharing services. It provides technical support for design of the agency's information technology architecture pertaining to IT infrastructure development, standards, and practices. This activity provides technical guidance and direct assistance as needed to headquarters and regional offices concerning implementation of agency-wide application systems and IT infrastructure issues and practices. It provides personnel to serve as a liaison with application development teams to coordinate program office infrastructure development, operations, and support requirements.

Applications Development

OUTPUT MEASURES		
Output/Baseline	FY 1999 Target	FY 2000 Target
Level of staff satisfaction with information in NRC's primary applications systems. (FY 1998: Baseline established as 3.52. ¹⁶)	Improve staff satisfaction level to 3.60.	Improve staff satisfaction level to 3.75.
Renovation and installation of corrected mission-critical and business essential systems to handle dates from January 1, 2000, and beyond.	By March 31, 1999, the Year 2000 renovation, validation and implementation of all maintained mission-critical and business-essential application systems will be completed.	Zero adverse affects on the public, NRC licensees, and other stakeholders.

This activity encompasses the development and maintenance of a comprehensive information technology (IT) applications management program to support the mission and program activities of the NRC, and involves the coordination of all agency IT applications development and support activities to ensure applications are efficiently developed and operationally sound on an agency-wide basis. It includes the formulation of approaches to provide appropriate

¹⁶ The basis question asks for overall satisfaction with reliability, accuracy, and accessibility of information in selected systems.

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information technology solutions to information management problems confronting the agency. Also included are the development and maintenance of methodologies to guide all agency activities throughout the entire applications life cycle, and the development of components of the agency's information technology architecture pertaining to software engineering and development tools, data base management systems, and document management systems.

Information Management

OUTPUT MEASURES		
Output/Baseline	FY-1999 Target	FY-2000 Target
ADAMS will develop demonstrable returns on investment to the agency.	No significant deviations (as defined by Clinger-Cohen Act of 1996).	No significant deviations (as defined by Clinger-Cohen Act of 1996).

This activity provides for the organizational and electronic integration of agency information management (IM) functions and for providing agency-wide IM services. It includes planning, developing policy for, managing, and delivering services related to the Public Document Room; the NRC Technical Library; the File Center; the Freedom of Information Act and Privacy Act programs; the agency's Information Collection Budget; and NRC's records, forms, and correspondence management programs. Additionally, it includes duplicating, copying, printing, editing, writing, and graphic services; centralized receipt, processing, distribution and electronic and paper inventory maintenance of agency documents; and electronic publishing, including NRC's World Wide Web internal and external sites. This activity also provides for the development, implementation and maintenance of ADAMS, the agency's electronic system that supports document creation and capture, workflow maintenance, records management, and search and retrieval by both NRC staff and the public. Efficiencies to be gained from the implementation of ADAMS will be reflected in future budget submissions.

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2001**

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Information Technology and Information Management

Summary	FY 1999 Enacted	FY 2000 Estimate	FY 2001 Estimate	
			Request	Change from FY 2000
Budget Authority by Function (\$K)				
Salaries and Benefits	14,352	15,641	16,353	712
Contract Support	40,760	31,748	32,373	625
Travel	73	87	90	3
Total	55,185	47,476	48,816	1,340
Budget Authority by Activity (\$K)				
Planning and Resource Management	2,643	2,872	2,952	80
Information Technology Infrastructure	26,620	23,008	23,614	606
Application Development	6,744	5,407	5,964	557
Information Management	19,178	16,189	16,286	97
Total	55,185	47,476	48,816	1,340
Full-Time Equivalent Employment by Activity				
Planning and Resource Management	25	24	24	0
Information Technology Infrastructure	35	33	33	0
Application Development	30	30	30	0
Information Management	85	84	82	-2
Total	175	171	169	-2

The Office of the Chief Information Officer (OCIO) plans, directs, and oversees the NRC's information resources, including information technology infrastructure, applications systems, and delivery of information management services, to meet the mission and goals of the agency. The OCIO ensures that information technology resources are acquired and information resources are managed consistent with Federal Information Resources Management laws and regulations, including implementation of the Clinger-Cohen Act of 1996.

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Planning and Resource Management

OUTPUT MEASURES				
Output	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2001 Target
Percent of agency executives and managers who have received IT training.	All NRC senior executives and managers.	All NRC senior executives and managers received training.	All executives and managers within 12 months of hire.	All executives and managers within 12 months of hire.
Percent of OCIO employees who completed training.	70 percent of training course slots identified in OCIO employee training plans have been completed.	Greater than 90 percent.	70 percent of training course slots identified in OCIO employee training plans have been completed.	70 percent of training course slots identified in OCIO employee training plans have been completed.
Percent of high-level data entities in the agency's primary applications systems that are shared. FY 1998: Baseline established as 28 percent. ³⁵	35 percent of data entities.	22 percent of data entities. Major database system development postponed.	22 percent of data entities.	22 percent of data entities.

This activity encompasses the direction and coordination of agencywide information resources planning, including development of IT and IM measures, development of agency IT architectures and standards, assessment of technology trends and their applicability to NRC business needs, direction of planning for new information technology, and management of the agency's IT Capital Planning and Investment Control process. Under the Clinger-Cohen Act, the CIO has responsibility for developing, maintaining, and facilitating the implementation of a sound and integrated IT architecture (ITA). The ITA is composed of the enterprise architecture, technical reference model, and applicable standards profiles. The performance measure for data sharing measures the progress in implementing the enterprise architecture. Also included are coordination of IT and IM program evaluation, development of agency IT and IM policy, and coordination of agency IT training. This activity also covers OCIO general

³⁵ Entities reflect those identified by formal data modeling. As additional modeling work is done, the list of entities may change. Entities are scored "low, medium or high" in terms of the portion of systems in the business area that share the data. The percentage shared is the portion of all entities modeled that score medium or high.

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administrative and resource management functions, including budget, financial management, personnel, and acquisition support.

This activity also includes the NRC's computer security program, which implements administrative, technical, and physical security measures for the protection of NRC's information, automated information systems, and information technology. The computer security program encompasses special safeguards to protect classified information, unclassified safeguards information, and sensitive unclassified information that is processed, stored, or produced in all automated information systems.

Information Technology Infrastructure

OUTPUT MEASURES				
Output/Baseline	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2001 Target
Availability of key infrastructure services which are provided as part of the agency information technology infrastructure. (FY 1998: Baseline established as 1 percent unavailability.)	The availability of Infrastructure services will increase by 10 percent per year until infrastructure services are available 99.5 percent.	Improved availability by 10 percent with infrastructure services available 99.5 percent.	The availability of Infrastructure services will increase by 10 percent per year until infrastructure services are available 99.5 percent.	The availability of Infrastructure services will increase by 10 percent per year until infrastructure services are available 99.5 percent.

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OUTPUT MEASURES				
Output/Baseline	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2001 Target
<p>Availability of agency network servers within the agency information technology infrastructure (determined by the percentage of work hours agency network servers are available for staff use exceeding scheduled downtime and scheduled outages).</p> <p>(FY 1998: baseline established as 1 percent unavailability.)</p>	<p>The availability of network servers will increase by 10 percent per year until infrastructure services are available 99.5 percent.</p>	<p>Improved availability by 10 percent with agency network servers available 99.75 percent.</p>	<p>The availability of network servers will increase by 10 percent per year until infrastructure services are available 99.5 percent.</p>	<p>The availability of network servers will increase by 10 percent per year until infrastructure services are available 99.5 percent.</p>
<p>Agency employees have workstation configurations that will support ADAMS and other planned agencywide applications.</p>	<p>Complete replacement of all 486-based desktop PC workstations.</p>	<p>Completed replacement.</p>	<p>Replace workstations as required to support new agency applications.</p>	<p>Replace workstations as required to support new agency applications.</p>

This activity provides for the ongoing development, integration, implementation, management, and support of the agency's IT infrastructure and provides information management services to support the mission and program activities of the NRC. The activity manages and operates the Customer Support Center, which functions as a single point of contact for service questions, service requests, problem reporting, and request status. It provides desktop support, which includes the replacement/upgrade of desktop microcomputers to meet agency program and business requirements and maintaining basic desktop workstations and peripheral equipment in operational condition. The telecommunications services and support area of this program provides agency long-distance and headquarters local telecommunications services to meet current business needs and the 16 related services necessary to implement and maintain these services. It provides operations and administrative support for agency communications systems, including operation of the NRC message center, videoconferencing services, voice mail system, local and long-distance voice and data telecommunications services, personal communications equipment (pagers, faxes, modems, cellular phones), and

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support for the NRC Operations Center. This activity provides for development, integration, implementation, maintenance, and support of all agency network, telecommunications, and desktop resources. This activity provides for the operation and systems programming support of agencywide application systems and timesharing services. It provides technical support for design of the agency's information technology architecture pertaining to IT infrastructure development, standards, and practices. This activity provides technical guidance and direct assistance as needed to headquarters and regional offices concerning implementation of agencywide application systems and IT infrastructure issues and practices. It provides personnel to serve as a liaison with application development teams to coordinate program office infrastructure development, operations, and support requirements.

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Applications Development

OUTPUT MEASURES				
Output/Baseline	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2001 Target
Level of staff satisfaction with information in NRC's primary applications systems. (FY 1998: Baseline established as 3.52. ³⁶)	This measure changed from annual to biennial to minimize burden on staff.	Not applicable.	Improve staff satisfaction level to 3.75.	This measure changed from annual to biennial to minimize burden on staff.
Renovation and installation of corrected mission-critical and business-essential systems to handle dates from January 1, 2000, and beyond. (FY 1998: Not applicable)	By March 31, 1999, the Year 2000 renovation, validation, and implementation of all maintained mission-critical and business-essential application systems will be completed.	Completed Feb 15, 1999.	Zero adverse affects on the public, NRC licensees, and other stakeholders.	This measure completed in FY 2000.

This activity encompasses the development and maintenance of a comprehensive IT applications management program to support the mission and program activities of the NRC, and involves the coordination of all agency IT applications development and support activities to ensure applications are efficiently developed and operationally sound on an agencywide basis. It includes the formulation of approaches to provide appropriate information technology solutions to information management problems confronting the agency. Also included are the development and maintenance of methodologies to guide all agency activities throughout the entire applications life cycle, and the development of components of the agency's information technology architecture pertaining to software engineering and development tools, database management systems, and document management systems.

³⁶ The basis question asks for overall satisfaction with reliability, accuracy, and accessibility of information in selected systems.

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Information Management

OUTPUT MEASURES				
Output/Baseline	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2001 Target
ADAMS will develop demonstrable returns on investment to the agency.	No significant deviations (as defined by Clinger-Cohen Act of 1996).	No significant deviations.	No significant deviations (as defined by Clinger-Cohen Act of 1996).	This measure is superseded by the following two measures in FY 2001.
Level of satisfaction with the new agency document management system based on customer survey. FY 1998 baseline for the existing document management system (NUDOCS) is 3.42 on a scale of 1 to 5.	This measure does not have an FY 1999 target.	Not applicable.	This measure does not have an FY 2000 target.	Improve satisfaction level with the new document management system (ADAMS) to 3.75.
Percent of newly created and received unclassified documents routinely made available to the public via the Internet with a standard Web browser and downloading of appropriate software.	This measure does not have an FY 1999 target.	Not applicable.	This measure does not have an FY 2000 target.	95 percent of newly created and received unclassified documents will be made available.

This activity provides for the organizational and electronic integration of agency IM functions and for providing agencywide IM services. It includes planning, developing policy for, managing, and delivering services related to the Public Document Room; the NRC Technical Library; the File Center; the Freedom of Information Act and Privacy Act programs; the agency's Information Collection Budget; and NRC's records, forms, and correspondence management programs. Additionally, it includes duplicating, copying, printing, editing, writing, and graphic services; centralized receipt, processing, distribution and electronic and paper inventory maintenance of agency documents; and electronic publishing, including NRC's World Wide Web internal and external sites. This activity also provides for the development, implementation and maintenance of ADAMS, the agency's electronic system that supports document creation and capture, workflow maintenance, records management, and search and retrieval by both NRC staff and the public.