

February 24, 2006

MEMORANDUM TO: Luis A. Reyes  
Executive Director for Operations

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

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF NRC'S  
TELECOMMUNICATIONS PROGRAM (OIG-05-A-13)

REFERENCE: DIRECTOR, OFFICE OF INFORMATION SERVICES,  
MEMORANDA DATED DECEMBER 27, 2005,  
DECEMBER 30, 2005, AND JANUARY 31, 2006

Attached is the Office of the Inspector General's analysis and status of recommendations 1, 2, 3, 4, 5, 6, and 8, as discussed in the agency's responses dated December 27, 2005, December 30, 2005, and January 31, 2006. Based on these responses, recommendation 6 is closed and recommendations 1 through 5 remain in resolved status. Recommendation 8 was closed previously (as were recommendations 9 and 13). Please provide an update on the status of all resolved recommendations by June 5, 2006.

In addition, please note that OIG has not received the agency's latest response to recommendations 7, 10, 11, or 12. In our September 7, 2005, memorandum concerning OIG-04-A-13, we had requested a response to all resolved recommendations by January 31, 2006. If you have any questions or concerns, please call me at 415-5915.

Attachment: Status of Recommendations

cc: W. Dean, OEDO  
M. Malloy, OEDO  
P. Tressler, OEDO

**Audit Report  
Audit of NRC's Telecommunications Program  
OIG-05-A-13**

**Status of Recommendations**

Recommendation 1: Purchase and implement billing review software to assist in implementing a cost-effective, comprehensive telecommunications billing review process.

Response Dated  
January 31, 2006:

The Office of Information Services, Infrastructure and Computer Operations Division, Computer Operations and Telecommunications Branch (OIS/ICOD/COTB) has performed a market analysis of 10 vendors. This analysis was based on a list of features/capabilities that were deemed necessary in order for this system to be beneficial to the Agency and to track and review telecommunications costs. This analysis will be used as input into the business case to determine whether implementing this system is cost effective to the NRC. The estimated completion date for this business case is May 31, 2006, and not March 31, 2006, as originally estimated. This is primarily due to the timing of award of a task order contract to assist in performing this work.

OIG Analysis:

The proposed corrective actions address the intent of OIG's recommendation. Provided that the business case determines that implementation of this solution is cost-effective, this recommendation will be closed after NRC implements the billing review software and provides either a system demonstration to OIG or other evidence that the software is being used in the billing review process.

**Status:** Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 2: Establish benchmarks for determining if telecommunications charges are accurate and appropriate.

Response Dated  
January 31, 2006: OIS/ICOD/COTB is developing the process and procedure to be used for the quarterly review process. This process will be incorporated into a standard operating procedure (SOP) for the Telecommunications Team Project officers. OIS is on track to meet the September 30, 2006, completion date.

OIG Analysis: The proposed corrective actions address the intent of OIG's recommendation. This recommendation will be closed when OIG receives (1) a copy of the SOP which reflects that these reviews will be conducted on a routine quarterly basis and (2) a copy of a quarterly review analysis comparing actual charges against the benchmarks.

**Status:** Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 3: Revise MD and Handbook 2.3 to include effective management controls over headquarters staff use of agency telecommunications services.

Response Dated  
January 31, 2006: OIS has contracted with a vendor to assist in reviewing the Management Directive and Handbook 2.3 of record to address inconsistencies between headquarters and regional use of telecommunications services. OIS is on track to meet the September 30, 2006, completion date.

OIG Analysis: The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives and evaluates the revised MD and Handbook 2.3.

**Status:** Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 4: Establish requirements for routinely conducting inventories of telephone lines and circuits for which the agency pays monthly recurring charges, assessing usage of these telephone lines and circuits, and making adjustments to account for unneeded telephone lines and circuits.

Response Dated  
January 31, 2006:

OIS/ICOD/COTB will aggregate the current wired and wireless inventories to establish a baseline and for input into the telecommunications asset management system. If implemented, outputs from the telecommunications asset management system will be used to conduct inventory reviews on a routine basis against the established baseline and make the appropriate adjustments. If the asset management system is not implemented, OIS/ICOD/COTB will develop the process and procedure to be used for conducting these reviews on a manual basis. This process will be incorporated into an SOP for the Telecommunications Team. OIS is on track to meet the September 30, 2006, completion date.

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives (1) a copy of the SOP indicating that these inventories will be conducted on a routine basis and (2) a copy or summary of the first such inventory.

**Status:**

Resolved.

**Audit Report  
Audit of NRC's Telecommunications Program  
OIG-05-A-13**

**Status of Recommendations**

Recommendation 5: Define and enforce appropriate use of agency toll-free numbers.

Responses Dated  
December 27, 2005,  
and January 31,  
2006:

OIS issued interim guidance, dated December 21, 2005, defining standard use of headquarters' toll-free numbers. OIS will also address this as part of the update to MD and Handbook 2.3 as stated in the response to Recommendation 3.

OIG Analysis:

The interim guidance and proposed update to MD and Handbook 2.3 address the intent of OIG's recommendation. This recommendation will be closed when OIG receives and evaluates the revised MD and Handbook 2.3.

**Status:** Resolved.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 6: Develop and implement a communications plan to better inform employees about the availability and benefits of using calling cards.

Response Dated  
December 30, 2005,  
and January 31,  
2006:

Agree. OIS developed a Federal Calling Card communications plan that explains the benefits and process of how an employee obtains and uses the Federal Calling Card. The communications plan includes the advertising of the Federal Calling Card program in both headquarters lobbies starting in calendar year 2006 with similar displays being sent to the regional offices for display. The agency internal Web page will also have a link to information files on the benefits, availability, and procedures on both obtaining and using a Federal Calling Card. A network announcement was sent alerting agency employees of these sources of information on the program and will be sent periodically as a reminder. In addition, OIS has sent all agency IT Coordinators and regional telecommunications contacts information on the availability and benefits of using calling cards and requested they disseminate this information within their respective organizations. OIS is also updating Management Directive 2.3 and its associated Handbook to remove the \$4 per day reimbursement reference for employees while on travel to coincide with the Chief Financial Officer's discontinuance of the reimbursement while on travel as contained in the OIG's Recommendation 7.

OIG Analysis: OIG reviewed the information on the Web page and the network announcement, as well as the communications plan, and determined that these actions effectively address the intent of the recommendation. This recommendation is therefore closed.

**Status:** Closed.

**Audit Report**  
**Audit of NRC's Telecommunications Program**  
**OIG-05-A-13**

**Status of Recommendations**

Recommendation 8:        Select secure cell phone service plans for the regions and headquarters that provide the best coverage for users in these different geographic locations.

Response Dated  
January 31, 2006:        The Office of Nuclear Security and Incident Response's response to WITS 200500288 in a memorandum from Roy P. Zimmerman to Stephen D. Dingbaum, dated December 5, 2005, provided a status of Recommendation 8, which was coordinated with OIS and addressed the availability of service plans that provide the best coverage. As of this date, none of the regions have elected to obtain a different service other than T-Mobile that might provide better coverage in their areas.

OIG Analysis:        OIG closed this recommendation previously, in response to the NSIR memorandum referenced above and an OIS memorandum dated December 6, 2005.

**Status:**                Closed.