

June 13, 2012

MEMORANDUM TO: Steven Dingbaum  
Assistant Inspector General for Audit  
Office of the Inspector General

FROM: Miriam L. Cohen **/RA/**  
Chief Human Capital Officer

SUBJECT: RESPONSE TO RECOMMENDATION 4 AND 5 FROM THE  
AUDIT OF NRC's iLEARN LEARNING MANAGEMENT SYSTEM  
(OIG-11-A-16)

Enclosed, please find Human Resources Training and Development's (HRTD) responses to Recommendations 4 and 5 from the Audit of U.S. Nuclear Regulatory Commission's iLearn Learning Management System (OIG-11-A-16).

#### Recommendation 4

Develop and implement written policies and procedures describing course manager duties and responsibilities.

#### Status

HRTD developed and implemented written policies and procedures describing course manager iLearn duties and responsibilities. These policies and procedures are documented in HRTD Operating Procedure 0702 and are based on iLearn system roles for Power Administrators and Course Managers (Enclosure 1).

These roles are defined in the "Resource Guide for Course Managers." The Resource Guide provides a summary of the Course Manager iLearn roles and links to the job aids describing the detailed process for accomplishing each iLearn role (Enclosure 2).

In addition to developing these written policies and procedures, HRTD conducted in-person Course Manager training at the Technical Training Center and Headquarters in August and September, 2011.

Completion Date: June 4, 2012

Recommendation 5

Provide mandatory training to course managers specific to their iLearn duties and responsibilities.

Status

HRTD developed online Course Manager training and made it available through iLearn (Enclosure 3). This training is required for all Course Managers. As of June 4, 80% of course managers have completed the training (Enclosure 4). Any course manager that does not complete the training by July 2, 2012 will have their course manager access permissions to iLearn suspended until the training is completed. Effective June 1, 2012, new course managers are required to complete the training prior to receiving access permissions.

Completion Date: June 4, 2012

Enclosures:

1. Operating Procedure 0702, iLearn Data Quality Assurance Program
2. Course Manager Resource Guide
3. Course Manager Online Training
4. Course Manager Training Completion Status

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EBurki

WITS/EDO/HR TICKET NO.: G20120168/EDATS: OEDO-2012-0143

WITS 201100213/EDATS: OEDO-2011-0596 (**ML12158A324 Package**)WITS 201100214/EDATS: OEDO-2011-0597 (**ML12158A339 Package**)**ADAMS ACCESSION NUMBER: ML12158A120 (Package)**

<b>OFC</b>	OCHCO/HRTD	OCHCO/HRTD	OCHCO/OD	OCHCO/OD
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<b>DATE</b>	06/06/12	06/07/12	06/13/12	06/13/12

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