

August 29, 2014

MEMORANDUM TO: Stephen D. Dingbaum  
Assistant Inspector General for Audits  
Office of the Inspector General

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

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF  
THE U.S. NUCLEAR REGULATORY COMMISSION'S  
FULL-TIME TELEWORK PROGRAM (OIG-14-A-05)

Enclosed is an updated response to recommendations in the Office of the Inspector General Audit of the U.S. Nuclear Regulatory Commission's Full-Time Telework Program.

Please contact me if you have any questions or concerns.

Enclosure:  
As stated

cc: S. Zane, OIG

CONTACT: Jeanne Dempsey, HROP/OCHCO  
(301) 287-0709

Richard Stanfield, HROP/OCHCO  
(301) 287-0738

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DATE	08/26 /14	08/26 /14	08/28 /14	08/28 /14	08/29/14

**OFFICIAL RECORD COPY**

Responses to recommendations of the Audit of the NRC's Full-Time Telework Program  
(OIG-14-A-05)

**Recommendation #1:**

**Develop and implement a mandatory policy for full-time telework training in accordance with requirements in the Telework Enhancement Act of 2010.**

**Response: Agree**

The Office of the Chief Human Capital Officer, Associate Director for Human Resources Operations and Policy, Work Life and Benefits Branch (OCHCO/ADHROP/WLBB) is planning to implement a requirement for all teleworkers (including full-time) and their managers, to complete the training. Both the training for employees and the training for managers are available through the Office of Personnel Management and are utilized throughout the Federal government. These courses will be available in iLearn. This plan is being briefed to the Human Capital Council for approval on October 2, 2014. We are recommending that beginning November 15, 2014, employees will be required to include the training certificate with their telework package that is submitted to the Agency Telework Coordinator. Barring any unforeseen delays, OCHCO is recommending that teleworkers and supervisors complete telework training no later than February 15, 2015.

Target Date for Completion: February 15, 2015

Point of Contact: Angela Bolduc

**Recommendation #2:**

**Require Telework training for full-time teleworkers and their managers, including those who had Telework agreements prior to the enactment of the Telework Enhancement Act of 2010, or obtain an exemption from the head of the agency.**

**Response: Agree**

As explained in the response to Recommendation #1 (above), OCHCO will require all teleworkers and their supervisors to complete the respective telework training course. Employees and supervisors that have provided a copy of their training certificate to OCHCO or that were credited with training completion by their offices prior to telework centralization will not be required to repeat the training. All other teleworkers, supervisors and team leaders will have the training course placed on their "To Do" list through iLearn. OCHCO will issue a Yellow Announcement explaining the training requirement as well as send notices through iLearn to ensure all employees and managers are aware of the requirement. OCHCO is recommending that telework training be completed no later than February 15, 2015. OCHCO will not seek an exemption as previously communicated.

Target Date for Completion: February 15, 2015

Point of Contact: Angela Bolduc

Enclosure

**Recommendation #3:**

**Develop procedures to track Telework training on a continual basis.**

**Response: Agree**

OCHCO will use iLearn to track all teleworkers and supervisors training completion on a continual basis.

Target Date for Completion: October 31, 2014

Point of Contact: Richard Stanfield

**Recommendation #4:**

**Develop and implement desk procedures for proper recordkeeping of full-time telework agreements and related documentation.**

**Response: Agree**

OCHCO/ADHROP/WLBB has developed and implemented procedures to record and track all full-time Telework agreements and related documentation.

Target Date for Completion: Completed

Point of Contact: Richard Stanfield

**Recommendation #5:**

**Complete the transition from hard copy to electronic files for full-time teleworkers. These files should include (i) a complete list of current full-time teleworkers and (ii) electronic records of all full-time Telework agreements and related documentation.**

**Response: Agree**

OCHCO completed the transition from hard copies to electronic files on May 28, 2014. All telework records, including all full-time telework records are stored on OCHCO's SharePoint site under WorkLife & Benefits, Telework Agreements. We have (i) a complete list of current full-time teleworkers and (ii) electronic records of all full-time telework agreements with related documentation. The files are maintained by the agency Telework Coordinator.

Completed: May 28, 2014

Point of Contact: Richard Stanfield

**Recommendation #6:**

**Develop and implement a process to update the OCHCO Telework Data Collection SharePoint Site including, but not limited to, creating, maintaining, reviewing, and updating files.**

**Response: Agree**

OCHCO/ADHROP/WLBB has developed and implemented a process to update the Telework Data Collection SharePoint website to create, maintain, review, and update files. The process is currently being documented and will be completed by September 30, 2014.

Target Date for Completion: September 30, 2014

Point of Contact: Richard Stanfield

**Recommendation #7:**

**Provide OCHCO Telework Data Collection SharePoint Site access to full-time teleworkers and their managers as appropriate.**

**Response: Disagree**

OCHCO/ADHROP/WLBB previously agreed with this recommendation. However, after looking into the feasibility of this recommendation, we have found that granting access to individuals would be very difficult to do and would be extremely difficult to maintain. In addition, it would not be advisable because the telework data maintained in SharePoint contains PII. Therefore, access must be restricted.

OCHCO proposes to maintain the process currently in place of having requests for data and documents processed through the appropriate personnel within WLBB.

Target Date for Completion: March 31, 2015

Point of Contact: Richard Stanfield