



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

**OFFICE OF THE
INSPECTOR GENERAL**

December 4, 2014

MEMORANDUM TO: Mark A. Satorius
Executive Director for Operations

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

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF NRC'S
FULL-TIME TELEWORK PROGRAM (OIG-14-A-05)

REFERENCE: CHIEF HUMAN CAPITAL OFFICER MEMORANDUM
DATED NOVEMBER 7, 2014

Attached is the Office of the Inspector General's (OIG) analysis and status of recommendations as discussed in the agency's response dated November 7, 2014. Based on this response, recommendations 4, 5, and 6 are closed. Recommendations 1-3 and 7 remain in resolved status. Please provide an updated status of the resolved recommendations by April 30, 2015.

If you have any questions or concerns, please contact me at 415-5915 or Eric Rivera, Team Leader, at 415-7032.

Attachments: As stated

cc: M. Galloway, OEDO
K. Brock, OEDO
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Audit Report

AUDIT OF NRC'S FULL-TIME TELEWORK PROGRAM

OIG-14-A-05

Status of Recommendations

Recommendation 1: Develop and implement a mandatory policy for full-time telework training in accordance with requirements in the Telework Enhancement Act of 2010.

Agency Response Dated
November 7, 2014:

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) has developed a plan for implementing the training requirements included in the Telework Enhancement Act of 2010.

Since it is the policy of the NRC that all NRC employees are eligible to telework in some capacity, in order to become fully compliant with the Act's training requirement, all employees will be required to complete telework training. All supervisors will also be required to take telework training.

Training will consist of an online training course available through iLearn. There is one course for employees and a separate course for supervisors. Current managers and supervisors will only be required to take the course for managers. Both courses were developed by the Office of Personnel Management (OPM) and are utilized throughout the Federal government. Employees and supervisors who have previously completed this training will not have to repeat the course.

The new requirements will be communicated to employees and supervisors through a Yellow Announcement (YA) as well as through notices via iLearn. OCHCO anticipates issuing the YA in mid to late November 2014. Employees and supervisors will be given 90 days from the issuance of the YA to complete the training.

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Status of Recommendations

Recommendation 1, continued:

In addition, beginning on or about November 15, 2014, all new employees will be required to complete the telework training within 25 days of their entrance on duty.

Target Date for Completion: March 1, 2015

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives documentation and reviews the final mandatory policy for full-time telework training in accordance with requirements in the Telework Enhancement Act of 2010.

Status:

Resolved.

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Status of Recommendations

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.

Agency Response Dated
November 7, 2014:

Response: Agree

See response to #1 above. OCHCO will not seek an exemption as previously communicated.

Target Date for Completion: March 1, 2015

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives documentation and verifies that all full-time teleworkers and their managers have completed training.

Status:

Resolved.

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Status of Recommendations

Recommendation 3: Develop procedures to track telework training on a continual basis.

Agency Response Dated
November 7, 2014:

Response: Agree

OCHCO will use iLearn to track telework course completions. Progress reports will be provided to offices on a periodic basis. OCHCO will add the telework training to the required list of training for new employees and will verify course completion by running reports on a periodic basis. In addition, OCHCO will verify completion of telework training before approving full-time telework requests.

Target Date for Completion: Completed

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives documentation and reviews the final procedures to track telework training on a continual basis.

Status:

Resolved.

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Status of Recommendations

Recommendation 4: Develop and implement desk procedures for proper recordkeeping of full-time telework agreements and related documentation.

Agency Response Dated
November 7, 2014:

Response: Agree

OCHCO/ADHROP/WLBB has developed and implemented procedures to record and track all full-time Telework agreements and related documentation. A copy of the procedures is included as Enclosure 2.

Target Date for Completion: Completed

OIG Analysis:

OIG reviewed the Full-Time Telework Request and Record-Keeping Procedures document provided by OCHCO. OIG also reviewed the OCHCO SharePoint site where full-time telework documentation is electronically stored and determined that the desk procedures for proper recordkeeping of full-time telework agreements and related documentation have been implemented. This recommendation is therefore considered closed.

Status:

Closed.

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Status of Recommendations

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.

Agency Response Dated
November 7, 2014:

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. This includes (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

OIG Analysis:

OIG reviewed OCHCO's SharePoint site where the full-time telework records are kept and determined that the agency has completed the transition from hard copy to electronic files for full-time teleworkers. OIG also reviewed the list of full-time teleworkers provided by OCHCO and a judgmental sample of various electronic records to verify the full-time telework documentation was complete. This recommendation is therefore considered closed.

Status:

Closed.

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Status of Recommendations

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.

Agency Response Dated
November 7, 2014:

Response: Agree

OCHCO/ADHROP/WLBB has developed procedures for the Telework Data Collection SharePoint website to create, maintain, review, and update files. A copy of the procedures is included as Enclosure 3.

Target Date for Completion: Completed

OIG Analysis:

OIG received the Telework Data SharePoint Procedures document and reviewed the process to create, maintain, review, and update files. OIG also reviewed the OCHCO Telework Data Collection SharePoint site and determined this process has been implemented. This recommendation is therefore considered closed.

Status:

Closed.

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Status of Recommendations

Recommendation 7: Provide OCHCO Telework Data Collection SharePoint Site access to full-time teleworkers and their managers as appropriate.

Agency Response Dated
November 7, 2014:

Response: Agree

There are privacy issues involved in providing access to the Telework Sharepoint site to full-time teleworkers and their managers. The Sharepoint site contains Personally Identifiable Information that must be protected from inappropriate access. OCHCO is currently researching options for providing data to managers, in a manner that is consistent with applicable law, rules, regulations, and agency policy. Consequently, we are revising the due date for this recommendation to March 31, 2015.

Target Date for Completion: March 31, 2015

OIG Analysis:

The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives documentation and verifies that OCHCO provides Telework Data Collection SharePoint Site access to full-time teleworkers and their managers as appropriate.

Status:

Resolved.