

April 28, 2015

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 NRC'S
FULL-TIME TELEWORK PROGRAM (OIG-14-A-05)

Enclosed is the Office of the Inspector General 14-A-05 Audit Status of Recommendations 1, 2, 3, and 7. Recommendations 4, 5, and 6 were previously closed.

If you have any questions, please contact Richard Stanfield at (301) 287-0738 or Jeanne Dempsey, Branch Chief at (301) 287-0709.

Enclosure:
As stated

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

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

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

In accordance with the Telework Enhancement Act of 2010, on November 15, 2014, the Office of the Chief Human Capital Officer (OCHCO) implemented the requirement for all employees and supervisors to complete the appropriate telework training. New employees will have the telework training course placed on their "To-Do List" in iLearn and will have 90 days to complete it. Likewise, new supervisor will also have the training course placed on their "To-Do List" in iLearn and will be given an equal amount of time to complete.

Status: Completed

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

See response to #1 above. All full-time teleworkers and their managers are covered by the new telework training requirement.

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

Response: Agree

The telework training is automatically assigned to employees and supervisors in iLearn. OCHCO is using iLearn to track telework training completions and to monitor completion percentages. The list of employees that have not completed the training and the overall agency completion percentages are updated on a weekly basis. The Offices also have the capability of monitoring the names of those that are required to complete the training via the Human Capital Dashboard. The names of employees that fail to complete the training in the allotted timeframe (90 days) will be reported to the Offices. Employees that are new to the telework program will also be required to provide a copy of their completion certificate to the Agency Telework Coordinator along with their request to telework.

Status: Completed

Enclosure

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

Response: Agree

As previously noted, the SharePoint Telework agreement list contains Personally Identifiable Information, and the site is restricted to protect inappropriate access to employee data. It would be burdensome to provide access to, and maintain access to, individual agreements. It would involve manually updating permissions for each agreement, and OCHCO does not have the resources to maintain that level of effort. OCHCO recommends that full-time teleworkers and managers continue to be provided information regarding their agreements via the appropriate contact in OCHCO. Managers and employees may request, as appropriate, reports or copies of their agreements in SharePoint. We will continue to explore ways to provide access to information as we look at future solutions for telework tracking and reporting.

Status: Complete

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