



OFFICE OF THE
INSPECTOR GENERAL

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

December 10, 2019

MEMORANDUM TO: Margaret M. Doane
Executive Director for Operations

FROM: Dr. Brett M. Baker */RA/*
Assistant Inspector General for Audits

SUBJECT: STATUS OF RECOMMENDATIONS: STATUS OF
RECOMMENDATIONS: EVALUATION OF THE U.S.
NUCLEAR REGULATORY COMMISSION'S OVERSIGHT
OF THE VOICE OVER INTERNET PROTOCOL
CONTRACT AND IMPLEMENTATION (OIG-19-A-17)

REFERENCE: DEPUTY EXECUTIVE DIRECTOR FOR MATERIALS,
WASTE, RESEARCH, STATE, TRIBAL, COMPLIANCE,
ADMINISTRATION, AND HUMAN CAPITAL PROGRAMS,
OFFICE OF THE EXECUTIVE DIRECTOR FOR
OPERATIONS, MEMORANDUM DATED OCTOBER 3,
2019

Attached is the Office of the Inspector General's (OIG) analysis and status of recommendations as discussed in the agency's response dated October 3, 2019. Based on this response, recommendations 1, 2, 3, 4, 5, and 6 are open and resolved. Please provide a status update for these recommendations by April 10, 2020.

If you have questions or concerns, please call me at (301) 415-5915, or Mike Blair, Team Leader, at (301) 415-8399.

Attachment: As stated

Cc: C. Haney, OEDO
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RidsEdoMailCenter Resource
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Audit Report

EVALUATION OF NRC'S OVERSIGHT OF THE VOICE OVER INTERNET PROTOCOL CONTRACT AND IMPLEMENTATION

(OIG-19-A-17)

Status of Recommendations

Recommendation 1: In all current telecommunications contracts, a) clarify contractor roles and responsibilities, and b) consult legal counsel to review the telecommunications contracts collectively to eliminate gaps and duplication in services.

Agency Response Dated
October 3, 2019:

The Office of the Chief Information Officer (OCIO) will review all current telecommunications contracts to (a) clarify contractor roles and responsibilities and (b) consult legal counsel to review the telecommunications contracts collectively to eliminate gaps and duplication in services.

Target Date for Completion: September 30, 2020.

OIG Analysis:

The proposed actions meet the intent of this recommendation. This recommendation will be closed when OIG reviews documentation that shows (a) contractor roles and responsibilities are clarified and (b) OCIO consulted legal counsel to review the telecommunications contracts collectively to eliminate gaps and duplication in services.

Status:

Open: Resolved.

Audit Report

EVALUATION OF NRC'S OVERSIGHT OF THE VOICE OVER INTERNET PROTOCOL CONTRACT AND IMPLEMENTATION

(OIG-19-A-17)

Status of Recommendations

Recommendation 2: Establish a policy for all new telecommunications contracts, and future modifications to current telecommunications contracts, that CORs must review the roles and responsibilities of all related contracts to prevent gaps and duplication in services.

Agency Response Dated
October 3, 2019:

OCIO will develop and implement a policy that requires the U.S. Nuclear Regulatory Commission (NRC) contracting officer's representatives working to create or modify telecommunications contracts to review the roles and responsibilities of related contracts to prevent gaps and duplication in services. OCIO is already following these steps as part of the pre-award acquisition processes underway to recompet three major telecommunications contracts, namely, the Telecommunications Operations and Support Services contract, the Washington Interagency Telecommunications System 3 contract, and the Network Universal contract. The NRC will transition the latter two to task orders that are currently being competed among the awardees of the General Services Administration's Enterprise Infrastructure Solutions contracts.

Target Completion Date: March 30, 2020

OIG Analysis: The proposed actions meet the intent of this recommendation. This recommendation will be closed after OIG reviews the policy that requires NRC contracting officer's representatives working to create or modify telecommunications contracts to review the roles and responsibilities of all related contracts to prevent gaps and duplication of services.

Status: Open: Resolved.

Audit Report

EVALUATION OF NRC'S OVERSIGHT OF THE VOICE OVER INTERNET PROTOCOL CONTRACT AND IMPLEMENTATION

(OIG-19-A-17)

Status of Recommendations

Recommendation 3: Conduct a lessons learned to identify opportunities for improvement in deploying future IT systems or services with an impact on operations agency-wide.

Agency Response Dated
October 3, 2019:

OCIO conducted a lessons learned exercise prior to this audit to identify opportunities for improvement in deploying future information technology (IT) systems or services with an impact on agencywide operations. The NRC used the results of this effort to guide some aspects of planning for the Windows 10 and laptop refresh project, which has been well executed.

Completion Date: October 31, 2018.

OIG Analysis:

The proposed actions meet the intent of this recommendation. This recommendation will be closed when OIG reviews documentation that identifies the lessons learned from the Voice over Internet Protocol deployment.

Status:

Open: Resolved.

Audit Report

EVALUATION OF NRC'S OVERSIGHT OF THE VOICE OVER INTERNET PROTOCOL CONTRACT AND IMPLEMENTATION

(OIG-19-A-17)

Status of Recommendations

Recommendation 4:

Strengthen telecommunications expertise through knowledge management and training.

Agency Response Dated
October 3, 2019:

OCIO hired a telecommunications expert shortly before the Voice over Internet Protocol rollout and has approved multiple training opportunities for him to further his knowledge. OCIO plans to take advantage of staff retirement attrition in fiscal years 2019 and 2020 to hire at least one additional telecommunications subject matter expert.

Target Date for Completion: March 31, 2020.

OIG Analysis:

The proposed actions meet the intent of this recommendation. This recommendation will be closed when OIG confirms that OCIO has strengthened its telecommunications expertise through knowledge management and training.

Status:

Open: Resolved.

Audit Report

EVALUATION OF NRC'S OVERSIGHT OF THE VOICE OVER INTERNET PROTOCOL CONTRACT AND IMPLEMENTATION

(OIG-19-A-17)

Status of Recommendations

Recommendation 5: Update the relevant management directives to include a) current telecommunications infrastructure and current organizational responsibilities, and b) a requirement to comply with MD 10.162 "Disability Programs and Reasonable Accommodation" when deploying any IT projects.

Agency Response Dated
October 3, 2019:

OCIO is reviewing the relevant management directives (MDs) and looking to consolidate where appropriate. The consolidated MD will include (a) current telecommunications infrastructure and current organizational responsibilities and (b) a requirement to comply with MD 10.162 when deploying any IT projects.

Target Date for Completion: September 30, 2020.

OIG Analysis:

The proposed actions meet the intent of this recommendation. This recommendation will be closed when OIG reviews consolidated MD guidance that includes a) current telecommunications infrastructure and current organizational responsibilities, and b) a requirement to comply with MD 10.162 "Disability Programs and Reasonable Accommodation" when deploying any IT projects.

Status:

Open: Resolved.

Audit Report

EVALUATION OF NRC'S OVERSIGHT OF THE VOICE OVER INTERNET PROTOCOL CONTRACT AND IMPLEMENTATION

(OIG-19-A-17)

Status of Recommendations

Recommendation 6: Identify and implement a solution to address the issue pertaining to diverting an assigned phone line.

Agency Response Dated
October 3, 2019:

OCIO is reviewing multiple options to address the issue pertaining to diverting an assigned phone line. Once the best solution is selected, OCIO will implement it.

Target Date for Completion: March 31, 2020.

OIG Analysis:

The proposed actions meet the intent of this recommendation. This recommendation will be closed when OIG confirms that OCIO has implemented a solution that addresses the issue pertaining to diverting an assigned phone line.

Status:

Open: Resolved.