# AGENCY INFRASTRUCTURE

**Executive Director for Operations**

**Briefing to the Commission**

**May 16, 2008**

# AGENDA

- **Introduction**
- **Human Capital**
- **Information Technology and Information Management**
- **Administration**
- **Financial Programs**
- **Closing**

# HUMAN CAPITAL

**J. McDermott, Director
Office of Human Resources**

# HUMAN CAPITAL

- **Strengths**
  - **Recruitment has been successful.**
  - **Employee satisfaction remains high.**
  - **High-quality technical training program.**
  - **Exceptional leadership development programs.**

- **Challenges**
  - **Meeting new priorities for engagement, training, and retention.**
  - **1200 new employees here less than 3 years.**
  - **Adapting to the multi-generational workforce.**
  - **Establishing the infrastructure to support emerging training technologies.**
  - **Staying competitive with industry.**

# HUMAN CAPITAL

- **Planned Activities**
  - **Enhance human capital flexibilities.**
  - **Shorten time-to-competency for newly-hired staff.**
  - **Balance training with real work.**
  - **Strengthen quality supervision and mentoring.**
  - **Work to instill agency core values.**
  - **Evaluate online and distance learning strategies.**

# INFORMATION TECHNOLOGY AND INFORMATION MANAGEMENT

**D. Ash, DEDIS/CIO**

**T. Boyce, Director Office of Information Services**

# IT INFRASTRUCTURE

- **Strengths**
  - **Baseline network connectivity provides good foundation for future capability and growth.**
  - **Early adoption of standard desktop environment has strengthened security and support.**
  - **History of strong network reliability and security.**
  - **Broadband remote access system supports mobile and remote workforce.**
  - **Blackberrys have improved mobile communication.**

# IT INFRASTRUCTURE

- **Challenges**
  - **Keeping pace with business needs and current technology.**
  - **Supporting an increasingly mobile and dispersed workforce with appropriate IT security.**
  - **Providing for robust emergency response and disaster recovery.**
  - **Enabling secure electronic access to safeguards and classified information.**
  - **Establishing an integrated high performance computing environment.**

# IT INFRASTRUCTURE

- **Planned Actions**
  - **Expand support for mobile, remote, and collaborative IT environments.**
  - **Modernize communication capabilities.**
  - **Improve disaster recovery and emergency communication capabilities.**
  - **Implement systems to share safeguards and classified information electronically.**
  - **Improve high performance computing capabilities .**

# IT APPLICATIONS AND INFORMATION MANAGEMENT

- **Strengths**
  - **IT Business Council and IT Senior Advisory Council providing business direction for IT investments.**
  - **Project management improvement program expected to strengthen IT project performance.**
  - **Agency wide document repository and e-records management recognized for excellence by NARA.**
  - **NRC web sites rated well by users.**
  - **FOIA program among the best in government.**

# IT APPLICATIONS AND INFORMATION MANAGEMENT

- **Challenges**
  - **Reducing stovepipe databases and systems.**
  - **Moving from paper-based processes to electronic workflow and electronic signature.**
  - **Providing better access to our systems from mobile and remote locations.**
  - **Providing more effective search tools.**
  - **Moving document management tools beyond current capabilities.**

# IT APPLICATIONS AND INFORMATION MANAGEMENT

- **Planned Actions**
  - Provide easy, convenient, and secure access to business applications.
  - Improve data management, increase data sharing.
  - Improve management and access to unstructured information in documents, web content, e-mails.
  - Use IT to conduct business transactions more efficiently.

# ADMINISTRATION

**T. Hagan, Director**
**Office of Administration**

# OFFICE SPACE

- **Strengths**
  - **Buildings well maintained, safe, secure, and accessible with excellent amenities.**
  - **Meeting near-term operational needs for space.**
  - **Housing strategies will accommodate agency growth and consolidate headquarters at the WFC.**
  - **Regional needs being addressed.**

- **Challenges**
  - **Maintaining the schedules for the Church Street and Twinbrook moves, and for headquarters consolidation.**
  - **Refurbishing the WFC.**
  - **Establishing and maintaining occupant emergency capability at multiple headquarters locations.**

# OFFICE SPACE

- **Planned Actions**
  - **Relocate selected staff to Church Street and Twinbrook buildings.**
  - **Restore WFC conference rooms.**
  - **Collaborate with GSA to acquire third WFC building.**
  - **Develop comprehensive plan to refurbish WFC.**
  - **Assess and acquire regional space.**

# SECURITY

- **Strengths**
  - Effective security clearance process.
  - Effective drug testing program.
  - Secure agency facilities.

- **Challenges**
  - Timely adjudication of completed background investigations.
  - Complying with HSPD-12 requirements.

- **Planned Actions**
  - Lean Six Sigma review of adjudication process.
  - Plan HSPD-12 physical and logical access controls.
  - Implement expanded drug testing program.

# CONTRACT AND ADMINISTRATIVE SERVICES

- **Strengths**
  - **Effective contract management program.**
  - **Meet socio-economic contracting goals.**
  - **Effective and timely employee services.**
  - **Centralized administrative services.**

- **Challenges**
  - **Too many manual contracting processes.**
  - **Timeliness of contracting process.**
  - **Recruiting/retaining staff.**
  - **More NRC employees in dispersed locations.**

# CONTRACT AND ADMINISTRATIVE SERVICES

- **Planned Actions**
  - Leverage technology to improve procurement planning and administrative services.
  - Acquire acquisition software integrated with financial and property systems.
  - Further streamline contracting process.
  - Evaluate internal processes and controls to balance cost and risk.
  - Implement plans to update management directives and streamline rulemaking and petition processes.

# FINANCIAL PROGRAMS

**J. Dyer, CFO**

# FINANCIAL PROGRAMS

- **Strengths**
  - **External Financial Reporting**

- **Challenges**
  - **Integrating budget formulation and execution.**
  - **Improving financial structure.**
  - **Reducing financial system obsolescence.**
  - **Improving payment timeliness and accuracy.**

# FINANCIAL PROGRAMS

- **Planned Actions**
  - **Increase financial management discipline.**
  - **Expand cross-servicing activities.**
  - **Enhance independent financial analysis and reporting.**
  - **Modernize and integrate financial management systems.**
  - **Implement e-Travel.**
  - **Implement performance improvement officer responsibilities.**

# CLOSING

- **Conclusion.**
- **May 28, 2008 Commission Meeting on Equal Employment Opportunity and Workforce Planning.**

# ACRONYMS

- **CFO: Chief Financial Officer.**
- **CIO: Chief Information Officer.**
- **DEDIS: Deputy Executive Director for Information Services.**
- **FOIA: Freedom of Information Act.**
- **GSA: U.S. General Services Administration.**
- **HSPD-12: Homeland Security Presidential Directive-12.**
- **IT: Information Technology.**
- **NARA: National Archives and Records Administration.**
- **WFC: White Flint Complex.**