



**COMMISSION BRIEFING  
OFFICE OF  
CHIEF INFORMATION OFFICER**

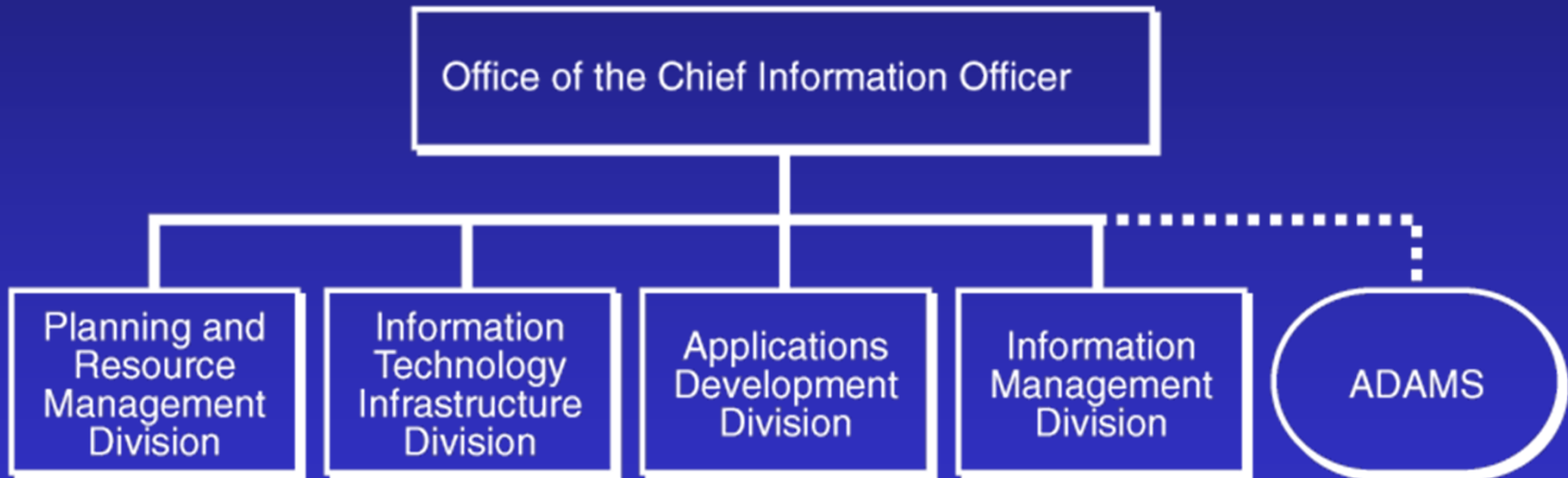
**January 20, 2000**

**Stuart Reiter, Acting Chief Information Officer**

# Agenda

- Overview of OCIO Organization and Functions
- Drivers and Stakeholder Alignment
- Services and Programs Overview
- Performance
- Plans

# OCIO Organization



# OCIO Business and Technology Drivers

## Business Drivers

- How can Offices use technology to be more Effective and Efficient?
  - Offices Redefining Goals and Strategies through PBPM
  - Current Solutions may not “cut” it and new initiatives likely

## Technology Drivers

- How does the rapid change in technology bring opportunities for change, force change?
  - Pervasive Networks/Web based computing/Electronic Commerce...
  - Vendor Push
  - Opportunities for OCIO and our Stakeholders

# OCIO Stakeholder Alignment

- How does OCIO ensure its services and programs are aligned with its Stakeholder's needs?
- We have institutionalized a Partnering Framework
  - Information Technology Business Council
  - Executive Council
  - Business Sponsorship
  - Business Area Teams
  - Capital Planning and Investment Control

# ***Services and Programs Overview***

## **Services**

- Our goal is to be a “world class” service provider
- We provide services to NRC’s Staff & NRC’s External Stakeholders
  - Prepare, reproduce, and distribute documents
  - Operate and maintain web site
  - FOIA
  - Public Document Room (PDR)
  - Technical Reference Library
  - Help Desk
  - Computer Operations
  - Voice, Data, Video Communications
  - IT Security Services

# *Services and Programs Overview*

## **Programs**

- In our program support role, we:
  - Oversee Clinger Cohen Act compliance
  - Advise agency head on IT status and issues
  - Coordinate IT Architecture and Standards
  - Dialogue with ITBC for agencywide perspective
  - Manage Systems Development Methodology
  - Manage CISSCO Contract Services
  - Provide Technical Project Management
  - Coordinate integration into infrastructure
  - Operate and maintain systems
- Major Non-OCIO Office Sponsored Programs include: STARFIRE, RPS, GLTS

## *Services and Programs Overview*

### **Programs**

- We sponsor programs, in this role we are “change agents”
- We sponsor programs across our divisions
  - Applications
  - Infrastructure
  - Planning
  - Information Management (ADAMS)
- Select program highlights follow



## ***OCIO Services and Programs*** **Programs-Applications**

- Y2K
  - Completed ahead of schedule
  - Under budget
  - Graded “A” and Ranked 2<sup>nd</sup> for all federal agencies
  - Some minor issues surfaced
- Electronic Information Exchange (EIE)
  - Securely send and receive information electronically
  - Authentication (Digital Signaturing)
  - Pilots underway

## ***OCIO Services and Programs*** **Programs-Infrastructure**

- Resident Inspector Site Expansion Program (RISE)
  - Connected 70 resident inspector sites
  - Completed early
  - Happy customers
- NRC Office Suite
  - We may have a vulnerability here
    - Vendor health
    - Market position
  - Assess impact on applications software, infrastructure, staff productivity and training

# ***OCIO Services and Programs***

## **Programs-Infrastructure**

- **FTS 2001**
  - Current voice/data contract expired in December
  - Migration by service line underway - throughout 2000
  - Emergency response services affected
  - We will see reduced costs
- **Infrastructure Services and Support Contract (ISSC)**
  - Current network services/support contract expires April 2001
  - Opportunity to consolidate and optimize services
  - Benchmark current services
  - Consider performance-based contracting

# *OCIO Services and Programs*

## **Programs-Planning**

- Staff Training
  - Completed OCIO skills assessment
  - Completed IT training for NRC management
  - Focus on closing agency IT skill gap

# ***OCIO Information Management Program*** **Internal and External Web Site** **Redesign Initiatives Programs - IMD**

- **WEB**
- **Need improvement in our Web site**
  - Establishing objectives
  - Reviewing best practices
  - Involving stakeholders and experts
  - Status report on External Site Redesign due to Commission 2/15/00

***OCIO Services and Programs***  
**ADAMS**  
**(Agencywide Document Access  
and Management System)**

- Two year program for agency modern document management capability
- Replaces numerous agency document and text management systems
- Improves staff and public access to NRC documents
- Establishes ADAMS as approved electronic recordkeeping system

# ***OCIO Services and Programs***

## **ADAMS**

- **Business Functions**
  - Receive documents electronically
  - Distribute documents electronically
  - Route documents for collaborative review and concurrence
  - Organize, search for, view documents at desktop
  - Public access to search, view, order documents electronically
  - Manage official agency records in electronic form

## ***OCIO Services and Programs*** **ADAMS Status**

- **Production Roll-out Underway**
  - Operations began on November 1, 1999
  - Over 15,000 documents processed electronically to date
  - Public access to ADAMS Main Library established
  - Expanded customer support in place
  - Document capture stations at HQ and regions in place



# ***OCIO Services and Programs***

## **ADAMS Issues**

- **Public Issues**

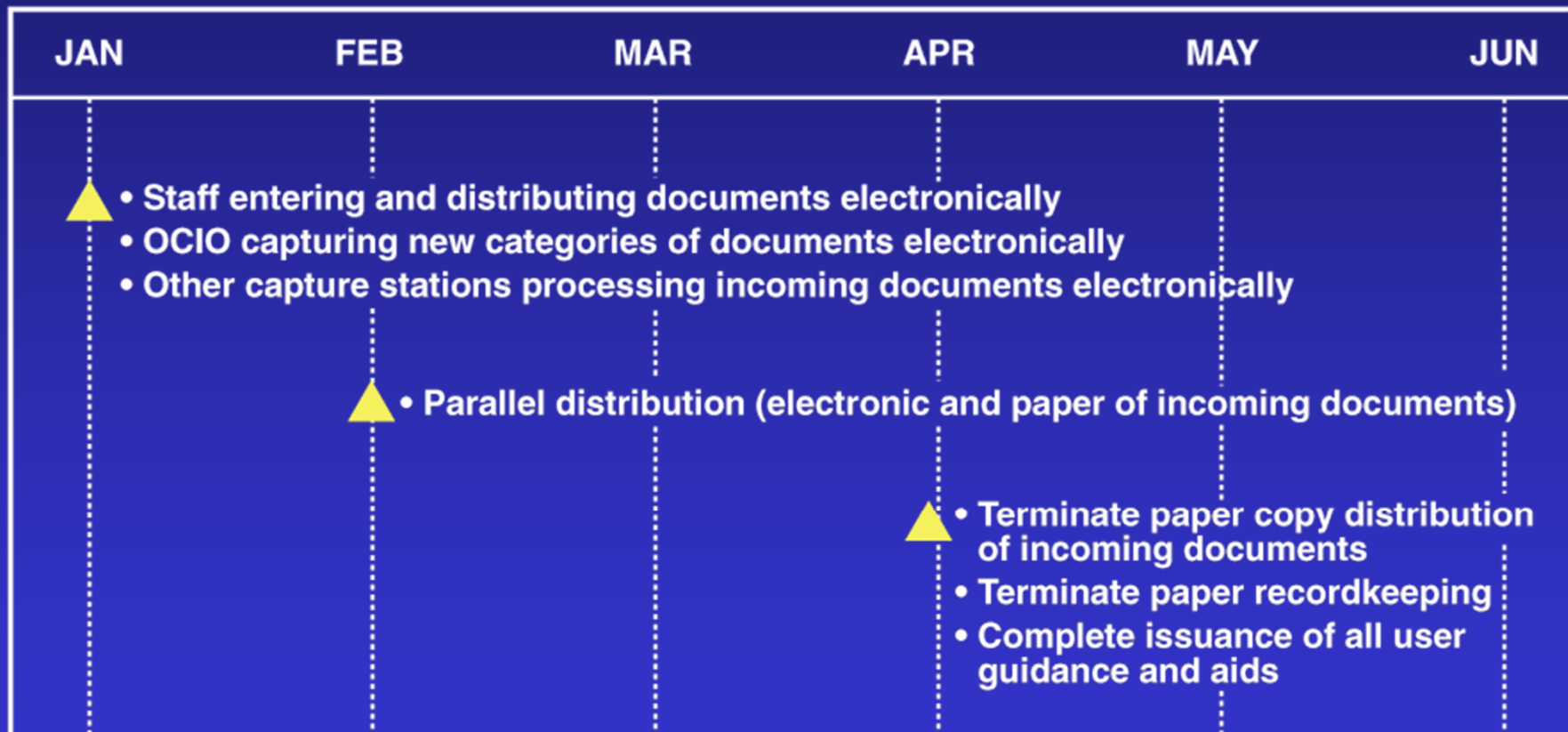
- One-time software download/access
- Education: ADAMS is not a Web based application
- ADAMS Positioning (PDR, Web, ADAMS)
- PDR as Tier 1 Help Desk
- Out-reach on firewall issues
- Backlog resolved

- **Staff Issues**

- Time gap training-operations
- Template development
- Learning curve/new roles

# OCIO Services and Programs

## ADAMS Production Plans



## ***OCIO Performance*** **Current Strategy**

- Current Measures focus on:
  - Infrastructure
  - Customer Service and Satisfaction
  - CPIC Project Milestones and Financials
- Current Measures include:
  - FOIA response time (Median 17 working days)
  - Availability of agency network servers (99.75% availability)
  - Survey of staff satisfaction with information (3.6 out of 5.0)

# Looking Ahead



## ***OCIO Performance*** **Extended Strategy**

- Need Extended Strategy to improve linkage to Strategic Plan, Customer Goals
- Are we effective?
  - Are we delivering the right services?
  - Are we providing services at the right level?
  - Use Service Level Agreement approach
- Are we efficient?
  - Are our costs competitive with other federal agencies, with the private sector?
  - Use benchmarking, best practices

## OCIO Planning Focus

- Close the IT skill gap
- Couple IT planning and PBPM
- Provide necessary infrastructure
- Enable electronic commerce
- Improve public confidence through information accessibility
- Achieve efficiency gains promised by IT

## Our Vision

- Being a Valued Partner in:
  - Maintaining safety...
  - Increasing public confidence...
  - Improving efficiency, effectiveness...
  - Reducing unnecessary burden...

# Summary

- We are not an island, we respond to business and technology drivers
- Stakeholder input is vital to our success
- We will be efficient and effective service providers
- We will be efficient and effective change agents
- We have a clear focus and vision

Being a valued partner, ...