

RevCom and Directives Online Tools
Recommendations from DOE Directives Training Forum
April 10-11, 2007

During the DOE Directives Training Forum, we conducted one two-hour session with directives writers and two, two-hour sessions with directives points of contact (DPCs). With approximately fifty attendees in each of the primary sessions, this group represents a broad cross-section of the directives community from throughout the DOE Complex including HQ Program Offices, Power Administrations, Field/OPS Offices, and major M&O Contractors (i.e., the national laboratories).

Overview

The recommendations from the conference participants fall into five basic categories:

- Process transparency and planning,
- Requirements management,
- Shared responsibilities and knowledge transfer,
- Online/off-line functionality mix, and
- Tweaks and minor fixes.

The general consensus throughout the sessions was that increasing the level of transparency and providing real-time status, planning, and requirements management information were the most important issues regarding the directives development tools; however, there was also significant interest in providing an increased level of flexibility to support offline review and approval. As we expected given the high level of recent turnover in the directives community, both the writers and the DPCs are keenly aware of the growing need for functionality that will support shared roles and responsibilities and the easy transfer of knowledge and expertise across the various communities of practice (e.g., safeguards and security, procurement, safety, etc.).

The following is a summary of the recommendations from the participants in the sessions.

Process Transparency and Planning

- **Comment Disposition Report** – DPCs and Writers requested a new set of reports for all users that show the current status and final disposition of all comments submitted by all users for each site. From the M&O contractors through the site offices and the program offices to the writer, the reports will indicate whether comments were included in the final package by the program office, and how the writer responded to each comment.
- **Status Information** – A full suite of reports should be available to provide summary and detail information about the current status of comment submission and resolution by document, program, site, and individual.
- **Monitor Report** – Enhance the functionality of the current Monitor Report (primarily intended for managers who are not regular RevCom users) to provide more detailed information about specific review assignments, comments, and responses.

- **Directives Review Agenda** – A current and accurate proposed agenda for directives development should be posted on the Directives Portal and updated at least monthly.
- **Shift to business-days model** – We need to implement controls that will prevent due dates from falling on weekends and holidays.
- **Crunch Periods** – DPCs requested that drafts never be posted on Fridays and that the DM Team substantially limit the number of drafts posted during the December holiday period.
- Conduct **annual user/customer satisfaction surveys** to measure the progress of the recommendations and publish the results when the surveys are complete

Requirements Management

- **Requirements and Drivers** – DPCs and Writers need for the specific requirements, regulatory and policy drivers, and crosswalk information to be explicitly called out and identified in each proposed and draft directive. This information should be searchable and available for sorted reports.
- **Common RevCom Listing for Directives and Technical Standards Drafts** – Though the systems should be maintained separately, DPCs need a unified listing and single-point-of-entry for all draft directives and technical standards that are in development.
- **Issue-based Comment/Response Organization** – Allow SMEs, DPCs, and Writers to enter, sort, assign, and respond to comments by issue.
- **Collect impact analysis information** for each draft using the RevCom survey feature

Shared Responsibilities and Knowledge Transfer

- **Subject-based Organization** – Published and draft directives should be organized by major subject area (e.g., safeguards, security, safety, etc.)
- **More local flexibility and control over due dates** – DPCs need a new set of tools and defaults to manage the due dates for their local reviewers and for the program offices to manage due dates for their reporting organizations
- Implement support for **teams of writers** working on a single document
- Implement support for **multiple DPCs at each site or office**
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Online/Offline Functionality Mix

- **Management Sign-off Report** – DPCs requested a new set of summary reports for each draft document that can be printed and distributed for management review and sign-off.
- **Download/Export** – All RevCom system data (comments, responses, drafts, reports) should be available for export and download as raw data that can be imported into MS Word, Excel, etc.
- Create an optional **weekly e-mail digest** that will combine all RevCom due date, assignment, and reminder notices for the week into a single e-mail summary
- Move local **DPC-configurable text** to the top of RevCom e-mail messages

- Default **comment type** to “Suggested” on new comments
- Enable **line numbering** in draft documents
- Display all **local SME comments** (i.e., site-specific) on comment entry screens
- Writers should add more **reference information** with each draft document (e.g., links to regulatory drivers, policy guidance, previous versions of draft)
- Add **sub-section headers** to reports
- Add “Editorial” as a third **comment classification** code
- **Limit reviews** of drafts to applicable organizations/site (e.g., limit distribution of HQ-only directives to HQ DPCs)