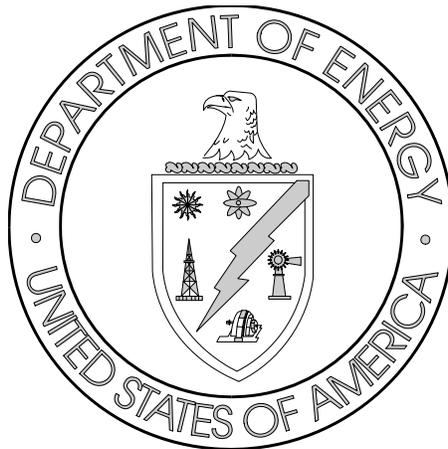


# Section 2

## Major Accomplishments





## Section 2

### Major Accomplishments

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#### Major Accomplishments

In FY 2007, HCAG continued to seek better ways to provide quality service to its customers at ORO, PNSO, SSO, and TJSO. To accomplish this, HCAG worked to fulfill its FY 2007 goals that are identified through analysis of ORO, PNSO, SSO, and TJSO organizational and employee training needs.

The following are HCAG's major accomplishments for the period from October 2006 through September 2007. The cumulative figures are based on data tracked beginning in FY 1995 or since each activity's inception.

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#### Cost Savings Initiatives

- ORO, PNSO, SSO, and TJSO staff logged in **332** hours of training time utilizing materials in the Training Center. Of those hours, **132 (5,196.5 cumulative)** were in self-paced computer training at a savings of **\$874 (\$33,377 cumulative)**.
  - The ORO Facilitator Program provided a total of **38** hours (**4,750** cumulative) of customer service (leading process improvement or identification teams, meeting management, conflict resolution, and team building). Using internal facilitators instead of external consultants, ORO realized a cost savings of **\$5,700 (\$506,656 cumulative)**.
  - HCAG utilized in-house training classrooms, resulting in a cost savings of **\$58,000 (\$634,000 cumulative)**.
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#### Quantitative Summary

- The total number of hours of training for **472** ORO, PNSO, SSO, and TJSO employees for FY 2007 was **20,473**, which is **2.1%** of the total ORO, PNSO, SSO, and TJSO Federal employee available work time.
  - For FY 2007, ORO, PNSO, SSO, and TJSO employees averaged **43.4** hours of training per employee.
  - In-house courses received an average rating of **4.3**, with 5.0 being the highest favorable rating, based on participant evaluations.
  - The total number of ORO, PNSO, SSO, and TJSO employees in FY 2007 was **472**, with an average training cost of **\$867** per employee.
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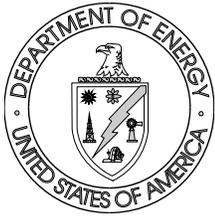
- The total cost of training for ORO, PNSO, SSO, and TJSO employees for FY 2007 was **\$409,400**, which is **0.8%** of the total ORO, PNSO, SSO, and TJSO payroll for that period. This compares to the government average of **1.5%**, to the consolidated industry average of **2.3%**, and to the average of **3.0%** for the BEST Award Group (from the American Society for Training and Development 2007 State of the Industry Report).
  - HCAG provided **206** hours in support of the Facility Representative Program.
  - There were **165** ORO and **7** SSO employees participating in the DOE Technical Qualification Program (TQP).
  - There were **42** ORO employees participating in the Leadership 21 Program.
  - The total number of contractor training program review hours was **556** (e.g., Operational Readiness Reviews, Special Reviews, and Readiness Assessments).
  - HCAG coordinated and/or scheduled **31** in-house classes.
  - All (**100%**) of ORO employees have Individual Development Plans.
  - The Training Center processed **1,319** training requests (representing attendance at **602** courses).
  - HCAG prepared and distributed **26** Training Bulletins.
  - The total number of Training Center intercom calls, incoming and outgoing phone calls, and walk-ins was **4,212**.
  - The total number of training payments processed was **299**.
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**Technical Training**

The HCAG performed the following:

- Provided the following training and support to the ORO and PNSO Facility Representative (FR) Programs:
  - Prepared a section of and reviewed and commented on the draft ORO O 420, Chapter XVII, “Facility Representative Program.”
  - Made on-site visits in support of the FR Programs.
  - Conducted record reviews for line management.
  - Supported the FR off-site meetings.
  - Participated on the ORO FR working group and DOE FR Steering Committee.
  - Worked with line management to develop and administer initial written qualification exams for FR candidates.
  - Developed qualification manuals of facility-specific training and qualification materials for the Oak Ridge National Laboratory (ORNL) facility High Flux Isotope Reactor for the ORNL Site Office FR Program.
  
- Provided training and support to the Oak Ridge Reservation Emergency Management Team (EMT) and Emergency Response Organization as follows:
  - Assisted in the review and redesign of the training program.
  - Provided training support to the Emergency Management Working Group.
  
- Provided ongoing technical assistance to the Oak Ridge Office Federal Technical Capability Program (FTCP) Panel, including the following:
  - Managed and administered the Technical Qualification Program.
  - Participated in and prepared minutes for the DOE FTCP Panel monthly meetings and the ORO FTCP Panel meeting.
  - Reviewed and prepared comments on the draft revisions to the DOE Electrical Safety, Nuclear Safety Specialist, General Technical Base, Fire Protection Engineering, Mechanical Systems, and Civil/Structural Engineering Qualification Standards; the Federal Technical Capability Manual; and the General Employee Radiological Training and Radiological Worker Training Standards.
  - Provided support to TQP participants for implementation, tracking, and completion of TQP requirements.
  - Requested that organizations review and update their



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- Office/Facility-Specific (OFS) qualification standards.
  - Prepared draft ORO Emergency Management Program OFS Qualification Standard.
  - Reviewed, provided comments on, and concurred with the ORO Office of Assistant Manager for Environment, Safety, and Health (AMESH) OFS Qualification Standard.
  - Updated the ORO Technical Training OFS Qualification Standard.
  - Updated the ORO Safety Basis Competencies-by-Position Matrix and posted on the HCAG Web site.
  - Prepared a memo to senior managers with the subject “Documenting Technical Qualification Program Continuing Training in Participant’s Individual Development Plan.”
  - Drafted a revision to ORO O 360, “Employee Education and Training,” to incorporate ORO TQP procedures/processes.
- Converted the ORO TQP manual to an Office of Science (SC) Integrated Support Center (ISC) TQP Manual and drafted the SC chief operating officer implementation memorandum.
  - Assisted the Berkeley Site Office (BSO), PNSO, SSO, and Chicago Office (CH) with their TQP implementation. The effort included staff orientations, interviews with selected staff, one-on-one gap analyses with participants, development of OFS qualification standards, and assistance in preparing and documenting qualification evidence.
  - Assisted the Chicago Office ISC senior technical managers in acquiring the DOE Senior Technical Safety Manager qualification.
  - Prepared a list of TQP qualifying officials for ORO and for the SC ISC.
  - Prepared technical qualification standard work sheets (or templates) for TQP candidates at ORO, BSO, CH, and SSO.
  - Assisted a program/project manager with the preparation of Project Management Career Development Program (PMCDP) qualification documentation.
  - Until May 2007, maintained the National Nuclear Security Administration Y-12 Site Office database to track and report on employee knowledge, skills, and abilities.



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- Prepared the ORO TQP Accreditation Self-Evaluation Plan and prepared an accreditation vulnerability matrix.
- Prepared the Annual DOE ORO FTCP (including FR and Safety System Oversight personnel) Workforce Analysis and Staffing Plan.
- Assisted Senior Technical Safety Managers with the preparation of their qualification documentation.
- Assisted TQP participants with the preparation of their qualification documentation.
- Audited 16 TQP packages for completeness and accuracy.
- Administered the ORO safety basis training and qualification activities, including updating the Unreviewed Safety Question Refresher Training.
- Updated and maintained the ORO Integrated Safety Management Systems training, including the Web-based quality assurance training on the HCAG Web site.
- Conducted training on the TQP section of Employee Self Service (ESS) for participants new to the ORO Technical Qualification Program.
- Conducted briefings and prepared reports on TQP for management, divisions, headquarters, FTCP Panel, and individuals.

### **Training Administration**

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The HCAG performed the following:

- Office of Science Management System (SCMS) Development. During this appraisal cycle, assisted with the following:
  - Comprehensive requirements mapping and analysis completed
  - SCMS Integrated Support Center Organizational Points of Contact assigned and appointed
  - Management System Owners assigned and appointed
  - Nine reengineering workshops conducted, involving 100 Office of Science (SC) employees
  - SCMS Operations Center (Oak Ridge) staffed
  - SCMS Web site functional and operating
  - Management System Descriptions—17 of 19 approved and 12



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- published
  - SCMS documentation being prepared—96 subject areas, 411 procedures, and 265 exhibits
  - Assisted the ORO Manager with developing a business metrics report to gauge quantifiable components of ORO's performance relative to the efficiency of the SC ISC.
  - Assisted the Chicago Office ISC by preparing a sample training implementation matrix (TIM) for the New Brunswick Laboratory.
  - Participated in the DOE Safety Training Managers' Working Group.
  - Tracked and reported course participation and completion statistics.
  - Prepared the FY 2006 Annual Training Report and provided it to ORO management.
  - Prepared the ORO Human Capital Analysis Report and Staffing Plan for FY 2008–2013.
  - Prepared the ORO Assistant Manager for Environmental Management (AMEM) Workforce Plan.
  - Assisted the ORO Federal Human Resources Branch in the development of the ORO Functional Analysis and Inventory for the SC ISC.
  - Prepared the FY 2008 Needs Assessment Report based on the individual development plans.
  - Developed user guides for DOE Headquarters software engineers to assist in analyzing, designing, developing, and implementing a new ESS Qualification Program Management System to manage the TQP.
  - Provided quarterly reports to the union regarding training taken by union members.
  - Identified and procured a variety of new books, videos, and computer-based training programs for the Training Center.
  - Prepared issues of Facilitator Constructive, Helpful, and
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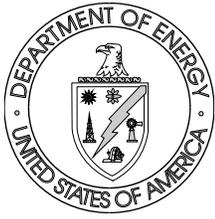
Informative Practices newsletter for DOE employees.

- Maintained the HCAG Web site.
  - Proctored (and, as necessary, graded) quizzes and exams for course instructors, “test-outs,” and “self-studies.”
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#### **General Training and Contractor Oversight**

The HCAG performed the following:

- Coordinated 31 in-house training courses, such as
    - Advanced Human Performance
    - Advanced Radioactive Materials Packaging and Transportation
    - Basics of Personal Property Management
    - Continuity of Operations
    - Contract Administration for Management and Operating Contracts
    - Contract Administration for Technical Representatives
    - CPR—Original Certification
    - Diversity—Generational Differences
    - Integrated Safety Management
    - Integrating Safety into Project Management
    - Performance-Based Services Acquisition
    - PMCDP Acquisition Strategy and Planning
    - PMCDP Earned Value Management Systems
    - PMCDP Planning for Performance-Based Management Contracting
    - Registered Environmental Manager/Certified Environmental Auditor
    - Remedial Action Cost Engineering and Requirements
  - Participated in the DOE Cross-Cutting Training Forum.
  - Assisted DOE employees, subcontractor employees, and employees of other Federal agencies to obtain access to the Y-12 National Security Complex by facilitating data entry in the BWXT training database and coordinating participation in General Employee Training.
  - Assisted with the leadership and direction of the ORO Facilitator Program.
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- Assisted with the leadership and direction of the ORO Fellowship Program.
  - Maintained continuous communication links with ORO, PNSO, SSO, and TJSO workforce through the Training Liaison Program and the HCAG Web site.
  - Provided assistance to employees using the DOE Online Learning Center.
  - Provided support to Leadership 21 Program participants for implementation and tracking.
  - Maintained the ORO Employee Orientation Program Web site.
  - Participated in the Contractor Performance Management Evaluation.
  - Participated on the DOE oversight team of the contractor readiness assessment for the AMEM U<sup>233</sup> Project at ORNL Building 3019.
  - Revisited the Bechtel Jacobs rationale regarding the exemption of fissionable material handler certification for Building K-25/27 segmentation staff.
  - Participated on the Restart Team and on the Operational Readiness Review of the Molten Salt Reactor Experiment (MSRE) Uranium Removal Operations.
  - Reviewed the Isotek rationale regarding the exemption of fissionable material handler certification for the receipt and storage of MSRE traps for Building 3019 operations staff.
  - Participated in the review of the Isotek training program and TIM.
  - Reviewed the Foster Wheeler TIM for Transuranic Waste Facilities.
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