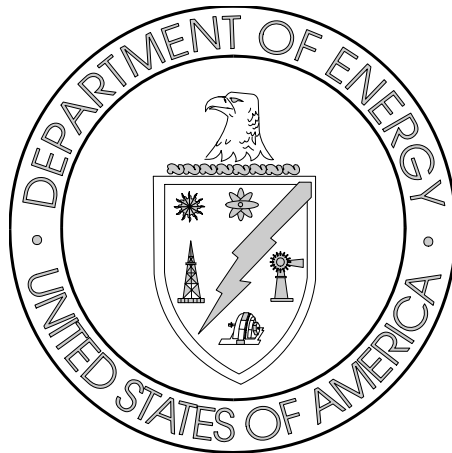


Section 2

Major Accomplishments





Major Accomplishments

In FY 2008, 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 2008 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 2007 through September 2008. The cumulative figures are based on data tracked beginning in FY 1995 or since each activity's inception.

Cost Savings Initiatives

- ORO, PNSO, SSO, and TJSO staff logged in **435** hours of training time utilizing materials in the Training Center. Of those hours, **145 (5,341.5 cumulative)** were in self-paced computer training at a savings of **\$932 (\$34,309 cumulative)**.
 - The ORO Facilitator Program provided a total of **15** hours (**4,765** 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 **\$2,250 (\$508,906 cumulative)**.
 - HCAG utilized in-house training classrooms, resulting in a cost savings of **\$59,000 (\$693,000 cumulative)**.
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Quantitative Summary

- The total number of hours of training for **486** ORO, PNSO, SSO, and TJSO employees for FY 2008 was **21,862**, which is **2.2%** of the total ORO, PNSO, SSO, and TJSO Federal employee available work time.
 - For FY 2008, ORO, PNSO, SSO, and TJSO employees averaged **45.0** 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. Reported by the participants, average productivity gains were **16.5%** and average knowledge gains were **20.4%**.
 - The total number of ORO, PNSO, SSO, and TJSO employees in FY 2008 was **486**, with an average training cost of **\$710** per employee.
-



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Major Accomplishments

- The total cost of training for ORO, PNSO, SSO, and TJSO employees for FY 2008 was **\$345,000**, which is **.63%** of the total ORO, PNSO, SSO, and TJSO payroll for that period. This compares to the government average of **2.02%**, to the consolidated industry average of **2.15%**, and to the average of **2.19%** for the BEST Award Group (from the American Society for Training and Development 2008 State of the Industry Report).
 - HCAG provided **158** hours in support of the Facility Representative Program.
 - There were **169** ORO, **22** PNSO, **7** SSO and **7** TJSO employees participating in the DOE Technical Qualification Program (TQP).
 - There were **44** ORO employees participating in the Leadership 21 Program.
 - The total number of contractor training program review hours was **220** (e.g., Operational Readiness Reviews, Special Reviews, and Readiness Assessments).
 - HCAG coordinated and/or scheduled **52** in-house classes.
 - All (**100%**) of ORO employees have Individual Development Plans.
 - The Training Center processed **2,672** training requests (representing attendance at **660** courses).
 - HCAG prepared and distributed **31** Training Bulletins.
 - The total number of Training Center intercom calls, incoming and outgoing phone calls, and walk-ins was **3,688**.
 - The total number of training payments processed was **265**.
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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:
 - 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.

- 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 DOE and Oak Ridge Office Federal Technical Capability Program (FTCP) Panels, including the following:
 - Managed and administered the Technical Qualification Program.
 - Participated in the DOE FTCP Panel monthly meetings.
 - Reviewed and prepared comments on the draft revisions to the DOE functional area qualification standards, the Federal Technical Capability Manual, and the proposed safety system oversight qualification standard and accompanying standard.
 - Provided support to TQP participants for implementation, tracking, and completion of TQP requirements.
 - Coordinated organizations' review and update of the following Office/Facility-Specific (OFS) qualification standards:
 - Emergency Management Program
 - Environmental Management, Rev. 1
 - Office of Assistant Manager for Environment, Safety, and Health
 - Office of Assistant Manager for Nuclear Fuel Supply (NFS)
 - ORNL Site Office
 - Safeguards and Security
 - Safety Basis (SB)
 - Safety System Oversight



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Major Accomplishments

- Senior Technical Safety Manager
 - Technical Training
 - Revised ORO O 360, “Employee Education and Training,” to incorporate ORO TQP procedures/processes.
 - Prepared the ORO Requalification Plan for Senior Technical Safety Managers and Nuclear Safety Specialists, and transmittal memos.
 - Assisted a Senior Technical Safety Manager with the preparation of his requalification documentation.
 - Prepared the Annual DOE ORO FTCP (including FR and Safety System Oversight personnel) Workforce Analysis and Staffing Plan.
 - Prepared the DOE FTCP quarterly reports, the DOE EM-3 quarterly reports, and other reports as necessary.
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- Assisted the TJSO, PNSO, Chicago Office (CH), and the Office of Science, Field Operations, Office of Safety, Security, and Infrastructure (SSI) 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 CH 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 Office of Science (SC) ISC.
 - Prepared technical qualification standard work sheets (or templates) for TQP candidates at ORO, TJSO, CH, and SSI.
 - Assisted a program/project manager with the preparation of Project Management Career Development Program (PMCDP) qualification documentation.
 - Revised the ORO TQP Accreditation Self-Evaluation Plan and prepared an accreditation vulnerability matrix.
 - Assisted Senior Technical Safety Managers with the preparation of their qualification documentation.
 - Assisted TQP participants with the preparation of their qualification documentation.



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Major Accomplishments

- Audited TQP packages for completeness and accuracy.
- Administered the ORO safety basis training and qualification activities.
- Updated and maintained the ORO Integrated Safety Management Systems training, including the Web-based quality assurance training on the HCAG Web site. Added new activity sheets for the Chronic Beryllium Disease Prevention Program (CBDPP) and Office of Science Management System.
- 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.
- Participated on the National Nuclear Security Administration Y-12 Site Office TQP self-assessment.
- Prepared the FY 2007 Office of Science Summary of Reviews Report, which summarized and calculated the number of person days committed to contractor self-assessments, program reviews, SC COO assessments, and other reviews, such as those from the Inspector General (IG) and General Accounting Office (GAO).

Training Administration

The HCAG performed the following:

- Office of Science Management System (SCMS) Establishment. 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
 - 30 reengineering sessions conducted (over 300 SC employees involved)
 - SCMS Operations Center (Oak Ridge) staffed
 - SCMS Web site functional and operating
 - Management System Descriptions: 18 of 19 approved and published



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Major Accomplishments

- SCMS documentation published: 82 subject areas, 408 procedures, and 602 exhibits
 - Participated in the DOE Safety Training Managers' Working Group.
 - Tracked and reported course participation and completion statistics.
 - Prepared the FY 2007 Annual Training Report and provided it to ORO management.
 - Prepared the gap analysis of DOE O 360.1B and ORO O 360 in anticipation of the cancellation of ORO orders.
 - Prepared the FY 2008 Needs Assessment Report based on the Individual Development Plans.
 - 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.
 - 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 52 in-house training courses, such as:
 - 2008 ORO Women's Career Workshop
 - Advanced Radioactive Materials Packaging & Transportation
 - Customer Service
 - Diversity/No Fear Act
 - DOE Packaging & Transportation Directives Orientation
 - Federal Appropriations Law
 - Government Cost Accounting
 - Long Term Care
 - Mission-Focused Contracting
 - NQA-1 Lead Auditor
 - Performance-Based Services Acquisition
 - Planning for Retirement
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Major Accomplishments

- PMCDP Advanced Leadership
 - PMCDP Advanced Risk Management
 - PMCDP Cost and Scheduled Estimation
 - PMCDP Integrating Safety into Project Management
 - PMCDP Labor Management Relations
 - PMCDP Project Management Simulation
 - PMCDP Project Risk Analysis & Management
 - PMCDP Systems Engineering
 - Prevention of Sexual Harassment
 - Primavera Software
 - Registered Environmental Manager
 - STRIPES Procurement System
 - Survival Skills Workshop for Managers
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- Participated on the DOE Directives Review Teams revising the DOE M 426.1-1A and DOE O 5480.20A.
 - 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 B&W training database and coordinating participation in B&W training.
 - Assisted with the leadership and direction of the ORO Facilitator Program.
 - 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.
 - Participated in the Contractor Performance Management Evaluation.
 - Participated on the DOE Assist Team for the AMEM U²³³ Project at ORNL Building 3019.



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Major Accomplishments

- Supported the oversight of the contractor readiness at Building 3019 to safely handle the receipt of the Molten Salt Reactor Experiment (MSRE) traps.
 - Participated on the DOE Integrated Project Team (IPT) for AMEM U²³³ Project at ORNL Building 3019.
 - Participated in the review of the Isotek training program and training implementation matrix (TIM).
 - Reviewed the EnergX TIM for the Transuranic Waste Processing Center.
 - Reviewed the Pacific Northwest National Laboratory 325 Building Radiochemical Processing Laboratory TIM.
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