



## Using Case Management to streamline critical agency processes

The US Nuclear Regulatory Commission partnered with Intellective to replace aging operational systems with a more effective and future proof platform for agency processes. The goal was to consolidate on a single platform for content and process management, reducing support costs and increasing efficiency. The NRC chose Intellective Unity paired with IBM Case Manager to address their unique, complex and mission critical needs.

The mission of the NRC is to license and regulate the United States' civilian use of nuclear reactors, fissionable materials, and waste to protect public health, safety, and the environment, and to promote the common defense and security. The NRC oversees 104 domestic nuclear power plants and 22,500 licenses for the use of nuclear materials.

Communications and transparency are crucial to NRC operations and to maintaining the public trust. The commission was faced with outdated systems for creating, tracking, storing, and publishing documents and data regarding agency activities. Items related to meetings, voting, facility reviews, and licensee performance had no centralized

repository or effective means for public disclosure. The NRC utilized Intellective Unity and IBM Case Manager for centralized management of content, data, and related processes. These products allow the agency to develop and deploy new solutions quickly and effectively for a wide variety of complex needs.

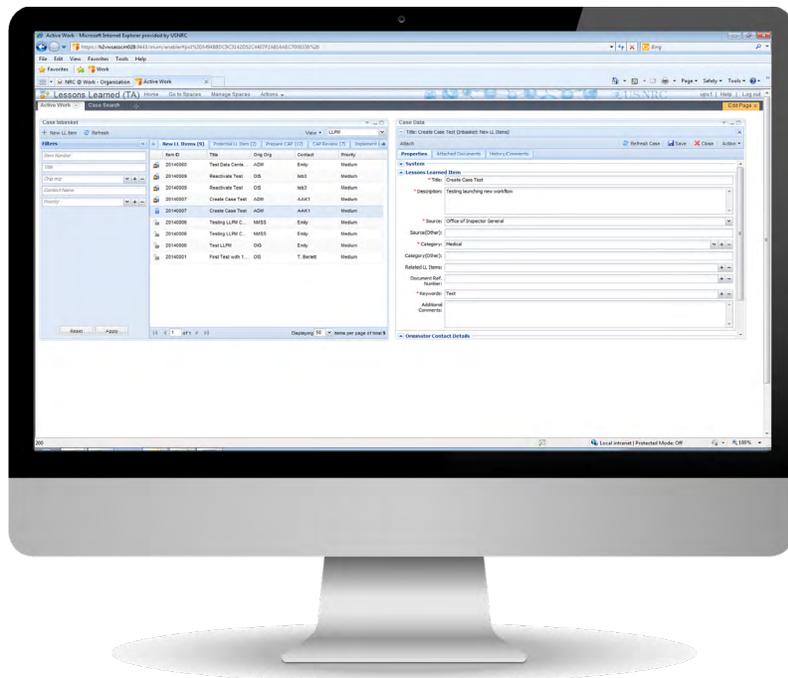
As a result, the agency has achieved a centralized, secure, and effective method of storing and disseminating data throughout the agency and to the public. The NRC has also quickly and effectively deployed a wide range of process solutions, dramatically increasing efficiency and productivity agency-wide.

## Managing content, data, and processes

The extremely flexible **Intellective Unity** interface, with its ability to effectively manage content, process, and 3rd party data, allowed the NRC to develop multiple business applications using a consistent methodology for rapid deployment.

## The NRC has implemented the following solutions:

- Consolidated multiple legacy Panagon Content Services Libraries to IBM FileNet P8
- Migrated public libraries and web interfaces to Intellective Unity
- Deployed a new secure process for evaluation and disclosure of data to the public that leverages Intellective Unity and IBM Case Manager
- Utilized IBM Case Manager and Intellective Unity to automate critical agency processes
  - Public Meetings
  - Commission Voting
  - Public Notifications
  - Public Disclosures
  - Task Assignments
  - Lessons Learned
  - Regulation Publishing
  - FOIA
  - Facility Change Reviews
- Used IBM Content Analytics and Enterprise for Discovery for Freedom of Information Act requests



## Five solutions leveraging Intellective Unity and IBM FileNet at the NRC:

### Agency Lessons Learned Tracking System (ALLTS)

ALLTS is a tool used to track and analyze significant deficiencies identified during both internal and external agency reviews and ensure that there is a formal and rigorous process to correct deficiencies and prevent recurrence. Through ALLTS, the agency can store documents in one location, track cases through completion with the Case Management system, and users can search and modify case information depending on their level of access.

### Public Meeting Notice System

The Public Meeting Notice System enables the NRC Program Offices to issue, track and modify public hearing notices. The application replaces a very manual and inefficient process and automates the gathering, approval, and posting of all related meeting documentation to the public website. Leveraging the Intellective Unity's enhanced user interface to empower NRC Program Office personnel to easily set up and manage public meetings as well as post meeting information to the public website.

## Secretary Tracking and Reporting System (STAR)

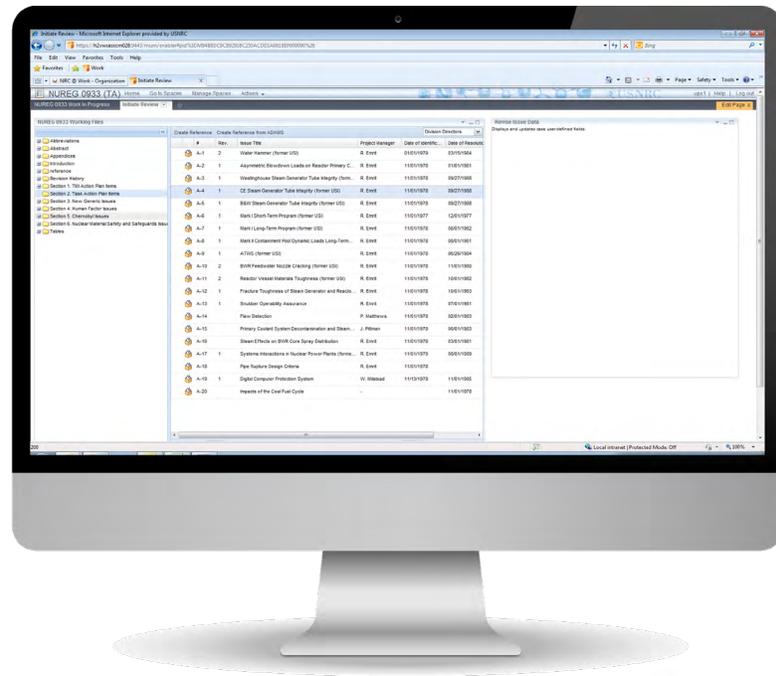
The Office of the Secretary is responsible for creating, assigning, monitoring, and managing tasks and actions across the NRC. With STAR, users can create tasks quickly and assign them to various commissioners who can assign sub-tasks to complete the action within their respective areas. STAR automates the assignment, tracking, review, processing, and completion of these actions and provides for the management of documents in the context of each action. To support the many voting requirements by the commissioners, STAR provides for the review of upcoming votes, vote processing, and disposition.

### Case Management in critical processes

The NRC leverages Intellective Unity for its powerful user interface as well as its ability to create, assign, monitor, and manage tasks and actions throughout the NRC. STAR leverages Intellective Unity for its powerful user interface as well as its ability to bring all documents together as part of a task or case. The system provides the ability for users to search for actions and documents and associate new documents with a task. STAR supports and tracks user comments on both cases and documents and maintains a full audit history of all actions taken on the task or action.

### STAR Mobile Meetings

NRC commissioners are often out of the office and need to have ready access to tasks and related documentation. Using their mobile devices, NRC commissioners can securely access important task information and documentation from anywhere. This makes it possible to prepare for and attend meetings held outside of an NRC office, or to have critical information readily available on their mobile device as they visit nuclear sites.



### NUREG Application

One of the many mandates that the NRC must manage comes from the 1974 Energy Reorganization Act which requires the tracking and documentation of all general technical issues related to public health and safety, the common defense and security, and the environment. The United States Congress oversees this mandate. To carry out this mandate, the NRC utilizes IBM Case Manager and Intellective Unity to support the tracking required for the creation and modification of identified technical issues. This solution also provides for the automatic generation of the Official Agency Record (OAR) which is used by operators of nuclear facilities and the automatic publication of issues to the public website.

### NRC public websites powered with Intellective Unity:

- [Electronic Hearing Docket](#)
- [Web-Based Folder View](#)
- [NRC Library](#)
- [Public Meeting Schedule](#)



## US Nuclear Regulatory Commission Wins Global Award for Excellence In Case Management

The United States Nuclear Regulatory Commission (NRC) was recognized by the industry's business process standards body for excellence in implementing Adaptive Case Management solutions in government. At the Workflow Management Coalition (WfMC) annual awards ceremony for Excellence in Case Management, NRC was also judged as the best overall submission for 2015 across all industries. Providing significant productivity improvements to their knowledge workers, the solutions deployed by the NRC have resulted in substantial time savings and return on investment, as well as better compliance with federal regulations and mandates.



Whether working at their desktop or via a mobile device, NRC commissioners can securely access important task information and documentation from anywhere at any time.



Learn how Intellective can help your company achieve its vision.

[www.intellective.com](http://www.intellective.com)