

PROGRAM INFORMATION MANAGEMENT AND COMMUNICATION

OST depends heavily on information management and communication. Accepting and deploying innovative technologies within EM, as well as overall program credibility, require the reporting of and access to timely, accurate, and complete EM-related technology information. Therefore, OST provides readily accessible critical information associated with cleanup solutions to key decision-makers. Two primary systems for automated information management are the currently evolving: EM-wide Integrated Planning, Accountability, and Budgeting System Information System (IPABS-IS), and the OST Technology Management System (TMS).

The annually updated OST *Headquarters Communication Plan* and the OST *Communication Notebook* define OST's Communication Program. The *Communication Plan* articulates Headquarters' annual strategy, themes and messages, implementation approach, schedule, and audience-specific detail. The *Communication Notebook* provides detailed product-specific guidance on the origination, format, content, and distribution of Headquarters communication products. Most OST communication products depend, in part, on data and information provided by IPABS and TMS.

5.1 Integrated Planning, Accountability, and Budgeting System-Information System

IPABS-IS, the EM-wide project-based information system, is consistent with DOE's results-focused Strategic Management System, the DOE-level system for plan alignment, budget formulation, budget execution, and evaluation. IPABS-IS reduces the need for individual (and often redundant) information requests by streamlining access to EM information. IPABS also addresses how EM will implement program responsibilities established in DOE Order 430.1, Life Cycle Asset Management (LCAM), and other DOE and OMB guidance related to program management.

OST data requirements within IPABS-IS are described in terms of three main thrusts, dependent on a grouped data elements analysis:

- Building and prioritizing an S&T investment portfolio
- Managing the current S&T investment portfolio
- Measuring the impact or results of S&T investments.

Effective information management and communication is vital for mission success. OST's Communication Plan and Communication Notebook documents meet these needs.

IPABS-IS ensures:

- ***Streamlined access to EM information***
- ***Program management methodologies consistent with DOE and OMB guidelines***
- ***Effective prioritization management and impact measurement of the entire S&T investment portfolio.***

TMS functions as a centralized data warehouse that collects, verifies, analyzes, and disseminates relevant site-specific data to whomever needs it.

TMS benefits:

- ***Cost-effective, efficient data management***
- ***Single data source***
- ***Quality control retained by data owners for timely accuracy***
- ***Internet accessibility***
- ***Consolidation of relevant data from other sources and organizations***
- ***Provision of vital data for status and progress reports.***

OST ensures that these areas are integrated with IPABS-IS implementation and other EM information management systems, such as TMS (discussed below). Guidance for data reporting requirements imposed on EM are coordinated through the EM Chief Information Officer (CIO) for consistency and to avoid duplication with other requirements. The Draft EM-IPABS Master Schedule, with OST data requirements and reports, is shown in Figure 4.2.

5.2 Technology Management System

OST's role as manager of a national S&T program is analogous to the role of a nationwide operations office: collecting site data, compiling information centrally, and providing it to Focus Areas and external audiences. TMS is OST's centralized point of data collection, verification, analysis, and dissemination. This project, program, and office-level information management tool provides OST the necessary data and information management capabilities to:

- Manage technology development programs
- Provide metrics status reports
- Trace project-by-project funding histories
- Prepare project and/or program reports for Congress and others
- Integrate data sets with other EM organizations and Federal agencies
- Generate consistent communications products based on valid data sets.

TMS, a critical part of the OST operational framework, provides effective, efficient, and economical information management. It also provides a single source for current information while allowing data ownership to remain with the Focus Areas. Data owners maintain quality control and keep their data sets current so they can be used at any time to respond to ad hoc requests and for Congressional reports.

TMS delivers data to users with access via OST's Internet site at <http://ost.em.doe.gov/TMS/>. A TMS Users Guide and Data Dictionary are available from OST. User audiences include Congress and the General Accounting Office (GAO), DOE and non-DOE technology users, DOE Headquarters, Federal and state agencies, private industry, academia, the general public, and others.

TMS data form the basis for reports, briefings, and speeches, and are used to analyze both technology and programmatic decisions. TMS provides coordinated and consolidated data sets from other organizations, and is used and reviewed at all periodic OST Program and Business Reviews. In addition, TMS provides consistent and valid data and information enabling the cost-effective generation of communications and outreach products and/or documents (e.g., Technology Summary Sheets [TSSs] and DFSs). Field-developed documents of national interest (e.g., Innovative Technology Summary Reports) are posted on the Internet through TMS. TMS identifies and tracks the production of these

documents, which in some cases reflect a technology's status with respect to the Technology Maturity Gates Model. Data requirements for communications products are provided with validated content in a standardized format.

TMS will be fully integrated with IPABS-IS as it becomes fully operational. OST will rely on TMS as the primary information system that supports and complies with IPABS corporate processes.

5.3 Data Validation

Appropriate policies and practices for data quality are always emphasized in data calls. Data quality has improved in established reporting systems, such as the Progress Tracking System (PTS), and will continue to improve in successor systems. OST emphasizes that originators or “owners” of data are responsible for their data quality.

5.4 Communications Plan

OST communicates its plans and accomplishments to foster cooperation and collaboration between and among its key constituencies—Focus Areas, problem holders, regulators, Congress, other Government agencies, Headquarters and Field management, vendors, and stakeholders. Proactive and innovative communications ensure an understanding of cleanup problems, S&T development initiatives, and ultimately the cost-effective achievement of EM's cleanup mission. OST has a communication strategy that:

- Establishes an effective information network
- Fosters effective communications
- Encourages collaborative efforts
- Provides for information analysis, integration, and management
- Delivers the right information in the right format at the right time to the right audience.

To implement this strategy, OST focuses on key audiences, addresses their needs, and ensures consistency between and among information products.

The OST Headquarters *Communication Plan* details these communication strategies, as well as OST themes used in its communication products, responsibilities for communication products, and an implementation approach and schedule. The document also presents audience-specific detail to facilitate an understanding of what each audience wants to know and what available OST products meet their needs. While this *Communication Plan* is designed for Headquarters, careful planning and coordination between Headquarters and

OST constantly stresses the need to ensure data validity.

Effective communication facilitates the achievement of OST goals.

The Communication Plan and the Communication Notebook enable OST to articulate its program accomplishments in an effective, integrated manner.

the Field is necessary for successful implementation. The companion document to the *Communication Plan* is the *OST Communication Notebook*, which provides detailed product-specific guidance.

OST uses the Internet to make information regarding its related plans and products accessible to all audiences. The Internet allows the posting of current products with the most current information without the cost of hard-copy distribution. OST also uses conventional media (print for reports, newsletters, and fact sheets), exhibits, CD-ROMs, meetings, and workshops when audience preference and product suitability is better aligned with those media.

Moreover, OST leverages other information exchange opportunities within the EM Program. By distributing selected OST communication products at EM events, OST promotes greater information exchange among interested parties. EM events or symposia, such as the Technology Information Exchange, Weapons Complex Monitor Applied Research and Technology Colloquium, and Spectrum, provide opportunities for further exchange and networking of OST results with technology end users.

OST actively searches for ways to get its data and products into the marketplace.