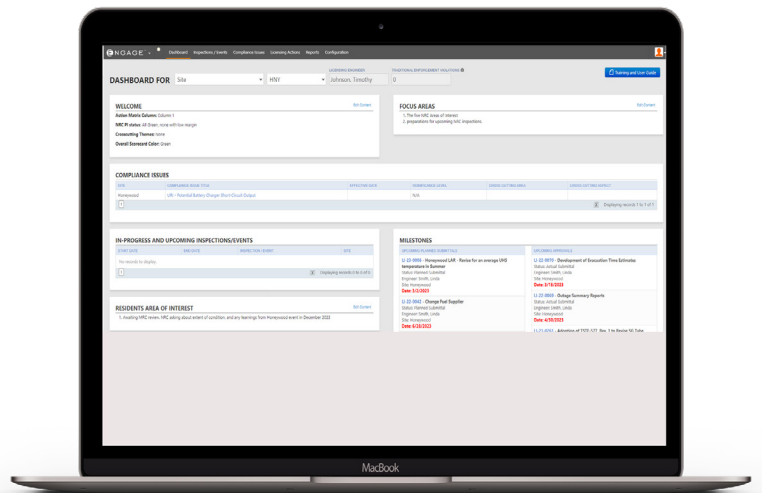# Transforming Licensing Management with ENGAGE: Licensing

This US nuclear utility faced considerable challenges in efficiently managing licensing and regulatory compliance inspections, actions and documentation. Critical data was scattered across various sources, including personal desktops, Excel files, SharePoint, and outdated Access databases. Each station maintained its own data repository on individual drives, resulting in fragmentation and a lack of uniformity. This decentralized approach hindered communication, reporting, and compliance management, highlighting the need for a centralized solution.

The Challenge

This fragmented approach led to several pressing issues. First, data was stratified, making it difficult to centralize and standardize. Second, the decentralization of data created an organizational challenge, making it nearly impossible for the corporate office to exercise effective governance and oversight. This lack of centralization and oversight eroded confidence in licensing compliance, as the corporate office had to place trust in individual stations to handle licensing matters accurately.

Communication within the licensing department and with leadership primarily occurred through emails. This approach resulted in static, unactionable data and lacked mechanisms for workflow management, report generation, or efficient data access. Additionally, the absence of standardized forms further contributed to data inconsistencies and operational inefficiencies. The existing practice of relying on weekly email updates resulted in the loss of historical data and institutional knowledge when emails were deleted, adding complexity, and significantly extending the time required to meet future regulatory obligations.

The Solution

The implementation of the Licensing module marked a transformative milestone for the nuclear utility. The key focus was centralization—bringing all licensing data and processes into a single, integrated platform. The module seamlessly integrated into existing systems, including Passport, consolidating the regulatory assurance department's scattered efforts into a cohesive, centralized solution. The primary goal was to enhance communication and collaboration. This was achieved by establishing a communication hub within the Licensing module, enabling teams to generate reports, conduct meetings, and discuss upcoming licensing actions, compliance issues, and other critical matters. The module facilitated communication both within the regulatory department and with leadership through distribution lists, effectively eliminating the need for extensive email exchanges.

The Licensing module effectively acted as a virtual whiteboard and dashboard, aggregating up-to-date content and facilitating informed discussions during meetings. It empowered users to proactively monitor licensing actions and compliance obligations, offering insights into what actions were due in the current month and beyond. This level of visibility and access to critical data significantly improved decision-making and operational efficiency.

The centralization of data enabled users to upload files, links, and associate tasks within the module, creating a comprehensive historical record. This historical record proved invaluable, especially for rare licensing actions that occurred infrequently. Previously, there was no record of past occurrences, necessitating starting from scratch each time. The Licensing module's historical record function saved considerable time and effort while ensuring accuracy in compliance actions.

The Result

The implementation of the Licensing module yielded substantial benefits and transformed licensing management at the nuclear utility:

Centralization and Data Integration
By centralizing licensing data and integrating it with existing systems, the utility eliminated data silos and improved data consistency and accessibility.

Enhanced Communication
The module improved communication within the regulatory department and with leadership, fostering collaboration, and enabling informed decision-making.

Efficient Oversight
The module served as a powerful tool for oversight, providing real-time visibility into licensing actions, compliance issues, and upcoming obligations.

Historical Record
The creation of a comprehensive questions and answers database saved time and provided valuable insights into past licensing actions, reducing the need to start from scratch.

Anticipate Regulatory Inspections and External Audits
The Licensing module isn't just about centralization; it's your key to staying ahead of regulatory inspections, particularly those conducted by the NRC (Nuclear Regulatory Commission), and accommodating all external stakeholder inspections and audits.

Contact us today to learn more about Licensing