

Distribution of Documents through the Robatel Technologies Client Portal – 16328

Jared Bower

Robatel Technologies, Roanoke, Virginia, Engineering Manager

Donna Martin

Robatel Technologies, Roanoke, Virginia, Operations Manager

ABSTRACT

Robatel Technologies introduced the Client Portal section of the www.robateltech.com website in 2015. This feature allows our customers to download quality documents at their convenience. Initially, the Client Portal will be used to distribute procedures for the RT-100 Type B transportation cask. After a user registers with the website, Robatel verifies the user and assigns download privileges. The user next receives a confirmation email and instructions on how to access the files.

This system allows Robatel to efficiently distribute updated procedures, files, and drawings to all cask users immediately when new files are uploaded to the site. Users are automatically notified of the update. The website also records and documents when files are downloaded and by whom. This feature ensures compliance with our quality management system by documenting when files are distributed.

INTRODUCTION

The system for distributing controlled documents to external entities can be a very time consuming and costly endeavor for any document control system. A manufacturer or service provider to the US Nuclear Industry may consider a number of external organizations with a potential need to access controlled documents; the 99 operating commercial nuclear power reactors at 61 sites in the United States [1], the 17 active DOE cleanup sites [2], various reporting agencies; and various auditing agencies. There must be a system in place to allow users access to controlled documents in a timely manner with minimal overhead, while adhering to applicable requirements of an organization's NQA-1 quality management system.

Robatel Technologies is required by our NQA-1 program to maintain documents according to 10 CFR Part 71 – *Packaging and Transportation of Radioactive material, Subpart H – Quality Assurance* [3]. Section 71.113 *Document control* states the following:

The licensee, certificate holder, and applicant for a CoC shall establish measures to control the issuance of documents such as instructions, procedures, and drawings, including changes, that prescribe all activities affecting quality. These measures must assure that documents, including changes, are reviewed for adequacy, approved for release by authorized personnel, and distributed and used at the location where the prescribed activity is performed.

Robatel Technologies introduced the Client Portal as a tool to allow users to access quality documents while meeting the Part 71 requirement. Initially, the Client Portal is used to distribute procedures for the RT-100 Type B transportation cask. The end goal is for this portal to be the access point for all controlled documents released by Robatel, including controlled copies of our Quality Assurance Program, instructions, drawings, standard forms, and any other document that must be issued and tracked as a controlled document.

Understanding the Need for a New System

To appreciate the benefit of the client portal Table I below reflects a comparison of Robatel's previous document distribution process and the improved process using the Robatel Portal.

	Previous Document Control System	Robatel Client Portal
How users request a document	not specified – examples include directly or indirectly through a third-party, usually by email or telephone	directly through the website
How files are tracked	manually with excel spreadsheet	automatically by website
How users are informed of updates	manually by email or postal mail	automatically by website
How Robatel can determine which version of the document is used by a specific user	extremely difficult – we sent a verification form with each update, but it can be very difficult to ensure the user signs and returns the form	manually by running a report on the website

Table I. Comparison of Previous Document Control System with the Robatel Client Portal

With the previous document control system, everything was manually tracked by excel spreadsheet. When a customer, vendor, or auditor needed a document, Robatel was typically notified via e-mail or telephone. Depending on the size of the file being sent, Robatel provided the requested document by USPS, FedEx, or e-

mail, along with a sign-off verification form. However, it was sometimes difficult to receive the completed form back from the organization. Due to these difficulties, Robatel determined the previous system was faulty and started the process of designing and implementing the client portal.

The direct cost for set-up of the Robatel Client Portal was less than \$5,000, with some additional minor indirect administrative costs. However, by implementing the client portal, Robatel eliminated the effort required to control documents by copying the updated documents to disk or flash drive, the need to log documents into an excel tracking sheet, the wait to receive a signed acknowledgement from the organization, the effort to following up with the organization to ensure the acknowledgement was returned, and the cost of USPS or FedEx to send the documents. Robatel also reduced the risk of uncontrolled copies of documents remaining in an organization's document control system.

Description of the Client Portal

Any individual has the ability to register as a client on the Robatel website; there is a quick registration process that the potential user must follow. Upon completion of the registration process, the Robatel system administrator receives an email notification that a prospective user is requesting access. The Robatel system administrator goes through a process to verify the user as an "authorized" user; as administrator, Robatel makes the final determination as to who will have access, what permissions they have, and what documents will be accessed by the user. Once the user is verified, they receive an email confirmation and instructions on how to access the files.

This system allows Robatel to efficiently distribute new or updated documents immediately. When documents are released for the first time or when they are revised, they are uploaded to the client portal and authorized users are automatically notified of the update. The website also records and documents when files are downloaded and by whom. This feature ensures compliance with our quality management system by documenting when files are distributed.

The Robatel Client Portal includes the following features:

- Administration Features:
 - Add/edit/delete uploaded documents.
 - Approve/deny users – approval includes an email notification of the approval and link to download login page.
 - Ability to organize documents by category.
 - Manage user privileges and control access to documents.
 - Log Search – Table including a list of previous logins and document downloads by user.

- User Report – Table including a list of all users and their contact information.
 - Ability to notify users of document updates.
- User Features/Functionality:
 - User registers with the site.
 - After Administrator approval, an email notification is sent to the client.
 - Following the URL provided in the approval email, the user visits the login page.
 - After successful login, user is given a list of files available for download based on administrator settings.
 - User clicks on a downloadable file.
 - Window opens to start the download. The location of the file being downloaded is hidden. The download options include “save” or “open”.
 - After download, download window closes and the user can click another file to download.
 - User can choose to log out after download. Site will automatically log the user out after 20 minutes of inactivity.
 - Forgotten password feature: The user is automatically assigned a new password without needing to contact the system administrator.

CONCLUSIONS

The client portal and its features have positively impacted the process of document control at Robatel Technologies. Our process is now more efficient and reduces administrative overhead costs. The client portal ensures compliance with our NQA-1 quality management system when distributing controlled documents. It allows users immediate access to controlled documents and ensures a record of access is maintained. The client portal is an effective tool that meets all applicable quality control requirements with a minimal amount of administrative oversight.

REFERENCES

1. U.S. Nuclear Regulatory Commission (2015). NUREG-1350, Volume 27, *2015–2016 Information Digest*.
2. U.S. Department of Energy, Office of Environmental Management, <http://energy.gov/em/cleanup-sites>
3. 10 C.F.R. Part 71, Subpart H—Quality Assurance, § 71.113 Document control.