Electronic Suspense Tracking and Routing System
Resolving Critical Corrective Actions
The U.S. Department of Energy (DOE) and its contractors are fostering “best practices” in resolving critical corrective actions at the Hanford Nuclear Site in keeping with the Integrated Safety Management System (ISMS). Lockheed Martin’s Electronic Suspense Tracking and Routing System, known as E-STARS, is supporting accelerated cleanup by helping DOE and its contractors resolve critical corrective actions while demonstrating proven performance and continuous process improvement, maximizing return on government investment, building collaborative partnerships between industry and federal agencies, and enhancing performance through technology innovation.

**About E-STARS**

E-STARS was developed to support the management of correspondence and commitment tracking/oversight of critical corrective actions for the Hanford project, the ISMS feedback tenet. A web-based system, E-STARS is a task management application with dynamic routing and reporting capabilities. An extension of the system’s original versatility, E-STARS is also being used as a structured workflow module to support either non-recurring or routine actions that require a formal coordination process.

Completely customizable, E-STARS is easily adapted to align with an organization’s specific business needs and terminology – regardless of size or complexity. E-STARS interfaces directly with external or legacy systems to serve as the cornerstone to any Enterprise Information Management initiative.

From the most basic to the most complex project or individual task, E-STARS puts visibility and responsibility on the desktop. Using E-STARS, project ‘originators’ can assign activities to a large team or individual. Recipients are notified of their assignment via e-mail with a link to the task where they can accept, review, delegate, or decline it. At any time, the project originator and task recipients can get a complete history of the activity – including any supporting documentation and date/time-coded comments and responses.

**Demonstrating Proven Performance**

As the prime contractor for Hanford’s tank waste clean-up mission, CH2M HILL is demonstrating continuous process improvements in the identification and successful resolution of critical corrective actions and cost reduction initiatives. Assuming the waste clean-up role in 2000, CH2M HILL acquired oversight on a number of disparate systems and identified several deficiencies in corrective action management, status, tracking, and history and an efficient methodology to obtain employee suggestions.

In addition to applying sound ISMS principles and practices, CH2M HILL sponsored the development of a structured workflow that would interface with E-STARS and automate the identification and resolution of critical corrective actions. The Problem Evaluation Request (PER) module provides personnel a simplified way to request the evaluation of problems and suggestions as they are discovered in
the field. The workflow allows the capture of information to analyze the condition, perform causal analysis, and ensure problems receive the appropriate level of management attention.

Today, CH2M HILL consolidates the tracking of all internal corrective actions into a single repository with E-STARS, eliminating more than 9 disparate systems and reducing their delinquency rate to less than 5% across their enterprise.

**Maximizing Return on Government Investment**

Aligning with the Office of Management and Budget’s mandate for agency interoperability, E-STARS represents a breakthrough in the way the federal government conducts business. A hybrid of government and commercial-off-the-shelf software, E-STARS combines industry and government investments to allow a ‘shared’ approach using a single baseline. As one agency invests in product enhancements, all participating agencies receive the same enhancements at no additional cost – maximizing the government’s return on investment to build once, and use many times.

Originally developed for the U.S. Department of Energy, E-STARS is now being deployed across other federal agencies. The U.S. Air Force has invested in the product baseline and installed E-STARS to deploy the product service-wide to automate the paper-based “staffing” process.

**Enhancing Performance Through Technology Innovation**

E-STARS has created a new accountability within all organizations that have adopted it. From time stamps and structured problems and suggestion evaluation to electronic approvals and resolution, E-STARS keeps all coordination as a matter of permanent record reducing redundancy within organizations that have duplicated efforts for years.

E-STARS fills the need for today’s difficult requirements by lowering the per-user cost through a shared baseline approach and sets the tone for the future. The use of E-STARS reduces and/or limits tax-dollar investment, lowers the total cost of business operations, dramatically reduces time to coordinate high-level decisions across a large knowledge base, and expedites the time required to accomplish these tasks. E-STARS affordably provides real-time solutions for workflow management demonstrating “best practices” through proven performance.

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**Fast Facts**

**History of Hanford**

- The Hanford Site history began in the 1940’s with the Manhattan Project, producing the plutonium for the atomic bombs used in World War II.
- Today, Hanford is dealing with a 40-year legacy of plutonium production that has made it one of the largest environmental cleanup projects in the world.
- Located in southcentral Washington state, the Hanford Site covers a 586-square-mile area and is adjacent to the Columbia River.

**U.S. Department of Energy**

- Responsible for managing the Hanford Site since 1977
- Current mission:
  - Restoring the Columbia River Corridor
  - Transitioning Hanford’s Central Plateau
  - Preparing for the Future
- Today, there are two DOE Offices managing the extensive, and recently accelerated, cleanup at Hanford. Each has a distinct mission:
  - Richland Operations Office for Cleanup/Science and Technology
  - Office of River Protection for Waste Tank Cleanup
- FY03 Hanford Cleanup Budget: $1.2 Billion

**CH2M HILL**

- Responsible for cleanup of over 50 million gallons of radioactive waste stored in 177 underground tanks

**Lockheed Martin Information Technology**

- Largest information technology provider to the federal government
- Information technology provider to the Hanford Site

**E-STARS History**

- Baseline development funded by Department of Energy, Richland
- LMIT’s product support using subscription service model
  - Supports OMB initiative – Unify and Simplify
  - Eliminates software license costs for all government agencies
  - All subscribers benefit from customer funded enhancements
  - Single baseline maintained with optional features configured at install
  - Supports ISMS principles