



U.S. DEPARTMENT OF
ENERGY

Office of
Science

Question and Comment Process



Responding to User Feedback

- Question/comment button is at bottom of each document
- Document POC is expected to respond to all feedback within 10 work days.
- Escalation to MSO after 10 work days
- Responses are to be directed to Commenter (not SCMS)
- Regular response to feedback is a critical component of continuous improvement

Click here to Enter a Question or Comment

Management System: Communications and Public Affairs
 Subject Area: Community Relations and Public Involvement
Procedure 1. Establishing and Developing Relationships with Public and Private Sector Stakeholders
 Subject Matter Expert: JOHN CARTER
 Management System Owner: JOHN SHEWAIRY
 Secondary Management System Owner: BRIAN QUIRKE

| SCMS Home Page | Subject Area | Revision History |

Issue Date: 11/06/2008
SCMS Revision: 1.1

1.0 Applicability
 This information applies to Field Office Managers (Site Offices, Chicago [SC-CH] and Oak Ridge [SC-OR]), supporting Public Affairs Officer(s), and any Field Office Elements or Staff involved with establishment and development of relationships with stakeholders.

2.0 Required Procedure

Step 1 U.S. Department of Energy (DOE) Office of Science (SC) Site Office Manager designates Site Office Community Relations and Public Affairs personnel (who may be in the ISC), and may request that SC Management and Operations Contractor Management designate Community Relations and Public Affairs personnel, to identify local, county, state, and federal entities, citizens, community groups, and civic organizations, etc., that could have an interest in the SC facility and report to DOE/SC Site Office Manager or designee on an ongoing basis.

Step 2 Designated Community Relations and Public Affairs personnel:

- Establish database of contact information (name, phone number, e-mail address, mailing address, place/type of employment, job title) to routinely communicate with stakeholders.
- Identify "key" stakeholders who require/would benefit from direct, executive-level contact from SC Site Office Manager and/or SC Management and Operating Contractor Management and meet these stakeholders in person.
- Maintain routine written or spoken contact with stakeholders to identify and address SC issues, acknowledge and address stakeholder issues, and share information pertinent to the SC facility.

3.0 References

- None

This is the online **OFFICIAL SCMS COPY** of this file. Before using a printed copy, verify that it is the most current version by checking the **Last Major Revision and Last Minor Revision dates** (at the bottom of each document) on the SCMS Web site.

| SCMS Home Page | Subject Areas | Instructions |

Questions/Comments

Send a question or comment to the SCMS Help Desk.
 Disclaimer

Filename: \\Orbit\Orbit\Search\SubArea\CRP1\CRP1_Prof.cfm
 Last Major SCMS Revision: 03/27/2008



Submitting a Comment or Question

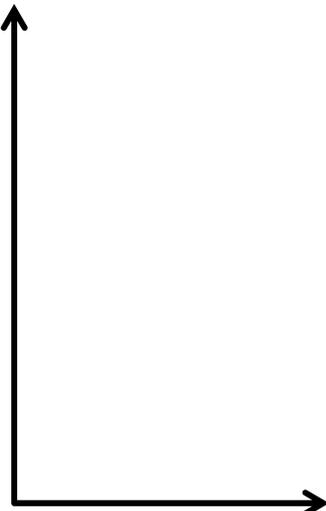
Please help us to direct your question/comment appropriately. Choose one of the following.

- My question/comment is about *document content*. (For example, a broken link or a problem with following a procedure)
- My question/comment is about a *web page*. (For example, webpage not loading or a missing header or footer.)

[Go back](#)

SCMS Help Request Form

Date Entered:	08/07/2009
Date Wanted:	<input type="text" value="08/21/2009"/>
Requested By:	BATISON, CHARLENE
Email Address:	battisonck@oro.doe.gov
Phone No:	865-241-3806
Priority:	Normal Priority <input type="button" value="v"/>
Description:	<input type="text"/>
<input type="button" value="Submit"/>	





Submitting a Comment or Question

Please help us to direct your question/comment appropriately. Choose one of the following.

- My question/comment is about *document content*. (For example, a broken link or a problem with following a procedure)
- My question/comment is about a *web page*. (For example, webpage not loading or a missing header or footer.)

Continue

Submit Questions/Comments Regarding SCMS Documents

Subject Area: Media Relations and Public Communications
Point of Contact: Brian Quirke

Enter a new question or comment below:

Submit question/comment



Email Sent To Document POC Once Comment Is Submitted

View Email

This email was sent on 03/06/2009

To: brian.quirke@ch.doe.gov
CC: SCMSOperations@oro.doe.gov,shewairyjc@oro.doe.gov
BCC:
From: SCMSOperations@oro.doe.gov
Subject: Your action is required - Comment/Question Regarding Procedure 3. Coordinating and Approving News Releases

BRIAN:

You are the Management System Owner/Point of Contact for the Procedure 3. Coordinating and Approving News Releases in the Media Relations and Public Communications Subject Area, and your resolution of this question/comment is required:

1.As discussed previously with John Shew...

Please go to <http://scms.sc.doe.gov/DocQuestion/CommentResponse.cfm?ID=148> to review the entire question/comment and obtain contact information for the commenter.

Contact the commenter directly if a comment is not clear. Please ensure that the comment resolution reflects final disposition, using the link provided above. **Your response is required within 10 working days.**

Please contact the SCMS Operations Center Help Desk if you need any assistance.

SCMS Operations Center
(865)576-7267
SCMSOperations@oro.doe.gov

This email was sent on 03/06/2009

Click URL
to enter
your
response





Respond to a Question/Comment Regarding an SCMS Document

Procedure: 3. Coordinating and Approving News Releases
Point of Contact : BRIAN QUIRKE

: You are responding to a comment/question submitted on 03/06/2009 by LAUREN MARTINEZ

Question/Comment: 1.As discussed previously with John Shewairy, this procedure should be revised throughout to include the Site Office Public Affairs Officer in the review process. Wherever SPAO is mentioned, it should also include Site PAO..such as: SPAO and/or the Site Office PAO (acronym would be?SOPAO?)

2. This procedure should include mention of 3rd party press releases. 3rd party vendor releases that mention a M&O contractor employee, division, discovery, and/or technology also need to be approved by the Department or other funding agency.

Choose Yes If You Want To Initiate Revision

Enter Your Response Here

, please enter your response below:

Would you like to have SCMS editorial staff contact you to initiate a revision? Yes: No:

3 questions/comments have been previously entered for this Procedure.

[Click here to view previous responses to this comment.](#)

When you click Submit Response, your response is forwarded to the employee and stored in the SCMS system. The comment and response will be visible to all.

Submit Response



Question/Comment Process

Email Notification Response to Commenter

This email was sent on 03/06/2009

To: lauren.martinez@bso.science.doe.gov
CC: brian.quirke@ch.doe.gov, SCMSOperations@oro.doe.gov
BCC:
From: SCMSOperations@oro.doe.gov
Subject: A Response To Your Question/Comment Regarding the Procedure: 3. Coordinating and Approving News Releases

Lauren:

A response has been submitted to your question/comment to Procedure: 3. Coordinating and Approving News Releases.

Your Question/Comment (03/06/2009):

1. As discussed previously with John Shewairy, this procedure should be revised throughout to include the Site Office Public Affairs Officer in the review process. Wherever SPAO is mentioned, it should also include Site PAO..such as: SPAO and/or the Site Office PAO (acronym would be?SOPAO?)
2. This procedure should include mention of 3rd party press releases. 3rd party vendor releases that mention a M&O contractor employee, division, discovery, and/or technology also need to be approved by the Department or other funding agency.

Response from POC:

Lauren If you take a look at the "definitions" section at the top of each procedure, there is a this one (below) to define Supporting Public Affairs Officer SPAO:

This is a generic term to identify a function. Identifying the specific person who will serve the role is more complicated. The two offices primarily comprising the Integrated Support Center have Public Affairs staff who can/should be called on to perform this role. Many Site Offices have specific employees who play this role full-time. And other Site Offices have employees who play this role part-time or on an as-needed basis.

Generally, getting the job done correctly is the highest priority.

Informing those involved/interested is also a priority...avoiding "surprises" is a commitment we all share.

Hope this helps

Regarding the second question, we tried to do that. It was just too complicated.

If the response is not clear, please contact BRIAN QUIRKE by replying to this email. You are encouraged to work with the POC to get a satisfactory response. If you are unable to do so, please contact SCMSOperations for assistance.

You may view all comments and responses for this document at <http://scms.sc.doe.gov/DocQuestion/SubmitComment.cfm?DOCID=431&Doctype=PROC>.



Question/Comment Process

Question/Comment Report on Dashboard

QUIRKE, BRIAN	Subject Area: Media Relations and Public Communications Procedure: 3. Coordinating and Approving News Releases Management System: Communications and Public Affairs
Document Link: /SubjArea/MRPC/MRPC_Pro3.cfm	Document Revision Required
Question/Comment: (Entered By: LUTHA, RONALD on 03/08/2009)	
Minor correction. Under paragraph 2 "Required Procedure" it is stated that "Steps 1-11 below describe the review" However, there are only steps 1-10 in this procedure.	
Response: (Entered By: QUIRKE, BRIAN on 04/07/2009)	
please re-number these. Actually, I thought I had already submitted a revision several weeks ago. This procedure is about to undergo a major revision.	
Question/Comment: (Entered By: MARTINEZ, LAUREN on 03/06/2009)	
<p>1. As discussed previously with John Shewairy, this procedure should be revised throughout to include the Site Office Public Affairs Officer in the review process. Wherever SPAO is mentioned, it should also include Site PAO...such as: SPAO and/or the Site Office PAO (acronym would be?SOPAO?)</p> <p>2. This procedure should include mention of 3rd party press releases. 3rd party vendor releases that mention a M&O contractor employee, division, discovery, and/or technology also need to be approved by the Department or other funding agency.</p>	
Response: (Entered By: QUIRKE, BRIAN on 03/06/2009)	
<p>Lauren If you take a look at the "definitions" section at the top of each procedure, there is a this one (below) to define Supporting Public Affairs Officer SPAO:</p> <p>This is a generic term to identify a function. Identifying the specific person who will serve the role is more complicated. The two offices primarily comprising the Integrated Support Center have Public Affairs staff who can/should be called on to perform this role. Many Site Offices have specific employees who play this role full-time. And other Site Offices have employees who play this role part-time or on an as-needed basis.</p> <p>Generally, getting the job done correctly is the highest priority.</p> <p>Informing those involved/interested is also a priority...avoiding "surprises" is a commitment we all share.</p> <p>Hope this helps</p> <p>Regarding the second question, we tried to do that. It was just too complicated.</p>	