DNFSB – DOE Escalation Process
(in reference to MOU SD Topic #8)

Interface Issue Identified by DNFSB or DOE staff
(Attempt timely resolution** at the Issue Source)

- **HQ Process**
  - Attempt resolution** between DNFSB staff and DOE HQ staff/PSO & DR Liaisons
  - Issue resolved?
  - Yes
  - No
  - **Initiate Escalation Process***
    - Attempt resolution** between DNFSB ATD/TD and DOE Management responsible for issue.
    - Issue resolved?
    - Yes
      - DNFSB ATD/TD works with the appropriate DOE Senior Management, identified by the PSO/DR Liaisons, for resolution.
    - No
      - Inform S-2 that the escalation process is complete without resolution.
  - No
    - Issue resolved?
    - Yes
      - Exit The Process
    - No

- **Field Process**
  - Attempt resolution** between DNFSB staff and site DOE/contractor staff & Site Liaison (Inform PSO Liaison)
  - Issue resolved?
  - Yes
    - Attempt resolution** between DNFSB ATD and DOE Field Element Management/DOE Site Liaison.
    - Issue resolved?
      - Yes
        - DNFSB TD works with the appropriate DOE Senior Management, identified by the PSO/DR Liaisons, for resolution.
      - No
        - Inform S-2 that the escalation process is complete without resolution.
    - No
      - Issue resolved?
        - Yes
          - Exit The Process
        - No

* The DNFSB EDO/TD, DOE DR, PSO/DR Liaisons will be kept informed throughout the escalation process.
** Resolution of an issue may include a mutually agreed upon date for DOE to provide the information or access.