



OFFICE OF THE INSPECTOR GENERAL
GENERAL SERVICES ADMINISTRATION

STRATEGIC PLAN
2015 - 2019

INTRODUCTION

The General Services Administration (GSA) Office of Inspector General (OIG) was created, along with other federal Offices of Inspector General, by the Inspector General Act of 1978, as amended, to improve governmental administration. In fulfilling this obligation, the GSA OIG oversees GSA's programs and operations in accordance with its mission.

~ MISSION ~

**TO PROMOTE ECONOMY, EFFICIENCY,
EFFECTIVENESS, AND INTEGRITY
IN GSA PROGRAMS AND OPERATIONS.**

VISION

Promote excellence.

VALUES

Independence. Relevance. Professionalism. Teamwork.

THE OIG ORGANIZATION

The OIG accomplishes its mission by performing independent contract, financial, program, and compliance audits; undertaking criminal and civil investigations; offering advice on proposed legislation, regulations, and policies; and providing other services.

OIG INTERNAL COMPONENTS

The Office of Audits, a unit of auditors and analysts who perform audits and reviews of GSA programs and operations, information technology systems and management, internal controls, and financial management, as well as examinations of proposed contract pricing and contractors' adherence to contract terms and conditions.

The Office of Investigations, an investigative unit that manages a nationwide program to prevent and detect illegal and improper activities involving GSA programs, operations, and personnel.

The Office of Administration, an in-house staff that provides information systems, budgetary, administrative, personnel, and communications services.

The Office of Counsel, an in-house legal staff that provides legal advice and assistance to all OIG components.

The Office of Forensic Auditing, Evaluation, and Analysis, a multi-disciplinary staff that performs inspections and evaluations of GSA operations, quality assurance for the OIG components, and forensic analysis support.

The OIG is headquartered in Washington, DC, and has offices for each GSA region, located in Boston, New York, Philadelphia, Atlanta, Miami, Chicago, Denver, Kansas City (MO), Fort Worth, San Francisco, Laguna Niguel, Auburn (WA), and Washington, DC.

THE GENERAL SERVICES ADMINISTRATION

GSA's mission is *to deliver best value in real estate, acquisition, and technology services to government and the American people.*

Congress created GSA in 1949, through the Federal Property and Administrative Services Act, to serve as a centralized procurement and property management Agency of the Federal government. GSA carries out this responsibility through its primary organizations, the Public Buildings Service and the Federal Acquisition Service, with the support of the Office of the Chief Information Officer, the Office of the Chief Financial Officer, and other offices.

Today GSA is a 12,000-person Agency that acts as a catalyst for over \$60 billion in Federal spending. The Agency oversees Federal buildings, major supply and procurement programs, a fleet of 205,000 vehicles worldwide, telecommunications systems, and childcare facilities. GSA also provides policy and leadership in areas such as acquisition, "electronic government," travel, and real and personal property management for the Federal government.

OIG STRATEGIC GOALS

1. Protect taxpayer dollars by promoting the economy, efficiency, and effectiveness of GSA programs and operations.
2. Prevent and detect fraud and abuse in GSA programs and operations.
3. Focus on high-risk and high-impact areas.

OIG Strategic Goal 1:

Protect taxpayer dollars by promoting the economy, efficiency, and effectiveness of GSA programs and operations.

Through its audits, inspections, and investigations, the OIG supports GSA operations by identifying control weaknesses; assisting contracting officers in achieving the best prices for goods and services; identifying non-compliance with statutes, regulations, and contract terms; suggesting ways to mitigate management control weaknesses and other systemic problems; and recommending or seeking recoveries of funds owed to the government. Audits and other reviews are performed both systematically and pursuant to indications of possible deficiencies, as well as in response to requests for assistance from GSA personnel and congressional officials. The OIG will advise GSA management of identified opportunities to increase the economy, efficiency, and effectiveness of GSA's programs and operations.

Performance Goals

- *Identify potential savings in GSA contracts and programs.*
- *Seek recoveries of monies owed the United States.*
- *Provide audit, investigative, and other reports and memoranda that enable agency management to make improvement in agency operations.*

OIG Strategic Goal 2:

Prevent and detect fraud and abuse in GSA programs and operations.

Based on audits, investigations, and inspections, as well as other information received, the OIG will suggest ways to mitigate problems that could allow fraud and or abuse to occur and will detect and refer potential fraud cases to the Department of Justice. The OIG will provide information to GSA relevant to administrative actions and potential debarments.

Performance Goals

- *Investigate allegations and evidence indicating violations of statutes, regulations, and policies.*
- *Seek Department of Justice involvement in potential fraud cases.*
- *Refer contractors to GSA officials for potential suspension and debarment where their level of responsibility poses a risk to federal government customers.*
- *Provide agency management with information necessary to take personnel and other administrative actions.*

OIG Strategic Goal 3:
Focus on high-risk and high-impact areas.

The OIG will focus its resources on issues with potentially significant impact on GSA programs and operations, in order to, for example, restore federal funds lost through non-compliance or criminal activity; assist GSA management in ensuring the integrity of high-dollar and high-priority programs and procurements; and recommend to GSA any necessary programmatic changes to ensure process efficiency and achievement of the agency’s mission and goals. By focusing on high-risk areas, the OIG should achieve greater monetary savings for GSA.

Performance Goals

- *Perform audits of GSA contracts, programs, and systems that present the most significant management challenges, high-risk areas, and opportunities for improvement.*
- *Devote investigative resources to potentially significant government losses and serious breaches of the integrity of agency programs and operations.*

PERFORMANCE MEASURES

To evaluate our progress in reaching our strategic goals, we have established several quantitative and qualitative performance measures, derived from our performance goals. These performance measures will lead to more specific measures for a single fiscal year, which appear in the OIG’s Annual Performance Plan. The Annual Performance Plan is prepared in conjunction with the budget cycle, as the OIG’s annual budget requests are based on the activities needed to implement the performance plan.

<i>Goal</i>	<i>Measures</i>
<i>Protect taxpayer dollars by promoting the economy, efficiency, and effectiveness of GSA programs and operations.</i>	<ul style="list-style-type: none"> • Dollar value of recommendations that funds be put to better use. • Dollar value of questioned costs. • Dollar value of civil, criminal, and administrative monetary accomplishments. • Number of audit reports and memoranda issued. • Number of other reports issued. • Dollar value of management decisions that agree with recommendations.
<i>Prevent and detect fraud and abuse in GSA programs and operations.</i>	<ul style="list-style-type: none"> • Number of criminal referrals, acceptances, and convictions. • Number of civil referrals, acceptances, and resolutions. • Number of suspension and debarment referrals. • Number of referrals for GSA employee management actions.

Focus on high-risk and high-impact areas.

- Percent of audit resources focused on high-priority areas, including management challenges and support of FCA litigation.
- Percent of investigative resources focused on high-priority cases.

EXTERNAL FACTORS

Three major factors impact the OIG's environment and ability to carry out its strategic plan.

Change. GSA will continue to respond to local, national, and global events. Technology, security, economic growth, and new administration mandates will affect how GSA does business. This will affect the OIG's workload, staffing, and organizational structure.

Funding levels. The OIG's funding level will affect our ability to provide dynamic oversight to GSA's operations and contribute to the OIG and law enforcement communities.

High-quality professionals. With the upcoming retirement of large numbers of experienced staff, the OIG is faced with a greater volume of work, increasingly complex procurements, and the challenge of rapidly recruiting and training new audit and investigative staff. Attracting, training, and retaining high-quality professionals are therefore significant priorities.



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