



# U.S. General Services Administration Office of Inspector General OVERVIEW

## WHAT IS THE OIG?

The U.S. General Services Administration (GSA) Office of Inspector General (OIG) is an independent organization in GSA led by a Presidentially-appointed and Senate confirmed inspector general. Its mission is to detect and deter waste, fraud, abuse, and misconduct in GSA and to promote economy, efficiency, and effectiveness.

OIG audits, investigations, reviews, evaluations, and inspections help identify ways to improve GSA's work. The OIG promotes accountability by investigating possible wrongdoing in connection with GSA programs, operations, and personnel. The OIG helps ensure the integrity and efficiency of GSA's work. These functions matter, in part, because they show the American public that GSA is a proper steward – guarding both public resources and the public trust.

## WHERE IS THE OIG?

GSA OIG has offices throughout the United States.



Headquarters: Washington, D.C.

Field and Regional Offices: Atlanta, Georgia; Boston, Massachusetts; Chicago, Illinois; Denver, Colorado; Fort Lauderdale, Florida; Fort Worth, Texas; Kansas City, Missouri; New York, New York; Oakland, California; Philadelphia, Pennsylvania; Santa Ana, California; Tacoma, Washington; and Washington, D.C.

## WHO IS IN THE OIG? WHAT DO THEY DO?

The OIG is organized into the Immediate Office of the Inspector General and five major offices – Investigations, Audits, Inspections, Counsel, and Administration.

### Office of Investigations

The Office of Investigations is a statutory federal law enforcement organization with special agents who conduct nationwide criminal, civil, and administrative investigations of illegal or improper activities involving GSA programs, operations, and personnel. The office also manages a hotline to receive confidential reports of waste, fraud, abuse and misconduct in GSA.



Special agents in the Office of Investigations have full statutory law enforcement authority to make arrests, execute search warrants, serve subpoenas, and carry concealed weapons. They also work closely with federal, state, and local prosecutors to hold criminals accountable, forfeit funds and property, and ensure taxpayer dollars are returned to the U.S. Treasury. Additionally, they work with GSA officials to ensure administrative matters are addressed in a timely manner.

As members of the federal law enforcement community, special agents conduct professional interviews, undercover operations, surveillances, searches and seizures, computer forensic analyses, advanced audio and video monitoring, and a myriad of other law enforcement-related actions.

Investigations may result from complaints received by the hotline, referrals from the Office of Audits, information provided to special agents by confidential informants and other sources, or proactive efforts. Allegations investigated have included bribery, kickbacks, extortion, public corruption, false claims, credit card fraud, theft, diversion of excess government property, counterfeit products, product substitution, false statements, and other fraud-related crimes.

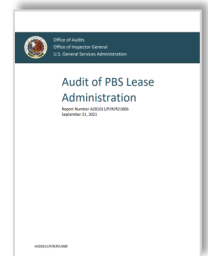
The Office of Investigations prioritizes timely, thorough, and independent investigations relating to:

- Significant fraud, corruption, and other financial crimes impacting GSA funds, property, programs, infrastructure, and operations.

- Defective, substandard, or counterfeit products procured through GSA contracts and programs, with particular emphasis on products that endanger the safety and welfare of government employees or compromise government infrastructure and systems.
- Cybercrimes involving GSA information technology systems that impact government programs and operations.
- Significant employee misconduct that undermines public trust in the GSA workforce.

## Office of Audits

The Office of Audits is an evaluative organization staffed with auditors and analysts who conduct independent and objective audits to improve the effectiveness and efficiency of GSA's management and operations. These audits focus on GSA's programs, internal controls, IT infrastructure, and compliance with federal laws and regulations. Audits are also performed to assist GSA contracting personnel in obtaining the best value for federal customers and the American public.



The Office of Audits:

- Conducts performance audits (internal audits) of GSA's programs, internal controls, information technology infrastructure, and compliance with federal laws and regulations;
- Conducts attestation engagements (contract audits) of GSA contracts, construction claims, and related contract activity;
- Conducts other audit assignments related to GSA operations or initiatives;
- Oversees audits and reviews performed by independent public accounting firms under contract with GSA;
- Performs implementation reviews to verify GSA has taken corrective actions in response to audit recommendations;
- Performs desk reviews of contractor proposals;
- Assists the Office of Investigations, the Office of Counsel, and the Department of Justice on qui tam and other legal cases; and
- Works with other OIG components or federal agencies on special assignments and joint projects.

In addition, the office:

- Ensures that audit resolution is reached for report recommendations and conclusions;
- Develops and monitors annual performance and contract audit plans;
- Develops the OIG assessment of the most significant management and performance challenges facing GSA, as required by the Reports Consolidation Act of 2000;
- Develops audit policies, procedures, and standards;
- Reviews legislative and regulatory proposals for audit implications;
- In coordination with OIG leadership, prepares responses to congressional inquiries; and
- Participates in interagency cooperative efforts through the Council of Inspectors General on Integrity and Efficiency or other initiatives that affect fraud, waste, and abuse detection and prevention efforts; or effectiveness and efficiency in GSA programs and operations.

## Office of Inspections

The Office of Inspections is staffed with auditors who conduct systematic and independent assessments of GSA's operations, programs, and policies, and make recommendations for improvement. Reviews involve conducting on-site inspections, analyses, and evaluations to provide information that is timely, credible, and useful for GSA managers, policymakers, and others. Inspections may include an assessment of efficiency, effectiveness, impact, and sustainability of any GSA operation, program, or policy.

## Office of Counsel

The Office of Counsel has attorneys and professional staff who provide legal advice and assistance, represent the OIG in litigation arising out of or affecting OIG operations, and manage the OIG's Freedom of Information Act, Whistleblower, and Contractor Disclosure programs.

## Office of Administration

The Office of Administration has professional support staff that provides budget and financial management, contracting, facilities and support services, human resources, information technology services, executive resources, and administration of the OIG's records management program.

## REPORTING FRAUD, WASTE, ABUSE, & MISCONDUCT IN GSA

Each GSA employee has a duty to report fraud, waste, abuse, and misconduct to the OIG and a right to communicate directly with the OIG without permission from anyone. Report fraud, waste, abuse, or misconduct to the OIG hotline at [www.gsaig.gov/hotline](http://www.gsaig.gov/hotline) or 202-501-1780.

In conducting its work, the OIG will maintain GSA employee confidentiality when requested, to the extent possible and consistent with the law.



## WHISTLEBLOWER PROTECTION



It is against the law to retaliate against employees who provide information to the OIG. The OIG also has a role in protecting whistleblowers, and GSA employees may contact the OIG whistleblower protection coordinator to learn about their rights at [whistleblower@gsaig.gov](mailto:whistleblower@gsaig.gov) or (202) 273-7330.

Further information is available on the OIG's website at [www.gsaig.gov/whistleblower](http://www.gsaig.gov/whistleblower).

## WORKING WITH THE OIG

Under the terms of the Inspector General Act of 1978 (the IG Act), GSA and its employees have a duty to cooperate with the OIG. One important aspect of cooperation is providing information and assistance in a timely manner. Among other provisions, the IG Act authorizes "the Inspector General to have timely access to all records, reports, audits, reviews, documents, papers, recommendations, or other material available to the agency relating to its programs and operations." More broadly, the IG Act authorizes the OIG to request any information or assistance necessary to carry out its duties, which may include access to employees, facilities, systems, and equipment. Additionally, [GSA regulation OIG 5410.2](#) requires that all GSA employees "cooperate fully with OIG investigative special agents."

The OIG is similarly entitled to information that may be privileged, confidential, classified, or otherwise exempt from disclosure under the law. The OIG treats such information in accordance with applicable statutes and regulations. Providing such information to the OIG does not waive any privileges that the agency may attach to the information.

The OIG makes best efforts to coordinate with managers and supervisors to avoid disruption, respect segregated sensitive materials, and comport with all other responsibilities under applicable law and agency policies, consistent with the IG Act.

## QUESTIONS? CONTACT THE OIG

(202) 501-0450

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 [www.gsaig.gov](http://www.gsaig.gov)

 [gsa-oig](https://www.linkedin.com/company/gsa-oig)

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