



**Office of Audits  
Office of Inspector General  
U.S. General Services Administration**

IMPLEMENTATION REVIEW OF CORRECTIVE ACTION PLAN  
Audit of GSA's Transition from FTS2001 to Networx  
Report Number A110086/O/F/F11007  
September 22, 2011

*Assignment Number A130118  
September 30, 2013*



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**Office of Audits  
Office of Inspector General  
U.S. General Services Administration**

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DATE: September 30, 2013

TO: Casey Coleman  
Chief Information Officer (I)

FROM: Donna Peterson-Jones *Donna Peterson-Jones*  
Audit Manager  
Finance and Information Technology Audit Office (JA-F)

SUBJECT: Implementation Review of Corrective Action Plan, Audit of GSA's  
Transition from FTS2001 to Networx, Report Number  
A110086/O/F/F11007, dated September 22, 2011  
*Assignment Number A130118*

This report presents the results of our implementation review of the Audit of GSA's Transition from FTS2001 to Networx.

We have completed an implementation review of the management actions taken in response to the recommendations contained in the subject audit report (see **Appendix A**). The objective of our review was to determine whether the Chief Information Officer has taken the corrective actions as outlined in the Action Plan for the Audit of GSA's Transition from FTS2001 to Networx. To accomplish our objective we:

- Examined documentation submitted by the Office of the Chief Information Officer (OCIO) supporting accomplishment of action plan steps;
- Performed limited testing of the implementation of the actions and guidance contained in the supporting documents; and,
- Met and corresponded with OCIO personnel.

Our implementation review found that the Chief Information Officer addressed the audit recommendations in the corrective action plan, dated November 9, 2011.

If you have any questions regarding this report, please contact me or any member of the audit team at the following:

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On behalf of the audit team, I would like to thank you and your staff for your assistance during this review.

## Background

On September 22, 2011, we issued an audit entitled *Audit of GSA's Transition from FTS2001 to Networx* to the Chief Information Officer. The FTS2001 program was designed to provide government users with up-to-date, cost-effective, and easy-to-use telecommunications services. The initial FTS2001 contracts were awarded in December 1998 and January 1999. Networx, the replacement to the FTS2001 program, is designed to offer best value for federal agencies.

Bridge contracts were awarded to prevent a lapse in telecommunication services after the FTS2001 contracts expired in December 2006 and January 2007, before federal agencies fully transitioned to Networx. These bridge contracts were extended several times because a significant number of agencies, including GSA, had not completed their transition. The GSA OCIO was responsible for transitioning GSA's telecommunications services to Networx from FTS2001. In this process, the OCIO relied on the Federal Acquisition Service to assist with transitioning external customer agencies housed in GSA facilities. At the time of the audit, the OCIO was still transitioning GSA to Networx and consequently, was included in the bridge contracts.

Our audit found GSA's management of the transition process adversely impacted its timely transition to Networx. To address the issues identified in the report, we recommended that the Chief Information Officer:

- Establish an inventory and an inventory management and validation system to ensure that telecommunications inventory records remain accurate.
- Document identified internal setbacks, obstacles encountered, and the lessons learned during the transition from FTS2001 to Networx to facilitate the execution of future transitions.

The Chief Information Officer agreed with the report recommendations.

## Results

The results of our implementation review indicate that the Chief Information Officer has taken appropriate corrective actions to address our recommendations. We determined that no further action is necessary.

## Appendix A – Action Plan for Report Number A110086/O/F/F11007

### Action Plan

Designated Responding Official: ██████████  
 Contact Person: ██████████  
 Telephone Number: ██████████  
 Date: 11/09/11

Action Report Number and Title	Recommendation Number	Proposed Recommendation Completion Date
OIG's Review of GSA's Transition from FTS2001 to Networx Report Number A110086/O/F/F11007	1	March 31, 2012

**Recommendation:**

Establish an inventory and an inventory management and validation system to ensure that telecommunications inventory records remain accurate.

<u>Action to be Taken Step by Step</u>	<u>Supporting Documentation To be sent to BCBB</u>	<u>Documentation Will be Sent Last Day of</u>
1. Complete transition to Networx (based on current information from FAS. Will be completed Q2 FY2012.	Weekly updates are provided to OIG by FAS from the Transition Implementation Portal.	March 31, 2012
2. Upon completion of Networx Transition a complete inventory report of the records from e-morris will be done to validate and audit the inventory. However, monthly inventory reports will be reviewed to capture unapproved Agency Hierarchy Codes (AHC's). These will be corrected going forward for all services managed by GSA OCIO. (Note records are approximately 90 days in arrears)	Networx e-Morris inventory records	March 31, 2012
3. e-Morris will be used as the inventory database going forward. (Note records are approximately 90 days in arrears)	Copy of e-Morris inventory database going forward.	March 31, 2012
4. e-Morris inventory will be monitored for all service Agency Hierarchy Codes (AHC's) that OCIO is responsible for. (Note records are approximately 90 days in arrears)	Copy of e-Morris inventories monitored for all service ACH's	March 31, 2012
5. Development of Internal Policy Document articulating how all internal GSA Telecommunications shall be ordered. This will ensure that only approved Agency Hierarchy Codes (AHC's) are used for services provisioned by GSA OCIO.	Completed internal policy signed by OCIO	Feb. 2012

**Appendix A – Action Plan for Report Number A110086/O/F/F11007  
(cont.)**

**Action Plan**

Designated Responding Official: [REDACTED]  
 Contact Person: [REDACTED]  
 Telephone Number: [REDACTED]  
 Date: 11/09/2011

Action Report Number and Title	Recommendation Number	Proposed Recommendation Completion Date
OIG's Review of GSA's Transition from FTS2001 to Networx Report Number A110086/O/F/F11007	2	April 30, 2012

Recommendation:

Document identified internal setbacks, obstacles encountered, and the lessons learned during the transition from FTS2001 to Networx to facilitate the execution of future transitions.

Action to be Taken Step by Step	Supporting Documentation To be sent to BCB	Documentation Will be Sent Last Day of
1. Document the internal setbacks, obstacles encountered and the lessons learned. This will be a combination of input from both OCIO and GSA FAS Network Services Program.	Documented results of the internal setbacks, obstacles encountered and the lessons learned meeting between FAS and OCIO.	April 2012

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## ***Appendix B – Report Distribution***

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Chief Information Officer (I)

Commissioner, Federal Acquisition Service (Q)

Director, Management and Oversight Division (H1C)

Audit Liaison, Office of Chief Information Officer (I)

Assistant Inspector General for Auditing (JA)

Deputy Assistant IG for Investigations (JID)

Director, Audit Planning, Policy and Operations Staff (JAO)