



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

IMPLEMENTATION REVIEW OF CORRECTIVE ACTION PLAN

**Audit of the Federal Risk and
Authorization Management Program,
Program Management Office's
Goals and Objectives
Report Number A170023/Q/T/P19002
March 21, 2019**

Assignment Number A230068
September 25, 2023

Table of Contents

Introduction	1
Results	3
Appendixes	
Appendix A – Corrective Action Plan for Report Number A170023/Q/T/P19002	A-1
Appendix B – Report Distribution	B-1

Introduction

We have completed an implementation review of the management actions taken in response to the recommendations contained in our March 2019 audit report, *Audit of the Federal Risk and Authorization Management Program, Program Management Office's Goals and Objectives*, Report Number A170023/Q/T/P19002.

Objective

The objective of our review was to determine whether GSA's Federal Acquisition Service (FAS) has taken the actions as outlined in the corrective action plan for the *Audit of the Federal Risk and Authorization Management Program, Program Management Office's Goals and Objectives* (see **Appendix A**). To accomplish our objective, we:

- Reviewed the original audit report to understand the recommendations and provide context for the corrective action plan;
- Met and corresponded with personnel from FAS's Federal Risk and Authorization Management Program (FedRAMP), Program Management Office (PMO);
- Examined documentation submitted by FAS to support completion of the corrective action plan steps;
- Performed testing of FAS's corrective actions; and
- Examined changes to the FedRAMP PMO's mission, goals, and objectives to ensure they still comply with the corrective action plan.

Background

Developed in December 2011, FedRAMP is a government-wide program designed to increase the pace at which the federal government adopts cloud computing services. It was developed to standardize: (1) the process for applying the Federal Information Security Management Act of 2002 to cloud computing services; and (2) the way the government conducts security assessments, authorizations, and continuous monitoring of cloud computing services.¹ The day-to-day operations of FedRAMP are performed by the FedRAMP PMO, which is managed by FAS's Technology Transformation Services. Since the program began, government agencies and cloud service providers have expressed concerns regarding FedRAMP's efficiency, effectiveness, and transparency.

On March 21, 2019, we issued an audit report, *Audit of the Federal Risk and Authorization Management Program, Program Management Office's Goals and Objectives* to the FAS Commissioner. The objective of the audit was to determine if the FedRAMP PMO's goals and objectives were sufficient to assess its effectiveness in accomplishing its mission.

¹ The Federal Information Security Management Act of 2014 amended the Federal Information Security Management Act of 2002.

Our audit found that:

1. The FedRAMP PMO's mission statement is not clear and concise, creating confusion regarding its main purpose.
2. The FedRAMP PMO's objective statements are not specific or measurable, impairing clarity and the ability to measure performance.
3. The FedRAMP PMO's mission, goals, and objectives are not fully or accurately aligned, which inhibits the FedRAMP PMO's ability to assess its effectiveness.

To address the findings identified in our report, we recommended that the Director of FAS's Technology Transformation Services:

1. Revise the FedRAMP PMO's mission statement to a concise, singular statement.
2. Revise the FedRAMP PMO's objectives to make them more specific and measurable.
3. Review the FedRAMP PMO's mission, goals, and objectives to ensure they align in a cohesive manner.

The FAS Commissioner agreed with our report recommendations.

Results

Our implementation review determined that FAS's Technology Transformation Services has taken appropriate corrective actions to address the recommendations. We determined that no further action is necessary.

Audit Team

This review was managed out of the Information Technology and Finance Audit Office and conducted by the individuals listed below:

Sonya Panzo	Associate Deputy Assistant Inspector General for Auditing
Kyle Plum	Audit Manager
James Dean	Auditor-In-Charge
Angela Guiao	Auditor

Appendix A – Corrective Action Plan for Report Number A170023/Q/T/P19002²

A170023/Q/T/P19002 Federal Risk and Authorization Management Program (FedRAMP) Corrective Action Plan

Designated Responding Official: Alan Thomas
 Contact Person: Matt Goodrich
 Telephone Number: 202-208-1303
 Date: April 30, 2019

Audit report number A170023/Q/T/P19002 – Audit of the Federal Risk and Authorization Management Program, Program Management Office's Goals and Objectives	Recommendation Number 001	Proposed Recommendation Completion Date (May 2019)
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Recommendation 001

001 - Revise the FedRAMP PMO's mission statement to a concise, singular statement.

<u>Action to be Taken Step by Step</u> <u>Recommendation 001 Action Step 001</u>	<u>Supporting Documentation to be sent to the GAO/IG Audit Management Division</u>	<u>Documentation Will be Sent Last Day</u>
001. Develop a revised mission statement that is a concise representation of the PMO's purpose, in accordance with the guidance provided by OMB Circular No. A-11.	FedRAMP Mission, Goals, and Objectives document.	May 31, 2019
<u>Recommendation 001 Action Step 002</u> 002. Communicate the revised mission statement publicly with FedRAMP stakeholders via the FedRAMP website.	Link to the FedRAMP's revised mission statement to be published on FedRAMP.gov to publicly communicate to stakeholders.	May 31, 2019

² The corrective action plan references the following entities: U.S. Government Accountability Office (GAO); Inspector General (IG); and Office of Management and Budget (OMB).

Audit report number A170023/Q/T/P19002 – Audit of the Federal Risk and Authorization Management Program, Program Management Office's Goals and Objectives	Recommendation Number 002	Proposed Recommendation Completion Date (<u>May/2019</u>)
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Recommendation 002
002 - Revise the FedRAMP PMO's objectives to make them more specific and measurable.

Action to be Taken Step by Step <u>Recommendation 002 Action Step 001</u> 001. Develop and revise the FedRAMP PMO's goals and objectives to make them more specific, measurable, and clearly understood by stakeholders.	Supporting Documentation to be sent to the GAO/IG Audit Management Division FedRAMP Mission, Goals, and Objectives document.	Documentation Will be Sent Last Day May 31, 2019
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Audit report number A170023/Q/T/P19002 – Audit of the Federal Risk and Authorization Management Program, Program Management Office's Goals and Objectives	Recommendation Number 003	Proposed Recommendation Completion Date (<u>May/2019</u>)
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Recommendation 003
003 - Review the FedRAMP PMO's mission, goals, and objectives to ensure they align in a cohesive manner.

Action to be Taken Step by Step <u>Recommendation 003 Action Step 001</u> 001. Develop and revise the FedRAMP PMO's goals and objectives to ensure alignment with the mission in a cohesive manner.	Supporting Documentation to be sent to the GAO/IG Audit Management Division FedRAMP Mission, Goals, and Objectives document.	Documentation Will be Sent Last Day May 31, 2019
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Appendix B – Report Distribution

GSA Administrator (A)

GSA Deputy Administrator (AD)

Commissioner, Federal Acquisition Service (Q)

Deputy Commissioner, Federal Acquisition Service (Q1)

Deputy Commissioner, Federal Acquisition Service/Technology Transformation Services Director (Q2)

Chief of Staff, Federal Acquisition Service (Q0A)

Senior Advisor, Federal Acquisition Service (Q0A)

Assistant Commissioner, Office of Policy and Compliance (QV)

Deputy Director, Technology Transformation Services (Q2)

Business Operations Director, Business Operations Division (Q20B)

Supervisory Financial Management Officer, Federal Acquisition Service, Financial Services Division (BGF)

Acting FedRAMP Director (QXC)

Chief Financial Officer (B)

Office of Audit Management and Accountability (BA)

Assistant Inspector General for Auditing (JA)

Deputy Assistant Inspector General for Acquisition Program Audits (JA)

Deputy Assistant Inspector General for Real Property Audits (JA)

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