



OFFICE OF INSPECTOR GENERAL  
GENERAL SERVICES ADMINISTRATION

STRATEGIC PLAN  
2020 – 2024

# 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 Components
<b>The Office of Audits</b> , an oversight component of auditors, analysts, and IT specialists 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.
<b>The Office of Inspections</b> , an oversight component of inspectors who conduct independent evaluations of GSA operations, programs, and policies to determine their efficiency, effectiveness, impact, sustainability, and compliance with applicable law, regulation, and policy.
<b>The Office of Investigations</b> , an oversight component of criminal investigators, analysts, and IT specialists who conduct investigations to prevent and detect illegal and improper activities involving GSA programs, operations, and personnel.
<b>The Office of Administration</b> , a support component of diverse specialists that provides budgetary, executive resources, facilities, human resources, procurement, and records management services, as well as information systems to all OIG components.
<b>The Office of Counsel</b> , an in-house independent legal office that provides legal advice and assistance to all OIG components.

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

## THE GENERAL SERVICES ADMINISTRATION

GSA's mission is ***to deliver value and savings in real estate, acquisition, technology, and other mission-support services across government.***

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 nearly 218,000 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.*

The OIG's audits, inspections, and investigations support GSA operations by identifying mismanagement and 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, inspections, and investigations are performed in response to indications of possible deficiencies and requests for assistance from GSA personnel and Congress. The OIG advises GSA management of identified opportunities to increase the economy, efficiency, and effectiveness of GSA's programs and operations.

## Performance Goals

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

### ***OIG Strategic Goal 2:***

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

The OIG uses information from its audits, investigations, and inspections to suggest ways GSA can mitigate problems that could allow fraud and or abuse to occur. The OIG detects potential fraud and other criminal conduct, and refers 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 indicating violations of statutes, regulations, and policies.
- Seek Department of Justice involvement in potential fraud cases.
- Refer contractors to GSA officials for 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 audit, inspection, and investigation resources on issues with potentially significant impact on GSA programs and operations; 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, cybersecurity vulnerabilities, and opportunities for improvement
- Perform inspections of high priority and high visibility GSA programs and activities that present significant risks to GSA and its stakeholders.
- 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 look to quantitative and qualitative performance measures for the heads of our operational oversight components, the Offices of Audits, Inspections, and Investigations.

Goal	Measures
<p><b>Protect taxpayer dollars by promoting the economy, efficiency, and effectiveness of GSA programs and operations.</b></p>	<ul style="list-style-type: none"> <li>• Dollar value of civil, criminal, and administrative monetary accomplishments.</li> <li>• Financial impact identified in audit reports and memoranda issued.</li> <li>• Program impact identified in audit reports and memoranda</li> <li>• Program impact identified in inspection reports and memoranda</li> </ul>
<p><b>Prevent and detect fraud and abuse in GSA programs and operations.</b></p>	<ul style="list-style-type: none"> <li>• Number of criminal referrals, acceptances, and convictions.</li> <li>• Number of civil referrals, acceptances, and resolutions.</li> </ul>
<p><b>Focus on high-risk and high-impact areas.</b></p>	<ul style="list-style-type: none"> <li>• Percent of audit resources focused on high-priority areas, including management challenges and support of False Claims qui tam and other civil prosecution cases.</li> <li>• Percent of inspection resources focused on high-priority assignments that impact GSA or the Federal Government.</li> <li>• Percent of investigative resources focused on fraud and other high-priority cases.</li> </ul>

## 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 affects our ability to provide dynamic oversight to GSA's operations and contribute to the OIG and law enforcement communities, particularly when GSA's mission expands.

**High-quality professionals.** With the impending 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.