Office of Inspector General

Mission Statement

The Office of Inspector General has the mission of providing a unique, independent voice to the Secretary and other senior Commerce managers, as well as to Congress, in combating fraud, waste, abuse, and mismanagement and in improving the efficiency, effectiveness, and economy of Department operations. The office has authority to inquire into all programmatic and administrative activities of the Department, including individuals or organizations performing under contracts, grants, or other financial assistance agreements.

The Office of Inspector General (OIG) was established in FY 1979 in accordance with the Inspector General Act of 1978. OIG provides a unique, independent voice to the Secretary, other senior Commerce managers, and Congress for combating fraud, waste, abuse, and mismanagement and for improving the efficiency and effectiveness of Department operations. OIG has authority to inquire into all programmatic, management, and administrative activities of the Department, including individuals and organizations performing under contracts and grants, and other forms of financial assistance.

OIG's work is primarily conducted through audits (performance and financial), inspections, program and systems evaluations, and investigations. OIG presents the findings of its audits, inspections, and evaluations to operating officials and agency heads for their review and comment before it releases the information in a final report. Investigations are referred to the Department of Justice for prosecution if evidence of criminal wrongdoing is found or civil recoveries are possible. Investigative findings may also be referred to the appropriate agency official for administrative action.

OIG is headquartered in Washington, D.C. Its Office of Audits has personnel at several sites in the metropolitan Washington, D.C. area, plus regional offices in Atlanta, Denver, and Seattle. The Office of Investigations has field offices in Atlanta, Denver, Silver Spring, Maryland, and Washington, D.C.

OIG accomplishes its mission through five principal activities:

Executive Direction

Includes the Immediate Office of the Inspector General (IG) and the Office of Counsel. The IG provides overall leadership and policy direction, including reviews of proposed and existing departmental legislation and regulations. The Office of Counsel provides legal assistance and review on the work of auditors, inspectors, and investigators.

Audits

The Office of Audits (OA) performs audits of internal Department operations (performance audits and financial statements audits) and external activities funded by or through the Department (contracts, grants, and other forms of financial assistance). OA also follows up on recommendations made in its reports to (1) evaluate agency responses and proposed actions, (2) resolve disputes between OIG auditors and management officials, and (3) identify cases in which recommendations have been ignored or circumvented and suggest specific corrective actions.

OA's performance audits are of two types: (1) economy and efficiency audits and (2) program audits. Economy and efficiency audits examine whether the subject entity is acquiring, protecting, and using its resources economically and efficiently; determine the causes of any identified deficiencies; and assess whether the entity has complied with laws and regulations. Program audits determine a program's effectiveness as well as the extent to which it is achieving legislatively intended benefits and complying with applicable laws and regulations.

OA's financial statements audits assess the accuracy and reliability of financial information provided for Department entities. They determine whether (1) reported information presents fairly the entity's financial position and results of operations, (2) the entity has a sound internal control structure, and (3) the entity has complied with laws and regulations. Major programs of audited entities are evaluated for costs, benefits, and effectiveness. In addition, an entity's cumulative financial data is analyzed to provide an overall picture of the efficiency of its operations.

OA reviews external entities that have received contracts, grants, cooperative agreements, and loan guarantees from the Department. These audits check compliance with laws, regulations, and award terms; adequacy of accounting systems and internal controls; allowability of costs; and project outcomes.

OA also reviews audit reports of recipients of Commerce financial assistance that are prepared by state and local governments or by independent public accountants in accordance with the Single Audit Act and OMB Circular A-133.

Inspections and Evaluations

These activities are handled by two OIG components, the Office of Inspections and Program Evaluations (OIPE) and the Office of Systems Evaluation (OSE). OIPE conducts inspections of departmental programs and operations, and performs evaluations of specific program, policy, or management issues. OSE perform evaluations that exclusively focus on information technology.

The Office of Inspections and Program Evaluations maintains a diverse technical and analytical staff with the skills necessary to critically assess program performance, analyze policy and management issues and operations, and perform other important oversight functions. Staff members include economists, procurement experts, management and program analysts, auditors and evaluators, and persons with expertise in international business and business development.

OIPE's inspections (1) provide agency managers with timely information about operations, including current and foreseeable problems; and (2) detect and prevent fraud, waste, and mismanagement while encouraging effective and efficient operations. The office also prepares cross-cutting reports on management and program issues that pertain to multiple sites or entities.

Because of their in-depth nature, OIPE's program evaluations usually require substantially more time to complete than inspections, and offer recommendations to address major program or management concerns. These reviews sometimes address government-wide or multi-agency issues, programs, or operations, and are thus conducted cooperatively with other OIGs.

OIPE's recent inspections and evaluations include emergency preparedness at Commerce headquarters and field offices, trade promotion and compliance efforts at overseas posts and domestic commercial offices, export licensing, major construction programs, safety and security issues, the Department's trade mission policy, the Department's billion-dollar portfolio of interagency agreements, and decennial census real estate leasing operations.

The Office of Systems Evaluations' focus on information technology includes its oversight responsibility for the Department's many mission-critical systems. OSE's systems evaluations review information technology acquisition, development, operations, and all related aspects (such as information security) for Commerce computer hardware, communications systems, environmental satellites, and other major systems. Work is carried out by a staff of computer scientists, engineers, mathematicians, evaluators, and contracting specialists who have extensive experience with the technical, management, and contractual issues relating to these systems. The objectives of OSE's evaluations are to ensure that information technology investments are well managed and maintain an appropriate balance between achieving technical requirements and managing cost, schedule, and other risks.

Investigations

The Office of Investigations (OI) investigates alleged or suspected fraud, waste, abuse, or mismanagement by Department of Commerce employees, contractors, recipients of financial assistance, and others involved in the Department's programs and operations. Such wrongdoing may result in criminal and/or civil prosecution, as well as administrative sanctions for violations of Department regulations and employee standards of conduct.

To support its fraud investigations, OI conducts a variety of proactive activities, including outreach to educate Department employees about fraud and its indicators and to assure the various operating components within Commerce that OIG shares their commitment to excellence in program operation and administration. Investigating e-crime in the world of electronic information processing and the Internet requires specialized training and equipment. OI is thus preparing its criminal investigators to address any threats posed to the Department by those engaged in hacking, system intrusion, or manipulation of electronic data.

OI investigates matters referred to the Department's operating units for inquiry and administrative action when the unit's inquiry discloses potential criminal and/or civil violations. OI also conducts background checks on potential financial assistance recipients to determine whether there are any legal or other issues that would preclude them as candidates for grants, loans, and cooperative agreements.

Compliance and Administration

The Office of Compliance and Administration (OCAD) conducts OIG's quality assurance and internal control program and provides the full range of administrative support to all OIG units.

OCAD's administrative services include development, coordination, and implementation of all policies and activities involving OIG budget formulation and execution; human resources management, policy, and operations; acquisitions; management information and computer support; security; and publications, including the IG`s *Semiannual Report to Congress.*

On the departmental level, OCAD provides technical assistance to the Department to ensure its compliance with the Federal Managers' Financial Integrity Act (FMFIA), evaluates Commerce's compliance with OMB Circular A-123, and monitors its identification of material weaknesses and subsequent actions to correct them.

FY 2004 Program Changes

(Dollars in Thousands)

	Base		Increase / Decrease	
	FTE	Amount	FTE	Amount
Strengthen information technology security	170	$22,334	6	+$1,044

This program increase (+$1,044, +6 FTE) will allow us to address information security in six of the Department's bureaus or line offices. Last year's work by OIG and the General Accounting Office in identifying numerous weaknesses in Commerce security and management of IT projects underscored the importance and enormity of this task. This funding would enable us to test and evaluate more systems, including increasing "penetration" testing, and to provide greater focus on protecting the Department's essential systems under the critical infrastructure protection program. Various secure systems and data maintained by the Department are essential components of the nation's critical infrastructure. For example, NOAA's satellite, radar, and other weather forecasting systems are critical to protecting lives and property; BIS's export license data is essential in controlling export of dual-use commodities; and USPTO's patent and trademark data is essential to administering patent and trademark laws and promoting industrial and technical progress. Loss of or serious damage to any one of the Department's critical systems could have massive and devastating impacts. It is also important to emphasize that our assessments leverage the investments made throughout the Department in information security activities and improvements. With the requested program increase we can conduct reviews to ensure that line offices and operating units are spending information security funding efficiently and effectively and to ensure the CIO's program provides effective oversight and complies with applicable laws, policies and guidelines.

IGs are required by the law succeeding GISRA, the Federal Information Security Management Act of 2002 (FISMA), to test the effectiveness of information security policies, procedures, and practices of a representative subset of the agency's information systems. With the requested resources, we will enhance out ability to adequately test systems, including financial systems, in FY 2004. We will also validate the corrections that have been made to Commerce's systems in response to last year's GAO audit. The OIG takes seriously its responsibility to report on IT security to the Administration and the Congress.

Targets and Performance Summary

OIG's performance measures are intended to help it monitor its progress in providing a unique, independent voice to the Secretary and other senior Commerce managers, as well as to Congress, in combating fraud, waste, abuse, and mismanagement and improving the efficiency, effectiveness, and economy of Department operations.

Performance Goal 1: Ensure that OIG's Work and Related Activities Emphasize Maximal Efficiency and Effectiveness of the Critical Programs and Operations of the Department of Commerce

Measure	FY 1999 Actual	FY 2000 Actual	FY 2001 Target	FY 2001 Actual	FY 2002 Target	FY 2002 Actual	FY 2003 Target	FY 2004 Target
Number of annual planning surveys of the Department's operating units	New	New	New	New	New	New	5	6
The number of strategic contacts with key stakeholders and other targeted activities conducted to ensure that OIG's work continues to place appropriate emphasis on critical DOC programs and operations	New	New	New	New	New	New	250	300

Performance Goal 2: Perform Quality Audits, inspections, Evaluations, and investigations and Performance Complete Them within Appropriate Time Frames

Measure	FY 1999 Actual	FY 2000 Actual	FY 2001 Target	FY 2001 Actual	FY 2002 Target	FY 2002 Actual	FY 2003 Target	FY 2004 Target
Percentage of work products issued within planned time periods	New	New	New	New	New	New	80%	80%
Percentage of recommendations and corrective actions from OIG work agreed to by Commerce Department	New	96%	90%	95%	90%	95%	95%	95%
Percentage of recommended funds to be put to better use agreed to by Commerce Department	New	45%	40%	43%	40%	73%	75%	80%
Percentage of questioned costs disallowed	New	45%	45%	48%	45%	50%	55%	55%
Number of investigative actions and issues resolved	New	35	35	45	35	38	40	40

Performance Goal 3: Effectively Communicate with DOC Officials, Congress, and Other Stakeholders, as Appropriate, to Keep Them informed of OIG's Work Plans, Activities, and Results

Measure	FY 1999 Actual	FY 2000 Actual	FY 2001 Target	FY 2001 Actual	FY 2002 Target	FY 2002 Actual	FY 2003 Target	FY 2004 Target
Number of briefings, meetings, conferences, and other forums to exchange information with stakeholders	New	New	New	New	New	New	100	120
Percentage of publicly releasable reports posted to the Web site within 30 working days after issuance	New	New	New	New	New	New	80%	85%
Percentage of feedback from key stakeholders that indicates OIG keeps them adequately informed of its plans and activities	New	New	New	New	New	New	80%	85%

Resource Requirements Summary

(Dollars in Millions. Funding amounts reflect total obligations.)

Full-Time Equivalent (FTE)

Performance Goal 1: Ensure that OIG's Work and Related Activities Emphasize Maximal Efficiency and Effectiveness of the Critical Programs and Operations of the Department of Commerce

	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate	FY 2004 Base	Increase/ Decrease	FY 2004 Request
Total Funding	2,105	2,036	1,988	2,012	2,267	2,246	104	1,869
FTE	18	16	14	13	17	17	1	18

Performance Goal 2: Perform Quality Audits, inspections, Evaluations, and investigations and Performance Complete Them within Appropriate Time Frames

	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate	FY 2004 Base	Increase/ Request	FY 2004 Request
Total Funding	16,420	15,881	15,513	16,498	17,883	17,715	1,015	18,904
FTE	138	121	108	105	133	133	4	137

Performance Goal 3: Effectively Communicate with DOC Officials, Congress, and Other Stakeholders, as Appropriate, to Keep Them informed of OIG's Work Plans, Activities, and Results

	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate	FY 2004 Base	Increase/ Request	FY 2004 Request
Total Funding	2,526	2,443	2,386	2,414	2,720	2,695	125	2,805
FTE	21	19	17	16	20	20	1	21

Grand Total	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate	FY 2004 Base	Increase/ Request	FY 2004 Request
Total Funding	21,051	20,360	19,887	20,924	22,870	22,656	1,244	23,578
FTE	177	156	139	134	170	170	6	176

FY 2004 Performance Goals

Performance Goal 1: Ensure that OIG's Work and Related Activities Emphasize Maximal Efficiency and Effectiveness of the Critical Programs and Operations of the Department of Commerce

Corresponding Strategic Goal

Management Integration Goal: Strengthen management at all levels.

Rationale for Performance Goal

The Department of Commerce must have the capacity to successfully do business with other entities and the public—both on a global level as a worldwide enterprise, and on a parochial or issue-specific level, as an integrated set of individual programs. To achieve this balance, Commerce must identify, adopt, and maintain the best practices that promote operational soundness and efficiency; use its resources wisely; and effectively implement laws that affect all Americans. Therefore, it becomes critical that OIG's work and related activities emphasize the maximal efficiency and effectiveness of the Department's critical programs and operations. Because this performance goal inherently encompasses a wide range of administrative and operational tasks, measures for assessing OIG's progress are by necessity diverse. OIG will continue efforts begun in FY 2003 to ensure that these measures are meaningful and reflect particularly significant activities.

Measure 1a: Number of Annual Planning Surveys of the Department's Operating Units						
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	New	New	New	5	6
Actual	New	New	New	New		
Met/Not Met						

Explanation of Measure

A comprehensive OIG Work Plan is a management tool that identifies the critical activities OIG must undertake—it translates its mission, goals, and performance as contained in the OIG Strategic Plan into the actual work that needs to be performed and provides a baseline against which to measure its accomplishments. The plan must be regularly updated and properly maintained to ensure maximum relevance and usefulness. OIG will perform these updates by (1) formally surveying about a third of the Department's operating units each year, and (2) making adjustments to the plan on an as-needed basis.

Measure 1b: Number of Strategic Contacts with Key Stakeholders and Other Targeted Activities Conducted to Ensure That OIG's Work Continues to Place Appropriate Emphasis on Critical DOC Programs and Operations

	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	New	New	New	250	300
Actual	New	New	New	New		
Met/Not Met						

Explanation of Measure

Commerce's diverse mission and critical operations are conducted in a dynamic environment – one that is greatly influenced by ever-changing conditions. If the Department is to remain effective, it is essential that OIG closely monitor and understand the numerous changes that impact the Department's mission and priorities. This means that OIG must (1) constantly communicate and work with Commerce's key officials and other stakeholders; (2) monitor relevant rules, legislation, and other policy initiatives; and (3) inquire, both formally and informally, into certain matters. Among other benefits, these strategic activities help OIG improve and modify, as necessary, its plans and activities to ensure that the needs of its numerous stakeholders are well served. All of these efforts are geared to provide mechanisms to better ensure that OIG is appropriately addressing critical Commerce programs and operations.

Performance Goal 2: Perform Quality Audits, Inspections, Evaluations and Investigations and Complete Them Within Appropriate Time Frames

Corresponding Strategic Goal

Management Integration Goal: Strengthen management at all levels.

Rationale for Performance Goal

To ensure that OIG effectively detects and prevents waste, fraud, and abuse of Commerce programs and operations, it must execute thorough and high-quality audits, inspections, evaluations, and investigations within appropriate time frames. OIG must routinely issue reports that meet planned schedules as well as internal and external quality standards; OIG must obtain feedback from key stakeholders on the effectiveness and usability of its work. OIG will continue efforts begun in FY 2003 to ensure that the measures of its performance are meaningful and reflect particularly significant activities.

Measure 2a: Percentage of Work Products Issued Within Planned Time Periods						
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	New	New	New	80%	80%
Actual	New	New	New	New		
Met/Not Met						

Explanation of Measure

OIG reports and other work products must be timely to have maximum impact on Commerce programs and operations. It is therefore critical to strategically target delivery of these products to the appropriate stakeholders to their maximum effect and where appropriate prompt corrective actions follow. OIG must maintain a system for tracking OIG performance in issuing reports and other products within planned time frames.

Measure 2b: Percentage of Recommendations and Corrective Actions from OIG Work Agreed to by Commerce Department						
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	90%	90%	90%	95%	95%
Actual	New	96%	95%	95%		
Met/Not Met		Met	Met	Met		

Explanation of Measure

The extent to which its recommendations are accepted by Commerce Department is a key measure of the quality of OIG audits, inspections, evaluations, and investigations.

Measure 2c: Percentage of Recommended Funds to Be Put to Better Use Agreed to by Commerce Department						
	FY 1999	**FY 2000**	**FY 2001**	**FY 2002**	**FY 2003**	**FY 2004**
Target	New	40%	40%	40%	75%	80%
Actual	New	45%	43%	73%		
Met/Not Met		Met	Met	Met		

Explanation of Measure

OIG's desire for quality work reflects the belief that high-quality work will identify funds, especially those associated with financial and other types of audits, that can be put to better use, and that Commerce Department will agree with its recommendations concerning such funds. At the same time, it is important to note that these recommendations are often very difficult for Commerce Department to accept, regardless of their validity, because they can sometimes lead to funding reductions.

Measure 2d: Percentage of Questioned Costs Disallowed						
	FY 1999	**FY 2000**	**FY 2001**	**FY 2002**	**FY 2003**	**FY 2004**
Target	New	45%	45%	45%	55%	55%
Actual	New	45%	48%	50%		
Met/Not Met		Met	Met	Met		

Explanation of Measure

For financial assistance audits, a measure of OIG's performance is the degree to which Commerce Department accepts its recommendations that questioned costs be disallowed.

Measure 2e: Number of Investigative Actions and Issues Resolved

	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	35	35	35	40	40
Actual	New	35	45	38		
Met/Not Met		Met	Met	Met		

Explanation of Measure

One measure of quality investigative work is its results— that is, numbers of referrals for prosecution, indictments, convictions, and personnel actions (e.g., removals, suspensions, reprimands, and demotions). OIG can also identify and capture some of the systematic improvements, additional safeguards and internal controls implemented as a result of its investigative work. And finally, quality and timely work can also be measured in terms of problems that are "prevented." The IG Act promotes prevention as an important part of OIG's mission. Unfortunately, with the exception of some stakeholder feedback, it is difficult, if not impossible, to capture and document OIG's contributions in this regard. Nonetheless, it considers this measure to be a surrogate that indicates the value of the preventive aspects of its mission.

Performance Goal 3: Effectively Communicate with DOC Officials, Congress, and Other Stakeholders, as Appropriate, to Keep Them Informed of OIG's Work Plans, Activities, and Results

Corresponding Strategic Goal

Management Integration Goal: Strengthen management at all levels.

Rationale for Performance Goal

OIG must effectively convey to its stakeholders, including Commerce officials, Congress, the Office of Management and Budget, the President's Council on Integrity and Efficiency, the Executive Council on Integrity and Efficiency, and interested public, full information about the meaning and purpose of its agenda. Effective communication is critical for acceptance of its mission and the work associated with it. OIG will continue efforts begun in FY 2003 to ensure that these measures are meaningful and reflect particularly significant activities.

Measure 3a: Number of Briefings, Meetings, Conferences, and Other Forums to Exchange Information With Stakeholders						
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	New	New	New	100	120
Actual	New	New	New	New		
Met/Not Met						

Explanation of Measure

Often at the request of stakeholders, as well as through its own initiative, OIG staff participates in briefings, meetings, conferences, and other forums to share and/or exchange information. This does not include entrance conferences, exit conferences, or meetings held during the normal course of audit, inspection, or investigative fieldwork.

Measure 3b: Percentage of Publicly Releasable Reports Posted to the Web Site Within 30 Working Days After Issuance						
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	New	New	New	80%	85%
Actual	New	New	New	New		
Met/Not Met						

Explanation of Measure

Keeping key stakeholders adequately informed about the results of its work enhances the success of OIG and furthers the Department's mission. The OIG Web site is a major source of information for a wide segment of its stakeholders; therefore, the timely posting of reports to the site is extremely important.

Measure 3c: Percentage of Feedback from Key Stakeholders that Indicates OIG Keeps Them Adequately Informed of Its Plans and Activities						
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Target	New	New	New	New	80%	85%
Actual	New	New	New	New		
Met/Not Met						

Explanation of Measure

Keeping stakeholders adequately informed about OIG's plans and the results of its work is critical to maintaining their support and interest. OIG must therefore regularly and routinely assess stakeholder feedback regarding how well it keeps them informed and ways the communication process can be enhanced.

OIG Data Validation and Verification

OIG's Office of Compliance and Administration (OCAD) conducts quarterly reviews of the performance data to ensure that they are complete and accurate. During this process, significant deviations from projected targets, if any, are discussed with the appropriate office so that program changes can be made to help meet OIG's performance goals.

The actual validation process is conducted following traditional auditing techniques. Workload information is regularly downloaded from the management information systems and imported into databases and spreadsheets for analysis. In some cases, information is manually checked against actual paper files (when available) to ensure the accuracy of information in the management information systems. Additionally, documentation supporting performance measures is reviewed to determine that it is adequate and sufficient to support claims that outcomes and outputs have been achieved. The OIG Data Validation and Verification table can be found starting on the following page.

OIG Data Validation and Verification

Performance Measure	Data Source	Frequency	Data Storage	Verification	Data Limitations	Actions to be Taken
Measure 1a: Number of annual planning surveys of the Department's operating units	OIG work plan.	Annual	OIG files	OIG review	None	Conduct surveys of the Department's operating units and line offices. For the purposes of this measure, individual surveys will be conducted of each of the major line offices in NOAA, ESA, and TA.
Measure 1b: Number of strategic contacts with key stakeholders and other targeted activities conducted to ensure that OIG's work continues to place appropriate emphasis on critical DOC programs and operations	Weekly reports of OIG organizational units; planning files.	Weekly	OIG files	OIG review	None	Monitor and report on strategic contacts and other targeted activities.
Measure 2a: Percentage of work products issued within planned time periods	Project assignment and tracking system (PATS).	As reports are issued.	OIG servers	Data accuracy as documented by review of project managers.	None	Continue data collection and reporting.
Measure 2b: Percentage of recommendations and corrective actions from OIG work agreed to by Commerce Department	OIG audit resolution system, databases, reports, and related correspondence.	As issued	OIG database	OIG review	None	Continue collecting measure.
Measure 2c: Percentage of recommended funds to be put to better use agreed to by Commerce Department	OIG audit resolution system, inspection and evaluation reports and related correspondence.	As issued	Oracle database in OIG files.	OIG review	None	Continue collecting measure.
Measure 2d: Percentage of questioned costs disallowed	OIG audit resolution system.	As audits are resolved.	Oracle database	OIG review	None	Continue collecting measure.
Measure 2e: Number of investigative actions and issues resolved	OIG semiannual reports.	Semiannual	OIG semiannual reports.	OIG review	None	Continue collecting measure.

OIG Data Validation and Verification (cont.)

Performance Measure	Data Source	Frequency	Data Storage	Verification	Data Limitations	Actions to be Taken
Measure 3a: Number of briefings, meetings, conferences, and other forums to exchange information with stakeholders	OIG records of briefings, meetings, conferences, and other forums.	As held	OIG files	OIG review	None	Continue to exchange information with stakeholders.
Measure 3b: Percentage of publicly releasable reports posted to the Web site within 30 working days after issuance	Project assignment and tracking system; OIG report processing logs.	As each report is issued.	OIG report tracking.	OIG review of report tracking.	None	Continue tracking posting of public release reports.
Measure 3c: Percentage of feedback from key stakeholders that indicates OIG keeps them adequately informed of its plans and activities	Analysis of feedback from key stakeholders.	Biennial	OIG files	OIG review	None	Conduct periodic stakeholder assessments.