

Office of Inspector General

2002
Performance Report
January 1 - September 30, 2002
(Transition Year)



Inspector General Foreword

A bit of perspective on the year 2002 is helpful to understand the results we are reporting in this performance report.

The year 2002 was a challenging time for the Office of Inspector General (OIG). Like the Corporation, the OIG engaged in a major downsizing effort, which resulted in significant reorganization. Through participation in the Corporation's early retirement and buyout program and other attrition, 54 employees are separating from the OIG, or 25 percent of our April 2002 staff level. This includes the closing of our San Francisco office during the year. The separation of so many employees results in a loss of hundreds of years of knowledge and expertise and presents us with new challenges that parallel the Corporation's challenges – both operational and human capital related. Although the departure of our colleagues and their expertise is difficult, we have begun regrouping, refocusing, and reprioritizing our work. Mindful of this, in July we issued our Human Capital Strategic Plan. Workforce analysis; competency investments; leadership development; and a results-oriented, high-performance culture are at its core. Through the plan, the OIG is committed to evaluating its workload and analyzing existing knowledge and skills to determine what gaps exist, how to best fill those gaps, whether any "surplus" staff exist and, if so, how they can best be redeployed.

Several other key events impacting the OIG's work occurred during 2002. In response to a congressional request last year, we completed and issued the results of four reviews related to the failure of Superior Bank, FSB, one of the costliest of all recent failures of FDIC-insured institutions. We continued to focus audit and evaluation work on information security matters through such projects as issuance of the 2002 Government Information Security Reform Act evaluation report, presentations at government-wide meetings, and coordination with the U.S. General Accounting Office and Office of Management and Budget.

For all of these significant priorities and other work as well, the staff of the OIG rose to the occasion and produced impressive results. While we are proud of these accomplishments and are pleased to report that we have met or substantially met 88 percent of our performance goals for 2002, we are not satisfied. We are continuing efforts to become a better organization and improve performance.

The future holds significant challenges for our office as we adjust to a smaller and more streamlined organization while addressing new and continuing risks to the banking industry. I am confident, however, that we will continue to successfully carry out the OIG mission and that our performance will provide valuable assistance to the Corporation in its efforts to insure deposits, regulate financial institutions, and minimize the impact and cost of institution failures.

OIG 2002 Performance Report

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Background

Nature and Purpose of OIG Annual Performance Report

The Office of Inspector General develops its own independent strategic plan and annual performance plan. These plans are designed to establish goals to measure performance consistent with the principles of the Government Performance and Results Act (GPRA or Results Act). This report presents our performance against our 2002 Performance Plan (January 1 – September 30, 2002) focusing on the most meaningful annual measures and goals related to achieving our strategic goals and objectives.

Relationship to FDIC's Annual Program Performance Report

Consistent with the Reports Consolidation Act of 2000, the FDIC plans to combine its 2002 GPRA Performance Report with its CFOA report and issue a consolidated report to Congress at the end of the first quarter of 2003. The performance report portion will present the FDIC's performance against its 2002 annual performance goals. The Corporation's annual performance goals address its mission to "*Contribute to the stability and public confidence in the nation's financial system*" under four strategic goals: (1) Insured depositors are protected from loss without recourse to taxpayer funding; (2) FDIC-supervised institutions are safe and sound; (3) Consumers' rights are protected and FDIC-supervised institutions invest in their communities; and (4) Recovery to creditors of receiverships is achieved.

We believe that accomplishing the OIG's strategic and annual goals and objectives contributes to the Corporation's achievement of its mission and goals and objectives.

The requirement for an annual performance report under the Results Act applies to the agency as a whole rather than to the OIG as a separate component. However, because of the unique mission and independent nature of Inspectors General under the Inspector General Act, we have prepared separate strategic and annual plans and reports, rather than integrate OIG goals and results into the Corporation's plans and reports.

Relationship to OIG Semiannual Report to the Congress

Annual performance reports of OIGs prepared under the Results Act differ from semiannual reports of OIGs prepared under the Inspector General Act. The two reports differ with respect to the time periods covered (12 months vs. 6 months) and the specific reporting requirements. However, because both types of reports present OIG accomplishments to the Congress, the annual performance report is generally included as a separate but integral component of the semiannual report. However, due to the transition of our performance planning and reporting cycle to a September 30 fiscal year (see next paragraph for further details), the 2002 OIG

Performance Report will not be included in our semiannual report. Beginning with FY 2003, our annual performance report will be included with our semiannual report to the Congress covering the period ending September 30.

OIG to Change Reporting Cycle to September 30 Fiscal Year

To date, the FDIC OIG has conducted its performance planning and reporting cycle under the Government Performance and Results Act on a calendar year basis, consistent with the Corporation's budget and accounting cycle. However, because the OIG receives a separate budget appropriation based on the typical government fiscal year ending September 30, we made a decision to change our Results Act performance planning and reporting cycle to a fiscal year ending September 30. This will also be consistent with the semiannual reporting periods prescribed by the Inspector General Act. To accommodate our conversion from reporting performance on a calendar year basis to reporting on a September 30 fiscal year basis, we have used a 9-month transition period (January 1 to September 30, 2002) for the OIG 2002 Performance Plan and Report. A new strategic plan is being developed and an annual performance plan with revised goals and measures will be developed to be effective for fiscal year 2003 (October 1, 2002 to September 30, 2003).

Statistical Summary of Performance Against Annual Goals

The following table summarizes our collective performance through September 30, 2002 against the annual performance goals for 2002. The table reflects the number of goals that were *Met*, *Substantially Met*¹, or *Not Met* by strategic goal and strategic objective area.

Strategic Goal Areas	Strategic Objectives Areas	Annual Goal Accomplishment ² (Number of Goals)			
		Met	Substantially Met ¹	Not Met	Total
Audits, Evaluations, and Investigations Add Value	Client Satisfaction	2	2		4
	Quality	1	1	1	3
	Impact/Results	3			3
	Productivity	1		1	2
	Timeliness	2	2	1	5
Subtotal		9	5	3	17
Professional Advice Assists the Corporation	Advise on Emerging Issues & Vulnerabilities	2			2
OIG Communicates Effectively with Clients/Stakeholders	Inspector General Role/Activities; Inquiries and Responses; Interagency Issues	6	1		7
Total		17	6	3	26
Percentage		65%	23%	12%	100%

The table above indicates that we met or substantially met 23 of our 26 goals (88 percent) for 2002. Performance cannot be evaluated based solely on a statistical summary of measures – given that all measures are not equal in weight and the quality of the measures is still evolving. A summary discussion of our performance and areas needing improvement is presented in the next section, *Performance Overview*.

¹ A quantitative goal was considered “substantially met” if actual performance came within 10 percent of the target level of performance.

² A detail listing showing goal accomplishment for each 2002 performance goal is provided beginning on page 22. If the 2002 goal had a “like” or similar goal in 2001, the detail listing also shows goal accomplishment for 2001.

For the previous reporting period of calendar year 2001, we had a 74 percent level of achievement of goals met or substantially met (see table on page 25). However, our performance statistics for the 2002 transition period are not directly comparable to the previous year's performance results because this year's goals differ somewhat from last year's goals. Some goals have been added, combined, or dropped. Most notably, the number of general client satisfaction goals has decreased from 11 to 4.

Performance Overview

As indicated in the statistical summary in the previous section, overall we met or substantially met 23 of 26 goals (88 percent). Presented below is a brief overview of our performance for each of the three strategic goal areas. A more detailed discussion of goal accomplishment is presented in the next section.

Strategic Goal Area: Audit, Evaluations, and Investigations Add Value

Overall: The OIG's 2002 strategic objectives address five components of audit, evaluation, and investigative value (client satisfaction, quality, impact, productivity, and timeliness). While we met or substantially met 14 of 17 goals in these five areas, an assessment of our performance, as compared to prior years, indicates a continuing need to improve productivity and timeliness. Our Office of Audits and Office of Investigations are committed to such improvement.

Client Satisfaction: We met or substantially met our four client satisfaction goals for 2002. External client survey goals are being established and incorporated into the 2003 OIG Performance Plan.

Productivity and Timeliness: We met or substantially met 5 of 7 goals related to productivity and timeliness, however, we did not meet 2 of these goals. Concerns with performance in these areas can be explained by the complexity of ongoing investigative cases which are taking longer to complete, a high level of personnel departures, and audit assignments that were delayed due to completing higher priority assignments.

Quality and Impact: We have performed reasonably well against our existing measures and goals related to the quality and impact of our work. We met or substantially met 5 of our 6 quality and impact goals. However, determining appropriate measures and goals to assess the quality and impact of our work continues to be a challenge. We are in the process of updating our annual goals and measures which should result in improved measures in these areas.

Strategic Goal Area: Professional Advice

We met our two performance goals related to providing professional advice on corporate vulnerabilities and emerging issues. We participated in a number of joint initiatives with FDIC management related to bank supervision and contractor oversight. We also provided a risk analysis paper on the quality of bank financial reporting and auditing, reviewed the Corporation's internal control process, provided advisory comments to management on the Corporation's GPRA 2002 Performance Plan and 2001 Program Performance Report, and participated in the FDIC's development and implementation of the Office of Management and

Budget's Information Quality Guidelines. We believe these initiatives have served to improve corporate operations.

Strategic Goal Area: Communications

We met six and substantially met one of seven goals in this strategic area. The goals related to providing information to our clients and to the public, revisiting our client survey process, promptly referring hotline complaints, responding to Freedom of Information Act and Privacy Act requests, responding to requests from Congress, and participating in PCIE and other government activities relevant to the OIG and FDIC.

Performance By Strategic Objective Area

Audits, Evaluations, and Investigations Add Value

Overall, we met or substantially met 14 of our 17 performance goals related to adding value to the Corporation. These value-added goals encompass the five strategic objective areas of client satisfaction, quality, impact/results, productivity, and timeliness, as further discussed below.

Client Satisfaction – Meeting Clients Needs and Expectations

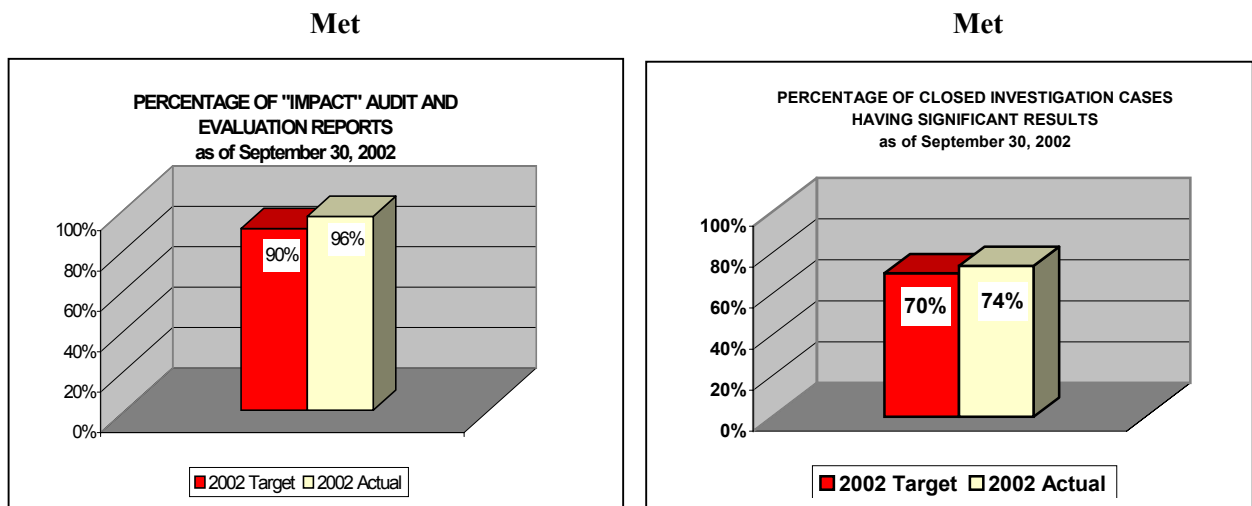
We met or substantially met our four client satisfaction goals for 2002. We met the two goals relating to establishing and implementing a client outreach program to enhance our audit and evaluation operations and to continue and expand our reporting to and meetings and briefings with FDIC management. We substantially met our two goals relating to reassessing our external client survey process and to revise and set future goals for our audits, evaluations, and investigations. External client survey goals are being established and incorporated into the 2003 OIG Performance Plan.

Quality – Complying with Professional Standards

We met or substantially met two of our three quality-related goals. The Office of Audits met their goal to complete two internal quality reviews of Audit Directorates or crosscutting issues and resolve any significant matters identified during the reviews. They substantially met their goal to complete corrective action on external peer review recommendations; as of year end, corrective action has been completed for 9 of the 10 recommendations in the external peer review. The Office of Investigations goal to conduct follow-up reviews regarding the 2001 external quality review action plans/responses from the field offices was not met. Follow-up reviews were completed for the Washington and Atlanta field offices, however, a follow-up review of the Dallas Field Office was suspended in light of the vacant Special Agent in Charge (SAC) position there. The review will be completed once a new SAC has been hired.

Impact/Results – Products Achieve Significant Impact or Results

We met all three of our impact/results goals. As shown in the following graphs, two impact goals - one related to audit and evaluation reports, and the other to investigation results – were met. In the first graph, “impact” reports are audit and evaluation reports that result in management’s agreement to implement actions to achieve monetary benefits and improved programs or procedures. In the second graph, significant results are reports to management, criminal convictions, civil actions, administrative actions, or a combination of these elements.



A third impact goal related to the Office of Investigations’ Electronic Crimes Team was also met. The team participated at all bank closings in which fraud was suspected and provided forensic assistance for two investigations from other agencies. Further, forensic support was used on two ongoing investigations.

The following are significant challenges in fully measuring the impact of audit, evaluation, and investigative work: accurately measuring cost savings from work; quantifying the impact of various OIG proactive prevention activities, including the value of improved internal controls resulting from OIG work; and measuring the deterrent value of OIG investigative work.

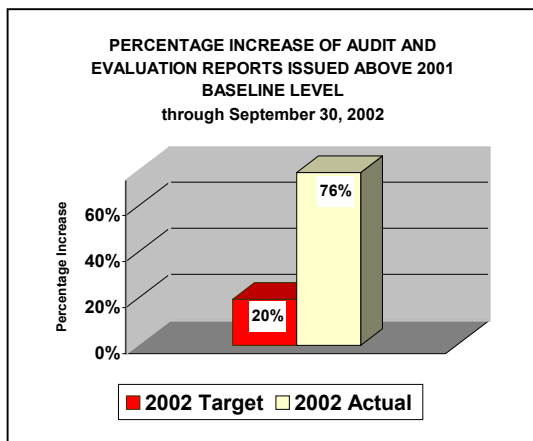
Our semiannual reports to Congress present results that have a significant positive impact on the operations of the FDIC. Results presented include a discussion of major issues facing the Corporation and significant audit, evaluation, investigation, and other OIG activities. The semiannual reports present data for reporting requirements specified in the Inspector General Act including questioned costs, recommendations for putting funds to better use, and investigative referrals to prosecuting authorities. They also show fines, restitution, and monetary recoveries resulting from OIG investigations; and nonmonetary recommendations.

Productivity – Managing Resources to Maximize Productivity

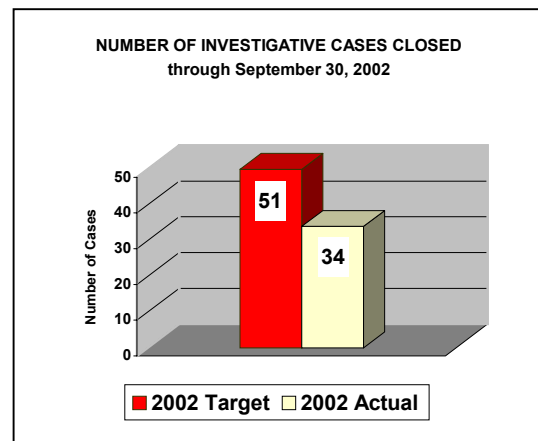
We met one of our two productivity goals.

As shown in the first graph below, we met our goal to increase reports communicating the results of audits and evaluations by 20 percent above the 2001 baseline of 21 reports (as prorated for a 9-month period). Through September 30, we issued a total of 37 audit and evaluation reports, which represents a 76 percent increase above the 2001 baseline level.

Met



Not Met



As shown in the second graph, our goal to close 51 investigative cases (as prorated for a 9-month period) was not met. A number of factors, including case complexity, early retirements and agents taking the buy-out, and the large number of bank closings that have resulted in investigative assistance and or investigations, adversely impacted the targeted closure completion number.

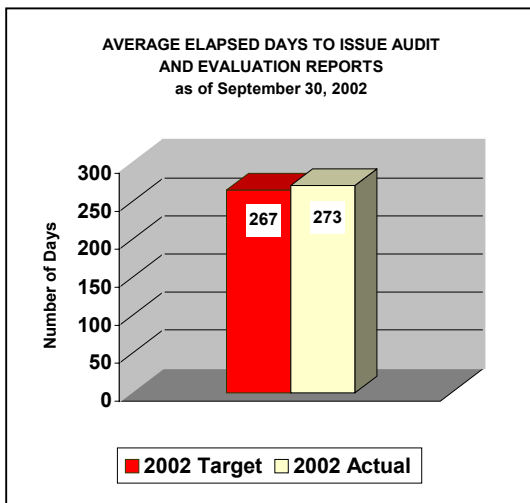
Timeliness – Issuing reports in a timely manner

We met or substantially met four of our five timeliness goals.

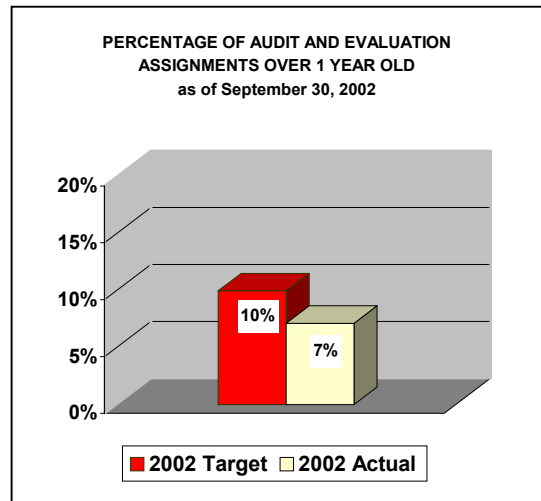
Audits: As shown in the first graph below, we substantially met³ our goal to reduce the average elapsed days to issue audit and evaluation reports to 267 days, or 10 percent below the 2001 baseline average of 297 days. For the nine-month transition year ended September 30, the average elapsed calendar days to produce audit and evaluation reports was 273 days, which was within 2 percent of the target of 267 days. During the transition year, we completed requested work and Material Loss Reviews (mandated to be completed within 6 months) that precluded us from completing other work in process. We also have been diligently reducing our backlog of audits with elapsed times of greater than 365 days (see next goal).

As shown in the second graph below, we met our goal to reduce to less than 10 percent the number of audit and evaluation assignments ongoing over 1 year. As of September 30, only 2 of 28 assignments, or 7 percent, were over 1 year old.

Substantially Met³



Met



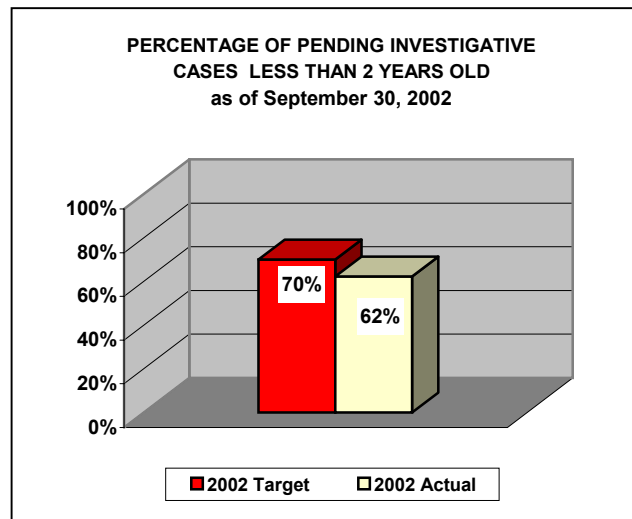
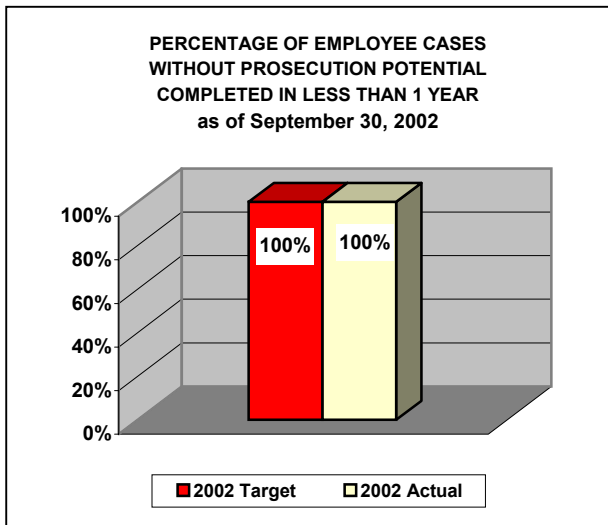
³ A quantitative goal was considered “substantially met” if actual performance came within 10 percent of the target level of performance.

Investigations: As shown in the first graph below, we achieved our goal that 100 percent of employee cases with no criminal prosecution potential are completed in less than a year. Actual performance through September 30 was 100 percent (7 out of 7 cases).

As shown in the second graph below, we did not meet our goal that at least 70 percent of pending investigative cases are less than 2 years of age. As of September 30, 62 percent of investigative cases (61 out of 98) were less than 2 years old. This goal was impacted by the complexity of ongoing investigations, which are taking longer to complete. Also, the Office of Investigations had to deal with a number of personnel actions and experienced some unexpected departures.

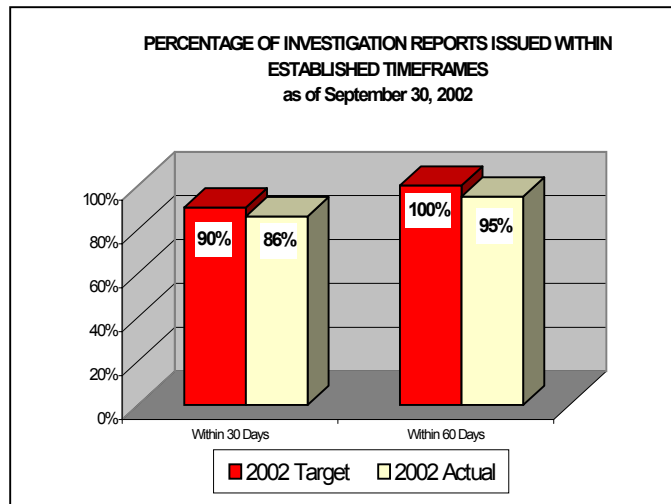
Met

Not Met



As shown in the graph below, we substantially met⁴ our goal to issue 90 percent of Reports of Investigation within 30 working days upon completion of cases, and to issue 100 percent of Reports of Investigation within 60 working days. Actual performance through September 30 was 86 percent of investigation reports issued within 30 working days (19 of 22 reports); and 95 percent of reports issued within 60 working days (21 of 22 reports).

Substantially Met⁴



⁴ A quantitative goal was considered “substantially met” if actual performance came within 10 percent of the target level of performance.

OIG Professional Advice Assists Corporation

We met both of our performance goals in this strategic goal area. One goal relates to our involvement in conducting assessments of, or participating in, task forces relating to emerging issues, new systems, or other Corporation initiatives and matters. The second goal relates to reviewing proposed legislation, regulations, and corporate policies.

Emerging Issues and Task Forces

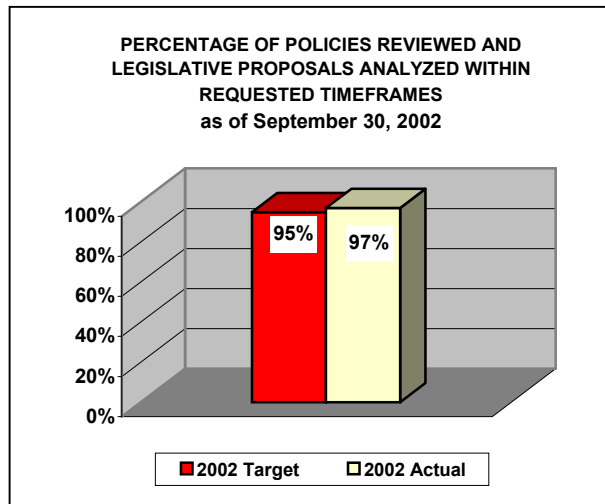
OIG activities in 2002 related to this goal included the following:

- Provided a risk analysis paper on the *Quality of Bank Financial Reporting and Auditing*;
- Participated in the Division of Administration's Contractor Task Group;
- Provided a "comfort letter" on the results of a review of the Corporation's CFOA/FMFIA internal control process;
- Participated in Division of Supervision and Consumer Protection's National Conference for Field Office Supervisors regarding the progress of Process Redesign Phase II;
- Participated in the Division of Finance's New Financial Environment project;
- Provided comments to management on the FDIC's 2002 Annual Performance Plan and 2001 Program Performance Report;
- Provided technical assistance in a joint project with the Office of Internal Control Management and the Division of Administration to determine whether FDIC policies ensure that accounting and auditing contractors comply with GAO's new independence standards; and
- Coordinated OIG advisory role and facilitated FDIC's development and implementation of OMB's Information Quality Guidelines.

Reviewing Corporate Policies and Legislative and Regulatory Proposals

As shown in the graph below, we met our goal related to reviewing and analyzing proposed corporate policies and legislative and regulatory proposals. Through September 30, we reviewed and provided timely responses to 31 of 32 (97 percent) proposed corporate policies and legislative and regulatory proposals.

Met



Communicating Effectively With the Chairman, the Congress, and Other Stakeholders

As discussed below, we met or substantially met all seven goals of our goals in this strategic goal area.

Ensuring Clients are Informed of OIG Role, Mission, Activities, Issues, and Deficiencies

Providing Information to Clients – The goal to provide information to and interact with Congress and corporate officials was met. The *Semiannual Report to the Congress* for the period ending March 31, 2002, included the *OIG 2001 Performance Report*. Both this and the *Semiannual Report to the Congress* for the period ending September 30, 2002, were sent to the Chairman and transmitted to the Congress in accordance with Inspector General Act requirements. Our Office of Audits’ Assignment Plan for FY 2003 was formulated utilizing input from corporate management and has been shared with the Audit Committee and division directors.

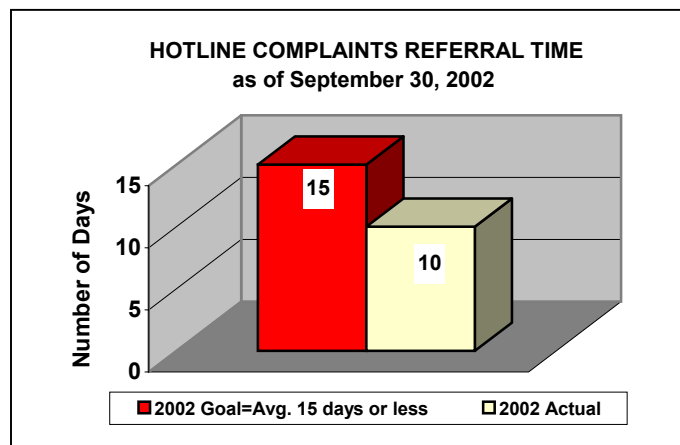
Client Satisfaction – We substantially met our goal to reassess our client survey process and to revise and set future goals relating to OIG-wide communication efforts.

Access to Reports – Our goal was met to provide OIG semiannual reports, audit reports, evaluation reports, and press releases to the FDIC Information Center and the OIG Webmaster in accordance with policy.

Responding to Congressional, Employee, and Public Inquiries and Requests

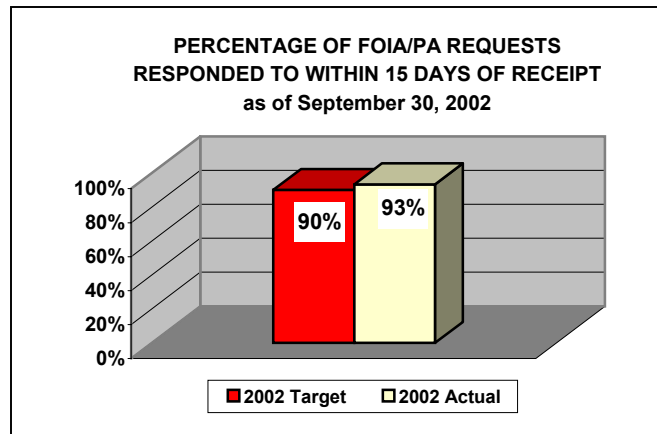
Hotline Complaints – As shown in the graph below, the OIG’s goal to make referrals regarding hotline complaints within an average of 15 working days of receipt was met. The graph shows the 2002 “actual” average number of 10 days as well within the target of 15 days.

Met



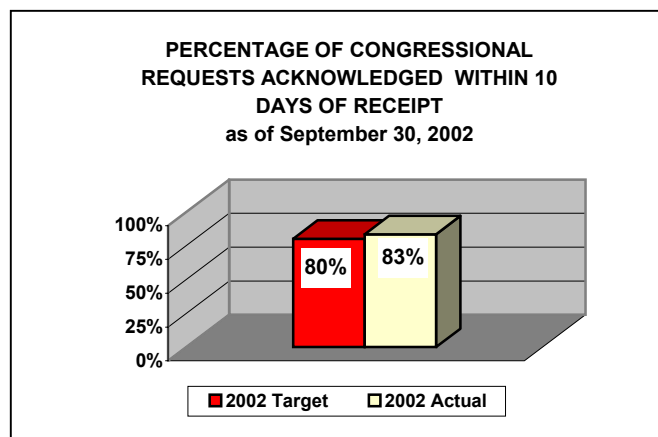
Freedom of Information Act and Privacy Act (FOIA/PA) Requests – As shown in the graph below, the goal to respond to 90 percent of FOIA/PA requests within 15 working days of receipt was met. Through September 30, our Office of Counsel responded to 14 of 15 requests (93 percent) within the specified timeframes.

Met



Congressional Requests – As shown in the graph below, the OIG met its goal to timely acknowledge and track the resolution of requests from the Congress. Through September 30, 83 percent (5 of 6) of congressional requests were acknowledged within 10 days of receipt.

Met



Working with PCIE and other Government Agencies to Address Crosscutting Issues

We met our goal to actively participate in the activities of the President's Council on Integrity and Efficiency (PCIE) and other government activities relevant to the OIG and FDIC. The FDIC Inspector General continues to serve as PCIE Vice Chair and, in this capacity, provides leadership on a wide variety of interagency activities. Significant FDIC OIG activities in achieving this goal in 2002 included the following:

- Planned the annual PCIE/ECIE conference and awards program;
- Compiled information from other Offices of Inspectors General on significant management challenges facing their agencies and provided a summary report Congress and other interested groups;
- Responded to congressional requests for information;
- Organized liaison group and hosted quarterly meetings;
- Coordinated IG community responses to GAO reports;
- Redesigned IGNet Business to accommodate user needs;
- Prepared presentations for various conferences and meetings;
- Monitored the preparation of the PCIE Annual Report to the President;
- Funded and facilitated the design for the Spring/Summer 2002 edition of the *PCIE Journal of Public Integrity*;
- Provided lead role in process to update PCIE Quality Standards for Inspectors General (Brown Book);
- Submitted comments to a PCIE/CFO Council Committee organized to develop benchmarks for control over improper payments;
- Conducted a presentation at HUD IG's financial statement audit conference;
- Attended monthly meetings of the PCIE GPRA Interest Group;
- Attended the annual conference of the Federal Audit Executive Council (FAEC) and made a presentation on *Lessons Learned from the Government Information Security Reform Act*;
- Gave a presentation on *Baseline Information Security Standards* at a National Institute for Standards and Technology conference;
- Actively participated in PCIE meetings of Assistant Inspectors General for Investigations;

- Attended meetings of the Interagency Ethics Council and the Council of Counsels to the Inspectors General;
- Participated in the working group – comprising OIG, OCC, FDIC components, Department of Justice, and the United States Attorney’s office – regarding the failure of Hamilton Bank;
- Coordinated the PCIE’s response to a congressional request for information on critical security breakdowns at federal agencies;
- Made a joint presentation with the Director, Office of Internal Control Management, to the Association of Government Accountants' professional development conference on the roles and responsibilities of the FDIC Audit Committee;
- Completed a joint evaluation of the Federal Financial Institutions Examination Council, performed jointly with the OIGs of the Department of the Treasury and the Board of Governors of the Federal Reserve System;
- Participated in a panel discussion at the FDIC/Department of Justice Federal Strategies Against Fraud Conference relating to its investigation of the Keystone National Bank failure; and
- Shared FDIC OIG's automated Training and Professional Development System with other OIGs.

Detail Listing of Annual Performance Goal Accomplishment

2002 Annual Performance Goal (By Strategic Goal Area and Strategic Objective Area)	Goal Accomplishment 2002	Goal Accomplishment 2001
Audits, Evaluations, and Investigations Add Value		
Client Satisfaction		
Reassess client survey process, revise and set future goals, as appropriate, related to adding value to corporate programs and operations through audits and evaluations	Substantially Met	N/A
Establish and implement a client outreach program to enhance audit and evaluative operations	Met	N/A
Reassess client survey process, revise and set future goals, as appropriate, related to adding value to corporate programs and operations through investigations	Substantially Met	N/A
Continue and expand reporting, meetings and briefings with FDIC management	Met	N/A
Quality		
Complete two internal quality reviews of Audit Directorates or crosscutting issues and resolve any significant matters identified by reviews	Met	N/A
Disposition all external peer review recommendations through completion of corrective actions	Substantially Met	N/A
Conduct follow-up reviews regarding the 2001 external quality review's action plans/responses from the field offices	Not Met	Substantially Met
Impact/Results		
90 percent of audit and evaluation reports with recommendations result in management's agreement to implement actions to achieve monetary benefits and improved programs or procedures	Met	Met

2002 Annual Performance Goal (By Strategic Goal Area and Strategic Objective Area)	Goal Accomplishment 2002	Goal Accomplishment 2001
70 percent of closed cases will result in either reports to management, criminal convictions, civil actions, administrative actions, or a combination of these elements	Met	Met
The Electronic Crimes Team will become fully operational to provide computer forensic to investigations nationwide, and will initiate investigations into unauthorized intrusion of FDIC computer networks. The Team will participate and provide assistance in 100 percent of the bank closings where fraud is suspected.	Met	Substantially Met
Productivity		
Increase reports communicating the results of audits or evaluations by 20 percent above the calendar year 2001 baseline (prorated for 9-month period)	Met	Not Met
More than 51 cases will be closed during the year	Not Met	Substantially Met
Timeliness		
Reduce average calendar elapsed days to produce audit and evaluation reports to 10 percent below the calendar year 2001 baseline average	Substantially Met	N/A
Reduce to less than 10 percent the number of assignments ongoing over 1 year as of September 30, 2002	Met	N/A
100 percent of employee cases, with no criminal prosecution potential, will be completed in less than a year	Met	Met
At least 70 percent of active cases will be less than 2 years of age	Not Met	Not Met
Issue 90 percent of Reports of Investigation within 30 days, and 100 percent of Reports of Investigation within 60 working days, after completion of the case	Substantially Met	Met

2002 Annual Performance Goal (By Strategic Goal Area and Strategic Objective Area)	Goal Accomplishment 2002	Goal Accomplishment 2001
Professional Advice Assists Corporation		
Advise on Emerging Issues and Vulnerabilities		
Conduct assessments or participate in FDIC task forces related to emerging issues, new systems, or other matters affecting the Corporation, within time frames that are responsive to corporate needs.	Met	Met
Review proposed corporate internal policies and respond to the Corporation and analyze regulatory/legislative proposals within requested time frames 95 percent of the time.	Met	Met
Communicate Effectively with Clients/ Stakeholders		
Communicating and Providing Information on OIG Role/Activities		
Provide OIG Semiannual Reports, Annual Performance Plan, Annual Performance Report, and other information to and interact with the Congress and corporate officials.	Met	Met
Reassess client survey process, revise and set future goals, as appropriate, relating to OIG-wide communication efforts	Substantially Met	N/A
Provide OIG Semiannual Reports, audit reports, evaluation reports, and press releases to the FDIC Public Information Center and the OIG Webmaster in accordance with policy.	Met	Met
Responding to Inquiries and Responses		
Refer OIG Hotline complaints within an average of 15 working days of receipt to appropriate OIG or corporate officials for review and track their resolution.	Met	Met
Respond to 90 percent of FOIA/PA requests within 15 days of receipt unless deadline is extended in accordance with law, applicable regulation, and OIG policy.	Met	Met
Acknowledge 80 percent of congressional requests within 10 business days of receipt and track their resolution.	Met	Not Met
Interagency Activities		
Actively participate in the President's Council on Integrity and Efficiency and other government activities relevant to the OIG and FDIC.	Met	Met

Statistical Summary of Performance 2001 Annual Performance Goals

Strategic Goal Areas	Strategic Objectives Areas	Annual Goal Accomplishment (Number of Goals)			
		Met	Substantially Met	Not Met	Total
Audits, Evaluations, and Investigations Add Value	Client Satisfaction	6	1	4	11
	Quality	1	1		2
	Impact/Results	2	1		3
	Productivity	1	1	1	3
	Timeliness	3		2	5
Professional Advice Assists the Corporation	Advise on Emerging Issues & Vulnerabilities	2			2
OIG Communicates Effectively with Clients/Stakeholders	Inspector General Role/ Activities; Inquiries and Responses; Interagency Issues	6		2	8
Total		21	4	9	34
Percentage		62%	12%	26%	100%