

# For Your Inspection



**“Mission First, People Always, Integrity Forever”**

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**Office Of Inspector General, Corporation For National And Community Service**

## OIG Profile

**Robert Holland**

**Senior Special Agent**

Robert W. Holland, who joined the OIG's Investigations Section as a Senior Special Agent in 2004, also serves as a team leader on major cases, coordinating his work with fellow agents and OIG auditors.



Holland began his law enforcement career in 1981 as a patrol officer with the U.S. Army. In 1983, Mr. Holland was selected to become a Special Agent with the United States Army Criminal Investigation Command. Working up through the ranks, he served as a member of the General Crimes Team and Special Agent in Charge of the Economic Crimes Team.

Mr. Holland's career included duty in Bosnia with U.S. peace-keeping forces, Saudi Arabia as part of Operation Desert Shield, and also in Iraq and Afghanistan. He culminated his Army career as the Operations Officer of the Protective Services Unit, providing personal protection in Baghdad and other locales for the top leadership of the Department of Defense and the Department of the Army.

Mr. Holland earned a bachelor's degree in Liberal Arts from New York Regent University and is also a graduate of the Federal Bureau of Investigation's National Academy.

## OIG Hotline !

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## Karen Howard Wins Inspector General Award

Senior Budget Analyst Karen Howard was named the recipient of the 2007 "Inspector General Award" at ceremonies held March 5. In presenting the award, Inspector General Gerald Walpin cited Howard's critical and ongoing support to the OIG in a year that saw her successfully handle multiple budget executions and submissions while also overseeing the OIG's accounting operations.

"Karen has simply made herself indispensable to our success by generously giving of her time, talent and valuable insights," said Walpin. "Her transformation from her initial position as office manager to her current position as Senior Budget Analyst is a credit to her hard work, learning new areas, and meeting and overcoming new challenges. While she has stood out in the work she has done, I am certain that Karen would join me in saying she exemplifies the attitude and dedication of her colleagues."

Walpin created the Inspector General Award, which will be given annually to the OIG's top non-

management employee. It specifically honors "exemplary service ... and professional efforts in support of our mission to detect and prevent waste, fraud and abuse of Federal taxpayer funds invested in Corporation programs."

Howard was nominated for the award by Linda Wallis, Assistant Inspector General for Support. The other honorees, also nominated by their direct supervisors, were Special Agent Wendy Wingers, Investigations Section; and Auditor Shamika Scott, Audit Section. They each received Awards of Merit from Walpin.



Left to right: Karen Howard, Shamika Scott, Wendy Wingers and Gerald Walpin.

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## FISMA Seeks to Raise Cybercrime Awareness

For identity thieves and other cybercriminals, the massive amount of data collected and retained by the Corporation and other Federal agencies is a potential digital candy store. It's up to all Corporation employees to keep their information systems from giving away that store.

To assist with the effort, the Office of Inspector General (OIG) is charged with giving the Corporation's systems, along with its employees, including managers and information technology (IT) professionals, a comprehensive annual checkup.

The Federal Information Systems Security Act (FISMA), enacted in 2002, mandates that all OIGs conduct annual evaluations of their agencies' information technology systems, policies and procedures. Our office contracts the work out to firms that specialize in IT security evaluations.

The formal evaluation process, which results in a report to Corporation officials, usually takes from April through October to complete. But, when it comes to FISMA, the defense against cybercrime never gets to rest.

"FISMA is a continuous process, it never stops," said Ken Bach, the OIG's Chief Technology Officer who works with evaluators and Corporation personnel as the Contracting Officer's Technical Representative. "After we issue our findings, we have to also track corrective actions and measure their effectiveness."

Bach noted that the Corporation's most recent FISMA evaluation, in 2007, "showed great progress over previous years and was the best to date."

But there is no resting on laurels in the ongoing FISMA process. The challenge of meeting security criteria established by the Office of Management and Budget and the National Institute of Standards and Technology gets tougher every year.

"The guidance keeps evolving and changing to meet new needs and threats," said Bach. "And IT does not stand still. There are always new applications and system upgrades that must be evaluated."

Safeguarding data is a must for the Corporation, which collects and stores voluminous amounts of Personally Identifiable Information (PII) on employees, members

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## For Your Inspection



# FISMA Seeks to Raise Cybercrime Awareness

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and vendors that could be used by identity thieves.

FISMA evaluators, who test and evaluate policies, procedures and security settings and, on occasion, attempt to penetrate the Corporation's IT defenses, are now also placing a major emphasis on what they call "social engineering."

"We're looking at all of our system users, to see how aware they are of security procedures and threats," said Bach. FISMA social engineering strategies may include sending bogus "Help Desk" e-mails to employees in an attempt to learn their passwords and other information. Last year's social engineering effort resulted in a toughening of how the Corporation handles PII data.

"A lot of people think FISMA is just something for IT professionals to worry about," said Bach. "The fact is every Corporation employee has a crucial role in protecting our computer systems and the sensitive data they contain."

## Agent Ruley Cleans Up, Clears Out

There is no cold case file in the wake of Senior Special Agent William Ruley's departure from the OIG.

Developing multiple leads off a single reported allegation, Ruley in 2007 conducted an investigation of welfare fraud involving former Michigan VISTA and AmeriCorps members who concurrently collected Corporation-funded and state benefits. His investigation ultimately resulted in eight convictions, seven debarments by Corporation management and the recovery of more than \$77,000.

Ruley was notified by Michigan authorities of the final criminal conviction resulting from his fraud probe on February 29, his last day on the job at the OIG,

A law enforcement and U.S. Army veteran who joined the OIG in 2006, Ruley has taken a new position as an Investigative Specialist with the Office of Security and Integrity, U.S. Immigration Services.

He will be missed.

## Karen Howard Wins Inspector General Award

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Karen's "excellent management of her primary responsibilities -- budget and accounting -- form a stable, strong backbone for OIG operations and she is a highly capable employee who motivates others to perform at their highest capabilities," Wallis stated in making her nomination.

Howard's knowledge of complex budget-submission procedures enabled her to provide short-notice FY 2008 and 2009 budget submission adjustments in a timely manner, enabling the OIG to meet OMB-directed budget submission deadlines. During this past year, she also had to react quickly to the fiscal challenges of repeated Continuing Resolutions, a presidential veto of the FY 2008 budget and ensuing reductions of resources. She achieved all of those fiscal mini-miracles without any negative impact on the OIG's vital audit and investigative operations.

Howard, who joined the OIG in 1999 as office manager, is also the primary point of contact for OIG budget and accounting interaction with Corporation personnel. She has forged effective lines of communication which enable her to ensure that OIG accounting records are up to date and all "discrepancies" are resolved.

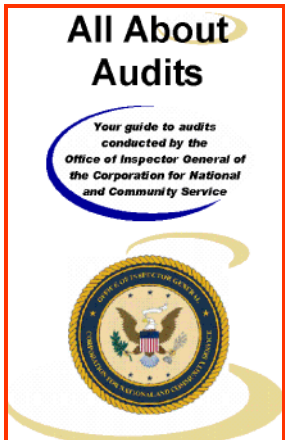
Award of Merit honoree Wendy Wingers, who joined the OIG Investigations Section less than four years ago, was lauded for a record of performance on a par with her most seasoned colleagues. Utilizing her keen investigative skills and her impressive knowledge of Corporation programs and regulations, Wingers worked on more than 35 investigative actions during 2007, recovered \$914,760 in taxpayer funds and identified more than \$417,723 in potential recoveries.

Award of Merit winner Shamika Scott was cited for her invaluable service to the OIG Audit Section during 2007 as its chief statistician. In addition to her auditor duties, Scott collects, collates, and reports data on OIG audit findings that form the backbone of the Audit Section's budget justifications, and statistical reports to Congress, Corporation officials and the Federal Inspector General community.

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