

A large, semi-transparent image of the American flag waving on a flagpole, positioned on the left side of the cover.

NASA OFFICE OF INSPECTOR GENERAL

STRATEGIC PLAN
FY 2005

**NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
OFFICE OF INSPECTOR GENERAL
(NASA OIG)
STRATEGIC PLAN
FISCAL YEAR 2005**

INTRODUCTION

The Inspector General Act of 1978 established Offices of Inspectors General (OIGs) to promote economy, efficiency, and effectiveness and to detect fraud, waste, and abuse in federal programs and operations. The NASA OIG strategic plan sets forth goals and objectives designed to assist and support NASA in achieving its mission, including the goals outlined in the President's Vision for Space Exploration. In our strategic plan we also identify specific data points we will use to track our activities and to ensure the efficient and effective management of our resources.

The OIG is aware that external factors, such as a new legislative direction, may significantly affect planned activities and allocation of resources during any given fiscal year. Therefore, we will continuously reevaluate our strategic direction and associated goals and data points.

MISSION

In accordance with the Inspector General Act, we conduct objective oversight of NASA programs and operations and independently report to the Administrator, Congress, and the public to further the Agency's accomplishment of its mission.

ACCOMPLISHING THE MISSION

NASA OIG is comprised of four Offices—Audits, Investigations, Counsel and Management and Planning—which implement and further the OIG mission as described below:

The Office of Audits (OA) conducts independent and objective audits, reviews, and other examinations to improve the economy, efficiency, and effectiveness and to identify any waste and mismanagement in NASA programs, projects, operations, and contractor activities. In addition, the OA oversees the work of the independent public accountant in its audit of NASA's financial statements.

The Office of Investigations (OI) investigates allegations of crime, cyber-crime, fraud, abuse or misconduct having an impact on NASA programs, operations, and resources. OI refers its findings to either the Department of Justice for prosecution or to NASA

management for action. Through its investigations, OI identifies crime indicators and recommends effective measures for NASA management that are designed to reduce NASA's vulnerability to criminal activity.

The Office of Counsel provides advice and assistance on a variety of legal issues and matters relating to OIG review of NASA programs and operations. The legal staff reviews legislation, regulations, Freedom of Information Act requests, and congressional matters that require OIG attention. Additionally, the Office of Counsel provides advice and assistance on legal matters to OIG senior management, auditors, and investigators, and serves as counsel in administrative litigation in which the OIG is a party or has a substantial interest. The staff also assists the Department of Justice in litigation in which the OIG participates as part of the prosecution or civil team, or in which the OIG is a witness or defendant.

The Office of Management and Planning (OMP) provides financial, procurement, human resources, administrative, and information technology (IT) services support to the OIG staff. OMP ensures state-of-the-art IT systems capabilities for the OIG, advises the Inspector General and OIG senior management on budget issues and human resources staffing matters, directs OIG internal management and support operations, and oversees development of and adherence to management policies and procedures.

The NASA OIG consists of approximately 190 auditors, analysts, specialists, investigators, and support staff at NASA Headquarters in Washington, DC, and NASA Centers throughout the United States.

GUIDING PRINCIPLES

We maintain a workforce committed to performance, excellence, and accountability by working together to ensure that:

- our activities result in needed change and are responsive to customer needs;
- our opinions and products are independent, objective, and accurate;
- our workforce is highly competent and seeks opportunities for continual improvement; and
- we act with professionalism, integrity, and transparency.

GOALS, OBJECTIVES, AND DATA POINTS

Goal 1: Maximize value to NASA's Programs and Operations

Objectives:

- Provide quality products and services that are clear, accurate, timely, relevant, and responsive to NASA decision-makers, Congress, and other stakeholders.
- Target resources to address NASA's most important activities including the program issues identified in the Most Serious Management and Performance Challenges Report, the U.S. Government Accountability Office's High Risk List, and the President's Management Agenda and Vision for Space Exploration.

Data Points:

- Percentage of OIG resources used evaluating/investigating high-impact areas.
- Results from Customer Feedback Quality Surveys for all audits, reviews, administrative investigations and non-criminal OIG activities. The surveys will focus on whether: (1) OIG work product was meaningful/important; (2) OIG results were provided in a timely manner; (3) OIG deliverable/services were useful; and (4) OIG staff conducted themselves in a professional manner.

Results from Customer Feedback Quality Surveys for criminal investigations or other matters referred to the U.S. Attorneys focusing on whether: (1) OIG staff provided prosecutor all relevant documents/evidence in a timely and well organized manner; (2) OIG staff assisted prosecutor with witness/grand jury/trial preparation; and (3) OIG staff conducted themselves in a professional manner.

- Tangible results from Audits: programmatic change, policy/regulatory change, questioned costs, and funds actually put to better use.

Tangible results from Investigations: indictments/informations, successful prosecutions, successful civil actions, personnel actions/disciplinary actions, suspensions/debarments, and receivables and recoveries.

- Source of OIG work by OIG Office: Congress/OMB, NASA decision makers, hotline, other government entities, and OIG (self-initiated).

Goal 2: Efficiently Provide Independent Products and Services

Objectives:

- Adhere to established quality standards as well as statutory, regulatory, and administrative requirements.
- Continuously assess OIG work processes and products to identify needed efficiencies.
- Improve communication and information sharing within the OIG.

Data Points:

- Average length of time to complete audits/investigations.
- Average costs of audits/investigations.
- Results of external and internal program reviews.
- Number of joint activities within the OIG with tangible results.

Goal 3: Manage Resources and Services for Optimal Results

Objectives:

- Efficiently and effectively employ public assets and resources.
- Ensure the OIG has appropriate skill mix to meet customer needs and to maximize staff performance.

Data Points:

- Compare OIG budget estimates with actual performance.
- Percentage of staff meeting core competencies requirements.
- Percentage of staff receiving awards and recognition for their contributions.
- Percentage of staff failing, meeting/exceeding, and significantly exceeding performance standards.
- Employee skill mix.
- Periodic employee surveys to evaluate workplace excellence.

- Staff on board at end of Fiscal Year versus target.
- OIG attrition rates.