

GAO

Office of Inspector General

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SEMIANNUAL  
REPORT

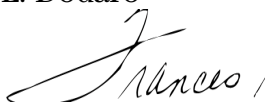
April 1, 2008 —  
September 30, 2008



# Memorandum

**Date:** December 1, 2008

**To:** Acting Comptroller General – Gene L. Dodaro

**From:** Inspector General – Frances Garcia 

**Subject:** Inspector General's Semiannual Report – April 1, 2008, through September 30, 2008

I am pleased to present our semiannual report that covers the Office of Inspector General's activities for the second half of fiscal year 2008. For the first time, this report is also submitted in accordance with Section 5 of the Government Accountability Act of 2008.

Since April 2008, we issued 24 products:

- 3 reports with recommendations,
- 1 testimony, and
- 20 opinions on financial accomplishments.

The reports deal with access to employees' e-mail accounts and computers; three human capital performance measures (new hire rate, acceptance rate, and retention rate); and diversity among GAO's top leaders and managers, with a subsequent congressional testimony. (See attachment for report summaries.)

We also performed nonaudit services: (1) testing GAO's controls for assuring independence in its performance audits as part of the agency's calendar year 2007 inspection and (2) reviewing whether GAO has a reasonable basis to claim individual financial accomplishment reports valued at \$500 million or more.

Our ongoing work includes a review of four GAO human capital performance measures (staff development, staff utilization, leadership, and organizational climate) and an evaluation of GAO's information security program and practices for fiscal year 2008. We have continued to (1) monitor and take appropriate actions on complaints from GAO's Fraud, Waste, and Abuse Hotline and other sources and (2) meet quarterly with the other legislative branch Inspectors General.

Currently, four recommendations remain open for the September report on diversity.

Attachment

cc: Ms. Harper  
Mr. Kepplinger

***Summary of GAO IG Reports Issued  
April 1, 2008 - September 30, 2008***

1. *Lack of Controls over Granting Access to Employees' Government E-mail and Computers* (May 12, 2008)

**Finding**

The IG identified internal control concerns regarding access to employees' government e-mail accounts and computers. For example, the agency did not have a written policy on who may be granted access to employee e-mail accounts and computers or a system to track who is given access to employees' e-mail and computers.

**Recommendation**

The report includes three recommendations to strengthen the internal controls over employees' government e-mail accounts and computers. Because management has taken corrective action on each one, we have closed these recommendations. (998264B)

2. *Fiscal Year 2007 New Hire, Acceptance, and Retention Rates Performance Measures Need Improvement and Alternative Measures Should Be Considered* (August 5, 2008)

**Finding**

The IG reviewed three performance measures—the new hire, acceptance, and retention rates—that the agency uses to assess its ability to hire and retain staff. Beginning in fiscal year 2009, the agency has decided to eliminate the acceptance measure because it has become a less useful metric. The IG found that the agency could strengthen the reliability of the performance measures by documenting its procedures for ensuring data quality. The IG also identified alternative measures that could provide even more useful information for assessing agency human capital management.

**Recommendation**

The report includes three recommendations to improve the effectiveness of the current measures and to consider alternative measures for assessing agency human capital management. Because management has taken corrective action on each one, we have closed these recommendations. (998263)

*3. Diversity at GAO: Sustained Attention Needed to Build on Gains in SES and Managers* (GAO-08-1098, September 10, 2008)

**Finding**

Overall, GAO made gains in the representation of women and minorities in both its Senior Executive Service (SES) and manager (GS-15) ranks, and equivalent positions, between fiscal years 2002 and 2007. Moreover, top management has made a commitment to increasing the diversity of its workforce and has implemented many leading diversity management practices. We found errors in GAO's fiscal year 2007 complaint and discrimination data in GAO's March 2008 report to Congress. In addition, earlier in 2008, GAO did not include accurate fiscal year 2007 complaint data on its Web site, as required by law. GAO has posted the correct data to both its Web site and intranet.

GAO voluntarily follows two of three Equal Employment Opportunity Commission requirements for executive branch agencies regarding the independence and reporting relationships of EEO office heads. At GAO, the head of the Office of Opportunity and Inclusiveness (OOI) (1) reports directly to the Comptroller General and (2) conducts legal reviews of the agency's final decisions on complaints independent of GAO's in-house legal staff. Regarding the third requirement, the head of OOI does not solely process discrimination complaints; he also has an active role in the agency's diversity efforts.

**Recommendation**

The report includes four recommendations to improve diversity in SES and manager ranks and to accurately report on discrimination complaint data, which all remain open. GAO management has agreed to implement these recommendations and begun taking necessary steps.  
(998266)