
OFFICE OF INSPECTOR GENERAL

ACTION PLAN

FY 2014

★ October 1, 2013 ★

OIG
PROJECT
50

U.S. DEPARTMENT OF COMMERCE

MISSION To improve the programs and operations of the Department of Commerce through independent and objective oversight.

CORE VALUES

INTEGRITY

We are honest, ethical, and objective.
We hold ourselves to high standards and are willing to take tough stands.
We honor our commitments to each other and our stakeholders.

EXCELLENCE

We are forward-looking and seize opportunities to improve the Department's performance.
We deliver timely, relevant, and high-impact products and services.
We encourage risk-taking that leads to new ideas and innovative solutions.

ACCOUNTABILITY

We operate as independent, transparent, and trusted brokers serving our stakeholders.
We are passionate about delivering results that drive positive change.
We are trustworthy and can be counted on to do what we say.

VISION

We work as a seamless integrated team delivering valuable products to serve the public and to support decision-makers in the Department of Commerce, OMB, and Congress.
We are a trusted broker to our stakeholders.
We are catalysts for positive change throughout the Department.
We are fully staffed and have the resources to get the job done.
We have a diverse, competent, enthusiastic, and productive workforce and a cadre of effective managers at every level of the organization.
We execute risk assessment processes to drive strategic and operational plans, priorities, and programs.
We have efficient, effective processes and a state-of-the-art infrastructure.
We have performance metrics to drive high performance and accountability.

STRATEGIC GOALS

Deliver timely, relevant, and high-impact OIG products.
Attract and retain a highly motivated, multidisciplinary workforce.
Institute effective processes for planning and prioritizing work.
Develop a robust infrastructure to support a high-performing OIG.

GOAL #1: DELIVER TIMELY, RELEVANT, AND HIGH-IMPACT OIG PRODUCTS

Timely delivery of OIG products.

Valuable, high-quality information is available to stakeholders.

Clear guidance to staff on how we accomplish our mission.

Strategies

Identify requirements and establish effective, efficient processes for audits, evaluations, investigations, and support functions.

Engage stakeholders in the design and roll-out of key processes.

Communicate and train staff on relevant processes.

Establish performance metrics and tracking system to monitor results.

GOAL #2: ATTRACT AND RETAIN A HIGHLY MOTIVATED, MULTIDISCIPLINARY WORKFORCE

OIG is fully staffed with capable people.

Workforce is truly integrated across headquarters and regions.

Cadre of strong managers and supervisors at every level of the organization.

High-performance culture in place.

Strategies

Hire or contract for additional HR resources.

Develop and implement a strategic staffing plan and succession plan.

Establish and communicate transparent and effective mechanisms for recruiting, developing, managing, promoting, and rewarding staff.

Define career ladders and succession plans.

Create and reinforce an OIG culture that drives high performance.

GOAL #3: INSTITUTE EFFECTIVE PROCESSES FOR PLANNING AND PRIORITIZING WORK

Risk-based audit and evaluation work plan.
Process in place to rapidly deploy investigative resources when needed.
Staff understands strategic direction and alignment of their work.
Methodologies in place to identify and prioritize highest-value work.
OIG plans and programs are transparent to stakeholders.

Strategies

Benchmark the time it takes to complete audits to calibrate expectations.
Develop risk assessment methodology and plan.
Engage key agency officials to incorporate their input into risk assessment plan.
Map investigation process and institutionalize mechanism for effectively responding to investigation requirements.

GOAL #4: DEVELOP A ROBUST INFRASTRUCTURE TO SUPPORT A HIGH-PERFORMING OIG

Stable funding to support mission accomplishment.
Efficient and effective workspace that supports expansion of workforce, collaboration, and high performance.
Electronic document management/records management across all units.
Regular program in place to refresh and upgrade IT hardware and software.

Strategies

Develop budget based on strategic and operational plans and priorities.
Explore flexible work arrangements, alternative workspace options, etc.
Institute better systems for identifying/prioritizing requirements and rolling out new elements.

**OIG FY 2014
STRATEGIC
DELIVERABLES**

	STRATEGIC DELIVERABLE	LEAD
FRONT OFFICE	1. Develop a comprehensive set of Front Office procedures.	Justin Marsico Sonia Brown
	2. Expand the brown bag lunch series to include external presenters and new topics.	Dave Smith Sonia Brown
	3. Develop an external communications strategy.	Clark Reid Justin Marsico
	4. Expand the feedback mechanisms for employees to recommend improvements to OIG.	Dave Smith
COUNSEL	5. Stand up a new, independent FOIA appeals practice within the Office of Counsel.	Wade Green
	6. Update and supplement legal resources that are electronically available to OIG employees.	Wade Green
ADMINISTRATION	7. Automate the transit benefit application process.	Dale Fields-Glivings Kathy Hammer
	8. Create a financial dashboard to better communicate OIG's spending position.	John Webb Gelitza Reyes

**OIG FY 2014
STRATEGIC
DELIVERABLES**

STRATEGIC DELIVERABLE

LEAD

ADMINISTRATION

9. Implement HR Connect.

Angel Singmore
Sue Braunstein
Kathy Hammer

10. Address White House Cross-Agency Priority Goals for Cyber Security (CyberCAP).

Toan Pham
Kevin Reynolds

**CROSS-CUTTING
(OA/OI)**

11. Implement a new OI Case Management System.

Toan Pham
Roger Leung
Jennifer Nobles

12. Identify and carry out a data analytics pilot project that analyzes Commerce-related data to identify program or administrative fraud or mismanagement.

Todd Zinser

13. Develop an OI activity report for routine dissemination OIG-wide.

Morgan Kim

INVESTIGATIONS

14. Develop a package of core competencies, performance expectations, and development opportunities for career ladder staff.

Andrew Katsaros

15. Formalize a change management process for OAE standards and policies.

Ron Prevost

AUDIT AND EVALUATION

16. Modify the audit and evaluation process to increase the likelihood of completing projects within 365 days.

Allen Crawley

**OIG SENIOR
LEADERSHIP TEAM
OPERATING AGREEMENT**

FOCUS AND PLANNING

We maintain a collective focus on the strategic business plan.

We support the plan and communicate results on IG Eye and in OIG forums, staff meetings, etc.

We all look for opportunities to contribute to the plan, even though there are identified leads.

We incorporate elements of the plan into our annual operating plans and individual performance plans.

COMMUNICATION AND TEAMWORK

We work to eliminate barriers and stovepipes in headquarters and the regions.

We assume good intent on the team.

We work issues openly, honestly, and directly with one another.

We learn from our mistakes - and we forgive each other's mistakes.

We ask for help and "jump in" to help each other get results.

ACCOUNTABILITY

We all take full ownership for achieving the OIG mission, vision, and goals.

We are willing to make the hard choices and tough decisions.

We regularly monitor our action plans in staff meetings.

We convene periodic check-ups to ensure we are moving forward.

We hold each other accountable for results.

We recognize those who contribute to the success of the plan.

We celebrate our successes.