

PLAN RECAP/MATRIX

Goals	Objectives	Strategies	Performance Measures	Sources of Data	Milestones
<p>Goal 1 - Become customer driven to provide products and services of significant benefit to our customers, while ensuring the independence and objectivity of our work.</p>	<p>1) By 2002, to have at least 75% of OIG's products and services to be of significant benefit to one or more of our principal customers.</p>	<p>1) Use customer feedback in planning and performing our work by:</p> <ul style="list-style-type: none"> a) Instituting the use of an internal/ external customer feedback mechanism for all engagements <ul style="list-style-type: none"> i) Customer Survey ii) Exit Conferences/ Outbriefings b) Working interactively with the customer <p>2) Conduct annual follow-up reviews to assess actual implementation of recommendations</p>	<p>1) % positive responses or comments</p> <p>2) % of recommendations implemented in follow-up</p>	<p>1) Report Responses</p> <p>2) Customer Feedback Survey</p> <p>3) Outbriefing Responses</p> <p>4) Annual Implementation Follow-up</p> <p>5) Disposition Report for Investigations</p>	<p>Design an internal/external customer feedback mechanism</p> <p>Develop an information system to collect and track customer feedback data to establish a baseline of customer satisfaction, and for ongoing tracking</p> <p>Incorporate a standard set of questions into exit conference/outbriefings which will capture customer information</p> <p>Initiate an annual implementation follow-up review. For recommendations not actually implemented, find out reasons</p> <p>Develop 'baseline' data for percentages of positive responses and recommendations implemented</p>

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	<p>2) By 2002, to have at least 25% of our audit assignments or consulting services be requested by the customer.</p>	<p>1) During development of the annual audit plan/ Fraud Prevention Survey (FPS) schedule, solicit ideas for engagements from potential customers</p> <p>2) At the beginning of each engagement, discuss expansion of assignment scope with customer</p> <p>3) Promote available OIG consulting services</p>	<p>1) % assignments requested by the customer or expanded scope from customer request</p> <p>2) % assignments completed within agreed-upon timeframes</p>	<p>1) Annual Audit Plan</p> <p>2) Annual FPS Plan</p> <p>3) Customer Interviews</p> <p>4) Consulting/ Workgroup Assignments</p>	<p>For Annual Audit plan/FPS schedule development, initiate a more aggressive approach, including customer interviews</p> <p>Begin discussion of assignment scope during entrance conferences, ask whether the customer requires any additional services</p> <p>Update OIG Information Pamphlet</p> <p>Perform a major update to OIG Webpage</p> <p>Develop a 'baseline' for percentage of assignments requested by the customer or expanded scope from customer requests</p>

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<p>Goal 2 - Increase OIG's positive impact on the agency's achievement of its mission and goals</p>	<p>1) By 2002, to focus 100 % of discretionary audits on areas which have the greatest likelihood of impacting the achievement of NARA's strategic goals.</p>	<p>1) Conduct more performance audits 2) Become more familiar with NARA processes 3) More clearly describe and map audit activities to Agency goals and objectives</p>	<p>1) % of performance audits with direct mission relationship.</p>	<p>1) Semiannual Reports</p>	<p>Establish a baseline for the current focus of assignments on NARA's strategic goals</p> <p>Incorporate more performance audits into the annual audit plan</p>

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	2) By 2002, maximize the amount of available investigative resources spent on more significant cases and/or proactive investigations.	1) Employ uniform criteria by which cases without merit could be terminated w/ minimal staff effort	1) % of proactive investigation activities 2) % of significant reactive investigations 3) % time per investigative activity by type	1) Investigative Log Sheets 2) Time Management System	Develop criteria to evaluate incoming allegations Develop and use a checklist to help determine which cases could be dropped and to document the criteria evaluation Develop baseline data for percentages of proactive activities and time per investigation service by type

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	<p>3) By 2002, define, offer, and conduct a full range of consulting services.</p>	<p>1) Develop a business plan to market and capture consulting engagements</p> <ul style="list-style-type: none"> a. OIG briefings b. Fraud awareness briefings c. Fraud prevention surveys d. Participation at NARA meetings/workgroups 	<p>1) % of time spent on consulting engagements by type</p> <p>2) Number of surveys and briefings conducted.</p>	<p>1) Semiannual Reports</p> <p>2) Counts of FAB/FPS engagements</p> <p>3) Time Management System</p> <p>4) Meetings attended</p> <p>5) Other program assistance performed</p>	<p>Develop schedule to market OIG services, including specific time frames for each item on the schedule</p> <p>Assign to an individual the responsibility for continuously updating the OIG web page</p> <p>Update and publish OIG brochures</p> <p>Define the types of consulting services OIG will offer</p> <p>Develop baseline of data to support this objective</p> <p>Develop FAB briefing packages</p>

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<p>Goal 3 - Improve the timeliness and quality of OIG performance by adopting the most efficient, effective, and innovative business processes.</p>	<p>1) By 2002, to have reviewed 100% of our core processes, and streamlined as necessary.</p>	<p>1) Identify OIG core processes and evaluate for retention, elimination, or enhancement</p> <p>2) Utilize benchmarking or best practices implementation to identify procedures from other organizations for adaptation within the OIG.</p> <p>3) Modify retained core processes as required</p> <p>4) Add new core processes as required</p>	<p>1) % of processes reviewed and, if necessary, revised or streamlined.</p> <p>2) Amount of time new processes take vs. old processes.</p>	<p>1) Job Management Summary Reports</p> <p>2) Procedures Manuals</p> <p>3) Time Management System</p> <p>4) Investigative log sheets</p>	<p>Plan and initiate project to study processes</p> <p>Document and implement revised processes and procedures</p> <p>Establish a time management system to track staff time and to develop a baseline for timeliness of current processes and procedures</p>

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	<p>2) By FY 1999 realign the structure of the staff to accommodate contract support, cross-training, and less rigid roles, while taking into consideration NPR initiatives on staffing and supervisory levels.</p>	<p>1) Utilize external support for specialized services</p> <p>2) Determine ways that current staffing could be matrixed</p> <p>3) Develop staff training plans</p>	<p>1) Instances of externally performed services.</p> <p>2) Number of staff cross-trained.</p> <p>3) % of assignments staffed by cross-trained /cross-utilized staff.</p>	<p>Semiannual Reports</p> <p>Organizational Chart</p> <p>Training Plans</p>	<p>Identify areas that would have high payoff from external support involvement</p> <p>Work with DOL and other agencies that use Independent Public Accountants for specialized audit assignments</p> <p>Design and implement cross-training program</p> <p>Review NPR initiatives for incorporation into structure</p> <p>Identify training needs for individual plans</p>