

U.S. Office of
Personnel Management
Office of the
Inspector General

Fiscal Years
2018 - 2022

Strategic Plan



MISSION

To provide independent and objective oversight of the U.S. Office of Personnel Management's (OPM) programs and operations.

VISION

Oversight through Innovation.

CORE VALUES

Vigilance

Safeguard OPM's programs and operations from fraud, waste, abuse, and mismanagement.

Integrity

Demonstrate the highest levels of professionalism, independence, and quality in our work and operations.

Empowerment

Emphasize our commitment to invest in our employees and promote our effectiveness.

Excellence

Promote best practices in OPM's management of program operations.

Transparency

Foster clear communication with OPM leadership, Congress, and the public.



BACKGROUND

The OPM OIG is an independent and objective oversight office within OPM. We were established in 1988 when the Inspector General Act of 1978 (IG Act) was amended. Per the IG Act, the OPM OIG shall:

- Maintain an independent and objective organization to conduct and supervise audits, evaluations, investigations, and other reviews relating to OPM programs and operations.
- Promote economy, efficiency, and effectiveness in the administration of OPM programs and operations.
- Take appropriate actions to prevent and detect fraud, waste, abuse, and mismanagement.
- Provide a means for keeping the OPM Director and Congress fully informed about current problems and deficiencies.
- Receive and, as appropriate, investigate complaints from any person or entity.
- Maintain effective working relationships with other Federal, state, and local governmental agencies in support of the mandated duties of the Inspector General.
- Report violations of the law to the U.S. Attorney General or appropriate law enforcement officials.
- Protect the identity of whistleblowers.
- Provide semiannual and other reports to Congress.



OIG'S STRATEGIC PLAN AT A GLANCE

MISSION

To provide independent and objective oversight of the U.S. Office of Personnel Management's programs and operations.

VISION

Oversight through Innovation.

VALUES

Vigilance, Integrity, Empowerment, Excellence, Transparency

GOAL 1:

Promote efficiency & protect OPM programs.



OBJECTIVES

- Identify weaknesses in OPM programs and recommend solutions to help OPM mitigate fraud, waste, abuse, and mismanagement.
- Protect public safety and national security.
- Promote excellence, integrity, and accountability in OPM operations.
- Promote the secure and effective use of data and technology.

GOAL 2:

Advance excellence and innovation.



OBJECTIVES

- Recruit, retain and empower a diverse, high performing workforce.
- Emphasize innovative techniques to increase productivity and promote an effective work environment.
- Promote transparent and timely communications.
- Ensure all OIG staff understand their role in securing data.

GOAL 3:

Provide relevant, accurate & timely information to stakeholders.



OBJECTIVES

- Deliver reports and other products that can be used by recipients to make informed decisions, take appropriate actions, and improve programs.
- Enhance outreach to effectively communicate OIG initiatives and strengthen relationships with stakeholders, such as OPM leadership and Congress.



GOALS, OBJECTIVES, AND STRATEGIES

GOAL 1: Promote efficiency and protect OPM programs, operations, and stakeholders from fraud, waste, abuse, and mismanagement.

Objectives:

- Identify risks and weaknesses in OPM programs and operations, and recommend solutions to help OPM mitigate fraud, waste, abuse, and mismanagement.
- Protect public safety and national security.
- Promote excellence, integrity, and accountability in OPM programs and operations.
- Promote the secure and effective use of data and technology by OPM.

Strategies:

- Coordinate audits, investigations, evaluations, and other activities to focus expertise on areas most susceptible to fraud, waste, abuse, and mismanagement.
- Recommend internal control improvements in vulnerable programs and functions of the agency.
- Produce reports with practical recommendations that maximize OPM cost savings and/or program efficiencies.
- Support the prosecution of alleged violations affecting OPM programs and operations.
- Build strong relationships with internal and external partners and stakeholders to identify emerging trends of fraud, waste, and abuse and share best practices.
- Ensure the rights of whistleblowers are respected.



GOAL 2: Advance excellence and innovation.

Objectives:

- Recruit, retain, and empower a diverse, high-performing workforce.
- Emphasize innovative techniques in leveraging people and technology to conduct our business, increase productivity, and promote a more effective work environment.
- Promote transparent and timely communications and inclusiveness at all levels.
- Ensure that all OIG staff recognize and demonstrate their critical role in securing sensitive data and the appropriate use of technology.

Strategies:

- Effectively integrate a flexible work environment to promote a positive work-life balance.
- Provide OIG employees at every level with training and tools necessary to ensure professional development and skills enhancement.
- Provide continuous feedback and appropriate recognition to enhance accountability and job satisfaction.
- Maintain open communications between and among staff and managers that allows staff to identify new ideas to continuously improve employee morale, motivation, and achievement.
- Invest in the continued modernization of the OIG information technology environment, leveraging leading edge tools and technologies.
- Enhance data analytic capabilities to support audits, evaluations, and investigations.
- Collaborate with other agencies to leverage best practices, tools, data, and technologies.



GOAL 3: Provide relevant, accurate and timely information to stakeholders.

Objectives:

- Deliver reports and other products that can be used by recipients to make informed decisions, take appropriate actions, and improve programs.
- Enhance outreach to effectively communicate OIG initiatives and strengthen relationships with stakeholders, such as OPM leadership, Congress, the Department of Justice, OPM contractors, and the public.

Strategies:

- Provide interested parties with complete reports concerning the results of OIG oversight activities.
- Improve and ensure continuing communication by conducting briefings and performing outreach to increase stakeholder awareness of the OIG's roles, work, results, and contributions.
- Maintain internal quality assurance and review programs to ensure the reliability and credibility of OIG products.
- Maintain a user-friendly, current, and useful OIG website.



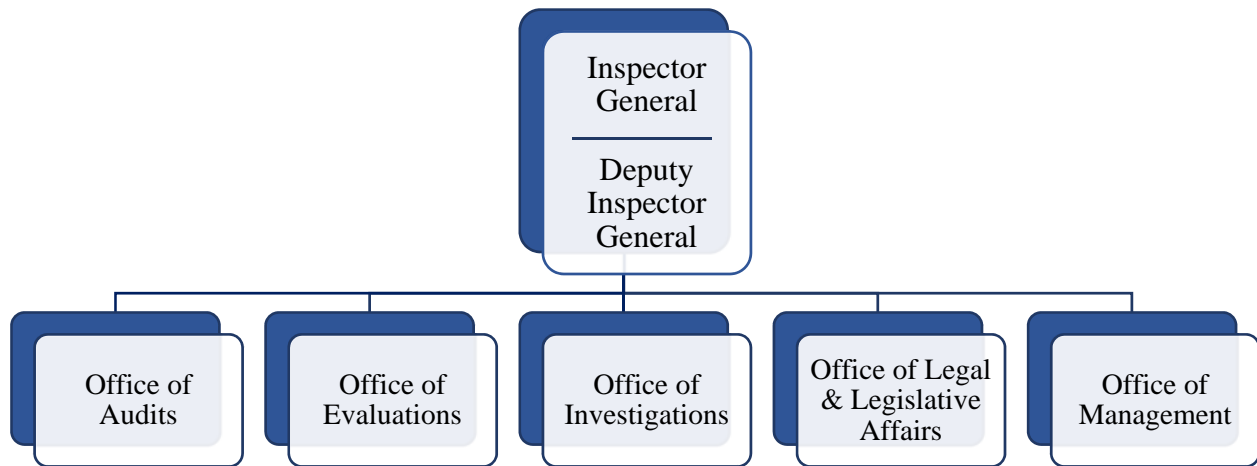
CRITICAL ENVIRONMENTAL INFLUENCES

Achieving our goals is dependent upon a number of external environmental influences that are continuously assessed. Any changes in these factors could significantly affect the achievement of the OIG's goals and objectives, including:

- Funding limitations.
- A redirection of resources due to unforeseen events.
- Statutory and external mandates requiring a change in focus.
- Unexpected requests received from stakeholders, such as the OPM Director and Congress.
- Changing technology.
- Changing outside threats to information technology security.



ORGANIZATIONAL STRUCTURE



Office of Audits

The Office of Audits performs and oversees audits to promote the economical, efficient, and effective administration of OPM programs and operations. Key areas of emphasis are compliance and information technology (IT) audits of healthcare carriers participating in the Federal Employees Health Benefits Program (FEHBP) and other benefits programs, internal OPM operations, and statutorily mandated audits involving financial reporting and IT security. These audits help reduce waste, abuse, and mismanagement; identify misspent funds for recovery; and promote economy and efficiency throughout OPM.

Office of Evaluations

The Office of Evaluations conducts evaluations to provide OPM, Congress, and the public with timely, useful, and reliable information on significant issues. These evaluations focus on preventing fraud, waste, or abuse and promoting economy, efficiency, and effectiveness of OPM programs. To promote impact, the Office of Evaluations' reports also present practical recommendations for improving program operations.

Office of Investigations

The Office of Investigations conducts criminal, civil, and administrative investigations of fraud, waste, abuse, and misconduct related to OPM programs and operations. It actively coordinates with the U.S. Department of Justice and other Federal, state, and local law enforcement authorities. Our investigations often lead to criminal convictions and/or civil monetary penalties.



Office of Legal & Legislative Affairs

The Office of Legal & Legislative Affairs provides independent legal advice and counsel to the Inspector General and OIG components on a wide range of issues, including statutes, regulations, legislation, procurements, contracts, appropriations, Freedom of Information Act requests, OIG responsibilities, and other authorities. The Office of Legal & Legislative Affairs also serves as the OIG's liaison to Congress, the media, and members of the public.

Office of Management

The Office of Management provides administrative and management support to the OIG by providing information resource management; systems security and software development; and the coordination of budget, procurement, telecommunications, facilities, equipment, and human resources activities. The Office of Management also oversees the Administrations Sanctions Program, through which the OIG debars and suspends health care providers who commit one of 18 sanctionable offenses from participating in the FEHBP.



Report Fraud, Waste, Abuse, and Mismanagement

Fraud, waste, abuse, and mismanagement in Government concerns everyone: Office of the Inspector General staff, OPM employees and contractors, and the general public. We actively solicit allegations of any inefficient and wasteful practices, fraud, abuse and mismanagement related to OPM programs and operations. You can report allegations to us in several ways:

By Internet: <http://www.opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/>

By Phone: Toll Free Number: (877) 499-7295
Washington Metro Area: (202) 606-2423

By Mail: Office of the Inspector General
U.S. Office of Personnel Management
1900 E Street, NW
Room 6400
Washington, DC 20415-1100