

## FY 2018 Performance Report

The *FY 2018 Performance Report* covers the period from October 1, 2017 through September 30, 2018. This section describes OIG's accomplishments towards the three goals set forth in the *OIG Performance Plan for FY 2018*

### Goal 1: Promote NSF Efficiency and Effectiveness

#### 1. Identify and implement approaches to improve product quality and timeliness.

##### Quantitative Goals

- Complete 50 percent of OIG internal audit products performed by OIG staff within 1 year of the engagement letter.
- Issue one internal quality control review report during the performance year.
- Assign 80 percent of all investigative cases and FOIA requests to appropriate staff teams within 14 days of being opened/received.
- Make 75 percent of investigative referrals to other offices or organizations are made within 30 days of the need for referral being identified and are conducted in a manner consistent with office policy.
- Provide legal reviews or opinions within agreed upon timeframes 60 percent of the time to ensure that the office's operations stay within the bounds of governing legal requirements and that courses of action are promptly taken to minimize legal risk.

##### Qualitative Goals

- Ensure work remains on schedule through at least bi-weekly tracking and monitoring of the status of the teams' timeframes.
- Issue the annual internal control and quality assurance report, as required by *Government Auditing Standards*.
- Review records practices and develop approaches for enhancements needed for accuracy or completeness.
- Data necessary for tracking and monitoring status of investigations will be provided to appropriate managers on a weekly basis to ensure work remains on schedule.
- Additional functions and enhancements will be developed and deployed as identified in the OI investigative case management system (eLoc).

##### Audits

**Quantitative.** During this performance period, the Office of Audits (OA) met its stated goal of completing 50 percent of OIG internal audit products performed by OIG staff within one year of the engagement letter. Specifically, in Fiscal Year (FY) 2018, the Office issued four reports prepared by OA staff, of which two (50 percent) were completed within a year of the engagement letter.

In addition, to help ensure product quality, the office issued an internal quality control review (IQCR) of a prior audit to assess its compliance applicable standards and Office policies. That

report, issued September 11, 2018, found that the audit team that oversaw the IPA audit generally complied with Generally Accepted Auditing Standards and OA policies and procedures, but found two areas for improvement. The report recommended that the team update documentation requirements and modify contract terms. The team agreed with both recommendations, which were resolved prior to issuance of the IQCR, and both were closed before the end of FY 2018.

**Qualitative.** OA issued bi-weekly reports that tracked and monitored the status of teams' audits and other reviews to ensure that work remained on schedule. Also, as required by *Government Auditing Standards*, the office had its triennial external peer review this year and received the highest possible rating. The March 30, 2018 report, which is posted on the OIG website, stated:

*In our opinion, the system of quality control for the audit organization of NSF OIG in effect for the year ended September 30, 2017, has been suitably designed and complied with to provide NSF OIG with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Federal audit organizations can receive a rating of pass, pass with deficiencies, or fail. NSF OIG has received a peer review rating of pass.*

The annual internal quality control and quality assurance report, issued September 24, 2018, also required by *Government Auditing Standards*, did not report any discrepancies in audit programs complying with the IG Act, generally accepted auditing standards, or OIG policies and procedures.

## **Investigations**

**Quantitative.** The Office of Investigations (OI) accomplished all targets and met the goal of identifying and implementing approaches to improve investigative quality and timeliness. OI ensured that its investigative activities are high quality, timely and accurate, and of value to the National Science Foundation. During this reporting period, over 90 percent of investigative cases were assigned to appropriate staff teams within 14 days of being received and opened, exceeding our goal of 80 percent. Further, with over 90 percent of investigative referrals to other offices or organizations being made within 30 days of the need for referral being identified (with consent being obtained from the complainant when necessary) OI exceeded its goal of 75 percent. All case assignments and referrals were conducted in a manner consistent with investigative policy.

**Qualitative.** Data necessary for tracking and monitoring the status of investigations was compiled and provided to managers on a weekly basis and was used to ensure that all investigative work remained on schedule. OI's electronic case management system (eLOC) has been successfully deployed and has effectively served both investigators and managers. Refinements were made to enhance the identification and compilation of data for management reports.

## Counsel

**Quantitative.** OC issued 93 percent of its reviews/opinions to the requesting office within agreed-upon timeframes or within 2 weeks when no time was agreed upon.

**Qualitative.** OC implemented internal procedures to best ensure that documents subject to litigation holds are secure and preserved. The office also implemented Standard Operating Procedures for Freedom of Information Act requests, which contains a section on records management.

## 2. Strengthen our focus by refining approaches for selecting work and setting priorities.

### Quantitative Goals

- *80 percent of investigations opened in accord with investigative management intake recommendations.*
- *80 percent of discretionary audit products issued during the performance year address top management challenges or NSF's high-risk areas, as evidence by reference to OIG's published management challenges and annual risk assessment documentation.*

### Qualitative Goals

- *Develop the annual audit plan.*

### Investigations

**Quantitative.** OI exceeded its goal of 80 percent of investigations being opened in accord with investigative management intake recommendations. Over 90 percent of investigations were opened in accord with appropriate investigative management intake recommendations.

The allegation intake and review process, in which senior managers meet weekly to triage new incoming information to better prioritize cases opened for investigation, has proven effective. Applying established criteria to each intake has increased the effectiveness of investigative oversight of NSF programs and operations and has ensured the highest priority is given to the most serious allegations and those with likely substantive and significant impact on NSF.

Matters brought to OI's attention that are more appropriately addressed by NSF management have been promptly referred for action and matters deemed inconsequential or otherwise inappropriate for investigative activity have been placed in a searchable electronic file and are available for future review as needed. Successfully applying these criteria has ensured that investigative resources were employed with efficiency and economy.

### Audits

**Quantitative.** In FY 2018, OA exceeded its goal of having 80 percent of discretionary audit products address top management challenges or NSF high-risk areas, as evidenced by reference to OIG's risk assessment documentation. Specifically, all nine (100percent) discretionary audit

products addressed risk referenced in OIG's annual risk assessments. Management Challenges were not applicable this year.

**Qualitative.** OA met the goal of developing the Audit Plan for Fiscal Year 2018. It was issued October 30, 2018 and is posted on the OIG website. The Plan included required and discretionary projects, and for the latter, described six areas of focus:

- Accountability over major facilities
- Management of contracts
- Oversight of foreign awardees
- Funding model for the University-National Oceanographic Laboratory System's major overhaul and stabilization account
- Incurred cost audits of NSF awardees
- Review of the quality of Single Audits

The Plan is flexible so that the office could address high priority issues as they arose during the year.

## **Goal 2: Safeguard the Integrity of NSF Programs and Resources**

### **1. Detect and address improper, inappropriate, or illegal activities**

#### **Quantitative Goals**

- *At least 90 percent of OIG-or IPA-performed external incurred cost audits, use data analytics to identify risk areas and develop audit procedures.*
- *As appropriate, at least 20 percent of internal performance audits use data analytics to identify risk areas and develop audit procedures.*
- *20 percent of investigations include forensic analysis.*
- *80 percent of investigations are opened on average within 14 days of receipt of factually sufficient allegation.*
- *80 percent of all investigations are closed within established timeframes.*
- *At least 1 written legal, legislative, or administrative process update transmitted to staff, which discusses topics relevant to OIG operations or activities to assist in mission support.*

#### **Qualitative Goals**

- *Evaluate use of suspension and debarment for all cases as appropriate.*

#### **Audits**

**Quantitative.** OA exceeded its goal of using data analytics on at least 90 percent of OIG- or IPA- external incurred cost audits: All eight (100 percent) of the incurred costs audits by IPAs issued this year used data analytics. Similarly, OA exceeded its goal of using data analytics on 20 percent of internal performance audits (as appropriate): It used data analytics on the one internal performance audit (100 percent) issued this year.

## **Investigations**

**Quantitative.** During this performance period, OI exceeded its goal of opening 80 percent of cases on average within 14 days of receipt of a sufficiently documented allegation, meeting this standard in over 90 percent of cases. Further, OI also exceeded the goal of closing 80 percent of cases within timeframes approved by OI management, meeting this standard over 90 percent of the time. In addition, OI met its goal of incorporating forensic analysis into 20 percent of our open investigations. OI effectively used its forensic audit contract to incorporate forensic analysis in such investigations, as appropriate.

OI made 31 recommendations to NSF management for administrative actions, which included findings of Research Misconduct, government-wide suspension and debarment, and suspension and termination of awards. In addition, OI referred to NSF management 38 matters that were deemed appropriate for management action. Finally, OI referred 4 matters to other federal agencies.

**Qualitative.** OI incorporated a routine evaluation of potential administrative actions, including suspension and debarment, into our case management protocol in the resolution of each investigation. The office often recommends fact-based and indictment-based suspensions when evidence indicated the subject was not presently responsible. Similarly, OI routinely recommends government-wide debarment based upon information developed during civil/criminal and research misconduct investigations.

## **Counsel**

**Quantitative.** OC drafted and distributed 5 guidance documents, which covered topics pertaining to appropriations law, ethics, and contracting, exceeding its goal.

## **2. Strengthen OIG proactive and outreach activities.**

### **Quantitative**

- 50 percent of audit staff participate in briefings to NSF, including presentations at liaison briefings, new employee orientations, and program management seminars; and briefings to external stakeholder, such as the research community (e.g., regional grants conferences), as well as to related professional associations of higher learning and scientific research to ensure an understanding of OIG's role and work and to receive input that informs audit planning.
- Investigations staff present at 80 percent of New Employee Orientations.
- At least one briefing to OIG managers and/or staff on relevant legal, legislative, or administrative requirements to assist managers/staff in performing their work; fully respond to all questions either at the time of the presentation or in follow-up discussions or correspondence within 5 days.

### **Qualitative**

- *Improve availability of whistleblower protection information through outreach and additional website material.*

## **Audits**

**Quantitative.** OA exceeded its goal of 50 percent of its staff participating in briefings to NSF and relevant external stakeholders. In FY 2018, 81 percent of OA staff participated in 119 relevant briefings and meetings, including those to NSF, through liaison briefings, new employee orientations, and program management seminars; as well as to external stakeholders, such as the research community, professional associations, and the public (which included leadership on developing the new community-wide OIG website Oversight.gov and OIG's debut on twitter). In OA's outreach efforts, 24 instances of favorable feedback were recorded.

## **Investigations**

**Quantitative.** Members of OI staff participated in over 90 percent of NSF New Employee Orientation briefings.

**Qualitative.** OI has continued incorporating up-to-date information on whistleblower protections into outreach presentations to NSF employees and to the research community. Further, OI has updated the whistleblower protection information and resources available to the public on the OIG website. New substantive cases will continue to be identified through complaints that come in through outreach efforts, which encourage NSF program and financial officials – as well as members of the investigative and research communities – to refer matters to OI.

## **Counsel**

**Quantitative.** OC provided ethics training to all staff in conjunction with NSF's General Counsel and arranged for a speaker to provide training on sexual harassment and related topics to management. All questions were answered in a timely fashion.

### **3. Refine financial investigative capabilities.**

#### **Qualitative**

- *Leverage existing audit and investigative information.*
- *Ensure timely and effective use of external forensic financial analysis.*

## **Audit / Investigations**

**Qualitative.** Information flowing between OI and OA was effectively leveraged. Each office referred appropriate matters to the other and coordinated as necessary to benefit specific audits and investigations, de-conflict activities conducted by each office, and to avoid any duplication of effort.

OI has effectively utilized external forensic accountants and refined the process of managing its contracted forensic financial analyses to enhance the timeliness and thoroughness of investigations. Thirty-eight forensic analyses were conducted in support of investigations. OI has also utilized OIG's forensic accountant to supplement the external services, thereby reducing forensic contract costs.

### **Goal 3: Utilize OIG Resources Effectively and Efficiently**

#### **1. Strengthen and utilize the professional expertise of all OIG staff.**

##### **Quantitative**

- Analyze the 2017 Federal Employee Viewpoint Survey (FEVS) results and develop plan for addressing any issues identified within 3 months.
- All staff required to meet GAGAS §3.76 training requirements have met them.
- Have 40 percent of OA professional staff professionally certified (CPA, CIA, CISA, CFE) as of September 30, 2018.
- Have 35 percent of OA professional staff with advanced degrees as of September 30, 2018.
- Conduct all-hands Office of Audits meetings at least bi-monthly.
- Conduct I-Group meetings at least quarterly.
- OI staff meet FLETC and CIGIE mission-critical training requirements.
- Investigative staff complete 75 percent of approved Individual Development Plan-related training, subject to budget constraints.
- All OIG Contracting Officer's Representatives (COR) obtain required training to maintain certification.

##### **Qualitative**

- Conduct IT training, as necessary.
- Provide prompt, effective responses to requests for IT support.
- Identify and replace outdated computers, servers, printers, copiers, and related equipment as needed.
- Develop and deploy an in-house digital forensics capability to support the acquisition, identification, and analysis of evidence relating to OIG investigations subject to budget availability.
- Conduct exit surveys with all departing staff to obtain feedback on any issues and areas for office improvement.

##### **Audits**

**Quantitative.** For the one-year period April 1, 2017 to March 31, 2018 all OA professional staff met *Government Auditing Standards* training requirements and were on target to meet the two-year requirements, which are 20 hours of continuing professional education each year; and over the two-year cycle, a total of 80 hours of CPE, including 24 hours of government-related training. Further, as of September 30, 2018, OA exceeded its goal of 40 percent of professional OA staff being professionally certified. Specifically, as of September 30, 2018, 43 percent of OA professional staff were professionally certified (CPA, CIA, CISA, or CFE). In addition, OA

exceeded its goal of having 35 percent of its professional staff earn an advanced degree. As of September 30, 2018, 57 percent of OA professional staff had an advanced degree. To further foster professional development, OA held 10 all-hands meetings during the year – exceeding the goal of one every two months. At these meetings, staff shared technical and programmatic information.

**Qualitative.** Two auditors left OA during the year, and an OA senior staff member conducted exit surveys with each of them to obtain feedback on any issues and areas for office improvement.

## **Investigations**

**Quantitative.** During this reporting period, OI exceeded the goal of completing 75 percent of approved IDP-related training. Over 90 percent of such training was accomplished, often using economical local training opportunities. All mandatory OI and OIG-wide training requirements were completed. Further, all training required by Attorney General Guidelines for OIG offices with Statutory Law Enforcement authority was completed. OI exceeded the goal for holding I-Group meetings as well, conducting 6 such meetings during this reporting period.

## **Management**

**Quantitative.** All Contracting Officer's Representatives (CORs) obtained the required training to maintain their certification.

**Qualitative.** The IT specialists conducted informal ad hoc IT training on NSF, OIG and other systems and applications as needed. Over 85 percent of routine IT support activities were promptly and effectively provided by our IT staff or referred to the NSF IT Help Center.

During the reporting period, OIG continued to replace outdated computers with laptops to provide increased flexibility for staff. Outdated equipment has been refreshed throughout the year to ensure staff has current and updated equipment including, laptops and mobile devices. The NSF OIG IT specialist has taken specialized training in the analysis of digital evidence and training on forensic analysis tools and continues to set up the digital forensics laboratory in the new NSF Headquarters. The digital evidence unit analyzed .pst files from multiple OI requests to support the investigators' cases.

## **Front Office**

**Quantitative.** OIG senior managers reviewed the FEVS results and circulated to all OIG staff. OIG increased its ratings with almost no exceptions over the previous year. In light of 2017's good results, the IG asked staff whether they favored waiting another year to mount the time intensive effort required to analyze the survey and address any issues. Staff agreed with this proposal. In the two previous years, responsive actions were related to 360-degree reviews for managers, affirmation of OIG's commitment to telework and its policy, and attempts to further streamline work processes, among other issues.

## **2. Improve communication and collaboration within OIG.**

### **Qualitative**

- *Ensure information exchange and referrals between the audit, investigation, and support units.*
- *Use office-wide committees for completion of various OIG projects and activities.*
- *Provide briefings on significant cases/issues at OI meetings.*
- *Review all OIG policies and update as needed.*

### **OIG-wide**

Audit, Investigation, and Management staff continued to work together to improve communication and collaboration with their colleagues, accomplish office-wide initiatives, and achieve common goals. In FY 2018, the Office of Investigations made five referrals to the Office of Audits; and Audits made six referrals to Investigations.

To facilitate information exchange, the Assistant Inspectors General for Audit and Investigations met weekly. OIG-wide collegiality was demonstrated further by teams assigned to conduct liaison to directorates and offices within NSF. Almost all the teams consist of one investigator and one auditor. Office-wide efforts were launched to undertake projects such as developing the FY 2018 OIG Performance Plan, Semiannual Reports, and Management Challenges.

### **Investigations**

At over 75 percent of OI meetings, significant research misconduct, civil, criminal, or administrative cases were presented by the investigators or the relevant manager. These discussions allowed all staff to remain aware of ongoing efforts throughout the office and provided an opportunity for them to more deeply understand the varied matters under investigation across the office.

### **Counsel**

One new policy regarding *Use of Twitter for Official Business* was created during this period. Office of Counsel also amended a policy pertaining to records preservation in legal proceedings; and established formal standard operating procedures to follow for FOIA processing. OC worked with IT staff to implement a comprehensive SharePoint based site for FOIA/PA request tracking that has expedited the processing of FOIA requests.

## **3. Ensure effective external communications and consultation with our stakeholders.**

### **Quantitative**

- Complete and accurate responses to requests for information within established timeliness guidelines and FOIA/PA provisions 75 percent of the time.
- Complete and accurate responses to media and congressional inquiries within 15 business days of receipt or by other agreed upon date 50 percent of the time to advance public transparency and meet congressional stakeholder needs.

## Qualitative

- Produce timely external reports on OIG activities and results.
- Provide testimony and other requested information to congressional committees within a timely manner.
- Provide briefings to the National Science Board (NSB), Congress, Office of Management and Budget (OMB), NSF, and others regarding OIG plans, priorities, and progress.
- Prepare timely OIG budget requests.
- Update NSF leadership regularly on OIG activities and concerns.
- Collaborate with federal and international agencies to advance common audit, investigative, and management goals.
- Provide leadership and active participation in the IG community.
- Post audit reports, which have been redacted as necessary, to the OIG website within the required timeframe after issuance.
- Review OIG website for necessary modifications and enhancements

## OIG-wide

OIG kept stakeholders apprised of its work by submitting all reports for which it was responsible by the required due dates, including two Semiannual Reports to Congress, NSF's Financial Statement Audit Report, the Federal Information Security Modernization Act evaluation metrics, the annual OIG Performance Report and Plan, and Management Challenges Letter. OIG also submitted the FY 2019 and 2020 budget request information according to OMB and congressional requirements.

The IG and her senior staff met with congressional staff engaged in oversight of NSF on multiple occasions during the year to brief them on the OIG's significant audit and investigative priorities. She testified before the House of Representatives Committee on Oversight and Government Reform in April on *Top Management and Performance Challenges Identified by OIGs*. OIG provided timely and complete information in response to all congressional inquiries and ensured that written testimony was accurate, complete, and submitted within the required timeframe. Likewise, media inquiries were responded to in a timely way.

The IG also briefed the NSF Director and Chief Operating Officer at regularly scheduled monthly meetings to inform them of OIG activities and to discuss opportunities to improve agency operations. The IG presented at each National Science Board's Committee on Oversight and met with individual Board members on multiple occasions. The IPA firm retained by OIG to audit NSF's financial statements also briefed the Committee about the results of the audit. The Assistant IG for Audit (AIGA) presented the annual audit plan to the Committee in November and the management challenges in February.

The IG and her staff actively led and participated in events and committees sponsored by the Council of Inspectors General on Integrity and Efficiency (CIGIE). In January 2015, the Inspector General was elected Vice Chair of CIGIE, and she continues to be an active participant on various committees and working groups. For example, she participates on the IG Candidate

Panel for CIGIE that recommends qualified professionals for Inspector General positions to the administration. Along with the Department of State Inspector General, the IG leads a Suspension and Debarment (S&D) Working Group under the auspices of the CIGIE Investigations Committee. This group works to increase understanding and effective use of S&D throughout the community to better protect government funds against fraud, waste, and abuse.

The S&D Working Group has sponsored five workshops since 2010 that have focused on raising the profile of S&D: fact-based S&D including audit and performance-based; and total accountability including the Program Fraud Civil Remedies Act. More than 250 auditors, investigators, attorneys, and others attended each of the workshops. NSF OIG is planning to host the next workshop in the spring of 2019.

## **Audits**

**Qualitative.** OA provided leadership and active participation in the IG community in FY 2018. In total, 20 staff members participated in 36 IG-community events, including committees and working groups, such as the Federal Audit Executive Council (FAEC). Ten OA staff members attended the July 11, 2018 event celebrating the 40<sup>th</sup> anniversary of the creation of the Council of the Inspectors General on Integrity and Efficiency.

In addition, OA staff members participated in 58 outreach events to NSF, six to professional groups, and 10 to the research community. The outreach to NSF included explaining the role of the Office of Audits to all new NSF employees and separately to new program officers at Program Management Seminars; and acting as liaisons between OIG and NSF Directorates and Offices. In addition, OA staff remained actively engaged with NSF committees and organizations during the performance period. They continued to meet monthly with staff from NSF's Office of Budget, Finance and Award Management as part of a Stewardship Collaborative, which focuses on issues related to internal NSF programs and operations as well as NSF awardees. Further, a subgroup of the Collaborative met monthly to discuss more specific audit resolution issues.

Regarding outreach to the professional entities, the AIGA and two OA staff members made a presentation at an Association of Government Accountants (AGA) professional development training conference. The AGA presentation, *Getting Through the Report Writing and Review Process without Losing Your Sanity*, garnered glowing feedback, including the following ratings on a scale of one to five, where five is excellent: Speaker knowledge 4.67, and delivery 4.7. The AIGA and OA staff members also participated in two international briefings – the Science Foundation of Ireland and the Cabinet Office of the Government of the United Kingdom. Other outreach to the research community included OA participation in NSF's regional grants conferences and a large facility workshop. Also, during the year, two OA staff members briefed the House Committee on Oversight and Government Reform on indirect costs, and attendees commented that it was one of the better and easiest to understand presentation they had attended.

## **Investigations**

**Qualitative.** OI participated in numerous joint initiatives to develop policy for government-wide application. These included the DOJ Financial Fraud Task Force and its Grant Fraud subcommittee, the Interagency Suspension and Debarment Committee, the CIGIE Suspension and Debarment Working Group, the CIGIE PFCRA Working Group, and the CIGIE SBIR Working Group. OI also served as co-leaders of the Interagency Research Misconduct Working Group. OI staff participated in joint investigations with OIGs from across the government; we have been a leader in the SBIR Agent-Level Working Group. We also co-led the CIGIE sanctioned working groups for Special Agents in Charge and the Foreign Talent Programs Initiative. Further, the office provided joint training to the federal community at workshops and at the Federal Law Enforcement Training Center.

Through numerous presentations at New Employee Orientation briefings, NSF Grant Conferences, and NSF Program Management Seminars, OI staff have ensured open and productive communications continue between NSF and the OIG. Regarding its outreach to the research community, OIG management was forced to limit the number of direct contacts with national education associations, universities, professional associations, and groups of NSF grant recipients due to budgetary constraints. However, OI continued to participate in select outreach events based on their attendance and/or proximity.

The AIGI has worked closely with the CIGIE and FLETC training staffs to meet the needs of the community. He has attended numerous functions, including the CIGIE AIGI Committee, which he chaired, and the Assistant IG for Management Committee, of which he is a founding member. He also continued to work with counterparts at the Office of Research Integrity (ORI), Department of Health and Human Services (HHS). As a result, progress has been made in the development and presentation of joint training events related to research misconduct investigations. The AIGI is also actively involved in outreach activities throughout the federal community and encourages his staff to do the same. Among the many community-related outreach activities in which OI staff participated are the following:

- FLETC Law Enforcement Control Tactics Working Group
- CIGIE Data Analytics Working Group and lead a test data analytics sampling
- CIGIE Investigations Committee monthly meetings
- Department of Justice Grant Fraud Working Group
- Interagency Suspension and Debarment Committee monthly meetings
- CIGIE Small Business Innovative Research Working Group
- CIGIE Chief Information Officer Committee meetings
- CIGIE Internal Affairs/Quality Assurance Working Group
- CIGIE Policy and Procedures Working Group
- CIGIE Whistleblower Investigations
- CIGIE Whistleblower Ombudsman Working Group
- National Insider Threat Task Force
- CIGIE Inspector General Criminal Investigator Academy and FLETC
- 6<sup>th</sup> World Conference on Research Integrity
- CIGIE SAC Working Group

- CIGIE Foreign Talent Plans Working Group
- CIGIE AIGM Committee
- CIGIE AIGI Committee

OI effectively communicated with the public through timely release of information through our website and through multiple outreach events. Information updates were made to OIG's website throughout the year to improve the ability of the public to access information about OI investigations and to update important information regarding whistleblower protections.

OI staff have also supported community initiatives with numerous training exercises, instruction, and presentations. The recipients of such training include law enforcement agencies, research integrity professionals, government agencies, and professional organizations.

### **Counsel / Management**

**Quantitative.** OC staff responded to 75 percent of all Freedom of Information Act requests within established timeframes as required. All responses were well-supported and contained a thorough analysis of the law and how it related to the records at issue. All (100 percent) of the congressional and media inquiries we received were provided within 15 days of receipt or by the requested date.

OC also reviewed all audit reports for redaction of non-public information prior to their posting on OIG's website, finding and striking the appropriate balance between transparency and legal protections from disclosure (such as those pertaining to personal privacy). IT staff posted all reports within the 3-days of issuance, as required by law.

Regarding the OIG website, Office of Management is updating the intake form for reporting fraud to make it more user friendly and facilitate the handling of complaints. The Audit Reports & Reviews webpage will soon give viewers the status of individual audit recommendations.