



OIG Community Shared Services

Presenters

Kristene McMinn

Senior Inspector, State OIG

Laurence Hawkins

Director, Audit Ops & QA, NASA OIG

Lauretta Joseph

Asst IG for Mgt (A), Ability One OIG

Erica Marcotte

Contracting Officer, DoJ OIG



SHARED SERVICES IN THE OIG COMMUNITY

KRISTENE MCMINN, DOS OIG
SEPTEMBER 2019

Kristene.M.McMinn@stateoig.gov
McMinnK@state.gov

CIGIE Shared Services Goals

- ❖ CIGIE Five-Year Strategic Plan 2018-2022
 - Goal 3 – Be a focal point for collaboration, best practices
- ❖ CIGIE Annual Performance Plan FY 2019
 - Initiatives - Conduct a study on shared or common access services
- ❖ CIGIE Fellows' Project FY 2019
 - Assess OIG community interest in shared services

Collaboration	Shared Services	Strategic Sourcing
OIGs collaborate and benefit from best practices	An OIG or CIGIE itself provides mission support services to another OIG	OIGs pool requirements to gain more favorable rates and terms with contract service providers

OIG Community Interest in Shared Services

Most OIGs were interested in Shared Services to achieve greater independence from their parent agency, provided the services were cost effective, unintended consequences mitigated, and an appropriate cost reimbursement mechanism identified.

Greatest interest:

- IT platform for email
- Procurement

Other ideas:

- ✓ IT platform for internet-originated hotline complaints
- ✓ IT platform for HR files
- ✓ Audit working paper system
- ✓ INV case management system
- ✓ Business intelligence services
- ✓ HR classification services
- ✓ OIG-focused online training services and repository
- ✓ OM Service ticketing system
- ✓ Executive dashboards
- ✓ Leasing services
- ✓ Writer/editor services

Sample Pricing Schedule

CPE Symbol:

8

Price Schedule					
Annual O&M Estimate based on FY16 Rates					
	Quantity*	Rate	Price		Total
			Fixed	Variable NTE**	
<i>Administrative Services</i>					
<i>Financial Management Services</i>					
Budget Processing	40.0	5.43	217		217 (1)
Vendor Maintenance	25.0	10.60	265		265 (2)
Commercial Payables - IPP	9.0	54.44	490		490 (3)
Commercial Payables - NIPP	7.0	87.00	609		609 (4)
Intragovernmental Payables	19.0	90.16	1,713		1,713 (5)
Commercial Receivables	7.0	53.57	375		375 (6)
Intragovernmental Receivables	8.0	68.00	544		544 (6)
Purchase/Fleet Card Accounting	2.0	482.50	965		965 (7)
Payroll Accounting	20.0	60.20	1,204		1,204 (8)
Cash Services	1.0	7,413.00	7,413		7,413 (9)
Reporting			86,130		86,130 (10)
Discoverer Services	6.0	544.17	3,265		3,265 (11)
System Services	0.70	19,954.29	13,968		13,968 (12)
System Services - Help Desk	36.0	98.42	3,543		3,543 (13)
Financial Management Services Total			\$120,701		\$120,701
<i>Human Resource Services</i>					
Classification	4.0	1,078.00	4,312		4,312 (1)
Staff Acquisition	10.0	3,018.60	30,186		30,186 (2)
Processing Operations	20.0	620.40	12,408		12,408 (3)
Employee Benefits	20.0	291.40	5,828		5,828 (3)
Workers Compensation	1.0	1,847.00	1,847		1,847 (4)
Labor and Employee Relations	3.0	4,057.33	12,172		12,172 (5)
Personnel Security	70.0	118.27	8,279	7,520	15,799 (6)
HR Help Desk	44.0	19.91	876		876 (7)
HR Reporting Services	26.0	293.38	7,628		7,628 (7)
System Services	20.0	73.20	1,464		1,464 (3)
Human Resource Services Total			\$85,000	\$7,520	\$92,520

Sample Pricing Schedule, continued

Procurement Services

Simplified Acquisitions	5.0	2,010.80	10,054	10,054	(1)
Simple Contracts	1.0	3,667.00	3,667	3,667	(2)
Complex Contracts	1.0	12,158.00	12,158	12,158	(2)
Contract Administrations	18.0	770.89	13,876	13,876	(3)
Purchase and Fleet Card	20.0	269.10	5,382	5,382	(4)
System Services	5.33	3,306.04	17,522	17,522	(5)
System Services - Help Desk	60.0	71.32	4,279	4,279	(6)
Procurement Services Total			\$66,938	\$66,938	

Travel Services

E-Gov Travel Services	35.0	40.06	1,402	1,402	(1)
E-Travel Services Help Desk	35.0	48.89	1,711	1,711	(2)
Travel Card Administration	20.0	59.35	1,187	1,187	(3)
System Services	20.0	24.25	485	485	(4)
Travel Services Total			\$4,785	\$4,785	

Administrative Services Total

\$277,424 **\$7,520** **\$284,944**

Agreement Total

\$277,424 **\$7,520** **\$284,944**

Requirements and Additional Studies

- ❖ OMB M-19-16, Centralized Mission Support Capabilities for the USG
- ❖ OMB M-13-02, Improving Acquisition through Strategic Sourcing
- ❖ OMB M-19-13, Category Management: Making Smarter Use of Common Contract Solutions and Practices
- ❖ Oversight Matters: What's Next for Inspectors General, 7/2018
- ❖ Obtaining Specialized IT Capabilities for Small OIGs, 5/2013

CIGIE FELLOWS

KRISTENE MCMINN, DOS OIG

LAURETTA JOSEPH, EPA OIG

TONY PATLABA, SSA OIG

JANE BANNON, USDA OIG



A MODEL FOR SHARED SERVICES

PRESENTED BY:

LAURETTA JOSEPH, EPA OIG

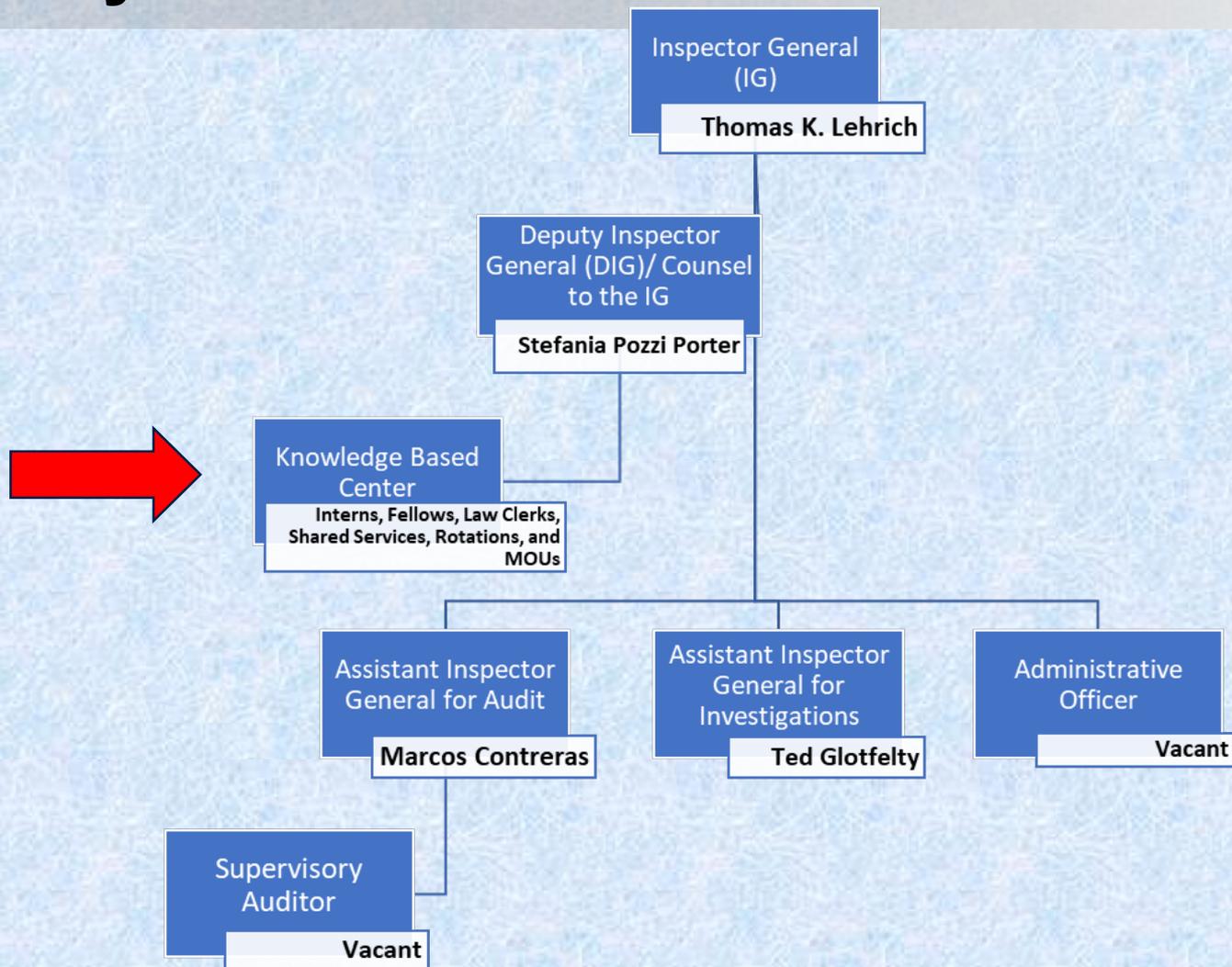
CIGIE FELLOW; ACTING ASSISTANT INSPECTOR
GENERAL FOR MANAGEMENT; ABILITYONE OIG

AbilityOne

❖ AbilityOne OIG

- ❖ New OIG (less than 4 years)
 - ❖ Everything is high priority
 - ❖ Starting from scratch
 - ❖ Small OIG; Currently four FTE
- ## ❖ Reliance on existing expertise
- ## ❖ Adapting to unique agency environment

AbilityOne Model



Shared Services for Information Technology

- ❖ AbilityOne is the lead on a pilot to host OIG webpages on Oversight.gov.
- ❖ Reduces dependency on main agency
- ❖ Noted Features of website would include:
 - About Us/Contact Us;
 - Whistleblower/Hotline ; Search, Careers, Social Media/ Newsroom
 - The homepage should feature:
 - Recent Reports, verbiage related to the OIG, and links to the main agency as well as any other relevant agencies

Shared Services for Audits

- Some investigations thrive off this model in by working with multiple OIGs or with Department of Justice
- Inter-Agency Agreement for Contracting Shared Services
 - ✓ Working with Department of Interior
 - ✓ Provided training to staff
 - ✓ Reviewed statements of work and ratings related to contract selection

Limitations- timelines; not in-house so nuance needs should be clearly shared

Shared Services for Human Resources

- ❖ Has been noted as a method to improve efficiency and effectiveness
- ❖ Several OIGs already use shared services for human resources. Ex: GSACABS or USDA
 - ✓ Position description
 - ✓ USA Jobs postings
 - ✓ Payroll
 - ✓ Awards

Limitations- Specific needs of an OIG are often not understood or considered

Shared Services for Workforce Solutions

- ❖ Partnership with Washington Center
- ❖ Partnership with Wounded Warrior Program
- ❖ CIGIE Fellows Program
- ❖ MOUS/ Details

Thoughts for your Consideration

- ❖ Development of an OIG-wide Knowledge Base Center (shared service system)?
- ❖ Increased use of mechanisms such as CIGIE Fellows and Details
- ❖ Funding issues?

Contact Information

Lauretta Joseph, 2018 CIGIE Fellow

EPA OIG- joseph.lauretta@epa.gov; 212-637-3049

AbilityOne OIG- ljoseph@oig.abilityone.gov;
917-887-3536