



Office of Inspector General
U.S. General Services Administration

Strategic Plan 2025-2028





MISSION

To detect and deter fraud, waste, abuse, and misconduct in GSA operations, programs, and personnel, and to promote economy and efficiency.

VISION

Promote excellence.

VALUES

Independence

Relevance

Professionalism

Teamwork

INTRODUCTION

The U.S. General Services Administration (GSA) Office of Inspector General (OIG) is a statutorily created independent organization in GSA whose mission is to detect and deter fraud, waste, abuse, and misconduct in GSA operations, programs, and personnel, and to promote economy and efficiency. GSA OIG is 1 of the original 12 OIGs established by the Inspector General Act of 1978.

ORGANIZATION

The OIG carries out its oversight responsibilities in a variety of ways – through nationwide audits, evaluations, inspections, investigations, with a nationwide workforce of auditors, investigators, inspectors, attorneys, and support staff. The OIG consists of the following five main offices:

- **THE OFFICE OF AUDITS**, an evaluative component staffed with auditors and analysts that provides comprehensive coverage of GSA operations through program, financial, regulatory, and system audits and assessments of internal controls. The office conducts attestation engagements to assist GSA contracting officials in obtaining the best value for federal customers and American taxpayers. The office also provides other services to assist management in evaluating and improving its programs.
- **THE OFFICE OF ADMINISTRATION**, a professional support staff that provides budget and financial management, contracting, facilities and support services, human resources, information technology (IT) services, and administers the OIG’s records management program.
- **THE OFFICE OF COUNSEL**, an in-house legal staff that provides legal advice and assistance to all OIG components, represents the OIG in litigation arising out of or affecting OIG operations, and manages the OIG legislative and regulatory review.
- **THE OFFICE OF INSPECTIONS**, a multi-disciplinary component that analyzes and evaluates GSA’s programs and operations through management and programmatic inspections and evaluations that are intended to provide insight into issues of concern to GSA, Congress, and the American public. The office also coordinates quality assurance for the OIG and analyzes potentially fraudulent or otherwise criminal activities in coordination with other OIG components.
- **THE OFFICE OF INVESTIGATIONS**, a statutory federal law enforcement component that conducts nationwide criminal, civil, and administrative investigations of illegal or improper activities involving GSA programs, operations, and personnel.

STRATEGIC GOALS

1. Protect taxpayer dollars by promoting the economy, efficiency, and effectiveness of GSA programs and operations, while focusing resources on high-risk and high-impact areas.
2. Prevent and detect fraud, waste and abuse in GSA programs and operations.
3. Encourage excellence and innovation by investing in and developing employees, processes, and technologies.

GOAL 1

Protect taxpayer dollars by promoting the economy, efficiency, and effectiveness of GSA programs and operations, while focusing resources on high-risk and high-impact areas.

The OIG's audits, inspections, and investigations support GSA operations by identifying mismanagement and control weaknesses; assisting contracting officers in achieving the best prices for goods and services; identifying non-compliance with statutes, regulations, and contract terms; suggesting ways to mitigate management control weaknesses and other systemic problems; and recommending or seeking recoveries of funds owed to the government. The OIG will focus its resources on issues with potentially significant impacts on GSA programs and operations; assist GSA management in ensuring the integrity of high-dollar and high-priority programs and procurements; and recommend to GSA any necessary programmatic changes to ensure process efficiency and achievement of the agency's mission and goals. By focusing on high-risk areas, the OIG should achieve greater monetary savings for GSA.

Performance Objectives

- Identify potential savings and efficiencies in GSA contracts and programs.
- Provide audit, inspection, investigation, and other reports and memoranda that enable agency management to make improvements in agency operations.
- Perform audits of GSA contracts, programs, and systems that present the most significant management challenges, high-risk areas, cybersecurity vulnerabilities, and opportunities for improvement.
- Perform inspections of high priority and high visibility GSA programs and activities that present significant risks to GSA and its stakeholders.

- Devote investigative resources to potentially significant government losses and serious breaches of the integrity and security of agency programs and operations.

Performance Measures

- Dollar value of civil, criminal, and administrative monetary accomplishments.
- Financial impact identified in audit reports and memoranda issued.
- Percent of audit resources focused on high-priority areas, including management challenges and support of False Claims Act and other civil prosecution cases.
- Percent of inspection resources focused on high-priority assignments that impact GSA or the federal government.
- Percent of investigative resources focused on fraud and other high-priority cases.

GOAL 2

Prevent and detect fraud, waste and abuse in GSA programs and operations.

The OIG uses information from its audits, investigations, and inspections to suggest ways GSA can mitigate problems that could allow fraud, waste and or abuse to occur. The OIG educates GSA and other stakeholders on fraud indicators and responds expeditiously to allegations of fraud. The OIG detects potential fraud and other criminal conduct and refers potential fraud cases to the Department of Justice. The OIG will provide information to GSA relevant to administrative actions and potential debarments.

Performance Objectives

- Investigate allegations indicating violations of statutes, regulations, and policies.
- Seek Department of Justice involvement in potential fraud cases.
- Refer contractors to GSA officials for suspension and debarment where their level of responsibility poses a risk to federal government customers.
- Provide agency management with information necessary to take personnel and other administrative actions.
- Provide GSA and other stakeholders integrity awareness briefings that cover the OIG's mission, potential indicators of fraud, and how to report allegations of fraud, waste, and abuse to the OIG.

Performance Measures

- Number of criminal referrals, acceptances, and convictions.
- Number of civil referrals, acceptances, and resolutions.
- Number of suspension and debarment referrals and actions taken.
- Number of individuals reached through Integrity Awareness Briefings and other outreach efforts.

GOAL 3

Encourage excellence and innovation by investing in and developing employees, processes, and technologies.

The OIG is committed to building an innovative, agile, continuous-learning organization that can respond quickly to changing oversight needs. Because the OIG evaluates how well agency programs and operations function, it has a particular responsibility to ensure that it operates as effectively and efficiently as possible. The OIG strives to promote a workplace culture that appreciates and supports employees.

Performance Objectives

- Cultivate a people-focused culture that encourages excellence through innovation, professional development, collaboration, and recognition.
- Implement cutting-edge technology to enhance oversight capabilities.
- Continually improve internal processes to maximize efficiency and economy of operations, provide excellent customer services, and enhance internal and external communications.

Performance Measures

- Employee Viewpoint Survey results reflect an engaged and satisfied workforce.
- IT systems, facilities, and acquisitions are responsive to the needs of an ever-changing oversight mission.
- Appropriated funds are used to maximize taxpayer value.
- Employee training and development results in increases productivity and performance.

EXTERNAL FACTORS

Three major factors impact the OIG's environment and ability to carry out its strategic plan.

Change. Technology, security, government mandates, and global trends will affect how GSA does its business. GSA will respond to increasingly complex and evolving government requirements for the procurement of services, products, IT systems, and facilities, which will affect the OIG's workload and resource requirements.

Funding levels. The OIG's funding level affects its ability to provide dynamic oversight to GSA's operations and contribute to the OIG and law enforcement communities, particularly when GSA's mission expands.

High-quality professionals. With the potential retirement of significant numbers of experienced staff and the increasing complexity and volume of OIG work, attracting, training, and retaining high-quality professionals are important priorities.