



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, D.C. 20460

OFFICE OF
INSPECTOR GENERAL

July 12, 2012

MEMORANDUM

SUBJECT: Audit of EPA Customer Service Help Desks, Hotlines, and Clearinghouses
Project No. OA-FY12-0570

FROM: Melissa M. Heist *Melissa M. Heist*
Assistant Inspector General for Audit

TO: Assistant Administrators
General Counsel
Chief Financial Officer
Regional Administrators
Associate Administrators

The EPA Office of Inspector General (OIG) plans to begin preliminary research on EPA's customer service help desks, hotlines, and clearinghouses (contact centers). This assignment is included in the OIG's fiscal year 2012 Annual Plan. The Product Line Director for this project will be Michael D. Davis, the Project Manager will be Jennifer Hutkoff, and the Auditor-in-Charge will be Heather Layne.

Our preliminary research objective is:

- Does EPA have controls in place to ensure that its help desks, hotlines, and clearinghouses are operating in an efficient and effective manner?

We would like to hold a kickoff meeting by July 25, 2012, and will contact your office to arrange a mutually agreeable time to discuss our objective and the purpose of the preliminary research phase of our project. We will answer any questions you may have about the project process, reporting procedures, methods we will use to gather and analyze data, and what we should expect of each other during the course of this project. We would also be interested in any areas of concern that you may have.

In order for us to complete our work as expeditiously as possible, and with minimal disruption of your staff, we ask that you send us the information or provide system access to the items listed in attachment 1 before July 25, 2012. Please send to:

Heather Layne, Auditor- in- Charge
Phone Number: (617) 918-1486
E-mail Address: layne.heather@epa.gov

If you have any questions, please contact me at (202) 566-0899 or heist.melissa@epa.gov, Mike Davis at (513) 487-2363 or davis.michaeld@epa.gov, or Jennifer Hutkoff at (415) 947-4530 or hutkoff.jennifer@epa.gov.

Attachment

cc: Pat Gilchrist, Audit Follow-Up Coordinator, Office of the Administrator
Audit Follow-Up Coordinators for Assistant Administrators
Dineathia Terry, Audit Follow-Up Coordinator, Office of General Counsel
Kimberly Dubbs, Audit Follow-Up Coordinator, Office of the Chief Financial Officer
Audit Follow-Up Coordinators for Regions 1-10
Arthur A. Elkins, Jr., Inspector General
Charles Sheehan, Deputy Inspector General
Eric Hanger, Acting Counsel to the Inspector General
Aracely E. Nunez-Mattocks, Chief of Staff, OIG
Carolyn Copper, Acting Assistant Inspector General for Program Evaluation, OIG
Patricia Hill, Assistant Inspector General for Mission Systems, OIG
Eileen McMahon, Assistant Inspector General for Congressional and Public Affairs, OIG
Patrick Sullivan, Assistant Inspector General for Investigations, OIG

Attachment

Please provide the following information as soon as they are available, prior to our meeting:

1. List of the EPA customer service help desks, hotlines and clearinghouses your office maintains. For each, please provide:
 - a. Any statutory requirements that required its establishment.
 - b. Brief description of its purpose or use.
 - c. Name of the EPA contact person.
 - d. Contracts used during FYs 2010-2012.
 - e. Volume of activity for FYs 2010-2012.
 - f. Any analysis and/or set of metrics used for tracking and monitoring during FYs 2010-2012.
2. Methods used to monitor and ensure efficiency and effectiveness of help desks, hotlines and clearinghouses, such as:
 - a. Any analysis and/or metrics used to ensure information given to customers from the help desks, hotlines, and clearinghouses is accurate and that good customer service is provided.
 - b. Any studies analyzing or evaluating the management and/or success of EPA help desks, hotlines, and clearinghouses.
 - c. Any documentation detailing past EPA help desk, hotline, and clearinghouse consolidation efforts, including the consolidation efforts led by URS Corporation (see link below for more information).

<http://www.urscorp.com/Projects/projView.php?s=1029&pn=32&sec=3>