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

NOV 3 2017

MEMORANDUM

SUBJECT: Response to Office of Inspector General Audit Report No. OA-FY16-0275 "EPA Needs to Improve Oversight of Its Audio Conference Services," dated September 26, 2017

FROM: Steven Fine, Acting Assistant Administrator and Acting Chief Information Officer
Office of Environmental Information   *Steve Fine*

TO: Arthur A. Elkins, Jr., Inspector General
Office of Inspector General

Thank you for meeting with the Office of Environmental Information (OEI) of the U.S. Environmental Protection Agency on October 25, 2017, to discuss possible resolutions to the recommendations made in the subject audit report. The table below is a summary of the proposed resolutions for each open recommendation.

We would like to clarify some statements made in the report regarding the Headquarters Personal Audio Conferencing (HPAC) system. The HPAC feature is available at no cost to the agency. The agency incurs a cost only when the toll-free service line is used to call into meetings. This cost is not billed directly to EPA program offices based on their usage; instead, the cost of the toll-free service line is shared among all customers. We would appreciate this clarification be acknowledged in your response.

AGENCY'S PROPOSED RESOLUTIONS

No.	Recommendation	Proposed Resolution	Estimated Completion by Quarter and FY
1	Establish the following internal controls: a) Complete an assessment of risks associated with using audio conference services.	OEI performs continuous assessments of the audio conferencing service in terms of cost, service quality and risks as part of service management. These assessments are not formal and do not result in a report that we can provide to the Office of the Inspector General. However, outcomes of these assessments that show our	Completed

		continued commitment to finding more cost effective services include adding the HPAC feature several years ago and our plan to introduce the Microsoft Public Switched Telephone Network (PSTN) in November 2017.	
	b) Implement policies and procedures that define customer roles and responsibilities for using audio conference services.	The OEI will work with the Office of Chief Financial Officer to update the Working Capital Fund (WCF) Policy Standard to add an overarching statement addressing the customer's responsibility in choosing the most cost-effective service to meet their mission needs. In addition, OEI will update the audio conferencing intranet page and will include a reminder of the customer's responsibility in selecting the appropriate service (see resolution for recommendation 1c). Once the WCF Policy Standard is updated, the intranet page will also include a link to the WCF Policy Standard.	4th Quarter FY 2018
	c) Provide training on the use of audio conference services and avenues for potential cost savings.	The OEI will update the audio conferencing intranet page to include the following: o A reminder of the customer's responsibility in selecting the most cost effective service to meet their mission needs. This will also include a link to the WCF Policy Standard once updated (see resolution for recommendation 1b). o A reminder of the customer's responsibility in monitoring usage.	4th Quarter FY 2018

		o Tips on how to select the most cost effective service. o Instructions on accessing the right reports to support monitoring usage. o The cost of each service if applicable.		
2	Design and implement internal controls that allow EPA program offices and regions to monitor audio conference activities to prevent unauthorized use and waste.	As stated under the resolution for recommendation 1c, the OEI will update the intranet to include a reminder of the customer's responsibility in monitoring usage to include instructions on accessing the right reports to support monitoring usage.	4th Quarter FY 2018	
4	Maintain documentation to support Reservationless Plus usage rate formulation, approvals and calculations.	Per the discussion at the meeting, the OEI has already provided detailed information that meets the intent of the recommendation.	Completed	

CONTACT INFORMATION

If you have any questions regarding this response, please contact Jennifer Judd, OEI Audit Followup Coordinator, of the Office of Business Operations and Services, at (202) 566-9993, or Bob Trent, OCFO Audit Followup Coordinator, of the Management Integrity and Accountability Branch, Office of the Controller, at (202) 566-0983.

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