



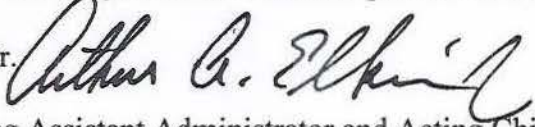
UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
WASHINGTON, D.C. 20460

THE INSPECTOR GENERAL

NOV 17 2017

**MEMORANDUM**

**SUBJECT:** Acceptance of Corrective Actions Plan for Recommendations 1, 2 and 4 of Office of Inspector General Report No. 17-P-0408, *EPA Needs to Improve Oversight of Its Audio Conference Services*, September 26, 2017

**FROM:** Arthur A. Elkins Jr. 

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

Thank you for your memorandum of November 3, 2017, which included a corrective actions plan for unresolved Recommendations 1, 2 and 4 of the subject report. During our meeting on October 25, 2017, we agreed that your updated corrective actions and proposed resolutions meet the intent of the recommendations. Therefore, all recommendations for the subject report are now considered resolved.

For Recommendation 1, we consider the agency's planned corrective actions to be acceptable with an anticipated completion date of September 30, 2018.

For Recommendation 2, per our discussion, your office has controls, such as usage reports, that assist customer monitoring. Your planned actions to update your intranet and include instructions on accessing reports to support monitoring audio conference lines for unauthorized use is acceptable, with an anticipated completion date of September 30, 2018.

For Recommendation 4, your office agreed to maintain documentation and was able to provide rate approval documentation as well as a spreadsheet that supported the Reservationless Plus usage rate calculations. We therefore consider this recommendation completed.

We will close the recommendations in the Office of Inspector General tracking system as of the date of this memorandum. You should track implementation of corrective actions in the agency's Management Audit Tracking System until all actions are completed.

We acknowledge that a clarifying statement is needed regarding page 11 of the subject report concerning the Headquarters Personal Audio Conferencing (HPAC) system. It is noted that the HPAC system is a feature that is available at no cost to the agency when using the local line (area code 202). The contractor provided a spreadsheet to us containing HPAC usage data, which shows the feature is billed to the EPA at a rate per minute when using the toll-free service line. Billings for fiscal years 2015 and 2016 totaled \$66,191 for usage of the HPAC toll-free service line. The HPAC toll-free service line

is not billed directly to EPA regions and program offices; instead, the cost is shared among all customers.

If you or your staff have any questions, please contact Kevin Christensen, Assistant Inspector General for Audit, at (202) 566-1007 or [christensen.kevin@epa.gov](mailto:christensen.kevin@epa.gov); or Michael D. Davis, Director, Efficiency Audits, at (513) 487-2363 or [davis.michaeld@epa.gov](mailto:davis.michaeld@epa.gov).

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