



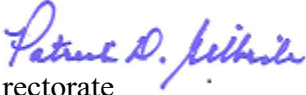
UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, D.C. 20460

OFFICE OF
INSPECTOR GENERAL

February 7, 2019

MEMORANDUM

SUBJECT: Project Notification:
Accuracy and Reliability of ORD's Strategic Measure 21, "Research Products Meeting Customer Needs"
Project No. OA&E-FY19-0084

FROM: Patrick Gilbride, Director 
Environmental Research Directorate
Office of Audit and Evaluation

TO: Jennifer Orme-Zavaleta, Principal Deputy Assistant Administrator and EPA Science Advisor
Office of Research and Development

The Office of Inspector General (OIG) for the U.S. Environmental Protection Agency (EPA) plans to begin work to assess the Office of Research and Development's (ORD's) Strategic Measure 21, which says "By September 30, 2022, increase the number of research products meeting customer needs." We included this project in our *Fiscal Year 2019 Annual Plan*.

According to the *Fiscal Year 2018–2022 EPA Strategic Plan*, "strategic measures" are the measurable results that the agency is working to achieve. The OIG's audit objectives are to determine whether (1) the data collected and used to assess ORD's Strategic Measure 21—whether research products are meeting customer needs—provide a reasonable and accurate measure of customer satisfaction and (2) ORD faces any barriers when collecting data to support this measure. Applicable generally accepted government auditing standards will be used in conducting our project. The anticipated benefits of this project include providing an objective analysis of ORD's efforts to measure customer satisfaction, as well as identifying any improvements to operational efficiency and effectiveness.

We will contact you to arrange a mutually agreeable time to discuss our objectives and the purpose of our project. We would also be particularly interested in any areas of concern that you may have. We will answer any of your questions about the project process, reporting procedures, methods used to gather and analyze data, and what we should expect of each other during the project. Throughout the project, we will provide updates on a regular basis, as agreed upon at the kickoff meeting.

Before or at the kickoff meeting, please provide the following information:

1. ORD's definition of "research products" subject to Strategic Measure 21 (i.e., products that will be considered for annual reporting on the strategic measure).
2. Summary of ORD's senior leadership activities related to Strategic Measure 21 since the May 4, 2018, workgroup report.

3. Copy of baseline data collected for end-of-year fiscal year 2018 reporting (specifically, the data that ORD intends to use to set targets through fiscal year 2022).

We respectfully note that the OIG is authorized by the Inspector General Act of 1978, as amended, to have timely access to personnel and all materials necessary to complete its objectives. We will request that you resolve the situation if an agency employee or contractor refuses to provide requested records to the OIG or otherwise fails to cooperate with the OIG. We may report unresolved access matters to the Administrator and include the incident in the *Semiannual Report to Congress*.

I will supervise the project, and the Project Manager will be Erin Barnes-Weaver. Any information related to the project should be addressed to me at (303) 312-6969 or gilbride.patrick@epa.gov, or Erin Barnes-Weaver at (302) 312-6871 or barnes-weaver.erin@epa.gov.

cc: Henry Darwin, Acting Deputy Administrator
Ryan Jackson, Chief of Staff
Bruce Rodan, Associate Director for Science, ORD
Chris Robbins, Acting Deputy Assistant Administrator for Management, ORD
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