



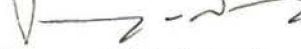
UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

WASHINGTON, D.C. 20460

OFFICE OF MISSION SUPPORT

MEMORANDUM

SUBJECT: Follow-up to the Office of Inspector General Final Report No. 19-P-0278 "EPA Oversight Over Enterprise Customer Service Solution Needs Improvement" dated August 19, 2019

FROM: Vaughn Noga, Chief Information Officer 
And Deputy Assistant Administrator for Environmental Information

TO: Rudolph M. Brevard
Information Resources Management Directorate
Office of Audit and Evaluation

The final report for the "EPA Oversight Over Enterprise Customer Service Solution Needs Improvement" audit notes that there are two unresolved recommendations for the Office of Mission Support (OMS). The purpose of this memorandum is to transmit OMS' revised corrective action plan for the two unresolved recommendations that I believe fully address the concerns addressed in the final report.

No.	Recommendation	High-Level Corrective Actions	Estimated Completed Date
2	Implement internal controls to verify receipt of Enterprise Customer Service Solution statement of work deliverables.	2.1 Sixty days prior to the next and final option year, schedule review to confirm receipt of contract deliverables.	Completed January 15, 2020
6	Update the Capital Planning and Investment Control policy and procedure to incorporate requirement for the agency to document its formal evaluations of Capital Planning and Investment Control "medium" and "lite" investments.	6.1 The Office of Management and Budget (OMB) has advised OMS that major revisions to the CPIC are forthcoming. The agency will develop a policy and procedures to incorporate applicable portions of the new OMB guidance into the EPA's CPIC policy when it becomes available.	September 30, 2020

Thank you for the opportunity to revise OMS' corrective action plan to address unresolved recommendations. If you have any questions, please contact OMS' audit follow-up coordinator, Mitch Hauser on (202) 564-7636.

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