



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

March 30, 2020

THE INSPECTOR GENERAL

**MEMORANDUM**

**SUBJECT:** Acceptance of Planned Corrective Actions for Office of Inspector General Report No. 19-P-0278, *EPA Oversight over Enterprise Customer Service Solution Need Improvement*, issued August 19, 2019

**FROM:** Sean W. O'Donnell 

**TO:** Donna Vizian, Principal Deputy Assistant Administrator  
Office of Mission Support

Thank you for your memorandum dated February 7, 2020, which included planned corrective actions for Recommendations 2 and 6 in the subject report. When the report was issued, the U.S. Environmental Protection Agency had completed corrective actions for Recommendation 5. Following the issuance of the report, the Office of Mission Support provided documentation to our office that the Agency had completed corrective actions for Recommendations 1, 3, and 4. Based upon our review of the provided documentation, we concluded the Agency completed the corrective actions and no further response is required for these recommendations.

Based on your memo and provided documentation, the Office of Inspector General concluded that the EPA completed corrective actions for Recommendation 2 and provided acceptable corrective actions for Recommendation 6. We consider Recommendation 6 resolved with corrective actions pending. You should track the implementation of the EPA's corrective actions in the Agency's Management Audit Tracking System until all actions are completed.

If you or your staff have any questions, please contact Acting Assistant Inspector General for Audit and Evaluation Kathlene Butler at (404) 562-9736 or [Butler.Kathlene@epa.gov](mailto:Butler.Kathlene@epa.gov); or Director of the Information Resources Management Directorate Rudolph M. Brevard at (202) 566-0893 or [brevard.rudy@epa.gov](mailto:brevard.rudy@epa.gov).

cc: David Zeckman, Associate Deputy Assistant Administrator for Mission Support  
Vaughn Noga, Deputy Assistant Administrator for Environmental Information and Chief Information Officer  
Mitchell Hauser, Audit Follow-up Coordinator, Office of Mission Support  
Charles J. Sheehan, Deputy Inspector General  
Edward S. Shields, Associate Deputy Inspector General  
Kathlene Butler, Acting Assistant Inspector General for Audit and Evaluation  
Rashmi Bartlett, Deputy Assistant Inspector General for Audit and Evaluation  
Christine El-Zoghbi, Deputy Assistant Inspector General for Audit and Evaluation  
Richard Eyer mann, Deputy Assistant Inspector General for Audit and Evaluation  
Rudolph M. Brevard, Director, Information Resources Management Directorate, Office of Inspector General