

OFFICE OF INSPECTOR GENERAL TOP THREE OPEN RECOMMENDATIONS

January 30, 2026

Introduction

In FY 2022, the Council of Inspectors General for Integrity and Efficiency (CIGIE) asked Offices of Inspector General (OIG) to identify three recommendations as their priority recommendations. Our goal is to highlight key open recommendations from prior OIG reports that if implemented, would have the greatest impact on helping HUD achieve its mission and address its top management challenges. We track EEOC's progress in addressing all OIG recommendations, including those designated as priorities. The following are the three open recommendations we consider as top priorities for EEOC efficiency, effectiveness, and continued mission attainment:

Report: Evaluation of Data Governance, Management, and Validity

The Agency evaluate the cost and benefits of right-sizing its computing platforms to align with user requirements for current and predictable future business priorities to improve operational efficiency.

The Agency evaluate the cost and benefits of employing Artificial Intelligence solutions to improve operational efficiencies in data validation, reporting, and analytics.

Report: Customer Service Portals

EEOC should develop a customer service plan to include establishing goals and objectives, developing performance metrics that target the goals, and measuring performance against the goals. This plan must include goals and metrics for the IIG.”