

MEETING NOTES – OFFICE OF INSPECTOR GENERAL TOP THREE OPEN  
RECOMMENDATIONS

January 4, 2024

### 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. On November 18, 2022, the OIG issued its first report regarding its top three priority recommendations. Recommendations included issues such as customer service, social media, and timeliness of Agency intake. On May 9, 2023, members from the Audit, Evaluation, Investigation, and Technology sections (Larkin Jennings, Cheron Cooper, Amy Wang, Lisa Lewis, and Gregory Frazier) met to discuss and update OIG's reported [top three open recommendations](#).

### Discussion

The team reviewed both the existing EEOC top priority recommendations and any new recommendations that were issued after the November 18, 2022 reporting.

The OIG issued only one report since that timeframe, Digital Process Transformation and Automation (DPTA). From the DPTA evaluation report the team identified two recommendations that could be considered as a top priority recommendation for the OIG:

- Define a clear, consistent, and comprehensive vision of digital transformation at EEOC. High Leadership / Office of the Chair in collaboration with Organizational Change Management Firm.
- Task OEDA with a goal of building a Data Analytics Plan for EEOC. High Office of Enterprise Data and Analytics (OEDA), Office of Field Programs (OFFP), Office of General Counsel (OGC), Office of Information Technology (OIT).

After discussion, the team determined that the need for the OEDA to build an analytics plan for the EEOC was the more important recommendation of the two when it comes to mission attainment and effectiveness and should be considered a potential top priority.

The team then reviewed the previously issued top priorities report and discussed whether any of the three previously identified recommendations could be considered for removal and replaced with the data analytics planning recommendation. After discussion, the team identified the follow recommendation that could be considered for removal as a top priority:

### Evaluation of social Media Program

- Implement a consistent content approval process run by OCLA.

## Conclusion

After reviewing the importance of a consistent content approval process versus the need for a data analytics plan the team determined that data analytics was more important to the Agency's mission than social media content approval, thus, should replace the social media recommendation. The OIG's new top three priority recommendation are now:

### Evaluation of EEOC's Management of Private Sector Customer Service

- 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.

### Digital Process Transformation and Automation (DPTA) Evaluation

- Task OEDA with a goal of building a Data Analytics Plan for EEOC. High Office of Enterprise Data and Analytics (OEDA), Office of Field Programs (OFP), Office of General Counsel (OGC), Office of Information Technology (OIT).

### Evaluation of EEOC Federal Hearings and Appeals Processes

- Assign a target amount of days for intake so that management can determine if changes implemented impact the efficiency of the process.