



U. S. General Services Administration



Good Accounting Obligation in Government Act Report

May 2021

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Administrator Message

I am pleased to provide Congress with the U.S. General Services Administration's (GSA) Good Accounting Obligation in Government Act (GAO-IG Act) report. This report details the status of open recommendations made to GSA by the Government Accountability Office (GAO) and GSA Office of Inspector General (GSA-OIG) at least one year prior to this budget submission, as required by the act.

GSA greatly values the contributions of GAO and GSA-OIG auditors and takes their recommendations seriously. During the past two years, GSA has achieved on-time implementation of more than 99 percent of GAO and GSA-OIG audit recommendations and averaged less than 290 days to implement these recommendations. GSA's continued strengthening of its oversight and vigorous commitment to thoughtful and creative solutions that save taxpayer dollars and ensure Federal workforce safety are reflected in its actions on auditor recommendations and its many other initiatives. Below are just a few examples of recent audit outcomes. In these, GSA:

- Used several initiatives to create leasing efficiencies and deployed these in combination with improved monitoring. These and other GSA actions resulted in the removal of the Costly Leasing segment from GAO's Federal Real Property High Risk area. Since 2018, GSA has delivered taxpayer savings of \$3.98 billion in lease cost avoidance.
- Developed and launched the Workplace Investment and Feasibility Tool for governmentwide use. This tool enables agencies to more fully explore the costs, benefits, and impact of telework in space planning, an important consideration that is of even greater significance as the Federal Government moves toward post-pandemic operations.
- Implemented multiple projects to help ensure accurate asbestos information and timely, preventive inspections for the several hundred Federal buildings managed by GSA.
- Improved oversight and proactive use of construction contract data to identify and minimize potential cost and delivery issues that regularly accompany timeframe changes in construction contracts.

Additionally, GSA continues its mission-driven support of Federal agencies during the pandemic by rapidly ramping up contract, response, and technology support to meet the high Federal demand for COVID-19-related products. This includes:

- Responding to more than 11,000 COVID-19 incidents in Federally owned or leased facilities.
- Awarding more than \$75 million in multiple contract actions to support customer agencies' COVID-19 needs and more than \$77 million to provide technologies and solutions that supported strategic pandemic responses and enabled agencies to move to telework to deliver their core mission.
- Supporting the National Guard in its COVID-19 response via 86 task orders valued at \$62 million in total and representing 703,344 room nights booked.
- Supporting FEMA by establishing Basic Ordering Agreements (BOAs) and a streamlined process guide for ordering temporary hospital support services. These BOAs were later modified for use by State, Tribal, local, and territorial health departments.
- Creating a COVID-19 support package for State, Tribal, local, and territorial health departments that simplified entering into COVID-19-related contracts in response to a Centers for Disease Control and Prevention request.

We look forward to continued work with GAO, GSA-OIG, and Congress to support Government responsiveness to American taxpayers.



Katy Kale
Acting Administrator

Report Overview

The GAO-IG Act requires that each agency's annual budget submission include a report on the status of public recommendations by GAO and agency Offices of Inspector General. This report is to include a listing of GAO and OIG recommendations open for at least one year from the date of the annual budget submission that meet the statutory criteria. The GAO-IG Act also requires agencies to provide:

1. Timelines and explanations regarding implementation of each public recommendation that meets the statutory criteria.
2. Explanations and reconciliation of any discrepancies with the agency's Inspector General semiannual report and any GAO public reporting for recommendations designated as "open" or "closed, unimplemented." Section 3 of this report provides GSA-OIG discrepancy information. GSA is not aware of any discrepancies with GAO public reporting.

This report contains the following sections, followed by an appendix.

1. GAO Recommendation status and timelines
2. GSA-OIG Recommendation status and timelines
3. GSA-OIG 2019 Semiannual Performance Audit Reconciliation

GAO Recommendation Status and Timelines

GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-14-648	Federal Real Property: GSA and DHS Need to Strengthen the Management of DHS Headquarters Consolidation	09/19/2014	Office of the Commissioner, Public Buildings Service	3	In order to improve transparency and allow for more informed decision making by congressional leaders and DHS and GSA decision-makers, before requesting additional funding for the DHS headquarters consolidation project, the Secretary of Homeland Security and the Administrator of the General Services Administration should work jointly to conduct the following assessments and use the results to inform updated DHS headquarters consolidation plans: (1) a comprehensive needs assessment and gap analysis of current and needed capabilities that take into consideration changing conditions, and (2) an alternatives analysis that identifies the costs and benefits of leasing and construction alternatives for the remainder of the project and prioritizes options to account for funding instability.	Determining In November 2020 GSA met with GAO to discuss progress with the St. Elizabeths Master Plan and the implementation of recommendations. It was concluded that GSA would outline a scope with deliverables and timeline and provide to GAO for comments. GSA is targeting July 2021 to provide this Plan.
GAO-14-648	Federal Real Property: GSA and DHS Need to Strengthen the Management of DHS Headquarters Consolidation	09/19/2014	Office of the Commissioner, Public Buildings Service	5	In order to improve transparency and allow for more informed decision making by congressional leaders and DHS and GSA decision-makers, before requesting additional funding for the DHS headquarters consolidation project, after revising the DHS headquarters consolidation plans, the Secretary of Homeland Security and the Administrator of the General Services Administration should work	Determining In November 2020 GSA met with GAO to discuss progress with the St. Elizabeths Master Plan and the implementation of recommendations. It was concluded that GSA would outline a scope with deliverables and timeline and provide to GAO for comments. GSA is

GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
					jointly to develop revised cost and schedule estimates for the remaining portions of the consolidation project that conform to GSA guidance and leading practices for cost and schedule estimation, including an independent evaluation of the estimates.	targeting July 2021 to provide this Plan.
GAO-16-39	Federal Real Property: Additional Authorities and Accountability Would Enhance the Implementation of the Federal Buildings Personnel Training Act of 2010	11/19/2015	Office of Government-wide Policy	1	The Administrator of GSA should develop a legislative proposal to enhance accountability for government-wide implementation of the Act. GSA should consider including the following in its proposal: (1) establishing authorities for a single agency to monitor and enforce implementation of the Act; (2) establishing agency responsibilities for reporting progress on implementation of the Act; (3) establishing agency responsibilities for assessing employee skill levels related to the Act and identifying training that allows employees to develop and retain skills required by the Act; and (4) establishing an interagency group to further government-wide	Closed not implemented Revision of the statute is beyond the purview of GSA to complete.

					collaboration on implementation of the Act.	
GAO-16-188	Federal Real Property: GSA Could Reduce Leasing Costs by Encouraging Competition and Reducing Unneeded Fees	01/13/2016	Office of the Commissioner, Public Buildings Service	3	The GSA Administrator should seek to reduce leasing costs for federal agencies by: Allowing tenant agencies the option of choosing non-cancelable occupancy agreements with lower administrative costs, particularly for leases with firm terms of 5 years or less.	Closed not implemented This action would shift costs from the tenants to GSA but not reduce overall costs.
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-16-602	Digital Service Programs: Assessing Results and Coordinating with Chief Information Officers Can Improve Delivery of Federal Projects.	09/14/2016	Office of the Commissioner, Federal Acquisition Service	2	The Administrator of GSA should direct the Commissioner for the Technology Transformation Service to assess actual results for each performance measure.	3/8/2021 GAO is evaluating GSA's documents and progress for closure.
GAO-19-243	FEDERAL CONTRACTING: Opportunities to Improve Compliance with Regulations and Enhance Tax Collections	05/15/2019	Office of the Commissioner, Federal Acquisition Service	10	The Administrator of GSA should coordinate with the appropriate System for Award Management users, such as agency procurement officials, to identify potential updates to facilitate contracting officers' identification of contractors that report qualifying federal tax debt under the § 52.209-11 representation and § 52.209-5 certification.	12/31/2020 GSA submitted documents to GAO for closure.
GAO-19-281	2017 DISASTER CONTRACTING: Actions Needed to Improve the Use of Post-Disaster Contracts to Support Response and Recovery	04/24/2019	Office of the Commissioner, Federal Acquisition Service	1	The Administrator of GSA, in coordination with the Secretaries of Defense and Homeland Security, should jointly revisit and assess the extent to which the criteria in the 2018 national interest action (NIA) code Memorandum of Agreement, including criteria for closing NIA codes, meet long-term visibility needs for high visibility events and account for the needs of users, such as FEMA, other agencies, and the Congress. At a minimum,	12/31/2020 GSA submitted documents to GAO for closure.

					the agreement should include criteria that take into account the roles of the federal agencies involved in response and recovery and provide a process that ensures consistent consideration and implementation of the criteria.	
GAO-19-32SU	Federal Facility Security: Actions Needed to Better Address Various Emerging Threats	10/17/2018	Office of Mission Assurance	1	The Administrator of GSA should reach agreement with FPS on GSA and FPS's roles and responsibilities with respect to addressing cyber threats to building	3/8/2021 GSA submitted documents to GAO for closure.
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
					systems in GSA-controlled facilities.	
GAO-19-33	Federal Personal Property: GSA and VA Have Opportunities to Improve the Exchange/Sale Process	11/16/2018	Office of Administrative Services	2	The Administrator of GSA should take steps to improve agency-wide monitoring of exchange/sale activities within GSA by specifying the Office of Administrative Services' responsibilities and by defining the scope of its authority.	GAO is evaluating GSA's documents and progress for closure.
GAO-19-405	FEDERAL REAL PROPERTY: GSA Needs to Strengthen Oversight of its Delegated Leasing Program	06/03/2019	Office of the Commissioner, Public Buildings Service	2	The Administrator of GSA should develop a process for assessing at regular intervals, such as annually, agencies' policies and procedures for managing their delegated leasing activities.	GAO is taking steps to close as implemented.
GAO-19-405	FEDERAL REAL PROPERTY: GSA Needs to Strengthen Oversight of its Delegated Leasing Program	06/03/2019	Office of the Commissioner, Public Buildings Service	3	The Administrator of GSA should develop a process that would allow GSA to track agencies' progress in meeting GSA management goals, such as cost effective lease rates, and avoiding holdovers.	GAO is taking steps to close as implemented.

GAO-19-405	FEDERAL REAL PROPERTY: GSA Needs to Strengthen Oversight of its Delegated Leasing Program	06/03/2019	Office of the Commissioner, Public Buildings Service	4	The Administrator of GSA should develop a systematic, risk-based process for monitoring a selection of submitted post award documents.	GAO is taking steps to close as implemented.
GAO-19-405	FEDERAL REAL PROPERTY: GSA Needs to Strengthen Oversight of its Delegated Leasing Program	06/03/2019	Office of the Commissioner, Public Buildings Service	1	The Administrator of GSA take steps to reconcile GSA Real Estate Exchange (G-REX) and Federal Real Property Profile (FRPP) to the extent practical.	GAO is taking steps to close as implemented.
GAO-19-534	BORDER INFRASTRUCTURE: Actions Needed to Improve Information on Facilities and Capital Planning at Land Border Crossings	07/11/2019	Office of the Commissioner, Public Buildings Service	3	The GSA Administrator should share Building Assessment Tool reports with CBP and use facility condition information in CBP's Facility Condition Assessments to inform its assessments through the Building Assessment Tool.	3/12/2021 GAO is evaluating GSA's documents and progress for closure.
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-19-534	BORDER INFRASTRUCTURE: Actions Needed to Improve Information on Facilities and Capital Planning at Land Border Crossings	07/11/2019	Office of the Commissioner, Public Buildings Service	4	The GSA Administrator, in conjunction with CBP, should share with CBP information on GSA maintenance and repair work at GSA-owned land border crossings at the level of detail necessary to inform CBP's data in TRIRIGA (CBP's real property management system).	3/12/2021 GAO is evaluating GSA's documents and progress for closure.
GAO-19-58	CLOUD COMPUTING: Agencies Have Increased Usage and Realized Benefits, but Cost and Savings Data Need to be Better Tracked	05/06/2019	GSA IT: Office of the Chief Information Officer	31	The Administrator of GSA should ensure that the Chief Information Officer of GSA establishes a consistent and repeatable mechanism to track savings and cost avoidances from the migration and deployment of cloud services.	GAO indicated the recommendation will be closed as implemented.
GAO-20-101	FEDERAL PROPERTY: Better Monitoring, Oversight and Data Would Help Understand Effects of Providing Property to Non-Federal Recipients.	12/20/2019	Office of Government-wide Policy	7	The GSA Administrator should direct the Office of Government-wide Policy to document in what circumstances excess property loaned to non-federal recipients should be reported and what property GSA is reporting on behalf of agencies, for	2/25/2021 GSA submitted documents to GAO for closure.

					example, by updating GSA guidance.	
GAO-20-101	FEDERAL PROPERTY: Better Monitoring, Oversight and Data Would Help Understand Effects of Providing Property to Non-Federal Recipients.	12/20/2019	Office of Government-wide Policy	6	The GSA Administrator should direct the Office of Government-wide Policy to revise the Personal Property Report Tool by updating the authorities agencies can select.	2/25/2021 GSA submitted documents to GAO for closure.
GAO-20-126 (formerly GAO-19-383)	CLOUD COMPUTING SECURITY: Agencies Increased Use of Federal Authorization Program, but Improved Oversight and Implementation Needed.	12/12/2019	Office of the Commissioner, Federal Acquisition Service	6	The Administrator of the General Services Administration should develop guidance requiring that cloud service authorization letters be provided to GSA's Federal Risk and Authorization Management Program (FedRAMP) office.	3/5/2021 GSA submitted documents to GAO for closure.
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-20-126 (formerly GAO-19-383)	CLOUD COMPUTING SECURITY: Agencies Increased Use of Federal Authorization Program, but Improved Oversight and Implementation Needed.	12/12/2019	Office of the Commissioner, Federal Acquisition Service	2	The Administrator of GSA should direct the Director of FedRAMP to clarify guidance to agencies and cloud service providers on program requirements and responsibilities.	3/5/2021 GSA submitted documents to GAO for closure.
GAO-20-126 (formerly GAO-19-383)	CLOUD COMPUTING SECURITY: Agencies Increased Use of Federal Authorization Program, but Improved Oversight and Implementation Needed.	12/12/2019	Office of the Commissioner, Federal Acquisition Service	3	The Administrator of GSA should direct the Director of FedRAMP to improve the program's continuous monitoring process by allowing more automated capabilities, including for agencies to review documentation.	3/5/2021 GSA submitted documents to GAO for closure.
GAO-20-126 (formerly GAO-19-383)	CLOUD COMPUTING SECURITY: Agencies Increased Use of Federal Authorization Program, but Improved Oversight and Implementation Needed.	12/12/2019	Office of the Commissioner, Federal Acquisition Service	4	The Administrator of GSA should update security plans for selected systems to include the description of security controls and reviews and approvals plan.	3/5/2021 GSA submitted documents to GAO for closure.
GAO-20-126 (formerly GAO-19-383)	CLOUD COMPUTING SECURITY: Agencies Increased Use of Federal Authorization Program, but	12/12/2019	Office of the Commissioner, Federal Acquisition Service	5	The Administrator of GSA should update the security assessment report for the selected system to identify the summarized results of control effectiveness tests.	3/5/2021 GSA submitted documents to GAO for closure.

	Improved Oversight and Implementation Needed.					
GAO-20-126 (formerly GAO-19-383)	CLOUD COMPUTING SECURITY: Agencies Increased Use of Federal Authorization Program, but Improved Oversight and Implementation Needed.	12/12/2019	Office of the Commissioner, Federal Acquisition Service	6	The Administrator of GSA should update the list of corrective actions for selected systems to identify the responsible office and estimated funding required and anticipated source of funding.	3/5/2021 GSA submitted documents to GAO for closure.
GAO-20-129 (formerly GAO-19-188)	Information Technology: Agencies Need to Fully Implement Key Workforce Planning Activities	10/30/2019	Office of Human Resources Management	12	The Administrator of GSA should ensure that the agency fully implement each of the seven Key IT Workforce Planning Activities it did not fully implement.	3/5/2021 GSA submitted documents to GAO for closure.
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-20-132	VA ACQUISITION MANAGEMENT: Steps Needed to Ensure Healthcare Federal Supply Schedules Remain Useful.	02/06/2020	Office of the Commissioner, Federal Acquisition Service	8	The Administrator of GSA should take steps to document its delegation of authority for the healthcare-related Federal Supply Schedules to VA.	4/31/2021 Implementing
GAO-20-132	VA ACQUISITION MANAGEMENT: Steps Needed to Ensure Healthcare Federal Supply Schedules Remain Useful.	02/06/2020	Office of the Commissioner, Federal Acquisition Service	6	The Administrator of GSA should work with the Secretary of VA to develop a memorandum of understanding outlining the roles and responsibilities of GSA and National Acquisition Center for collaborating under GSA's delegation of authority to VA for the healthcare related Federal Supply Schedules, including the processes through which the two organizations will coordinate and share useful tools and practices.	8/30/2021 Implementing
GAO-20-135	FEDERAL REAL PROPERTY: GSA Should Improve Accuracy, Completeness, and Usefulness of Public Data.	02/06/2020	Office of Government-wide Policy	5	The Administrator of GSA should allow agencies to provide summary data for secure installations.	7/30/2021 Implementing
GAO-20-135	FEDERAL REAL PROPERTY: GSA Should Improve	02/06/2020	Office of Government-wide Policy	1	The Administrator of GSA should coordinate with agencies to ensure that	7/30/2021 Implementing

	Accuracy, Completeness, and Usefulness of Public Data.				street address information in the public database is complete and correctly formatted.	
GAO-20-135	FEDERAL REAL PROPERTY: GSA Should Improve Accuracy, Completeness, and Usefulness of Public Data.	02/06/2020	Office of Government-wide Policy	2	The Administrator of GSA should coordinate with agencies to review Validation & Verification anomaly categories to better target incorrect data.	GAO is evaluating GSA's documents and progress for closure.
GAO-20-135	FEDERAL REAL PROPERTY: GSA Should Improve Accuracy, Completeness, and Usefulness of Public Data.	02/06/2020	Office of Government-wide Policy	3	The Administrator of GSA should work in consultation with agencies to determine which, if any, data should be withheld from public release.	GAO is evaluating GSA's documents and progress for closure.
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-20-135	FEDERAL REAL PROPERTY: GSA Should Improve Accuracy, Completeness, and Usefulness of Public Data.	02/06/2020	Office of Government-wide Policy	4	The Administrator of GSA should instruct each agency to apply a consistent, risk-based approach in determining which, if any, assets or asset-specific information should be withheld from public release.	GAO is evaluating GSA's documents and progress for closure.
GAO-20-181	GSA LEASING: Improving Stakeholder Outreach and Lease Model Evaluation Could Enhance Competition.	01/17/2020	Office of the Commissioner, Public Buildings Service	3	The Administrator of GSA should evaluate whether the simplified lease model is achieving its intended results.	GAO is evaluating GSA's documents and progress for closure.
GAO-20-181	GSA LEASING: Improving Stakeholder Outreach and Lease Model Evaluation Could Enhance Competition.	01/17/2020	Office of the Commissioner, Public Buildings Service	4	The Administrator of GSA should, for future outreach efforts, document and assess lessors' feedback about the leasing process.	GAO is evaluating GSA's documents and progress for closure.
GAO-20-181	GSA LEASING: Improving Stakeholder Outreach and Lease Model Evaluation Could Enhance Competition.	01/17/2020	Office of the Commissioner, Public Buildings Service	1	The Administrator of GSA should expand its outreach as appropriate to obtain feedback from lessors that are representative of its entire lease portfolio.	GAO is evaluating GSA's documents and progress for closure.
GAO-20-228	FEDERAL PROPERTY: GSA Guidance Needed to Help Agencies Identify Unneeded Property in Warehouses.	01/22/2020	Office of Government-wide Policy	1	The Administrator of GSA should direct the Office of Government-wide Policy (1) to incorporate into its guidance approaches or practices agencies could use to assess utilization of	GAO is evaluating GSA's documents and progress for closure.

GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
					and the ongoing need for property--approaches such as recommendations for periodic justifications, data analytics, and utilization reviews--and (2) to develop a plan and timelines for communicating the guidance to agencies government wide.	
GAO-20-299	Critical Infrastructure Protection: Additional Actions Needed to Identify Framework Adoption and Resulting Improvements	02/25/2020	Office of Mission Assurance	6	The Administrator of GSA should take steps, in coordination with DHS, to collect and report sector-wide improvements from use of the framework across its critical infrastructure sector using existing initiatives.	GAO is evaluating GSA's documents and progress for closure.
GAO-20-3	TECHNOLOGY MODERNIZATION FUND: OMB and GSA Need to Improve Fee Collection and Clarify Cost Estimating Guidance.	12/12/2019	Office of the Deputy Administrator, Office of the Chief Financial Officer	3	The Administrator of GSA should develop and implement a plan with OMB that outlines the actions needed to fully recover the Technology Modernization Fund Program Management Office's operating expenses with administrative fee collection in a timely manner.	1/6/2021 GSA submitted documents to GAO for closure.
GAO-20-3	TECHNOLOGY MODERNIZATION FUND: OMB and GSA Need to Improve Fee Collection and Clarify Cost Estimating Guidance.	12/12/2019	Office of the Deputy Administrator, Office of the Chief Financial Officer	5	The Administrator of GSA should develop detailed guidance for completing the Technology Modernization Fund project cost estimate template, including information on the data elements and the fields required to be completed, in order to help ensure the accuracy and completeness of the provided information.	1/6/2021 GSA submitted documents to GAO for closure.
GAO-20-3	TECHNOLOGY MODERNIZATION	12/12/2019	Office of the Deputy	4	The Administrator of GSA should work with OMB to	1/6/2021

	FUND: OMB and GSA Need to Improve Fee Collection and Clarify Cost Estimating Guidance.		Administrator Office of the Chief Financial Officer		clarify the requirement in the Technology Modernization Fund guidance that agencies follow the cost estimating process outlined in Circular A-11 (that references GAO's cost estimating guidance discussed in this report), when developing the proposal cost estimate.	GSA submitted documents to GAO for closure.
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-20-361	FEDERAL LEASING: Quality Information and Metrics Would Allow GSA to Better Assess the Value of Its Broker Program.	03/31/2020	Office of the Commissioner, Public Buildings Service	1	The Administrator of GSA should assess and address the reliability of the information used to calculate reported cost savings for the broker program.	GAO is monitoring progress for closure.
GAO-20-361	FEDERAL LEASING: Quality Information and Metrics Would Allow GSA to Better Assess the Value of Its Broker Program.	03/31/2020	Office of the Commissioner, Public Buildings Service	2	The Administrator of GSA should develop outcome-based metrics to evaluate the effectiveness of using brokers to supplement the GSA's leasing workforce.	GAO is monitoring progress for closure.
GAO-20-464	SMALL BUSINESS SUBCONTRACTING: Oversight of Contractor Compliance with Subcontracting Plans Needs Improvement	06/29/2020	Office of Small and Disadvantaged Business Utilization	7	The Administrator of the GSA should take steps to ensure contracting officers compare subcontracting goals in contractor report submissions to goals in the approved subcontracting plan and address any discrepancies.	GAO is monitoring progress for closure.
GAO-20-575	FEDERAL ADVISORY COMMITTEES: Actions Needed to Enhance Decision-Making Transparency and Cost Data Accuracy.	09/10/2020	Office of Government-wide Policy	9	The Administrator of GSA should direct the Committee Management Secretariat to require Federal Advisory Committee Act (FACA) committees to specify the exact date when they last updated cost data in the database. This could be completed in a field in the database under the "Committee Cost" section or in another relevant data field.	5/31/2021 Implementing

GAO-20-575	FEDERAL ADVISORY COMMITTEES: Actions Needed to Enhance Decision-Making Transparency and Cost Data Accuracy.	09/10/2020	Office of Government-wide Policy	7	The Administrator of GSA should encourage FACA committees to make information on agencies' responses to and implementation of specific recommendations publicly available online, unless exempted from public disclosure under the Freedom of Information Act.	5/31/2021 Implementing
GAO Report #	Report Title	Issue Date	GSA Office(s)	Rec #	Recommendation	Timeline Implementation Status
GAO-20-575	FEDERAL ADVISORY COMMITTEES: Actions Needed to Enhance Decision-Making Transparency and Cost Data Accuracy.	09/10/2020	Office of Government-wide Policy	8	The Administrator of GSA should require agencies to develop and implement written policies or procedures to identify, calculate, and fully document FACA committee costs, and ensure agency staff enter accurate and complete cost data into the FACA database.	5/31/2021 Implementing
GAO-20-689	FEDERAL PROPERTY: Formal Policies Could Enhance FDA's Property Management Efforts.	09/23/2020	Office of the Administrator, Office of the Commissioner, Public Buildings Service, Office of the Regional Commissioner	4	The Administrator of GSA should take steps to ensure that the condition of all White Oak facilities that FDA occupies are assessed, including limited access areas and tenant improvements that are above the standard services and facilities that GSA provides.	9/30/2021 Implementing
GAO-21-164SU formerly GAO-20-481; Public Release GAO-21-171	Information and Communications Technology: Federal Agencies Need to Take Urgent Action to Manage Supply Chain Risks.	10/27/2020	Office of Government-wide Policy	100	GSA has implemented or is implementing its outstanding recommendations. See Accessible Version of GAO report here . This version anonymized the names of agencies.	GSA submitted documents for GAO's review and closure, and: 09/31/2021 GSA is currently implementing remaining recommendation processes.

GSA-OIG Recommendation Status and Timelines

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A160133P6R18002	Audit of GSA's Public Buildings Service Does Not Track and Report All Unused Leased Space as Required	8/10/2018	Office of the Commissioner, Public Buildings Service	1	Develop and implement a process to ensure that PBS reports and mitigates all unused space for all non-cancelable occupancy agreements in its lease portfolio.	5/31/2021 Implementing
A170027P6R19002	Audit of Environmental Issues at the Goodfellow Federal Complex in St. Louis, Missouri	3/15/2019	(6P) Office of the Regional Commissioner	1	PBS Regional Commissioner, Heartland region, institute controls to ensure that all health, safety, and environmental studies are distributed upon completion to the occupants of any Heartland Region property where studies are performed.	6/30/2021 Implementing
A180073P2R19006	GSA's Northeast and Caribbean Region Lacks Policies and Procedures for Emergencies and Evacuations in Puerto Rico	6/19/2019	(2P) Office of the Regional Commissioner Office of Mission Assurance	1	The Office of Mission Assurance coordinate the development of policies and procedures for emergencies and evacuations in all areas where GSA has a presence based on lessons learned and applicable federal regulations.	6/30/2021 Implementing
A170047P5R19007	Audit of the PBS Great Lakes Region's Lease Financial Performance	8/23/2019	(5P) Office of the Regional Commissioner	2	The PBS Commissioner, evaluate U.S. Postal Service-owned space leases for terms and conditions allowing for the risk of long term vacancies and funds from operation (FFO) loss and implement necessary safeguards to protect PBS against this risk.	6/30/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A170056P2R20003	Audit of the Public Buildings Service's Photovoltaic Installations in the New England and Northeast and Caribbean Regions	3/27/2020	(1P) Office of the Regional Commissioner (2P) Office of the Regional Commissioner	1	The PBS Commissioner develop and implement policies and procedures to ensure that photovoltaic power generation data is consistent, reliable, and supported.	4/30/2021 Implementing
A170056P2R20003	Audit of the Public Buildings Service's Photovoltaic Installations in the New England and Northeast and Caribbean Regions	3/27/2020	(1P) Office of the Regional Commissioner (2P) Office of the Regional Commissioner	2B	The PBS Regional Commissioner for the New England Region direct regional management to develop a directive for building personnel to track and collect photovoltaic readings directly from the equipment and for officials in the Energy and Utilities Branch to verify those readings with the corrected advanced metering system.	4/30/2021 Implementing
A170056P2R20003	Audit of the Public Buildings Service's Photovoltaic Installations in the New England and Northeast and Caribbean Regions	3/27/2020	(1P) Office of the Regional Commissioner (2P) Office of the Regional Commissioner	3A	The PBS Regional Commissioner for the Northeast and Caribbean Region direct regional management to implement and reinforce the instructions for monthly tracking of photovoltaic power generation readings set forth in its January 17, 2018, memorandum.	4/30/2021 Implementing
A170056P2R20003	Audit of the Public Buildings Service's Photovoltaic Installations in the New England and Northeast and Caribbean Regions	3/27/2020	(1P) Office of the Regional Commissioner (2P) Office of the Regional Commissioner	4B	The PBS Regional Commissioners for the New England and Northeast and Caribbean Regions direct regional management to ensure property management is aware of and enforces the semiannual maintenance and inspection requirements for the photovoltaic installations.	4/30/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A180085P4R20008	Audit of the Public Buildings Service's Green Roof Maintenance and Safety Practices	7/23/2020	Office of the Commissioner, Public Buildings Service	1	OIG recommends that the PBS Commissioner develop a comprehensive strategy to ensure that PBS maintains its green roof inventory in accordance with internal guidance and industry standards.	7/30/2021 Implementing
JE20-002	OIG EVALUATION REPORT: GSA Office of Mission Assurance 2018 Eagle Horizon Exercise Results Did Not Properly Reflect Agency's State of Readiness	8/13/2020	Office of the Deputy Administrator Office of Mission Assurance	2	OIG recommends the OMA Associate Administrator should update or develop internal policies on planning and reporting on test, training, and exercise events to align with federal continuity of operations directives and requirements.	6/30/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	1A	OIG recommends that GSA's Office of Human Resources Management review, revise, and implement policies and procedures to more effectively manage GSA's workers' compensation cases, including to document all case actions and updates for all active cases.	12/31/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	1B	OIG recommends that GSA's Office of Human Resources Management review, revise, and implement policies and procedures to more effectively manage GSA's workers' compensation cases, including to obtain and maintain sufficient documentation in case files.	12/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	1C	OIG recommends that GSA's Office of Human Resources Management review, revise, and implement policies and procedures to more effectively manage GSA's workers' compensation cases, including to ensure timely submittal of forms to Department of Labor (DOL).	12/31/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	1D	OIG recommends that GSA's Office of Human Resources Management review, revise, and implement policies and procedures to more effectively manage GSA's workers' compensation cases, including to develop a plan to manage all active cases.	12/31/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	2A	OIG recommends that GSA's Office of Human Resources Management review, revise, and implement case monitoring policies and procedures to ensure that workers' compensation specialists provide timely responses to inquiries and questions from DOL regarding workers' compensation cases.	12/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	2B	OIG recommends that GSA's Office of Human Resources Management review, revise, and implement case monitoring policies and procedures to ensure that workers' compensation specialists review forms and reports from DOL to ensure accuracy and completeness.	12/31/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	2C	OIG recommends that GSA's Office of Human Resources Management review, revise, and implement case monitoring policies and procedures to ensure that workers' compensation specialists request additional information or further review from DOL on questionable cases.	12/31/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	3A	OIG recommends that GSA's Office of Human Resources Management review and revise policies and procedures to include a process for assessing cases where employees have not returned to work to determine appropriate follow-up actions.	12/31/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	3B	OIG recommends that GSA's Office of Human Resources Management review and revise policies and procedures to include a process for maintaining contact with claimants to monitor their status and assist in returning them to work when medically capable.	12/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	4	OIG recommends that GSA's Office of Human Resources Management develop and implement a process to verify the accuracy of the DOL chargeback reports.	12/31/2021 Implementing
A190024C7F20003	GSA Needs to More Effectively Manage Its Workers' Compensation Program	9/2/2020	Office of Human Resources Management	5	OIG recommends that GSA's Office of Human Resources Management determine if employees receiving workers' compensation benefits were part of a GSA function transferred to another agency and request DOL to remove transferred employees from GSA's chargeback report and recover the associated payments, if allowable.	8/31/2021 Implementing
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	1A	We recommend that the PBS Commissioner for all current construction management and general construction contracts, perform a review and take corrective actions to ensure that qualified PBS personnel are performing the required review prior to approving government estimates prepared by non-government personnel, estimates are prepared before receipt and independent of proposals, and access to estimates is granted only to government personnel whose official duties require knowledge of the estimates.	8/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	1B	We recommend that the PBS Commissioner for all current construction management and general construction contracts, perform a review and take corrective actions to ensure that non-government personnel do not perform inherently governmental functions, such as voting on source selection boards, accepting services on behalf of the government, and conducting negotiations without meaningful involvement, review, and approval from government personnel.	8/31/2021 Implementing
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	1C	We recommend that the PBS Commissioner for all current construction management and general construction contracts, perform a review and take corrective actions to ensure that PBS contracting officers identify, evaluate, and mitigate potential organizational conflicts of interest before contract award and during contract performance.	8/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	1D	We recommend that the PBS Commissioner for all current construction management and general construction contracts, perform a review and take corrective actions to ensure that access to competitors' proprietary information and government data is limited to government personnel whose official duties require knowledge of the information. PBS should conduct a comprehensive assessment to identify 1) Sensitive information that was placed at risk by the failure of the construction manager's former employee to return general construction contract files, and 2) Companies that have access to competitors' proprietary information.	8/31/2021 Implementing
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	1E	We recommend that the PBS Commissioner for all current construction management and general construction contracts, perform a review and take corrective actions to ensure that PBS personnel do not award services prohibited under the GSA's Professional Engineering Services Schedule.	8/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	2A	For future construction management and general construction contracts, implement controls to ensure that qualified PBS personnel are performing the required review prior to approving government estimates prepared by non-government personnel, estimates are prepared before receipt and independent of proposals, and that access to estimates is granted only to government personnel whose official duties require knowledge of the estimates.	8/31/2021 Implementing
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	2B	For future construction management and general construction contracts, implement controls to ensure that non-government personnel do not perform inherently governmental functions, such as voting on source selection boards, accepting services on behalf of the government, and conducting negotiations without meaningful involvement, review, and approval from government personnel.	8/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	2C	For future construction management and general construction contracts, implement controls to ensure that PBS contracting officers identify, evaluate, and mitigate potential organizational conflicts of interest before contract award and during contract performance and obtain copies of agreements between construction managers and other companies to ensure knowledge is protected and ensure that such agreements are properly executed.	8/31/2021 Implementing
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	2D	For future construction management and general construction contracts, implement controls to ensure that access to competitors' proprietary information and government data is limited to government personnel whose official duties require knowledge of the information.	8/31/2021 Implementing
A150028P4R20009	Audit of the GSA Public Buildings Service's Use of Construction Management Services	9/4/2020	Office of the Commissioner, Public Buildings Service	2E	For future construction management and general construction contracts, implement controls to ensure that PBS personnel do not award services prohibited under the GSA's Professional Engineering Services Schedule.	8/31/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A170121Q6P20006	The Federal Acquisition Service's Reporting of Small Business Procurements Contained Significant Inaccuracies	9/14/2020	Office of the Commissioner, Federal Acquisition Service	1	OIG recommends that the FAS Commissioner address the Federal Procurement Data System–Next Generation limitations to ensure that contracting officers can accurately identify, and the data will accurately reflect, small business procurements.	6/30/2021 Implementing
A200984O3F20004	Audit of GSA's Fiscal Year 2019 Travel Card Program	9/18/2020	Office of Administrative Services	2	OIG recommends Chief Administrative Services Officer for OAS, strengthen controls to ensure that delinquent travel card accounts are resolved.	4/30/2021 Implementing
A190019PRR20010	Audit of Competition in the Public Buildings Service's National Capital Region Contracts	9/23/2020	(WP) Office of the Regional Commissioner	1	OIG recommends that the PBS NCR Regional Commissioner establish controls to ensure that decisions to forego competition, both in the acquisition plan and justification documentation, are reviewed and approved at the appropriate level.	4/30/2021 Implementing
A190019PRR20010	Audit of Competition in the Public Buildings Service's National Capital Region Contracts	9/23/2020	(WP) Office of the Regional Commissioner	2	OIG recommends that the PBS NCR Regional Commissioner ensure that contracting staff are taking the appropriate steps to award contracts at fair and reasonable prices, and that reasonable price determinations are documented in contract files.	4/30/2021 Implementing
A190019PRR20010	Audit of Competition in the Public Buildings Service's National Capital Region Contracts	9/23/2020	(WP) Office of the Regional Commissioner	3	OIG recommends that the PBS NCR Regional Commissioner establish controls to ensure that Federal Procurement Data System-Next Generation data is input accurately and reviewed for accuracy.	4/30/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A201005MTF20005	Audit of GSA's Compliance with the Geospatial Data Act of 2018	9/25/2020	GSA IT: Office of the Chief Information Officer Office of the Commissioner, Public Buildings Service	2	OIG recommends the GSA Chief Information Officer and Public Buildings Service Commissioner establish effective internal controls to ensure oversight responsibilities are assigned and procedures related to data and metadata quality are implemented, effective, and consistently followed.	8/31/2021 Implementing
A190085A6F21001	Audit of GSA's Mismanagement of Contract Employee Access Cards Places GSA Personnel, Federal Property, and Data at Risk	11/4/2020	Office of the Deputy Administrator Office of Mission Assurance	1A	OIG recommends that GSA Deputy Administrator continue to take action to account for and collect the Personal Identity Verification (PIV) cards identified in this audit that remain outstanding by updating the GSA Credential and Identity Management System records for contract employees to ensure that they are accurate.	9/30/2021 Implementing
A190085A6F21001	Audit of GSA's Mismanagement of Contract Employee Access Cards Places GSA Personnel, Federal Property, and Data at Risk	11/4/2020	Office of the Deputy Administrator Office of Mission Assurance	1C	OIG recommends that GSA Deputy Administrator continue to take action to account for and collect the PIV cards identified in this audit that remain outstanding by reporting unauthorized cardholders for any PIV cards that cannot be recovered to the Department of Homeland Security for unauthorized possession of a United States identification card, in compliance with 18 U.S. Code, Section 701.	9/30/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190085A6F21001	Audit of GSA's Mismanagement of Contract Employee Access Cards Places GSA Personnel, Federal Property, and Data at Risk	11/4/2020	Office of the Deputy Administrator Office of Mission Assurance	2B	OIG recommends that GSA Deputy Administrator ensure collaboration between Heads of Services and Staff Offices to require enforcement of current policy and implement new policy to account for all PIV cards issued to contract employees by implementing procedures, using the GSA Credential and Identity Management System, that track and monitor GSA's recovery of PIV cards and include communicating the results to the requesting officials and regional leadership.	10/29/2021 Implementing
A190085A6F21001	Audit of GSA's Mismanagement of Contract Employee Access Cards Places GSA Personnel, Federal Property, and Data at Risk	11/4/2020	Office of the Deputy Administrator Office of Mission Assurance	2C	OIG recommends that GSA Deputy Administrator ensure collaboration between Heads of Services and Staff Offices to require enforcement of current policy and implement new policy to account for all PIV cards issued to contract employees by requiring training on PIV card issuance and recovery for personnel with responsibilities in the PIV card process.	9/30/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190085A6F21001	Audit of GSA's Mismanagement of Contract Employee Access Cards Places GSA Personnel, Federal Property, and Data at Risk	11/4/2020	Office of the Deputy Administrator Office of Mission Assurance	2D	OIG recommends that the GSA Deputy Administrator ensure collaboration between Heads of Services and Staff Offices to require enforcement of current policy and implement new policy to account for all PIV cards issued to contract employees by coordinating with the Department of Homeland Security to establish emergency procedures (including when unfit determinations are made) for recovery of contract employee PIV cards, in accordance with Federal Information Processing Standards Publication 201-2, Personal Identity Verification of Federal Employees and Contractors.	9/30/2021 Implementing
A190085A6F21001	Audit of GSA's Mismanagement of Contract Employee Access Cards Places GSA Personnel, Federal Property, and Data at Risk	11/4/2020	Office of the Deputy Administrator Office of Mission Assurance	2E	OIG recommends that the GSA Deputy Administrator ensure collaboration between Heads of Services and Staff Offices to require enforcement of current policy and implement new policy to account for all PIV cards issued to contract employees by implementing the oversight of requesting officials and Office of Mission Assurance personnel to ensure GSA maintains accurate contract employee data in the GSA Credential and Identity Management System and retrieves PIV cards.	9/30/2021 Implementing

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A180110PRR21001	Audit of the Sidney R. Yates Federal Building Exterior Restoration Project	2/4/2021	(WP) Office of the Regional Commissioner	1A	OIG recommends that the Regional Commissioner, PBS NCR, establish contract administration controls to ensure that the contracting officers' representatives do not re-delegate their responsibilities, and only personnel who possess the necessary qualifications, as obtained through professional experience, training, and certification, fulfill these duties.	Determining
A180110PRR21001	Audit of the Sidney R. Yates Federal Building Exterior Restoration Project	2/4/2021	(WP) Office of the Regional Commissioner	1B	OIG recommends that the Regional Commissioner, PBS NCR, establish contract administration controls to ensure that contractor evaluations are completed as specified by the Federal Acquisition Regulation.	Determining
A180110PRR21001	Audit of the Sidney R. Yates Federal Building Exterior Restoration Project	2/4/2021	(WP) Office of the Regional Commissioner	1C	OIG recommends that the Regional Commissioner, PBS NCR, establish contract administration controls to ensure that project managers do not prevent a contractor or its subcontractors from performing a contractual requirement.	Determining
A180110PRR21001	Audit of the Sidney R. Yates Federal Building Exterior Restoration Project	2/4/2021	(WP) Office of the Regional Commissioner	1D	OIG recommends that the Regional Commissioner, PBS NCR, establish contract administration controls to ensure that contractors working on projects have valid PIV cards.	Determining

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A180110PRR21001	Audit of the Sidney R. Yates Federal Building Exterior Restoration Project	2/4/2021	(WP) Office of the Regional Commissioner	2	OIG recommends that the Regional Commissioner, PBS NCR, determine and implement corrective action needed to address the PBS NCR project team's conduct, including non-compliance with the Federal Acquisition Regulation, GSA Acquisition Manual, and PIV card requirements.	Determining
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	1A	OIG recommends the GSA Deputy Administrator and the Insider Threat Program (ITP) Senior Designated Official establish effective controls to enhance cross-organizational communication and collaboration with the ITP by re-establishing consistent group collaboration with OHRM, Office of GSA IT, OCFO, OMA, and other relevant offices to consult on broader, non-case-specific, insider-threat-related issues.	Determining

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190016ITF21002	Audit of GSA's Insider Threat Program (ITP)	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	1B	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance cross-organizational communication and collaboration with the ITP by identifying insider threat information, including but not limited to employee suspensions, proposed employee terminations, IT system access, and PIV card collection data maintained by OHRM, Office of GSA IT, OCFO, OMA, and other relevant offices. Reassess this information on an ongoing basis.	Determining
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	1C	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance cross-organizational communication and collaboration with the ITP by establishing a method for the ITP to proactively and consistently receive insider threat information from OHRM, Office of GSA IT, OCFO, OMA, and other relevant offices.	Determining

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	1D	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance cross-organizational communication and collaboration with the ITP by submitting ITP annual reports to the GSA Administrator in accordance with the National Insider Threat Policy.	Determining
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	2A	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance oversight of the employee separation and termination processes by establishing procedures that ensure the ITP is informed and aware of insider threat risks posed by separated and terminated employees. Among other things, the ITP must be notified when GSA employees' and contractors' IT accounts have not been deactivated within 24 hours of their last day of employment and their PIV cards have not been recovered and destroyed in accordance with Federal Information Processing Standards Publication 201-2.	Determining

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	2B	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance oversight of the employee separation and termination processes by enhancing procedures to monitor separated and terminated employees' IT account activity prior to and after the last day of employment. Consult with the Office of General Counsel as needed.	Determining
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	2C	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance oversight of the employee separation and termination processes by establishing roles and responsibilities to ensure oversight of the employee separation and termination process.	Determining
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	2D	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance oversight of the employee separation and termination processes by establishing a policy for supervisors to collect and submit separated and terminated employees' PIV cards to OMA for destruction within a required time frame.	Determining

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	2E	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance oversight of the employee separation and termination processes by establishing procedures that account for the collection of separated and terminated employees' PIV cards, including the date GSA collects the PIV card.	Determining
A190016ITF21002	Audit of GSA's Insider Threat Program	2/17/2021	Office of the Deputy Administrator Office of Mission Assurance	2F	OIG recommends the GSA Deputy Administrator and the ITP Senior Designated Official establish effective controls to enhance oversight of the employee separation and termination processes by exhausting efforts to collect and destroy the 21 PIV cards from our sample that OMA did not destroy. Additionally, OMA should identify, collect, and destroy the PIV cards of other separated and terminated employees whose cards were not collected.	Determining
JE21-001	OIG EVALUATION REPORT: GSA's National Capital Region Internal Fleet is Underutilized	2/25/2021	Office of Administrative Services	1	OIG recommends that the Chief Administrative Services Officer should evaluate the NCR internal fleet program's current utilization and establish a documented mechanism to remove underutilized vehicles from the inventory to ensure efficiency.	Determining

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline
JE21-001	OIG EVALUATION REPORT: GSA's National Capital Region Internal Fleet is Underutilized	2/25/2021	Office of Administrative Services	2	OIG recommends that the Chief Administrative Services Officer should evaluate the Executive Driver Program current usage against commercially available transportation sources and rates to balance needs and achieve cost savings beneficial to the Government.	Determining
JE21-001	OIG EVALUATION REPORT: GSA's National Capital Region Internal Fleet is Underutilized	2/25/2021	Office of Administrative Services	3	OIG recommends that the Chief Administrative Services Officer should create procedures to identify GSA employees who are authorized to operate vehicles and ensure compliance with federal requirements for authorized operators, including the OAS employee serving as an Executive Driver Program driver.	Determining
JE21-001	OIG EVALUATION REPORT: GSA's National Capital Region Internal Fleet is Underutilized	2/25/2021	Office of Administrative Services	4	OIG recommends that the Chief Administrative Services Officer should enforce existing contract requirements for all drivers of the Executive Driver Program.	Determining

Reconciliation of Discrepancies

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline Reconciliation Note
A150009P4 R17006	PBS National Capital Region's \$1.2 Billion Energy Savings Performance Contract for While Oak was Not Awarded or Modified In Accordance with Regulations and Policy	8/24/2017	Office of the PBS Regional Commissioner (National Capital Region)	1	Take immediate action to expedite the procurement of a new expedite the procurement of a new O&M contract that adheres to competition requirements specified in the Competition in Contracting Act of 1984 and the Federal	4/30/2019 Implemented management decision. OIG disagreed regarding Competition In Contracting Act requirements. Final action.
A150132P4R17001	GSA's Decisions to Vacate and Renovate the Leased Federal Courthouse in Pensacola Are Based on Faulty Premises	10/25/2016	Office of the Commissioner, Public Buildings Service	1	Reanalyze options for housing the tenants of the 1 North Palafox Street courthouse. As part of this analysis, PBS should: Ensure a comparison of equivalent options is reflected; Ensure the design and renovations, new, and leased construction options meet current building standards; Ensure the designs for the new and leased courthouse appraiser; Ensure lease-buyout and other potential settlement costs are incorporated; and Develop and incorporate project schedules into the financial analysis that are based on historical performance of projects with similar scope or scale.	12/7/17 Implemented management decision. GSA disagreed with the recommendation. Given the reported health concerns and the importance of the work of the Court, GSA determined that relocation was the most appropriate option to pursue. Final action.

OIG Report #	Report Title	Issue Date	GSA Office(s)	OIG Rec #	Recommendation	Timeline Reconciliation Note
JE18-002	Evaluation of GSA Non Disclosure Policy	3/8/2018	Office of Congressional and Intergovernmental Affairs	1	GSA's leadership should clarify GSA's policy on communications with Members of Congress in GSA's order on congressional and Intergovernmental Inquiries and relations.	8/30/2018 Implemented management decision. GSA disagreed, as the directive establishes policy for the office's role as a focal point for Congressional relations and communications, but is not Intended as an operational or procedural order. Final action
JE19-002	Evaluation of GSA's Management and Administration of the Old Post Office Building Lease	1/16/2019	Office of the Commissioner, Public Buildings Service	1	Before continuing to use the language [in Section 37.19 of the Old Post Office (CPO) outlease] GSA determine the purpose of the interested Parties provision, conduct a formal legal review by OGC that includes consideration of the Foreign and Presidential Emoluments Clauses, and revise the language to avoid ambiguity.	9/3/2020 Implemented management decision. GSA revised leasing program guide, training, forms, and website to address recommendation. Final action.

Appendix: Acronyms

CBP	Customs and Border Protection
DHS	Department of Homeland Security
DOL	Department of Labor
FACA	Federal Advisory Committee Act
FAS	Federal Acquisition Service
FDA	U.S. Food and Drug Administration
FedRAMP	GSA's Federal Risk and Authorization Management Program
FEMA	Federal Emergency Management Agency
FFO	Funds from Operation
FPS	Federal Protective Services
FRPP	Federal Real Property Profile
GAO	Government Accountability Office
G-REX	GSA Real Estate Exchange
GSA	General Services Administration
GSA IT	Office of General Services Administration Information Technology
ICT	Information and Communications Technology
ITP	Insider Threat Program
NCR	National Capital Region
NIA	National Interest Action
OAS	Office of Administrative Services
OCFO	Office of the Chief Financial Officer
OHRM	Office of Human Resources Management
OIG	Office of Inspector General
OMA	Office of Mission Assurance
OMB	Office of Management and Budget
PBS	Public Buildings Service
PIV	Personal Identity Verification
R	Region
VA	U.S. Department of Veterans Affairs