



UNITED STATES OF AMERICA
FEDERAL LABOR RELATIONS AUTHORITY
OFFICE OF THE INSPECTOR GENERAL

WASHINGTON, D.C. 20424-0001

Federal Labor Relations Authority Inspector General Assessment of the Management and Performance Challenges

Over the past few years, FLRA management has focused on conducting its mission relating to federal labor management case processing as well as converting its three previously independent adjudicatory components (Authority, Office of the General Counsel and Federal Services Impasse Panel) into one administrative agency so that there could be more effective management control over FLRA's administrative programs and policies. During this same time frame, the FLRA Inspector General focused on oversight activities related to the President's Council of Integrity and Efficiency/Executive Council of Integrity and Efficiency defined major program challenges, the President's Management Agenda, the FLRA Chairman requests for specific oversight activities, as well as specific programs and procedures selected by the Inspector General which were all related to improving performance and accountability.

The FY 2004's Audit of FLRA's Security Program and FISMA submission revealed a material weaknesses in the FLRA's information security program and several high risks in personnel and physical security programs. The weaknesses pertain to the lack of information security policy, access controls, system software controls, service continuity controls, and contingency plans. The audit also revealed that the FLRA had insufficient security program resources, no contemporary security training for employees, lack of cyclic testing procedures, lack of sufficient security internal controls and a general lack of employee awareness of the importance of all aspects of security programs. Some of these issues were brought up in previous 2001 security information audit but were not properly addressed and thus, developed into a material weakness. FLRA management now appears to be focusing on the need for better resources to address the information security issues. The same is needed for the physical security programs as well.

The FY 2004 Audit of the FLRA's Financial Statements has not surfaced any serious deficiencies in this recently implemented program. Over the last two years, FLRA management has focused

extensively on budget and finance issues including debt collection and improper use of travel cards. In order to ensure that the FLRA implemented the use of financial statements properly, FLRA management obtained contracted consultants to assist with its implementation. This has had a positive effect.

From the Inspector General's objective perspective, the FLRA also has some challenging human capital issues which, if not addressed, could effect productive performance, accountability and the FLRA's ability to support its statutory requirements. FLRA management needs to focus on improving its current work environment by supporting professional and productive interaction among all levels of management and employees, increasing its emphasis on human capital and customer service, and addressing vulnerabilities before they become significant problems.