



America the Beautiful

**FEDERAL LABOR RELATIONS AUTHORITY
OFFICE OF INSPECTOR GENERAL**

**35th SEMIANNUAL REPORT
TO THE CONGRESS**

**October 1, 2005
through
March 31, 2006**

Date Issued: June 1, 2006

EXECUTIVE SUMMARY

This is the 35th Semi-Annual report issued by the Office of the Inspector General (OIG) at the Federal Labor Relations Authority (FLRA). This report, submitted pursuant to section 5 of the Inspector General Act, summarizes the major activities and accomplishments of the FLRA Inspector General for the period of October 1, 2005 to March 31, 2006.

During this reporting period, the FLRA Office of the Inspector General completed the FY 2005 Financial Statement Audit, processed 9 hotline calls and completed an extensive investigation of a complaint filed in August 2005 by an FLRA employee. The Financial Statement Audit included a review of 2004 findings and recommendations as well as several additional findings and recommendations, which were indicated in the Inspector General's FY 2005 FISMA Review.

During this reporting period, the Office of Personnel Management conducted a review of FLRA's Human Resources relating to OPM's Enterprise Human Resources Initiatives and E-Government. FLRA management has contracted two consulting groups who are assisting the FLRA in complying with provisions of the President's Management Agenda relating to Strategic Management of Human Capital as well as job classifications, performance management, and E-Government requirements for developing digitized copies of each employee's Official Personnel Folder.

During this reporting period, the FLRA Inspector General continued with the extensive internal review of FLRA's Administrative Policies and updated all FLRA Inspector General policies to ensure compliance with current Inspector General requirements.

On March 7, 2006, the FLRA Inspector General provided FLRA management a list of opened oversight findings and recommendations for corrective actions from 1998 to the current time and requested management's response regarding the projected time these corrective actions would be implemented. The FLRA Executive Director began to address several corrective actions, which related to administrative issues that have changed.

During this reporting period, FLRA management has addressed several previous oversight findings and created improvement of the efficiency and effectiveness of several administrative programs including time and attendance, information security and human capital issues related to positions and the cost effectiveness of FLRA's entire staff.

THE FEDERAL LABOR RELATIONS AUTHORITY

The FLRA is an independent agency responsible for directing the labor-management relations for 1.9 million non-postal Federal employees worldwide, nearly 1.1 million of who are exclusively represented in approximately 2,200 bargaining units. The FLRA is charged by the Federal Service Labor-Management Relations (The Statute), section 7105, with providing leadership in establishing policies and guidance relating to Federal sector labor-management relations, resolving disputes arising among Federal agencies and unions representing Federal employees, and ensuring compliance with the Statute.

The FLRA represents the Federal government's consolidated approach to labor-management relations. The FLRA is "three components in one," fulfilling legal statutory responsibilities through the Authority, the Office of General Counsel and the Federal Service Impasses Panel. The FLRA has 7 regional offices and one satellite office. The FLRA also provides staff support to two other organizations – the Foreign Service Impasses Disputes Panel and the Foreign Service Labor Relations Board.

The Authority is a quasi-judicial body with three full-time Members who are appointed for 5-year terms by the President, with the advice and consent of the Senate. One member is appointed by the President to serve as Chairman of the Authority and as Chief Executive and Administrative Officer of the FLRA.

The Authority adjudicates disputes arising under the Statute, deciding cases concerning the negotiability of collective bargaining agreement proposals, unfair labor practice (ULP) allegations, representation petitions, and exceptions to grievance arbitration awards. In addition, consistent with its statutory responsibility to provide leadership in establishing policies and guidance to participants in the Federal labor-management relations program, and as part of the Collaboration and Alternative Dispute Resolution (CADR) Program described below, the Authority assists Federal agencies and unions in understanding their rights and responsibilities under the Statute and resolving their disputes through interest-based problem-solving rather than adjudication.

In addition to the three Member Offices, the Authority component of the FLRA also houses the Office of Administrative Law Judges, the Collaboration and Alternative Dispute Resolution Office, the Office of the Solicitor, the Office of the Executive Director, and the Office of the Inspector General.

Office of the Administrative Law Judges: The FLRA's Administrative Law Judges (ALJ's) are appointed by the Authority to conduct due process hearings in accordance with the Administrative Procedures Act and issue recommended decisions in cases involving alleged unfair labor practices. ALJ's also conduct hearings and issue recommended decisions involving applications for attorney fees and files pursuant to the Back Pay Act or the Equal Access to Justice Act. In the course of their duties, ALJ's conduct pre-hearing conferences, issue subpoenas, rule on motions and evidentiary issues, and engage in settlement efforts. An ALJ decision may be affirmed, modified, or reversed, in whole or in part, by the Authority. If no exceptions are filed to an ALJ

decision, the decision is adopted by the Authority and becomes final and binding upon the parties.

Office of Policy, Project & Performance Management: The Office of Policy, Project & Performance Management is responsible for agency-wide strategic policy and planning, including the role of Chief Human Capital Officer. The office also provides oversight with respect to FLRA performance management initiatives. The office drafts, reviews, and approves all agency-wide instructions and policies; oversees the Chairman's and the Administration's initiatives; and develops agency-wide initiatives, which upon the Chairman's final approval, are implemented through the Office of the Executive Director. The office also houses the agency's congressional affairs function and serves as the Chairman's primary point of contact with the Solicitor, Executive Director, EEO Director, and Inspector General.

Collaboration and Alternative Dispute Resolution (CADR) Office: The CADR Office is responsible for coordinating, supporting, and expanding the unified CADR Program. This program involves a variety of collaboration and alternative dispute resolution techniques at all steps of the process, from investigation and prosecution to the adjudication of cases and resolution of bargaining impasses. The CADR Program also provides facilitation and training programs to assist labor and management in developing constructive approaches to conducting their relationship.

Office of the Solicitor: The Office of the Solicitor represents the Authority in court proceedings before all United States Courts, including the U.S. Supreme Court, U.S. Courts of Appeals, and Federal District Courts. The office serves as the agency's in-house counsel, providing legal advice to all FLRA components. The Solicitor is also the Designated Agency Ethics Officers under the Ethics in Government Act of 1978, as amended.

Office of the Executive Director: The Office of the Executive Director provides operational support to all components of the FLRA, including budget and finance, human resources, procurement, administrative services, and information resources management and is responsible for developing and implementing agency-wide initiatives, such as strategic planning.

Office of the Inspector General: The Office of the Inspector General (OIG) is responsible for directing and carrying out audits and investigations related to the FLRA programs and operations. In addition, the Inspector General is authorized to create and recommend policies that promote economic, efficient, and effective agency programs, which prevent fraud, waste, abuse and mismanagement. The Inspector General is responsible for keeping the Chairman, FLRA and the Congress fully informed of problems and deficiencies, as well as, the necessity for corrective actions. Public Law 100-504 and the Inspector General Act, as amended, mandate the requirements, objectivity and independence of Federal Agency Inspectors General.

The Office of the General Counsel: The Office of the General Counsel (OGC) is a component of the FLRA. The General Counsel, who is appointed by the President with the advice and consent of the Senate for a 5-year term, manages all OGC employees. The OGC includes seven regional offices located in Atlanta, Boston, Chicago, Dallas, Denver, San Francisco, and Washington, DC and one remote duty location in Brea, California. The OGC investigates all unfair labor practice charges filed either by an employee, a labor union or a federal agency and prosecutes all unfair labor practice complaints before the Authority. The OGC is also responsible for receiving and processing representation petitions and providing education services to the parties. The General Counsel reviews all appeals of a Regional Director's decision to dismiss an unfair labor practice charge and establishes case-handling policies and procedures for the OGC.

The Federal Service Impasses Panel: The Federal Service Impasses Panel (FSIP or the Panel) is composed of seven part-time Members who are appointed by the President to serve for a 5-year term. One Member is appointed by the President to serve as the Panel Chair. The Panel resolves bargaining impasses between Federal agencies and unions representing Federal employees arising from negotiations over conditions of employment under the Statute and the Federal Employees Flexible and Compressed Work Schedules Act. If bargaining between the parties, followed by mediation assistance, proves unsuccessful, the Panel has the authority to recommend procedures and to take whatever action it deems necessary to resolve the impasse.

The Foreign Service Labor Relations Board: The Foreign Service Labor Relations Board, (the Board) was created by the Foreign Service Act of 1980 to administer the Labor-Management Relations Program for Foreign Service employees in the U.S. Information Agency, the Agency for International Development, and the Departments of State, Agriculture and Commerce. The Board is composed of three Members, including the Chairman of the Authority who appoints the other two Members, who serve on a part-time basis. The Chairman of the Authority also serves as Chairman of the Board. The FLRA General Counsel acts as General Counsel for the Board, and the Authority staff provides necessary support to the Board.

The Foreign Service Impasse Disputes Panel: The Foreign Service Impasse Disputes Panel (the Disputes Panel) was also created by the Foreign Service Act of 1980. The Disputes Panel is composed of five part-time Members who are appointed by the Chairman of the Foreign Service Labor Relations Board (the FLRA Chair). The Disputes Panel resolves bargaining impasses between Federal agencies and Foreign Service personnel in the U.S. Information Agency, the Agency for International Development, and the Departments of State, Agriculture, and Commerce, over conditions of employment under the Foreign Service Act of 1980. The FSIP staff supports the Disputes Panel.

The FLRA's headquarters is located in Washington, D.C. The FLRA maintains regional offices in Atlanta, Boston, Chicago, Dallas, Denver, San Francisco, and Washington, D.C.

FLRA MISSION STATEMENT

The Federal Labor Relations Authority exercises leadership under the Federal Service Labor-Management Relations Statute to promote stable, constructive labor relations that contribute to a more effective Government.

The mission of the FLRA is to carry out five primary statutory responsibilities as efficiently as possible and in a manner that gives full effect to the rights afforded employees and agencies under the Statute.

Under the Statute, the primary responsibilities of the FLRA include:

- Determining the appropriateness of units for labor organization representation;
- Adjudicating exceptions to arbitrator's awards;
- Resolving complaints of unfair labor practices; and
- Resolving impasses and issues relating to the duty to bargain.

OFFICE OF INSPECTOR GENERAL

- Conducts and supervises internal reviews, audits and evaluations of the programs and operations of the FLRA;
- Provides leadership and coordination, and recommends actions to management, which: (1) promote economy, efficiency, and effectiveness in agency programs and operations; and (2) prevent and detect fraud, waste, abuse, and mismanagement of government resources; and
- Keeps the Chairman, FLRA management, and the Congress fully informed regarding problems and deficiencies, and the progress of corrective action.

The Inspector General's Office is currently staffed with one full time Inspector General and one full time Administrative Assistant. When required, the FLRA Inspector General uses contractor auditors to perform FLRA audits. The Office of the Inspector General's FY 2005 budget was \$77,500.00. The FLRA, Inspector General submitted a request for an increase in operational funding in the FLRA Office of Inspector General FY 2005 budget submission. The FY 2006 budget allocation has not yet been provided to the Inspector General who has requested it several times but has received no response.

OFFICE OF INSPECTOR GENERAL MISSION STATEMENT

The mission of the FLRA Office of Inspector General is to provide FLRA leadership, along with an independent and objective assessment of the organization's efficiency

and effectiveness. This is accomplished through proactive evaluations of FLRA operational processes. The Inspector General provides necessary oversight and serves as a catalyst for improving and maximizing the efficiency and integrity of FLRA programs and operations. The goal of the Inspector General's work is to maximize the effectiveness of FLRA programs by evaluating performance and identifying ways to make these programs more efficient and effective. In addition, the FLRA Inspector General strives to prevent and detect fraud, waste, abuse, and mismanagement of the FLRA's resources and operations, which could adversely impact the organization's integrity and ability to perform its mission in a timely, customer responsive manner.

The primary objectives of the Office of Inspector General are as follows:

- To evaluate the efficiency and effectiveness of FLRA program and resource management and identify best practices, as well as causative factors, impeding the accomplishment of the FLRA mission.
- To assist the Chairman and FLRA management in carrying out their responsibilities by providing them with objectives and timely information on the conduct of FLRA operations, together with the Inspector General's independent analysis, conclusions, and recommendations.
- To use evaluations, internal reviews, and more traditional assessment tools of audits, inspections, and investigations, to maximize oversight and strengthen system and process controls.
- To support the Administration and Congress in maximizing Government integrity and efficiency and minimizing the occurrence of fraud, waste, abuse, and mismanagement.

AUDIT/INTERNAL REVIEW ACTIVITY

During this reporting period the FLRA Office of the Inspector General performed the following audits and reviews in compliance with Government auditing standards:

| <i>Audit of 2005 FLRA Financial Statements</i> | <i>Completed</i> |
|---|-------------------------|
|---|-------------------------|

The Final Report was issued shortly after this reporting period.

During this reporting period, the Office of the Inspector General contracted the second audit of FLRA's compliance with Financial Statements, which were implemented in 2004. This audit includes the review of FLRA's balance sheet and the related statements of net cost, changes in net positions budgetary resources and financing for fiscal year 2005. This audit includes a comprehensive review of FLRA internal controls and risk assessments related to management of the FLRA's financial statements. The audit included a review of and update of the findings and recommendations from the FLRA's 2004 Financial Statement Audit, most of which have not yet been corrected. The 2005 Financial Statement Audit has revealed several findings relating to non compliance with the Federal Information Security Management Act (FISMA), the lack of establishment of a qualified Chief Financial Officer, the lack of updating FLRA policies

and procedures in accordance with current laws and regulations, and insufficient focus to ensure continuity of operations by having better support providers and services, and better back up training and knowledge for FLRA employees. The audit also determined that FLRA needed to designate its best system source for its overall accounting, budgetary and financial needs, maintain detailed fixed asset records and reconcile records to the General Ledger in a timely manner.

The audit also recommended that management address cash disbursement procedures, accounts payable procedures and internal controls to improve the system of fiscal and accounting management, ensure that proper procurement policy and processes between the Divisions of Budget and Finance and Administrative Services exist and are properly followed, and ensure that information needed for each quarter includes updated information related to accrued leave, liabilities of updating the Federal Employee's Compensation Act (FECA) and Future Workers Compensation, fair statements of the financial position and the results of operations. Formal collection procedures need to be established, lease agreements need to be reviewed for existing occupied and used spaces, procedures related to reviewing manual adjusting journal entries need to be established prior to entering the system, and management needs to address whether alternative summary level information can be posted to the general ledger for payroll interface.

Although the audit has been completed, the 2005 Financial Statement Report was not issued during this reporting period because some needed information requested by the auditors regarding some issues had not been provided by March 31, 2005.

Internal Review of FLRA Administrative Policy ***Open***

During this reporting period the FLRA Inspector General began an extensive review of all FLRA policy, which included an initial review of related laws and legislation as well as the FLRA policy. This review revealed that in 2002, a significant amount of policy was cancelled but has not been re-created. This review is affirming that an extensive amount of FLRA's administrative policy requires immediate updates or revisions. Comments on what should be incorporated in the updated instructions will be provided to FLRA management as part of the conclusion of this review.

FLRA Management Consultations ***Current***

In order to comply with some of the provisions of the President's Management Agenda relating to Human Capital and guidelines issued by the Office of Personnel Management and the Office of Management and Budget relating to job classification and performance management, FLRA contracted two consulting groups to assist the FLRA with related Human Capital projects. One effort involved the review and conversion of FLRA's Official Personnel Folders, which will be replaced with an Electronic Employee Record. The second project is a follow-up to last year's Classification Project and will include a comprehensive review of labor management case work to establish the level of work performed, identify any duplications of effort and

identify the distinction of work performed. These consultants will also review management and supervisory oversight of FLRA attorneys and labor relations specialists (GS-0905 and GS-0244) who conduct labor management case processing and will create or revise position descriptions related to these employees, as appropriate.

***Office of Personnel Management (OPM) Review
Of FLRA Human Resources Delegated Examining
Operations***

Closed

During this reporting period, OPM conducted an audit focused on the accountability of human resources delegated examining operations, and those human resource authorities that relate to the three key systems of Human Capital Management (talent, leadership and (knowledge management and results-oriented performance culture) to evaluate how well these programs contribute to mission accomplishments.

This audit included a review of FLRA's Human Resource records and both individual and group employee interviews.

According to OPM, this FLRA audit report has been prepared and completed and should be issued shortly.

FLRA Inspector General Policies

During this reporting period, the FLRA Inspector General reviewed and updated the following Inspector General policies, which were created in 1998 and 1999.

- FLRA 2930.2 Audit and Internal Review Follow-Up
- FLRA 2920.1 Audit Policies and Procedures
- FLRA 6120.1 Fraud Prevention Problem
- FLRA 6130.1 Inspector General Assistance and Hotline
- Program
- FLRA 6110.1 Policies and Procedures for Conducting Investigations by the Office of the Inspector General

ADDITIONAL ACTIVITIES

Training

During this reporting period, the FLRA Inspector General attended the following training:

- Contracting/COTR Update
- Word 2003/2006 Update
- Government Executive

- Pay and Performance
- Risk Management
- State of Defense

Executive Counsel of Integrity and Efficiency (ECIE)

The FLRA Inspector General attends the ECIE monthly meetings on a regular basis to make sure that the FLRA Office of Inspector General is current and aware of operations and issues related to ECIE Inspectors General.

Review of Regulations

During this reporting period, the FLRA Inspector General reviewed:

- All FLRA Office of Inspector General instructions
- 45 FLRA Instructions
- PCIE/ECIE General Plan and Oversight Program for Financial Statement Audits

Oversight Corrective Actions

The FLRA Office of the Inspector General findings and recommendations from 1998 to the present were submitted to FLRA management during this reporting period. Management was asked to provide information to the FLRA Inspector General regarding management actions related to addressing the oversight activities' findings and recommendations, which have been open from 1998 to the present. The new appointed FLRA Executive Director has begun to review the findings and corrective actions and has responded to the Inspector General regarding several findings related to programs and operations, which have changed. As indicated in the 2005 Inspector General FISMA report, the FLRA Chief Information Officer/Acting Director of Information Resource Management has addressed many of the FLRA's information security corrective actions. New information technology policies have been submitted to FLRA management for approval, which must be made before they can be implemented.

Security Issues

During this reporting period, the FLRA had one security incident involving the theft of three Blackberry models 6570 in a locked office and one non-working older laptop from an unlocked office where it was being worked on. This incident was reported to the Federal Protective Service, FLRA management and building management. Building management reviewed videotapes for suspicious activities but found nothing.

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|--|-------------------------------------|--------------------|---------------|
| NARA Evaluation of FLRA Section I | I/8(a) Develop a self-evaluation records management checklist and distribute. | | | Open |
| | (b) Conduct periodic evaluations. | Conduct every 3 years on October 1. | | Ongoing |
| | (c) Ensure recommendations are implemented. | Implement every 3 years. | | Ongoing |
| Section II | II /1: Ensure that the maintenance of records documenting agency actions, policies and procedures are current and distributed to staff. | Revised target date to 9/30/03. | | Open |
| | II/2(a) Review working case files retention. | 2/30/99. | | Open |
| | (b) Meet with office Directors to develop retention schedules for all records not in current schedule and get recommendations for changes to current schedule. | Revised target date to 9/30/03. | | Open |
| | (c) Develop retention schedules for new records and make changes to current schedules. | Revised to 9/30/03. | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|------------------------------|--------------------|---------------|
| Section II – cont. | (d) Submit new schedule for Archivist's approval. | Revised to 9/30/03. | | Open |
| | (e) Include approved schedule in updated instruction 1323.1. | Revised to 9/30/03. | | Open |
| | II/3: Require offices to separate temporary and permanent case files. | Revised to 9/30/03. | | Open |
| | II/4: Ensure that photographs that are a part of a permanent case file conform to 36 CFR § 1232. | Revised to 9/30/03. | | Open |
| | II/5: Establish a Vital Records Program. | Revised to 9/30/03. | | Open |
| | II/6: Identify vital FLRA records and enact measures to protect and update them, and ensure their availability during emergencies. | Revised to 9/30/03. | | Open |
| | II/7: Consider the offsite maintenance/storage of copies of vital records. | Revised to 9/30/03. | | Open |
| | III/1: Identify which FLRA records are not covered by records schedule or the General Record Schedules. | Revised to 9/30/03. | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|---|--|--------------------|---------------|
| Section III – cont. | Develop and submit to NARA proposed records schedules for unscheduled records. | Revised to 9/30/03. | | Open |
| Chicago Regional Office | 3. Formalize the creation maintenance/disposition of administrative records to the same extent as program records. | Revised target date 9/30/03. | | Open |
| | 4. Offer records management guidance to staff on electronic Records Management and FOIA procedures (including E-FOIA amendments). | Revised target date 9/30/03. | | Open |
| Management Letter 4/19/98 Instructions/MOU Update | 1. Update all FLRA delegations of authority, memoranda of understanding, and instructions to reflect current mission. | Newly established policy & Planning position will coordinate/division, as appropriate, to accomplish revisions and updates on a rolling basis. | | Open |
| | 2. Distribute updated policy to all managers and make them available to all employees in one central folder on the FLRA website along with updated index. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|--|------------------------------|---|---------------|
| Ltr. dated: 9/28/99 OPM Review of FLRA Human Resources Program | 1. Establish an accountability system to assess management utilization of human resources. | Revised target date 4/30/00. | HR will work with Human Capital Office position, assigned in accordance with OPM guidelines on newly enacted legislation. | Open |
| | 2. Study quality of performance feedback and provide strategies for ensuring sufficient quality performance feedback is provided to employees. | 4/30/00. | | Open |
| | 1. Review and enhance the FLRA Accounting Manual to reflect specific B&FD duties. | | 7/10/06 | Closed |
| Audit of the FLRA FY 98 Financial Statements and Central Services Fund (Report No. 99-01- September 1999) | | | | |

Federal Labor Relations Authority
Office of Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|---|---|--------------------|---------------|
| | Review all current personnel files to ensure payroll, leave and benefits information is correct and reconciles that which is maintained by Denver Payroll Operations Division and take appropriate action to reconcile any overpayments or under payment found. The results of this effort should be specifically reported to the FLRA Inspector General. | . | | Open |
| Audit of the FLRA FY 98 Financial Statements and Central Services Fund | Review, update and revise as necessary, FLRA Regulation 2301.1 Financial Management System to reflect contemporary policy, including a requirement for a documented yearly review of financial management statements by the Executive Director and audits of financial statements by an independent source on a yearly basis. | | | Open |
| Internal Review of FLRA External Affairs May 2000 | 1. Create centralized Administrative Tracking System. | Management does not concur that Agency needs a centralized administrative tracking system | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|--|------------------------------|--------------------|---------------|
| | 2. Develop/implement FLRA External Affairs Policy. | . | | Open |
| Internal Review of FLRA External Affairs May 2000 | 1. Create Agency Policy for Compliance with the Paperwork Reduction Act | . | | Open |
| Investigation 2000-I-30 August 2000 | 1. Create Agency Policy for compliance with the Paperwork Reduction Act. | . | | Open |
| FLRA Information System Security Audit 2001 | 1. Fund, develop and implement an information security program that complies with OMB Circulars A-123, A-127 and A-130. | | 06/27/05 | Closed |
| | 2. Establish security awareness program training that all employees must attend annually. | | 07/05/05 | Closed |
| | 3. Establish senior management oversight committee to demonstrate senior management's commitment to and support of an effective, efficient security Program. | | 07/05/05 | Closed |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|---|---------------|
| | 4. Delegate authority to IRMD that clearly assigns responsibilities duties and requirements; coordinate information security control with systems outside IRMD and assists/control with other program offices during development and implementation of new systems and enhancements to existing systems | | 06/27/05 | Closed |
| | 5. Revise current instructions for HRD and BFD to include security administration responsibilities for respective system and require coordination with IRMD. | | 06/27/05 | Closed |
| | 6. Ensure that system owners and program offices perform periodic risk and vulnerability assessments and certify systems. | | 09/03/02 *Note: Periodic risks and vulnera- bility assessment conducted yearly since September 2002. | Closed |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|---|---------------|
| | 7. Ensure procedures are established to monitor/report FLRA's progress in resolving weaknesses and developing an efficient/effective information system security system | | 9/30/02 | Closed |
| | 8. Develop & establish agency-wide information security policy through the consolidation of existing instructions. | | 06/27/05 | Closed |
| | 9. Centralize management responsibilities for development of security policy procedures and practices, but retain daily security administration with program offices. | | 6/27/05 | Closed |
| | 10. Conduct an agency-wide assessment of information contained within various systems to identify/classify the sensitivity of information and the security level needed. 11. Obtain new software to monitor external access to the network and alert IRMD security personnel of suspicious activities. | | 9/30/02 Note: Information will be re- assessed this year to ensure com- pliance with new NIST Publication 53 in regards to internal controls (low, high, medium) outlined in FIPS 199. 12/31/05 | Closed |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|--|------------------------------|-------------------------------|---------------|
| | 12. Develop procedures to maintain a current inventory of authorized users for each system and for remote access. | | 06/27/05 | Closed |
| | 13. Define rules of behavior for each system based on management's defined level of acceptable risk. | . | Estimated 12/30/05 | Open |
| | 14. Develop procedures to ensure that security officials, systems, and data owners establish and formalize procedures for granting appropriate access and system privileges. | | 09/30/02 | Closed |
| Fiscal Year 2004 Audit of FLRA Security Progress | 15. Formalize incident response procedures and processes to identify/report on apparent/actual security breaches. Include instructions on proper procedures for reacting to security breaches in security awareness program. | | 06/27/05 | Closed |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | 16. Develop procedures for periodically evaluating user privileges and in granting initial access and privileges to systems software and data. | | 06/27/05 | Closed |
| | 17. Obtain new remote access software sufficient to preclude unlimited remote dial in access to FLRA network. | | 1/15/03 | Closed |
| | 18. Dedicate funding to identify, review, and evaluate critical business functions for developing a business contingency and recovery plan. | | 6/27/05 | Closed |
| | 19. Document procedures for programmers' access to the production environment and management's compensating controls to detect unauthorized activities. | | 06/27/05 | Closed |
| | 20. Document the network configuration hardware, software, security controls; client server and Oracle databases; and systems security controls. | | 04/16/03 | Closed |

**Federal Labor Relations Authority
Office of Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|--|------------------------------|--|---|
| | <p>21 Develop a System Develop Life Cycle Methodology complaint with OMB and NIST requirements for developing new systems and enhancing existing systems.</p> <p>22. Review costs and benefits of relocating the computer used for entering and authorizing vendor payments to the Department of Treasury. to a more secure location away from the general work area into an area of limited access.</p> | | <p>07/05/05</p> <p>3/17/03</p> | <p>Closed</p> <p>Closed</p> |
| Internal Review of the Office of the General Counsel's ULP Investigation Process- 2/2001 | 1. Refrain from using e-mail to transmit any type of investigation documentation until software is encrypted or other appropriate information security software is installed unless parties are aware of potential disclosure and agree to use the e-mail even though there is the possibility of information disclosure/compromise. | | 7/10/06 | Closed |
| Internal Review of FLRA's Travel Program FY 2001 | 1. Director, BFD should prepare overarching general agency travel policies, which address requirements, expectations and prohibitions | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|---|------------------------------|--------------------|---------------|
| | 2. Update, revise or cancel existing obsolete travel instructions and guidance including: -FLRA travel Guideline Handbook. -Guidance on reimbursable support. | | | Open |
| | 3. Ensure that all lists and policies that are sent to the National Business Center, National Travel Service, Inc., and Citibank are current. | | | Open |
| | 4. Director, BFD should discuss the use of FLRA's formatted travel reimbursement vouchers and address any deficiencies with the Director, IRM. | | | Open |
| | 5. FLRA Travel Manager should request that National Travel website to accommodate FLRA's travelers needs and ensure that all FRLA employees are trained to use the website. | | | Open |
| Internal Review of FLRA's Travel Program FY 2001 | 6. Require FLRA travelers to use Hotel Occupancy tax Elimination Forms while on government travel. Compile list of states that honor and fail to honor such forms and distribute such forms and distribute to FLRA employees. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year -2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|--|------------------------------|--------------------|---------------|
| Audit of FLRA Simplified Acquisitions and Imprest Fund November 2001 | 7. Issue memorandum reminding FLRA employees that government credit cards are to be used for travel expenses and not for travel expenses and not for personal use. | | | Open |
| | 8. Director BFD should work with National Business Center to set criteria, standards and policies for travel reimbursement. | | | Open |
| | 1. Conduct a cost benefit analysis for automating the procurement system and implement if cost effective 2. Establish a MOA with an executive Agency to administrate FLRA contract appeals. 3 Brief FLRA management on basic federal procurement requirements. | | | Open |
| Management Letter Fair Act Compliance | 1. Create internal policy (include competition plan) for contracting our commercial activities. 2. Annually see management input to validate inherently governmental and commercial activities | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|--|--------------------|---------------|
| | 3. Perform cost analysis on positions identified in the FY 2002 and future Fair Act submission private sector as well as federal organizations before contracting with federal agencies. | | | Open |
| | 4. Include justifications retaining defined non-inherently government positions in the FLRA | | | Open |
| | 5. Assign future responsibility for competitive outsourcing including Fair Act Compliance, to the FLRA Contracting Officer. | . | | Open |
| | 1. Provide Regional Office Personnel contemporary training in customer service, communication, behavioral and other pertinent human capital training. | 5/2002 Proposed Action Plan to implement Investigation findings deferred by Chairman, FLRA. | | Open |
| | 2. Provide Atlanta Regional Office employees training on federal, FLRA and OGC administrative requirements including employee rights and responsibilities | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | 3. Provide new Atlanta Regional Office employees with on site training on OGC unfair labor practice charge and representation case processing policies. | | | Open |
| | 5. Obtain qualified person to perform a Myers Briggs Analysis and use this analysis for employees to understand behavioral interactions, perceptions and reactions. | | | Open |
| Investigation 2002-I-33 | 6. Have Director, Atlanta Regional Office document and discuss all new internal procedures and expectations and distribute to all employees. | | | Open |
| | 7. Have Director, Atlanta Regional Office document all individual and staff counseling. | | | Open |
| | 8. Have Director, Atlanta Regional Office continue supporting high work standards and standards of conduct, cross training, and employee mentoring and development. | | | Open |
| | | | | |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|--|------------------------------|--------------------|------------------|
| Internal Review of Debt Collection November 2002 | <p>1. Create and provide FLRA employees with policy/guidance on the use of Government credit card (both previous IG audit/internal reviews on Simplified Acquisitions and the Travel Program recommended this.) FLRA policy should incorporate the cancellation of a credit card if an individual misuses the card more than once.</p> | | | Open |
| | <p>2. Require the FLRA Contracting Officer and Travel Manager to conduct monthly reviews on government credit card usage by FLRA employees pursue questionable items and document findings. The Executive Director should review this documentation at least semi-annually.</p> <p>3. Require supervisors to provide employees information on the use and misuse of the government credit card and provide more oversight over employees who have misused their cards.</p> | | | Open Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|------------------------------|--------------------|---------------|
| | <p>1. BFD should generate transactional report for General Ledger Accounts #4870 and 4880 to determine the nature of transactions being recorded, processed and changed that are needed to properly record transaction affecting these accounts.</p> <p>2. BFD should accrue for annual invoices received and not yet processed with a fiscal year subsequent processing date.</p> <p>3. BFD should check Citibank invoices received and not yet processed by the end of the fiscal year and establish dollar thresholds that have not been accrued in the previous invoice accrual and determine if goods or services have been received prior to the end of the fiscal year. This determination should be documented.</p> <p>4. BFD should review old, undelivered orders and de-obligate them prior to fiscal year end if they are no longer valid.</p> | . | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|--------------------------|--------------------|---------------|
| | <p>5. BFD should resend invoices for Federal Agency receivables and have the National Business Center (Denver) pursue these collections.</p> <p>6. FLRA should request two copies of non-reproducible reports in order to ensure support documents are retained. BFD should pursue retaining electronic versions of system generated reports.</p> <p>7. FLRA should implement procedures to ensure that both the journal entries for the disposition of fixed assets and correction of expenditures erroneously capitalized as fixed assets are performed in a timely manner to ensure proper statement of the general ledger at the fiscal year end.</p> <p>8. Expenditures recorded to fixed assets should be properly reviewed prior to recording to ensure each of the expenditures meet the definition of capitalized assets.</p> | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|------------------------------|--------------------|---------------|
| | <p>The Administrative Services Division should review 9. Copiers and other office automation centrally and the number of vendors should be minimized to obtain economic purchases and efficiencies in maintenance and operation.</p> <p>10. FLRA should identify furniture on a replacement cycle with the Agency's Central Services Fund to provide a systematic method for budgeting for and replacing furniture.</p> <p>11. BFD should implement the use of electronic spreadsheets as a standard for accounting documentation to allow for easy documentation of explanatory notes and imputing changes.</p> <p>12. FLRA should include an amount in the accrued FECA liability for the estimated fourth quarter FECA claim costs.</p> <p>13. FLRA should record liability for future workers' compensation.</p> | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|------------------------------|--------------------|--|
| | <p>14. The FLRA should pursue the filling of the BFD Accounting Officer position.</p> <p>15. The FLRA should enhance the Accounting Manual with the detail of specific procedures for the department staff.</p> <p>16. FLRA should develop written budget information and execution policy that outlines the process, states procedures utilized and clarify FLRA approaches and methodology.</p> <p>17. Significant changes or direction from the initial budget submission should be communicated to cost center managers in a timely manner.</p> <p>18. FLRA components and subcomponents should develop data to support effective and justifiable resource allocations.</p> <p>19. The FLRA should consider separating the information Technology budget from the Agency Central Services Fund and place it under the responsibility of the Chief Information Officer.</p> | . | | Open Open Open Open Open Open Open Open Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| Executive Summary | 1. FLRA Authority Members/Chief Counsels should develop standard policy and timeliness for case processing, including the average length of time the case should be at various stages of its process. | | | Open |
| FLRA Case Processing | 2. The FLRA Chief Counsels need to work with the Director, Case Control Office to expand the current system and establish a complete and interactive automated Case Tracking System. | | | Open |
| | 3. FLRA Authority Members should standardize their case processes, internal goals, internal controls and performance standards for all of their employees. | | | Open |
| | 4. FLRA Authority Members should create a standard case processing policy (or manual) to ensure that current and new employees perform their duties appropriately. | | | Open |
| | 5. The Screening Committee should be required to provide more merit review and legal issue information on the cases they review. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | 6. The Authority cases should be reviewed thoroughly by each Chief Counsel | | | Open |
| | 7. Input from the Members at the time of case assignment and more interaction among the Members and their senior staff would eliminate repetition. | | | Open |
| | 8. The Authority should consolidate the issuance of the Issue Memorandum for non-complex cases and implement a Member/Chief Counsel Meeting. | | | Open |
| | 9. The Director, Case Control Office, Members' Senior Chief Counsels should once again work with the Chief Information Officer and Director, Information Resources Management to improve the current case tracking system to support Authority Member Office case tracking process. | | | Open |
| | 10. Add an additional FTE to the Collaborative Alternative Dispute Resolution Office to enable the Authority process of resolution to expand. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|---|------------------------------|--------------------|---------------|
| | 11. The Authority should plan a training conference for Federal agency | | | Open |
| Follow-up on FY 2000 FLRA IG Review of FLRA's Human Capital | 1. Human Resources Division should prepare a work plan specifically related to the FY 2000 Findings and Recommendations. | | | Open |
| | 2. Establish an integrated senior leadership/management team to address human capital issues and provide justified recommendations to the Chairman. | | | Open |
| | 3. Reinstate monthly management meetings during which current management issues are discussed and each manager is required to brief all managers on major activities. | | | Open |
| | 4. FLRA components should be briefed on behavior and communication interactions and communication interactions and engage in personality testing. (Myers Briggs Type indicator and/or Strong Interest Inventory). This could be done in-house or at an offsite meeting. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | <p>5. The Agency needs to compile more human capital statistics to make proper human capital decisions. The following data should be considered to be collected by HRD:</p> <ul style="list-style-type: none"> --workforce data, --skills inventory, --dates and dispersal of performance appraisal, --yearly vacancies and time period required to fill them, --yearly data on number and cost of bonuses, awards and other incentives, --yearly statistics on grievances, --EEO complaints and costs in dollars, --costs of promotions and within grade increases, and amount per employee spent for training and its percentage of the operating budget. | | | Open |
| | <p>6. Update the FLRA Strategic Plan and have management revise component action plans and employee work and performance plans with focus on agency-wide results.</p> | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|--|--------------------------|--------------------|---------------|
| | 7. The Chairman, FLRA should appoint a Human Capital Officer and/or Senior Management Committee who should address Agency-wide human capital issues and work with the Director, HRD to ensure agency-wide compliance with the President's Management Agenda's human capital standards. | | | Open |
| | 8. FLRA/HRD should perform an Agency-wide employee skills inventory. It definitely would provide a baseline for skill needs, employee training and future hiring. | | | Open |
| | 9. All FLRA supervisors should be required to provide employees with work plans and individual development plans. | | | Open |
| Internal Review of FLRA's Occupational Safety & Health Issued August 2003 | 1. Add contemporary safety, health, and security information including the Emergency Plan and a current list of FLRA policy to the website as well as the Orientation Package given to new employees. | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | 2. Increase Agency-wide training for FLRA safety and health programs. Ensure that all supervisors are knowledge, aware of OSHA requirements and provide contemporary information to their staffs. Include volunteer training to CPR and increase safety evacuation information to include maps of areas, where to ensure employee safety. | | | Open |
| | 3. FLRA/HRD should ensure that all OSHA statistics and records be maintained so that the FLRA is in compliance with the OSHA requirements. | | | Open |
| | 4. FLRA/HRD should expand its definition of sensitive positions to, at least, include Security Officers, Computer Information Officers and both senior and line managers and comply within its Drug Free Workplace Plan by randomly testing at least one person per year. | | | Open |
| | 5. The FLRA Executive Director and Director Administrative Services Division should review the Interagency Agreements with the Department of Health and Human Services and ensure that all stated provisions are current and addressed. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|--|------------------------------|--------------------|---------------|
| | 6. The FLRA Safety Program Manager should ensure that all FLRA sub components maintain standardized sufficient and accessible safety/protective equipment. | | | Open |
| | 7. FLRA management should prioritize the development of an FLRA Continuity of Operations (Contingency) Plan. | | | Open |
| | 8. Annual FLRA facility (Headquarters and Regional Offices) safety checks should be performed by the building Security Officer or FLRA Security Officer, and maintained/document and followed up by ASD's Security Officer. | | | Open |
| Internal Review of FLRA's Government Vehicles August 2003 | 1. Management should consider eliminating government lease vehicles from the three subject offices at the end of FY 2004. The subject Regional Office travel budgets should retain money and use it for rental vehicles when driving is necessary and/or other modes or public transportation or air travel. If there are future changes, which increase these offices | | 6/21/06 | Closed |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|--------------------------|--------------------|---------------|
| | caseload significantly in the future and management can support the need of a government vehicle, it could be reinstate. | | | |
| | 2. Because of the significant amount of travel by some agency component and subcomponent employees, appropriate agency internal travel policy and statistics need to be defined and maintained by all three components of the Agency to properly assess travel costs and budget travel allocations. | | | Open |
| | 3. FLRA Budget and Finance Division Director should semiannually monitor travel transportation mileage logs and related costs, travel safety and security incidents and other related expenditures cost and provided internal semi-annual reports to the Chairman, FLRA, Counsel, Chairman of FSIP, and Director of Administrative Law Judges. | | | Open |
| | 1. Director of Administrative Services Division should: (a) Work with building owners and maintenance personnel to ensure that parking garage exterior doors remained locked and secured. (b) Install door locks on all interior doors. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|--|------------------------------|--------------------|---------------|
| Office of the General Counsel Internal Review of Remote Duty Locations March 2004 | <p>1. The FLRA should maintain the remote duty locations until the Department of Defense labor management cases are removed from the FLRA. Statistics on Department of Homeland Security should be maintained for at least a year after the Department of Defense, Department of Homeland Security labor policies have been implemented. At that time, based on a verifiable reduced caseload, the FLRA should eliminate the remote duty locations and determine the need of the employees in their former remote site location based on caseload and either transfer them to their Regional Offices or support telecommunicating at home by these specific employees in accordance with agency policy.</p> <p>2. The FLRA should comply with Public Law 106-346 and create policy for employees who are or will volunteer to work full-time at home prior to making a decision to eliminate their remote duty stations.</p> | | 6/21/06 | Closed |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|--|--------------------------|--------------------|---------------|
| Contracting Investigation Report August - 2004 | <p>1. FLRA management should focus on creating and/or updating policy for their procurement operations and providing this policy to contracting employees so that the subject employees are properly informed of changes. Contract file information should be standardized and submitted proposals with documented evaluations. Task order written by FLRA managers should include evaluation criteria by which contractors will be evaluated.</p> <p>2. The FLRA Contracting Officer needs to understand that, in spite of his authority and independence to handle claims and make final decisions, FLRA management should be informed of contract related problems and claims that have been filed against the Agency prior to processing, especially when the alternative dispute resolution process is to be used.</p> <p>3. FLRA management should focus more on human capital and customer orient relationships. Also, FLRA</p> | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|--|--------------------------|--------------------|---------------|
| | <p>management should be aware of and support appropriate alternative dispute resolution for claims as they do for unfair labor practice charges and arbitration cases, which provide greater satisfaction to the filing party, innovative methods of resolving disputes and greater efficiency in achieving settlements.</p> <p>4. FLRA management should ensure that senior appointed managers have knowledge and/or are provided with necessary training in the program they are responsible for managing.</p> | | | Open |
| FY 2004 Audit of FLRA Security Programs September 30, 2004 | <p>1. FLRA CIO develop and maintain:</p> <ul style="list-style-type: none"> (a) A visitor log that all data center visitors are required to sign upon arrive and departure. (b) An emergency contact line list. (c) ASD develop effective policies for managing Kastle Keys and direct ASD security personnel to implement procedures in accord with the policies adopted. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|--------------------------|--------------------|---------------|
| | <p>2. FLRA CIO should:</p> <ul style="list-style-type: none"> (a) Fully develop disaster recovery, IT contingency business continuity, and continuity of operations plans. (b) Provide training to enable personnel to effectively implement all plans and require periodic retraining. (c) After each plan is implemented, conduct and document testing to ensure that each plan is responsive, and periodically reevaluate plans and keep plans current. <p>4. FLRA CIO should Perform a C&A review in accordance with NIST standards and authorizes the general support system for processing.</p> <p>5. FLRA should ensure that a management official authorizes in writing the use of each general support system based on an acceptance of risks identified with the system certification process as described by NIST.</p> | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|--------------------------|--------------------|------------------------------|
| | <p>6. FLRA should ensure that staff members adhere to a documented policies and procedures for performing backups of networks file and mail servers.</p> <p>7. FLRA CIO should:</p> <ul style="list-style-type: none"> (a) Develop a program to provide annual security awareness training to all FLRA employees in accordance with OMB requirements. (b) Develop proper procedures to accurately assess and report on the program's level of attendance and effectiveness. <p>8. FLRA CIO should develop a complete Security Program Plan, arrange for appropriate personnel to review it, revise the plan accordingly and obtain approval cognizant executive management.</p> <p>9. FLRA CIO should develop, document and implement an incident response plan consistent with NIST and OMB criteria.</p> | | | Open Open Open Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | <p>10. FLRA should:</p> <p>(a) Take immediate action ensure timely development and implementation of policies and procedures necessary to establish ad support FLRA's information security program.</p> <p>(b) Develop and implement policies and procedures to track evaluate, and monitor FLRA's information and information systems security program in accordance with OMB Circular A-130, Appendix III and ensure proper and timely reporting to OMB and Congress.</p> <p>11. FLRA CIO should:</p> <p>(a) Develop policies and procedures requiring that patches be properly tested in a test environment before being placed into production.</p> <p>(b) Develop a test lab to adequately test patches.</p> <p>(c) Provide training to individuals to ensure that multiple personnel can perform critical functions and activities can be performed by multiple personal.</p> | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|--------------------------|--------------------|---------------|
| | <p>12. FLRA CIO should:</p> <ul style="list-style-type: none"> (a) Develop and implement a formal SDLC methodology based on NIST guidance and ensure the policy at a minimum addresses the following elements: <ul style="list-style-type: none"> - Sensitivity of data to be processed in the system. - Resources required for adequately securing the system. - Input from the equivalent of an Investment Review Board. - Authorization for software modification documentation and maintenance. - Budget request to include security resources for the system. - Security controls consistent with and integral to senior management's standards. - Security requirements to be included in solicitation documentation. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | <ul style="list-style-type: none"> - Develop and implement a formal change control policy outlining the procedures needed to ensure that system configuration changes are properly documented, authorized, approved, and tested before being moved into production or implemented. 13. FLRA Management should: suspend access or implement adequate procedures to mitigate risks associated with CIO's access privileges to the network domain servers and local account passwords and follow through with the Windows 2000 migration and rollout initiatives to ensure that current passwords that have been compromised due to the departure of the network manager do not continue to present the Agency with a major security risk. 14. FLRA CIO should: <ul style="list-style-type: none"> (a) Develop policies and procedures requiring periodic review of user access controlled. | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|--|--|--------------------------|--------------------|---------------|
| | <p>(b) Analyze generic accounts currently active on the network operating system to ensure that they are appropriate and that account access are controlled and monitored.</p> <p>1. Management needs to focus on information technology to improve FLRA information technology systems. Management should review previous IG Reports, which contain information security findings and recommendations.</p> <p>2. FLRA should obtain the proper testing material and scan all FLRA laptops/computers throughout the Agency to see if they contain improper websites.</p> | | | Open |
| 2005-I-04 Access of Improper Websites | <p>(c) Management should reinstate technology as an integral part of its strategic plan.</p> <p>4. Management should reinstate its sub component Technology Committee which could provide mission related problems and requirements to the FLRA CIO.</p> | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|---|---|------------------------------|--------------------|---------------|
| 2005 Financial Statement Recommendations | 1. Executive management should start the agency towards FISMA compliance by providing support for correcting the out-of-compliance situation. This support should consist of memoranda, policy and documented directions, but also of financial and budgetary resource allocation for the goods, services, and personnel needs of the agency to correct the situation. This support, along with the undertaking of corrective actions by the Chief information Officer and other FLRA Staff, should be focused on implementing the recommendation is provided to the FLRA from the fiscal year 2004 FISMA Audit Report. | | | Open |
| | 2. Executive management should establish who is to perform Chief Financial Officer duties and responsibilities for the agency. This individual should have the appropriate knowledge and skills needed for fulfilling all the necessary duties and responsibilities. | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|------------------------------|--------------------|---------------|
| | <p>3. Executive management should agency policies and procedures are kept current and in accordance with existing laws and regulations. This assurance would entail monitoring existing policies and procedures and identifying those that are in need of revision. For those policies and procedures submitted by agency directors concerning changes needed for adoption of the policy or procedure by the agency.</p> <p>4. FLRA should insure continuity of its operations through having better support providers and their services.</p> <p>This support could be provided in many different ways, including obtaining external system support providers and their services.</p> <p>As an interim measure, other FLRA employees are given the appropriate training and guidance to establish adequate support for the continued functions. This would ensure that there is a</p> | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|--|------------------------------|--------------------|---------------|
| | <p>sufficient “backup knowledge base” in other employees in the event of a loss of a single critical employee.</p> <p>5. FLRA should determine the best system source for its overall accounting, budgetary , and financial need on a going forward basis. This may involve determining other options available from the U.S. Department of the Interior as well as alternative private sector or governmental sources that can efficiently meet FLRA’s needs.</p> <p>6. Detailed fixed assets records should be maintained and reconciled to the general ledger on a timely basis to ensure accurate accounting for assets. These records should be timely and appropriate updated each period for asset additions and subtractions resulting from acquisitions, trade, disposals, etc.</p> | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | <p>7. Management should address cash disbursement procedures, accounts payable procedures and internal controls in its development of an improved system of fiscal and accounting management. The process of accounts payable should be core function that is contained within the accounting system.</p> <p>8. The Executive Director should examine the procurement process between the Divisions of Budget and Finance and Administrative Services and ensure the proper policies and procedures are in place to provide that FLRA obligations are recorded into the agency accounting records into the agency accounting records in an accurate and timely manner.</p> <p>In addition, the Executive Director should ensure that the policies and procedures include adequate internal control and monitoring</p> <p>9. Information needed for each quarter closed should include all necessary updated information for fair statement of the financial position of the FLRA.</p> | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | <p>10. The process of updating the ability of accrued leave should be conducted quarterly in time for the fiscal quarter accounting closed. This updating should ensure fair statement of the accrual by obtaining accurate and reliable data needed to determine the accrual.</p> <p>11. The process of updating the liabilities of accrued FECA and Future Workers Compensation should be conducted quarterly in time for the fiscal quarter accounting closed. This updating should ensure fair statement of the accrual by obtaining accurate and reliable data needed to determine the accrual.</p> <p>12. Formal collection procedures should be establish that included:</p> <ul style="list-style-type: none"> (a) The formal periodic review of the account receivable aged trial balance; (b) The implementation of procedures for contacting delinquent accounts for payment, such as sending letters; | | | Open |

Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | <p>(c) The formal periodic review of the account receivable aged trial balance;</p> <p>(d) The implementation of procedures for contacting delinquent accounts for payment, such as sending letters;</p> <p>(e) A quarterly assessment concerning the collectibles of the receivables; and</p> <p>(f) The determination of allowance for doubtful accounts.</p> <p>13. The FLRA should ensure that the PAR is delivered by the regulatory due date.</p> <p>14. Lease agreements should be reviewed for existing occupied and used spaces and ensure each lease is accurate and complete. Any omissions should be addressed and followed up with appropriate written requests to the lessor.</p> <p>15. In conjunction with the back up of key accounting positions, procedures are established for a review of manual adjusting journal entries prior to entering them to the system.</p> | | | Open |

**Federal Labor Relations Authority
Office of the Inspector General
Corrective Actions Status
Fiscal Year 2006**

| Report No. Issued Date | Recommendation | Target Completion | Actual Date | Status |
|-----------------------------------|---|------------------------------|--------------------|---------------|
| | 16. FLRA should address whether alternative summary level information can be posted to the general ledger for the payroll interface. With summary information by department, the general ledger would be greatly improved as a monitoring and analysis tool for management. | | | Open |

Other Activities:

Administrative Work

During this reporting period, the FLRA Office of Inspector General continued to update files and updated/revised all FLRA Inspector General instructions most of which were created in 1998-1999.

FLRA Security Incidents

The FLRA had no security incidents occur during this reporting period.

Investigation Activity

During this reporting period, the FLRA Inspector general conducted one administrative investigation based on a complaint by an FLRA employee and responded to one Congressional staff member request regarding information related to an unfair labor practice case, which had not been issued by the Office of General Council.

INVESTIGATION LOG

During this reporting period, the FLRA Inspector General completed one investigation

| FEDERAL LABOR RELATIONS AUTHORITY <i>Office of the Inspector General</i> <i>FY 2006 Investigation Log</i> | | | |
|--|---|--------|----------------------------|
| 2005-I-09 | FLRA employee alleges job misconduct, harassment and threats by another employee. | 8-8-05 | Closed October 28, 2005 |

HOTLINE CALLS

During this reporting period, the FLRA Inspector General processed **9 Hotline calls**.

| FEDERAL LABOR RELATIONS AUTHORITY Office of the Inspector General FY 2006 Hotline Log | | | |
|---|---|------------------|---|
| Case No. | Subject | Dated Received | Status |
| 2006-H-01 | Postal Service Employee stated that the Union refused to handle her situation regarding management not accepting her medical care issued by her doctor three years ago. | October 3, 2005 | Closed - Referred to U.S. Postal Service Inspector General October 3, -2005 |
| 2006-H-02 | Employee from private company (ANR Engineering) Rockville, MD co-signed for a Motorcycle Bike with his Employer. The Employer sold the Bike because of financial problems but did not get the price value. The complainant approached the Employer inquiring about the balance. The Employer fired the complaint. | October 20,2006 | Closed – Referred to Department of Labor Inspector General October 20, 2005 |
| 2006-H-03 | Private sector employee requested information regarding tribal school cooperation. | October 31, 2005 | Closed - Referred to the Department of Labor October 31, 2005 |
| 2006-H-04 | Union member of Department of Navy alleges Atlanta Regional Director made an improper decision related to the Union's Representation Case. | November 4, 2005 | Closed: - FLRA IG referred to Dept of the Navy IG November 4, 2005 |

FEDERAL LABOR RELATIONS AUTHORITY
Office of the Inspector General
FY 2006 Hotline Log

| Case No. | Subject | Dated Received | Status |
|-----------|--|-------------------|--|
| 2006-H-05 | FLRA employee alleged that his supervisor was acting very nasty to him, yelled at him during conversations with him rather than speaking professionally and was documenting all interactions with him. | November 7, 2005 | FLRA IG discussed the matter with the supervisor in an attempt to resolve the issue. Closed: November 8, 06. |
| 2006-H-06 | Department of Air Force employee alleged he was fired because he created and sent a letter to Congress. He currently has filed a complaint with the Merit Systems Protection Board and wanted to know if he could file a charge with the FLRA. | November 8, 2005 | Referred to the FLRA Denver Regional Office for consultation regarding his request for information. Closed: November 8, 05. |
| 2006-H-07 | FLRA employee concerned that office manager refused to deliver her pay slip mail, which is addressed, to the Agency. | January 11, 2006 | Referred employee to FLRA Supervisor and advised the employee to contact the Inspector General if the issue was not resolved. Closed: January 11, 06. |
| 2006-H-08 | FLRA employee stated that a Senior FLRA manager spoke to her in a yelling and nasty manner and hung up on her phone call. | February 22, 2006 | Referred employee to FLRA Supervisor and advised the employee to contact the Inspector general if the issue was not resolved. Closed: February 22, 06. |
| 2006-H-09 | FLRA Employee stated that she has been assigned 3 jobs, two of which were assigned to previous employees, (one was transferred to another job and one retired. The employee stated that no | March 23, 2006 | Referred employee to discuss the issue with the FLRA Executive Director/Director of Human Resources and to contact the Inspector if the issue was not resolved. Closed: March 23, 06. |

FEDERAL LABOR RELATIONS AUTHORITY
Office of the Inspector General
FY 2006 Hotline Log

| Case No. | Subject | Dated Received | Status |
|------------------------|---|----------------|--------|
| 2006-H-09 Continued | update has been provided to her position description even though one of her new jobs are 4 levels above her current level and her Supervisor did not give any definitive answer during their discussion about this issue. | | |

TABLE I

INSPECTOR GENERAL AUDIT REPORTS WITH QUESTIONED COSTS

| | NUMBER OF REPORTS | DOLLAR VALUE |
|--|--------------------------|---------------------|
|--|--------------------------|---------------------|

| | | |
|---|--|---|
| A. For which no management decision has been made by the commencement of the reporting period. | 18 2005 Corrective Actions | |
| B. Which were issued during the reporting period. | 1 Financial Statement Audit | 0 |
| C. For which a management decision was made during the reporting period. | 1 Information Security Audit | |
| (i) Dollar value of disallowed costs. | 0 | 0 |
| (ii) Dollar value of costs not disallowed. | The Chairman must approve all budget expenditures. | 0 |
| D. For which no management decision has been made by the end of the reporting period. | 18 previous 2004 Financial Statement Audit | 0 |

TABLE II

INSPECTOR GENERAL AUDIT REPORTS WITH RECOMMENDATIONS THAT FUNDS BE PUT TO BETTER USE

| | NUMBER OF REPORTS | DOLLAR VALUE |
|--|--------------------------|---------------------|
|--|--------------------------|---------------------|

| | | |
|---|---|---|
| A. For which no management decision has been made by the commencement of the reporting period. | Reviewed as part of the FY 2005 Financial Statement Audit | 0 |
| B. Which were issued during the reporting period. | 1 Financial Statement Audit | |
| C. For which a management decision was made during the reporting period. | No response provided | |
| (i) Dollar value of recommendations that were agreed to by management. | No response provided | |
| (ii) Dollar value of costs that were not agreed to by management. | No response provided | 0 |
| D. For which no management decision has been made by the end of the reporting period. | 1 2005 Financial Statement Audit | 0 |

FEDERAL LABOR RELATIONS AUTHORITY

Office of the Inspector General

Oversight Activities Summary

October 1, 2005 –March 31, 2005

| SUBJECT | STATUS |
|---|--|
| <i>Audit of FLRA Financial Statements</i> | <i>Completed</i> |
| <i>OPM Audit of FLRA's Human Resources and Delegated Examining Operations</i> | <i>Awaiting release of final report.</i> |
| <i>Internal Review of FLRA Administrative Policy</i> | <i>In Process</i> |
| <i>Administrative Investigations</i> | |
| <i>2005-I-09</i> | <i>Completed</i> |

FEDERAL LABOR RELATIONS AUTHORITY

Office of the Inspector General

CORRECTIVE ACTION SUMMARY

October 1, 2005 – March 31, 2006

| | |
|---|------------|
| <i>New Corrective Actions</i> | <i>5</i> |
| <i>Open Corrective Actions Carried Over</i> | <i>138</i> |
| <i>Total Actions Closed This Period (2 Corrective Actions by CIO awaiting Management approval.)</i> | <i>3</i> |
| <i>Total to be Carried Over</i> | <i>135</i> |

Definitions

Actions

Completion by management of either all actions necessary to implement report recommendations or a management decision that determines no action is necessary.

Funds Be Put To Better Use

The amount of savings estimated by the Inspector General that could be obtained by implementing report recommendations relating to more efficiency and effectiveness of programs and operations.

Management Decision

A final decision made by management in response to audit report recommendations that may include actions concluded to be necessary or a determination that no action is necessary.

Management Letter

This document brings to the attention of management any of a broad range of issues and subjects which should be addressed by management, but do not require formal audit or investigation. Management letters are generally unplanned and are issued to report on situations found in conjunction with an on-going or completed audit or investigation. These letters may also be used to expand on previously issued audit report recommendations.

Questioned Costs

Expenditures questioned by the Inspector General are usually due to the following:

Unsupported costs, which involve inadequate documentation; Disallowed costs, which involve an alleged violation concurred with by Management's Decision of a law, regulation, grant, contract, or another agreement; or unnecessary costs which involve unnecessary or wasteful spending.

REPORT FRAUD, WASTE, ABUSE, AND MISMANAGEMENT

TO

THE FEDERAL LABOR RELATIONS AUTHORITY

OFFICE OF THE INSPECTOR GENERAL

HOTLINE

1-800-331-3572 (24 hr. service)

202-218-7744

or write to

FLRA

Office of Inspector General

1400 K Street, NW

Suite 250

Washington, D.C. 20424