SEMIANNUAL REPORT TO CONGRESS

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About the Government Printing Office ...

GPO is the Federal Government's primary resource for producing, procuring, cataloging, indexing, authenticating, disseminating, and preserving the official information products of the U.S. Government in both digital and tangible formats. GPO is responsible for producing and distributing information products and services for all three branches of the Federal Government, including U.S. passports for the Department of State as well as official publications of Congress, the White House, and other Federal agencies. In addition to publication sales, GPO provides for permanent public access to Federal Government information at no charge through GPO's Federal Digital System (FDsys [www.fdsys.gov]) and through partnerships with approximately 1,200 libraries nationwide participating in the Federal Depository Library Program (FDLP).

And the Office of Inspector General ...

The Office of Inspector General (OIG) helps GPO effectively carry out its responsibilities by promoting economy, efficiency, and effectiveness in the administration of GPO programs and operations, designed to prevent and detect fraud, waste, and abuse in those programs and operations.

The GPO Inspector General (IG) Act of 1988, title II of Public Law 100-504 (October 18, 1988) establishes the responsibilities and duties of the IG. OIG, located in Washington, D.C., has 22 employees and is organized into 2 line elements—the Office of Investigations and the Office of Audits and Inspections. Through audits, evaluations, investigations, inspections, and other reviews, OIG conducts independent and objective reviews of Agency programs and helps keep the Public Printer and Congress informed of problems or deficiencies relating to administering and operating GPO.

Online Availability

This report is also available on our Web site: http://www.gpo.gov/oig/semi-annual.htm

To access other OIG reports, visit: http://www.gpo.gov/oig/.

A Message from the Inspector General

I am honored to work on strengthening GPO programs and operations. It is thus my privilege to submit this Semiannual Report to Congress, which highlights the most significant activities and accomplishments of this office for the 6-month period ending March 31, 2014.

During this reporting period, we issued 12 audit and other reports which, among other things, identified $36.4 million in funds put to better use, questioned costs relating to GPO programs, and other related monetary impacts. We also made 51 recommendations for program improvement. Our investigative work identified $56,498 worth of funds at risk, referred two matters to GPO for suspension and/or debarment, and issued seven investigative-related reports.

We continue to provide input into GPO's transformation to a digital platform. We reviewed the impact of the current Enterprise Architecture maturity on various software applications needed for supporting changes and the ever-increasing demands that GPO anticipates. Also in conjunction with GPO's transformation, we assessed GPO's continuous monitoring efforts of key applications for security threats.

We made a number of recommendations related to strengthening internal controls over financial reporting, congressional billings, and establishment of billing rates associated with congressional hearings. We also made recommendations designed to reduce the loss of documents for FDLP as well as reducing potentially higher printing costs because of inefficient printing by an executive branch agency.

This report contains just some of the examples of the exceptional work our professional and dedicated OIG staff accomplished throughout this reporting period. I want to express my gratitude to them for their significant achievements during this report period.

I especially thank the Public Printer and senior GPO managers for their receptiveness of our work to ensure the integrity of GPO programs.

MICHAEL A. RAPONI
Inspector General

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Investigations

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Questioned costs, funds put to better use, and other monetary impact	$36.4M
Number of Recommendations Made	51

Management Challenges

The Reports Consolidation Act of 2000 requires that OIG identify and report annually on the most serious management challenges the Agency faces. To identify management challenges, we routinely examine past audit, inspection, and investigative work, as well as include in our reports where corrective actions have yet to be taken; assess ongoing audit, inspection, and investigative work to identify significant vulnerabilities; and analyze new programs and activities that could pose significant challenges because of their breadth and complexity. We believe GPO faces the following major challenges:

- Keeping focus on its mission of information dissemination

- Addressing emerging workforce skills

- Improving the enterprise architecture and infrastructure to support enterprise-wide and FDsys transformation

- Securing IT systems and protecting related information assets

- Improving print procurement programs

- Managing workers' compensation programs

For each challenge, OIG presents the challenge and our assessment of GPO's progress in addressing the challenge.

Changes from Previous Reporting Period

When GPO attains significant progress toward resolving an issue identified as a management challenge, OIG removes the challenge. The following key criteria are considered in whether to remove a management challenge: (1) demonstrated strong leadership commitment to addressing the issue, (2) ability to address the problem, (3) plan for how corrective measures will be implemented, (4) program to monitor the corrective action, and (5) demonstrated progress in the implementation of the corrective measures.

In previous periods, we reported GPO was challenged with managing the risk that a relatively unexpected increase in the Federal Employees' Compensation Act (FECA) liability estimate could have significant unfavorable impact on GPO's financial results. This

challenge was compounded by the fact that the Department of Labor, who determines the estimate, follows accounting standards promulgated by the Federal Accounting Standards Advisory Board (FASAB) while GPO follows accounting standards promulgated by the Financial Accounting Standards Board (FASB). Recently, however, GPO made a policy decision in which consideration was given to minimize the volatility of the FECA liability estimate. Because of demonstrated management efforts to address the issue, we removed the challenge related to FECA volatility.

We also removed the challenge of uncertainties related to sequestration and future budgetary caps because current Government fiscal conditions reflect a more predictable environment.

Furthermore, in previous reporting periods we combined the challenge of improving the enterprise architecture and infrastructure to support enterprise-wide and FDsys transformation with securing information technology (IT) systems and protecting related information assets. In this reporting period, we separated them into two distinct issues to better reflect the challenge associated with each issue.

Challenge 1: Keeping Focus on Its Mission of Information Dissemination

Overview: The transformation of GPO has been underway for several years. The trend of producing Government documents through electronic publishing technology and providing the public with Government documents through the Internet has affected all of the programs at GPO and reduced production, procurement, and sales of printed products. Those areas have historically provided GPO with a vital source of revenue.

Challenge: Making operational and cultural changes that will keep GPO relevant and efficient while at the same time meeting the needs of its customers.

GPO's Progress: GPO periodically updates and revises its strategic plan to reflect accomplishments from previous periods as well as future-year goals. GPO also continues its efforts to develop an organizational model where in some Business Units the Managing Director focuses on organizational policy and long-range planning and the second in command serves as the chief operating officer focusing on the day-to-day operations of the business. GPO has attained substantial growth of FDsys. For example, GPO reported FDsys contains approximately 1million titles and has experienced approximately 1 billion retrievals.

Challenge 2: Addressing Emerging Workforce Skills

Overview: As more Government information goes digital, GPO is likely to be confronted with a gap in workforce skills. GPO of today as well as tomorrow is clearly being defined by digital technology, and digital technology itself has radically changed the way printing is performed.

Another important product for which GPO is responsible is producing blank e-Passports for the Department of State. As the next generation e-Passport is developed, GPO facilities will need modification and upgrades put into place that will support installation of new e-Passport production lines. Although at one time passports were no more than conventionally printed documents, today the documents incorporate electronic devices (chips and antennae array) upon which important information such as biometric identification data are maintained. The data, along with other security features, transformed ePassports into the most secure identification credential.

GPO has also developed a line of secure identification "smart cards" that help support credential requirements of the Department of Homeland Security and other agencies for

certain border crossing documents. GPO is working closely with other Federal agencies to offer a wide range of smart card credential products and services in the areas of design, printing, manufacturing, and personalization to meet their requirements.

GPO is exploring new ways for users to interact with FDsys content by providing mobile-optimized access to FDsys and enabling direct interfacing with FDsys through Application Programming Interfaces.

Challenge: Developing effective strategies for addressing emerging issues related to potential labor and skills shortages as GPO continues its transformation to a digital-based platform.

GPO's Progress: GPO continues to further develop and update its workforce plan to better support transformation by adopting a more strategic view of human capital management and by having human resources officials work collaboratively with GPO managers.

Challenge 3: Improving the Enterprise Architecture and Infrastructure to Support Enterprise-wide and FDsys Transformation

Overview: GPO relies extensively on computerized information systems and technology to support its transformation. The Government classifies Enterprise Architecture as an IT function and defines the term not as the process of examining the enterprise but as the documented results of that examination. Specifically, chapter 36, title 44 of the United States Code defines enterprise architecture as a "strategic information asset base" that defines the mission of an agency and describes the technology and information needed to perform that mission, along with descriptions of how the architecture of the organization should be changed in order to respond to changes in the mission. GPO's FDsys provides free online access to official information for the three branches of the Federal Government. FDsys includes all of the known Government documents within the scope of GPO's FDLP.

Challenge: Existing Enterprise Architecture and IT infrastructure needs to be able to support the changes and increasing demands that GPO anticipates.

GPO's Progress: GPO has made progress. In December 2013, GPO released GPO Directive 705.31A, "GPO Enterprise Architecture Policy," dated December 16, 2013. The guidance, in part, sets the direction for how the enterprise architecture will be developed and maintained and serves as the vehicle to align GPO's IT planning with GPO's strategic planning.

Challenge 4: Securing IT Systems and Protecting Related Information Assets

Overview: GPO systems contain vital information that is central to the GPO mission and to the effective administration of its programs. Providing assurances that IT systems will function reliably while safeguarding information assets—especially in the face of new security threats and IT developments—will challenge Federal agencies for years to come. The GPO goal of using technology for creating and maintaining an open and transparent Government has added to the challenge of keeping information secure.

During this reporting period, OIG completed several audits of GPO that identified vulnerabilities in IT infrastructure.

Challenge: Safeguarding information assets is a continuing challenge for Federal agencies, including GPO. Compromise of GPO's data or systems could cause substantial harm to GPO, negatively impact operations, and lead to theft or other fraudulent use of information.

GPO Progress: The challenge was reintroduced this reporting period.

Challenge 5: Improving Print Procurement Programs

Overview: GPO is the principal agent for most Government printing. Title 44 requires that GPO accomplish any printing, binding, and blank-book work for Congress, executive branch offices, the Judiciary—other than the Supreme Court of the United States—and every Executive Office, independent office, and establishment of the Government. The only exceptions include: (1) classes of work that the Joint Committee on Printing (JCP) considers urgent or necessary to be completed elsewhere, (2) printing in field printing plants operated by an Executive Office, independent office, or establishment, and (3) procurement of printing by an Executive Office, independent office, or establishment from allotments for contract field printing, if approved by the JCP.

Challenge: GPO's identification of title 44 violations and working with executive branch agencies to prevent a loss of documents for FDLP as well as preventing potential higher printing cost as a result of inefficient printing by Executive Office agencies.

GPO's Progress: GPO is working collaboratively with OIG on a long-term project to assess key aspects of public printing and document retention requirements as prescribed in title 44 of the United States Code at the Department of Veterans Affairs and Department of State. Recent progress identified the opportunity to: (1) realize lower printing costs for the National Institutes of Health (NIH) and the taxpayer, (2) identify NIH information dissemination products for inclusion into FDLP, and (3) catalog and index those information dissemination products.

Challenge 6: Managing Workers' Compensation Programs

Overview: The FECA Program provides wage-loss compensation and pays medical expenses for covered Federal civilians and certain other employees who incur work-related occupational injuries or illnesses. It also provides survivor benefits for a covered employee's employment-related death.

The Department of Labor administers the FECA Program and makes all decisions regarding eligibility of injured workers to receive workers' compensation benefits. The Department of Labor also provides direct compensation to medical providers, claimants, and beneficiaries. GPO reimburses the Department for any workers' compensation claims. It also reports that the FECA Program is susceptible to improper payments.

Challenge: From a program perspective, GPO remains challenged in identifying the full extent of improper payments in the FECA Program. As highlighted in past OIG audits, GPO is challenged in managing its FECA Program to control costs. The FECA Program at GPO must be responsive and timely to eligible claimants while at the same time ensuring that it makes proper payments. The challenges facing GPO include timely moving of claimants off the periodic rolls when they can return to work or when their eligibility ceases, preventing ineligible recipients from receiving benefits, and preventing fraud by service providers or individuals who receive FECA benefits while working.

GPO's Progress: GPO continues to develop procedures and a standardized program-wide monitoring process to routinely monitor adherence to FECA requirements.

Transforming GPO into a Digital Platform

OIG Strategic Goal 1:

GPO is increasingly dependent on IT to efficiently and effectively deliver its programs and provide meaningful and reliable financial reporting. As a result, OIG will assist GPO in meeting its strategic management goals related to transforming itself into a digital information platform and provider of secure documents to satisfy changing customer requirements in the present and in the future.

Information Security — Evaluation of Financial Systems

GPO continued to make progress in addressing information security controls and improving its internal control over IT. However, weaknesses remain that could affect the confidentiality, integrity, and availability of financial and program data. During the first half of Fiscal Year (FY) 2014, GPO management devoted attention and resources to addressing information security controls, and resolved a number of the information security control deficiencies that OIG previously reported. Significant risks do, however, remain.

OIG contracted with KPMG, LLP (KPMG) to audit the GPO financial statements. As part of this audit, weaknesses were noted with IT security related to its financial systems.

Major applications did not have finalized Certification and Accreditation packages, including Authority to Operate Letters and System Security Plans. The lack of completed Certification and Accreditation packages increases the likelihood of unidentified threats compromising the integrity and confidentiality of GPO financial information because system security risks and requirement have not been documented and assessed.
Access controls continue to require strengthening in order to provide a more secure financial processing and computing environment. KPMG noted that user access was granted without the appropriate documented authority, user access was not consistently removed after users left GPO or changed job duties, and periodic reviews of user access were not consistently documented.
Segregation of duties needed strengthening. Although GPO segregation of duties procedures documented conflicting activities within the financial system, the procedures were not sufficiently detailed to identify which roles within the system are considered to be conflicting. Not identifying conflicting roles within the system may lead to system users having conflicting access to a key financial system.

The contingency plan for GPO's General Support System was not finalized, approved or tested, and was still in draft form. GPO may not be able to successfully recover critical applications and systems to maintain business functions during the event of a service disruption without an effective contingency plan and testing process in place.

Recommendations: KPMG recommended that the Chief Information Officer (CIO) continue strengthening its IT general and application controls. Management agreed with the recommendations and plans to implement the recommendations. *(Review of Information Technology Controls in Support of the CFS Audit for the Year Ended September 31, 2013, Report No. 14-13, March 20, 2014).*

Information Security — Evaluations of Continuous Monitoring

OIG contracted with CliftonLarsonAllen LLP (CLA) to perform three audits to assess GPO compliance with the Federal Information Security Management Act (FISMA) as it relates to continuous monitoring.

CLA determined that during the past year, GPO made efforts to continuously monitor the applications including proactively testing various components and conducting periodic external scans. The audits also disclosed applications were vulnerable to outsider/insider attacks due largely to old security patches and fixes, password settings were not enforced by the application, application audit logging was not adequately configured or consistently monitored, security controls had not been documented within a system security plan, and the system was not authorized to operate.

Recommendations: CLA recommended that the CIO continue strengthening IT controls over the three systems. Management generally agreed with the recommendations and stated that it plans to implement these and other steps. *(FTP Compliance with FISMA as it Relates to Continuous Monitoring, Report No.14-04, February 10, 2014; WebTA Compliance with FISMA as it Relates to Continuous Monitoring, Report No. 1406, January 6, 2014; and ILS Compliance with FISMA as it Relates to Continuous Monitoring, Report No.14-05, December 3, 2013).*

Enterprise Architecture Maturity

Enterprise architecture is a key element of GPO's transformation from a print-centric to a content-centric organization. Our work has shown GPO has made progress with addressing a long-standing challenge associated with developing a fully mature enterprise architecture, and it continues to work toward modernizing information systems. However, risk remains high that the current architecture may be duplicative, not fully integrated, costly, not supportive of the Agency's strategic goals and mission, or not always responsive to emerging technologies. During the reporting period, OIG identified two instances related to high risk.

Enterprise Architecture — Oracle Software Audit

In the first enterprise architecture related audit, our objective was to identify any major instances of potential duplication and overlap of Oracle IT support services, and, if any existed, determine which controls could be strengthened to mitigate the condition. We found that purchase orders and statements of work did not always provide a clear description of the required work and in many instances we could not associate a statement of work with a purchase order. In addition, GPO could not always produce weekly status reports for contractor employees working on the various projects from October 2012 through May 2013. We did not review other periods related to weekly status reports. Of the 35 weeks reviewed, approximately 40 percent of the status reports were missing. Our audit revealed that GPO's contract files did not contain key planning documents that would support an overall strategy for managing the acquisition such as addressing the technical, business, management, and other significant considerations that will control the acquisition. The Materials Management Acquisition Regulation requires that information. The conditions occurred because GPO did not fully establish a control environment that aligned the "as-is" and "to-be" views of the changes related to Oracle with GPO's enterprise architecture. Also, because of the interrelationship between the contracting responsibilities and responsibilities for GPO's enterprise architecture, it was unclear that the Agency's organizational structure clearly addresses key areas of authority and responsibility for interrelated issues.

Without strengthening oversight, management could not ensure that Agency needs were met and funds were spent in the most efficient and effective manner. In FY 2012, GPO spent approximately $4.9 million, and in FY 2013, it spent approximately $3 million for Oracle services. Management estimates that it will pay approximately $2.3 million in FY 2014 for Oracle services. While our audited results were based on a review of data from FY 2013, as of February 11, 2014, policies, procedures, and practices remained constant throughout FY 2012, FY 2013, and FY 2014.

Recommendations: We recommended that the CIO work with the Director of Acquisition Services to strengthen controls over Oracle IT services contractors by updating statements of work, defining requirements clearly, and obtaining, reviewing and documenting the contractors' weekly status reports.

We also recommended that the Director of Acquisition Services work with the CIO to prepare and document an acquisition plan that addresses the technical, business, management and other significant considerations that will control the acquisition by identifying impediments that could lead to increased cost or technical risk. Management concurred with the recommendations. *(Information Technology: Professional Services— Oracle Software, Report No. 14-08, March 25, 2014).*

Enterprise Architecture – Microsoft Software Licensing Audit

OIG completed a second enterprise architecture related audit of GPO's oversight of Microsoft software licensing. The objective was to identify any major instances of potential duplication and overlap of Microsoft licenses, and if duplication did exist, identify which controls could be strengthened to reduce redundancy.

Our audit disclosed that generally GPO has established several effective controls over its Microsoft software management program. We also noted that management could improve program effectiveness by establishing documented procedures that approximate user demand and strengthen its oversight by periodically monitoring changes in user and device demand. In November 2012, GPO issued a purchase order for $683,000 for Microsoft licenses. Management stated that the number of licenses was determined based on a formula using the number of GPO employees, contractors, and GPO kiosks. OIG reported that GPO's formula for determining the number of Microsoft licenses to purchase overestimated demand. As a result, we determined that GPO paid for licenses that were not used. We estimated funds put to better use at $83,000 per year for unused licenses, or $250,000 throughout the 3-year contract. Also, we noted that without sufficient monitoring, assets may not be adequately safeguarded against unauthorized use of licenses.

Recommendations: We recommended that the CIO document a standard methodology for determining the number of Microsoft licenses that the GPO requires, and periodically monitor user and device demand. Management concurred with the recommendations and has planned corrective actions. *(Information Technology: Microsoft Software Licenses, Report No. 14-10, March 27, 2014).*

Operational and Financial Management

OIG Strategic Goal 2:

Promote economy, efficiency, and effectiveness in GPO operations by helping GPO managers ensure financial responsibility.

Establishing and maintaining sound financial management is a top priority for GPO because managers need accurate and timely information to make decisions about budget, policy, and operations.

Financial Statement Audit

GPO received an unqualified opinion and concluded that GPO's financial statements were presented fairly. OIG contracted with KPMG to audit GPO's consolidated financial statements.

In considering the internal control over financial reporting, KPMG identified a material weakness in financial reporting. A material weakness is a deficiency, or combination of deficiencies, in internal control such that a reasonable possibility exists that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected in a timely basis. The material weakness pertained to more than $26.4 million in errors with the preparation, review, and posting of journal entries and the review and approval of account reconciliations.

Recommendation: OIG recommended that the Chief Financial Officer (CFO) prepare a comprehensive Corrective Action Plan (CAP) that addresses the material weakness identified in the consolidated financial statement audit. Specifically, reconciliations or comparisons of material data should be addressed separately as part of CAP. The plan should include measurable indicators of compliance and resolution to assess and validate progress throughout the resolution cycle. Management should closely monitor and update

CAP periodically. Management concurred with the recommendation and has planned corrective actions. *(U.S. Government Printing Office FY 2013 Independent Auditor's Report, Report No. 14-09, February 14, 2014).*

Management Advisory Comments

In conjunction with the financial statement audit, KPMG issued a Management Letter to relay findings not included in the consolidated financial audit report but require management's attention toward ensuring a sound overall internal control structure and requiring management's attention.

Those comments pertained to strengthening:

- Processing and maintenance of human resource data

- Controls over the accounting for annual leave

- Authorization of purchase orders

- Deposit account maintenance

- Documentation to support GPO's sales of publications inventory printing and binding costs

- Authorization for purchase requisitions

- Completeness of new hire termination listings

- Timely recording of disposed assets

- Validity of accrued annual leave estimates

Recommendations: Various recommendations were made related to each area. Management concurred with the recommendations. The FY 2014 financial statement audit will evaluate GPO's actions in response to the recommendations. *(Management Letter Comments Identified in an Audit of the CFS for the Year Ended September 30, 2013, Report No. 14-11, March 14, 2014).*

Oversight of the Congressional Billing Process

In May 2013, the Committee on House Administration expressed concern about the accuracy of GPO's billings for congressional products. Also, in June 2013, the U.S. Senate Committee on Rules and Administration expressed similar concerns about the accuracy of billings. In response, OIG conducted a follow-up audit on the progress GPO made in implementing the corrective action plans it developed in response to the OIG audit report entitled *Operational Enhancements Could Further Improve the Congressional Billing Process*, Report Number 12-16, dated September 21, 2012.

Our audit disclosed GPO has strengthened management controls and oversight of the accounting for billing charges for congressional products by partially implementing recommendations from OIG's 2012 report. We also noted that GPO managers remain focused on reducing errors. Specifically, GPO: (1) drafted SOPs for conducting quarterly quality assurance reviews designed to test the accuracy of billing charges for congressional products, (2) conducted a review of billing charges for congressional products for the period January through March 2013, (3) developed a report used for tracking inaccurate billing charges for congressional products, and (4) notified each congressional committee of GPO's single point of contact with whom they can discuss billing matters.

To complete implementing the recommendations, GPO should consider finalizing the draft SOP and strengthen its sampling methodology used in its quality assurance

review of billing charges. Also, GPO should continue its plans to conduct outreach efforts intended to discuss GPO's congressional billing process and reinforcing its single point of contact in GPO with whom billing matters can be discussed.

Without fully implementing recommendations in our 2012 report, GPO has not yet determined the accuracy of billing charges for congressional products, how the error rates found compared with error rates GPO might consider acceptable, or if GPO would in fact determine whether corrective actions must be taken for reducing the error rates to lower levels. Also, enhanced monitoring may decrease the risk of high dollar billing errors. In performing our work, we noted several high dollar congressional product billing errors that totaled $1,338,752. For example, a $769,500 billing error was created as the result of a clerical error from entering an override amount into the rate column in the accounting system. Another high dollar error was created when a charge of $361,068 was incorrectly entered into the accounting system instead of the correct amount of $3,610—the result of a misplaced decimal point.

Recommendation: Because one recommendation remains open from our prior report, we made no additional recommendation related to the progress of the corrective action. We will evaluate the GPO submission for closure at the appropriate time.

However, we did recommend that the CFO take further steps to strengthen management oversight over the accounting of congressional products by developing and implementing procedures for a standardized, program-wide monitoring process to routinely monitor high dollar billing charges for congressional products. Management concurred with the recommendation. In response, GPO elected to monitor all congressional billings greater than or equal to $50,000 since August 2013. *(GPO Strengthened Management Oversight of the Congressional Billing Process but Additional Steps Needed, Report No. 14-03, December 5, 2013).*

Billing Rates for Congressional Hearings

At the request of the Committee on House Administration, OIG conducted an audit to determine the steps GPO took in establishing the billing rates for congressional products. For the purpose of the audit, we reviewed congressional hearings (GPO Product Code 83) only.

Our audit disclosed unlike most Federal agencies, GPO generally funds the cost of running the agency though the rates it charges to Congress, agencies, and the public as required by chapter 3, title 44 of the United States Code, which states that GPO:

Shall be reimbursed for the cost of all services and supplies furnished, including those furnished other appropriations of the GPO, at rates which include charges for overhead and related expenses, depreciation of plant and building appurtenances, except building structures and land, and equipment, and accrued leave.

As a result, GPO analyzes rates on the aggregate, using all product codes, annually and adjusts the pricing on the aggregate based on the plant's overall costs each year.

While we agree recovering costs is required, our audit disclosed:

- GPO guidance does not provide sufficient detail to establish billing rates for congressional hearings. A framework for analyzing and establishing how billing rates are to be implemented, documented, or reviewed could be improved. Without improvement, GPO cannot demonstrate that the process for establishing billing rates for individual congressional products provides sufficient information to use in making fully informed decisions in setting rates.

- GPO should analyze the individual product rate charges for hearings page rates more frequently. GPO has not fully analyzed the individual product rate charges

for hearings since page rates were first established on May 4, 2000. However, we did note that GPO's rates have increased by 41 percent since 2000 compared to the rate of inflation based on the Consumer Price Index, which has increased more than 60 percent during that same period of time.

- More reliable product cost data are needed for formulating billing rates. A comparison of GPO-maintained cost data against OIG's calculated costs for 31 sampled jackets disclosed a difference. As a result, the data may not be reliable for comparing billing rates to product costs. We calculated a difference of $453,840. By multiplying the results for the sample by the total cost amount reported by GPO for the 15-month period ended December 2012, cost data could vary by $4,030,600.

The CFO stated that GPO meets its statutory requirements and recovers costs while not overcharging Congress. GPO analyzes page rates annually. Those rates are adjusted for all products, not simply individual products. The CFO acknowledged that it is not possible to readily identify all of the actual costs of individual products following the current process and agreed that it would be desirable to have up-to-date, accurate, and detailed cost information on all of its congressional products.

Recommendations: We recommended that the CFO strengthen controls over establishing billing rates by: (1) developing and maintaining comprehensive policies and procedures for establishing billing rates for congressional hearings, including policies and procedures for allocating both corporate and product overhead costs and idle time; (2) updating costing and billing rate documentation associated with congressional hearings; and (3) analyzing system requirements needed to develop and implement a comprehensive management cost accounting system to establish congressional billing rates for congressional hearings and to determine the feasibility of fully automating and integrating GPO's Plant Operations workflow systems and processes with GPO's financial systems.

Management concurred with the recommendations. (*Changes Can Provide GPO Better Information on Establishing Billing Rates for Congressional Hearings (Product Code 83), Report No. 14-07, March 24, 2014*).

Print Procurement Programs

OIG Strategic Goal 3:

Strengthen GPO's print procurement programs that support other Government entities by providing quality and timely assessments.

Vendor Engaged in Unauthorized Subcontracting

An OIG investigation revealed that a vendor doing business with GPO for more than 40 years violated the Print Procurement Regulations by subcontracting presswork without appropriate approval. Furthermore, the vendor failed to disclose the firm was experiencing a severe financial hardship and attempted to hide that fact. Our investigation revealed that the president provided false and conflicting information to multiple contracting officials. The vendor engaged in the prohibited actions 67 times, affecting $199,809 worth of print orders.

Outcome: In March 2014, OIG referred the matter to GPO for suspension and/or debarment. *(Case No. 14-0011-I).*

Attempted Coercion of a Contracting Official

An OIG investigation revealed a vendor's agent attempted to coerce through threats and intimidation a GPO contracting official to approve an unsubstantiated claim against GPO. In April 2013, GPO terminated a contract for the convenience of the Government. In May 2013, the vendor submitted a claim for $383,430. During several meetings between GPO and the vendor, the vendor's agent was asked to provide additional documentation for several of the items claimed. As a result of the vendor's failure to provide adequate documentation in a timely fashion, negotiations slowed, and reimbursement was delayed. During a telephone conversation, the agent became irate and verbally berated the GPO contracting official, blaming incompetence of both GPO as well as incompetence of the contracting official.

Outcome: In March 2014, the OIG referred the matter to GPO for suspension and/or debarment. (*Case No. 14-0013-I*).

Other Investigative Matters

- In August 2013, OIG referred a vendor for suspension and/or debarment when a vendor failed to deliver on its print orders. In November 2013, both the company and owner/operator were barred from doing business with GPO for 3 years. *(Case No. 13-0005-I).*

- In October 2012, the OIG referred a vendor for suspension and/or debarment after an investigation determined the company and its owner/operator failed to complete a print order valued at approximately $175,000, forcing GPO to re-procure the order. As a result, GPO suspended the company and owner/operator in October 2013 and, subsequently in January 2014, barred both from doing business with GPO for three years. (Case No. 10-0027-I).

Program and Operational Integrity

Strategic Goal 4:

Reduce improper payments and related vulnerabilities by helping GPO managers reduce payment errors, waste, fraud, and abuse in the major GPO programs and operations while continuing to ensure that programs serve and provide access to their intended parties.

Paint Branch Inventory Controls

OIG evaluated the internal controls over the GPO Paint Branch's paint and supplies inventory after learning a Paint Branch employee was arrested in April 2013 for theft of GPO property.

Our audit disclosed GPO's Paint Branch had not created a framework and guide that employees can use to ensure the accuracy and reliability of paint and supplies inventory and related property data. We found the following conditions:

- Written inventory procedures should be developed.

- Inventory counts were needed.

- Inventory documentation should be maintained.

- Reconciliations should be performed.

- Access to the Paint Branch inventories were provided to two employees who did not need access.

- Inventory levels should be monitored and may have exceeded current needs.

Because of a lack of records, we could not determine with a degree of accuracy whether any GPO personnel had taken paint and/or supplies inventory for unauthorized use. However, the potential for loss was estimated at $55,830. We also estimated funds put to

better use at $29,830. The employees in the Paint Branch stated they were unaware of any control requirements. Thus, we attributed the conditions to oversight.

Recommendations: We recommended that the Managing Director, Plant Operations: (1) develop written inventory procedures, (2) perform a complete inventory of all paint and supplies, maintain adequate documentation to track all purchases and uses throughout the year, and reconcile any differences with the inventory list, and (3) monitor paint and supplies inventory to ensure excess inventories are not purchased and maintained. Management concurred with the recommendation. *(GPO Paint Branch: Safeguarding Paint and Supplies Inventory, Report No. 14-01, November 13, 2013).*

Use of a Commercial Vendor Could Save Money

OIG investigated a complaint perceiving high costs associated with an internal estimate to install new carpet in office space in one of GPO's business units. GPO estimated $82,000 for labor and $22,500 for materials, a total of $104,500. GPO did not request bids from commercial vendors, but rather planned to do the work itself. OIG determined that commercial estimates for similar material and labor were more than $52,000 less than internal cost estimates.

Outcome: We recommended that GPO perform an analysis to determine if the Agency could save money by using commercial services to fulfill the re-carpeting requests. *(Case No. 14-0002-I).*

Handling of a Suspicious Substance

In October 2013, the OIG was notified that a suspicious package containing an unknown white, powdery substance was discovered in the GPO Mailroom. At the time of the incident, GPO had recently updated its guidelines for identifying and responding to suspicious mail. Guidelines emphasized steps to take, such as not opening an unidentified envelope or package to protect employees. Our investigation disclosed that during the incident, personnel followed some, but not all, of the steps in the guidance for suspicious mail. In particular, the package was moved, employees returned to the work area where the package had been, and notifications of the emergency responders were delayed.

Outcome: We recommended sufficient awareness and training be provided to employees responsible for processing and distributing mail. *(Case No. 14-0001-C).*

Allegations of Workplace Violence

OIG conducted a threat assessment of a situation to identify any indications that a GPO employee was in mental distress and possibly contemplating suicide and/or violent behaviors toward other employees or GPO.

Outcome: Based on statements made by the employee and other employees as well as documentation, our investigative efforts did not disclose specific instances of violence or intended violence. However, we believed the employee might have posed some degree of a threat. GPO took our results under advisement. *(Case No. 14-0001-I).*

Other Investigative Matters

- The Department of Labor's Office of Workers' Compensation Program established an overpayment for $45,058 in connection with an OIG investigation. The investigation revealed that a GPO employee submitted 200 transactions for

the purchase of prescribed medications while at the same time there was no transaction indicating that a physician had seen the employee or that any physician had billed the Department of Labor for payment. At the request of GPO program officials, OIG issued a follow-on report to aid in tracking recoupment efforts. *(Case No. 11-0015-I).*

- In March 2013, OIG referred an investigative matter regarding alleged Hatch Act violations by three employees to GPO for administrative actions. At the end of this reporting period, the employees involved in the matter had received a determination from the Office of Special Counsel. *(Case No. 13-0007-I).*

- Based on a prior investigation, GPO established an overpayment worth $4,498 related to an employee parking in the GPO parking lot without being enrolled in the program or paying parking fees. During this reporting period, GPO began recovering through payroll withholdings the improper benefit the employee received. *(Case No. 12-0005-I).*

- We previously reported that OIG received allegations that several managers suspected they had been retaliated against for whistleblowing. We referred the allegations to the Office of General Counsel for further assessment. During this reporting period, two complaints awaited hearings at the Equal Employment Opportunity (EEO) Commission, while a decision was rendered in the third complainant's case. The complainant did not appeal the Agency decision and OIG will no longer monitor this case. OIG will continue to evaluate the results of the remaining cases and determine if further action—either on the part of GPO or OIG—is warranted. *(Case No. 12-0009-I).*

- A previous investigation disclosed four employees violated the terms of GPO's Parking Program. During this reporting period, GPO issued the employees letters of warning based on our investigative findings. *(Case No. 12-0011-I).*

Stewardship Over Official Publications

Semiannual Report to Congress

OIG Strategic Goal 5:

Increase the efficiency and effectiveness with which GPO managers exercise stewardship over official publications from all three branches of the Federal Government.

Commercial Printing and Dissemination of Government Information

OIG conducted a performance audit in response to a complaint alleging printing of multiple products by the National Library of Medicine (NLM), part of the NIH, which did not adhere to public printing and document retention requirements as title 44 of the United States Code requires. We expanded our audit to include printing activities at NIH.

While GPO was not provided required information to: (1) realize lower printing costs for NIH and the taxpayer, (2) identify information dissemination products for inclusion into the FDLP, and (3) catalog and index information dissemination products, GPO could strengthen its monitoring of key aspects of its related operations. For example, a review of the annual commercial printing activity reported by NIH compared to GPO cost estimates, FDLP, and cataloging and indexing requirements disclosed:

- NIH paid approximately 40 percent more for commercial printing compared to GPO estimates.

- Of 500 products NIH obtained from sources other than GPO, 208 (41 percent) met the criteria for inclusion in FDLP but were not included. While 173 of the 208 products were available through the Internet, 35 (17 percent) were not made available through either FDLP or the Internet.

- GPO did not catalog and index the same 208 products.

- Six instances of commercial printing were not reported to the JCP.

- An exception statue was incorrectly cited for seven instances of commercial printing.

We attributed this to the lack of sufficient information sharing between NIH and GPO and the need for sufficient detail in GPO guidance.

Based on our sample, NIH and taxpayers could realize as much as a 40-percent reduction in printing costs. We estimated that by extrapolating the results of our sample, if NIH had used GPO for its printing needs, the Government would have saved approximately $1.077 million. In addition, cataloged, indexed, and inclusion of required information dissemination products in FDLP provides more efficient public access to Government information.

Recommendations: We recommended that the Superintendent of Documents: (1) ensure all in-scope NIH information dissemination products are included in the FDLP and cataloged and indexed, (2) strengthen GPO guidance to provide sufficient detail for identifying and acquiring information dissemination products for inclusion in the FDLP and catalog and index programs, and (3) reiterate to NIH the requirement to provide GPO a monthly listing of publications it issued that were obtained by sources other than GPO. We also recommended that the Acting Managing Director of Customer Services reiterate to NIH the requirement that the Agency should select its printing and duplicating services based on the best quality, cost, and time of delivery. GPO management concurred with the recommendations. *(Commercial Printing and Dissemination of Government Information at the National Institutes of Health, Report No. 14-02, November 29, 2013).*

Abbreviations and Acronyms

CAP	Corrective Action Plan
CFO	Chief Financial Officer
CIGIE	Council of the Inspectors General on Integrity and Efficiency
CIO	Chief Information Officer
CLA	CliftonLarsonAllen LLP
CP&B	Congressional Printing and Binding
EEO	Equal Employment Opportunity
FASAB	Federal Accounting Standards Advisory Board
FASB	Financial Accounting Standards Board
FDLP	Federal Depository Library Program
FDsys	Federal Digital System
FECA	Federal Employees' Compensation Act
FISMA	Federal Information Security Management Act
FTP	File Transfer Protocol
GPO	Government Printing Office
GSS	General Support System
IG	Inspector General
IT	Information Technology
JCP	Joint Committee on Printing
NIH	National Institutes of Health
NLM	National Library of Medicine
OIG	Office of Inspector General
OMB	Office of Management and Budget
OWCP	Office of Workers' Compensation
WebTA	Web-based time and attendance

Glossary of Terms

Finding
Statement of problem identified during an audit or inspection typically having a condition, cause, and effect.

Follow-Up
The process that ensures prompt and responsive action once resolution is reached on an IG recommendation.

Funds Put To Better Use
An IG recommendation that funds could be used more efficiently if management took actions to implement and complete the audit or inspection recommendation.

Management Decision
An agreement between the IG and management on the actions taken or to be taken to resolve a recommendation. The agreement may include an agreed-upon dollar amount affecting the recommendation and an estimated completion date, unless all corrective action is completed by the time agreement is reached.

Management Implication Report
A report to management issued during or at the completion of an investigation identifying systemic problems or advising management of significant issues that require immediate attention.

Material Weakness
A significant deficiency, or combination of significant deficiencies, that results in more than a remote likelihood that a material misstatement of the financial statements will not be prevented or detected.

Questioned Cost
A cost the IG questions because of an alleged violation of a law, regulation, contract, cooperative agreement, or other document governing the expenditure of funds; such cost is not supported by adequate documentation; or the expenditure of funds for the intended purposes was determined by the IG to be unnecessary or unreasonable.

Recommendation
Actions needed to correct or eliminate recurrence of the cause of the finding identified by the IG to take advantage of an opportunity.

Resolved Audit/Inspection
A report containing recommendations that have all been resolved without exception but not yet implemented.

Unsupported Costs
Questioned costs not supported by adequate documentation.

Appendix A

Index of Reporting Requirements under the IG Act of 1978

Reporting	Requirement	Page
Section 4(a)(2)	Review of Legislation and Regulation	None
Section 5(a)(1)	Significant Problems, Abuses, and Deficiencies	All
Section 5(a)(2)	Recommendations with Respect to Significant Problems, Abuses, and Deficiencies	All
Section 5(a)(3)	Prior Significant Recommendations on Which Corrective Action Has Not Been Completed	23
Section 5(a)(4)	Matters Referred to Prosecutive Authorities	27
Section 5(a)(5) and Section 6(b)(2)	Summary of Instances Where Information Was Refused	None
Section 5(a)(6)	List of Audit Reports	6-17
Section 5(a)(7)	Summary of Significant Reports	All
Section 5(a)(8)	Statistical Tables on Management Decisions on Questioned Costs	25
Section 5(a)(9)	Statistical Tables on Management Decisions on Recommendations That Funds Be Put to Better Use	25
Section 5(a)(10)	Summary of Each Audit Report over Six Months Old for Which No Management Decision Has Been Made	23
Section 5(a)(11)	Description and Explanation of Any Significant Revised Management Decision	None
Section 5(a)(12)	Information on Any Significant Management Decisions with Which the Inspector General Disagrees	None
Section 3(d)	Peer Review	28

Appendix B

Final Reports Issued and Grouped by OIG Strategic Goal				
Report Name	Number of Recommendations	Questioned Costs ($)	Funds Put To Better Use ($)	Other Monetary Impact ($)
Transforming GPO into a Digital Platform				
FTP Compliance with FISMA as it Relates to Continuous Monitoring, Report No. 14-04, February 10, 2014	3	0	0	0
WebTA Compliance with FISMA as it Relates to Continuous Monitoring, Report No. 14-06, January 6, 2014	2	0	0	0
Information Technology Professional Services—Oracle Software, Report No. 14-08, March 25, 2013	4	0	$2,760,000	0
Information Technology Microsoft Software Licenses, Report No. 14-10, March 27, 2014	2	0	$250,000	0
Review of Information Technology Controls in Support of the Consolidated Financial Statement Audit for the Year Ended September 30, 2013, Report No. 14-13, March 20, 2014	0[1]	0	0	0
Operational and Financial Management				
GPO Strengthened Management Oversight of the Congressional Billing Process but Additional Steps Needed, Report No. 14-03, December 5, 2013	1	0	0	$1,338,752
Changes Can Provide GPO Better Information on Establishing Billing Rates for Congressional Hearings (Product Code 83), Report No. 14-07, March 24, 2014	3	0	0	$4,030,600
U.S. Government Printing Office FY 2013 Independent Auditor's Report, Report No. 14-09, February 14, 2014	15	0	0	$26,482,271

Final Reports Issued and Grouped by OIG Strategic Goal (continued)

Report Name	Number of Recommendations	Questioned Costs ($)	Funds Put To Better Use ($)	Other Monetary Impact ($)
Management Letter Comments Identified in an Audit of the Consolidated Financial Statements for the Year Ended September 30, 2013, Report Number 14-11, March 14, 2014	9	0	0	$409,576
Program and Operational Integrity				
GPO Paint Branch: Safeguarding Paint and Supplies Inventory, Report No. 14-01, November 13, 2013	3	0	$29,830	$55,830
Stewardship over Official Publications				
Commercial Printing and Dissemination of Government Information at the National Institutes of Health, Report No. 14-02, November 29, 2013	4	0	$1,077,000	0
ILS compliance with FISMA as it Relates to Continuous Monitoring, Report No. 14-05, December 3, 2013	5	0	0	0

Footnote

1. Recommendations associated with this report are included in the count of Report No. 14-09.

Appendix C

		Report Number	Number of Recommendations	Costs ($)
Unresolved Audit Recommendations More Than 6 Months Old OIG Negotiating with Agency				
Date Issued	**Name of Audit**			
November 16, 2011	Audit of Selected Aspects of GPO Time and Attendance and Payroll Administration	12-01	1	0

Appendix D

		Report Number	Number of Recommendations	Monetary Impact ($)
Prior Recommendations on Which Corrective Action Has Not Been Completed in More Than 1-Year				
Date Issued	**Name of Audit**			
Jan. 11, 2010	GPO FISMA	10-03	7	0
Nov. 16, 2011	Audit of Selected Aspects of GPO Time and Attendance and Payroll Administration	12-01	2	$372,717
Dec. 16, 2011	Independent Auditor's Report – U.S. GPO FY 2011	12-02	3	0
Feb 14, 2012	Final Report FY 2011 Management Advisory Comments	12-07	1	0
Mar. 30, 2012	Maintaining Effective Control Over Employee Overtime	12-08	1	0
Apr. 16, 2012	Internal Control Maturity Assessment – Inspectron Software Application	12-09	2	0
Mar. 1, 2012	Consolidated Financial Statement Audit GPO Business Information System (GBIS)	12-10	4	0
Mar. 1, 2012	Consolidated Financial Statement Audit General Support System (GSS)	12-11	2	0
Jun. 28, 2012	Audit of Computer Security Handling a Denial of Service Incident	12-13	1	0
Sep. 21, 2012	Operational Enhancements Could Further Improve the Congressional Billing Process	12-16	1	$2,521,007
Sep. 18, 2012	Audit of GPO's Suitability Process for Passport Production	12-17	3	0

Prior Recommendations on Which Corrective Action Has Not Been Completed in More Than 1-Year (continued)

Date Issued	Name of Audit	Report Number	Number of Recommendations	Monetary Impact ($)
Sep. 28, 2012	Audit of Controls over GPO's Fleet Credit Card Program	12-18	1	$4,751
Sep. 21, 2012	Independent Audit of Harris Corporation	12-24	1	$1,178,814
Jan. 15, 2013	Management Oversight of FECA Operations	13-01	1	$267,162
Mar. 27, 2013	GPO Faces Challenges with Current and Former Employees Indebtedness	13-02	2	$245,104
Feb. 13, 2013	Audit of Computer Security: GPO's Risk Acceptance Process for Major Legacy and Minor Applications	13-05	3	0
Mar. 29, 2013	Opportunities Exists to Reduce Costs Associated with Oracle Software Licensing	13-06	3	$885,240
Feb. 12, 2013	Notification of Findings and Recommendations Related to the General and Application Controls Testing FY 2012 — Audit of GPO's Consolidated Financial Statements	13-07	2	0
Feb. 12, 2013	Fiscal Year 2012 — Audit of GPO's Consolidated Financial Statements	13-08	3	0
Feb. 27, 2013	Independent Auditor's Report — FY 2012 Financial Statements	13-09	4	$24,400,000 (financial accounting)
Mar. 29, 2013	Management Advisory Comments — IT Controls Supporting the Financial Statements	13-11	6	0

Appendix E

Audit Reports with Recommendations That Funds Be Put To Better Use, Questioned Costs, and Other Monetary Impact		
Description	**Number of Reports**	**Funds Put to Better Use, Questioned Costs, and Other Monetary Impact ($)**
Reports for which no management decisions were made by beginning of reporting period	0	0
Reports issued during reporting period:	8	
Audit Report – GPO Paint Branch: Safeguarding Paint and Supplies Inventory, Report No. 14-01, November 13, 2013		$ 85,660
Audit Report – Commercial Printing and Dissemination of Government Information at the National Institutes of Health, Report No. 14-02, November 29, 2013		$1,077,000
Audit Report – GPO Strengthened Management Oversight of the Congressional Billing Process but Additional Steps Needed, Report No. 14-03, December 5, 2013	$1,338,752	
Audit Report – Changes Can Provide GPO Better Information on Establishing Billing Rates for Congressional Hearings (Product Code 83), Report No. 14-07, March 24, 2014		$4,030,600
Audit Report – Information Technology Professional Services—Oracle Software, Report No. 14-08, March 25, 2013		$2,760,000
Audit Report – U.S. Government Printing Office FY 2013 Independent Auditor's Report, Report No. 14-09, February 14, 2014	$26,482,271	
Audit Report – Information Technology Microsoft Software Licenses, Report No.14-10, March 27, 2014		$250,000
Audit Report – Management Letter Comments Identified in an Audit of the Consolidated Financial Statements for the Year Ended September 30, 2013, Report Number 14-11, March 14, 2014		$409,576
Subtotal	**8**	**$36.4 million**
Reports for which management decision was made during reporting period:		$ 36.4 million
Dollar value of recommendations not agreed to by management		
Dollar value if recommendations agreed to by management		
Reports for which management decision was made by end of reporting period	0	0
Report for which no management decision was made within 6 months of issuance	0	0

Appendix F

Investigations Case Summary

Item	Quantity
Total New Hotline/Other Allegations Received during Reporting Period	38
Preliminary Investigations (Complaints) Closed	26
Complaint Referrals to Other Agencies	4
Complaint Referrals to Office of Audits and Inspections	2
Investigations Opened by Office of Investigations during Reporting Period	15
Investigations Open at Beginning of Reporting Period	31
Investigations Closed during Reporting Period	6
Investigations Open at End of Reporting Period	40
Referrals to GPO Management (Complaints and Investigations for corrective action or information purposes)	8

Current Open Investigations	Number	Percent
Procurement/Contract Fraud	20	50
Employee Misconduct	6	15
Workers' Compensation Fraud	2	5
Information Technology/Computer Crimes	1	2.5
Proactive Initiatives	8	20
Other Investigations	3	7.5
Total	**40**	**100**

Appendix G

Investigations Productivity Summary	
Item	**Quantity**
Arrests	0
Total Presentations to Prosecuting Authorities	2
Criminal Acceptances	0
Criminal Declinations	1
Indictments	0
Convictions	0
Guilty Pleas/Deferred Prosecution Agreements	0
Probation (months)	0
Jail Time (days)	0
Civil Restitutions	0
Civil Acceptances	1
Civil Agreements	0
Civil Declinations	1
Amounts Recovered Through Investigative Efforts	$ 4,498
Total Agency Cost Savings Through Investigative Efforts	$ 52,000
Total Administrative Referrals	8
Contractor Debarments	4
Contractor Suspensions	2
Contractor Other Actions	0
Employee Suspensions	0
Proposed Employee Suspensions	0
Employee Terminations	0
Subpoenas	1

Appendix H

Peer Review Reporting

The following meets the requirement under Section 989C of the Dodd-Frank Wall Street Reform and Consumer Protection Act (Public Law 111-203) that IGs include peer review results as an appendix to each semiannual report. Federal audit functions can receive a rating of "pass," "pass with deficiencies," or "fail." Federal investigation functions can receive a rating of "compliant" or "noncompliant."

Peer Review of GPO-OIG Audit Function

The Library of Congress OIG conducted the most recent peer review of the GPO Office of Audit and Inspections in March 2011. The OIG received a rating of pass.

Peer Review of GPO-OIG Investigative Function

The National Science Foundation OIG conducted the most recent peer review of the investigative function at GPO in March 2011. The OIG received a rating of compliant.

Report Fraud, Waste, and Abuse
Report violations of law, rules, or agency regulations, mismanagement, gross
waste of funds, abuse of authority, danger to public health and safety related to
GPO contracts, programs, and/or employees.

GPO

OFFICIAL DIGITAL SECURE