



2023

OFFICE OF INSPECTOR GENERAL SEMIANNUAL REPORT TO CONGRESS

NATIONAL GEOSPATIAL-INTELLIGENCE AGENCY
1 APRIL — 30 SEPTEMBER 2023



INSPECTOR GENERAL



I provide this report with great pleasure, from the National Geospatial-Intelligence Agency (NGA) Office of Inspector General (OIG) for the period of 1 April through 30 September 2023. During this timeframe, the OIG continued to detect and eliminate fraud, waste, and abuse, and offer recommendations to improve Agency programs and processes.

The OIG actively participated in an interagency investigation that resulted in the recovery of government funds during this reporting period. More specifically, on 21 July 2023, Booz Allen Hamilton agreed to pay the U.S. Government a historic \$377,453,150 in a settlement agreement with the Department of Justice to resolve improper billing in violation of the False Claims Act.

The OIG also identified fraud through proactive data analytics by honing fraud detection models to provide meaningful results, leading to the identification of more than \$318,000 in suspected fraud during this reporting period.

Additionally, the OIG received 109 complaints during the reporting period and investigated 67 violations of law, policies, and procedures. The Investigations Division had a laser-like focus on metrics, which in-turn *significantly improved their efficiency. The resultant was an increased number of complex reprisal investigations were completed in a reduced number of days.*

The OIG also completed the required Fiscal Year 2023 Federal Information Security Modernization Act of 2014 Financial Evaluation, a congressionally directed Inspection on Classification Management and an Inspection of the Management of Data Rights on Software Development Contracts. Nine audit and inspections projects also remained ongoing during this reporting period.

During this reporting period, NGA made nine management decisions based on outstanding OIG recommendations concerning the Agency's GEOINT Research and Retrieval Program, Zero Trust Evaluation, security cameras, Enhanced Personnel Security Program, GEOINT Standards Program, and responses to natural disasters and national security issues.

Finally, I am pleased to announce that NGA recently funded OIG's request to procure a corporate management system, which is set to become fully operationally capable in May 2024. We are confident that this new system will modernize OIG operations, and improve our overall effectiveness and efficiency.

As always, I greatly appreciate the support of the NGA Director, senior leaders, and the Agency's exceptional workforce.


Cardell K. Richardson, Sr.
INSPECTOR GENERAL



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NGA OFFICE OF INSPECTOR GENERAL PROFILE OF PERFORMANCE

1 APRIL – 30 SEPTEMBER 2023

4

AUDIT, INSPECTION,
AND EVALUATION
REPORTS ISSUED

17

INVESTIGATIVE
REPORTS ISSUED

21

TOTAL OIG
REPORTS
PUBLISHED

31

NEW AUDIT, INSPECTION,
AND EVALUATION
RECOMMENDATIONS

9

AUDIT AND INSPECTION
RECOMMENDATIONS
IMPLEMENTED BY NGA

109

COMPLAINTS
RECEIVED

\$15,017

FUNDS
RECOVERED

Strategic Oversight of NGA

NGA's GEOINT provides a critical advantage to the ongoing work of keeping our nation safe. Over time, NGA has successfully adapted to shifting global threats, technology advancements, and far-reaching modernization efforts to deliver timely, relevant, and accurate GEOINT to policymakers, warfighters, intelligence professionals, and first responders.

The OIG provides broad oversight of NGA's mission areas by performing independent, objective audits, inspections, evaluations, and investigations to promote effectiveness, efficiency, economy, and integrity throughout NGA. The OIG also detects fraud, waste, and abuse in NGA programs and operations. To ensure the most effective use of OIG resources, strategically assess challenges and opportunities facing the Agency and pursue timely and relevant oversight reviews and investigative initiatives to address those challenges and opportunities.

To that end, during this reporting period, the NGA OIG enhanced how it assesses and produces its annual report on the top management and performance challenges facing NGA and how it develops a more responsive annual audit, inspection, and evaluation plan. The OIG reviewed NGA's updated strategic objectives; relevant congressional testimonies to learn what challenges Congress has identified and discussed; and new oversight work, findings, and recommendations from the NGA OIG, the Department of Defense (DoD) OIG, the Office of the Intelligence Community Inspector General (IC IG), and the U.S. Government Accountability Office (GAO). The NGA OIG also conducted outreach to NGA's senior leaders to fully leverage and incorporate their knowledge, experiences, and expertise. The OIG designed these efforts to make more apparent our focus on the strategic and enterprise-level challenges NGA faces.

Based on this research and outreach, the OIG articulated three broad NGA challenge areas for Fiscal Year (FY) 2024, which will be published officially in the Agency Financial Report on 15 November 2023:

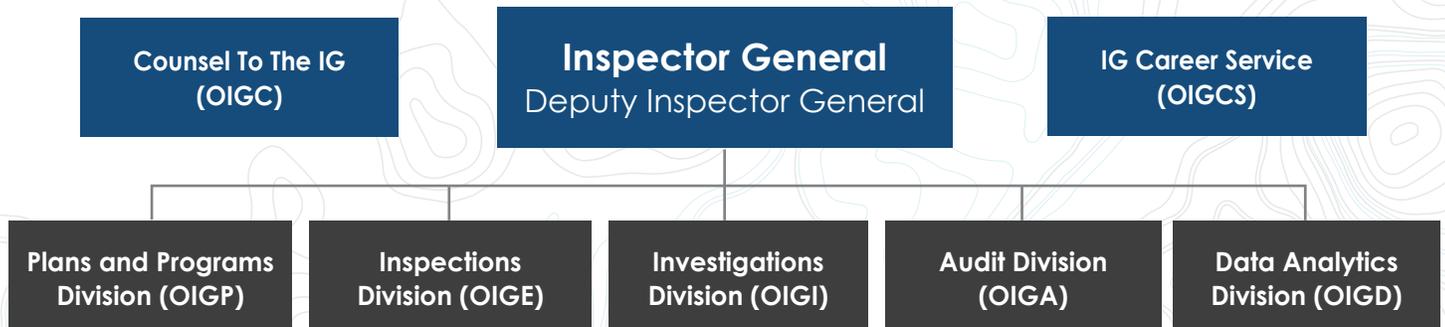
Continuing to lead the GEOINT enterprise in an evolving landscape

Strengthening the stewardship of Agency resources

Improving workforce management

The OIG also published its FY 2024 Audit, Inspection, and Evaluation Plan on 28 September 2023, to build upon our past and ongoing work, guide future proactive oversight reviews and initiatives, and help the Agency to address its top challenge areas.

Office of Inspector General



NGA Office of Inspector General Initiatives

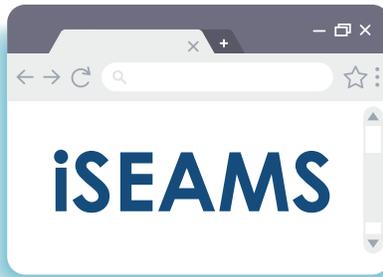
In addition to its oversight activities, the National Geospatial-Intelligence Agency (NGA) Office of Inspector General (OIG) also undertook initiatives to enhance its effectiveness and mission success. These include procuring software to establish OIG’s first corporate management system, enhancing proactive fraud detection through data analytics, and conducting whistleblower education and outreach to NGA employees and contractors.

OIG Corporate Management Software Procurement

INVESTIGATION SUPPORT EVALUATION AUDIT MANAGEMENT SYSTEM (iSEAMS)



OIGP
OIGC
OIGD
OIGI
OIGA
OIGE



- Standardized Reports of Investigation
- Charts and Graphs
- Audit Reports
- Management Dashboards
- Inspection Reports
- Semiannual Reports
- FOIA Redacted Reports
- Budget Dashboards

OIG PROCESSES

AUTOMATION

OUTPUT

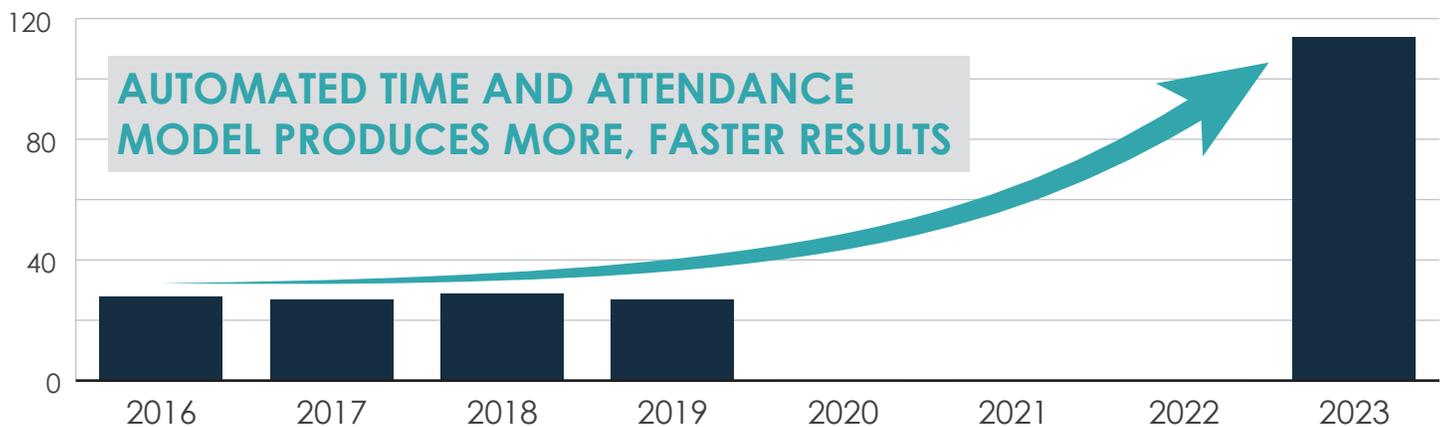
As early as 2020, OIG had identified the need for a modern corporate management system to enhance data accuracy, facilitate the integration of insights from its range of oversight activities, and improve the processes and timeliness of its investigations, audits, inspections and evaluations. In FY 2022, OIG formally requested funding and developed requirements for such a tool. The future corporate management system was named the Investigation Support Evaluation Audit Management System (iSEAMS). The OIG submitted an unfunded requirement to procure the software and in late FY 2023 received the funds leading to the award of the software contract during this reporting period. iSEAMS is set to become fully operationally capable in May 2024.

Proactive Fraud Detection Using Data Analytics

The OIG continued its proactive fraud detection initiative, which includes conducting electronic sourcing and profiling by analyzing multiple data sources at the same time. The OIG has five separate data analytics proactive fraud detection models currently in place to identify fraud involving government purchase cards, government travel cards, the Coronavirus Aid Relief and Economic Security (CARES) Act, contracts, and time and attendance reporting.

For example, through corporate data efforts involving the entire Agency, the OIG harnessed a comprehensive catalog of data sources available to the Agency to build a time and attendance model that automatically updates 70 million records daily. The team developed a Tableau dashboard that slices the data using 300 lines of code, mining all 70 million records. The model reviewed the time and attendance records of 4,200 employees and found 130 who had each claimed to have worked 250 hours or more in a single year that they had not recorded on their respective time sheets with a potential loss to the government of \$318,841. This illustrates how OIG is linking multiple data sources to proactively identify potential fraud in various Agency functions. Building on these early successes, OIG is presently focused on enhancing the automation of its contract fraud model.

Proactive Time and Attendance Referrals



Note: From 2020 through 2022, OIG did not proactively monitor employee time and attendance.

Whistleblower Outreach

The OIG also enhanced its whistleblower outreach and education efforts during this reporting period. In the lead up to Whistleblower Appreciation Day, 30 July 2023, a joint OIG team conducted a series of activities to recognize the courage of whistleblowers and to educate NGA employees and contractors on their duty to report and on the protections afforded them against reprisal. This included an internally published article for the NGA workforce celebrating Whistleblower Appreciation Day and emphasizing both the long history of federal whistleblower protections and the important service that whistleblowers perform for the Agency and for the public when individuals report potential evidence of wrongdoing. In a video to the NGA workforce accompanying the article, IG Richardson, emphasized that whistleblowers continue to be a vital source of information for detecting and deterring fraud, waste, and abuse in the Agency, and that they should never suffer retaliation or reprisal for their reporting. Finally, to ensure that NGA employees and contractors have been fully informed about whistleblower rights and protections, OIG hosted educational booths at NGA Washington and NGA St. Louis to answer questions, pass out whistleblower information, and share confidential reporting procedures.

Audits, Inspections, and Evaluations Issued During Reporting Period and Recommendations for Corrective Action

IG Act § 5(a)(1) and § 5(a)(5)(A)

During this reporting period, the OIG prepared two reports that outlined significant problems, abuses, or deficiencies at NGA and issued 31 recommendations to the Agency. The OIG issued two additional reports to management during this reporting period that did not find significant problems, abuses, or deficiencies, but nonetheless provided a valuable assessment for the Agency’s contracting office and Communications Security Program. Summaries of the reports issued and recommendations for corrective action appear below.

FY 2023 Evaluation of NGA Pursuant to the Federal Information Security Modernization Act (FISMA), External Report No. OIGA 23-07, issued July 2023, and Internal Report No. OIGA 23-08, issued September 2023

Overview. The OIG contracted KPMG LLP to perform the FY 2023 evaluation required by FISMA. The objectives of the evaluation were to assess NGA’s Information Security Program in accordance with IG FISMA reporting metrics issued by the Department of Homeland Security and determine whether NGA implemented recommendations from previous evaluations. The OIG submitted the external report, which contains the results of the IG FISMA reporting metrics, to the IC IG for transmission to OMB. The internal report, issued within the Agency, contains detailed findings and recommendations identified during the evaluation and the results of the IG FISMA reporting metrics.

Results. The FISMA evaluation identified deficiencies in four of the five cybersecurity framework function areas: (1) Identify, (2) Protect, (3) Detect, and (4) Respond. Each of these function areas was rated as “not effective.” Deficiencies were related to the metric domains of risk management, supply chain risk management, configuration management, identity and access management, data protection and privacy, security training, and incident response. KPMG concluded that these deficiencies exist because NGA has not fully established and implemented policies and procedures in accordance with current OMB, NGA, and Office of the Director of National Intelligence requirements. The overall rating for NGA’s Information Security Program was determined to be “not effective.”

Recommendations. The OIG issued the recommendations listed in the following table:

01.01	Software Asset Management Office, Business Operations Office, and CIO-T management continue to work through the adjudication phase with all involved stakeholders to finalize the policies for software asset management, including the use of standard data elements and taxonomy to develop and maintain an up-to-date inventory of software assets and licenses utilized by NGA with the detailed information necessary for tracking and reporting.
02.01	Risk Management Division (TESR) management develop and document policies and procedures that define required elements and review times for system-level plans of action and milestones (POA&Ms) in accordance with OMB and National Institute of Standards and Technology (NIST) guidance.
02.02	TESR management develop and implement a process within the Xacta 360 system to ensure that system POA&Ms address all requirements in accordance with policy and procedures and cannot be altered once created.
03.01	Secure Operations Group management enforce measures to ensure program management consistently implements the Service+ system as the configuration management database for hardware assets in accordance with NGA policy, including defining associated security plan identifiers and populating mandatory asset attributes.
04.01	TESR management ensure all common control providers operating in production have an approved and up-to-date security controls assessment.

04.02	TESR management prioritize the security assessment of common control providers thereafter.
06.01	Supply Chain Risk Management (SCRM) Program Management Office (PMO) define a process for collecting, evaluating, and implementing lessons learned for the SCRM program.
08.01	SCRM PMO complete the implementation of the NGA Risk and Opportunity Management tool for the SCRM program.
16.01	CIO-T management document procedures for systems not utilizing the enterprise Assured Compliance Assessment Solution that provide further guidance, best practices, and expectations for system-level procedures to facilitate the implementation of Configuration Management (CM-6) and Risk Assessment (RA-5).
16.02	CIO-T management update existing Patch Management standard operating procedures (SOPs) or document additional procedures to specify responsible parties and supporting procedures for enforcing the escalation process to lock, disable, and terminate noncompliant assets from the network.
09.01	CIO-T management update current procedures within NGAI 8010.17, Audit and Accountability Security Controls, or establish additional procedures and training to clearly define and document expected actions and results for the performance of privileged user audit log reviews.
09.02	CIO-T management implement an oversight mechanism to monitor that audit log reviews occur at the required frequency.
10.01	ESYNC system management update the system control implementation statements to reflect the current operating environment and clearly identify shared responsibilities and detailed implementation for each aspect of the control.
11.01	User Facing Services Division (TEIC) and TESR management ensure all users utilize multifactor authentication to access agency networks.
11.02	TEIC and TESR management update current procedures or establish additional procedures to approve, manage, and track exempt users or document a risk acceptance regarding users who are exempt from using multifactor authentication.
14.01	CIO-T management update current procedures or establish additional procedures to clearly define and document expected actions and results for the performance of privileged user access reviews.
14.02	CIO-T management implement a process to ensure privileged user accounts for individuals who are not current with their privileged user access requirements are disabled.
14.03	Vormetric system management implement a process to track and maintain a current list of system administrators with access to the shared account.
14.04	Vormetric system management implement a process to uniquely identify privileged users with access to the system administrator shared account.
14.05	Vormetric system management implement a process to control access to the system administrator shared account password.
07.01	Recommendation is classified.
07.02	Recommendation is classified.
12.01	Cyber Integration Division (TESX) management document and implement procedures to review security training policies (i.e., NGAI 8010.2, Cybersecurity Awareness Training and Certification) in accordance with NGAI 5425.1, Corporate Policy Program.
12.02	TESX management document and implement procedures to review security training procedures (i.e., Cyber Workforce Management Plan) annually in accordance with NGA requirements and document the review.
12.03	HD in coordination with CIO-T implement controls to enforce requirements that active NGA users take security awareness training within the required timeframe.
12.04	HD in coordination with CIO-T document and implement procedures to review security training policies (i.e., NGA Directive 1025, Mandatory Training).
05.01	Transport and Cybersecurity Services Division (TEIN) management in coordination with the Enterprise Management Division (TEIS), perform a risk assessment to identify security-relevant software, firmware, and information that should be protected by integrity verification tools and maintain a record of the identified information to be tracked and monitored in associated documentation or system security plans.
05.02	Recommendation is classified.
05.03	Cybersecurity Operations Division (TOCC) management continue to update, review, and approve the Incident Response Plan and all associated annexes in accordance with the NGA Information Assurance Requirements Catalog and NIST Special Publication 800 53, and to address the gaps noted within the Operation Chokehold Cybersecurity Operations Cells After Actions Report.
07.03	Recommendation is classified.

Termination of Audit of NGA's Management of Communications Security (COMSEC) Equipment, Memorandum U-071-23/OIG, issued 14 April 2023

Overview. The OIG conducted this planned audit to determine whether NGA had appropriate controls to ensure it acquired, operated, maintained, and disposed of COMSEC equipment in accordance with applicable laws and regulations. The OIG previously completed an audit of NGA's management of COMSEC equipment in 2014, which identified seven recommendations to improve overall management of the NGA COMSEC Program. The OIG verified that all seven recommendations had been closed as of 30 January 2015.

Results. The OIG terminated the audit based on its observations, sample testing, and documentation review. The test work performed indicated that the program had improved since the 2014 audit. Therefore, continuing the 2023 audit would not have added value to the Agency and would have continued to use resources that can be redirected to other priorities.

Recommendations. The OIG issued no recommendations.

Congressionally Directed Inspection of NGA's Application of Classification for Fiscal Year 2022, Report No. OIGE 23-03, issued 21 September 2023

Overview. This inspection was a congressionally directed action announced in the National Defense Authorization Act (NDAA) for Fiscal Year 2020, and amended by the NDAA for FY 2023. The NGA OIG completed this inspection for the third consecutive year in FY 2023 and will complete the final phase of this inspection in FY 2025. The objectives of this inspection remained the same as the previous year:

OBJECTIVE 1:

Evaluate the accuracy of NGA's application of classification and handling markers on a representative sample of finished reports, including such reports that are compartmented.

OBJECTIVE 2:

Evaluate NGA's compliance with declassification procedures.

OBJECTIVE 3:

Evaluate the effectiveness of NGA's processes for identifying topics of public or historical importance that merit prioritization for a declassification review.

Results. The inspection found that while NGA's Classification Management Program continues to serve as a model by shaping and informing classification management policy, processes, and security classification guidance across the IC, DoD, and U.S. Government, the Agency is not compliant with IC, DoD, NGA, and National Archives and Records Administration guidance for declassification.

Recommendations. The OIG issued one recommendation to the Director of the Security and Installations Directorate to complete and sign the Delegation of Declassification Authority Memorandum to provide declassification authority to the individuals responsible for completing declassification as a part of their duties. By ensuring the appropriate delegation of declassification authority, the Agency can effectively address the identified compliance gap and enhance its adherence to established guidelines.



Inspection of NGA's Management of Data Rights on Software Development Contracts, Project No. II 23-01, Memorandum U-085-23/OIG, issued 1 June 2023

Overview. This inspection assessed the extent to which contracting officers are effectively safeguarding the interests of NGA in relation to data rights. The protection of data rights holds significant importance as it directly influences not only the initial development expenses of software but also the long-term costs associated with its maintenance and sustainability. The incorporation of upgrades plays a critical role in the ongoing support and preservation of software systems. These upgrades are essential in ensuring that new vendors possess the necessary access and capabilities to develop and enhance the software. By adequately managing data rights, the Agency can mitigate the risks of project failures, excessive expenditures, and time delays.

Results. The inspection team interviewed the appropriate contracting officials responsible for data rights and software development contracts and the Agency's counsel who provided legal guidance and review to the contracting officials. The team also reviewed federal, DoD, and NGA policies and procedures and a sampling of active contracts, valued at approximately \$250 million. The OIG found there are appropriate oversight processes and procedures in place to ensure the government's data rights are included in software development contracts; therefore, further inspection work is not necessary at this time. The OIG terminated the inspection and issued a memorandum to NGA management.

Recommendations. The OIG issued no recommendations.

Ongoing Audit, Inspections, and Evaluations

The OIG currently has nine ongoing audits, inspections, and evaluations. Summaries of each are listed below.

1. FY 2023 Financial Statements (Mandatory)

The Intelligence Authorization Act (IAA) of 2010 requires NGA to undergo an independent, full-scope financial statement audit annually. In accordance with the Chief Financial Officers Act of 1990, as amended by the Government Management Reform Act of 1994, the Agency's IG or an independent certified public accounting firm determined by the IG is responsible for performing the audit. The OIG contracted with an independent certified public accounting firm to perform the FY 2023 financial statement audit. The OIG is overseeing the progress of the audit to ensure it is performed in accordance with professional standards, Office of Management and Budget (OMB) requirements, and the terms of the contract.

Objective. Provide an opinion on whether NGA's financial statements are presented fairly, in all material respects, in accordance with U.S. generally accepted accounting principles. Based on federal financial statement audit requirements, the auditor will also assess NGA's internal control over financial reporting and determine whether NGA complied with applicable provisions of laws, regulations, contracts, and grant agreements.

Status: The project, announced in December 2022, is expected to be completed in November 2023.

2. NGA's Implementation of Artificial Intelligence (Mandatory)

The IAA for Fiscal Year 2023, Title LXVII—Matters Relating to Emerging Technologies, Sec. 6721, Reports on Integration of Artificial Intelligence within Intelligence Community (IC), requires each IG with oversight responsibility for an element of the IC to conduct an audit of their agency's efforts "to develop, acquire, adopt, and maintain artificial intelligence [AI] capabilities for the purpose of improving intelligence collection and analysis."

Objective. Assess NGA's efforts to develop, acquire, adopt and maintain AI capabilities for the purpose of improving collection and analysis, the extent to which NGA's efforts are consistent with Office of the Director of National Intelligence policies and principles, the degree to which NGA has implemented the applicable provisions of the IAA, and whether there are administrative or technical barriers to the accelerated adoption of AI at NGA.

Status: The project, announced in June 2023, is expected to be completed in March 2024.

3. Loaned NGA Equipment

As part of its effort to maximize partnerships, NGA loans equipment to foreign countries, international organizations, nongovernmental organizations, academic institutions, and U.S. government organizations pursuant to agreements or arrangements for the production or exchange of material to promote mission or when in the public interest. Effective oversight of the loan agreements and loaned equipment is critical to ensure NGA maintains records and accountability of government property, receives agreed-upon returns, and achieves its goal of strengthening and expanding partnerships.

Objective. Assess the extent to which the loan of NGA equipment has achieved its intended objectives and to determine whether NGA equipment is loaned in accordance with applicable laws, instructions, and guidance.

Status: The project, announced in May 2022, is expected to be completed in November 2023.

5. Joint Duty Rotation Program

During the congressionally directed review of NGA's civilian pay, The OIG noted that reimbursable funds from joint duty rotations were not always received in a timely manner, which had a negative impact on NGA's forecasting and execution of its civilian pay budget. In some cases, NGA employees went on joint duty rotation without having a proper agreement in place and there is not a complete listing of employees on joint duty rotation. The Joint Duty Rotation Program requires coordination between the Financial Management (FM) and Human Development (HD) Directorates; however, the OIG was unable to identify an NGA policy that defines program responsibilities.

Objective. Determine whether NGA has implemented the joint duty rotation program to ensure proper agreements are in place before employees are assigned to a joint duty rotation and timely reimbursement of funds.

Status: The project, announced in November 2022, is expected to be completed in December 2023.

4. Removable Media Devices

Removable media are portable electronic media such as magnetic, optical, and solid-state devices that can be inserted into and removed from a computing device and are used to store text, video, audio, and image information. These devices have no independent processing capabilities and include hard disks, compact disks, thumb drives, and similar universal serial bus storage devices. NGA generally prohibits the use of removable media on classified networks but grants authority on a case-by-case basis to data transfer officers when the use of such media is in the vital interest of NGA's mission. Since the beginning of the COVID-19 pandemic, the amount of media subject to data transfer has increased. The OIG completed an audit of removable media devices and data transfer activities in 2014 that identified 13 recommendations to correct identified deficiencies.

Objective. Determine whether NGA has adequate controls over the use of removable media devices and whether those controls are operating effectively.

Status: The project, announced in December 2022, is expected to be completed in December 2023.

6. Commercial GEOINT Investments (Phase 1)

NGA released an updated Commercial GEOINT Strategy in 2018 intended to “enable the [National System for Geospatial Intelligence] NSG to better understand the world by leveraging commercial GEOINT capabilities.” The strategy further emphasized embracing new suppliers and services by working with IC partners, combatant commands, military services, and federal civil partners to employ the best mix of commercial and national sources to secure strategic competitive advantage and outpace our adversaries. By collaborating with partners, NGA will take full advantage of commercial GEOINT to satisfy mission needs and maximize the efficiency of integrated architecture. This evaluation was originally planned for FY 2022, but, because of shifting priorities, it commenced in FY 2023.

Objective. Evaluate the effectiveness of NGA's policies and processes for identifying, prioritizing, and resourcing commercial GEOINT analytic services.

Status: The project, announced in February 2023, is expected to be completed in December 2023.

7. NGA's Pay Setting Management Process

This ad hoc evaluation evolved from several complaints submitted to the OIG via the hotline program. Complaints indicated that HD issued applicants final signed offer letters specifying a total salary, and then, upon onboarding to the Agency, employees discovered that their actual pay was lower than indicated on the final offer. The OIG found that this practice did not comply with DoD and NGA policy. Additional, related complaints submitted concerned the use of flawed or inaccurate data to formulate pay offers, market compensation assessments resulting in new hires getting a higher salary than current employees in the same work role, pay disparities between different work roles, gender pay gaps, job candidates unable to negotiate salary, and salary differences for specialized skillsets not comparable to salaries in industry or other government agencies.

Objective. Evaluate whether HD is implementing and managing the pay setting process effectively and efficiently.

Status: The project, announced in June 2023, is expected to be completed in January 2024.

9. Small Business Use of Contractors

The use of contractors by small businesses for acquisition contracts is regulated by NGA Instruction (NGAI) 5040.1, Small Business Programs, which incorporates federal guidelines specified by Federal Acquisition Regulation 125.6; DoD Instruction 4205.01, Department of Defense Small Business Programs; and other acquisition-related regulations.

Objective. Evaluate the Agency's compliance and adherence with NGAI 5040.1.

Status: The project, announced in August 2022, is expected to be completed in November 2023.

8. NGA's DevCorps Operations

NGA's Development Corps (DevCorps) office, created in 2017 as part of NGA's future vision of a data-enabled workforce, was intended to house government employees to design, build, maintain, and improve software, rather than relying only on contractor built and supported software. As envisioned, DevCorps would address several Chief Information Officer and IT Services Directorate (CIO-T) challenges at the time, such as: the ability to develop NGA-specific solutions that could not be purchased commercially or developed through contracts to address unique Agency needs, and to serve as subject matter experts for current and future acquisitions to ensure they would meet future mission needs. However, since its inception, DevCorps has struggled to increase its in-house software development tradecraft and was awarded a contract to augment its staffing. In addition, DevCorps has faced difficulty communicating its strategic plan and value to NGA's leadership, increasing leadership's concerns over the fund's justification for this organization. This evaluation was announced in FY 2022.

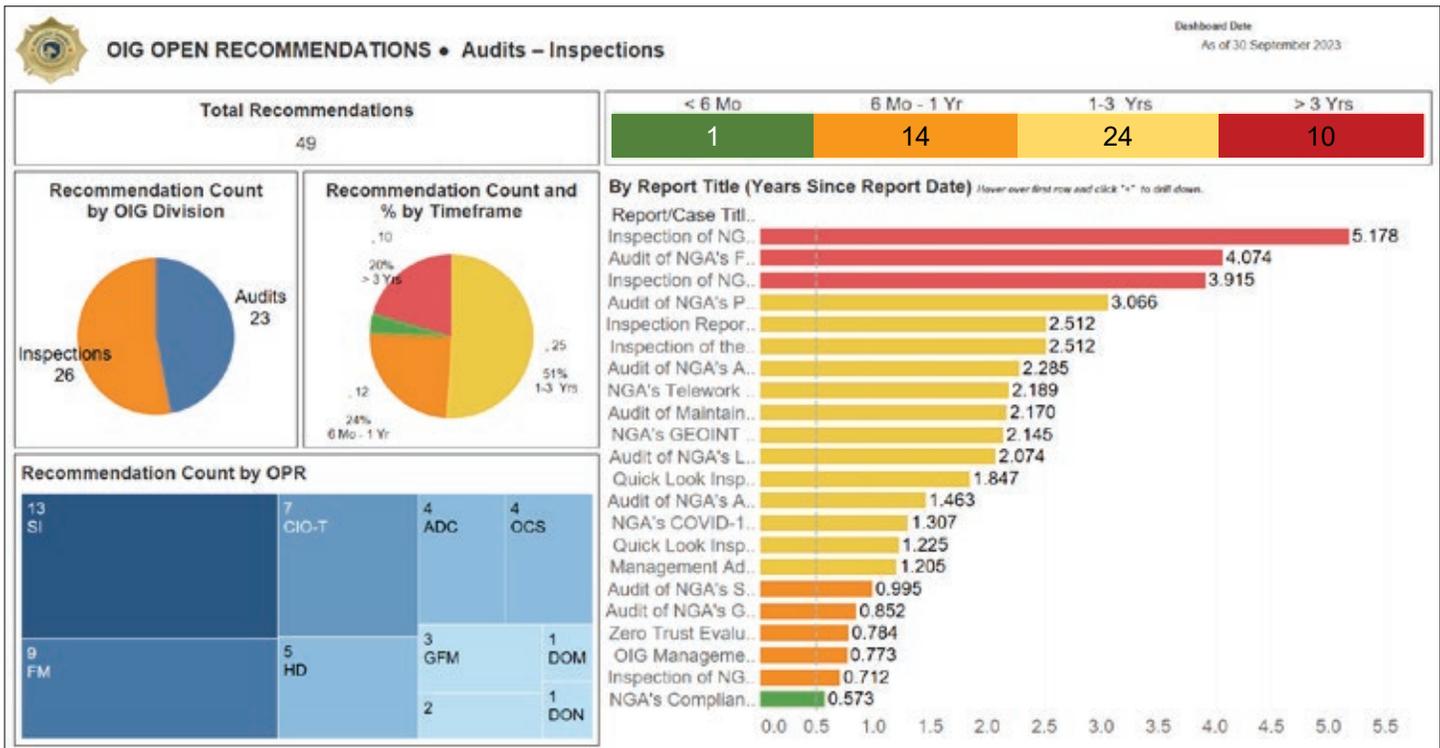
Objective. Evaluate whether DevCorps is effectively and efficiently achieving its vision, mission, and functions in support of GEOINT mission operation and priorities.

Status: The project, announced in July 2022 is expected to be completed in December 2023.

Outstanding Recommendations Dated Before the Reporting Period

IG Act § 5(a)(2)

During the reporting period, the OIG had 22 audit and inspection reports awaiting NGA management's response and the following 48 recommendations that had remained open more than six months. There is no potential cost savings associated with these recommendations.



Open Recommendations			
1 April 2023 → 30 September 2023			
Total	57 → 49	14%	↓ Good
1–3 Years	20 → 24	20%	↑ Opportunity
3–5 Years	11 → 10	10%	↓ Good



Inspection of NGA's Medical Services

Report No. OIG E 18-05 / 23 August 2018

- Rec. No. 3** Consistent with the Economy Act, reassess whether interagency support is available for medical services that would be advantageous to the government. For all such support, (1) ensure documentation in an interservice support agreement (DD Form 1144), and (2) ensure the support is explained in relevant internal SOPs.
- Rec. No. 4** Coordinate pre- and post-deployment health activities with Secretaries of the military departments to ensure all DoD Instruction (DoDI) 6490.03, Deployment Health, requirements are met.
- Rec. No. 5** Implement a secure electronic transfer of NGA pre- and post-deployment health activity requirements to the Defense Medical Surveillance System.
- Rec. No. 6** Ensure HD's respective primary information officer and information officer responsible for all medical program records performs records and information lifecycle management requirements, including updating the office file plan with the proper file series.
- Rec. No. 7** Enroll medical clinics in an accreditation program of a recognized national body, such as The Joint Commission or the Accreditation Association for Ambulatory Health Care. The Agency additionally should request assistance from the Defense Health Agency Immunization Healthcare Branch for assistance with vaccine storage and use.
- Rec. No. 8** Update the draft SOP related to deployment. The SOP should address the various combatant commands' requirements related to psychological assessment timelines. Furthermore, ensure the SOP is coordinated with the appropriate medical personnel and Department of Energy leadership for accuracy.

Audit of NGA's Funds Reprogramming Activities

Report No. OIG A 19-07 / September 2019

- Rec. No. 1** Revise policy to align with congressional oversight and ODNI's definitions.
- Rec. No. 3** Complete an analysis of FY 2018 and FY 2019 non-Below Threshold Reprogramming fund movements between components and identify ways to decrease the number of movements to increase the efficiency of operations.
- Rec. No. 4** Develop and implement Agency-wide policies that provide clear, actionable guidance on the inclusion of those executing the budget within the budget formulation process and require a standard lookback analysis at the project level to account for reprogramming trends.

Inspection of NGA's Acquisition Function, Phase III

Report No. OIG E 20-01 / 27 November 2019

- Rec. No. 2** In accordance with best practices and DoDI 5000.02, Operation of the Adaptive Acquisition Framework, realign Component Acquisition Executive (CAE) responsibilities into a position that is directly accountable to the Director, NGA, and oversees all acquisition functions within the Agency in accordance with statute and policy. Additionally, OIG recommends that the Director appropriately staff the CAE's office and have subordinate staff report directly to the CAE. Finally, OIG recommends the Director realign and consolidate acquisition programs and activities (including contracting, research, pilots, prototypes, and acquisition of services) under the CAE.

Audit of NGA's Permanent Duty Travel (PDT) Program

Report No. OIG A 21-01 / 2 October 2020

- Rec. No. 2** Develop procedures to ensure NGA employees sign their permanent duty travel vouchers.
- Rec. No. 3** Update SOP 4.6, Payments, Transactions by Others Expenditures, to ensure FM personnel verify that permanent duty travel vouchers related to transactions by others include evidence of review and approval by Defense Finance and Accounting Service. In the absence of such evidence, FM personnel should review the underlying supporting documents to determine the propriety of the vouchers and document evidence of the review.
- Rec. No. 4** Develop procedures to record permanent duty travel obligations for living quarters allowances when permanent duty travel orders are issued.
- Rec. No. 6** Complete the update of NGAI 7250.1, Civilian Permanent Change of Station (PCS) Relocation Allowances, and reissue.

Inspection of the NGA Promotion Process

Report No. OIG E 21-04 / 22 April 2021

- Rec. No. 1** Develop a plan to measure and analyze the impact of changes on the promotion process.
- Rec. No. 2** Develop meaningful metrics to measure the cost effectiveness and efficiency of the promotion process and coordinate with all Agency directorates participating in the promotion process to collect and provide the metrics for HD's analysis.

Inspection Report of NGA's Contract Writing System

Report No. OIG E 21-05 / 22 April 2021

- Rec. No. 1** Establish a timeline, with specific milestones, to replace NGA's current iteration of the Planning Tool for Resource Integration, Synchronization, and Management (PRISM) with an up-to-date system and designate an office of primary responsibility for each milestone. Develop a plan to coordinate requirements across each NGA directorate involved.

Audit of NGA's Award-Fee Contracts

Report No. OIG A 21-08 / 14 July 2021

- Rec. No. 5** Develop and document procedures to measure the effectiveness of award fees as a tool for improving contractor performance, which, at minimum, should include metrics for measuring the effectiveness of award fees, a system for collecting data on the use of award fee contracts, and regular examinations of the effectiveness of award fees in achieving desired program outcomes.

Inspection of NGA's Telework Policy

Report No. OIG E 21-06 / 18 August 2021

- Rec. No. 1** Publish program guidance outlining best practices for components to maximize their use of telework, plan for implementation of mass telework during future pandemics and emergencies, and address long distance (remote) telework.
- Rec. No. 2** Update the Agency's telework training for supervisors and employees to ensure identified gaps in the application of telework are addressed and that telework best practices are included.

Audit of Maintaining Cybersecurity in the COVID-19 Telework Environment

Report No. OIG A 21-09 / 25 August 2021

- Rec. No. 1** Update Agency policies and procedures, including stakeholder roles and responsibilities for configuration management, flaw remediation, and maintenance of baseline configurations for information systems hardware and software inventory.

NGA's GEOINT Standards Program

Report No. OIG E 21-07 / 3 September 2021

- Rec. No. 1** Update Agency programing guidance to establish GEOINT standards as a priority in Agency programing.
- Rec. No. 3** Submit an annual GEOINT standards report identifying the goals, objectives, and accomplishments of NGA's GEOINT standards elements to assist the Director of NGA in advising the DNI and the Directors of Defense Intelligence under DoD Directive (DoDD) 5105.60, National Geospatial-Intelligence Agency (NGA).
- Rec. No. 5** Align the roles, responsibilities, grade, and organizational placement of the senior GEOINT authority for GEOINT standards to make the position commensurate with other NGA senior GEOINT authorities.
- Rec. No. 6** Develop and implement a process to compel NSG programs to submit self assessment documentation for acquisitions, as required by NSG Directive 3201, The Geospatial Intelligence (GEOINT) Functional Manager Standards Assessment (GFMSA) Program, Sec. 6(b)(3).

Audit of NGA's Laptop Inventory

Report No. OIGA 21-10 / 29 September 2021

- Rec. No. 2** Ensure a single process for laptop acquisition is followed as required by NGA Manual 4160.1, Accountability and Management of Property, Plant, Equipment, and Other Accountable Property.
- Rec. No. 5** Ensure laptop inventory is performed in accordance with NGA Manual 4160.1.

Quick Look Inspection Report of Contractor Badging

Report No. OIGE 22-02 / 21 December 2021

- Rec. No. 1** Develop a plan to address issues with accountability of IC contractor badges in accordance with IC Standard 704 01, Intelligence Community Badge System, (H)(1). and provide a copy of the plan to the OIG by May 2022.

Audit of NGA's Assignments Program

Report No. OIGA 22-06 / 10 May 2022

- Rec. No. 1** Develop methodologies and associated metrics to monitor and assess, (1) performance of the Assignments Program and how it is meeting its stated intent to support Goal 1 of the NGA Strategy 2025 (People: Inspire and Grow Our World-Class Workforce) and to balance consideration of mission requirements, overall health of a specific occupation, and individual career development needs of NGA employees; and (2) assignments process to detect noncompliance with anti-discrimination and fairness requirements and to prevent abuses of power.

Quick Look Inspection Report of NGA's COVID-19 Response: GEOINT Continuity, Recovery, Reconstitution, and Impact

Report No. OIGE 22-03 / 6 July 2022

- Rec. No. 1** Per NGA 3020.26, Continuity of Operations Program, establish specific milestones to conduct annual testing, training, and exercises to validate the NGA Continuity of Operations Program, update continuity and component specific plans, and develop tracking mechanism for meeting these requirements.
- Rec. No. 2** As required by NGA 8940.1, Lessons Learned Program, coordinate, draft, and prioritize Agency level lessons learned, including specific actions, associated offices of primary responsibility, and milestones, and develop enforcement and tracking mechanisms to track progress towards resolution as appropriate.

Quick Look Inspection Report of NGA's Security Cameras

Report No. OIGE 22-04 / 5 August 2022

- Rec. No. 3** Conduct an assessment on camera coverage, including blind spots, and develop a plan to address any identified vulnerabilities.

Management Advisory Report for NGA Support Team Governance and Support

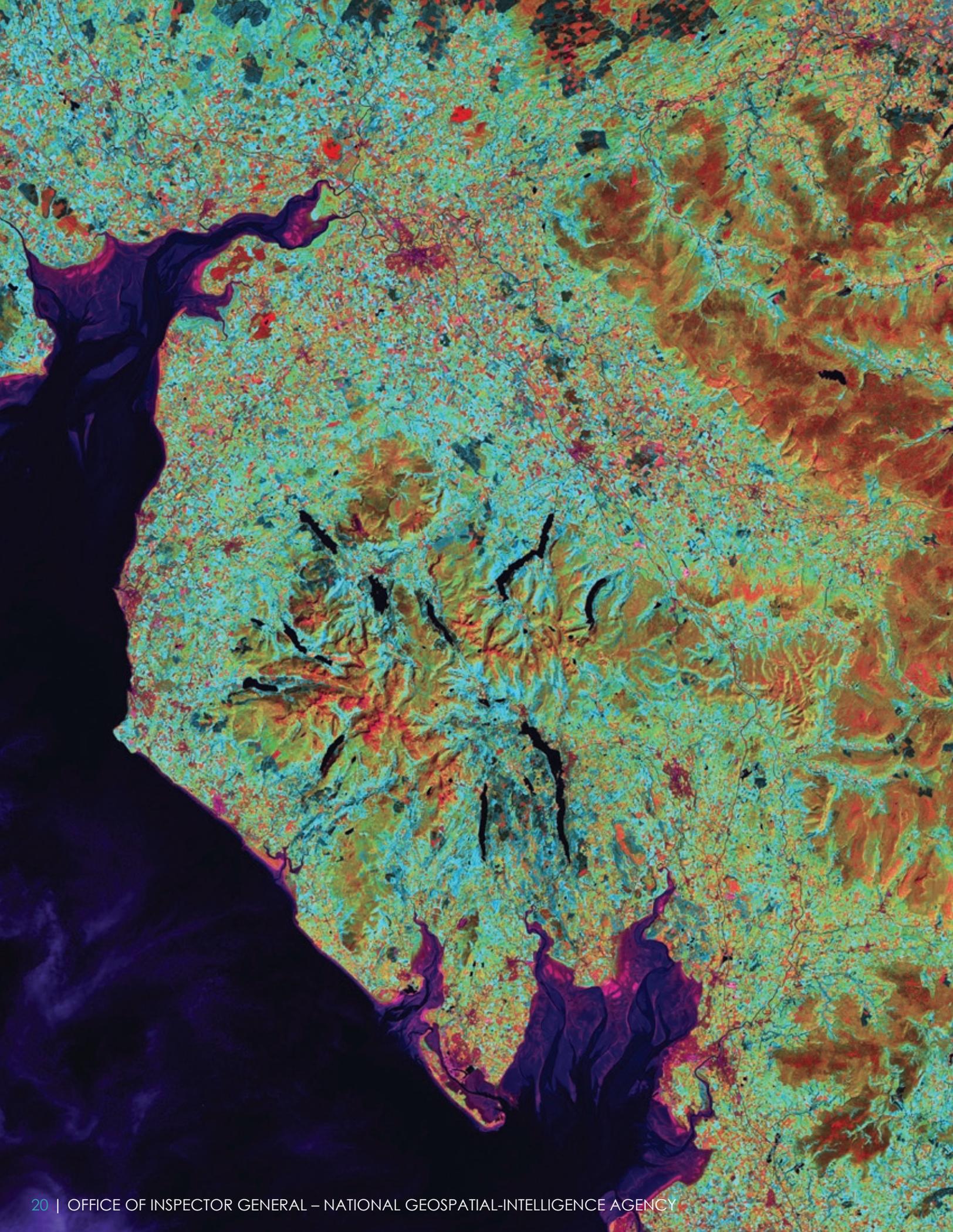
Report No. MAR 22-01 / 12 August 2022

- Rec. No. 1** Provide to the OIG the result of an NGA Support Team/GEO-Presence review: (a) to evaluate the mission, vision and goals of NGA's external footprint; (b) that assesses whether NGA is providing partners with the right skills, people, and technology to meet current and future GEOINT mission needs; and (c) that determines whether external footprints are rightsized.
- Rec. No. 2** Provide to the OIG an updated NGA Support Team Concept of Operations.

Audit of NGA's Software License Management

Report No. OIGA 23-01 / 28 October 2022

- Rec. No. 1** Conduct an annual inventory of non-capitalized, accountable internal use software licenses.
- Rec. No. 2** Establish policy, procedures, and controls to ensure that NGA is not paying for unused or underutilized software licenses.
- Rec. No. 3** Assess software license inventories and usage to ensure that NGA is not paying for unused or underutilized software licenses.



Audit of NGA's GEOINT Search and Retrieval (GSR) Program

Report No. OIGA 23-05 / 19 December 2022

- Rec. No. 2** Ensure the GSR Program Management Office consistently executes all elements of the quality assurance surveillance plan for the follow-on GSR contract, including, as applicable, soliciting, analyzing, and responding to customer feedback; tracking metrics for cost/price, timelines, and quality; documenting the results of quality assurance monitoring and any analysis of related results; and documenting all related task order performance work statement performance management requirements.
- Rec. No. 3** Ensure the performance assessment report for completion of the current GSR contract is prepared and finalized in the PRISM Vendor Past Performance module.
- Rec. No. 4** Ensure contractor performance assessment reports for the follow-on GSR contract are prepared and finalized in the PRISM Vendor Past Performance module for each period of performance, and use the results to inform the decision of whether to exercise contract option years.
- Rec. No. 6** Develop and implement or identify and improve existing controls to ensure that contracting modification documentation, including documentation around contract extensions, is complete and fully explains the reason for the contract action.

Zero Trust Evaluation

Report No. OIGA 23-06 / 13 January 2023

- Rec. No. 2** This recommendation is classified.
- Rec. No. 3** This recommendation is classified.

Management Advisory Report for NGA's Property Accountability Program

Report No. MAR 23-01 / 17 January 2023

- Rec. No. 1** Develop and implement an immediate plan of action to secure property accountability in accordance with DoDI 5000.64, Accountability and Management of DoD Equipment and Other Accountable Property.

Inspection of NGA's Enhanced Personnel Security Program—A Congressionally Directed Action

Report No. OIGE 23-02 / 8 February 2023

- Rec. No. 1** Complete a resource study to assess and properly staff the Continuous Evaluation Unit to provide adequate and timely continuous evaluations of covered individuals. Provide an implementation plan on how the information obtained from the study will be implemented to address needs of the Continuous Evaluation Unit.
- Rec. No. 2** Update the personnel security policy to incorporate the continuous evaluation process to meet DNI standards, including a process for the handling of non-covered individual information.

NGA's Compliance with the Payment Integrity Information Act (PIIA) for FY 2022

U-066-23/OIG / 31 March 2023

- Rec. No. 1** Seek written clarification from ODNI regarding PIIA reporting expectations for NGA, specifically the applicable payment integrity information to be published with the annual financial statement and how the OMB data call guidance should be used. If clarification is not provided, FM should document its analysis and interpretation of existing PIIA guidance and how NGA will fulfill annual PIIA reporting requirements.
- Rec. No. 2** Develop SOPs or other process documentation that describes NGA's annual PIIA reporting processes, including the procedures FM will perform to identify the applicable payment integrity information to report in the Agency Financial Report each year.

Management Decisions Made

IG Act § 5(a)(6)

During this reporting period, management made nine decisions with respect to six audit and inspection reports issued during a previous reporting period.

Audit of NGA's Analysis Event Response for National Security and Natural Disasters

REPORT NO. OIGA 20-05

Decision: Management implemented actions sufficient to close Recommendation 6 from the Audit of NGA's Analysis Event Response for Natural Disasters and National Security. The recommendation and actions taken are U//FOUO and therefore not included in this report.

Inspection of NGA's GEOINT Standards Program

REPORT NO. OIGE 21-07

Decision 1: Management evaluated how NGA is using its authority, derived from DoDD 5105.60, to compel NSG elements to implement GEOINT standards, verify compliance, and address shortfalls. The NSG Policy Team determined no new authorities or policies were needed to meet enforcement challenges.

A May 2023 memorandum signed by the Director of the GEOINT Functional Management Directorate indicated management had completed an evaluation of NGA's DoDD 5105.60 authorities and made several determinations. The NGA Director's authority to compel standards adherence and address shortcomings is limited to NGA. The required GFM Annual Report to the Director of National Intelligence (DNI) and Directors for Defense Intelligence (DDI) outlines their responsibility to enforce standards across the IC and DoD. The DNI and DDI each possess the executive authority or budgetary control to enforce standards. The implementation of the directorate's plan to address other recommendations from the inspection report aligned a revised program with better coordinated NSG processes to improve the GFM annual reports, address long-standing congressional concerns, and meet NGA, DoD, and NSG objectives. These actions closed Recommendation 2.

Decision 2: Management assessed the alignment of GEOINT standards across NGA to maximize the effectiveness of the GEOINT Standards Program. Directorate leadership stated that a program aligned under senior leadership can be established with minimal additional resources by aligning each component's program under a subject matter expert to manage compliance with legal, policy, and mission requirements; requiring a senior-level champion to report on NGA's compliance as an NSG member; coordinating regular Agency reports at the highest level required to demonstrate to the NSG the critical need for standards and to position the Agency to effectively support compliance. These actions closed Recommendation 4.

Quick Look Inspection Report of NGA's Security Cameras

REPORT NO. OIGE 22-04

Decision: Management implemented security camera training of police officers and supervisors in accordance with DoD-UFC-4-021-02, Unified Facilities Criteria (UFC): Electronic Security Systems, and DoD 5200.08-R, Physical Security Program, to ensure officers use security cameras and retain camera data properly and effectively. These actions closed Recommendation 2.

Decision: NGA's policies and procedures on its use of security cameras and retention of the data did not align with DoD 5200.08-R and DoD I Instruction 5015.02, DoD Records Management Program. NGA management added content and updated policies and SOPs to ensure the use of cameras aligned with DoD policies and National Archives and Records Administration guidelines.

Inspection of NGA's Enhanced Personnel Security Program

REPORT NO. OIGE 23-02

Decision: Management implemented a plan to ensure all government and contractor personnel involved in processing continuous evaluation cases receive role-based training on privacy and civil liberties. Management provided a roster of personnel who have completed the training for documentation purposes. These actions closed Recommendation 3.

Audit of NGA's GEOINT Search and Retrieval (GSR) Program

REPORT NO. OIGA 23-05

Decision 1: Management implemented actions sufficient to close Recommendation 1 from the Audit of NGA's Management of the GEOINT Search and Retrieval (GSR) Program, which was to evaluate whether GSR should be included in an existing integrated program office. If not, to organize a forum to allow all stakeholders, including users, engineers, contracting and financial personnel, and program managers to contribute to the evolution and development of capabilities needed for the GSR program.

Decision 2: Management implemented actions sufficient to close Recommendation 7, also from the GSR program audit, which was to develop and implement or identify and improve controls that ensure that contract changes affecting the contractor's work, including changes in software development methodology, are incorporated into the contract in a timely manner.

Zero Trust Evaluation

REPORT NO. OIGA 23-06

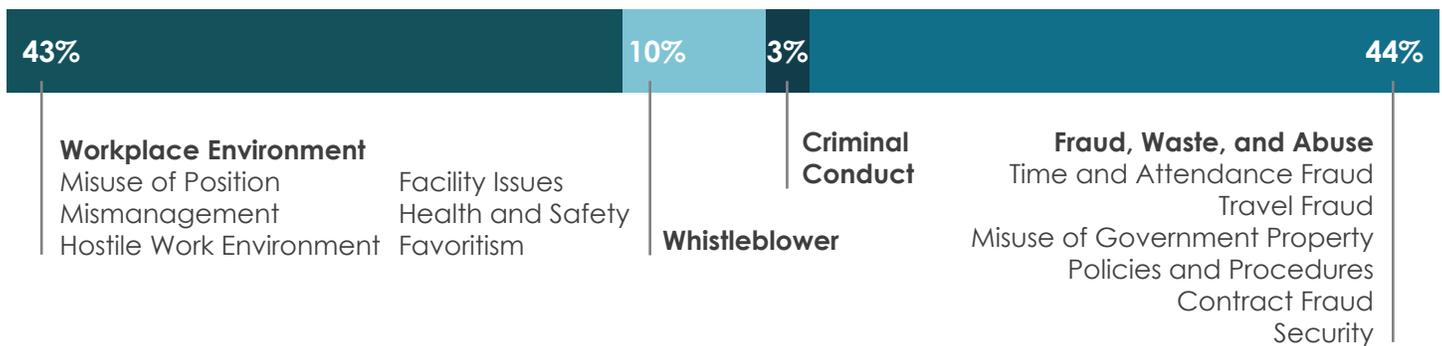
Decision: Management implemented actions sufficient to close Recommendation 1 from the Zero Trust Evaluation. The details of the recommendation and management's action taken to close it are classified.



Investigations Information, Statistics and Metrics

The NGA OIG received 109 complaints during this reporting period. The following chart shows the cultural trends of the complaints received:

Cultural Trends of OIG Complaints 1 April – 30 September 2023

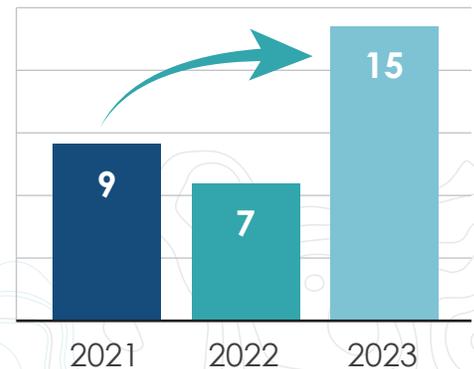


During this reporting period, the OIG opened 38 investigations, closed 29, and issued 17 investigative reports.

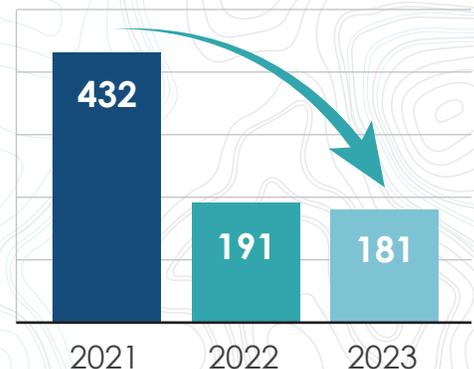
Beginning in 2020, in response to the GAO report, Whistleblower Protection, GAO-20-201SU, the OIG endeavored earnestly to close reprisal investigations within 180 days. OIG effectively applied the 180-day metric to their investigations and significantly improved efficiency by doing more in less time. At the end of FY 2021, reprisal investigations remained open for 432 calendar days on average with a total of nine reprisal cases closed. By FY 2022, the OIG had significantly reduced the timeline to 191 calendar days with a total of seven reprisal cases closed. In FY 2023, despite doubling the number of reprisal investigations closed to 15 total cases, the OIG further reduced the timeline to 170 calendar days. OIG measured open investigations from the date the case was assigned to a special agent until the completion of the fieldwork.

During the current reporting period, the OIG completed six reprisal investigations in 160 calendar days on average. Additionally, for 100% of completed reprisal investigations, the OIG coordinated the results with the DoD OIG Whistleblower Reprisal Investigations Directorate, notified complainants of the results, and documented the investigative case files accordingly.

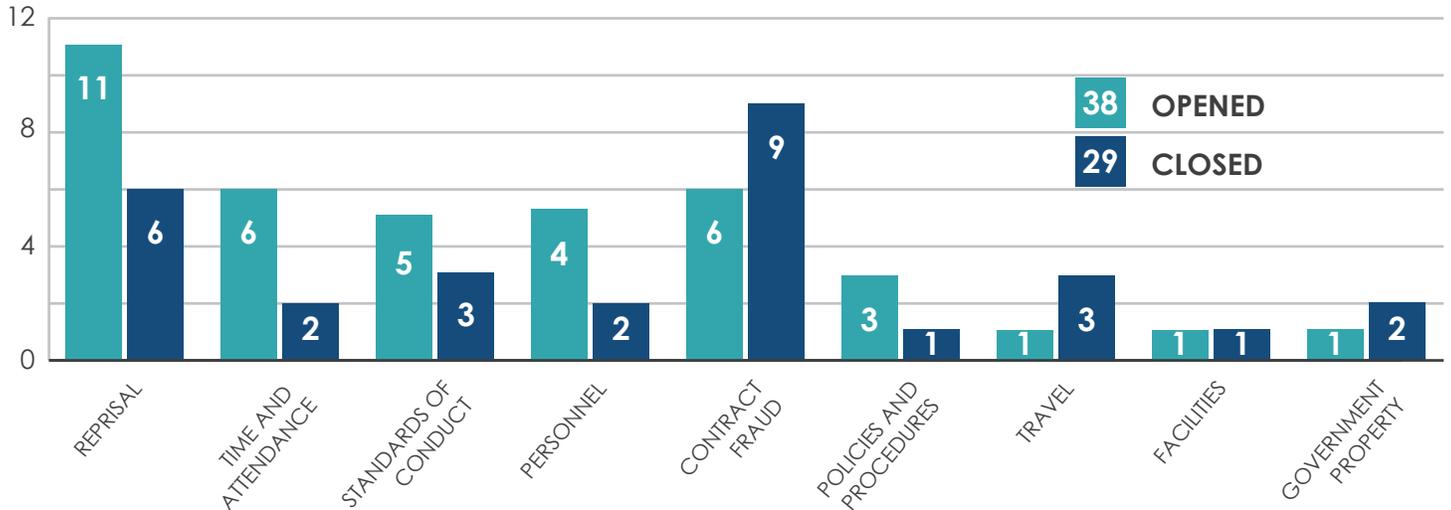
Reprisal Investigations Closed Per Year



Average Reprisal Investigation Duration (Days)



Cases Opened and Closed 1 April – 30 September 2023



Summary of Significant Investigations Closed

IG Act § 5(a)(3)

Contract Fraud – Improper Billing, Violation of the False Claims Act

OIG Case No. 17-078

The NGA OIG materially participated in an interagency investigation that identified approximately \$745 million of improper billing to at least eight government agencies, including NGA and other IC and DoD agencies, over a five-year period. On 21 July 2023 in a settlement agreement negotiated by the Department of Justice Civil Litigation Division, Booz Allen Hamilton agreed to pay the U.S. Government a historic \$377,453,150 to resolve improper billing in violation of the False Claims Act.

Total Number of Convictions

IG Act § 5(a)(4)

The OIG did not complete any investigations resulting in convictions during the reporting period.

Statistical Table of Investigation Information

IG Act § 5(a)(11)

The NGA OIG did not refer any investigation to Department of Justice, state, or local authorities for prosecution during the reporting period.

17

Investigative Reports Issued

0

Referrals to the Department of Justice for Criminal Prosecution

0

Referrals to State and Local Authorities for Criminal Prosecution

0

Indictments Resulting from Prior Referrals

3

Cases Referred to Other Investigative Authorities for Possible Criminal Prosecution

\$15,017

Funds Recovered from Contractor Disclosures of Overpayment or Fraud

Note: The OIG obtained the data contained in the statistical tables from its case management system (IG Act § 5(a)(12)).



Substantiated Allegations of Seniors

IG Act § 5(a)(13)

The NGA OIG closed six investigations involving senior government officials; however, the OIG did not substantiate any of the allegations. The OIG coordinated the completed reports of investigation with the DoD OIG Investigations of Senior Officials Directorate, which concurred with the NGA OIG's conclusions.



Whistleblower Retaliation

IG Act § 5(a)(14)

The NGA OIG received 11 allegations of reprisal during this reporting period. They closed six whistleblower retaliation investigations; however, the OIG did not substantiate any of the allegations. The OIG coordinated the complaint analyses and determinations with the DoD OIG Whistleblower Reprisal Investigations Directorate, which concurred with the NGA OIG's conclusions.

Following the implementation of the Intelligence Authorization Act for Fiscal Year 2022, enacted on 15 March 2022, which increased the whistleblower protections for contract employees in the IC, the NGA OIG received three contractor reprisal allegations.



Additional Reporting Requirements

Compliance with Federal Financial Management and Improvement Act of 1996 (IG Act § 5(a)(7))

NGA has developed and implemented remediation plans for financial management systems to address areas of noncompliance. NGA has met the intermediated target dates in the plans.

Peer Reviews (IG Act § 5(a)(8–10))

No peer reviews of the NGA OIG were completed during this reporting period and there are no outstanding recommendations from any previous peer reviews.

- In March 2021, the Central Intelligence Agency conducted a peer review of the NGA OIG Audit Division and found that its system of quality control in effect had been suitably designed and complied with to provide the NGA OIG with reasonable assurance of performing and reporting in conformity with applicable professional standards and legal and regulatory requirements in all material respects.
- In June 2021, the Defense Intelligence Agency conducted a peer review of the NGA OIG Inspections Division and found that its internal policies and procedures were generally consistent with the seven standards defined in the Council of the Inspectors General on Integrity and Efficiency's (CIGIE's) *Quality Standards for Inspection and Evaluation*.
- In September 2023, the Defense Intelligence Agency OIG began a peer review of the NGA OIG Investigations Division. The peer review team, with members from various OIGs in the IC, reviewed the division's operations using CIGIE *Quality Standards for Investigations*. Once complete, the OIG will implement recommendations and feedback from the peer review to continuously improve its operations.
- The NGA OIG did not conduct any peer reviews of another office during this reporting period. However, team members from NGA OIG assisted other agencies with their peer reviews.

Attempts to Interfere with IG Independence (IG Act § 5(a)(15)(A))

The OIG did not experience any attempts to interfere with the office's independence during this reporting period.

Information or Assistance Refused (IG Act § 5(a)(15)(B))

The OIG was not refused any information or assistance during this reporting period.

Public Disclosure (Closed but Undisclosed Audits, Inspections, and Investigations) (IG Act § 5(a)(16))

The NGA OIG did not publicly disclose any inspections, evaluations, audits, or investigations during this reporting period. Detailed descriptions of all non-disclosed reports are provided in this report.

Investigations of Unauthorized Public Disclosures of Classified Information (50 U.S.C. § 3235(b)(1))

There were no instances of unauthorized public disclosures of classified information during this reporting period.





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