United States General Accounting Office

GAO

Report to the Chairman and Ranking Minority Member, Permanent Subcommittee on Investigations, Committee on Governmental Affairs, U.S. Senate

December 2002

HOMELAND SECURITY

Information Technology Funding and Associated Management Issues





Highlights of GAO-03-250, a report to the Chairman and Ranking Minority Member, Permanent Subcommittee on Investigations, Committee on Governmental Affairs, U.S. Senate

Why GAO Did This Study

Information technology (IT) will play a critical role in strengthening our nation's homeland security against potential future attacks. Specifically, IT will help enable the nation to identify potential threats, share information more readily, provide mechanisms to protect our homeland, and develop response capabilities. The Permanent Subcommittee on Investigations of the Senate Committee on Governmental Affairs requested that we identify, for fiscal years 2002 and 2003, IT funding targeted for purposes related to homeland security in those departments and agencies that play a key role in this mission area and, using our prior work, report on the IT management issues facing these organizations.

In commenting on a draft of this report, agencies provided technical comments that were incorporated in the report, as appropriate.

www.gao.gov/cgi-bin/getrpt?GAO-03-250.

To view the full report, including the objectives, scope, and methodology, click on the link above. For more information, contact Dave Powner at (202) 512-9286 or PownerD@gao.gov

HOMELAND SECURITY

Information Technology Funding and Associated Management Issues

What GAO Found

We identified \$2.9 billion in IT funding for homeland security for fiscal year 2002 and for fiscal year 2003. For fiscal year 2002, \$1.2 billion of it is for organizations (agencies, departments, or components of these) proposed to move to the Department of Homeland Security. For fiscal year 2003, \$1.7 billion is for organizations proposed to move to the new department. Total reported IT funding for homeland security is likely understated. For example, there may be other potential costs that are not reflected in reported totals, including multi-agency IT infrastructure (for example, secure networks), new intelligence systems, and funding for existing agency missions that appear to be related to homeland security (for example, Department of Defense, Federal Aviation Administration).

Of those organizations with significant IT funding that are proposed to move to the new department, the FBI's National Infrastructure Protection Center (NIPC), the Immigration and Nationalization Service (INS), the Coast Guard, and Customs have a large number of GAO recommendations from our prior work that still require action (see figure below). Although we did not have specific open recommendations for many of the organizations proposed to move to the Department of Homeland Security, most are from parent organizations that, based on our prior work, still face IT management issues. The majority of open recommendations are associated with securing information, having an architecture or blueprint to guide system development efforts, managing IT investments, and developing and acquiring information systems. Since September 1996, we have reported that poor information security is a widespread federal problem and therefore have designated it a governmentwide high-risk area.

Selected Departments with Open GAO IT Recommendations and Associated Homeland Security IT Funding Requested for Fiscal Year 2003

Department	Open recommendations	Homeland security IT funding (in millions)				
Treasury (including Customs)	346	\$633.77				
Transportation (including Coa	st					
Guard)	69	680.74				
Locations (in absoling AUDO INIO)	47	770.05				
Justice (including NIPC, INS)	17	778.95				
Totals	432	\$2,093.46				

Source: GAO and agency budget information provided to GAO.

Contents

Letter		Agency Comments	1 3
Appendixes			
	Appendix I:	Homeland Security IT Funding and Associated Management	
		Issues	4
	Appendix II:	Homeland Security IT Funding, by CFO Agency	29
	Appendix III:	Open Recommendations, by CFO Agency	31



United States General Accounting Office Washington, D.C. 20548

December 13, 2002

The Honorable Carl Levin Chairman The Honorable Susan Collins Ranking Minority Member Permanent Subcommittee on Investigations Committee on Governmental Affairs United States Senate

Information technology (IT) will play a critical role in strengthening our nation's homeland security against potential future attacks. Specifically, IT will help enable the nation to identify potential threats, share information more readily, provide mechanisms to protect our homeland, and develop response capabilities. As you requested, our objectives were to identify fiscal years 2002 and 2003 IT funding targeted for purposes related to homeland security in those departments and agencies that play a key role in this mission area and, using our prior work, report on the IT management issues facing these departments and agencies.

To identify IT funding targeted for purposes related to homeland security in fiscal years 2002 and 2003, we requested and reviewed budget documentation from each of the 24 chief financial officer (CFO) departments and agencies, including their Exhibit 300s, Exhibit 53s, and other documents that identify IT funding for homeland security. In addition, we reviewed the Office of Management and Budget's (OMB) June 2002 Annual Report to Congress on Combating Terrorism and the President's June 2002 report entitled The Department of Homeland Security.

To report on the IT management issues facing the 24 CFO departments and agencies, we reviewed GAO IT products for fiscal years 1997-2002. We identified the recommendations from these products, which we organized by department or agency, and categorized them into specific IT areas (for example, information security). Subsequently, we followed up on each

¹Exhibit 300s are federal budget documents containing program and project information and associated cost, schedule, and performance information.

 $^{^2}$ Exhibit 53s list all of the IT projects and their associated costs within a federal organization and are to be prepared each year as part of the budget process in accordance with OMB Circular A-11.

recommendation to determine whether action had been taken to address it. 3

On October 1, 2002, we provided a briefing to your offices on the results of this work.⁴ The briefing slides are included as appendixes I–III. As agreed with your offices, the purpose of this letter is to provide the published briefing slides to you.

In brief, we identified \$2.9 billion in IT funding for homeland security for fiscal year 2002 and for fiscal year 2003. For fiscal year 2002, \$1.2 billion is for organizations (agencies, departments, or components of these) proposed to move to the Department of Homeland Security. For fiscal year 2003, \$1.7 billion is for organizations proposed to move to the new department. However, total reported IT funding for homeland security is likely understated, because there may be other potential costs that are not reflected in reported totals, including multi-agency IT infrastructure (for example, secure networks), new intelligence systems, and funding for existing agency missions that appear to be related to homeland security (for example, Department of Defense, Federal Aviation Administration). The majority of the funding requested for fiscal year 2003 was reported by the Department of Justice's Immigration and Naturalization Service (INS), the Department of Transportation's Transportation Security Agency, and the Department of the Treasury's United States Customs Service. Beginning with the fiscal year 2004 budget submission, agencies are to indicate in Exhibit 53s whether IT projects are related to homeland security.

The organizations that are proposed to move to the new department will face IT management issues. Of those organizations with significant IT funding that are proposed to move to the new department, the FBI's National Infrastructure Protection Center, the INS, the Coast Guard, and Customs have a large number of GAO recommendations that still require action. Although we did not have specific open recommendations for many of the organizations proposed to move to the Department of Homeland Security, most are from parent organizations that, based on our prior work, still face IT management issues. Of those recommendations that still

³Our approach focused on agencies and areas where we have conducted IT reviews and was not intended to reflect IT management capabilities across the government. Also, it did not include Inspector General reports.

 $^{^4}$ We have amended the briefing as of November 22, 2002, to include minor changes and technical updates.

require action, the majority of open recommendations are associated with securing information (information security), having an architecture or blueprint to guide system development efforts (enterprise architecture), managing IT investments (investment management), and developing and acquiring information systems (systems development and acquisition). Since September 1996, we have reported that poor information security is a widespread federal problem and therefore have designated it a governmentwide high-risk area.

Agency Comments

We provided a draft of this report to the 24 CFO departments and agencies for comment. Several departments and agencies provided oral technical comments that we have incorporated into this report, as appropriate.

As agreed with your staff, unless you publicly announce the contents of this report earlier, we plan no further distribution of it until 30 days from the date of this letter. At that time, we will send copies of this report to other interested congressional parties. We also will make copies available to others upon request. In addition, the report will be available at no charge on the GAO Web site at http://www.gao.gov.

Should you or your staff have any questions on matters discussed in this report, please contact me at (202) 512-6408. I can also be reached by E-mail at WillemssenJ@gao.gov. Key contributors to this report were Lester Diamond, Joanne Fiorino, Robert Kershaw, Dave Powner, Karl Seifert, Kevin Secrest, and Eric Winter.

Joel C. Willemssen

Managing Director, Information Technology Issues

Les Willemson



Briefing to the
Senate Permanent Subcommittee on Investigations,
Committee on Governmental Affairs
October 1, 2002

Note: We have amended the briefing as of November 22, 2002, to include minor changes and technical updates.



Overview

- Objectives
- Scope and Methodology
- Background
- Homeland Security Information Technology (IT) Funding
- IT Management Issues of Organizations Involved in Missions Related to Homeland Security



Objectives

To assist in oversight of homeland security IT spending for organizations proposed to move to the Department of Homeland Security, we were requested to

- identify fiscal years 2002 and 2003 IT funding targeted for purposes relating to homeland security in departments and agencies that play a key role in this mission area, and
- using prior work, report on the IT management issues facing these departments and agencies.



Scope and Methodology

To identify fiscal years 2002 and 2003 IT funding targeted for purposes relating to homeland security, we

- requested and reviewed budget documentation from each of the 24 chief financial officer (CFO) agencies, including (1) Exhibit 300s,^a (2) Exhibit 53s,^b and (3) other documents that identify homeland security IT funding;
- reviewed (1) OMB's June 2002 Annual Report to Congress on Combating Terrorism, (2) the President's June 2002 Department of Homeland Security report, and (3) OMB's memoranda to selected agencies telling them to "cease temporarily" new IT infrastructure and business system investments associated with organizations proposed to move to the Department of Homeland Security.
- In meetings with departments and agencies, we suggested that they use the homeland security definition found in OMB's June 2002 Annual Report to Congress on Combating Terrorism as a guideline when identifying homeland security IT funding.

^aExhibit 300s are federal budget documents containing program and project information and associated cost, schedule, and performance information.

^bExhibit 53s list all of the IT projects and their associated costs within a federal organization and are to be prepared each year as part of the budget process in accordance with OMB Circular A-11.



Scope and Methodology (cont'd)

To report on the IT management issues facing the 24 CFO^a departments and agencies, we

- reviewed GAO IT products for fiscal years 1997–2002;
- categorized the open recommendations by department into specific IT areas (for example, information security);
- followed up on each open recommendation to see if it had been closed.

This approach focused on agencies or areas where we have conducted IT reviews and is not intended to reflect IT management capabilities across the government. Also, it does not include Inspector General reports.

We performed our work in Washington, D.C., from July 2002 through September 2002, in accordance with generally accepted government auditing standards.

^aThe CFO agencies are listed in appendix II.



Background

- The fiscal year 2003 President's budget for governmentwide IT is about \$52.6 billion, an increase of 8 percent from fiscal year 2002.^a
- Fiscal year 2003 requested homeland security funding is about \$37.8 billion, an increase of 25 percent from fiscal year 2002.^b
- 22 existing major components are proposed by the administration to move to the Department of Homeland Security.

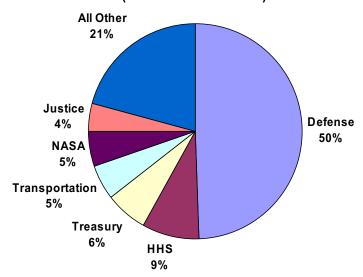
^aFigure comes from OMB's Exhibit 53, Agency IT Investments Portfolio, June 1, 2002.

^bFigure comes from the *OMB Annual Report to Congress on Combating Terrorism*, June 24, 2002, p.14.



Background (cont'd)

Fiscal Years 2002 (\$48.6) and 2003 (\$52.6) Governmentwide IT Funding (in billions of dollars)



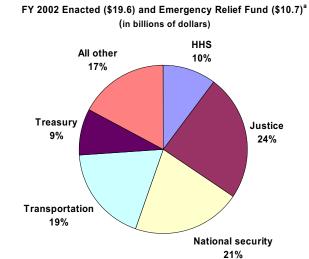
Note: The percentages for these agencies, rounded to the nearest whole number, are approximately the same for fiscal years 2002 and 2003.

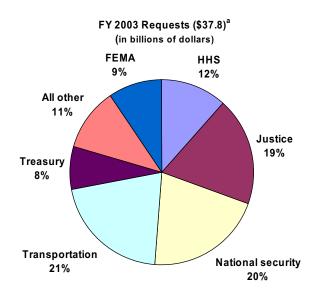
Source: Exhibit 53s, June 2002.



Background (cont'd)

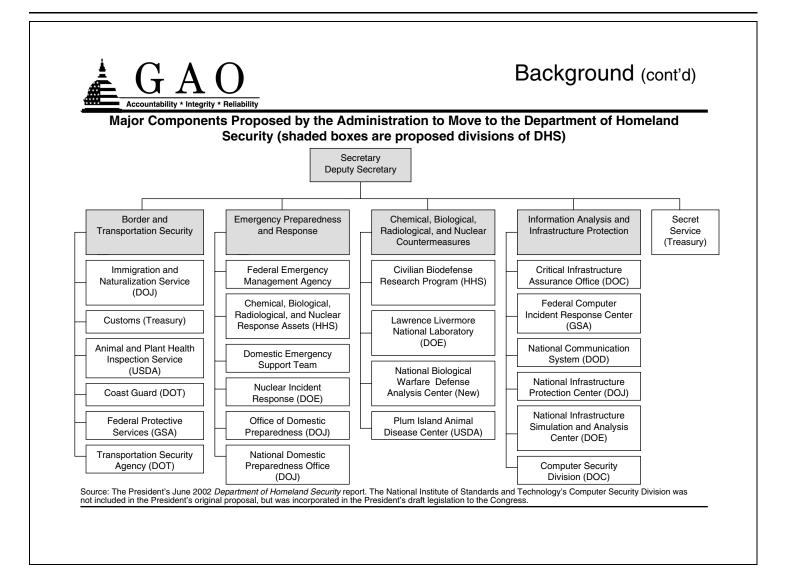
Homeland Security Funding





^aThese figures do not include funding for combating terrorism overseas for fiscal years 2002 and 2003, nor do they include August 2002 supplemental funding.

Source: OMB Annual Report to Congress on Combating Terrorism, June 24, 2002, p.14.





Background (cont'd)

Major Components Proposed by the Administration to Move to the Department of Homeland Security, by Department or Agency

Department of Agriculture

- Animal and Plant Health Inspection Service
- · Plum Island Animal Disease Center

Department of Commerce

- · Critical Infrastructure Assurance Office
- NIST Computer Security Division

Department of Defense

· National Communications System

Department of Energy

- Lawrence Livermore National Laboratory
- National Infrastructure Simulation and Analysis Center
- · Nuclear Incident Response

Federal Emergency Management Agency General Services Administration

- Federal Computer Incident Response Center
 - · Federal Protective Service

Department of Health and Human Services

- · Civilian Biodefense Research Program
- Chemical, Biological, Radiological, and Nuclear Response Assets

Department of Justice

- Immigration and Naturalization Service
- · National Infrastructure Protection Center
- National Domestic Preparedness Office
- · Office of Domestic Preparedness

Department of Transportation

- Transportation Security Agency
- Coast Guard

Department of the Treasury

- Secret Service
- Customs Service

New/other organizations

- Domestic Emergency Support Team
- National Biological Warfare Defense Analysis Center

Source: The President's June 2002 Department of Homeland Security report. The National Institute of Standards and Technology's Computer Security Division was not included in the President's original proposal, but was incorporated in the President's draft legislation to the Congress.



Homeland Security IT Funding

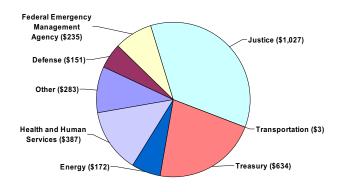
- We identified \$2.9 billion in enacted and requested homeland security IT funding for both fiscal years 2002 and 2003. For a detailed breakdown of homeland security IT funding by CFO agency, see appendix II.
- Twenty-one organizations provided us with figures on homeland security IT funding for fiscal years 2002 and 2003; 3 organizations indicated that they do not have any fiscal years 2002 and 2003 homeland security IT funding. We received and incorporated information from the Departments of Energy and Justice and the Environmental Protection Agency after the date of this briefing.
- Beginning with the fiscal year 2004 budget submission, agencies are to indicate in Exhibit 53s whether IT projects are related to homeland security.
- Organizations identifying homeland security IT spending used their Exhibit 53 or agency budget information to respond to our inquiry.

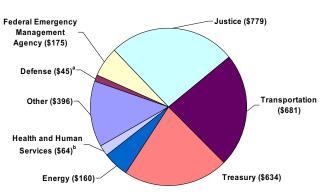


Homeland Security IT Funding (cont'd)

Estimated FY 2002 Homeland Security IT Funding, by CFO Agency (\$2,892) (in millions of dollars)

Requested FY 2003 Homeland Security IT Funding, by CFO Agency (\$2,934) (in millions of dollars)





^aThis figure represents the amount Congress appropriated for fiscal year 2003.

Source: Exhibit 53s and other agency budget information.

^bHHS's fiscal year 2003 figure is significantly lower than that for fiscal year 2002 because HHS is unable to determine its level of support for fiscal year 2003 until it receives information from states and localities to estimate their fiscal year 2003 investments.



Homeland Security IT Funding (cont'd)

FYs 2002 and 2003 Homeland Security IT Funding for Components Proposed to Move to the Department of Homeland Security (Parent Organizations also Listed) (in millions of dollars)

Department or agency	FY 2002	FY 2003
Agriculture		
Animal and Plant Health Inspection Service	\$23.68	\$39.08
Plum Island Animal Disease Center	n/r	n/r
Commerce		
Critical Infrastructure Assurance Office	0.00	0.00
Computer Security Division	0.00	0.00
Defense		
National Communications System	151.19	45.15
Energy		
Lawrence Livermore National Laboratory	5.54	5.54
National Infrastructure Simulation and Analysis Center	19.31	19.31
Nuclear Incident Response	0.00	0.00
Federal Emergency Management Agency	234.50	175.62
General Services Administration		
Federal Computer Incident Response Center	0.62	0.83
Federal Protective Service	3.96	6.36

(continued)



Homeland Security IT Funding (cont'd)

FYs 2002 and 2003 Homeland Security IT Funding for Components Proposed to Move to the Department of Homeland Security (Parent Organizations also Listed) (cont'd) (in millions of dollars)

Department or agency	FY 2002	FY 2003
Health and Human Services		
Civilian Biodefense Research Program	n/r	n/r
Chemical, Biological, Radiological, and Nuclear Response Assets	n/r	n/r
Justice		
Immigration and Naturalization Service	253.06	287.39
National Infrastructure Protection Center	0.00	0.00
Office of Domestic Preparedness	0.00	0.00
Transportation		
Transportation Security Agency	0.00	643.20
Coast Guard	2.70	37.54
Treasury		
Secret Service	23.14	25.70
Customs Service	432.64	444.70
New organizations		
Domestic Emergency Support Team	n/r	n/r
National Biological Warfare Defense Analysis Center	n/r	n/r
National Domestic Preparedness Office	n/r	n/r
Total	\$1,150.34	\$1,730.42

n/r = not reported.

Source: Agency Exhibit 53s and agency budget information provided to GAO.



Homeland Security IT Funding (cont'd)

- Homeland security IT funding is likely understated because there may be other potential homeland security IT costs that are not reflected in reported totals, including
 - multiagency IT infrastructure, including secure networks;
 - The Department of Defense's (DOD) support for growing homeland security role and associated IT expenditures;
 - · new intelligence systems; and
 - funding to support existing agency missions (that is, DOD, FAA).

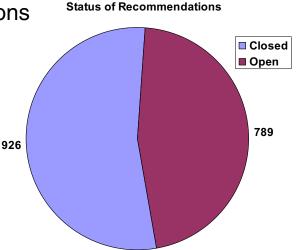


IT Management Issues

We issued 181 GAO products with IT-related recommendations for fiscal years 1997–2002 that contained 1,715 recommendations, of which

 789 remain open as of August 2002, and

• 926 are closed.





IT Management Issues (cont'd)

Specific IT Areas

- Our prior IT work generally focused heavily on four major IT areas:
 - information security,
 - enterprise architecture,
 - investment management, and
 - systems development and acquisition.

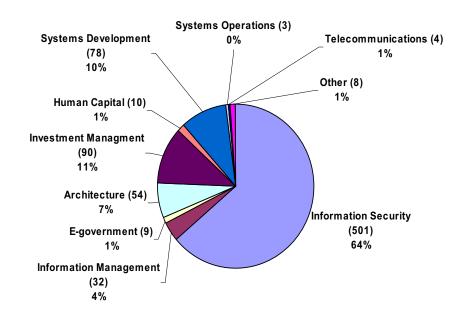
As a result, most of our open IT recommendations are in these areas.

- We have conducted governmentwide reviews in information security and architecture.
- Other IT areas covered by our prior recommendations included E-government, human capital, information management, systems operations, and telecommunications.



IT Management Issues (cont'd)

Open Recommendations, by Specific IT Areas

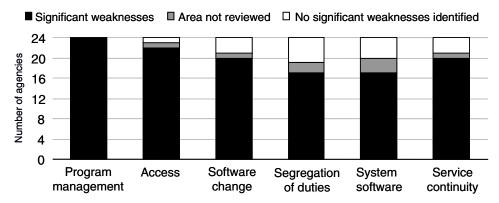




IT Management Issues (cont'd)

Information Security

- Since September 1996, we have (1) reported that poor information security is a widespread federal problem and (2) designated it a governmentwide high-risk area.
- As shown below, our latest analysis reveals information security weaknesses for the 24 agencies in the 6 major areas of general controls outlined in GAO's criteria for performing information security reviews.



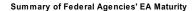
Source: Audit reports issued October 2001 through October 2002.

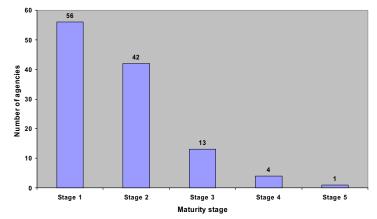


IT Management Issues (cont'd)

Enterprise Architecture (EA)

We reported in February 2002, on the basis of 2001 data, that agencies' use of EAs (that is, blueprints that specify how agencies operate today, how they want to operate in the future, and how they will get there) is immature. Only 4 percent reported having management practices at framework stages 4 and 5, which are described below.





Maturity Framework Stages

- 1 Creating EA awareness
- Building EA management foundations
- 3 Developing architecture products
- 4 Completing architecture products
- 5 Leveraging EA for managing change



IT Management Issues (cont'd)

Summary Listing of Components Proposed to Move to the Department of Homeland Security and Their Stage of EA Maturity (Parent Organizations also Listed)

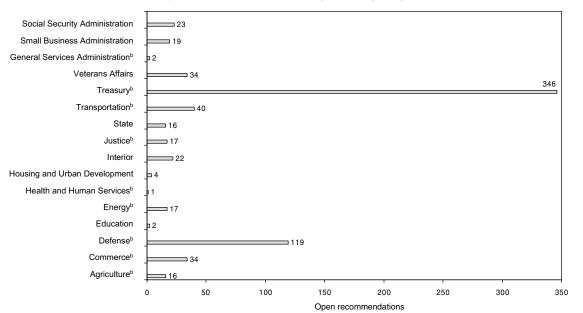
	EA architecture
Department or agency	maturity stage
Agriculture	1
Animal and Plant Health Inspection Service	1
Commerce	3
Defense	3
Energy	2
Federal Emergency Management Agency	2
General Services Administration	2
Health and Human Services	1
Justice	3
Immigration and Naturalization Service	1
Transportation	2
Coast Guard	2
Treasury	1
Secret Service	2
Customs Service	5

Note: Only component entities for which we have enterprise architecture data are listed.



IT Management Issues (cont'd)

Open Recommendations, by CFO Agency^a



^aSee appendix III for a detailed breakdown of the open IT recommendations by specific IT area and CFO agency.

Note: There are 77 open IT recommendations not pertaining to the 24 CFO agencies, including 38 directed to OMB.

^bComponents of these organizations have been proposed to move into the Department of Homeland Security.



IT Management Issues (cont'd)

Open IT Recommendations for Components Proposed to Move to the Department of Homeland Security (Parent Organizations also Listed)

	Open
Department or agency	recommendations
Agriculture	16
Animal and Plant Health Inspection Service	none
Plum Island Animal Disease Center	none
Commerce	34
Critical Infrastructure Assurance Office	none
Computer Security Division	none
Defense	119
National Communications System	none
Energy	17
Lawrence Livermore National Laboratory	none
National Infrastructure Simulation and Analysis Center	none
Nuclear Incident Response	none
Federal Emergency Management Agency	none
General Services Administration	2
Federal Computer Incident Response Center	none
Federal Protective Service	none
Health and Human Services	1
Civilian Biodefense Research Program	none
Chemical, Biological, Radiological, and Nuclear Response Assets	none
	(continued



IT Management Issues (cont'd)

Open IT Recommendations for Components Proposed to Move to the Department of Homeland Security (Parent Organizations also Listed) (cont.)

Demontrace of a construction	Open
Department or agency	recommendations
Justice	17
Immigration and Naturalization Service ^a	8
National Infrastructure Protection Center ^b	8
Office of Domestic Preparedness	none
Transportation	40
Transportation Security Agency	none
Coast Guard ^c	25
Treasury	346
Secret Service	none
Customs Service ^d	8
New Organizations	none
Domestic Emergency Support Team	none
National Biological Warfare Defense Analysis Center	none
National Domestic Preparedness Office	none
Total	592

^a3 open IT recommendations in architecture and 5 in investment management.

^b8 open IT recommendations in information security.

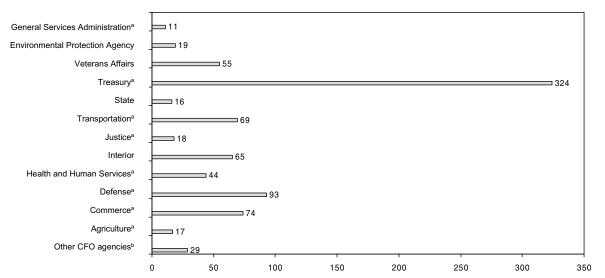
^{°4} open IT recommendations in information security, 4 in information management, 1 in human capital, and 16 in systems development.

de open IT recommendations in systems development, 1 in architecture, and 1 in human capital.



IT Management Issues (cont'd)

Closed IT Recommendations, by CFO Agency



Closed IT recommendations a Components of these organizations have been proposed to move into the Department of Homeland Security.

Note: There are 92 closed IT recommendations not pertaining to the 24 CFO agencies, including 18 directed to OMB. Source: GAO.

bThese include 8 closed IT recommendations associated with the Social Security Administration and the Small Business

These include 8 closed IT recommendations associated with the Social Security Administration and the Small Business Administration, 6 with the National Aeronautics and Space Administration, 4 with the Department of Housing and Urban Development, and 3 with the Department of Education.

Homeland Security IT Funding, by CFO Agency



Homeland Security IT Funding, by CFO Agency

	FY 2002	FY 2003
Organization	(millions	of dollars)
Agriculture	\$23.68	\$39.08
Commerce	0.04	0.06
Defense	151.19	45.15
Education	3.33	3.75
Energy	171.55	159.99
Environmental Protection Agency	0.002	0.00
Housing and Urban Development	0.00	0.00
Interior	3.79	3.84
Justice	1,026.88	778.95
Health and Human Services	386.94	63.81
Labor	13.79	20.60
State	0.00	104.60
Veterans Affairs	28.01	32.65
Agency for International Development	0.25	0.39

(continued)

Appendix II Homeland Security IT Funding, by CFO Agency



Homeland Security IT Funding, by CFO Agency (cont'd)

	FY 2002	FY 2003
Organization		of dollars)
Federal Emergency Management Agency	234.50	175.62
General Services Administration	17.34	18.29
Transportation	2.70	680.74
Treasury	634.46	633.77
National Aeronautics and Space Administrion	66.00	50.00
National Science Foundation	119.17	115.10
Nuclear Regulatory Commission	3.93	1.52
Office of Personnel Management	0.00	0.00
Small Business Adminstration	0.00	0.00
Social Security Adminstration	4.08	6.03
Total	\$2,891.63	\$2,933.95

Source: Agency Exhibit 53s and agency budget information provided to GAO.

Open Recommendations, by CFO Agency



Open Recommendations, by CFO Agency

	Total oper	res	n security	n maragament	government.		I.maragenent	pital (8	Systems	Sperations of	Other Other	
Organization	Total of	Informati	Informati	Electron	dove Architedu	Investme	Human	Systems	Systems	Zelecon.	Other	
Department of Agriculture Departmentwide Total		10		4						2		
Department of Commerce	16											
Bureau of the Census								1				
Departmentwide		30	3									
Total	34											
Department of Defense Defense Information Systems Agency			3	1	6	15					5	
Defense Logistics Agency Office of the Assistant Secretary for Command, Control,					5	16		3				
Communications, and Intelligence Office of the Chief Information		4	1		2	1	1					
Officer						1	1					
Senior Financial Management Oversight Council Departmentwide	140	16	9		1 5	16		5	1		1	
Total	119		[l	[[

(continued)



Open Recommendations, by CFO Agency (cont'd)

			kij							ans.	ions	/ ,
Organization	Total ones	, lec's	n seculi.	r Electronic	Architectus Architectus	investres	agenerit co	Systems Systems	Johnson Systems	Tale Contr	nunications Other	
Department of Education Departmentwide Total	2	2										
Department of Energy Office of the Chief Information Officer Departmentwide Total	17	2 15										
Department of Health and Human Services Departmentwide Total	1										1	
Department of the Interior Departmentwide Total	22	14			1	2		5				
Department of Justice Immigration and Naturalization Service National Infrastructure Protection Center Departmentwide Total	17	8	1		3	5						
Department of State Departmentwide Total	16				6	5		5				
											(continue	d)



Open Recommendations, by CFO Agency (cont'd)

			HITE							ions	ation	/
	7 dial of	ar recs	on security Informati	or generit	de innent Achitect	Investme	nagenent ,	apital Systems	Jelophent Systems	operations Take on	nunte atter	
Organization	Z otar	Infor.	Into no	the g	No Mich	Inves Mg	Human Human	System	16 CHar	/ John S	Other	/
Department of Transportation												ĺ
Federal Aviation Administration		2										
U.S. Coast Guard		4				4	1	16				
Departmentwide		10				3						
Total	40											
Department of the Treasury						,						l
Internal Revenue Service		318			9	3		6				l
U.S. Customs Service					1		1	6				
Departmentwide						2						l
Total	346											
Department of Veterans Affairs												
Departmentwide		17			8	2		6	1			l
Total	34											
General Services Administration												
Departmentuide										2		
Departmentwide Total	2											
Social Security Administration												
Departmentwide		3			2	11	5	2				
Total	23											
Small Business Administration												
Departmentwide		1			2	1	1	13	1			l
Total	19											l
Other												
Total	81	45	15	4	3	3	0	10	0		1	l
Grand total	789	501	32	9	54	90	10	78	3	4	8	

GAO's Mission

The General Accounting Office, the investigative arm of Congress, exists to support Congress in meeting its constitutional responsibilities and to help improve the performance and accountability of the federal government for the American people. GAO examines the use of public funds; evaluates federal programs and policies; and provides analyses, recommendations, and other assistance to help Congress make informed oversight, policy, and funding decisions. GAO's commitment to good government is reflected in its core values of accountability, integrity, and reliability.

Obtaining Copies of GAO Reports and Testimony

The fastest and easiest way to obtain copies of GAO documents at no cost is through the Internet. GAO's Web site (www.gao.gov) contains abstracts and full-text files of current reports and testimony and an expanding archive of older products. The Web site features a search engine to help you locate documents using key words and phrases. You can print these documents in their entirety, including charts and other graphics.

Each day, GAO issues a list of newly released reports, testimony, and correspondence. GAO posts this list, known as "Today's Reports," on its Web site daily. The list contains links to the full-text document files. To have GAO e-mail this list to you every afternoon, go to www.gao.gov and select "Subscribe to daily E-mail alert for newly released products" under the GAO Reports heading.

Order by Mail or Phone

The first copy of each printed report is free. Additional copies are \$2 each. A check or money order should be made out to the Superintendent of Documents. GAO also accepts VISA and Mastercard. Orders for 100 or more copies mailed to a single address are discounted 25 percent. Orders should be sent to:

U.S. General Accounting Office 441 G Street NW, Room LM Washington, D.C. 20548

To order by Phone: Voice: (202) 512-6000

TDD: (202) 512-2537 Fax: (202) 512-6061

To Report Fraud, Waste, and Abuse in Federal Programs

Contact:

Web site: www.gao.gov/fraudnet/fraudnet.htm

E-mail: fraudnet@gao.gov

Automated answering system: (800) 424-5454 or (202) 512-7470

Public Affairs

Jeff Nelligan, managing director, NelliganJ@gao.gov (202) 512-4800 U.S. General Accounting Office, 441 G Street NW, Room 7149 Washington, D.C. 20548



United States General Accounting Office Washington, D.C. 20548-0001

Official Business Penalty for Private Use \$300

Address Service Requested

Presorted Standard Postage & Fees Paid GAO Permit No. GI00

