



Department of Homeland Security  
Office of Inspector General  
Annual Performance Plan FY2023  
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## DHS OIG ANNUAL PERFORMANCE PLAN FY2023

DHS OIG is comprised of eight program offices. The program offices worked in tandem to create the metrics within the APP. To aid in your review of the APP, the following table of acronyms can be referenced as a source to easily map the program office to their metric.

<b>CIGIE</b>	Council of the Inspectors General on Integrity and Efficiency
<b>FEVS</b>	Federal Employee Viewpoint Survey
<b>GAO</b>	Government Accountability Office
<b>INV</b>	Office of Investigations
<b>OA</b>	Office of Audits
<b>OC</b>	Office of Counsel
<b>OEA</b>	Office of External Affairs
<b>OI</b>	Office of Integrity
<b>OIE</b>	Office of Inspections and Evaluations
<b>OIN</b>	Office of Innovation
<b>OM</b>	Office of Management

## DHS OIG ANNUAL PERFORMANCE PLAN FY2023

### Goal 1: Deliver Results that Promote the Efficiency, Effectiveness, and Integrity of DHS Programs and Operations

Objective	Strategy	Performance Metric	Measurement of Success	FY23 Performance Target	FY24 Performance Target	Strategy Owner(s)
1.1: Produce timely, high-quality work products (i.e., audits, inspections, evaluations, investigations) and services that are data-driven and consistent with CIGIE standards, OIG best practices, and Government Auditing Standards.	Ensure OIG work products (e.g., audits, inspections, evaluations) are completed within prescribed timeframes.	<b>Ensure audits, inspections, and evaluations initiated after October 1, 2021, will be delivered in a timely manner.</b>	<i>Percentage of completed audits, inspections, and evaluations that adhere to established or agreed-upon timeframe.</i>	50%	53%	OIE, OA
	Expand the use of data, data analysis, testing, and automation efforts within the OIG.	<b>OIN responds to OIG program offices with complete and accurate products or services.</b>	<i>Percentage of products and services provided by the agreed upon suspense date.</i>	90%	90%	OIN
1.2: Develop actionable recommendations that address the root cause of weaknesses and identify long-term solutions.	Ensure DHS OIG recommendations are value-added, focused on improving the agency's programs and operations, and result in maximum positive impact.	<b>Achieve concurrence on recommendations.</b>	<i>Percentage of recommendations that DHS/components concurred.</i>	60%	65%	OI, OIE, OA

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Objective	Strategy	Performance Metric	Measurement of Success	FY23 Performance Target	FY24 Performance Target	Strategy Owner(s)
1.3: Focus oversight on high-risk and mission-critical areas and emerging threats while responding to congressional mandates and requests.	Use a robust work planning process that employs a strategic, data-driven risk-based approach and encompasses the nature, scope, and inherent risks of DHS programs, which serves as the basis for annual workplans, to include priority areas of oversight and the allocation of resources.	<b><i>Publish a risk-based audit, inspections, and evaluations work plan, as part of a risk-based planning process, that identifies activities to audit, inspect, and evaluate to be conducted over the course of the fiscal year.</i></b>	<i>Publish an annual audit and inspection workplan that incorporates emerging threats, and high-risk, mission-critical areas.</i>	NLT Oct. 15, Annually	NLT Sept. 30, Annually	OIE, OA
		<b><i>Identify potential risk areas and ensure associated data available is made available to OIG program offices via the Engagement Planning dashboard for risk assessment purposes.</i></b>	<i>Number of new potential risk areas identified each year and made available via the Engagement Planning dashboard.</i>	4	4	OIN
	Ensure investigations conducted represent areas of significant dollar loss, significant deterrent impact, or significant ethics/corruption.	<b><i>Ensure cases opened during the fiscal year fall under new case opening criteria established within DHS OIG.</i></b>	<i>Percentage of all cases opened that fall within the case opening criteria.</i>	75%	75%	INV, OI

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### Goal 2: Strengthen Relationships and Build Trust with External Stakeholders

Objective	Strategy	Performance Metric	Measurement of Success	FY23 Performance Target	FY24 Performance Target	Strategy Owner(s)
2.1: Communicate and consult regularly with Congress and the DHS on key areas of interest, including work plans and the status of engagements and final products.	Establish regular processes for consulting and communicating with Congress on key areas of interest, including public annual workplans per CIGIE good practice guidance.	<b>Provide regular briefings to members of Congress or their staff regarding DHS OIG work products or operations.</b>	<i>Number of congressional briefings held.</i>	15	18	OEA
2.2: Follow a consistent and transparent approach to the engagement process with the DHS and its components.	Engage regularly in two-way communication with DHS leadership and its components on areas most valuable to DHS and to solicit from DHS on engagement processes to identify areas for improvement.	<b>Engage with external stakeholders to identify emerging high-risk areas, priorities, and challenges, and to improve collaboration and cooperation, as well as ensure robust communication and feedback.</b>	<i>Number of engagement sessions held annually with external stakeholders.</i>	25	28	OIG-wide
2.3: Communicate with the public in a timely and transparent manner to build and maintain reputation and instill trust.	Establish a continuous process of review for updating the OIG website and other media platforms.	<b>Highlight DHS OIG work using social media such as Twitter and Linked-In within 48 hours of public release.</b>	<i>Percentage of products highlighted on social media within the established timeframe.</i>	65%	70%	Front Office

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Goal 3: Build and Sustain Enterprise-wide Governance and Management to Support the Workforce and Optimize Efficiency and Effectiveness

Objective	Strategy	Performance Metric	Measurement of Success	FY23 Performance Target	FY24 Performance Target	Strategy Owner(s)
3.1: Create a comprehensive policy framework consistent with internal control standards which provides enterprise-level guidance on procedures in the following areas: 1) work planning, 2) human capital management, 3) performance management, 4) quality assurance, and 5) managing organizational change.	Regular reviews of policies to ensure that they are consistent with current standards and to identify opportunities to calibrate to reflect the evolving mission environment.	<b>Implement a Comprehensive Performance Management Policy for employees.</b>	<i>Percentage of new supervisors that receive performance management training within 60 days of onboarding.</i>	95%	95%	OM
		<b>Effectuate organizational change by implementing Government Accountability Office (GAO) recommendations.</b>	<i>Cumulative number of GAO recommendations submitted for closure.</i>	15	21	Front Office
3.2: Create integrated and user-friendly business systems that support efficient and effective mission and business processes.	Ensure business systems currently utilized within DHS OIG provide reliable data, while developing strategic rollout plans for new and/or updated systems.	<b>On an annual basis, update as needed, the project plan incorporating application and enterprise goals and key business process and ensure on time implementation of identified goals.</b>	<i>Percentage of goals implemented within the established timeframes.</i>	60%	60%	OIN, OM

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Objective	Strategy	Performance Metric	Measurement of Success	FY23 Performance Target	FY24 Performance Target	Strategy Owner(s)
3.3: Institutionalize advance planning processes to anticipate future needs (e.g., strategic planning, risk assessments, workforce skills, IT infrastructure).	Develop annual performance plan to implement strategic goals and objectives and monitor at the organizational and individual levels, incorporating a process for analyzing and communicating the results.	<b><i>Develop the annual performance plan incorporating strategic goals and metrics.</i></b>	<i>Percentage of goals achieved.</i>	70%	75%	OIN



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### Goal 4: Cultivate a Diverse, Highly Skilled, Flexible, and Engaged Workforce

Objective	Strategy	Performance Metric	Measurement of Success	FY23 Performance Target	FY24 Performance Target	Strategy Owner(s)
4.1: Develop an enterprise-level, competence-based approach to human capital management.	Assess skills sets of staff to ensure the DHS OIG workforce possesses the necessary competencies to effectively execute the DHS OIG mission.	<b>Identify key competencies for specific positions within DHS OIG Program Offices (ex., auditors, inspections, investigators).</b>	<i>Number of positions in which key competencies are identified.</i>	2	2	OM
4.2: Recruit and retain a diverse workforce and cultivate an inclusive culture.	Utilize new and innovative methods to recruit, train, and retain a workforce while promoting diversity and cultivating an inclusive culture.	<b>Utilize innovative approaches, such as social media, to promote DHS OIG job opportunities, aimed at attracting a more diverse and inclusive applicant pool.</b>	<i>Percentage of job openings posted on social media.</i>	25%	30%	OM, OEA
4.3: Promote relevant and equitable professional development opportunities across OIG Components.	Ensure managers have the knowledge and information necessary to effectively manage staff.	<b>Provide regular training to managers on relevant management skills, policies, and expectations.</b>	<i>Number of Management Monday sessions provided annually.</i>	6	6	OM

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Objective	Strategy	Performance Metric	Measurement of Success	FY23 Performance Target	FY24 Performance Target	Strategy Owner(s)
4.4: Facilitate allocation of staff across units to meet emerging workload demands.	Implement a process to allocate human capital resources based on the organization's current and emerging strategic objectives and priorities.	<b>Meet regularly with senior leadership to review staffing allocations and adjust staffing allocations as necessary to address emerging workload demands.</b>	<i>Number of annual staffing allocation review sessions with senior leadership.</i>	4	4	OM
4.5: Develop and sustain timely and effective leadership communication with staff.	Engage the workforce in the OIG's work by drawing on their insights to improve OIG mission performance and through timely and accurate communication that reduces communication barriers, uses a variety of mechanisms (townhalls, brown bags, emails, blogs), ensures consistency of messages, establishes the frequency of communication, and allows for employee feedback to include employee satisfaction with leadership communication.	<b>Conduct office visits, roundtables, and working groups focused on improving morale, collaborating across functional areas, building effective relationships with dispersed staff, communicating status of work, and evaluating plans and procedures.</b>	<i>Number of employee related engagement sessions per year across DHS OIG where Employees are enabled to provide input into decisions that affect them.</i>	12	12	OIG-wide
4.6: Develop and sustain mechanisms for engagement, including enabling staff input into planning and decision-making processes.	Evaluate annual FEVS results and develop action plan for addressing deficiencies.	<b>Conduct an analysis of FEVS results and identify areas of focus for the future fiscal year to address deficiencies or needed improvement.</b>	<i>Number of days to analyze FEVS results.</i>	60	60	OIN