

# Report Summary

Social Security Administration Office of the Inspector General

December 2010



## Objectives

To comprehend and document the sources of data that were collected to report on the performance indicator (PI); identify and test critical controls (both electronic data processing and manual) of systems from which the performance data were generated; test the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data for the PI; and recalculate the measure to ascertain its accuracy.

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-15-10-11073.pdf>

## **Performance Indicator Audit: *Electronic Service Delivery*** **(A-15-10-11073)**

### **Background**

We audited the following PIs, which were included in the Social Security Administration's (SSA) Fiscal Year 2009 Performance and Accountability Report (PAR): (1) Achieve the target percentage of initial disability claims filed online; (2) Achieve the target percentage of retirement claims filed online; and (3) Achieve the target percentage of paper Forms W-2 received

The strategic goals and objectives related to these PIs are as follows, respectively: (1) Improve the speed and quality of SSA's disability process; (2) Improve SSA's retiree and other core services; and (3) Preserve the public's trust in SSA's programs

### **Our Findings**

For all three PIs, we were unable to obtain the run-to-run logs that supported the updating of the Management Information databases and therefore we were unable to test critical internal controls. For PIs, *Achieve the target percentage of initial disability claims filed online* and *Achieve the target percentage of retirement claims filed online*, we were unable to obtain the underlying data supporting the PI; therefore, we were unable to verify the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data.

### **Our Recommendations**

Although we are not making formal recommendations in this report, we encourage SSA to revisit the issue of maintaining data to support the PIs reported in the Agency's annual PAR. Maintaining the supporting data would enable third party evaluations of the PI, as suggested by Office of Management and Budget Circular A-11.