

Report Summary

Social Security Administration Office of the Inspector General

June 2010



Objective

To assess the Social Security Administration's (SSA) Post-Implementation Review (PIR) Framework and provide matters of consideration.

Background

The Office of Management and Budget (OMB) defines a PIR as a diagnostic tool to evaluate the overall effectiveness of an agency's capital planning and acquisition process. SSA contracted with Booz Allen Hamilton (BAH) to develop a framework for conducting PIRs. BAH developed the Framework and used it to perform a PIR on SSA's iClaim application. Agency staff stated that the Framework was a work in progress and had not been formally approved. Although the Framework was not formally approved, SSA continued to perform PIRs using it.

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-14-10-30105.pdf>

The Social Security Administration's Post-Implementation Review Process (A-14-10-30105)

Our Findings

In a 2007 Office of Inspector General report, we stated SSA's PIR policy generally met OMB requirements. However, SSA did not conduct any PIRs. Our current evaluation found SSA's PIR process, as described in its PIR Framework, needed enhancements to provide an effective PIR process that meets Federal and SSA requirements. We identified three areas in which the Framework needed improvement.

- The Framework should include all PIR requirements.
- The Framework should have incorporated some of the more common policies and procedures identified by the Government Accountability Office (GAO) to ensure an effective PIR process.
- The Framework should integrate with SSA's IT Capital Planning and Investment Control (CPIC) and Project Management processes.

Matter for Considerations

The Agency should consider:

1. Incorporating all Federal requirements into its PIR Framework
2. Incorporating GAO's more common PIR policies and procedures to help ensure each IT investment is evaluated consistently and PIRs are conducted efficiently and effectively
3. Integrating existing CPIC and Project Management information into its PIR process.