



OFFICE OF INSPECTOR GENERAL TOP THREE OPEN RECOMMENDATIONS October 17, 2024

Introduction

In FY 2022, the Council of Inspectors General for Integrity and Efficiency (CIGIE) asked Offices of Inspector General (OIG) to identify three recommendations as their priority recommendations.

Priority open recommendation no longer considered a top priority recommendation:

Evaluation of EEOC Federal Hearings and Appeals Processes¹

- Assign a target amount of days for intake so that management can determine if changes implemented impact the efficiency of the process

Current Top three priority open recommendations

The following are what we identify to be EEOC's top three priority open recommendations:

Customer Service Portal Evaluation

- Make targeted improvements to address accessibility issues on the existing portals.

Digital Process Transformation and Automation (DPTA) Evaluation

- Task the Office of Enterprise Data Analytics (OEDA) with a goal of building a Data Analytics Plan for EEOC. High Office of Enterprise Data and Analytics (OEDA), Office of Field Programs (OFP), Office of General Counsel (OGC), Office of Information Technology (OIT).

Evaluation of EEOC's Management of Private Sector Customer Service

- EEOC should develop a customer service plan to include establishing goals and objectives, developing performance metrics that target the goals, and measuring performance against the goals. This plan must include goals and metrics for the IIG.

¹ This recommendation is still considered a priority, but no longer an Agency top three open recommendation priority.



IMPORTANT INSPECTOR GENERAL DOCUMENTATION

- Office of Inspector General Website
<https://oig.eeoc.gov>
- Inspector General Act, and Amended
[igactasof1010.pdf \(ignet.gov\)](#)
- Frequently Asked Questions about Inspectors General
[Frequently Asked Questions | Council of the Inspectors General on Integrity and Efficiency; IGnet](#)
- Congressional Research Service - Statutory Inspectors General in the Federal Government: A Primer
[Statutory Inspectors General in the Federal Government: A Primer \(congress.gov\)](#)