



Office of the
Inspector General

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

October 11, 2023

Memorandum For: The Honorable Kiran A. Ahuja
Director

From: Krista A. Boyd
Inspector General

Digitally signed
by Krista A. Boyd
Date: 2023.10.11
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Subject: Final Report on the U.S. Office of Personnel Management's Top
Management Challenges for Fiscal Year 2024

The Reports Consolidation Act of 2000 requires the Inspector General to identify and report annually the top management challenges facing the agency. In addition, the U.S. Office of Personnel Management (OPM) annually documents its performance and accountability measures by preparing the Agency Financial Report (AFR). Attached is our final report on OPM's Top Management Challenges for Fiscal Year 2024, which will be included in OPM's AFR. Under section 8M of the Inspector General Act, as amended (5 U.S.C. §§ 401-424), the Office of the Inspector General makes redacted versions of its final reports available to the public on its webpage.

We submitted a draft report to OPM on July 26, 2023, which identified three overarching categories of challenges facing OPM - the financial integrity of the OPM administered trust funds, which impacts OPM's Federal Employees Health Benefits, Life Insurance and Retirement Programs; information technology; and OPM challenges which are Governmentwide. OPM's comments on the draft report were considered in preparing this final report.

The final report includes written summaries of each of the challenges mentioned above. These summaries recognize OPM management's efforts to resolve each challenge. This information was obtained through our analysis and updates from senior agency managers so that the most current, complete, and accurate characterization of the challenges is presented.

I believe that the support of the agency's management is critical to meeting these challenges and will result in a better OPM for our customer agencies, Federal employees, annuitants and their families, and the taxpayers. I also want to assure you that my staff is committed to providing

audit or investigative support as appropriate, and that they strive to maintain an excellent working relationship with your managers.

Please contact me, at 606-1200, if you have any questions regarding this final report, or your staff may wish to contact Michael R. Esser, Assistant Inspector General for Audits, at 606-2143, Drew M. Grimm, Assistant Inspector General for Investigations, at 606-4730, or William W. Scott, Jr., Chief, Office of Evaluations, at 606-1839.

Attachment

cc: The Honorable Robert H. Shriver
Deputy Director

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