

# Report Summary

Social Security Administration Office of the Inspector General

August 2012



## Objective

To determine what corrective action(s) the Social Security Administration (SSA) had taken, or planned to take, to address the recommendations made by the Future Systems Technology Advisory Panel (FSTAP). In addition, we reviewed the costs associated with supporting the Panel to determine whether the Agency received any cost savings from implementing its recommendations.

## Background

In February 2008, the Commissioner of Social Security established FSTAP to provide independent advice and recommendations on the future of systems technology and electronic services at SSA 5 to 10 years into the future. FSTAP comprised individuals from private industry, Federal agencies, nonprofit organizations, and universities. On January 9, 2012, the Commissioner terminated FSTAP.

To view the full report, visit <http://oig.ssa.gov/audits-and-investigations/audit-reports/A-14-12-11222>

## *The Social Security Administration's Implementation of the Future Systems Technology Advisory Panel Recommendations* (A-14-12-11222)

### Our Findings

The Agency spent over \$550,000 and received 4 reports with 78 recommendations. Our review found that the Agency agreed with at least 52 (67 percent) of the recommendations. The Agency did not track the implementation of FSTAP recommendations and any related cost savings. Consequently, we could not determine whether SSA implemented the recommendations, and, if implemented, what cost savings or other benefits resulted.

### Our Recommendation

Consistent with current Federal guidance that IT investments be transparent and agencies make decisions that are more cost-effective, we recommend SSA:

1. Evaluate the cost/benefit of FSTAP recommendations, especially those with which the Agency had agreed, and implement those with the greatest potential to enable the Agency to meet its future customer service demands more efficiently through the application of modern technology.

SSA disagreed with our recommendation.