ServiceNow Federal Forum 2020
HHS OIG

Department of Health and Human Services
Office of Inspector General
Office of Management and Policy

February 2020
Scope of HHS

85,000 Employees

$1,800,000,000,000 Annual Budget

100+ Programs
About HHS

Medicare & Medicaid

NIH

FDA

CDC
What We Do

We protect the integrity of HHS programs

AUDIT  EVALUATE  INVESTIGATE  COUNSEL
2019 Accomplishments

$5.86 billion
Receivables

2,640
Exclusions

$4 to $1
Return-on-Investment
(data as of FY 2017 which is the most recent available)
APPALACHIAN REGION TAKEDOWN

Largest ever Prescription Opioid Law Enforcement Operations, in terms of...

- **60** Defendants charged
- **53** Medical professionals charged
- **24K+** Opioid Patients affected
- **250K+** Opioid Prescriptions
- **32M+** Opioid Pills prescribed

Source: https://oig.hhs.gov/newsroom/media-materials/2019/arpo/
Who We Serve

Public  Industry  Congress
OIG Priority Outcomes

Minimize risks to beneficiaries
- Ensure health and safety for children served by HHS grants
- Protect beneficiaries from prescription drug abuse

Safeguard programs from improper payments & fraud
- Strengthen Medicare protections against fraud & abuse
- Promote patient safety & accuracy of payments in home & community settings
How OMP is Delivering Value to OIG in FY 2020

Vision: Driving Positive Change
- Putting Data At Your Fingertips
- Delivering Modernized Tools
- Continuously Improving the Core Business

Transform
Projects and initiatives that drive the organization forward

Run the Business
OMP’s day-to-day operations that keep the organization running smoothly

• Budget Formulation/Execution
• Acquisitions
• Hiring
• Employee Relations
• COOP/ Emergency Preparedness & Response
• Administrative Policy
• Travel

• Training & Development
• Facilities Management
• Physical Security
• Digital Services
• Service Desk
• IT Infrastructure
• Information Assurance
• Records Management Support

• Data Analytics
• Data Governance
• Data Access
• Strategic Planning
• Internal Controls
• Performance Management
• Change Management
HHS OIG Modernization Strategy

**Adopt Modern Technology**
- ✅ Cloud Adoption and Migration
- ✅ Low-code Software
- ✅ Hybrid Cloud Architecture
- ✅ Security and compliance
- ✅ Cloud-based Data Analytics

**Adopt Modern IT Practices**
- ✅ Agile Development
- ✅ User engagement, User-centric design, UX/CX
- ✅ Mobile First
- ✅ Continuous integration, delivery, & deployment/DevOps
- ✅ Infrastructure as code
- ✅ Continuous Monitoring
- ✅ Continuous Compliance
- ✅ Containerization
100+ “legacy” applications require bulk of yearly operations and maintenance budget and prevents innovation.

Cloud-Centric Platform standardization...
- Leverages commodity low-code platforms where it makes sense
- Leverages a standardized open source application stack where it makes sense
- Provides allotment for some “special case” apps
HHS OIG Modernization Platform(s)

OIG Internal Users

- Integrated Data Platform
  - Dashboard, Data Lake, Data Warehouse, predictive analytics, etc.

- Missions and Business Support Platform
  - Modernizing capabilities provided by legacy systems.

Public & Partners

- Public Engagement Platform
  - Modernizing OIG Website, with features such as Submit Fraud tips, Work Plan, Exclusions, etc.

HHS – OIG Hybrid Cloud Infrastructure

- Compliant, Integrated Security Controls
- Automated Infrastructure Management

- OIG - DCs
- AWS
- Azure
- 0365
- ServiceNow
- Other Cloud Providers
CAT - Congressional Affairs Tracker
Manages all incoming Congressional and intergovernmental (GAO and CIGIE) requests and enables outreach across components

Service Desk Fulfillment System & Service Portal
Adds Change Management features. User-friendly portal and knowledge-base provides users with many options to satisfy IT needs and requests

HRTS - Human Resources Transparency System, Workflow & Portal
Visibility into appointment and recruitment activities. Enhanced portal will be the future home for employee self-service of HR offerings, forms and info

ABT – Advice Branch Tracker
Manages all legal advice requests and allows legal team to leverage opinion knowledge-base

IMOD solutions supporting Investigations
- **OI Inspections:** manages audit cases and supports regions
- **SIR Tracker:** allows investigators to rapidly launch investigations at ORR granted facilities
- **Hotline Call Center:** Facilitates on-the-spot entry of information to alleviate duplicate processing activities
- **SIB Reporting:** previously decentralized DB, supports delivery of printed report to PDI
- Congressional Affairs Tracker (CAT)
  - Manages all incoming Congressional and intergovernmental (GAO and CIGIE) requests and enables outreach across OIG components.

- Significant Incident (SIR) Tracker
  - Allows investigators to rapidly launch investigations at ORR granted facilities.

- Human Resources Transparency System (HRTS)
  - Provides visibility into appointment and recruitment activities. Enhanced portal will be the future home for employee self-service of HR offerings, forms and information.

- Medical Review Tracker (MRT)
  - Provides medical record review for a team clinicians for the 10 Year Update to the study on Adverse Events in Hospitals: National Incidence Among Medicare Beneficiaries (OEI-06-18-00400)

- Advice Branch Tracker (ABT)
  - Manages all legal advice requests and allows legal team to leverage opinion knowledge-base.

- FOIA
  - Retrieves and manages FOIA requests and appeals.
Questions?

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