



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



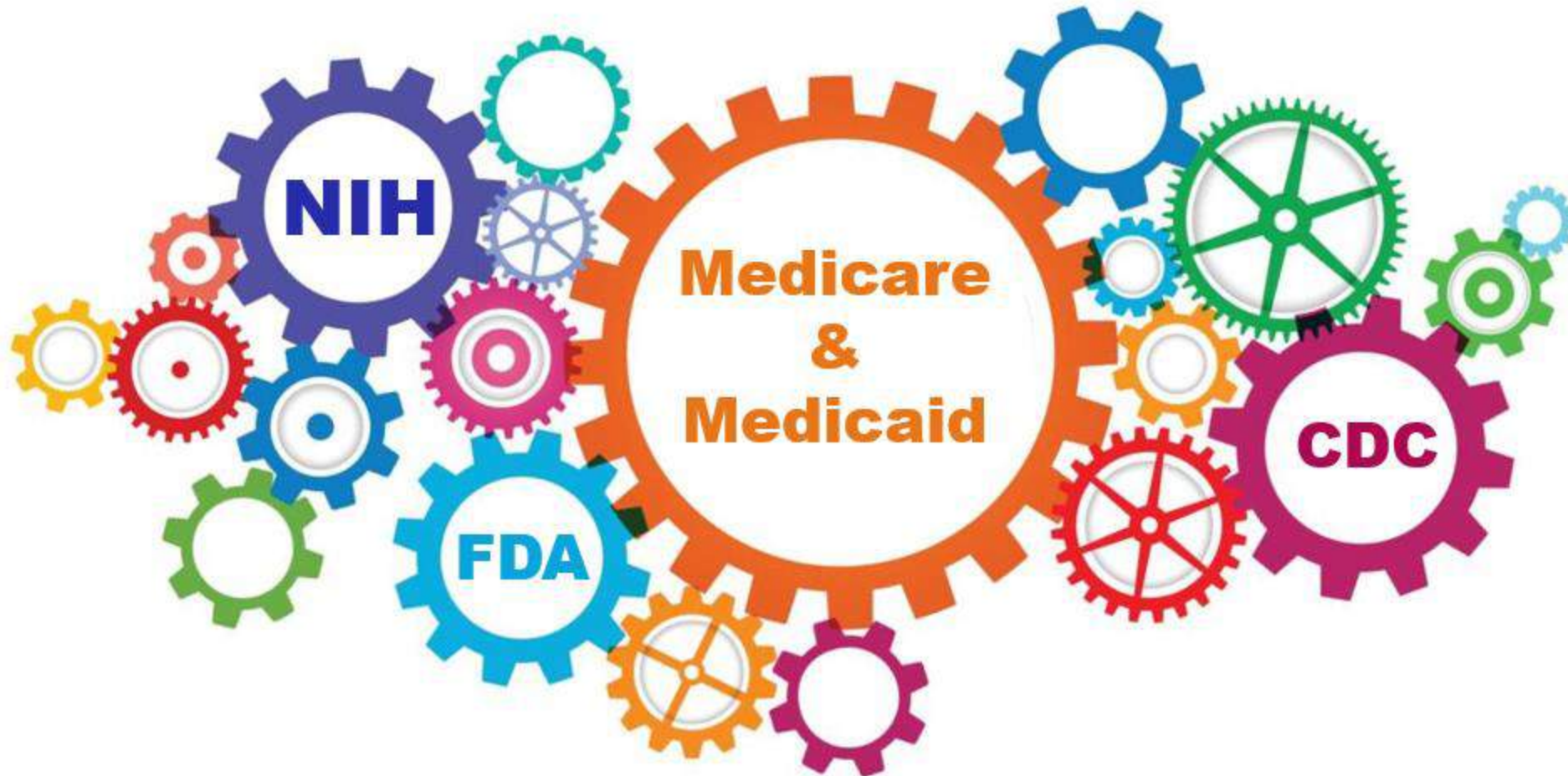
85,000
Employees

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

100+
Programs



About HHS



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)

2019 OIG Impact



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



U.S. Department of Health and Human Services
Office of Inspector General



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



OMP FY 2020

Driving Positive Change

Vision: Driving Positive Change

Putting Data At Your Fingertips

Delivering Modernized Tools

Continuously Improving the Core Business



Deliver Modern Investigations Platform (iMOD)



Integrated Data Platform



Optimize OIG Facilities



Modernize Performance Management



Evolve Enterprise Governance

- 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 Management
- Performance Management
- Change Management

Transform

Projects and initiatives that drive the organization forward

Run the Business

OMP's day-to-day operations that keep the organization running smoothly

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

HHS OIG Modernization Strategy



100+ “legacy” applications require bulk of yearly operations and maintenance budget and prevents innovation.

On Prem Legacy Starting Mix



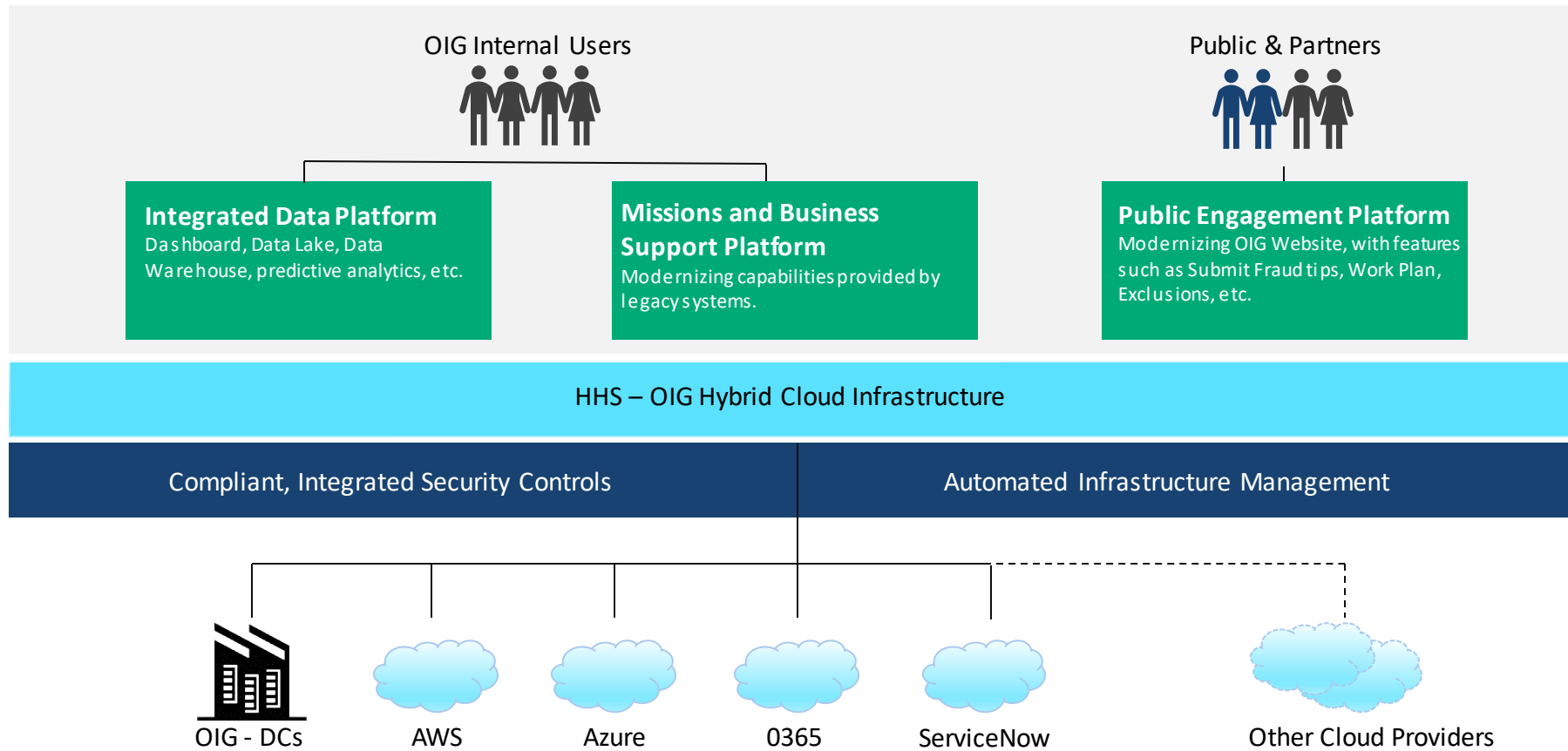
Cloud-Based Target Mix



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)



HHS OIG Modernization Results



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

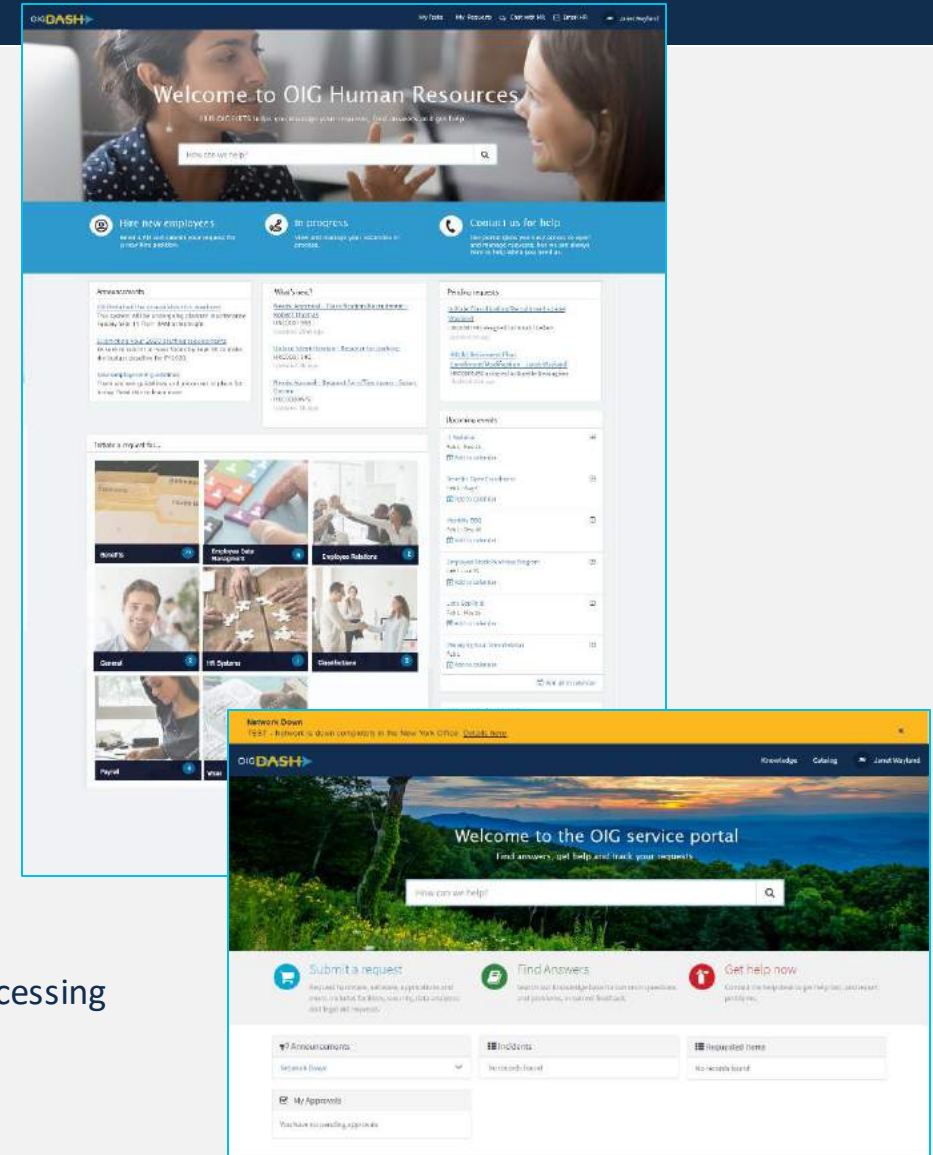
Visibility into appointment and recruitment activities. Enhanced portal will be the future home for employee self-service of HR offerings, forms and info

ABT – Advice Branch Tracker

Manages all legal advice requests and allows legal team to leverage opinion knowledge-base

IMOD solutions supporting Investigations

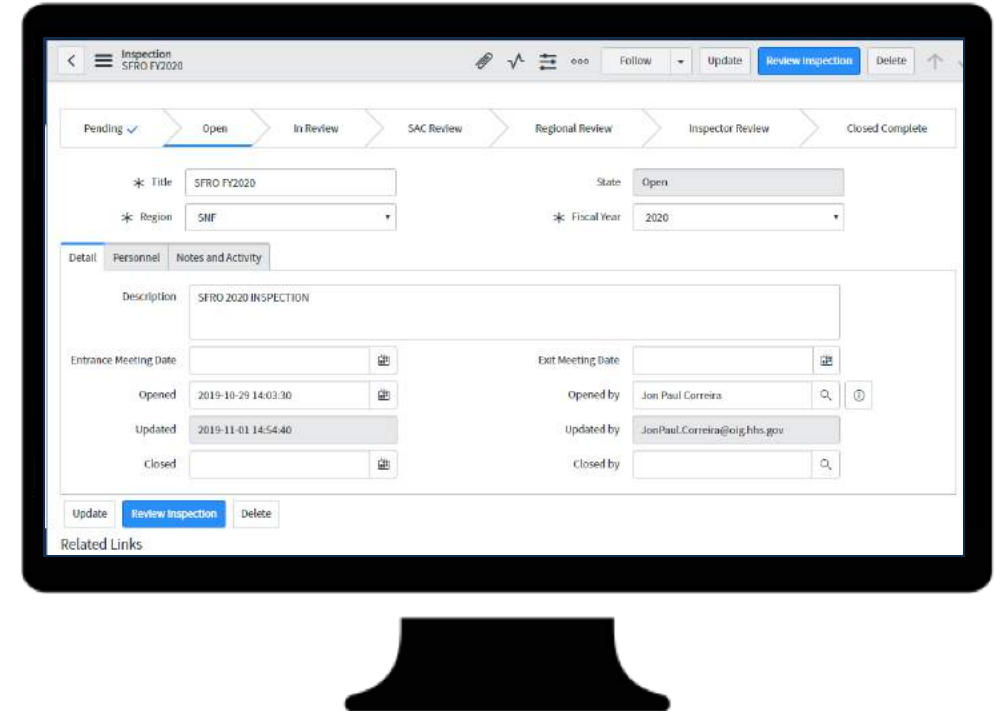
- **OI Inspections:** manages audit cases and supports regions
- **SIR Tracker:** allows investigators to rapidly launch investigations at ORR granted facilities
- **Hotline Call Center:** Facilitates on-the-spot entry of information to alleviate duplicate processing activities
- **SIB Reporting:** previously decentralized DB, supports delivery of printed report to PDI



HHS OIG Demo(s)



- **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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