

GAO Management News

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GAO – Best Place to Work for 3rd Year!!



Source: brandy61546/stock.adobe.com

GAO ranked number one of 25 for the third consecutive year in the Partnership for Public Service's Best Place to Work (BPTW) mid-sized agency rankings. This year GAO's employment engagement and satisfaction score was 87.7. We have consistently placed among the top five overall since 2005.

Comptroller General **Gene Dodaro** is pleased, "This recognition is a testament to the value we place on our people by prioritizing a workplace that values, respects, and treats everyone fairly with a strong commitment to collaboration, accountability, and a sense of community. We have a highly diverse, talented, and multi-disciplinary workforce dedicated to the mission of serving Congress and the public with the goal of improving accountability and performance in government."

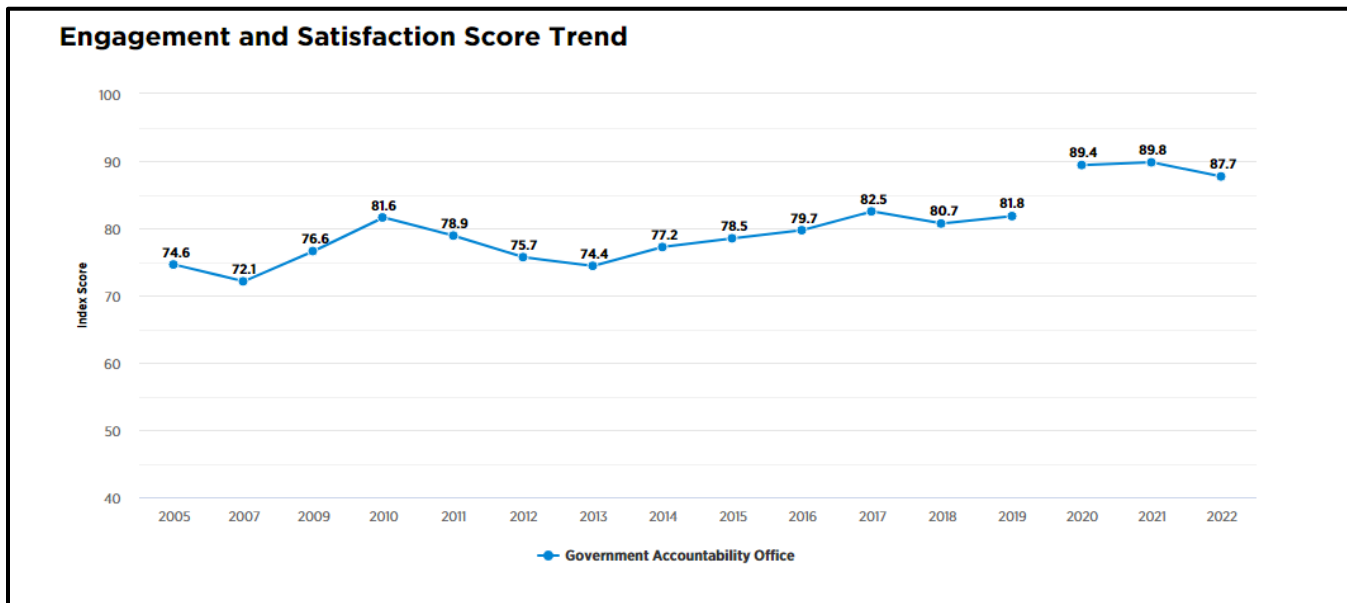
"It is because of our people that we continue to succeed in our mission. I am so proud of each and every member of our team. Thank you for continuing to make GAO one of the best places to work," said the CG.

The Partnership for Public Service and Boston Consulting Group, in collaboration with [The Washington Post](#), present the 2022 Best Places to Work in the Federal Government® rankings for the top 25 agencies in four categories—large, midsize and small agencies, as well as agency subcomponents. The BPTW rankings are issued annually and are derived from a survey given to civil servants across the federal government. The rankings illuminate the views of federal workers in the areas of leadership, innovation, and work–life balance.

The index score is calculated using a proprietary weighted formula that looks at responses to three different questions in the federal survey. The more the question factors into better employee retention, the higher the weighting.

- I recommend my organization as a good place to work.
- Considering everything, how satisfied are you with your job?
- Considering everything, how satisfied are you with your organization?

Trend Graph for GAO



Graph provided by BPTW

The full rankings for 17 large, 27 midsize and 30 small agencies, as well as 432 subcomponents, will be available on April 12, along with data on employee views relating to 12 workplace issues that affect employee engagement and satisfaction. Management News will provide those details in the next issue.

For more information on the award, go to www.bestplacestowork.org

New Chief Information Officer Joins GAO in May

From the Comptroller General's Executive Announcement April 31

Beth Killoran will join GAO as our Chief Information Officer (CIO) and Managing Director of Information Systems and Technology Services (ISTS).

Beth has served as the Deputy Chief Information Officer for the U.S. General Services Administration (GSA) since November 2018. Beth led a diverse team of technologists providing customer service, infrastructure services, data management, privacy and IT management. Before GSA, she served as the CIO for the Department of Health and Human Services (HHS) from 2015-2018. At HHS, she also served as the acting Deputy Chief Information Officer (2015) and as Executive Director for the Office of IT Strategy, Policy and Governance (2014). Prior to joining HHS, she served 11 years at the Department of Homeland Security in several IT leadership roles in different parts of the organization including Under Secretary for Management, Office of the Chief Information Officer, Citizenship and Immigration Service and Customs and Border Protection. During her tenure, she provided IT operational support in response to the 9/11 and Oklahoma City bombing events.

Beth holds a Master of Science in Technology Management from the University of Maryland and a Bachelor of Arts in Psychology with a certificate in Personnel Management from the University of Maryland Baltimore County.

Beth's appointment will be effective May 7, 2023.

EC Gathers in Person at HQ for March 28 Town Hall



From left to right: General Counsel Edda Emmanuelli Perez, Chief Administrative Officer Karl Maschino, Comptroller General Gene Dodaro, and Chief Operating Officer Orice Williams Brown conducting the March 28th Town Hall from the Headquarters Building.

The Executive Committee (EC) gathered in person at Headquarters (HQ) for the March town hall. Comptroller General (CG) **Gene Dodaro** began by discussing the 118th Congress. GAO has testified 10 times since the opening of the 118th Congress in January and so far Dodaro has testified at five of the hearings before the new Congress. He discussed each of his testimonies in detail:

[GAO Fiscal Year 2024 Budget Request](#) before the Subcommittee on the Legislative Branch, Committee on Appropriations, U.S. House of Representatives. U.S. Government Accountability Office, GAO-23-900493, March 23, 2023

[GAO Fiscal Year 2024 Budget Request](#) before the Subcommittee on the Legislative Branch, Committee on Appropriations, U.S. Senate, GAO-23-900494, March 15, 2023

[Veterans Affairs: Addressing Longstanding Management Challenges Requires Sustained Leadership](#), GAO-23-106636, February 28, 2023

[Unemployment Insurance: DOL Needs to Address Substantial Pandemic UI Fraud and Reduce Persistent Risks](#), GAO-23-106586, February 08, 2023.

[Emergency Relief Funds: Significant Improvements Are Needed to Address Fraud and Improper Payments](#), GAO-23-106556, February 01, 2023

Concerning GAO's 2024 Budget Request, the CG said, "We've asked for an 8.8 % increase. It remains to be seen how we will emerge from the marks by both the Senate and the House. It's going to be a tough budget situation going forward. Our best approach is to continue to do great work and have impact," said the CG.

Dodaro is testifying before the Senate in mid-April on the [High Risk List](#), and before the House in late April. He said GAO will be reporting very good progress with –a couple areas taken off the list. "I think we can look forward to a very busy session of the Congress in terms of use of GAO's work," he said.

The CG addressed recent IT issues and said the agency is working hard to fix matters. GAO is transitioning from DM to SharePoint and moving data to the cloud within the next year. Dodaro also mentioned an imminent announcement of a new Chief Information Officer (CIO). **Paul Johnson**, CAO Deputy is currently wearing two hats as he is Acting CIO since **Howard Williams** retired in January. (The announcement of the new CIO came three days after this town hall - see 2nd article in this *MN* issue).

Chief Operating Officer **Orice Williams Brown** discussed advances in GAO's Enterprise Content Management (ECM). Williams highlighted the benefits of moving from DM to SharePoint, "It will allow for more robust research, enhancement of records management to preserve GAO's work and securely store sensitive, but unclassified documents, and the ability to co-author documents for easier collaboration." She said SharePoint will be configured to meet GAO's specific needs, and the migration of DM to SharePoint will begin before years end. Brown also noted ECM's multi-year plan, which includes replacing GAO's Intranet and developing a classified ECM. She said a new Frequently Asked Questions webpage will be discussed during the next town hall and asked that staff email specific enterprise questions to ECM@GAO.gov.

Enterprise Content Management (ECM)



Executive Sponsor: Orice Williams Brown, COO and Karl Maschino, CAO/CFO
ECM Director: Terry Horner, CPIO
ECM Program Manager: Kevin Long, ISTS

Contact ECM

Send comments, questions, or concerns directly to the ECM team at ecm@gao.gov

Enterprise Content Management (ECM) is a multiyear program to replace our current document management (DM) system with a system based on Microsoft SharePoint Online. GAO's ECM vision includes three priorities (see below).



Priority #1:
Provide GAO with a comprehensive document management solution which balances secure records management capabilities, performance, integration with other critical GAO applications, and an improved user experience



Priority #2:
Improve ECM's agility and its ability to meet changing agency needs



Priority #3:
Establish a proactive operating model to ensure long-term solution success

Chief Administrative Officer **Karl Maschino** discussed the 1-year anniversary of [GAO Grow](#), remarking on several new resources, which include an easy calendar format, user guides, and a new on-demand feature incorporating Skillssoft training. Maschino added that he finds it much easier to fit a course to his schedule by using the calendar feature (see partial snapshot of April 2023 below). He mentioned the self-help guides and also a feature that makes tracking CPE's much easier. To learn more, contact the [Learning Center](#) or your team's learning focal points.



< April, 2023 > Day Week **Month** Agenda

All Events My Events

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1
2	3	4	5 Pretesting Surveys (COAN907) 1:00 PM EDT - Other Location	6	7 DM Lab (ADVT910) 10:00 AM EDT - Other Location Federal Contracting 101 (SPEC1255) 1:00 PM EDT - Other Location	8
9	10 Critical Thinking for Operations Virtually (OPS909) 9:00 AM EDT - Other Location Mapping Approaches (COAN911) 1:00 PM EDT - Other Location Introduction to WestEdge for Legal Research (LIBR148) 2:00 PM EDT - Other Location	11 Critical Thinking for Operations Virtually (OPS909) 9:00 AM EDT - Other Location Briefing Skills (INDV917) 10:30 AM EDT - Other Location	12 Mid-Career Retirement Seminar (SPEC1096) 8:30 AM PDT - Other Location Business Writing for Operations (OPS915) 9:00 AM EDT - Other Location Classified National Security Information (CNSI) (SPEC1233) 1:00 PM EDT - Other Location Excel Calculations and Functions (ADVT907) 1:00 PM EDT - Other Location Project Management for GAO Project Management for GAO	13 Mid-Career Retirement Seminar (SPEC1096) 8:30 AM PDT - Other Location Business Writing for Operations (OPS915) 9:00 AM EDT - Other Location Key Concepts of Data Analysis (COAN973) 12:00 PM EDT - Other Location Excel Charts (ADVT905) 1:00 PM EDT - Other Location Project Management for GAO Operations - Virtual (SPEC1258)	14 Presentation Skills for Operations (OPS901) 9:00 AM EDT - Other Location	15

Maschino also drew attention to GAO Intranet Notices because of the valuable real-time information that is provided. He suggests checking the Intranet page daily that this is “information you need to manage your day, your week and your future.” If you missed anything, each week’s notices are recapped in a weekly Friday email.

He asked staff to see the [Spring Cleaning IT Inventory Notice](#) and the [Parking Notice](#). ISTS needs staff to return unused IT inventory to HQ and the parking notice is important because repairs in the HQ parking garage will be conducted through June 2.

General Counsel **Edda Emmanuelli Perez** discussed discontinuance of COVID-19 administrative leave as of May 11th. It coincides with President Biden’s recent announcement to end the National Emergency Declaration and the Public Health Emergency Declaration related to Covid-19 (see [Notice](#)).

The Financial Disclosure Reporting deadline is coming up – May 15. Monday (watch for GAO notice). “The report is to help insure our work is free from conflicts of interest and threats to independence,” said Perez.

The CG closed by saying that the EC is considering having the next town hall on April 25th in a hybrid setting, where GAOers may attend in person in the auditorium, with the same Zoom webinar stream available to remote employees. “Of course, our being in the auditorium is predicated on how many people will be interested in attending,” he said, adding that “if a hybrid town hall is something you’d attend in person, please let [Ellery Scott](#) know. As always, send your comments, questions, and concerns to Ellery so that she can keep the EC informed of what is on your mind.”

From Here and There

Arrivals and Departures

Welcome to recently hired GAO employees:

APQA: Crystal Simpson

CNSA: Shannell Ciruso

FMA: Meagan Jones, Jenny Lee

HC: Nicole Annunziate, Ariel Jona

HCO: Xanthippi Brinson, Ronald Taylor Sr.

ISTS: Clifford Brown

PAB: William Yon

SPEL: Robert Westbrooks

Good luck to recently retired GAO employees or employees retiring this month:

PI: Amelia Shachoy, Edward Staples

Goodbye and best wishes to employees leaving GAO:

GC: Juliee Conde-Medina

HCO: Charlene Fields

LC: Jeremy Rogers, Pamela Tumler

In Memoriam



Delores Ann Hemsley-Greene

February 6, 1954 ~ March 22, 2023

69 Years Old

Born In Washington, DC to the Late Frederick W. And Margaret Ann Hemsley, Sr. Delores Ann Was One Of Nine Siblings And Twin To Maxine Anita. She Leaves To Cherish Her Memories, Husband Frederick R. Greene, Children Derrick M. Bonner, Breanna Young, Destiny Bonner, Brother Frederick Hemsley, Jr. (Pearly) Of Washington, DC, Sister Margaret Wilkins Of Landover, MD, and a host of other relatives and friends.

Dee retired from ARM in March 31, 2020 after 36 years of public service.

The funeral is scheduled for Friday, April 7: 10 AM Wake, 11:00 AM Funeral at [The Way of the Cross Church of Christ](#), 1800 Hazelwood Dr., Capitol Heights MD 20743. In lieu of flowers the family request donations be made in Dee's honor to the [American Cancer Society](#)

Mark Your Calendar

Financial Literacy Month: Roth IRA Misconceptions - April 11, noon ET

Join GAO's [Financial Literacy Program](#) for Employees and the Society for Financial Awareness (SOFA) for a discussion on Roth IRA Misconceptions. See notices for Zoom details.

CG Giving Keynote for Financial Literacy Month

Call for Topics & Questions for Keynote for April's Financial Literacy Month



Mark your calendars for **Wednesday, April 26th, 3-4pm (ET)** to see the Comptroller General (CG) deliver the keynote address for Financial Literacy Month. All employees are invited to join, and more event details will be shared in early April via GAO Notices. In preparation for the CG's address, the Financial Literacy Working Group is soliciting suggested topics and questions.

If you have questions for the CG and/or suggested topics for him to address, **please email them to the [Financial Literacy Working Group](#) by Thursday, March 30.**

While the CG may not be able to address all the topics or questions received, your comments will help guide the discussion.

Questions: To submit questions or topics for the CG or if there are general questions about this event, contact the [Financial Literacy Working Group](#) by Thursday, March 30.

Join the Financial Literacy Working Group

[GAO's Workplace Financial Literacy Program](#) promotes awareness of existing financial resources, provides workplace financial education programs, and aspires to improve financial decision-making by

GAO employees. We are comprised of volunteers from across the agency: mission teams, staff offices, administrative offices, and field operations.

If you are interested in joining or want to learn more about GAO's Financial Literacy Program, visit the [Financial Literacy website](#) or email the [Financial Literacy Working Group](#).

GAO Disclaimer: GAO's Financial Literacy Program for Employees aims to empower GAO employees to make informed decisions about their financial well-being. As part of this goal, we want to remind staff who attend financial literacy-related events at GAO that they should carefully assess their own resources and goals before making any financial decisions based on information provided. GAO does not endorse any particular recommendation or advice.

Job Market

GAO is seeking applicants for the following position. Detailed information may be found at [USAjobs](#).

[Deputy Chief Information Officer](#), ES 00, closes 4/6
[Supervisory Procurement Customer Analyst](#), MS 1, closes 4/3
[Training Administrator](#), PT 3, closes 4/4 multiple locations
[Shared Services Manager](#), MS1, closes 4/4
[Training Administrator](#), PT 2, closes 4/6
[General Engineer \(Civil\)](#), PE 10, closes 4/10
[Executive Assistant](#), AC 4, closes 4/13
[Assistant Director \(Investigations\)](#), PE 30, closes 4/14
[Assistant Director, OIG Audits](#), PE 30, closes 4/17

GAO PRODUCTS

GAO products are available daily on GAO's [website](#), through the [daily email](#), and on a variety of social media platforms:

- **WatchBlog:** Highlights from GAO's work tracking taxpayer dollars and promoting accountability
- **Facebook:** New reports, testimonies, podcasts, and other materials
- **Twitter:** GAO tweets [new reports](#), [testimonies](#), [podcasts](#), [legal decisions and opinions](#)
- **YouTube Channel:** All agency videos, including report excerpts, are viewable on GAO's YouTube channel, as well as GAO.gov.
- **Flickr:** Report graphics can be viewed and downloaded
- **LinkedIn:** Job updates, product descriptions, and other information
- **Podcast:** GAO Watchdog Report, interviews with GAO officials on significant issues/new reports
- **Intranet:** Daily list and link to reports and testimonies

Office of the Inspector General

GAO OIG products are available daily on oversight.gov, as well as through the [OIG publications page](#) on the GAO intranet, and quick links on GAO's [website](#).

Speakers' Platform

Share your speaking engagement in MN by sending it to [Jennifer Ashley](#) or ManagementNews@GAO.gov using the regularly featured format in Arial 11pt font.

On the Air

Sharon Silas, HCS, was interviewed by Francis Rose for his FedGovToday podcast about the recent GAO report on infrastructure modernization and realignment for VA health care ([GAO-23-106001](#), March 20).

Diana Maurer, DCM, also spoke with Francis Rose for his FedGovToday podcast about the teams work on DOD's Warehousing Pilot Program ([GAO-23-105929](#), March 9)

Gretta Goodwin, HSJ, spoke with Tom Temin of Federal News Network on the team's new report on federal prisons ([GAO-23-105139](#), March 20)

Gretta was also interviewed by a French TV station, France 24 TV, on the team's past work on facial recognition technology ([GAO-21-518](#), June 29, 2021)

About *Management News*

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