



The Administrator

November 2, 2016

MEMORANDUM FOR CAROL F. OCHOA
INSPECTOR GENERAL (J)

FROM: DENISE TURNER ROTH
ADMINISTRATOR (A) 

SUBJECT: GSA's Major Management Challenges, Fiscal Year 2017

Thank you for providing me the opportunity to review your office's assessment of the major management challenges currently facing the U.S. General Services Administration (GSA) and our progress in addressing them.

GSA acknowledges these challenges and is implementing a broad range of measures to address them, including modernizing the Multiple Award Schedule (MAS) Program, improving the safeguarding of sensitive information, and ensuring the Technology Transformation Service (TTS) is best positioned to help agencies build, buy, and share technology that allows them to better serve the public.

Please find the attached comments that provide information and clarification pertaining to the actions above.

We look forward to continuing to work with the Office of the Inspector General (OIG) to promote greater Government effectiveness and efficiency.

Attachment