

REVIEW OF FEDERAL TECHNOLOGY SERVICE'S  
CLIENT SUPPORT CENTER  
CONTROLS AND TESTING OF CONTROLS  
EUROPEAN CLIENT SUPPORT CENTER  
REPORT NUMBER A050009/T/6/Z05019

May 18, 2005

Date : May 18, 2005

Reply to  
Attn of : Heartland Region Field Audit Office (JA-6)

Subject : Review of Federal Technology Service's Client Support Center Controls and Testing of Controls – European Client Support Center  
Report Number A050009/T/6/Z05019

To : Bradley M. Scott  
Regional Administrator (6A)

Barbara L. Shelton  
Acting Commissioner, Federal Technology Service (T)

This report presents the results of the Office of Inspector General's audit of the Federal Technology Service (FTS) European Client Support Center (ECSC). The Ronald W. Reagan National Defense Authorization Act for Fiscal Year 2005 (Public Law 108-375) directed the Inspectors General of the General Services Administration (GSA OIG) and the Department of Defense (DOD OIG) to jointly perform a review of each FTS CSC and determine whether each CSC is compliant, not compliant, or not compliant but making significant progress, with Defense procurement requirements.

### **Objectives, Scope and Methodology**

To review the adequacy of policies, procedures, and internal controls in each CSC, we analyzed a random sample of procurement actions executed between August 1, 2004 through October 31, 2004. We also analyzed a judgmental sample of existing orders and the steps taken to remediate any past problems in these existing orders. For the ECSC, our sample included 11 new awards and 2 existing orders, valued at \$16 million and \$8 million, respectively. The audit was conducted between October 2004 and March 2005, in accordance with generally accepted Government auditing standards.

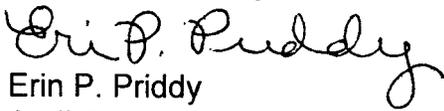
### **Results of Audit**

We determined the ECSC to be compliant with Defense procurement requirements. The ECSC has implemented national controls identified in the Administrator's Get it Right Plan, and has improved its overall contracting practices. We did not find any instances of non-compliance with Defense procurement requirements. As directed in the Ronald W. Reagan National Defense Authorization Act for Fiscal Year 2005, because the ECSC is compliant, we are not required to perform a subsequent audit of ECSC contracting practices.

## Internal Controls

We assessed the internal controls relevant to the ECSC's procurements to ensure that the procurements were made in accordance with the Federal Acquisition Regulation, and the terms and conditions of the contracts utilized. We have seen substantial improvements in internal controls, and did not find any procurement deficiencies during this review.

If you have any questions regarding the report, please contact Elaine Helphrey or me at (816) 926-7052.

  
Erin P. Priddy  
Audit Manager  
Heartland Region

## APPENDIX

REVIEW OF FEDERAL TECHNOLOGY SERVICE'S  
CLIENT SUPPORT CENTER  
CONTROLS AND TESTING OF CONTROLS  
EUROPEAN CLIENT SUPPORT CENTER  
REPORT NUMBER A050009/T/6/Z05019

REPORT DISTRIBUTION

	<u>Copies</u>
Acting Commissioner, Federal Technology Service (T)	3
Regional Administrator (6A)	3
Assistant Inspector General for Auditing (JA & JAO)	2
Assistant Regional Inspector General for Investigations (JI-5/KC)	1