



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

Office of the
Inspector General

September 27, 2024

Memorandum For The Honorable Robert H. Shriver
Acting Director

From: The Honorable Krista A. Boyd
Inspector General

Krista A. Boyd
Digitally signed by Krista A. Boyd
Date: 2024.09.27 11:54:15
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Subject: Final Report on the U.S. Office of Personnel Management's Top
Management Challenges for Fiscal Year 2025

The Reports Consolidation Act of 2000 requires the Inspector General to identify and report annually the top management challenges facing the agency. In addition, the U.S. Office of Personnel Management (OPM) annually documents its performance and accountability measures by preparing the Agency Financial Report (AFR). Attached is our final report on OPM's Top Management Challenges for Fiscal Year 2025, which will be included in OPM's AFR. Under section 8M of the Inspector General Act, as amended (5 U.S.C. §§ 401-424), the Office of the Inspector General makes redacted versions of its final reports available to the public on its webpage.

We submitted a draft report to OPM on July 24, 2024, which identified three overarching categories of challenges facing OPM: the financial integrity of the OPM-administered trust funds, which impacts OPM's Federal Employees Health Benefits Program, Life Insurance and Retirement Programs; information technology; and governmentwide OPM challenges which are governmentwide. OPM's comments on the draft report were considered in preparing this final report.

The final report includes written summaries of each of the challenges mentioned above. These summaries recognize OPM management's efforts to resolve each challenge. This information was obtained through our analysis and updates from senior agency managers so that the most current, complete, and accurate characterization of the challenges is presented.

I believe that the support of the agency's management is critical to meeting these challenges and will result in a better OPM for our customer agencies, federal employees, annuitants and their

families, and the taxpayers. I also want to assure you that my staff is committed to providing support as appropriate, and that they strive to maintain an excellent working relationship with your managers.

Please contact me at 202-606-1200 if you have any questions regarding this final report. Additionally, your staff may wish to contact Michael R. Esser, Assistant Inspector General for Audits, at 202-606-2143; Drew M. Grimm, Assistant Inspector General for Investigations, at 202-606-4730; or William W. Scott, Jr., Chief, Office of Evaluations, at 202-606-1839.

Attachment

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