



# Case Study

General Services Administration (GSA) Office of Inspector General (OIG)

## The Organization

The General Services Administration's (GSA) mission is to deliver the best value in real estate, acquisition, and technology services to government and the American people. The Office of Inspector General (OIG) is an independent unit within GSA responsible for promoting economy, efficiency, and effectiveness and detecting and preventing fraud, waste, and mismanagement in the GSA programs and operations.

## Challenge

Due to outdated technology and siloed investigations applications, GSA OIG's legacy investigations system became time intensive and incredibly costly to maintain. The system could not manage the full breadth of OIG investigative functions, causing process bottlenecks and inefficiencies in reporting.

GSA OIG recognized the need for a new, modern solution that would reduce operations cost and integrate the complete OIG investigation process.

## Solution

GSA OIG selected eCase® Investigations to provide a modernized, end-to-end OIG Investigations tracking system. eCase Investigations is a web-based, COTS application. This allowed AINS to quickly implement the new system and tailor it to GSA's unique process.

AINS worked with GSA OIG to identify seven different investigation case types with specific criteria for data capture and routing. GSA OIG required specific modules to be implemented to manage its processes, including an Integrity Briefings module and an Inventory Management module to store and facilitate the transfer and assignment of inventory to agents. The Requirements Tracking module was installed to centralized tracking of medical and training requirements for all agents. GSA OIG also implemented a new Time Tracking module to track agent's time against each investigation.

AINS configured special privilege access using eCase's role-based access to forms, folders, and types of investigations. Role-based access was also leveraged to create multiple, unique screens to manage all data related to an investigation.

Reporting was key to the new system. eCase enables staff to generate thousands of detailed reports and audit logs across 1,000 data fields, as well as obtain real-time metrics instantly. The eCase Reporting feature increases compliance, while saving time; the Semi- Annual Report to Congress was sped up by 75% with eCase.

The result of the new implementation was a fully functioning enterprise system that improved efficiency and optimized staff performance. The web-based app continues to provide return on investment. With configuration capabilities built-in, the system is easily modified as processes change.



## Results:

- Identified 7 case types with differing criteria to be segregated within eCase
- Enabled configuration of 109 Unique Reports
- Sped generation of Annual Report to Congress by 75%
- System Usage across 25 Disparate Offices
- Ensured confidential and Grand Jury cases
- Tracked training and medical Requirements with new Tracking Application
- Tracked time spent on each investigation with new Time Tracking Application

