



QUALITATIVE ASSESSMENT REVIEW OF THE ADMINISTRATIVE INVESTIGATIVE OPERATIONS OF THE DEFENSE LOGISTICS AGENCY OFFICE OF INSPECTOR GENERAL DODIG-2021-076

Finding of Noncompliance for the Administrative Investigative System of Internal Safeguards and Management Procedures

On April 14, 2021, the Department of Defense Office of Inspector General (DoD OIG) completed a qualitative assessment review of the Defense Logistics Agency Office of Inspector General (DLA OIG). This was the first review of an administrative investigative operation within a Defense Agency conducted by the DoD OIG.

The DoD OIG determined that the system of internal safeguards and management procedures for the investigative function of the DLA OIG in effect for the year ended December 31, 2019, was not in compliance with the quality standards established by the DoD or with other applicable guidelines. The DoD OIG identified deficiencies in the areas of case management systems, confidentiality, quality assurance, and whistleblower reprisal investigations. The DoD OIG also determined that the DLA OIG's internal controls did not provide reasonable assurance that the DLA OIG conformed to professional standards in the planning, execution, and reporting of its investigations.

Finally, the DoD OIG identified five positive attributes within the DLA OIG's investigative operations. Among other things, the DoD OIG determined that the DLA OIG conducted extensive outreach through one-on-one sessions with senior leadership and speaking engagements, developed training for Hotline points of contact (POCs) within DLA Components, and created the DLA Hotline Complaint Form.

The DoD OIG made 20 recommendations to address the deficiencies identified during the review. The DLA OIG concurred with all of the findings and agreed to take actions in response to each of the recommendations.

