



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

Accuracy of the Electronic Facilities Management System

Audit Report

September 28, 2012

Report Number DA-AR-12-004



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

HIGHLIGHTS

September 28, 2012

Accuracy of the Electronic Facilities Management System

Report Number DA-AR-12-004

BACKGROUND:

The Electronic Facilities Management System (eFMS) database is the official U.S. Postal Service record for real property inventory, used to manage all property-related projects including acquisition, disposal, and repairs. Our objectives were to assess how Postal Service officials use critical data in eFMS to manage facilities, inventory, and projects; and the accuracy of facilities' data in eFMS.

WHAT THE OIG FOUND:

Postal Service officials appropriately used critical data in eFMS to make decisions on selling owned facilities, terminating leases, managing facility operating costs, and reducing facility inventory square footage. While eFMS contained useful data, opportunities exist for improving data accuracy for critical fields. Postal Service employees did not always accurately record critical data fields. Specifically, 95 percent (142) of the 150 leased facilities and 7 percent (eight) of the 120 owned facilities reviewed contained at least one error in critical eFMS data fields collectively identified by Postal Service officials and the U.S. Postal Service Office of Inspector General. Also, owned properties smaller than 10,000 square feet (SF) often have inaccurate interior and site square footage measurements.

Sixty-eight percent (or 151 of the 222 errors in our sample) occurred primarily because of eFMS system design limitations. Employee input errors, which accounted for 32 percent of the errors, occurred because there are no eFMS mandatory training, policy, and user guides.

A majority of the errors occurred in critical data fields of leased facilities. We did not find any financial losses due to these errors. However, unreliable and inaccurate data could impact the agency's ability to effectively support management's decisions and to assist officials across multiple areas of operations. Therefore, we consider \$498.6 million as other impact for data integrity due to inaccurate leased facilities' data recorded in eFMS. This amount does not represent financial losses incurred by the Postal Service, but the annual rental costs of leased properties with incorrect data.

WHAT THE OIG RECOMMENDED

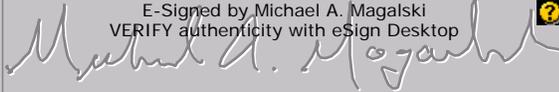
We recommended management modify eFMS to address inconsistency in data entry, including the use of drop-down lists and requiring completion of all data fields; and annually validate all eFMS data, eFMS training and evaluation of interior and site square footage of owned facilities less than 10,000 SF.

[Link to review the entire report](#)



September 28, 2012

MEMORANDUM FOR: TOM A. SAMRA
VICE PRESIDENT, FACILITIES

E-Signed by Michael A. Magalski
VERIFY authenticity with eSign Desktop 


FROM: Michael A. Magalski
Deputy Assistant Inspector General
for Support Operations

SUBJECT: Audit Report – Accuracy of the Electronic Facilities
Management System
(Report Number DA-AR-12-004)

This report presents the results of our audit of the Accuracy of Electronic Facilities Management System (eFMS) (Project Number 12YG006DA000).

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Monique P. Colter, director, Facilities, Environmental, and Sustainability, or me at 703-248-2100.

Attachments

cc: Megan J. Brennan
Deborah M. Giannoni-Jackson
Corporate Audit and Response Management

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Introduction

This report presents the results of our audit of the Electronic Facilities Management System (eFMS) (Project Number 12YG006DA000). Our objectives were to assess how U.S. Postal Service officials use critical data in eFMS to manage facilities, inventory, and projects; and the accuracy of facilities data in eFMS. This self-initiated review addresses operational risk. See [Appendix A](#) for additional information about this audit.

The eFMS database is the official Postal Service record for real property inventory and the management system for administering all property-related projects including acquisition, design, construction, disposal, repairs, health and safety mitigation, and property inspections. In addition, eFMS is used to manage all aspects of the Postal Service's property leasing program, including the preparation of leases, making tax payments, and outleasing¹/subleasing excess space. The eFMS database site is administered by the Postal Service's Facilities and Information Technology departments.

Conclusion

Postal Service officials appropriately used critical data in eFMS to decide on selling owned facilities, terminating leases, managing facility operating costs, and reducing facility inventory square footage. While the eFMS contains useful data, opportunities exist for improving data accuracy for critical fields. Postal Service employees did not always accurately record critical data fields in the eFMS. Specifically, 95 percent (142) of the 150 leased facilities and 7 percent (eight) of the 120 owned facilities reviewed contained at least one error in an eFMS data field collectively identified as critical by Postal Service officials and the U.S. Postal Service Office of Inspector General (OIG). Also, owned properties smaller than 10,000 square feet (SF) often have inaccurate interior and site square footage measurements. Sixty-eight percent (151) of the 222 errors in our sample occurred primarily because of system design limitations in eFMS. Employee input errors, which accounted for 32 percent (71) of the errors, occurred because there are no eFMS mandatory training, policy, and user guides. Incorrect or missing data in these fields could result in missing opportunities to make optimal decisions regarding real property.

¹ Outleasing occurs when the Postal Service acts as a landlord and leases space in an owned property to a third party.

Use of Electronic Facilities Management System Data to Manage Facilities Inventory and Projects

Facilities Service Office (FSO) officials used several eFMS reports to manage property inventories, including the *Property Detail* report, *Expiring Lease* report, *Purchase Options* report, and *Maintenance History* report. These reports contain critical data fields in eFMS that officials use to monitor purchase options and maintenance responsibility for the leased properties and prepare node studies in the facility optimization program.²

- The *Property Detail* report, which includes the 'term years' data field and interior and site square footage measurements provides a quick 'snapshot' view of a property. The interior and site square footage measurements are used for facility and portfolio maintenance, including valuing facility costs like maintenance and utilities. When determining whether a facility can accept operations from another facility, the Postal Service must know how much space is available. Inaccurate space measurements can add time to the process while the correct data are obtained.
- The *Expiring Lease* report identifies leases expiring within the next 24-36 months, which indicates when lease negotiations should begin. This report contains the 'expiration date' field, which identifies when the current lease will expire. This report also contains the 'term years' data field. Incorrect data in the 'expiration date' field could result in the Postal Service not having adequate time to conduct lease negotiations and realizing a less favorable cost benefit on the newly negotiated lease.
- The *Purchase Option* report identifies leases with purchase options. The report indicates whether a lease contains a purchase option; 'Yes' responses in the 'purchase option' data field result in the facility's inclusion on this report. If the field is left blank in the eFMS, this could result in missed opportunities to purchase leased facilities at favorable costs.
- The *Maintenance History* report allows staff to ascertain what maintenance or repair issues have occurred at the property. While this report does not identify which party was responsible for the repairs, staff members review the report before lease negotiations to identify the physical condition of the property and to determine whether the proposed lease cost is fair.

In the past, FSO managers used the Facilities scorecard to track progress toward their departmental goals; however, the Delivering Results, Innovation, Value and Efficiency (DRIVE) initiatives were initiated in fiscal year 2012. Like the scorecard, success in reaching these goals is measured using data from eFMS; therefore, the data contained in these fields must be accurate.

² Facility optimization is the program used to evaluate properties for possible consolidation or closure to reduce the number of facilities across the country.

Accuracy of Electronic Facilities Management System Data

Postal Service employees did not always accurately record critical data fields in the eFMS. Specifically, 95 percent (142) of the 150 leased facilities and 7 percent (eight) of the 120 owned facilities reviewed contained at least one error in an eFMS data field collectively identified as critical by Postal Service officials and the OIG (see [Chart 1](#)). In addition, 36 of 77 non-critical data fields contained an error rate of 33 percent because of no data or incorrect data. Each property record in eFMS as of March 13, 2012, contained at least one data error.

Chart 1. Facility Error Analysis

Leased Facilities With Errors		Owned Facilities With Errors	
Number of Errors	Number of Leased	Number of Errors	Number of Owned
0	8	0	112
1	88	1	5
2	43	2	2
3 or more	11	3	1
Total	150	Total	120

Source: OIG Analysis. Postal Service eFMS as of August 2012.

Critical Data Elements

Of the 150 statistically selected lease records, 142 (95 percent) with annual rents of about \$5.3 million contained an error or multiple errors for the nine critical data elements as shown in [Chart 2](#). Employees entered the correct data for the field of ownership.

Chart 2. Critical Data Field Error Analysis for Leased Facilities

Critical Data Field	Data Field Description	Total Errors	Total Leased Samples Reviewed	Error Rate
Purchase Option	Indicates whether a lease contains a purchase option.	139	150	92.67%
Site Square Footage	Shows the square footage of the whole property, including the building.	27	150	18.00%
Term Years	Shows the number of years the current lease is effective.	15	150	10.00%
Lease Copy in eFMS	Refers to the scanned lease copy retained as a link in the Images/Documents tab of the property record in eFMS.	8	150	5.33%
Maintenance Responsibility	Indicates who is responsible for maintenance on the facility.	9	150	6.00%
Interior Square Footage	Shows the interior square footage of the building.	6	150	4.00%
Annual Rent ³	Shows the amount of rent paid each year for the facility.	4	150	2.67%
Property Status	Shows the current status of the facility: active, terminated, or planned.	1	150	0.67%
Expiration Date	Shows the date the current lease expires.	1	150	0.67%
Ownership	Shows to whom the building belongs.	0	150	0.00%
Total Errors		210		

Source: OIG analysis. Postal Service eFMS as of August 2012.

³ The Postal Service has taken corrective action to correct the system design issue related to graduated rents during the audit. The annual rent field will now display the aggregate rental amount paid for the current year, which has been redefined as a year starting the date the lease is made active.

Of the 120 statistically selected owned facilities records, eight (7 percent), with a cost basis of about \$10 million, contained an error or multiple errors for four critical data elements as shown in Chart 3. Employees entered the correct data for the field of ownership.

Chart 3. Critical Data Field Error Analysis for Owned Facilities

Critical Data Field	Total Errors	Total Owned Samples Reviewed	Error Rate
Site Square Footage ⁴	7	120	5.83%
Interior Square Footage	2	120	1.67%
Maintenance Responsibility	2	120	1.67%
Property Status	1	120	0.83%
Ownership	0	120	0.00%
Total Errors	12		

Source: OIG analysis. Postal Service eFMS as of August 2012.

Other Electronic Facilities Management System Data Discrepancies

In addition, 36 of 77 'other'⁵ data fields contained an error rate of 33 percent⁶ because of no data or incorrect data. Four of these fields had error rates of more than 95 percent and accounted for one-third of the errors we identified. Relevant errors were found in the following fields:

- One field relating to the flood plain⁷ had an error rate of 100 percent. This field is important because it relates to the physical condition of the facility; the Postal Service should be aware whether facilities are located in flood plains so it can take precautions to avoid significant damage to assets.
- Three fields — 'last update date',⁸ 'last measure date',⁹ and 'building built year'¹⁰ — had error rates of between 95 and 99 percent. The 'last update' date and 'last measure' date alert the user to the possibility that the information in the data fields might be outdated. The 'building built' year implies the physical condition of the facility; it might indicate whether the facility could contain asbestos or lead-based paint, or whether it is likely meeting building code requirements.

⁴ Five of these errors occurred at properties of less than 10,000 interior SF and two occurred at properties of more than 10,000 interior SF.

⁵ We judgmentally selected 77 'other' fields in eFMS that had a high level of no data or incorrect data in the database. These fields were not specifically identified as critical data, however, can affect reporting and decision making.

⁶ There were 1,440,087 errors of 4,358,412 data entries (36 columns multiplied by 121,067 rows).

⁷ The 'FMT_Flood_Plain_Code' field records the flood plain code for the facility.

⁸ The 'SATT_Last_Update_Date' shows the date the facility record was last updated.

⁹ The 'FMT_Last_Measure_Date' records the date the building was last measured.

¹⁰ The 'FMT_Bldg_Built_Yr' records the year the building was constructed.

In addition to the 77 'other' fields, there were at least 21 different ways to categorize a facility in the 'unit name data field'. Variations for a modular building Main Post Office include 'Main Office (MO)/Mod Bldg,' 'Main Office/Modular,' 'Main Office/Modular Bldg,' 'MO Modular,' 'MO Modular Bldg,' and 'MO Modular (Building).' Inconsistencies also occurred in the 'postmaster name' field, including entries containing only a telephone or fax number rather than a name.

System Design Limitations and Employee Input Errors

System design limitations contributed to 151 of the 222 errors (or 68 percent) and employee input errors accounted for 32 percent of the errors in the leased and owned facility records reviewed (see Chart 4).

Chart 4. Number of Error Occurrences

Cause	Number of Errors	Percentage of Errors
System Design	151	68%
Employee Input	71	32%

Source: OIG Analysis. Postal Service eFMS as of August 2012.

System Design Limitations

System design limitations occurred because eFMS allows free-form entry of information and does not require an entry. These errors included data fields that were left blank.

- The majority of those errors (133 of 151) were in the 'purchase option' field. If the field contains a 'Yes,' it is included in the *Purchase Option* report reviewed by management to identify cost-benefit opportunities. If the field is blank, the Postal Service could miss an opportunity to purchase leased facilities when financially beneficial. If the system was designed to require the user to enter information into all fields before exiting the system, blank fields would no longer occur. In addition, drop-down boxes could be used in the 'purchase option' field to ensure users enter either a 'Yes' or 'No' response.
- The remaining errors consisted of 15 in the 'term years' data field and three in the 'annual rent' data field. The 'term years' field shows the number of years the current lease is effective and is included in many reports used by staff. The 'annual rent' field in eFMS does not update to reflect the new annual rent expense. Facilities officials stated that escalated rents (cost increases over the term of the lease) were not considered when the system was developed. If personnel rely on data in the annual rent field when escalated rent exists on the lease, it could negatively impact decisions made on the facility.
- All errors in the 36 'other' fields analysis were due to system design limitations. While the fields are free-form entry, there are recognized 'allowable' responses for

many of these fields. For instance, the 'Handicap Code' field recognizes six 'allowable' values: '*' to indicate a not applicable (N/A); '1' to indicate Customer Access; '2' to indicate Customer Access/Employ Rest Waive/Mod; '3' to indicate Customer Access/Employ Rest Exempt; '4' to indicate Non-Accessible, Waiver Requested; and '7' to indicate Employee Access/Customer Waive/Mod. We identified more than 69,000 errors in this data field where entries did not match any of these six responses. A drop-down box could be used to ensure users input one of these 'allowable' responses. In addition, the system should be designed to reject 'placeholder' entries, like using a succession of zeros instead of an actual number.

- The Postal Service has taken corrective action to correct the system design issue related to graduated rents. The 'annual rent' field will now display the aggregate rental amounts paid for the current year, which has been redefined as a year starting from the date the lease is made active. As corrective action was taken during the audit, we made no recommendations related to this issue.

Employee Input Errors

Employee input errors, which accounted for 32 percent (or 71 of the 222 errors), occurred because:

- There are no policies and guides available for Facilities personnel to use when inputting data into eFMS.
- There is no policy requiring officials to validate data entered into eFMS.
- There is no mandatory training. Facilities officials offered a formal training in 2004 before Facilities Management System for Windows (FMSWIN)¹¹ was converted to eFMS.

The majority of the employee input errors (34 of 71) occurred in the 'site square footage' field. The remaining errors occurred in the 'maintenance responsibility' field (11); 'purchase option' field (six); 'interior square footage' field (eight); 'property status' field (two); 'annual rent' field (one); and the 'expiration date' field (one). Eight errors occurred where the scanned copy of the lease was not available in eFMS.

Because employees did not accurately record or complete contract data in eFMS, officials may not have sufficient information or may have spent additional time compiling information to make decisions that may benefit the Postal Service. A majority of the errors occurred in critical data fields of leased facilities. These errors impact the data integrity of leases that would require management to re-evaluate the validity of the data. We did not find any financial losses due to the errors. However, unreliable and inaccurate data could impact the agency's ability to effectively support management's decisions and to assist officials across multiple areas of operations and FSOs.

¹¹ FMSWIN was the predecessor to eFMS.

Therefore, we consider \$498.6 million as other impact for data integrity¹² due to inaccurate leased facilities data recorded in eFMS. We did not find financial losses due to these errors and this amount does not represent actual losses incurred by the Postal Service, but rather the annual rent costs of leased properties with incorrect data recorded in eFMS. See [Appendix B](#) for our calculation of the other impact.

Facility Space Surveys Not Conducted on Owned Facilities Under 10,000 Square Feet

Postal Service-owned properties smaller than 10,000 SF often have inaccurate space measurements in the interior and site square footage columns in eFMS. Across the nation, the Postal Service owns 8,616 properties, with 56 percent being smaller than 10,000 SF. Of the 120 owned facility samples we reviewed, 68 were smaller than 10,000 interior SF, and we identified six errors in the 'interior square footage' and 'site square footage' fields for five of those properties.

The Postal Service has made a business decision to survey facilities of more than 10,000 SF. Facilities management stated that surveying facilities under 10,000 SF would not provide as great of an opportunity in their optimization and consolidation efforts. In addition, they stated it would be cost-prohibitive to physically survey facilities below this threshold.

For facilities of less than 10,000 SF, Facilities management sends self-certification forms to installation heads to validate the space measurements of their facility. Because installation heads are not trained to measure space, there is no assurance that square footage information is correct. Facilities personnel conduct on-site visits at Postal Service facilities that are necessary to complete other duties, such as reviewing completed repairs or validating facility compliance with regulations. These visits provide an opportunity to verify facility measurements without incurring additional costs at the small facilities. Facilities of less than 10,000 SF are often measured by 'historical' values added when the building was built or purchased. It is important that the Postal Service has accurate measurements for all facilities, as these data elements are crucial to their optimization and consolidation efforts. These data elements are also important to accomplishing Facilities' DRIVE Initiative goals, as one of these goals is to reduce total square footage.

¹² Data that are used to support management decisions but are not fully supported or completely accurate. This can be the result of flawed methodology; procedural errors; or missing or unsupported facts, assumptions, or conclusions.

Recommendations

We recommend the vice president, Facilities:

1. Modify the Electronic Facilities Management System to address inconsistency in data entry, including the use of drop-down lists and requiring completion of all data fields.
2. Develop a plan to require the annual review and validation of all Electronic Facilities Management System data by Facilities Service Office personnel.
3. Develop and administer training for using the Electronic Facilities Management System.
4. Establish a process to evaluate the interior and site square footage of owned facilities of less than 10,000 square feet while conducting other administrative duties during site visits.

Management's Comments

Management agreed with recommendations 1, 2, and 3 and disagreed with recommendation 4. Overall, they agreed that eFMS had inconsistent data with incomplete fields in many cases. Additionally, they appreciated our recommendations that addressed the inaccuracies identified.

Regarding recommendation 1, management agreed that adding prompts or taking corrective measures requiring completion of data fields would eliminate inconsistency in data entry. However, management stated that they will complete a business needs assessment to obtain the cost and timing associated for these modifications. In separate correspondence, management stated this action would be completed by December 31, 2012. With regard to recommendation 2, management agreed to perform an initial review and validation of eFMS data by August 30, 2013. Management agreed with recommendation 3 and will continue to provide training to Facilities personnel who possess data input responsibility.

Management disagreed with recommendation 4 and does not believe, at this time, that establishing a process to measure buildings smaller than 10,000 SF is economically beneficial due to the associated costs and necessary resources. However, management clarified their response in subsequent correspondence and stated that, in order to ensure accuracy for the 4,496 buildings under 10,000 SF, they will pull a sample of 100 buildings for their building inspectors to measure space. The results from the sample would determine whether all buildings are re-measured and this action will be completed by March 31, 2013. See [Appendix C](#) for management's comments in their entirety.

Evaluation of Management's Comments

The OIG considers management's comments responsive to recommendations 1, 2, and 3 and corrective actions should resolve the issues identified in the report. Management disagreed with recommendation 4; however, their clarifying response to sample and verify the square footage of buildings and compare results to eFMS information is responsive.

The OIG considers recommendations 1 through 3 significant, and therefore requires OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. These recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

Appendix A: Additional Information

Background

The eFMS database is the official Postal Service record for real property inventory and the management system for administering all property-related projects including acquisition, design, construction, disposal, repairs, health and safety mitigation, and property inspections. In addition, eFMS manages all aspects of the Postal Service's property leasing program including the preparation of leases, making tax payments, and outleasing/subleasing excess space. The eFMS database site is administered by the Postal Service Facilities and Information Technology departments.

The Postal Service uses eFMS to manage about 32,967 facilities; 24,049 are leased, 8,616 are owned, and the remaining 302 are considered federal or General Service Administration properties. The Postal Service currently pays \$907,995,311 annually for leased facilities.

The eFMS applications are used by personnel at Postal Service Headquarters, FSOs, areas of operation, and district offices. The eFMS data are used to update the Facility Database (FDB),¹³ Enterprise Data Warehouse (EDW),¹⁴ and General Ledger; and as a basis for monitoring the Postal Service Facilities program status. The outlease/sublease program is a revenue source for the Postal Service. Additional functionality allows the updating of facility addresses using the facility profile data. In addition, the Address Management System (AMS)¹⁵ updates the location of the facility, name of the installation head, and FDB data, which are managed by the Marketing updates information in the eFMS.

Objectives, Scope, and Methodology

Our objectives were to assess how Postal Service officials use critical data in eFMS to manage facilities inventory and projects and the accuracy of facilities data contained in eFMS. To accomplish our objectives, we:

- Selected a random sample of 150 leased and 120 owned properties from the 32,967 properties the Postal Service manages nationwide. At each on-site fieldwork location, we also randomly selected 40 property files (20 leased and 20 owned) to perform existence testing.
- Interviewed management at the three FSOs to determine how Postal Service officials use the critical data in eFMS to manage the facilities portfolio.

¹³ FDB serves as a centralized source of postal facility information gathered from other data sources across the country. It retains static information about each facility including name, address, and physical characteristics.

¹⁴ The goal of the EDW is to provide a single repository for managing all of the Postal Service's data assets and to provide accurate data across organizations to a wide variety of users.

¹⁵ AMS is an integrated database considered to be the official source of address information and is located at the San Mateo Integrated Business Solutions Center.

- Interviewed Facilities Headquarters and field office personnel to identify which fields they considered critical within eFMS. Facilities officials identified six critical data fields: site square footage, term years, maintenance responsibility, interior square footage, annual rent, and ownership. We identified four other fields as critical: purchase option, lease copy in eFMS, expiration date, and property status.

While most of these critical fields relate only to leased facilities, we identified five critical data fields that also cover owned properties:

- Property Status.
- Ownership.
- Maintenance Responsibility.
- Interior Square Footage.
- Site Square Footage.

We conducted this performance audit from November 2011 through September 2012 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. We discussed our observations and conclusions with management on September 5, 2012, and included their comments where appropriate.

We assessed the reliability of computer-generated data by comparing the selected critical data elements to lease documentation and physical property records. We determined the eFMS data were not sufficiently reliable for management's use. Our audit results report on the inadequacy of the data in eFMS.

[Prior Audit Coverage](#)

There are no prior audits or reviews related to the objectives of this audit.

Appendix B: Other Impacts

Recommendation	Impact Category	Amount
1	Data Integrity ¹⁶	\$498,601,014

We performed a stratified sample that allowed us to extrapolate results from a universe of 32,967 properties as of March 13, 2012. We divided the universe into two strata: 24,049 leased properties with annual lease payments of \$907,995,311 and 8,616 owned properties with a book value of \$23,117,696,761. Our sample size resulted in 120 owned properties valued at about \$267,387,869 and 150 leased properties with about \$6,508,656 in annual rents.

We found that Postal Service employees did not always accurately record the ‘critical data’ fields in the eFMS for 142 leased facilities’ records with annual rents totaling \$5,347,830 and eight owned facilities’ records with a cost basis of about \$10 million. At a 95 percent confident level, we projected that 22,766 leased properties and 574 owned properties contained inaccurate data in eFMS. We did not find any financial losses due to these errors.

The majority of the errors we identified in the sample were contained in the leased properties; therefore, we projected the \$5,347,830 value of annual rent to determine the impact of data integrity from the total universe of leased facilities. At a 90 percent confidence level, we projected that at least \$498,601,014 value of annual rents associated to leased property records that contained inaccurate data recorded in eFMS.

This amount does not represent the value of what is incorrect or actual losses incurred by the Postal Service but rather the annual rent costs of leased properties with incorrect data recorded in eFMS.

¹⁶ Data Integrity is the validation of the consistency, accuracy, and completeness of data used by the Postal Service. Data Integrity errors occur when data used to support management decisions are not fully supported or completely accurate. This can be the result of flawed methodology; procedural errors; or missing or unsupported facts, assumptions, or conclusions.

Appendix C: Management's Comments

TOM A. SAMRA
VICE PRESIDENT, FACILITIES



September 25, 2012

Lucine M. Willis, Director – Audit Operations
Office of Inspector General, United States Postal Service
1734 North Lynn Street
Arlington, VA 22209-2020

SUBJECT: Accuracy of electronic Facilities Management System (eFMS)
Draft Audit Report (Report Number DA-AR-12-DRAFT)

Thank you for the opportunity to review and comment on the subject draft audit report. Management appreciates the efforts the Office of Inspector General (OIG) has taken in regards to the assessing the accuracy of Facilities' eFMS system. The following is in response to the above subject audit, including management's comments with respect to the findings of such audit.

Overall, management agrees that eFMS has inconsistent data with incomplete fields in many cases. Additionally, management appreciates OIG's recommendations, addressing the inaccuracies identified.

Audit Recommendations. Management's comments with respect to the recommendations outlined in the audit report are noted below:

Recommendation 1: Modify the eFMS system to address inconsistency in data entry, including the use of drop-down lists and requiring completion of all data fields.

Management Response/Action Plan: Management agrees that adding prompts or corrective measures that will not allow continuation until all fields have data or "N/A" entered would eliminate the issue of incomplete data fields. Management will complete a business needs assessment to obtain cost and timing for these modifications to be programmed into the system as funds become available. At this time, Finance has not authorized funds for eFMS enhancements in fiscal year 2013 or beyond.

Recommendation 2: Develop a plan to require annual review and validation of all eFMS data by Facilities Service Offices personnel.

Management Response/Action Plan: Management agrees that an initial review should be completed correcting all inaccuracies by August 30, 2013, assuming funds will be available. However, management believes that once this is finalized, future reviews should be completed for newly added data only.

475 L'ENFANT PLAZA SW
WASHINGTON, DC 20260-1861
TEL: 202-268-3389
FAX: 202-268-6038
www.usps.com

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Recommendation 3: Develop and administer training for the use of eFMS.

Management Response/Action Plan: Management believes that training is important, but will not necessarily resolve the issue of existing input errors. Management will continue to provide training to Facilities' personnel who possess data input responsibility.

Recommendation 4: Establish a process to evaluate the interior and site square footage of owned facilities less than 10,000 sf while conducting other administrative duties during site visits.

Management Response/Action Plan: Facilities has measured owned facilities over 10,000 sf excluding plants. At this time, management does not believe establishing a process for measuring buildings smaller than 10,000 sf is economically beneficial. The resources and cost associated with completing such measurements does not justify any potential benefit that may be derived.

Please note management does not believe that this report and management's responses contain information any proprietary or business information and may be disclosed pursuant to the Freedom of Information Act.



Tom A. Samra

cc: Megan Brennan
Sally K. Haring