



INSPECTOR GENERAL
DEPARTMENT OF DEFENSE
4800 MARK CENTER DRIVE
ALEXANDRIA, VIRGINIA 22350-1500

Ms. Carolyn N. Lerner
The Special Counsel
U.S. Office of Special Counsel
Suite 300
1730 M Street, N.W.
Washington, DC 20036-4505

AUG - 1 2012

Dear Ms. Lerner:

This is in final response to your letter dated December 21, 2011, to the Secretary of Defense, referring for investigation OSC File No. DI-12-0081, a whistleblower disclosure made by Mr. Stephen Ford, that employees of the Infrastructure Operations Division, Department of Defense Education Activity (DoDEA), DoD Dependents Schools-Europe, Mainz-Kastel, Germany, may have engaged in gross mismanagement and a gross waste of funds.

On July 3, 2012, we provided you a copy of the investigation that the Defense Hotline directed DoDEA to conduct. The investigation substantiated the allegations made by Mr. Ford. Enclosed, please find supplemental information provided by DoDEA, which details the corrective actions taken in response to the investigation. We have reviewed the supplemental report, and believe it satisfies the requirement of 5 U.S.C. § 1213.

The supplemental report is provided to you in an unredacted format for your information and use. We have enclosed a redacted copy that may be publicly posted. Because personal information in the unredacted report is exempt from public release under the Freedom of Information Act (FOIA), the report is designated "FOR OFFICIAL USE ONLY." We ask that you coordinate any additional releases of the unredacted report with our FOIA Requester Service Center/Privacy Act Office, Office of the Inspector General of the Department of Defense, 4800 Mark Center Drive, Alexandria, Virginia, 22350-1500.

If you have any questions regarding this matter, please contact me or Mr. John R. Crane, Assistant Inspector General for Communications and Congressional Liaison at (703) 604-8324.

Sincerely,

A handwritten signature in black ink that reads "Lynne M. Halbrooks".

Lynne M. Halbrooks
Acting

Enclosures: As stated

cc: Secretary of Defense



DEPARTMENT OF DEFENSE
EDUCATION ACTIVITY
4040 NORTH FAIRFAX DRIVE
ARLINGTON, VA 22203-1635

JUL 26 2012

MEMORANDUM FOR DEPARTMENT OF DEFENSE OFFICE OF THE INSPECTOR
GENERAL, CHIEF OF STAFF

SUBJECT: Defense Hotline Case 122700

The purpose of this memorandum is to provide supplemental information on corrective actions that have been accomplished, and safeguards that have been implemented, to prevent a recurrence of Hotline Case 122700.

The subject of the hotline complaint, [REDACTED], the Department of Defense Dependents Schools (DoDDS) Europe Information Technology (IT) Chief at the time of the inquiry, has left the employment of the Department of Defense Education Activity (DoDEA). [REDACTED] was directly cited in the original complaint as well as the report. This action occurred six weeks following the arrival of the investigating team. Mr. Jeffrey Friedler, DoDEA Chief Information Officer, assumed (Temporary Duty) ground-level oversight of the Europe IT Division during this same period. [REDACTED], a Project Management Institute (PMI) certified Project Management Professional (PMP), was also permanently realigned by Mr. Friedler to provide direct project management oversight and support to the Division Chief. DoDEA is in the process of conducting interviews for a permanent replacement for [REDACTED]. One of the key requirements for this replacement is a PMP and IT Infrastructure Library (ITIL) certification.

Allegation number 1 identified IT supplies and equipment purchased for \$770,000.00, but remained in an unused state. The twelve items in question were identified and substantiated through procurement records, inventory documentation, and/or e-mail references. All of the equipment identified has been distributed to schools, deployed, and/or removed via Defense Resource Management Office (DRMO) procedures, if beyond their service life. The Voice over Internet Protocol system itself, totaling \$667,000.00 in value, is in the execution (installation) project phase with a project closure date of August 30, 2012.

The DoDDS-Europe IT Resource Management personnel have been realigned to report directly to DoDEA Headquarters. All DoDDS-Europe IT purchases, to include lower threshold government purchase card acquisitions, are reviewed and approved prior to execution. Project plans and charters are mandatory at the time of governance review (pre-acquisition) and are tracked and reported on by [REDACTED] in Germany. Weekly reports are provided to the Chief Information Officer directly on the status of each and every item in the warehouse and the disposition of the other ancillary inventory. Project charters and project plans are mandatory requirements for all acquisitions at or above government purchase card thresholds.

Allegation number 2 identified a license for a product called Computer Associates Software Delivery, version 11.5, that was purchased in 2007 for the Europe area, but never used. The software in question was acquired in 2008. The report noted that the DoDEA Information

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Technology Enterprise is moving to Microsoft System Center across the agency. This global project was sponsored/chartered by Mr. Friedler and has been managed (and approved) in accordance with PMI and IT Infrastructure Library (ITIL) foundations by [REDACTED], DoDDDS-Pacific IT Chief. The project is also in the execution phase with pilot testing (ITIL transition phase) occurring now. Comprehensive PMI-compliant project documentation, to include IT risk analyses, can be provided upon request. Due to this current fielding of Microsoft System Center, the Computer Associates Software Delivery, previously purchased for use in Europe, is now obsolete.

Allegation number 3 spoke to implementation plans not being prepared prior to purchase. Additional safeguards and personnel have been applied as discussed above to ensure that formal project lifecycle procedures are adhered to in all cases. DoDEA has established new processes to improve procurement governance and oversight with our Advanced Acquisition Planning Board. This board facilitates a greater degree of agency leadership review prior to purchase and implementation of products and services.

My point of contact for questions concerning the corrective actions for this case is the DoDEA Chief Information Officer, Mr. Jeffrey R. Friedler, (571) 432-[REDACTED], [REDACTED]


Jay M. Burcham
Chief of Staff