



WSSC WATER

DELIVERING THE ESSENTIAL

Office of the Inspector General
Summary of Activities Report

February and March 2020

Agenda

- Spend Customer Dollars Wisely
- Optimize Infrastructure
- Protect Our Resources
- Transform Employee Engagement
- Enhance Customer Experience



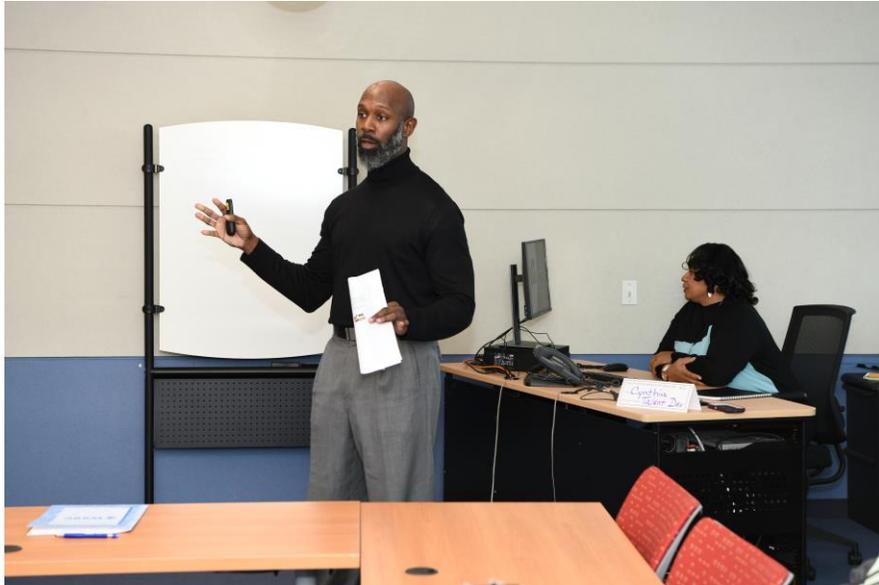
Follow-up on Management Action Plans

Department	Corrective Actions		
	Implemented Pending OIG Verification	Open	Total
Human Resources Department		1	1
Police & Homeland Security		2	2
Information Technology Department	7	1	8
General Services Department	3	4	7
Procurement Department	1	1	2
Production Department	2	2	4
TOTAL	13	11	24

Color Key
Remediation is due within 31-60 days for at least 1 issue.

Protect Our Resources

Fraud, Waste and Abuse (FW&A) - February



Provided FW&A Training to 11 new employees on 02/24/2020 during the New Employee Orientation



Transform Employee Engagement



Transform Employee Engagement (Cont'd.)

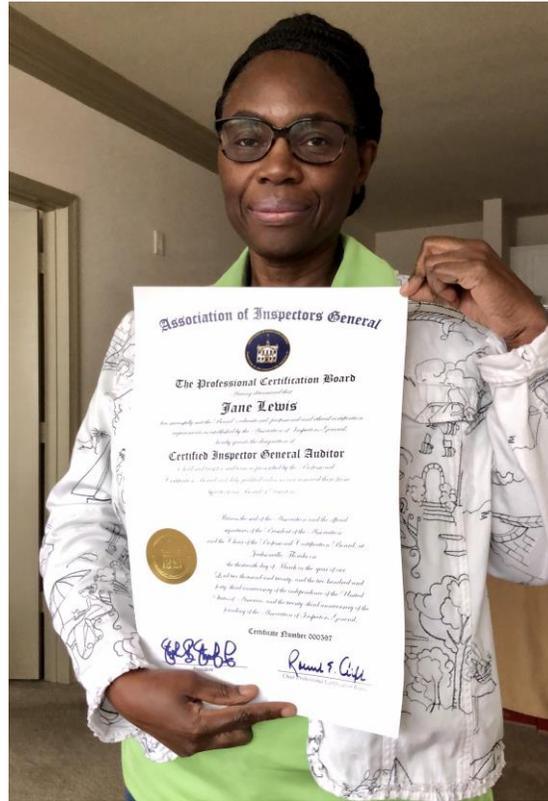
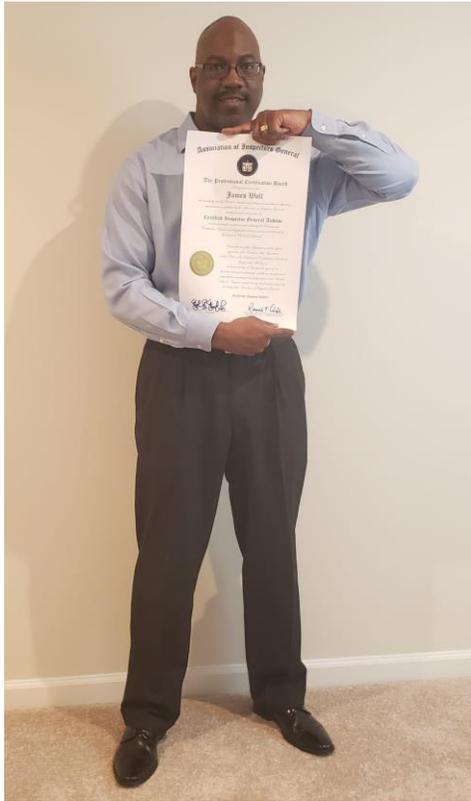
The OIG Team welcomes
Tamika (Tami) L. Taylor as our
new Associate Counsel.





ASSOCIATION OF INSPECTORS GENERAL

Certified Inspector General Auditors (CIGA)





ASSOCIATION OF INSPECTORS GENERAL



Enhance Customer Experience



Enhance Customer Experience, Cont'd.

OIG Team participated in the 2020 WSSC Water Food Drive



Enhance Customer Experience, Cont'd.

OIG Team relocated to:

14405 Laurel Place, Suite #300
Laurel, MD 20707



Enhance Customer Experience, Cont'd.



Legislative Breakfast, Annapolis, MD



