



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, D.C. 20460

OFFICE OF
INSPECTOR GENERAL

November 29, 2012

MEMORANDUM

SUBJECT: Audit of EPA Customer Service Help Desks, Hotlines, and Clearinghouses
Project No. OA-FY12-0570

FROM: Melissa M. Heist *Melissa M. Heist*
Assistant Inspector General for Audit

TO: Assistant Administrators
General Counsel
Chief Financial Officer
Regional Administrators

The EPA Office of Inspector General (OIG) plans to begin the fieldwork phase of our audit of EPA's customer service help desks, hotlines, and clearinghouses (customer service lines). This project is included in the OIG's fiscal year 2012 Annual Plan to contribute to improved EPA business practices and accountability. The Product Line Director for this project is Michael D. Davis and the Project Manager is Heather Layne.

Our fieldwork objective is: Does EPA have controls in place to ensure that its help desks, hotlines, and clearinghouses are operating in an efficient and effective manner?

We would like to hold an entrance on December 5, 2012, and will contact your office to arrange a mutually agreeable time to discuss the objectives and the purpose of the fieldwork phase of our project. We will answer any questions you may have about the project process, reporting procedures, methods we will use to gather and analyze data, and what we should expect of each other during the course of this project. We would also be interested in any areas of concern that you may have.

If you have any questions, please contact me at (202) 566-0899 or heist.melissa@epa.gov, Michael D. Davis at (513) 487-2363 or davis.michaeld@epa.gov, or Heather Layne at (617) 918-1486 or layne.heather@epa.gov.

cc: Pat Gilchriest, Audit Follow-Up Coordinator, Office of the Administrator
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