

## *Appendix III: Management Response to Recommendations*

This table presents the management responses that have been made on recommendations in our report and the status of management decisions. The information for management decisions is based on DOA management's written response to our draft report.

Rec. Number	Corrective Action: Taken or Planned / Status	Expected or Actual Completion Date	Documentation that will confirm final action	Monetary Benefits	Management Decision: Yes or No
1	<p>The Design and Printing Unit (DPU) is developing a rightsizing plan to better align the types and placement of copier equipment to copying demand. DPU will also:</p> <ul style="list-style-type: none"> <li>• Evaluate FDIC HQ copier utilization, especially for those machines with less than 15 percent utilization.</li> <li>• Review expiration dates for LTOP agreements to determine potential cost savings through expiration rather than termination.</li> <li>• Engage the Franchise Business Activity (FBA) to evaluate copier capacity requirements for FDIC HQ offices.</li> <li>• Use FBA to monitor copier utilization and recommend adjustments in capacities as required.</li> </ul>	8/31/99	Rightsizing plan.	To be determined	Yes
		7/31/99	Rightsizing plan.		
		8/31/99	DPU LTOP Analysis.		
		6/30/99	Interagency agreement.		
		6/30/99 and forward.	FBA written recommendations.		
2	DPU reviewed convenience copier alternatives in our draft report and found the FBA option to be the most attractive. DPU intends on executing an interagency agreement with FBA in the near future.	6/30/99	Interagency agreement.	\$3.5 to \$3.9 million	Yes

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3	DPU will incorporate the utilization of production copiers and a review of copy center usage into the rightsizing plan discussed in recommendation number 1.	8/31/99	Rightsizing Plan	\$2.56 million assuming FBA is used.	Yes
4	DPU will evaluate the copy centers for possible consolidation.	8/31/99	Rightsizing Plan	To be determined	Yes
5	DPU will explore ways to better utilize the digital network copiers in the copy centers. DOA and DIRM are also reviewing the use and applicability of digital network copiers throughout FDIC HQ.	5/30/00	Joint DOA/DIRM procedures for employees on use of digital networked copiers.	\$0	Yes

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6	DOA plans to have FBA contractor staff perform KO functions. DOA will also closely review how best to staff the copy centers. DOA noted that any conversion of internal staff to contractor staff would be achieved through attrition.	Ongoing	FBA interagency agreement.  Report to DOA management	Dependent on attrition rate and whether copy center employees are replaced with contractor staff.	Yes
7	<ul style="list-style-type: none"> <li>• DPU will assess color copier requirements and determine the need for consolidation in an effort to reduce the cost and unnecessary uses of the equipment.</li> <li>• DPU will also issue a revised Copier Program Directive to clarify the existing color copying policy.</li> </ul>	9/30/99  11/30/99	Documented assessment.  Revised directive.	To be determined.  \$0	Yes
8	<ul style="list-style-type: none"> <li>• DPU has changed staff responsibilities to improve daily operation and oversight of the copier program.</li> <li>• DPU has taken efforts to improve meter reading collection responses from collateral-duty KOs.</li> <li>• DPU is reorganizing the management of the copier program.</li> <li>• Copier records are being consolidated to ensure better tracking of information as it pertains to each copier.</li> </ul>	Completed  Completed  6/30/99  6/30/99	Oversight Manger designation  KO information packets  Revised DPU organization chart  Consolidated copier records	\$0	Yes