

# Report Summary

Social Security Administration Office of the Inspector General

February 2012



## Objectives

To comprehend and document the sources of data that were collected to report on the specified performance indicator (PI); identify and test critical controls (both electronic data processing and manual) of systems from which the specified performance data were gathered; test the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data for each of the specified PI; and recalculate each measure to ascertain its accuracy.

## Background

The Social Security Administration (SSA) provides the public a variety of service options for conducting business and obtaining information. These options consist of customers calling SSA's national toll-free number, calling and/or visiting local field and hearing offices, and using SSA's Website. By continually assessing how it delivers services to the public, SSA has expanded from an entirely field office-based operation to one that offers an array of methods the public can interact with the Agency.

To view the full report, visit  
<http://oig.ssa.gov/audits-and-investigations/audit-reports/A-15-11-11183>

## Performance Indicator Audit: Customer Service (A-15-11-11183)

## Our Findings

Our audit did not identify any significant findings related to the internal controls over the systems supporting the PI. In addition, our audit did not identify significant findings regarding the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data for the indicators subject to audit. We were able to recalculate the accuracy of the PI without exception.

We noted that SSA management appeared to have remediated previously identified issues by improving their internal controls related to documentation of the survey processes. Survey processes appeared to be current and well-documented.

## Conclusion

Based on the results of our audit, we believe the PI was adequate, accurate, reasonable, complete, and consistent with the underlying data. In addition, we noted that internal controls over the system supporting the PI were operating effectively.