

# PERFORMANCE AND ACCOUNTABILITY

## Reported Agency Actions and Plans to Address 2001 Management Challenges and Program Risks



Highlights of GAO-03-225, a report to the Committee on Governmental Affairs, U.S. Senate

### Why GAO Did This Study

In January 2001, GAO issued its special series of reports entitled the *Performance and Accountability Series: Major Management Challenges and Program Risks* which described major management challenges and high-risk areas facing 21 federal agencies. This report describes both agency-specific challenges and two governmentwide high-risk areas—strategic human capital management and information security—that were identified in our January 2001 reports and how agencies have reported responding to these challenges.

GAO was asked to review for each of the major management challenges discussed in our January 2001 series, the actions agencies reported in their fiscal year 2001 performance reports, and the goals, measures, and strategies agencies reported in their fiscal year 2003 performance plans.

We did not address the progress agencies may have made in addressing their management challenges during fiscal year 2002 because this information had not yet been published.

[www.gao.gov/cgi-bin/getrpt?GAO-03-225](http://www.gao.gov/cgi-bin/getrpt?GAO-03-225).

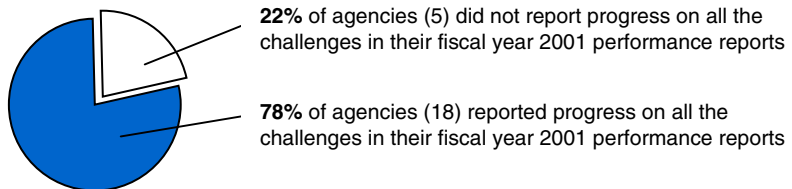
To view the full report, including the scope and methodology, click on the link above. For more information, contact Patricia A. Dalton at (202) 512-6806 or [daltonp@gao.gov](mailto:daltonp@gao.gov).

### What GAO Found

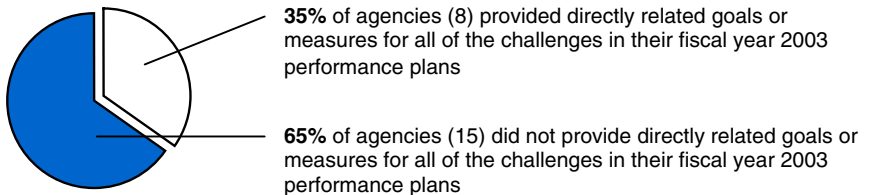
Overall, 18 of the 23 federal agencies in our review reported in their fiscal year 2001 performance reports that they had taken action on all of the major management challenges. In their fiscal year 2003 performance plans, the agencies discussed, for the most part, performance goals and measures directly or indirectly related to the major management challenges. Specifically, 8 of the 23 agencies discussed directly related goals and measures for all of the challenges, and 8 others listed directly related goals and measures for most of the challenges.

The 15 agencies that did not provide directly related goals and measures for all of their challenges varied in the extent to which they did address the challenges. Nine of the 15 agencies discussed goals and measures that were indirectly related to at least one of their major management challenges. Nine of the 15 agencies discussed strategies for addressing at least one of the challenges, but did not provide goals or measures. Five agencies mentioned no goals, measures, or strategies for one or more challenges.

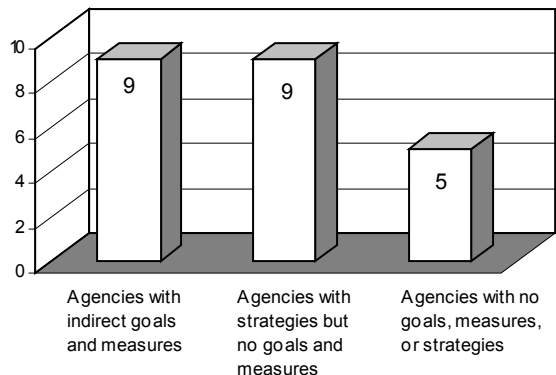
### Most Agencies Did Report Progress on Management Challenges



### Most Agencies Did Not Provide Directly Related Measures for All Challenges



### Agencies That Did Not Provide Directly Related Goals for All Challenges Varied in the Extent to Which They Address Them



Note: Agencies that have at least one challenge in category.

Source: GAO analysis.