

Amtrak Office of Inspector General Implementation Roadmap Development

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BACKGROUND

The Amtrak Office of the Inspector General (OIG) is in a period of significant transition. With new leadership in place and a Strategic Plan for the Fiscal Years 2010-2014 recently completed, the IG and his leadership team are well positioned to influence the culture and performance of the OIG office and of Amtrak.

PROJECT DESCRIPTION

The National Academy conducted an organizational assessment of the Amtrak Office of Inspector General (OIG) in the spring of 2010. The assessment utilized senior leadership and stakeholder interviews, an all staff survey, and benchmarking of comparable OIGs in order to identify eight critical areas of focus for addressing critical risks and "quick win" opportunities as they relate to achieving the strategic goal of *leading by example as a model OIG*. The Amtrak OIG has engaged the National Academy to assist the organization in developing Implementation Roadmaps addressing six areas with high levels of urgency. They include:

- Internal Communications
- Quality and Timely Work Processes
- Work Planning and Prioritization
- Performance Measures
- External Communications
- Management and Policy Updates

Each Implementation Roadmap will consist of a 12-18 month tactical plan to guide in the accomplishment of the most critical improvements identified in the organizational assessment, and will provide the information needed for OIG leadership to hold staff accountable for progress on key activities and milestones of the priority issues. The National Academy is partnering with the Amtrak OIG to work with OIG senior management and staff in National Academy-facilitated working groups to identify the outcomes, products, milestones, key activities, owners, and accountability metrics to successfully complete the high-priority activities. The final report summarizing the Implementation Roadmap development within the six key areas will be delivered 120 working days following project kickoff.

PANEL

John M. Kamensky, *Chair** Associate Partner, IBM Global Business Services; Senior Fellow, IBM Center for the Business of Government. Former Deputy Director, National Partnership for Reinventing Government; Assistant Director, U.S. Governmental Accountability Office; Staff, Texas Constitutional Convention; Staff, Texas House of Representatives.

Cheryle A. Broom* King County Auditor, King County Auditor's Office, State of Washington. Former First Deputy Inspector General, Office of Inspector General, New York State Metropolitan Transportation Authority; Legislative Auditor, Washington State Joint Legislative Audit and Review Committee; Program Staff Director, King County Council; Citizen Participation Project Coordinator, U.S. Department of Health, Education and Welfare. Former positions with U.S. General Accounting Office: Evaluator; Performance Audit Manager; Auditor; Program Budget Analyst; Investment Analyst.

Harold I. Steinberg* Technical Director, Federal, State and Local Government Performance Reporting Programs, Association of Government Accountants. Former Deputy Controller/Acting Controller, Office of Federal Financial Management; Member, Federal Accounting Standards Advisory Board; Partner-in-Charge, Federal Government Practice, KPMG; Associate Director for Management, U.S. Office of Management and Budget.

Regina V.K. Williams* City Manager, City of Norfolk, Virginia. Former City Manager and Assistant City Manager, City of San Jose, California; Senior Deputy City Manager and Chief of Staff, City of Richmond, Virginia; Director of Personnel and Training, Commonwealth of Virginia; Director of Personnel, City of Richmond, Virginia.

PROJECT STAFF

Mark Schultz, *Program Area Director*

Brenna Isman, *Project Director*

Leslie Overmyer-Day, *Senior Analyst*

Elizabeth Frazier, *Senior Advisor*

Chloe Yang, *Research Associate*

Matt Thomas, *Research Associate*

* *Academy Fellow*