



OFFICE OF  
**INSPECTOR  
GENERAL**  
UNITED STATES POSTAL SERVICE

## **HIGHLIGHTS**

September 28, 2012

### **Accuracy of the Electronic Facilities Management System**

Report Number DA-AR-12-004

#### **BACKGROUND:**

The Electronic Facilities Management System (eFMS) database is the official U.S. Postal Service record for real property inventory, used to manage all property-related projects including acquisition, disposal, and repairs. Our objectives were to assess how Postal Service officials use critical data in eFMS to manage facilities, inventory, and projects; and the accuracy of facilities' data in eFMS.

#### **WHAT THE OIG FOUND:**

Postal Service officials appropriately used critical data in eFMS to make decisions on selling owned facilities, terminating leases, managing facility operating costs, and reducing facility inventory square footage. While eFMS contained useful data, opportunities exist for improving data accuracy for critical fields. Postal Service employees did not always accurately record critical data fields. Specifically, 95 percent (142) of the 150 leased facilities and 7 percent (eight) of the 120 owned facilities reviewed contained at least one error in critical eFMS data fields collectively identified by Postal Service officials and the U.S. Postal Service Office of Inspector General. Also, owned properties smaller than 10,000 square feet (SF) often have inaccurate interior and site square footage measurements.

Sixty-eight percent (or 151 of the 222 errors in our sample) occurred primarily because of eFMS system design limitations. Employee input errors, which accounted for 32 percent of the errors, occurred because there are no eFMS mandatory training, policy, and user guides.

A majority of the errors occurred in critical data fields of leased facilities. We did not find any financial losses due to these errors. However, unreliable and inaccurate data could impact the agency's ability to effectively support management's decisions and to assist officials across multiple areas of operations. Therefore, we consider \$498.6 million as other impact for data integrity due to inaccurate leased facilities' data recorded in eFMS. This amount does not represent financial losses incurred by the Postal Service, but the annual rental costs of leased properties with incorrect data.

#### **WHAT THE OIG RECOMMENDED**

We recommended management modify eFMS to address inconsistency in data entry, including the use of drop-down lists and requiring completion of all data fields; and annually validate all eFMS data, eFMS training and evaluation of interior and site square footage of owned facilities less than 10,000 SF.