



## Office of Inspector General

February 8, 2024

TO: Bob Scherer  
Chief Information Officer

Alice Maroni  
Chief Management Officer

FROM: John Seger  
Assistant Inspector General for Audits, Evaluations, and Inspections

SUBJECT: PBGC's ServiceNow Support Desk (Project No. EV-24-178)

The Office of the Inspector General is initiating an engagement on PBGC's ServiceNow Support Desk operations. Please see the enclosure for more specific details on the engagement and for topics we plan to discuss at the entrance conference. We will begin work on this engagement immediately, so we would appreciate your notifying the appropriate staff.

The next step will be to conduct an entrance conference which we will coordinate with the Corporate Controls and Reviews Department. At the entrance conference, we request PBGC provide any feedback on the planned engagement.

Thank you in advance for your time and consideration.

cc: Kristin Chapman, Chief of Staff  
Karen Morris, General Counsel  
Lisa Carter, Director, CCRD  
Latreece Wade, Risk Management Officer

## Overview of the Engagement

Subject: PBGC's ServiceNow Support Desk

Source for the Work: Self-initiated

Issue(s) Under Review/Objective(s)/Key Question(s):

1. Objective: To evaluate PBGC's oversight and administration of the ServiceNow Support Desk operations.
2. Evaluate PBGC's compliance with applicable Federal Acquisition Regulations and PBGC policies. This may include assessing contractor performance and any award fees related to the ServiceNow Support Desk contract and selected task orders.

Entrance Conference Discussion Topics:

1. Provide an overview of the ServiceNow Support Desk work requirements and contract administration procedures before and after the ServiceNow platform.
2. Any change made to how the award fee is calculated post-initiation of ServiceNow.
3. Any change made to contract staff's labor mix with the initiation of ServiceNow.
4. Provide an overview of each Departments use of the ServiceNow platform.

Documentation Requested for the Entrance Conference:

1. The contract action that initiated the ServiceNow platform.
2. Most recent contract action related to the ServiceNow platform.

Points of Contact Requested:

1. Procurement Department staff responsible for the ServiceNow platform administration.
2. IT staff responsible for oversight of ServiceNow Support Desk.
3. Facilities staff responsible for oversight of ServiceNow Support Desk.
4. Physical Security staff responsible for oversight of ServiceNow Support Desk.

Estimated Report Issuance: December 2024

OIG Contacts:

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