



## Office of Inspector General

Board of Governors of the Federal Reserve System  
Bureau of Consumer Financial Protection

Executive Summary, 2019-MO-B-014, September 30, 2019

# The Board's Law Enforcement Operations Bureau Can Improve Internal Processes

## Findings

The Board of Governors of the Federal Reserve System Law Enforcement Unit's (LEU) Operations Bureau can improve standards and processes associated with its control environment to better support the LEU's mission. Specifically, we found that the LEU did not document the roles, responsibilities, training qualifications, and reporting requirements after modifying its process for internal reviews. We also found that the LEU can better communicate its decisions and the rationale for changes affecting the Operations Bureau and can take further action to improve communication generally. Additionally, the LEU can better capitalize on professional development opportunities for officers and new supervisors.

Lastly, the LEU should also strengthen its processes for determining shift and post assignments. The LEU is updating its current scheduling system, including developing automated features. We did not evaluate the system revision because it was still under development at the end of our fieldwork.

## Recommendations

This report contains recommendations designed to improve internal processes associated with the Operations Bureau's control environment. In its response to our draft report, the Board generally concurs with our recommendations and outlines actions to address each recommendation. We will follow up to ensure that the recommendations are fully addressed.

## Purpose

Our objective was to assess whether the control environment in the LEU's Operations Bureau is operating effectively to support the LEU's mission as well as components of the Management Division's strategic goals. A *control environment* includes those standards, processes, and structures that help an organization achieve its objectives; it encompasses the organization's mission, goals, values, and behaviors and the way in which staff interact.

## Background

The LEU's mission is to provide a safe and secure environment for Board staff and others on Board-designated property, which includes Board-owned and Board-leased buildings. The LEU reports to the Management Division Director and has four bureaus: Operations, Operations Support, Training, and Technical Security.