



STRATEGIC PLAN 2024–2027

MISSION

The Office of Inspector General provides independent oversight by conducting audits, evaluations, investigations, and other reviews of the programs and operations of the Board of Governors of the Federal Reserve System and the Consumer Financial Protection Bureau. We demonstrate leadership by making recommendations to improve economy, efficiency, and effectiveness and by preventing and detecting fraud, waste, and abuse.

“To be *the* trusted oversight organization of the Board and the CFPB.”

GOALS

1. Make a Difference

Deliver results that promote agency excellence.

- 1. Focus on critical agency risks, programs, and operations as well as stakeholder concerns.
- 2. Identify and embrace opportunities to provide innovative, high-impact OIG products and services.
- 3. Collaborate effectively within the OIG to anticipate and mitigate risk and provide quality and timely products and services.
- 4. Maintain a comprehensive yet agile approach to react effectively to critical agency risks.

OBJECTIVES

2. Cultivate Great Teams

Promote a skilled, engaged workforce and foster a collaborative environment.

- 1. Provide continuous leadership and development opportunities, especially around building expertise on the latest technologies.
- 2. Enhance empowerment, collaboration, transparency, and knowledge sharing across the OIG.
- 3. Enhance talent strategies to remain competitive in an evolving labor market both now and in the future, and attract a highly skilled candidate pool.

VALUES

Collaboration and Teamwork

Our success lies in working together; fostering a mutually supportive environment; and affording each team member the opportunity to contribute, learn, develop, and grow.

Excellence

We are committed to achieving the highest quality in everything we do.

Integrity

We hold ourselves and each other to the highest ethical standards.

Objectivity and Independence

We conduct our work based on supportable facts without bias or undue influence.

Respect

We treat each other and our stakeholders with consideration, professionalism, and dignity.

3. Build Bridges

Optimize external stakeholder engagement.

- 1. Ensure Board and CFPB awareness of the OIG, and optimize productive coordination and cooperation with agency staff.
- 2. Sustain understanding and appreciation by stakeholders of our independent role, value, and impact.
- 3. Drive stakeholder value through effective communication and engagement.
- 4. Remain responsive to requests from Congress, the Board of Governors, and the CFPB director.

4. Work Better

Advance organizational effectiveness and model a culture of continuous improvement.

- 1. Prioritize work activities and available resources efficiently.
- 2. Improve the availability, integration, and use of technology and overall data maturity.
- 3. Streamline and improve our processes.
- 4. Identify and apply leading-edge best practices from the OIG community.