

~~SECRET//TK//NF~~

Closure Recommendation Memorandum

Case Number: 19-0228-C	Date of Entry: 1/24/2020
Primary Investigator: [redacted]	(b)(3)

Allegation Information

Narrative:
 OIG received an anonymous complaint that repeated reporting of deficiencies within a particular program have not yielded any results.

Last Investigative Step:
 Received email response from [redacted] contracts stating [redacted] was not designed/built as a mission critical service. (b)(3)

Resolution:
 Unsubstantiated

Case Closure Recommendation Justification

Additional Information:
 (U//FOUO) [redacted] management responded that the [redacted] Per the [redacted] (b)(3)
 management response, the contract performance standard does not meet the mission critical response time requirements. This refutes the complainant's claim about the unresponsiveness of the contract support received while using the service. Although the response acknowledged concerns that the complaint may be merited if there are mission critical efforts running on [redacted] the complaint does not mention any such specific mission critical efforts.
 (U) The case is being closed as unsubstantiated with no further action required at this time.

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