

## Waste, Fraud, and Abuse in Agencies e.g. DOJ

- 1) There may be no published email for the official nor email address for the “group” at the agency
- 2) The official may not publish a fax number,
- 3) Attachments may not be accepted e.g. DOJ,
- 4) the web site may be missing "How to handle a ten year bar for a D/S student",
- 5) the web site may not handle where to send common cases,
- 6) the State Department may point out the issues as discussed in "analysis of the ten year bar" at my web site ([www.brettfleisch.com](http://www.brettfleisch.com)), which state there is no way to get rid of the problem e.g. without I) open communication lines or II) there is a precondition that is impossible to satisfy,
- 7) auto-replies are not sent when a complaint is sent to DOJ. There may be no answer but there is also no receipt of the email or posting,
- 8) A person would be negligent not to send the complaint again because no one answered, meaning it was not received,
- 9) even if it the complaint has an auto-reply it does not mean it was looked at or addressed, there is no way but the date to refer to it and there was no record returned if multiple submissions were on that date,
- 10) since there is no receipt, there is no "ticket" so the problem is logged and numerically tracked. In this case, DOJ (or appropriate agency) is responsible for its own waste, fraud and abuse by 1) not providing a ticket to refer to for follow up a) phone calls b) faxes c) additional email or d) additional postings to the web site
- 11) “treating email like a tweet”: one example:
  - delegate the email “tweet” to others to handle, (retweet)
  - the original tweet can't be responded to because
    - a. technical (possible fraud)
    - b. delegation (possible waste)
    - c. negligence (possible abuse)
  - the delegated individual thinks he/she can't respond for the boss (there could be a response and a cc),
  - the boss never responds because it was delegated to someone else,
  - the boss never knows the answer because the person delegated may or may not have completed the task, (no deadlines or eta ever decided)
  - he delegated individual moves onto other work, not completing the task or completing the task and not responding for the boss

See “the Departed” clip on my web site,

  - See the video next to “You're not in Any Trouble Are you?”