

# **Supplementary Information**

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## **SI 1 – SBA Programs and Offices**

### **Center for Faith-based and Neighborhood Partnerships**

Faith-based and community organizations can play an important role in helping the SBA reach, train, and finance the entrepreneurs whose businesses bring jobs and hope to communities all across the nation. The Center for Faith-based and Neighborhood Partnerships promotes SBA partnerships with faith-based and community organizations to help build awareness of SBA's programs that can transform neighborhoods and change lives. Additionally, the office informs faith-based and neighborhood organizations of SBA's loan programs that require non-profit intermediary participation and actively encourages qualified organizations to apply for certification as microloan intermediaries.

### **Office of Capital Access**

The Office of Capital Access assists small businesses in obtaining the loans necessary for growth by being a gap lender, providing assistance to small businesses that otherwise would not qualify for unguaranteed financing, obtaining equity, or taking advantage of contracting opportunities.

The 7(a) loan program requires SBA lending partners to certify that the applicant was unable to qualify for loans elsewhere on reasonable terms. The 504 program, which has a statutorily mandated job creation component, fills another lending gap by providing long-term, fixed rate financing for major assets such as real estate and heavy equipment. Surety Bond Guarantee is a program that serves as a gap surety bond credit provider, expanding the bond credit and capacity of small contractors that would not otherwise be able to compete for public and private work. The Office of Credit Risk Management provides risk management based on monitoring, reviewing, and oversight of the 7(a) and 504 lenders and microloan intermediaries; and monitoring and analysis of the 7(a), 504, microloan and disaster portfolios.

### **Office of the Chief Information Officer**

The Office of the Chief Information Officer provides information technology leadership, products, services and operational support for the SBA. The chief information officer is the principal advisor to the Administrator on information technology matters and has overall responsibility for developing, managing and monitoring SBA-wide IT systems, projects, personnel and expenditures. The office provides information technology governance support to the Agency, ensuring that the SBA manages its current and prospective IT investment portfolio in accordance with the laws, regulations and policies applicable across government.

The OCIO manages SBA's functional IT units encompassing systems development, operations, voice and data communications, and user support. Directly or through contractors, the OCIO has responsibility for over 80 current, mission oriented IT systems that support SBA program delivery and enable the Agency to equip and outfit its employees with current hardware, software and computing tools such as email, wireless capabilities, and remote access for telecommuters. This office manages and maintains SBA's web presence on [www.sba.gov](http://www.sba.gov). It is also the Agency's lead office for information security, data privacy, electronic identity protection and incident reporting, including information technology aspects of COOP, continuity of operations planning.

### **Office of Communications and Public Liaison**

The Office of Communications and Public Liaison has the principal responsibility for developing and implementing effective communications strategies to ensure that SBA's mission, programs, services and initiatives are articulated clearly and consistently to the American public in general and the small business community in specific. It supports field and program offices with planning and implementation of effective communications strategies. OCPL plays the chief role in articulating, explaining and promoting Agency policy and goals to the national news media.

Through Community Relations and the Office of Strategic Alliances within OCPL, the SBA forms alliances with for-profit corporations, small businesses, non-profit organizations, trade and professional associations, academic institutions, and public-sector agencies. The alliances offer opportunities to network on areas of common interest.

This office manages the web content on [www.sba.gov](http://www.sba.gov) and is the federal managing partner for *Business Gateway*, [www.business.gov](http://www.business.gov), a program integrating web resources to provide small businesses and aspiring entrepreneurs with information services that save time and money, engage citizens to participate, and enable collaboration across all levels of government.

### **Office of Congressional and Legislative Affairs**

The Office of Congressional and Legislative Affairs assists in the development of SBA legislative programs and serves as the communications focal point on legislation and congressional activity. CLA monitors legislation and policies introduced by Congress and government agencies to determine their effects on the SBA and small business. It furthers the goals of the SBA and enables Members of Congress to best serve their small business constituencies by promptly providing accurate, current, and continuous information to Congress, congressional committees, and others interested in SBA programs. It also devises and implements legislative strategy and has primary responsibility for all matters relating to the congressional and legislative functions of the SBA. CLA provides liaison with legislative personnel at the White House, the Office of Management and Budget, and various federal departments and agencies. It coordinates with SBA program and field offices to ensure continuity and consistency in SBA's communications with Congress; and, it coordinates all Government Accounting Office activities with the SBA.

### **Office of Disaster Assistance**

The Office of Disaster Assistance plays a vital role in the aftermath of disasters. Through ODA, the SBA is responsible for providing affordable, timely, and accessible financial assistance to homeowners, renters, and businesses of all sizes affected by disaster. Financial assistance is available in the form of low-interest, long-term loans. SBA disaster loans are the primary form of federal assistance for the repair and rebuilding of non-farm, private sector disaster losses. For this reason, the disaster loan program is the only form of SBA assistance not limited to small businesses. ODA makes physical disaster loans and economic injury disaster loans. Physical disaster loans are for permanent rebuilding and replacement of uninsured or underinsured disaster-damaged privately-owned real and/or personal property. They are available to homeowners, renters, businesses of all sizes and nonprofit organizations. Economic injury disaster loans provide necessary working capital until normal operations resume after a disaster. They are restricted to small businesses and non-profit organizations.

### **Office of Disaster Planning**

The Office of Disaster Planning reports directly to the SBA Administrator and is responsible for integrating disaster planning, preparedness activities and disaster response programs for all SBA offices. This office also acts as the Agency Continuity of Operations Coordinator.

The Office of Disaster Planning provides Agency coordination in utilizing SBA resources to assist citizens, communities and businesses in responding to disaster occurrences and long-term recovery needs. It also represents the SBA on various inter-governmental bodies related to disaster response and recovery and works to ensure that the Agency and its resource partners coordinate effectively to help serve disaster victims.

## **Office of Entrepreneurial Development**

The Office of Entrepreneurial Development (OED) is the front door to America's small businesses. Through online training, strategic partnerships, and a vast resource partner network, OED supports over a million clients annually as they start, sustain and grow their small businesses. From underserved urban and rural communities to mainstream and high growth small businesses in all regions and industries, OED provides the path to growth. OED's network of business counselors, mentors and trainers reaches into communities across America through Small Business Development Centers, Women's Business Centers and SCORE chapters. This network of resource partner business experts provides face-to-face and online counseling, training and mentoring to help small businesses develop strategic plans, conduct market studies, implement new technologies, access needed capital, and much more.

## **Office of Equal Employment Opportunity and Civil Rights Compliance**

To advance Agency-wide diversity at all levels and equal access to programs and activities receiving SBA financial assistance, this office works to prohibit discrimination against all SBA employees and applicants based on race, color, sex, age, religion, disability, national origin, and retaliation for opposition to discriminatory practices or participation in the EEO process. The office of EEO and CRC also works to achieve equal employment opportunity for all qualified employees consistent with the nation's workforce diversity. The office works to ensure that no person in the U.S. is denied the benefits of, excluded from participation in, or subjected to discrimination under any program or activity receiving SBA financial assistance based on race, color, sex, age, disability, national origin, and marital status (extension of credit). In addition, the office ensures that individuals with disabilities have equal access to SBA-conducted or co-sponsored programs and activities.

## **Office of the Executive Secretariat**

The Office of the Executive Secretariat works with senior management officials to formulate the Administrator's and Deputy Administrator's written correspondence. Under the leadership of the Deputy Associate Administrator for Management and Administration, ExecSec reviews, edits, and manages correspondence. ExecSec ensures that correspondence and written products are delivered in the most timely and efficient manner while providing useful reliable information and advice to Congress, other federal agencies, and small business owners nationwide.

## **Office of Field Operations**

The Office of Field Operations represents SBA field offices at headquarters. OFO is responsible for the direct execution of SBA products and services. The office establishes and monitors performance goals for 10 regional and 68 district offices. It provides policy guidance and oversight to regional administrators and district directors in implementing Agency goals and objectives and in solving problems in specific operational areas. It establishes and monitors performance goals for district offices; provides associate administrators, program heads, and the general counsel with a vehicle for overseeing field office program and policy implementation; provides feedback to headquarters management regarding the performance of their programs; ensures that field offices have adequate input to all policy formation and participate in policy deliberations at headquarters; organizes reviews of field offices; informs the SBA Administrator of field activity; and, when necessary, the Office of field Operations provides coordination with the Office of Disaster Assistance.

## **Office of General Counsel**

The Office of General Counsel provides legal advice in support of all SBA programs and initiatives. The office helps minimize the Agency's legal risks and costs, reduce litigation exposure, and monitors compliance with applicable statutes, regulations, Executive Orders and other legal requirements. OGC provides the legal support necessary to defend SBA's interest in judicial and administrative actions and

proactively represents the Agency in all legal matters that arise in the context of its financial assistance, procurement and contracting programs, as well as labor and employment disputes.

### **Office of Government Contracting and Business Development**

The Office of Government Contracting and Business Development promotes increased small business participation in the federal contracting market for goods and services. It fulfills SBA's statutory mission to ensure that a fair share of federal contracting goes to small businesses.

Working with federal agencies, the SBA negotiates procurement goals, monitors performance, encourages the use of small business sources, provides procurement training and technical assistance to small firms, and provides policy direction and guidance to federal agencies. Several of the government-wide goals are statutory, including small businesses, small disadvantaged businesses, women-owned small businesses, HUBZone small businesses, and service-disabled veteran-owned small businesses.

### **Office of Grants Management**

The Office of Grants Management awards and administers all grants under SBA's authorization and appropriations, with the exception of the small business development center and women's business center grants which are awarded and administered by the respective program offices. In the case of congressional earmark grants, the OGM serves as the technical representatives for the grants as well. The director of OGM serves as SBA's senior grant officer and represents the Agency on all interagency grant-related policy making groups.

### **Office of Hearings and Appeals**

The Office of Hearings and Appeals was established in 1983 to provide an independent, quasi-judicial appeal of certain SBA program decisions. OHA formally adjudicates disputes rising in numerous jurisdictional areas. These include appeals regarding SBA formal size determinations; appeals from contracting officer designations of the North American Industry Classification System codes for procurements government-wide; appeals regarding certain SBA determinations relating to development companies; and appeals from Agency and private certifier small disadvantaged business determinations, all of which, by regulation, may be decided either by an administrative judge or an administrative law judge. OHA's jurisdiction also includes 8(a) Business Development program eligibility, suspension, and termination appeals, and salary offset appeals, all of which, by statute, must be decided by an administrative law judge.

### **Office of Human Resources Solutions**

The Office of Human Resources Solutions develops and provides innovative human capital strategies. The OHRS advises SBA management with respect to selecting, developing and managing a high-quality, productive workforce. This office sets SBA's workforce development strategy; assesses current workforce characteristics and future needs based on SBA's Strategic Plan; aligns human resources policies with organization mission, strategic goals, and performance outcomes; develops and advocates a culture of continuous learning to attract and retain employees with superior abilities; identifies best practices and benchmarks studies; and creates systems for measuring intellectual capital and identifying links of that capital to organizational performance and growth. This office also implements laws, rules and regulations governing the civil service.

### **Office of the Inspector General**

The Office of Inspector General is an independent office created by law within the SBA to conduct and supervise audits, investigations, and other reviews relating to SBA programs and supporting operations; detect and prevent waste, fraud, and abuse; and promote economy, efficiency, and effectiveness in the administration and management of SBA programs. The Inspector General keeps the SBA Administrator

and the Congress fully informed of any problems, recommends corrective actions, and monitors progress in the implementation of such actions. The two operating components of the OIG are the Auditing Division and the Investigations Division. The Auditing and Investigations Divisions each administer their respective activities through staff located in various locations around the country. The Management and Policy and Counsel Divisions support both the Inspector General and the operating divisions by providing policy, planning, administrative, and legal services, respectively.

### **Office of International Trade**

The Office of International Trade enhances the ability of small businesses to compete in the global marketplace by facilitating access to capital and technical assistance to support international trade, ensuring the interests of small business are considered and reflected in trade negotiations, and supporting and contributing to the U.S. government's international commercial and economic agenda.

### **Office of Investments and Innovation**

The Office of Investments and Innovation assists small businesses through the administration of the Small Business Investment Company (SBIC) and the Small Business Innovation Research (SBIR) programs. SBICs are privately owned and managed investment funds that are licensed and regulated by the SBA. They use their own private capital plus funds borrowed with an SBA guaranty to make investments in qualifying small businesses, especially those with potential for substantial job growth and economic impact. The SBIR program helps small businesses develop innovations to meet the research and development needs of the federal government and then commercialize those innovations in the marketplace. In addition to helping meet federal research and development needs, the SBIR can advance American innovation and competitiveness in the broader economy.

### **Office of Management and Administration**

The Office of Management and Administration is responsible for all aspects of personnel, employee relations, grants management, space management, mailroom operations, and controlled correspondence. The office oversees the Office of Human Resources Solutions, the Office of Grants Management, the Office of Administrative Services, and the Office of the Executive Secretariat.

### **Office of the National Ombudsman**

The Office of the National Ombudsman fosters a more small business-friendly federal regulatory enforcement environment by assisting small businesses when they experience excessive federal regulatory enforcement actions such as repetitive audits or investigations, excessive fines, penalties, threats, retaliation, or other unfair enforcement action by a federal agency. It does this by evaluating how federal agencies treat small businesses during enforcement or compliance actions.

### **Office of Native American Affairs**

The SBA, through its Office of Native American Affairs, coordinates Native American initiatives and develops policies and procedures to ensure that SBA assistance is made available to American Indians, Alaska Natives and Native Hawaiians. The initiative consists of three major components — marketing, outreach, and training — to enhance business opportunities.

### **Office of Performance Management and the Chief Financial Officer**

The Office the Chief Financial Officer conducts and promotes effective financial management activities for the SBA including budget, credit subsidy, financial operations, financial systems, internal controls, and acquisitions. It develops and maintains integrated accounting and financial management systems; directs, manages, and provides policy guidance and oversight of all Agency financial management personnel, activities, and operations; approves and manages financial management systems design and

enhancement projects; establishes and implements Agency-wide policies for management integrity and audit follow-up, including internal controls; develops budgets for financial management operations and improvements; implements Agency asset management systems; monitors the financial execution of the Agency budget in relation to actual expenditures; and develops policies and procedures for the acquisition of supplies, equipment, and non-personnel services.

The Office of Performance Management provides tools and guidance to assist the Agency in driving performance improvement efforts across the organization. It also helps the Agency develop better performance measures in order to facilitate SBA's continued movement from measuring activity outputs to measuring programmatic and Agency outcomes. It builds Agency capacity for results-based management through data-driven reviews and analysis, training and outreach to program offices. The office supports the Agency's strategic planning and prepares annual accountability and/or performance reports.

#### **Office of Veterans Business Development**

The Office of Veterans Business Development conducts comprehensive outreach on behalf of the Agency and is responsible for the formulation, execution, and promotion of policies and programs of the Administration which advance and support veteran entrepreneurship. To accomplish this OVBD operates a national outreach initiative and provides direct service delivery through funding agreements with resource partners, coordination of outreach and service delivery with other federal agency partners, and development of Agency program initiatives.

**SI 2 – Strategic Plan FY 2011-2016**  
**Addendum to Strategic Plan FY 2011-2016**

# U.S. Small Business Administration

Strategic Plan  
Fiscal Years 2011 - 2016

**U.S. Small Business Administration**



***Your Small Business Resource***

For more information on SBA programs visit: <http://www.sba.gov/>  
(En Español: <http://www.sba.gov/espanol/>) or contact the SBA Answer  
Desk (Centro de Información de la Agencia Federal para el Desarrollo  
de Los Pequeños Negocios):  
1-800-U-ASK-SBA (1-800-827-5722)  
Send emails to: [answerdesk@sba.gov](mailto:answerdesk@sba.gov)  
Answer Desk TTY: 1-704-344-6640

# U.S. Small Business Administration 2011 - 2016 Strategic Plan

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## Message from the Administrator:

**Since 1953, the U.S. Small Business Administration (SBA) has helped America's small businesses grow and create jobs.** By expanding access to capital, counseling, federal contracts, disaster assistance, and entrepreneurial education, the **SBA gives small business owners the tools they need** to strengthen our economy, drive American innovation, and increase our global competitiveness.

This Strategic Plan provides a framework that will maximize the Agency's strengths and resources in order to help small businesses.

With this plan, the SBA will continue to serve both kinds of small businesses: "Main Street" and "high-growth." This dual focus is critical to sustaining the small business communities that Americans need every day, while also growing the next generation of great U.S. companies that will create thousands of well-paying jobs here at home.

**This Plan is the result of extensive dialogue** throughout the Agency, across the Administration, and with leaders in the small business community. The process has resulted in **three overarching goals for the next five years:**

- 1. Grow businesses and create jobs**
- 2. Build an Agency that meets the needs of today's and tomorrow's small businesses**
- 3. Serve as the voice for small business**

Each goal contains objectives which are directly tied to performance both at the individual level and Agency-wide.

I am pleased to submit the SBA's new Strategic Plan. These are challenging times, and the SBA's role in helping small businesses grow and create jobs has never been more important.

Sincerely,



Karen G. Mills

## Overview

The U.S. Small Business Administration (SBA) helps Americans grow businesses and create jobs by providing resources and tools, including access to capital; opportunities in Federal contracting; access to entrepreneurial education; and disaster assistance for businesses, non-profit organizations, homeowners, and renters.

SBA's efforts to assist entrepreneurs and small business owners are especially critical during these difficult times for the U.S. economy. Throughout America's history, small businesses have played a leading role as the driver of economic growth and job creation. In fact, according to the Census Bureau's Statistics of U.S. Businesses, more than half of working Americans either own or are employed by a small business. Also, over about the last decade, small businesses created nearly 65 percent of net new private sector jobs.

## Mission

The mission of the Small Business Administration (SBA) is to maintain and strengthen the Nation's economy by enabling the establishment and vitality of small businesses and by assisting in the economic recovery of communities after disasters.

## Core Values

**Outcomes Driven.** We will clearly define the outcomes we are targeting and ensure that our programs, processes and policies are aligned in achieving them.

**Customer Focused.** We serve people and will be responsive to their needs, both in the services we provide and in how we deliver them.

**Employee Enabled.** Our people extend the hand of service to Americans every day, and we must ensure employees have the tools, the training, and the support to be effective.

**Accountable, Efficient and Transparent.** We have a bedrock obligation to the taxpayer to manage efficiently, invest capital prudently, and be open and honest about our results.

## SBA Strategic Goals

### Strategic Goal 1: Growing businesses and creating jobs

**Strategic Objective 1.1:** Expand access to capital through SBA's extensive lending network.

#### Strategies

An improved experience for small businesses and lending partners is essential to growth in the quantity of small businesses assisted and the quantity of active lending partners. SBA's increased use of technology will improve quality, and will reduce the complexity of the lending process while making the process more efficient. We will make SBA programs simpler and easier to use for small businesses and lending partners. This will result in an SBA that is nimble and facile enough to develop and introduce programs as market needs are presented. We will leverage the Small Business Development Center (SBDC), SCORE, and Women's Business Center (WBC) networks and their relationships with the financial community to help small business owners acquire capital.

1. **Improve the Customer Experience Across Programs and Organizational Units.** Identify and act upon opportunities to improve incoming applications and purchase requests in order to decrease cycle times, and to increase efficiency and customer satisfaction. Monitor loan processing cycle times and identify trends and opportunities for improvement.
2. **Improve Outreach and Education for the Partner and Technical Assistance Provider Community.** Facilitate improved relationships with resource partners and other local technical assistance providers and state and regional economic development organizations. Develop online courses to assist lending partners.
3. **Improve Lender Outreach and Education.** Continue making improvements in today's lender self-certification program while instituting a Lender Certification Program. Creation and implementation of this Program will be done in concert with industry partners. Certification will improve the quality of compliance with SBA requirements. Continue to participate in trade communication channels to help reach new lending markets and partners. Continue to build relationships with lending trade groups as well as state lending organizations.

#### Performance Indicators

- **Small Businesses Assisted.** Number of new businesses assisted through 7(a), 504 and Microloan programs.
- **Active Lending Partners.** Grow and/or maintain active lenders in all SBA loan programs.
- **Loan Dollars Approved.** The long-term goal from Fiscal Year 2011 to Fiscal Year 2014 is to assist small businesses through \$74 billion in approved loans.
- **Jobs Supported**

**Strategic Objective 1.2:** Ensure federal contracting goals are met or exceeded by collaborating across the federal government to expand opportunities for small businesses and strengthen the integrity of the federal contracting certification process and data.

#### Strategies

1. **Expand Outreach/Training to Small Businesses.** Work in conjunction with agencies and resource partners to conduct training, match-making, and marketing events to small businesses through our network of offices. We will also maintain and expand SBA's online training courses.
2. **Provide Outreach to and Training for Agencies.** Provide contracting officer training to agencies, and work with the Defense Acquisition University and the Federal Acquisition Institute to update and develop small business contracting courses. Work with interagency groups (e.g., Chief Acquisition Officers Council, Small Business Procurement Advisory Council) to ensure their awareness of the benefits of contracting with small businesses and to improve the dissemination of "best practices".
3. **Increase Agency Accountability and Transparency.** Work with agencies on a biennial basis to set agency-level small business contracting goals. Transparently measure agencies and track their achievements in support of small businesses. Continue to refine the holistic scorecard methodology and format to ensure agency accountability.
4. **Increase Data Integrity.** Increase the accuracy of small business contracting data by working with the Office of Federal Procurement Policy to improve systems and training to eliminate errors and fraudulent information.
5. **Reduce Fraud, Waste, and Abuse.** See details in Section 2.3.

#### Performance Indicators

##### **Small Business Contracting Share**

- Meet the statutory goal for 23 percent of federal prime contracting dollars going to small businesses.
- Meet the federal prime contracting goals for small disadvantaged businesses – 8(a) program participants (5 percent), women-owned small businesses (5 percent), service-disabled veteran owned small businesses (3 percent), and HUBZone firms (3 percent).

**Strategic Objective 1.3:** Strengthen SBA's entrepreneurial education, counseling and training resources to help create new businesses and support the needs of existing businesses by successfully focusing on core program resources and ensuring these resources are aligned with the needs of both Main Street and High Growth Small Businesses.

### Strategies

1. **Provide Programs, in conjunction with SBA resource partners, that are Relevant to Small Businesses.** Educate, train, counsel and mentor Main Street as well as high-growth innovative companies with significant potential to grow and expand (“gazelles”). Assist entrepreneurs in turning ideas and concepts into new business ventures. Develop or expand counseling and training programs focused on key areas, including underserved markets, procurement, exports, and emerging and expanding technological sectors. Assist new businesses through training courses, webinar series, and train-the-trainer programs at industry events.
2. **Improve the Execution of SBA Programs.** Focus on educating and training lenders and entrepreneurs through collaboration, and provide improved online tools across SBA divisions and resource partners. Continue our customer-focused approach to improving the effectiveness of management and technical assistance programs at all stages of the small business cycle. Develop and expand SBA offerings of new content, leverage Resource Partners’ expertise, and become more agile in meeting emerging small business training needs.
3. **Improve the Technical Assistance Provided in Support of SBA Programs.** Improve the grant award process and oversight of awardee performance to achieve program objectives. Encourage the development and expansion of SBDCs into specially accredited Small Business Technology Centers to support the unique needs of innovation-based small businesses that have multi-market and exponential growth potential.

### Performance Indicators

- **Small Businesses Created.** Number of new businesses created through SBDCs, Women’s Business Centers and SCORE. The long-term goal from Fiscal Year 2011 through Fiscal Year 2014 is to help create 37,000 small businesses.
- **Small Businesses Assisted.** Number of businesses assisted through Women’s Business Centers and SCORE.
- **Long-Term Counseling Clients.** Number of long-term counseling clients of SBDCs.
- **Capital Infusion.** Dollar value of capital infusion that SBDCs helped to secure for their clients.

**Strategic Objective 1.4:** Ensure that SBA’s disaster assistance resources for businesses, non-profit organizations, homeowners, and renters can be deployed quickly, effectively and efficiently in order to preserve jobs and help return small businesses to operation.

### Strategies

1. **Enhance Emergency Preparedness and Recovery Assistance.** Have a field presence within three days of a disaster declaration. Make initial disbursement within five days of the receipt of loan closing documents. Employ a strategic communications plan focused on preparedness that

utilizes SBA resource partners and outside partners to assist SBA with preparedness messages and disaster recovery upon the occurrence of a disaster.

2. **Ensure Effective and Efficient Resource Deployment.** Use the FEMA HAZUS information in the SBA disaster staffing and scalability model to ensure that SBA's disaster assistance resources for businesses, non-profit organizations, homeowners, and renters can be deployed quickly, effectively and efficiently.
3. **Improve Customer Satisfaction.** Maintain and improve high levels of customer satisfaction, both with respect to the loan application process and post-approval, and measure results using an annual American Customer Satisfaction Index survey. Our communication with customers indicates that other than declined loan applications; the biggest concern is the availability of financing when it is needed.
4. **Expedite Referrals to Grant Providers.** Use tools to enable us to refer applicants to grant providers much more quickly, with less work for the applicant and a significantly reduced processing burden for the SBA.
5. **Improve the Insight into, and Evaluation of, SBA Operations.** Use enhanced loan portfolio models and performance metrics to give management the ability to establish clear timelines for initiatives, clarify performance goals, recognize individual accountability, and provide greater insight into any operational challenges that SBA must address.
6. **Leverage SBA's Nationwide Infrastructure.** Use non-disaster field staff, if needed, for short-term support and long-term recovery. This includes processing support, media outreach and coordination of local resources. SBA District Offices will coordinate support of long-term recovery for disaster events.

#### Performance Indicators

- **Recovery Assistance** (*targets established annually*)
  - Percent of small businesses sustaining economic injury that remain in operation 6 months after final disbursement
  - Percent of small businesses sustaining physical damage that are in operation 6 months after final disbursement
  - Percent of homeowners that completed eligible disaster repairs within 6 months of final disbursement
  - Percent of renters that completed eligible personal property replacement within 6 months of final disbursement
- **Customer Satisfaction.** Customer satisfaction rates for approvals and declines. Customer satisfaction targets are established annually.
- **Loan Processing**
  - Percent of home loans processed within standard (goal of 85%)
  - Percent of business loans processed within standard (goal of 85%)

**Strategic Objective 1.5:** Strengthen SBA's relevance to high-growth entrepreneurs and small businesses to more effectively drive innovation and job creation through both the agency's existing programs as well as new initiatives.

#### Strategies

1. **Improve Small Business Innovation Research (SBIR) Operations and Commercialization.**

Use improved metrics and reporting to enable more systematic monitoring of fraud, waste and abuse. Continue to expand outreach and launch targeted initiatives to make SBIR more entrepreneur-friendly. Improve commercialization from existing awards by sharing best practices across agencies.

2. **Grow the Deployment of Long-Term Capital.** (e.g., SBIC).

Grow SBA's debenture program by drastically reducing licensing times, and by leveraging the SBIC platform to act as a catalyst for private sector investment in underserved markets. Define a road map for growth in areas where there are market gaps, and launch new programs to meet those gaps. Develop closer partnerships with investors and lending partners. Expand the program to fill currently underserved areas in other parts of the market.

3. **Provide Entrepreneurial Assistance to High-Growth Companies.** Scale today's successful pilots into programs that support the needs of tomorrow's small high-growth firms. Capitalize on Small Business Technology Development Center programs and the cadre of technology business advisors to increase support and link high-growth potential companies to the investment community and global markets.

4. **Strengthen SBA's export promotion and assistance programs.**

Encourage small business exporting through the National Export Initiative and provide assistance through financing, export readiness training, and counseling. Increase emphasis on export promotion throughout the Field Office network. Develop and implement a communications and marketing plan to increase awareness of exporting and the export programs. Increase export technical capabilities of SBA's resource partners. Launch new efforts, working with public and private sector partners, to support new-to-exporting small businesses as well as current exporters expanding into new markets. Increase the utilization of SBA's export loan programs by participant lenders. Collaborate with other federal agencies and export assistance resources to tailor programs to better meet the needs of companies with high-growth potential.

5. **Support Regional Cluster Development.** Use all traditional SBA programs, including loans, entrepreneurial training, and technical assistance to support the increased competitiveness of geographic clusters of small businesses in particular industries. Support these clusters through dedicated programs such as the Regional Innovation Clusters program.

#### Performance Indicators

- **SBIR Operational and Commercialization Improvements.** Significantly strengthen the SBIR program as the government's premier innovation program, deploying improved data collection, reporting systems, and

performance metrics. Specific performance metrics will be added after we complete building a performance management system that establishes the current baseline of commercialization levels. The targets will focus on a meaningful increase in the rate of commercialization above that baseline.

- **Long-Term Capital Deployed.** Double the amount of long-term capital deployed in the SBIC program, and any other new programs, from the average of \$750 mil per year to \$1.5 billion per year by Fiscal Year 2016.
- **Number of Small Businesses Assisted through Export Assistance.**
- **Number of Small Businesses Assisted through SBIC.**

**Strategic Objective 1.6:** Strengthen outreach to underserved communities and underserved populations.

#### Strategies

1. **Improve Access to Capital.** Continue to assess capital access programs and begin implementing permanent programs that help close identified gaps. Build relationships with community development partners as well as faith based and neighborhood partners to identify needs and develop strategies. Continue to improve the relevance of SBA programs via these partnerships as well as with credit unions, and minority business associations and lending groups. Our products will be refined based on feedback received and our ongoing and increasing understanding of the needs of our small business customers and lenders.
2. **Expand the Availability of Counseling and Training.** Pursue strategies to make our counseling and training programs more effective and more focused on meeting the specific needs of the customer (including women, veterans, and ethnic minorities).
3. **Expand Contracting and Business Development for Underserved Communities.** Ensure that all programs supporting SBA's socio-economic and service-disabled veteran-owned small business contracting goals are efficiently and effectively run. Conduct training and outreach to expand contracting and business development opportunities for underserved communities.
4. **Support Regional Cluster Development.** Use all traditional SBA programs, including loans, entrepreneurial training, and technical assistance to support the increased competitiveness of geographic clusters of small businesses in underserved communities. Support these clusters through dedicated programs such as the Regional Innovation Clusters program.

#### Performance Indicators

- **Capital Access.** Number of Small Businesses Assisted for 7(a), 504, SBIC, and Microloans; loan approval dollars in Underserved Markets for 7(a), 504, and Microloans.
- **Counseling and Training.**
  - Percentage of clients from underserved demographics or geographically-based constituencies that are served by all resource providers
  - Veterans: Number of Veterans assisted and customer satisfaction (%)

- ***Contracting and Business Development.***
  - Maximize contracting dollars and increase share going to the socio-economic and service-disabled veteran subgroups with small business contracting goals (SDB (including 8(a)), WOSB, SDVOSB, HUBZone)
  - Number of small businesses assisted through the 7(j) program and outcome-based approach to management and technical assistance.

## Strategic Goal 2: Building an SBA that meets needs of today's and tomorrow's small businesses

**Strategic Objective 2.1:** Strengthen SBA's core programs and operations to ensure that they are high performing, effective, and relevant to the needs of the small business community.

### Strategies

- 1. Improve the Customer Experience through Online Tools and Resources, and Ongoing Simplification of SBA's Processes**  
Continue to improve sba.gov to ensure a more user-centric, streamlined experience for SBA's customers. Provide a small business gateway that enables small businesses to connect with needed resources and answers in a way that continues to save them time. Implement the Administration's Open Government principles of transparency, collaboration and participation across the agency. Release high-value data sets that are relevant to small businesses. Invest in online and mobile resources to support our mobile and remote workforce. Continue to identify ways to simplify SBA's processes and procedures and re-engineer them as appropriate.
- 2. Implement Customer Relationship Management Technologies to Yield Usable Customer Information.** Deploy tools to create and utilize a single source of customer data to provide consistent service delivery across the country.
- 3. Provide Robust Performance and Financial Management Information.** Provide financial and performance information that is useful, relevant, timely and accurate and which assists the SBA in maximizing program performance and accountability. Align budget with performance and link it to the agency's goals, regularly produce financial and performance reports, conduct program reviews, and maintain a rigorous internal control process to support improved performance of the agency's operations and programs.
- 4. Assess and review small business size standards** to ensure that SBA and other Federal programs remain relevant to small businesses.

### Performance Indicators

In addition to performance indicators outlined in Section I, SBA will also focus on:

- ***Customer Satisfaction Ratings of SBA's Online Applications and Resources.***
- ***Robust Performance and Financial Management.*** Independent auditor's opinion on SBA's financial statements. Transparent reporting on agency's high priority goals.
- ***Open Government.*** Meet proposed milestones in SBA's Open Government plan.
- ***Hours saved by users of sba.gov***

**Strategic Objective 2.2:** Invest in SBA's employees so they can more effectively serve small businesses.

#### Strategies

1. **Recruit and Retain Exceptional Talent** – Aggressively pursue and retain individuals with the requisite skills and abilities to execute SBA's mission. Support an environment where employees are engaged. Provide professional development to contribute to the overall success of SBA. Integrate SBA's payroll and budgeting information systems. Decrease SBA's average time-to-hire. Use hiring flexibilities to provide hiring officials with available options for selecting highly qualified candidates.
2. **Support and Invest in Employees**
  - *Employee Training* – Increase SBA's capacity to perform and anticipate organizational and constituent needs by providing employees with business, technical and analytical training.
  - *Workforce/Performance Management* – Conduct an analysis of mission-critical jobs and gaps in SBA's staffing of these positions. Develop and implement a plan to close identified gaps. Prepare an SBA succession plan to retain and transfer institutional expertise and knowledge. Link employees' annual performance plans to organizational goals and ensure that they are results-oriented and adhere to OPM standards.
  - *Provide Enabling Technology* – Deploy technologies to enable employees to quickly and efficiently perform daily duties as well as when mobilized for disaster service.
  - *Engaging Employees* – From the employee viewpoint survey, identify opportunities to improve employee engagement and utilization.

#### Performance Indicators

- **Recruit and Retain Exceptional Talent.** An SBA average "Time-to-Hire" that is five days faster than the Federal Government-wide standard. Retention rates for new hires. Survey hiring managers for quality of candidates.
- **Support and Invest in Employees.** Annual employee/customer satisfaction surveys.

**Strategic Objective 2.3:** Mitigate risk to taxpayers and improve oversight across SBA programs.

#### Strategies

Leverage new technologies to proactively oversee and manage SBA's credit programs and credit risk management system. This more robust, real-time risk management program will include additional, new processes for risk mitigation. These program improvements will be implemented within the planning period.

1. **Reduce Credit Risk.** Improve lender risk/loan program risk management system and practices by implementing a more robust rating system for lender risk oversight, improving transparency into portfolio/program performance,

- implementing “best practices” for lender oversight, and enforcing rules and holding lenders accountable.
2. **Reduce Government Contracting Risk.** Ensure that benefits of SBA’s contracting and business development programs flow to the intended recipients.
    - Ensure efficient and effective certification and recertification processes.
    - Maintain surveillance and monitoring of compliance.
    - Enforce rules and hold non-compliant firms accountable.
  3. **Reduce Entrepreneurial Development Program Risk.** Conduct financial and programmatic assessments of SBDCs, WBCs and SCORE to ensure programs are operating in compliance with the requirements and will use a risk-based approach to manage the oversight activities and resolve findings accordingly. We will augment oversight with an ongoing Baldrige-based accreditation program to drive continuous improvement of SBDCs.
  4. **Reduce Investment Program Risk.** Invest in technology to create tools to collect financial data and monitor risk and performance, and increase the use of private firms for valuation of select funds.
  5. **Reduce Disaster Program Risk.** Improve the disaster loan program risk management system and practices.

#### Performance Indicators

- **Credit Risk.**
  - Onsite/Offsite monitoring and reviews of lenders.
  - Conduct regular programmatic reviews of the 7(a), 504, and Microloan programs.
- **Contracting Risk.**
  - Timely and effective processing of HUBZone and 8(a) applications.
  - Number of HUBZone site visits and percentage of 8(a) reviews completed.
- **Entrepreneurial Development Risk.** Conduct regular programmatic and financial reviews of all resource partners and evaluate risk ratings for lead SBDCs.
- **Investment Program Risk.** Wind down the Participating Securities program while minimizing loss and maximizing the recovery of leverage for the taxpayer.
- **Disaster Program Risk.** Conduct regular programmatic reviews.

## Strategic Goal 3: Serving as the voice for small business

**Strategic Objective 3.1:** Collaborate with other agencies to strengthen the delivery of programs, resources and services.

### Strategies

1. **Focus on Select Collaborations.** Build significant partnerships with other agencies when there are strong opportunities to benefit small businesses, support Administration priorities, or to further other SBA Strategic Objectives and Goals.
2. **Serve as Collaborative Partner on Initiatives that Support Small Businesses.** Lead the SBIR program, working with all eleven agencies to identify and replicate best practices across agencies. Continue partnerships with agencies when the initiatives can help streamline or facilitate small business expansion and growth.
3. **Continually Evaluate SBA's Collaborations.** Assess the benefits of collaborations, weighing benefits to small businesses against additional resources required to support efforts.

### Performance Indicators

In addition to performance indicators provided under Strategic Goal #1, SBA will use performance indicators contained in specific collaborative agreements.

**Strategic Objective 3.2:** Foster a small business-friendly environment by encouraging Federal Agency awareness about the impact of unfair regulatory enforcement and compliance efforts, reducing burdens on small business, and improving small business research.

### Strategies

1. **Reduce Regulatory Burdens:**  
Assess and mitigate regulatory burdens on small business.  
Provide Regulatory Flexibility Act compliance training to regulatory staff and policymakers in federal regulatory agencies. Evaluate Federal agencies' efforts to reduce regulatory burdens as required by the Regulatory Flexibility Act. Advance the concept of regulatory flexibility at the state government level.
2. **Oversee Regulatory Enforcement:**  
Raise awareness of regulatory assistance available and allow small businesses to register comments about unfair regulatory enforcement. Evaluate Federal agencies and report to Congress on the promptness and adequacy of agency responses to inquiries from small businesses received by the National Ombudsman about Federal regulatory burdens or other substantiated concerns. Support Regional Regulatory Fairness Board members.
3. **Strengthen Awareness.** Deploy sba.gov enhancements that strengthen the awareness of SBA's Office of Advocacy and Office of Ombudsman as critical resources for small businesses.

#### Performance Indicators

- **Regulatory cost savings achieved.** The long-term goal from Fiscal Year 2011 through Fiscal Year 2014 is to achieve \$22 billion in regulatory cost savings. (Office of Advocacy)
- **Number of research products published annually.** (Office of Advocacy)
- **Small Business Comments/Federal Agency Responses.** Processing times to send comments to Agencies and to send responses to small businesses. (Office of Ombudsman)

**Strategic Objective 3.3:** Promote the availability, analysis, and dissemination of the most current, accurate, and detailed statistics possible on small business.

#### Strategies

1. **Advocate for improved data collection on small business activity.**  
Pursue new avenues for improved and expanded data products on small business by working with other government agencies and external sources.
2. **Carry out and publish data research and analysis.** Through both internal analysis and contract research, publish regular, useful, high-quality data and indicators on small businesses and the role that they play in the economy.
3. **Raise awareness of data and findings.** Publicize the availability of data and findings to federal agencies, Congress, small business organizations, research organizations, the media, and other stakeholders.

#### Performance Indicators

- Availability of small business data research and indicators on [sba.gov](http://sba.gov) and/or [data.gov](http://data.gov)

## Appendices

### Performance Planning

Performance planning at the SBA begins with the strategic plan that states the Agency's mission and the strategic goals that the Agency works toward accomplishing. The plan provides the framework around which the Agency requests funding from the Congress. The strategic plan is implemented via annual performance budgets submitted to the Congress that include goals defining specific levels of performance (targets). At the close of each fiscal year an annual performance report is published that compares the actual levels of performance achieved against the targets and provides explanations and action plans for all variances.

Annual performance budgets and reports may be viewed at

<http://www.sba.gov/aboutsba/budgetsplans/index.html>.

### High Priority Performance Goals

The SBA has identified four performance goals that reflect high priorities of SBA leadership and the Administration, and are critical to success in the strategic focus areas. These goals are supported by the FY 2011 budget request and reflect the breadth and depth of SBA's commitment both to taxpayers and to the small business community. By actively pursuing these goals, the SBA will strengthen its national contributions to entrepreneurship, innovation, and competitiveness.

Goal	Map to Strategic Plan
<i>Expand access to capital by increasing the number of active SBA lending partners for the 7(a) loan program to 3,000 by September 30, 2011, a 15 percent increase over the FY 2008 and FY 2009 average.</i>	Strategic Objective 1.1
<i>Increase small business participation in federal government contracting to meet the statutory goals and reduce participation by ineligible firms.</i>	Strategic Objective 1.2
<i>Process 85 percent of home disaster loan applications within 14 days and 85 percent of business disaster loan applications within 18 days.</i>	Strategic Objective 1.4
<i>Improve the Small Business Innovation Research (SBIR) program.</i>	Strategic Objective 1.5

## Performance Measures

This Strategic Plan associates performance measures with each Strategic Objective and identifies a few long-term quantified performance goals. Those Performance Measures and the Strategic Objective with which they are associated are noted below.

Long-Term Quantified Performance Measure	Strategic Objective
<b>Loan Dollars Approved.</b> The long-term goal from Fiscal Year 2011 to Fiscal Year 2014 is to assist small businesses through \$74 billion in approved loans.	1.1
<b>Small Business Contracting Share</b> <ul style="list-style-type: none"> <li>• Meet the statutory goal for 23 percent of federal prime contracting dollars going to small businesses.</li> <li>• Meet the federal prime contracting goals for small disadvantaged businesses – 8(a) program participants (5 percent), women-owned small businesses (5 percent), service-disabled veteran owned small businesses (3 percent), and HUBZone firms (3 percent).</li> </ul>	1.2
<b>Small Businesses Created.</b> The long-term goal from Fiscal Year 2011 through Fiscal Year 2014 is to help create 37,000 small businesses.	1.3
<b>Loan Processing</b> <ul style="list-style-type: none"> <li>• 85% of home loans processed within standard</li> <li>• 85% of business loans processed within standard</li> </ul>	1.4
<b>Long-Term Capital Deployed.</b> Double the amount of long-term capital deployed annually through the SBIC platform and new programs.	1.5
<b>Regulatory cost savings achieved.</b> The long-term goal from Fiscal Year 2011 through Fiscal Year 2014 is to achieve \$22 billion in regulatory cost savings.	3.2

## Communication and Accountability

The Agency's strategic and annual performance goals are communicated internally and externally via the Internet, public statements, and internal management meetings. Personal Business Commitments hold each senior executive accountable for achieving the results outlined in the Agency's plans. Progress is monitored on a weekly, monthly, quarterly and annual basis throughout the year.

## External Factors

A variety of factors beyond the SBA's control can affect the attainment of the objectives identified in this Strategic Plan. The following matrix identifies those external factors.

Factor	Objectives Impacted
The flow of men and women who wish to start or grow a small business.	1.1., 1.3., 1.5.
The SBA relies on other Federal agencies to meet targets and to maintain appropriate data quality standards for reporting contract awards to small businesses.	1.2., 1.6.
The level of risk that the SBA can afford within its budget limits the development of new guaranty products and/or delivery methods.	1.5., 2.3.
Economic factors including inflation, sector changes, growth rates, unemployment trends and the availability of capital can impact portfolio performance as well as demand for the SBA's programs.	1.1., 1.2., 1.6.
Availability of local matching funds for resource partners (e.g., state and local governments, colleges and universities, private sector)	1.3.
Local disasters	1.1., 1.2., 1.4
Changes resulting from Congressional mandates and Presidential directives	1.1., 1.2., 1.4., 1.6., 2.3
Availability of lender networks, lending partners, and private equity in underserved markets	1.6.
Reaching out to underserved markets where access to credit is constrained may result in the Agency increasing its credit risk.	1.6.
Legislative changes that limit the SBA's ability to impose accountability requirements on lender and finance partners.	2.3.
Since the SBA has a fixed annual budget, significant variances in the number and scope of disasters can lead to additional funding requirements via supplemental appropriations, which are not assured. SBA's annual disaster loan budget assumes an average disaster season.	1.4.
There may be instances where the catastrophic disaster damage is so extensive that long-term financial recovery provided by the SBA is not the immediate concern of the disaster victims. The primary concern may instead be emergency food and shelter. The SBA may be prepared to make and distribute loans, but the disaster victims may not be ready to make long-term recovery decisions. This can also impact the SBA's ability to meet its goals.	1.4.

<b>Factor</b>	<b>Objectives Impacted</b>
The SBA relies on many partners across the spectrum of government to deliver timely financial assistance to disaster applicants. Those partners can face many challenges, including providing access to records and services during disaster. This lack of access can have a dramatic effect on the SBA's ability to provide timely assistance.	1.4.
Security concerns, immigration issues, health care mandates and many other issues drive regulators to promulgate laws and regulations that increase the cost of doing business for the small business owner.	1.2., 3.2.
The cooperation received from other agencies to provide compliance links for SBA.gov.	2.1, 3.1.
There are continued attempts to push the SBA to address issues beyond the authority of the Small Business Act and applicable laws and regulations. If enacted, some of these changes would have the Agency essentially duplicate the activities of other Federal organizations.	3.2.
The Agency is to be a responsible steward within its programs. The SBA also has the obligation to avoid the unnecessary duplication of programs and responsibilities with other Agencies.	3.1., 3.2.
As Congress passes laws amending the Small Business Act or other laws to require the Agency to undertake broader responsibilities, the policy focus of the SBA is diluted to incorporate those issues.	1.2., 3.1., 3.2.
Large-scale natural disasters can force the Agency to re-focus, shifting a percentage of the SBA's personnel to the SBA Office of Disaster Assistance. This will have an effect on the other SBA programs.	1.1., 1.3., 1.4., 1.5., 2.1.
No legal authority exists to force change. Many of the major public policy issues are outside the ability of the SBA to take direct action.	1.2., 3.1., 3.2.
The objectives of other Federal entities occasionally conflict with those of the SBA. There are legitimate differences of opinion among agencies over contracting priorities, policy decisions and research development programs. Within the interagency review process, all agencies are required – on occasion – to compromise to benefit the Nation as a whole.	1.2., 3.1., 3.2.
The cost of capital may rise which will impact the ability of entrepreneurs to obtain financing.	1.1., 1.5.

## **Program Evaluation(s)**

The SBA uses a variety of methods and tools to evaluate its programs including independent evaluations, and Office of Inspector General and General Accountability Office reports and evaluations.

- Independent evaluations are conducted on behalf of the SBA for the purpose of evaluating program effectiveness.
- The SBA's Office of Inspector General, an independent oversight office within the SBA, conducts audits, investigations, and reviews relating to the Agency's programs and support operations.
- The General Accountability Office, an independent organization established by the Congress, conducts program evaluations and analysis and makes recommendations to improve practices and operations of the programs that it reviews.

Evaluations scheduled during the period covered by this strategic plan include:

- Analysis of Section 7(a) Guaranteed Loan Program
- OIG and GAO Reports and Evaluations (Scope and timing to be determined by OIG and GAO)
- Office of Entrepreneurial Development's Impact Study (Independent Longitudinal Evaluation)

## **Consultation and Outreach**

In order to solicit, gather, analyze, apply and respond to input from interested parties regarding the draft Strategic Plan, SBA performed outreach to SBA employees, twenty-one stakeholder groups, Congress, and Office of Management and Budget. Administrator Mills prepared and distributed a video message to solicit employee input. SBA supervisors were asked to present the draft plan to employees. SBA posted the draft plan on [sba.gov](http://sba.gov) and published a notice in the Federal Register to solicit input from the general public.

A log was created to capture all comments received, and was used to track action taken regarding those comments. SBA did not receive any contrary opinions to what was presented in the draft plan. However, several suggested revisions were offered. All relevant comments were presented to and discussed with senior SBA leaders and the draft plan was amended accordingly. This document reflects the decisions made with regard to those comments.

# Organization Chart

**Office of the Administrator**  
*(Includes Administrator, Deputy Administrator, Chief of Staff, Chief Operating Officer)*

**Office of Advocacy**

**Office of the Inspector General**

**Office of Capital Access**

- Office of Financial Assistance
- Office of Surety Bond Guarantees
- Office of International Trade
- Office of Credit Risk Management

**Office of Investments and Innovation**  
*(Proposed)*

- *Small Business Innovation Research Program*
- *Small Business Investment Companies*
- *Microloans*

**Office of Entrepreneurial Development**

- Office of Small Business Development Centers
- Office of Women's Business Ownership
- Office of Entrepreneurship Education

**Office of Gov't Contracting & Business Development**

- Office of Business Development
- Office of Gov't Contracting
- HUBZone Program
- Office of Small Business Utilization

**Office of Field Operations**

- Office of Regional Administrators
- District Offices

**Office of Disaster Assistance**

**Office of Disaster Planning**

**Office of Management & Administration**

- Office of Human Capital Management
- Office of Grants Management
- Executive Secretariat

**Office of Performance Management & Chief Financial Officer**

- Office of Performance Management
- Office of Internal Controls

**Office of Chief Information Officer**

- Office of Chief Technology Officer

**Office of General Counsel**

**Office of National Ombudsman & Regulatory Enforcement Fairness**

**Office of Communication & Public Liaison**

**Office of Native American Affairs**

**Office of Faith Based & Community Initiatives**

**Congressional & Legislative Affairs**

**Office of Equal Employment Opportunity & Civil Rights Compliance**

**Office of Policy & Strategic Planning**

**Office of Veterans Business Development**

**Office of Hearings & Appeals**

## Organization Map

The SBA's headquarters building is located in Washington, D.C., while its business products and services are delivered with the help of 10 regional offices, 68 district offices, their corresponding branch offices, and a vast network of resource partners in all 50 states, the District of Columbia, Puerto Rico, American Samoa, the U.S. Virgin Islands, and Guam.



**U.S. Small Business Administration**  
**Addendum to Strategic Plan**  
**Fiscal Years 2011 - 2016**

The purpose of this addendum is to add goal owners and update Priority Performance Goals in accordance with GPRA and minor changes to the text. All of the adjustments to the Strategic Plan are included in this addendum and in effect as of FY2011. The original issued Strategic Plan and this addendum constitutes the agency's complete Strategic Plan. For the convenience of the reader, we have **underlined and bolded** the text changes and additions, and ~~struck through~~ for deletions in the Strategic Plan.

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Strategic Goal 1: Growing businesses and creating jobs

Strategic Objective 1.1: Expand access to capital through SBA's extensive lending network.

**Lead office: Office of Capital Access**

**Partners: Small Business Development Centers, SCORE, Women's Business Centers, SBA Lending Partners, Office of Field Operations**

Performance Indicators

- **Paperless Processing. Increase the percentage use of paperless processing on 7(a) and 504 programs**

Strategic Objective 1.2: Ensure federal contracting goals are met or exceeded by collaborating across the federal government to expand opportunities for small businesses and strengthen the integrity of the federal contracting certification process and data.

**Lead Office: Government Contracting & Business Development**

**Partners: HUBZone, Acquisition Training Institutions, Chief Acquisition Officers Council, Small Business Procurement Advisory Council, Office of Federal Procurement Policy**

Strategic Objective 1.3: Strengthen SBA's entrepreneurial education, counseling and training resources to help create new businesses and support the needs of existing businesses by successfully focusing on core program resources and ensuring these resources are aligned with the needs of both Main Street and High Growth Small Businesses.

**Lead Office: Office of Entrepreneurial Development**

**Partners: Small Business Development Centers, Women's Business Centers, SCORE**

Strategic Objective 1.4: Ensure that SBA's disaster assistance resources for businesses, non-profit organizations, homeowners, and renters can be deployed quickly, effectively and efficiently in order to preserve jobs and help return small businesses to operation.

**Lead Office: Office of Disaster Assistance**

**Partners: FEMA, SBA District Offices**

Strategic Objective 1.5: Strengthen SBA's relevance to high-growth entrepreneurs and small businesses to more effectively drive innovation and job creation through both the agency's existing programs as well as new initiatives.

**Lead Office: Office of Investments and Innovation**

**Partners: Small Business Innovation Research, Office of International Trade, Regional Clusters, Small Business Technology Development Center, SBA District Offices**

Performance Indicators

- *SBIR Operational and Commercialization Improvements.*
  - **Commercialization Rate (%)**
  - **Number of patents (#)**
  - **Additional outside investment received (\$)**

~~Significantly strengthen the SBIR program as the government's premier innovation program, deploying improved data collection, reporting systems, and performance metrics. Specific performance metrics will be added after we complete building a performance management system that establishes the current baseline of commercialization levels. The targets will focus on a meaningful increase in the rate of commercialization above that baseline~~

Strategic Objective 1.6: Strengthen outreach to underserved communities and underserved populations.

**Lead Office: Government Contracting & Business Development**

**Partners: Office of Capital Access, Office of Entrepreneurial Development, Small Business Investment Companies, Small Business Development Centers, Regional Clusters, Service-Disabled Veteran Owned Small Business program, Women-owned Small Business program, HUBZone**

Performance Indicators

- *Capital Access.* Number of Small Businesses Assisted **in Underserved Markets** for 7(a), 504, SBIC, and Microloans
- **Investments and Innovation. Number of Small Business Assisted in Underserved Markets for Small Business Investment Companies and Small Business Innovation Research**

Strategic Goal 2: Building an SBA that meets needs of today's and tomorrow's small businesses

Strategic Objective 2.1: Strengthen SBA's core programs and operations to ensure that they are high performing, effective, and relevant to the needs of the small business community.

**Lead Office: Chief Operating Officer**

**Partners: Chief Information Officer, Office of Performance Management & Chief Financial Officer, Office of Field Operations, Office of Communications & Public Liaison**

## Strategies

1. **Provide Streamlined Navigation Tools, such as SBA Direct, Improve the Customer Experience through Online Tools and Resources, and Ongoing Simplification of Simplify SBA's Processes to Improve Customer Service**

Continue to improve sba.gov to ensure a more user-centric, streamlined experience for SBA's customers. Provide a small business **navigation tools** gateway that enables small businesses to **easily and directly** connect with needed resources and answers in a way that continues to save them time. Implement the Administration's Open Government principles of transparency, collaboration and participation across the agency. Release high-value data sets that are relevant to small businesses. Invest in online and mobile resources to support our mobile and remote workforce. Continue to identify ways to simplify SBA's processes and procedures and re-engineer them as appropriate.

2. **Implement Customer Relationship Management Technologies to Yield Usable Customer Information.** Deploy tools to create and utilize a single source of customer data to provide consistent service delivery across the country **from SBA personnel.**

5. **Improve performance management throughout the Agency, field operations. Align individual and organizational performance plans, goals and metrics with the Strategic Plan itself.**

## Performance Indicators

- ~~*Hours saved by users of sba.gov*~~

Strategic Objective 2.2: Invest in SBA's employees so they can more effectively serve small businesses.

**Lead Office: Office of Human Resources Solutions**

**Partners: Office of the Chief Information Officer**

Strategic Objective 2.3: Mitigate risk to taxpayers and improve oversight across SBA programs.

**Lead Office: Office of Credit Risk Management**

**Partners: HUBZone, 8(a), Office of Entrepreneurial Development**

## Performance Indicators

- ~~Conduct regular programmatic reviews of the 7(a), 504, and Microloan programs.~~

Strategic Goal 3: Serving as the voice for small business

**SBA's Office of Advocacy will publish their Strategic Plan separately and apart from the SBA Strategic Plan. Therefore, the Office of Advocacy has been removed from SBA's Strategic Plan.**

Strategic Objective 3.1: Collaborate with other agencies to strengthen the delivery of programs, resources and services.

**Lead Office: Office of the Administrator**

**Partners include, but are not limited to: the Department of State; Department of Commerce; U.S. Trade Representative; Department of Agriculture Foreign Agriculture Service; Department of Defense; the Environmental Protection Agency's Green Supplier Network; and, the Department of Veterans Affairs**

#### Strategies

**3. Prioritize small business customer service throughout the federal government. Explore a secure data-sharing platform with key sister agencies that provides small businesses with heightened levels of responsiveness and tailored solutions.**

**34. Continually Evaluate SBA's Collaborations.** Assess the benefits of collaborations, weighing benefits to small businesses against additional resources required to support efforts.

Strategic Objective 3.2: Foster a small business-friendly environment by encouraging Federal Agency awareness about the impact of unfair regulatory enforcement and compliance efforts, reducing burdens on small business, and improving small business research.

**Lead Office: Office of the Administrator**

#### Strategies

**1. Reduce Regulatory Burdens: Support federal agency plans and efforts to reduce regulatory burdens for entrepreneurs and small business owners. Leverage ongoing roundtables with startups, businesses, and investors to identify additional ways to improve what government does and the way government works to empower job creators and innovation.**

~~Assess and mitigate regulatory burdens on small business.~~

~~Provide Regulatory Flexibility Act compliance training to regulatory staff and policymakers in federal regulatory agencies. Evaluate Federal agencies' efforts to reduce regulatory burdens as required by the Regulatory Flexibility Act. Advance the concept of regulatory flexibility at the state government level.~~

**3. Strengthen Awareness.** Deploy sba.gov enhancements that strengthen the awareness of SBA's ~~Office of Advocacy~~ and Office of Ombudsman as critical resources for small businesses.

#### Performance Indicators

- ~~• **Regulatory cost savings achieved.** The long-term goal from Fiscal Year 2011 through Fiscal Year 2014 is to achieve \$22 billion in regulatory cost savings. (Office of Advocacy)~~
- ~~• **Number of research products published annually.** (Office of Advocacy)~~

Strategic Objective 3.3: Promote the availability, analysis, and dissemination of the most current, accurate, and detailed statistics possible on small business.

**Lead Office: Office of Administrator**

## Appendices

Performance Planning

Annual performance budgets and reports located at:

<http://www.sba.gov/aboutsba/budgetsplans/index.html>. <http://www.sba.gov/performance>.

### Priority Goals (replaces High Priority Performance Goals)

*Below are the Priority Goals for FY 2012 and FY 2013.*

Priority Goal	Map to Strategic Plan
<p><b><i>Capital: Process business loans as efficiently as possible. By September 30, 2013, increase the use of paperless processing in the 7(a) program from 72% to 90% and in the 504 program from 55% to 75% to improve the efficiency, effectiveness, and level of service in its business loan programs.</i></b>  <b><i>Goal Owner: Office of Capital Access</i></b></p>	<p>Strategic Objective 1.1</p>
<p><b><i>Contracting: Increase small business participation in government contracting. By September 30, 2013, SBA will increase small business participation in federal government contracting to meet the government wide goal that 23 percent of all prime contracting dollars go to small businesses, and continue to ensure that the benefits of SBA's small business contracting programs flow to the intended recipients.</i></b>  <b><i>Goal Owner: Office of Government Contract and Business Development</i></b></p>	<p>Strategic Objective 1.2</p>
<p><b><i>Disaster: Process Disaster Assistance applications efficiently. By September 30, 2013, increase the use of the Disaster Assistance electronic loan application (ELA) by 50%.</i></b>  <b><i>Goal Owner: Office of Disaster Assistance</i></b></p>	<p>Strategic Objective 1.4</p>
<p><b><i>Innovation &amp; Investments: Expand access to long-term capital. From FY 2012 through September 30, 2013, commit at least \$4.3 billion of capital via the Small Business Investment Company program in order to facilitate access to capital for high growth companies and enhance job creation and retention by these companies.</i></b>  <b><i>Goal Owner: Office of Investment and Innovation</i></b></p>	<p>Strategic Objective 1.5</p>

### **Performance Measures Goals**

This Strategic Plan associates performance measures with each Strategic Objective and identifies a few long-term quantified performance goals. Those Performance Measures Goals and the Strategic Objective with which they are associated are noted below.

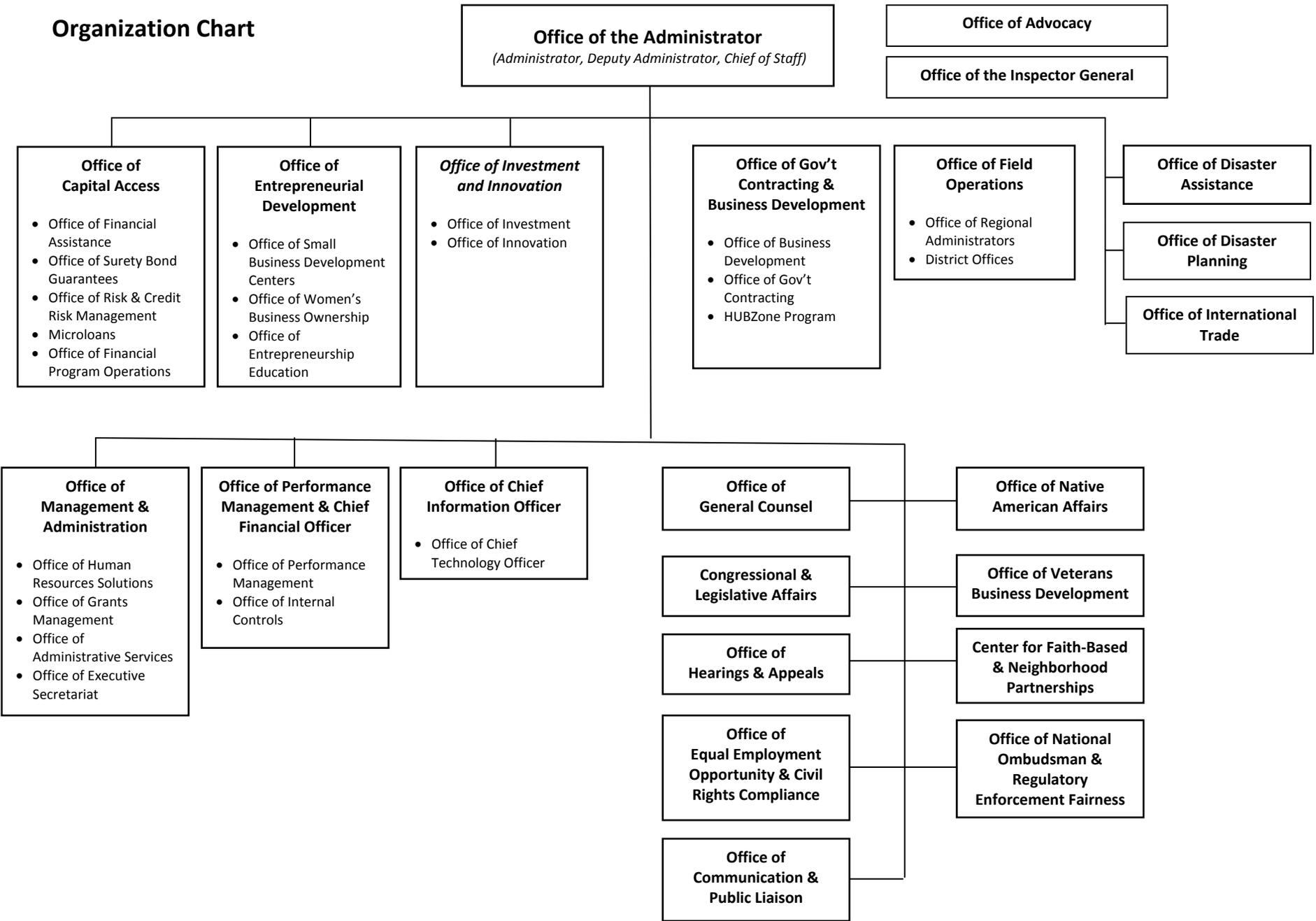
Revised Performance Measure table below:

<b>Performance Goal</b>	<b>Strategic Objective</b>
<b>Capital: Jobs Supported (#) for 7(a), 504, ML &amp; SBG Goal Owner: Office of Financial Assistance</b>	1.1
<b>Counseling &amp; Training: Average annual hours of client assistance (%) Goal Owner: Office of Entrepreneurial Development</b>	1.3
<b>Disaster: Customer Satisfaction Rate for Approvals (%) Goal Owner: Office of Disaster Assistance</b>	1.4
<b>Innovation &amp; Investment: Commercialization rate for SBIR awardees (%) Goal Owner: Office of Investment and Innovation</b>	1.5

### **Federal Priority Goals**

**Per the GPRA Modernization Act, P.L. 111-352, requirement to address Federal Goals in the agency Strategic Plan and Annual Performance Plan, please refer to Performance.gov for information on Federal Priority Goals and the agency's contributions to those goals, where applicable.**

# Organization Chart



## SI 3 – Detail of OIG Audit follow-up Activity

**Table I**  
**Final Action on Audit Recommendations with Disallowed or Questioned Costs**  
**October 1, 2011 – September 30, 2012**

	<b>Number of Recommendations</b>	<b>Disallowed Costs (Rounded to Thousands)</b>
A. Recommendations with management decisions on which final action had not been taken at the beginning of the period.	12	\$11,231
B. Recommendations on which management decisions were made during the period.	7	5,879
C. Total recommendations pending final action during period.	19	\$17,110
D. Recommendations on which final action was taken during the period.		
1. Recoveries:		
(a) Collections and Offsets	10	\$4,718
(b) Property		
(c) Other	4	5,251
2. Write-Offs	1	3,631
3. Total	15	\$13,600
E. Recommendations needing final action at the end of the period.	4	\$3,510

### Detail of Final Action Activity

#### Disallowed / Questioned Costs

#### **Report # 9-16, SBA's FY 2008 Improper Payment Rate For The 7(a) Guaranty Loan Program**

**Summary:** The audit objective was to determine (1) whether SBA's FY2008 estimate of the improper payment rate for the 7(a) program was accurate; (2) if the estimate was not accurate, the reasons why, and (3) if recovery goals for FY2007 and FY2008 were met. The audit recommended the Office of Capital Access seek recovery of \$2.3 million from lenders on the loans listed in the audit report. Loans were reviewed by the OGC to determine whether recovery was warranted. The recovery was determined to be \$24,208.

**Final Action:** \$24,208 collected / \$2,275,792 written off

#### **Report # 9-18, SBA's Management of the Backlog of Post-Purchase Reviews at The National Guaranty Purchase Center**

**Summary:** The audit objective was to determine if post-purchase charged-off reviews were effective in identifying lender noncompliance and if SBA's decision to charge off older loans without performing post-purchase reviews was appropriate. The audit recommended that the program office seek recovery of \$1,250,088 paid on 6 loan guarantees. Collection was made on four of the six loans; the statute of limitations expired for one loan and SBA was bound by a settlement agreement on the remaining loan.

**Final Action:** \$941,201.65 collected / \$308,886.35 written off

**Report # 10-12, Assessment of The Community Express Pilot Loan Program**

**Summary:** The audit objective was to determine whether the program is properly structured to ensure success and to minimize the risk of fraud, waste and abuse. The audit recommended the Agency recover \$18,960 in guaranties on four loans purchased above the 50 percent guaranty level for which technical assistance was not completed. Amounts were received on three loans; the lender responded with additional information on the fourth loan and it was determined no additional recovery would be realized.

**Final Action:** \$17,618.88 collected / \$1,341.12 written off

**Report # ROM 11-05, Assessment of 7(a) Recovery Act Loans**

**Summary:** The objective of the audit was to determine whether purchased 7(a) Recovery Act Loans were originated, closed, and purchased in accordance with the SBA's rules and regulations, and commercially prudent lending standards. The audit recommended the Agency recover funds on four purchased loans. The amounts for two loans were collected; one was found not to warrant recovery; and the fourth is being disputed by the lender.

**Final Action:** \$2,802,326.90 collected / \$0.00 written off

**Report # ROM 11-06, Assessment of 7(a) Recovery Act Loans**

**Summary:** The objective of the audit was to determine whether purchased 7(a) Recovery Act Loans were originated, closed, and purchased in accordance with the SBA's rules and regulations, and commercially prudent lending standards. It is the second in a series of on-going audits. The audit recommended the Agency recover funds on five purchased loans. The amounts for three loans were collected; one was found not to warrant recovery; and the fourth was recovered in 2011.

**Final Action:** \$806,552 collected / \$0.00 written off

**Report # 11-07, Processing of Insurance Recovery Checks at the Disaster Loan Servicing Centers**

**Summary:** The audit objective was to determine whether the servicing centers have adequate and effective systems for processing insurance checks and recovering duplicate benefits. The audit recommended the Agency recover \$1,155,324 of duplication of benefits that were improperly returned to the borrowers. Collections have been made on \$110,405.87 with the balance requiring additional collection efforts and/or subsequent write-off.

**Final Action:** \$110,405.87 collected / \$1,044,918.13 written off

**Report # ROM 11-07, Assessment of 7(a) Recovery Act Loans Approvals**

**Summary:** The objective of the audit was to determine whether if 7(a) Recovery Act loans approved for more than \$150,00 were originated and closed in accordance with policies and procedures and to identify any evidence of suspicious activity. The audit recommended that 11 loans be flagged to ensure the identified deficiencies noted in the audit are properly addressed if the loans default and are submitted for purchase. All loans were flagged in the loan system.

**Final Action:** \$0.00 collected / \$0.00 written off/\$3,205,650 Flagged loans

**Report # 12-11R, Assessment of High Dollar Early-Defaulted Loans**

**Summary:** The objective of the audit was to determine whether purchased 7(a) Recovery Act Loans were originated, closed, and purchased in accordance with the SBA's rules and regulations, and commercially prudent lending standards. The audit recommended recovery of one loan when it was determined that deficiencies were not noted at the time of purchase.

**Final Action:** \$15,188 collected / \$0.00 written off

**Report # 12-12, Assessment of State Trade and Export Promotion (STEP) Program Grants**

**Summary:** The audit discovered an award in the amount of \$1,022,781 was made to an ineligible recipient and this Advisory Memorandum was issued in order for immediate action to be taken. Funds had not been disbursed. Obligated funds were cancelled, thereby prohibiting future disbursements. All three recommendations for this audit include questioned costs of \$1,022,781, for the same award; thus the amount de-obligated was \$1,022,781 but is counted twice in the table totals as two recommendations were resolved.

**Final Action:** \$0.00 collected / \$0.00 written off/\$1,022,781 De-obligated

**Table II  
Final Action on Audit Recommendations with Funds Put To Better Use  
October 1, 2011 – September 30, 2012**

	<b>Number of Recommendations</b>	<b>Funds to be Put to Better Use (Rounded to Thousands)</b>
A. Recommendations with management decisions on which final action had not been taken at the beginning of the period.	4	\$54,242
B. Recommendations on which management decisions were made during the period.	2	7,700
C. Total recommendations pending final action during period.	6	\$61,942
D. Recommendations on which final action was taken during the period.		
1. Value of recommendations implemented (completed).		
2. Value of recommendations that management concluded should not or could not be implemented or completed.		
3. Total	0	\$0
E. Recommendations needing final action at the end of the period.	6	\$61,942

**Table III  
Final Action on Audit Recommendations Not Completed Within 1 Year  
October 1, 2011 – September 30, 2012**

**Report # 0-14, 7(a) Service Fee Collections**

**Program:** OCFO

**Date Issued:** 03/30/2000

**Management Decision Date:** 08/22/2000

**Explanation:** The recommendation is to establish receivable accounts for 7(a) loan service fees. This is part of the SF 1502 project and the team is working to determine if the establishment of a receivable account for 7(a) loan fees is to be part of the fee collection enhancement initiative. Anticipated completion date is June 2013.

**Report # 3-08, SBA's Oversight of the Fiscal Transfer Agent For The 7(a) Loan Program**

**Program:** CA

**Date Issued:** 01/30/2003

**Management Decision Date:** 10/15/2003

**Explanation:** The recommendation is to the Office of Capital Access to develop SBA procedures and regulations governing the proper operation of the Master Reserve Fund. An SOP has been delayed several times while in internal clearance. The office is working to publish the SOP in 2013.

**Report # 3-26, Microloan Program: Moving Toward Performance Management**

**Program:** Microloan

**Date Issued:** 05/13/2003

**Management Decision Date:** 08/28/2003

**Explanation:** The recommendation is to the Office of Financial Assistance to ensure program goals are set and require outcome-oriented data. An SOP was submitted for clearance in FY-2010 and numerous edits delayed clearance until 2012. The release has been delayed due to proposed rules that will conform to industry practices as OMB has asked for a delay in issuance of non-critical new rule making as its resources to review new rules are overextended. Release is expected in 2013.

**Report # 4-34, SBA's Process for Complying With the FMFIA Reporting Requirements**

**Program:** OCFO

**Date Issued:** 07/29/2004

**Management Decision Date:** 09/09/2004

**Explanation:** The two recommendations remaining open are to the Office of the Chief Financial Officer (OCFO) to revise, clear and issue the draft SOP 00 02 3 and clearly define material weakness as it relates to SBA and at the different levels of management within the Agency. The current SOP is being rewritten. The OCFO will work with the OIG and OGC during the SOP update process and to obtain clearance. These final actions are expected to be completed by 06/30/2013.

**Report # 6-10, SBA's FY 2005 Financial Statements Management Letter**

**Program:** OCFO

**Date Issued:** 01/18/2006

**Management Decision Date:** 03/06/2006

**Explanation:** There is one open recommendation to the Office of the Chief Financial Officer to update the accounting SOP to include SBA's policies and procedures to reflect the GL accounts and data field updated for each transaction. The accounting pro forma on LAS transactions is available in "table format" in the CGL, but data field updates are not shown. SBA will work with OCFO to develop this documentation through an automated process. This audit recommendation is expected to have a final action by 09/30/2013.

**Report # 6-25, SBA's Implementation of the Improper Payments Information Act (IPIA)**

**Program:** OCFO

**Date Issued:** 06/21/2006

**Management Decision Date:** 07/19/2006

**Explanation:** The recommendation is to the Office of the Chief Financial Officer (OCFO) to develop Procedure Notices or SOPs as internal guidance when changes to IPIA requirements are issued by OMB. Improper Payments is a section in the Internal Control SOP. The OCFO will update this with new Improper Payments Elimination and Recovery Act (IPERA) guidance. This final action is expected to be completed by 06/30/2013.

## **Report # 6-34, Policies and Procedures for the SBAExpress and Community Express Loan Programs**

**Program:** OCA

**Date Issued:** 09/29/2006

**Management Decision Date:** 09/30/2009

**Explanation:** There are two open recommendations to the Office of Capital Access (OCA).

1) Promulgate regulations to govern the SBAExpress Program to ensure the Agency has sufficient legal authority. Program guidance that had previously been part of a program guide is now codified in the appropriate places throughout an updated SOP. This SOP is a primary resource that Agency lending partners rely on to operationalize SBA loan programs. Promulgating a rule change is delayed due to OMB guidance to delay all non-essential/non-critical rule changes at this time. A draft rule exists but has not been submitted for clearance. This recommendation is expected to have final action by 06/30/2013. 2) Promulgate regulations to exempt the SBAExpress Program from existing regulations that conflict with the SBAExpress Program Guide. Inconsistencies were addressed in the SOP update. Promulgating a rule change is delayed due to OMB guidance to delay all non-essential/non-critical rule changes at this time. A draft rule exists but has not been submitted for clearance. This recommendation is expected to have final action by 06/30/2013.

## **Report # 7-03, SBA's FY-2006 Financial Statements**

**Program:** M&A

**Date Issued:** 11/15/2006

**Management Decision Date:** 01/04/2007

**Explanation:** The recommendation is to the Chief Operating Officer, in conjunction with appropriate program officials, to ensure that policies are implemented regarding segregation of duties for FRIS, JAAMS, DCMS and LAS. SOP 90 46 2B is undergoing revisions to incorporate configuration management controls. SOP 90 47 3 is expected to be implemented by 12/31/12.

## **Report # 8-12, Oversight of SBA Supervised Lenders**

**Program:** CA

**Date Issued:** 05/09/2008

**Management Decision Date:** 06/26/2008

**Explanation:** One recommendation remains open to the Office of Capital Access (OCA) to establish risk mitigation goals applicable to each loan program and the entire lending portfolio. Based on available data, OCRM proposed performance metrics to be used to evaluate program performance at the portfolio, loan and sub-program levels. By 12/31/12, OCRM intends to conduct a baseline analysis, establish acceptable risk levels, risk management action plans, and develop a quarterly reporting system. This final action is expected to be completed by 12/31/2011.

## **Report # 8-13, Planning For the Loan Management and Accounting System Modernization and Development Effort**

**Program:** CA

**Date Issued:** 05/14/2008

**Management Decision Date:** 08/11/2008

**Explanation:** There is one remaining open recommendation to the Office of Financial Assistance to make cost-effective remediation of mainframe vulnerabilities a priority and ensure that migration of LAS occurs before the current mainframe contract expires in 2012. The LMAS investment was revised in response to OMB memorandum M 10 26. SBA provided a copy of the schedule to come off the mainframe. Progress was noted in the migration from the mainframe but the recommendation will not be closed until the migration is complete and the Micro-focus COBOL is in full production on a separate operating platform.

**Report # 9-03, SBA's FY 2008 Financial Statements****Program:** COO**Date Issued:** 11/14/2008**Management Decision Date:** 10/01/2009

**Explanation:** This recommendation is to the Chief Operating Officer, in conjunction with program offices, to document and implement segregation of duty policies and procedures for the Loan Accounting System. SOP 90 47 2 is undergoing revisions to incorporate configuration management controls. SOP 90 47 3 is expected to be implemented by 12/31/12. This recommendation will have a final action by 12/31/2012.

**Report # 9-05, SBA's FY 2008 Financial Statements - Management Letter****Program:** OFA**Date Issued:** 12/17/2008**Management Decision Date:** 02/18/2009

**Explanation:** The two open recommendations are to the Office of Financial Assistance to reinforce the importance of the collateral analysis in an updated SOP and ensure the revised Disaster Loan SOP identifies procedures related to the disposition of collateral. These issues will be addressed with the update of SOP 50 52. The SOP is in its final form in preparation for clearance. The SOP underwent an extensive and careful review process to ensure that compliance with DCIA and other statutes were being consistently applied across all servicing/liquidation SOPs. These recommendations are expected to have final actions by 12/31/2012.

**Report # 9-15, Participants in the 8(a) Program by Firms Owned By Alaska Native Corporations (ANCs)****Program:** GC/BD**Date Issued:** 07/10/2009**Management Decision Date:** 08/04/2009

**Explanation:** The recommendation is to Government Contracting & Business Development to determine whether 8(a) firms owned by ANCs and tribes should continue to be exempt from the cap on total sole source awards. The program office will evaluate the extent to which ANCs are bringing work into the 8(a) program that might not otherwise be available to program participants. The program office is developing a methodology in order to conduct this review. This recommendation is expected to be final by 09/30/2013.

**Report # 10-01, Monitoring Of Insurance Coverage for Disaster Loan Recipients****Program:** OFPO**Date Issued:** 10/20/2009**Management Decision Date:** 11/06/2009

**Explanation:** The recommendation is to the Office of Financial Program Operations. Determine the cost implications of achieving compliance with flood insurance statutes on existing and future loans. The program office included the standards for implementation in SOP 50 52 which will enter clearance in the first quarter of FY2013. In addition, the office has developed a working group to analyze the best method to implement the forced placement of insurance. The expected implementation of forced placement of insurance is 3/31/13.

**Report # 10-10, Audit of Premier Certified Lenders in the Section 504 Loan Program****Program:** OCA**Date Issued:** 03/23/2010**Management Decision Date:** 05/20/2010

**Explanation:** The recommendation is to the Office of Capitol Access to require that lenders use the actual cash flow method to determine borrower repayment ability, historical salary levels to estimate officer salary, and historical sales data to make sales projections. OCA is in the process of identifying industry best practices and consulting with similar government agencies regarding methods and guidelines for repayment analysis. OCA will incorporate best practices into agency guidance by 4/10/13.

**Report # 10-14, Audit of Quality Assurance Oversight of the Loan Management and Accounting System Project**

**Program:** ODM

**Date Issued:** 09/13/2010

**Management Decision Date:** 06/13/2011

**Explanation:** The three recommendations is to the Office of the Administrator to require the LMAS Quality Assurance plan to incorporate all the components required by the enterprise-wide QA plan; to take steps to hold contractors accountable for performing the activities specified in its contract; and to revise the contractor performance work statement to include IV&V responsibilities. The ITQA SOP was updated and SBA has demonstrated significant progress in implementing a quality assurance process by conducting QA reviews. The contract has been assigned to a QA manager to ensure independence and the updated SOP outlines the QA function. SBA is acquiring a vendor to perform IV&V. The expected final action is expected by September 2013.

**Report # ROM 10-14, Memorandum on the Accuracy of Recovery Act Contract Award Obligations Reported To the Federal Procurement Database System - Next Generation and Recovery.gov**

**Program:** OBO

**Date Issued:** 04/15/2010

**Management Decision Date:** 05/14/2010

**Explanation:** The three recommendation are to the Office of Business Operations to 1) reconcile Recovery Act contract awards reported to FPDS-NG and Recovery.gov all non-competitive contract awards previously not reported; 2) review FPDS-NG and designate the appropriate contract type for the five Recovery Act contracts identified and report to Recovery.gov any Recovery Act contracts that were not awarded on a firm-fixed basis; and 3) correct the competition characteristic recorded in FPDS-NG for an identified contract to show that it was a "competitive delivery order." The Data Quality Plan was updated and a contract was awarded for additional support for data quality corrections. These resources will concentrate on data cleanup, data quality certification and correcting remaining data anomalies. The Agency completed a reconciliation between FPDS, PRISM and Oracle, and is automating this quality assurance process. SBA is not able to correct data in FPDS-NG of reported contracts in prior years and OBO is working with the auditors to resolve the issues. These recommendations are expected to have final actions by 01/31/2013.

**Report # ROM 10-16, Audit of SBA's Planning and Award of Customer Relationship Management Contracts.**

**Program:** OBO

**Date Issued:** 06/29/2010

**Management Decision Date:** 05/15/2011

**Explanation:** The two recommendations are to the Office of Business Operations are to exclude a contract award from SBA calculations used to determine the number of 8(a) program contracts and business contracts for FY2009; and to establish measureable outcomes for the CRM initiative and identify the likelihood that a contractor could meet measurable outcomes in contract evaluation criteria. SBA is not able to correct data in FPDS-NG of reported contracts in prior years and OBO is working with the auditors to resolve the first issue. The development and implementation of measurable outcomes in contract evaluation criteria has been completed and is going through internal clearance. These recommendations are expected to have final actions by 01/31/2013.

**Report # ROM 10-19, Audit of Early Defaulted and Early Problem Recovery Act Loans.**

**Program:** CA

**Date Issued:** 09/24/2010

**Management Decision Date:** 06/29/2011

**Explanation:** The two recommendations are to the Office of Capital Access to require the lenders have 25 purchased loans to bring the loans into compliance or recover the \$375,259 in paid guaranties; and to flag the other loans that have not yet been purchased to ensure the loan deficiencies are properly addressed if the loans are purchased. Of the 25 loans in the first recommendation, five loans are currently undergoing the evaluation process for denial or repair as recommended. Expected completed through process and potential recovery is by 1/31/13. The three loans in the second recommendation are currently being evaluated for denial or repair and expected recovery is by 3/31/13.

**Report #11-03, Audit of SBA's FY 2010 Financial Statements.**

**Program:** CIO

**Date Issued:** 11/12/2010

**Management Decision Date:** 06/01/2011

**Explanation:** The four recommendations are to the Office of the Chief Information Officer to (1) improve the tracking and monitoring process to address risk vulnerabilities for key financial systems; (2) prevent users from anonymously connecting unauthorized devices by mandating domain authentication for IP address issuance; (3) develop a comprehensive security education and training program for IT security personnel; and (4) enforce an organization-wide configuration management process. For the first recommendation, Agency-wide vulnerability tracking and monitoring policies and procedures have been approved by the auditors and monitoring tools have been purchased and are being deployed. Vulnerability reports are generated from the tools and are reviewed weekly. A project is underway to establish a process to remediate vulnerabilities according to policy and procedures. This final action is estimated to be completed by 01/31/2013. Anonymous connections and mandatory domain authentication are enforced by CounterAct, and will prevent unauthorized devices on the network once the 802.1x standard is applied to all switches. A project is underway to implement the 802.1x solution, which includes requirements to document policies and procedures. Final action estimated to be completed by 12/31/12. Training requirements are documented in the revised IT Security Program SOP which is in the clearance process. A vendor has been selected to provide annual computer security awareness and privacy training to all SBA employees. A second vendor is being identified to provide focused training to staff with significant IT security responsibilities. The final action is estimated to be complete by 3/28/13. Configuration Management policy is being developed to incorporate enterprise change control. A centrally managed Agency-wide configuration management solution is being identified for procurement. Final action is estimated to be complete by 9/30/13.

**Report #ROM 11-04, Audit of SBA's Recovery Act Data on Public Websites.**

**Program:** CFO

**Date Issued:** 3/22/11

**Management Decision Date:** 06/30/2012

**Explanation:** The six recommendations are to the Office of the Chief Financial Officer to determine if awards were made or funds should be de-obligated on 66 purchase requisitions; to perform routine reconciliation of executed awards to FPDS-NG.gov; to deploy an independent statistical verification and validation of all SBA transactions; to determine if Recovery Act funds were used to fund 13 contracts; to develop a data quality plan; and to monitor contractor reported information and prime contractor information for accuracy. The OCFO is researching data to resolve the contract funding issues and is developing procedures to ensure data accuracy in the future, including revising the existing data quality plan. Final actions for all recommendations are estimated to be 9/30/13.

**Report #11-05, Audit of SBA's FY 2010 Financial Statements – Management Letter**

**Program:** CA

**Date Issued:** 12/15/2010

**Management Decision Date:** 02/09/2011

**Explanation:** The recommendation is to the Office of Capital Access to perform an analysis of loans charged off in prior years to identify and correct any DCA non-compliance issues noted. During FY2012, the DCIA Compliance Team was focused on correcting system coding and testing to ensure future referrals would be compliant. DCIA Compliance Team has begun conducting analysis of loans charged off in prior years and will develop a plan to correct any non-compliance issues. Final action is estimated to be complete by 3/15/13.

**Report #ROM 11-05, Audit of 7(a) Recovery Act Loans**

**Program:** CA

**Date Issued:** 06/29/2011

**Management Decision Date:** 07/19/2011

**Explanation:** The recommendation is to the Office of Capital Access to seek recovery of \$373,532 from a lender for the guaranty paid by SBA. The lender disagreed with the recommendation and the loan was evaluated by the Office of General Counsel and the Office of Capital Access. Recovery efforts have been initiated. The final action date is estimated to be 1/31/13.

**Report # 11-06, Audit of FY2010 Federal Information Security Management Act Review****Program:** CIO**Date Issued:** 01/28/2011**Management Decision Date:** 03/28/2011

**Explanation:** The eight recommendations are to the Office of the Chief Information officer to (1) require an updated list of Major Systems and their interfaces; (2) manage, control, and monitor system interconnections throughout their lifecycle; (3) develop configuration management policies and procedures; (4) develop and maintain a centralized inventory of all Agency hardware and software; (5) develop and document baseline configuration for each information system; (6) modify the POA&M reporting tool to comply with OMB Memorandum 04-25; (7) develop and test disaster recovery plans; and (8) enforce contractor background investigations. Status for these recommendations include (1) A total count of all interconnections was completed and Interconnection Service Agreements (ISAs) for FISMA-reportable systems are being obtained. Estimated completion of the final action is 3/28/13. (2) SOP 90 47 3, published 10/10/12, requires system owners to manage system interconnections in accordance with NIST requirements. SBA personnel have one year to implement the requirements of the SOP. The final action completion date is estimated to be 10/10/13. (3) Configuration Management policy is being developed to incorporate enterprise change control. The final action completion date is estimated to be 9/30/13. (4) An enterprise-wide asset management tool will be procured to centrally manage assets. The final action completion date is estimated to be 2/7/14. (5) A project is underway to establish baselines for all systems agency hardware and software. Final action completion is estimated to be 1/31/13. (6) MB Memo 04-25 compliant tool CSAM has replaced the previous POA&M tool and is used to centrally manage POA&Ms. Once cost guidance is established CSAM training will be provided to the user community. The final action completion date is estimated to be 12/30/12. (7) Disaster recovery tests were performed for at-risk externally hosted systems. Table top test were performed for internally-hosted systems; a solution to the inability to conduct tests internally is being researched. The final action completion date is estimated to be 9/30/13. (8) SOP 90 47 3 contains procedures for managing contractor background investigation and reviews are being conducted. The final action date is estimated to be 11/15/12.

**Report #11-07, Audit of Insurance Recovery Checks at the Disaster Loan Servicing Centers****Program:** OFPO**Date Issued:** 02/10/2011**Management Decision Date:** 04/07/2011

**Explanation:** The recommendation is to the Office of Capital Access to revise the SOP to provide detailed instructions for processing insurance recovery checks. SOP 50 52 is being prepared for clearance and the final action completion date is 12/31/12.

**Report #11-08, Audit of Procurement of Information Technology and Software Through Isika Technologies, Inc.****Program:** CFO**Date Issued:** 02/25/2011**Management Decision Date:** 03/30/2011

**Explanation:** The two recommendations are to the Office of the Chief Financial Officer to exclude contracts used to determine 8(a) program contracts in FY 2009 and 2010 and to conduct a review of data submitted to FPDS-NG for the vendor. The Agency completed a reconciliation between FPDS, PRISM and Oracle, and is automating this quality assurance process. SBA is not able to correct data in FPDS-NG of reported contracts in prior years and OCFO is working with the auditors to resolve the issues. These recommendations are expected to have final actions by 01/31/2013.

**Report #11-10, Management Advisory Report on the Records Management and Documentation Process at the Disaster Loan Servicing Centers.**

**Program:** FPO

**Date Issued:** 03/29/2011

**Management Decision Date:** 06/20/2011

**Explanation:** The two recommendations are to the Office of Financial Programs to develop record designation requirements for all loan servicing documents and incorporate the guidance into SOP 50 52 and to revise the SOP to preserve the analyses performed to conduct all servicing actions. The SOP 50 52 is being put into clearance. The final action date is estimated to be 12/31/12.

**Report #11-11, Audit of SBA's Surveillance Review**

**Program:** GC/BD

**Date Issued:** 03/31/2011

**Management Decision Date:** 07/08/2011

**Explanation:** The 12 recommendations are to the Office of Government Contracting and Business Development require development or update to policies and procedures to include selection criteria, an effective monitoring process, resource requests, instruction on completing checklist questions, monitoring the performance of work requirements and issuance surveillance review reports. Revisions to Chapter 4, How Do I Perform a Surveillance Review? Include 8(a) specific requirements, modification of rating categories, establishment of formal follow-up processes and update of interview questions. The SOP 60 02 7 is being updated and will be submitted for clearance. The final action date is estimated to be 9/30/13.

**Report #11-14, Audit of Funding of Information Technology contracts Awarded to Isika Technologies, Inc.**

**Program:** CFO

**Date Issued:** 06/02/2011

**Management Decision Date:** 12/11/2011

**Explanation:** The four recommendations are to the Office of the Chief Financial Officer and require a review of funding to ensure SBA did not violate the Anti-Deficiency Act during a Continuing Resolution in 2011; a review of IDIQ contracts and task orders to ensure they are issued in compliance with FAR; and a revision of FY2009 and FY2010 FPDS-NG data. The OCFO is researching the funding issue to ensure funds were not inappropriately obligated and will review IDIQ contracts and written policies and procedures to ensure work is performed in compliance with the FAR. SBA is unable to update prior year information in FPDS-NG and is working with the auditors to resolve the issue. Final action completion date is estimated to be 6/30/13.

**Report #11-16, Audit of Banco Popular's Assessment of Borrower's Repayment Ability.**

**Program:** CA

**Date Issued:** 07/13/2011

**Management Decision Date:** 09/30/2011

**Explanation:** The two recommendations are to the Office of Capital Access to recover loan guaranties, less any recoveries, paid on ten defaulted loans; and to improve data pertaining to new franchise loans. The office is working on recovering the guarantee payments and has written a white paper which is under review. Final action completion is estimated to be 10/31/12.