



Memorandum

To: Gerald Sokol, Jr.
Chief Financial Officer

From: David R. Warren *Study in progress for*
Assistant Inspector General, Audits

Date: May 5, 2014

Subject: Engagement Memo - Review of Reservation Ecosystem Next Generation Program (Project Code 010-2014)

The Office of Inspector General is initiating an audit of the company's Reservation Ecosystem Next Generation (Res-NG) program. The objective of this audit is to assess the planning, development, and oversight of the Res-NG program focusing on the areas of cost, schedule, and performance.

During this audit, we plan to interview company personnel, particularly from the Information Technology, Marketing, Operations, and Finance departments, and analyze documents and data associated with the program. Requests for documents will be made as our work progresses. We will work to minimize the impact by coordinating interviews and observations with staff in advance.

Our work will be performed in accordance with Generally Accepted Government Auditing Standards. Our interactions with the company will be consistent with P/I2.1.3 which sets forth the relationship between the OIG and the company. In particular, section 7.0 of the policy discusses coordination between Amtrak officials and the IG on audits and evaluations. P/I2.1.3 can be found at <http://wiki.corp.nrpc/download/attachments/3586/OIG=Relationship+Policy+111101.pdf?version=1>

We request that your office arrange an entrance conference for us with the appropriate Amtrak officials at the earliest possible date. We will keep you advised of the status of our work and any material changes in our audit objectives.

Dan Haigler will be the Audit Manager for this project and will report to Vipul Doshi, Senior Director, Audits. If you have questions, please contact me at 202-906-4742 or by email at David.Warren@amtrakoig.gov, or Vipul Doshi at 202-906-4619 or by email at Vipul.Doshi@amtrakoig.gov.

cc: DJ Stadtler, Vice President, Operations
Jason Molfetas, Chief Information Officer
Matthew Hardison, Chief Marketing and Sales Officer
William Herrmann, Deputy Managing General Counsel
Matthew Gagnon, Senior Director, Business Process and Management Control
Melantha Paige, Senior Audit Liaison