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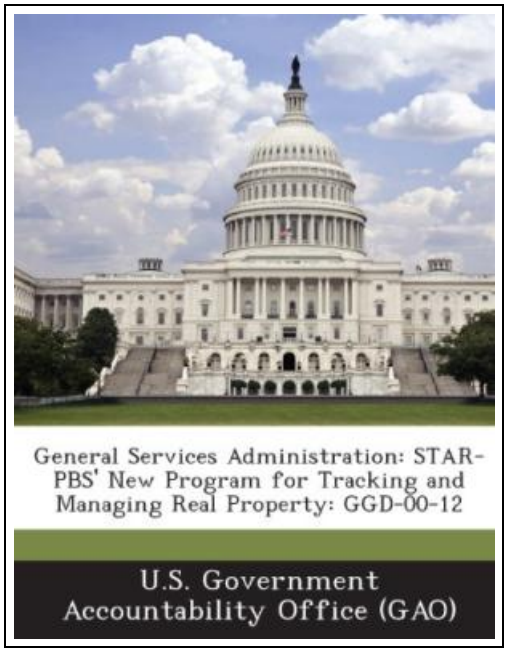

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Bibliogov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 36 pages. Dimensions: 9.7in. x 7.4in. x 0.1in.Pursuant to a congressional request, GAO reviewed the Public Buildings Services (PBS) System for Tracking and Administering Real Property (STAR), focusing on: (1) the functions STAR performs; (2) whether users were having problems using STAR; (3) the steps PBS had taken or is taking to address any user problems; and (4) the actions PBS had taken or plans to take to ensure that STAR data are accurate, reliable, and consistent. GAO noted that: (1) STAR is a real estate inventory management software application that maintains data on projects, leases, buildings, and space assignments--that is, who is in what space--in an integrated database environment; (2) the data in STAR are used to generate bills to clients for their assigned space, develop budget plans, track and manage leases, and evaluate performance; (3) STARs inputoutput functions include: (a) direct on-screen access to the data; (b) the ability to update the data; (c) access to standard reports; and (d) the ability to sort data and create ad hoc reports; (4) users identified problems with STAR as well as benefits derived from using the system; (5) the 128 users GAO interviewed identified 18 types of problems that they had experienced using STAR; (6) these problems included complaints such as taking too long to enter data and having too many steps or screens; (7) according to the STAR project manager, all of the problems that were reported to GAO by users had been reported to the STAR project team through the contractor-operated STAR Help Desk; (8) also, STAR users had submitted nearly 8, 000 requests, which were recorded on service tickets, to the Help Desk between October 1997 and August 1999; (9) these tickets, many of them...

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