



## External Inquiry Response (Congress, GAO, OMB, OIG)

### PROBLEM STATEMENT

OBP routinely receives ad-hoc data calls from House and Senate appropriations subcommittees, GAO audit teams, OMB exam staff, and OIG audit teams covering RD program data, subsidy execution, beneficiary distribution, geographic profile, and policy questions, and turning these around in compressed deadlines pulls senior analyst time off the critical path.

### WHY IT MATTERS

External inquiry quality and turnaround time directly shape RD's standing with appropriators, auditors, and the OMB exam side. Slow or inconsistent responses erode RD's narrative control on the Hill and create downstream policy risk.

### HSG'S APPROACH

1. Build an inquiry-response intake workflow with a triage-and-routing layer that classifies each inquiry by topic, source, and complexity.
2. Maintain a back-catalog of prior responses (OBP / OBPA / OCR / OGC) knowledge base for LLM-assisted drafting, with citation traceability.
3. Use a Claude-API-backed LLM to draft response packages from the canonical data sources (FMFI, BICS, Rural Data Gateway, Tableau dashboards) with full citation library.
4. Pair every AI-drafted response with expert review and capture in the AI / Expert Reconciliation Log.
5. Produce a weekly inquiry-status report showing in-flight, due-this-week, and overdue inquiries.

### EXPECTED DELIVERABLES

- Inquiry-response intake workflow
- Knowledge base of prior responses with citation traceability
- Auto-draft inquiry response tool
- Weekly inquiry-status report
- SOP for OBP analyst inquiry workflow

### EXPECTED OUTCOME

**Cut average inquiry turnaround from 10 business days to 3 business days and eliminate the late-response tail entirely.**

### ENGAGEMENT TEAM

#### PRIMARY LEAD

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#### CONTRIBUTORS

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