



Office of Inspector General
United States Department of State

I

SEMIANNUAL REPORT TO THE CONGRESS

October 1, 2023, to March 31, 2024





OUR VISION

To be a world-class organization and a catalyst for effective management, accountability, and positive change in the Department, the U.S. Agency for Global Media, and the foreign affairs community.

OUR MISSION

To conduct independent audits, inspections, evaluations, and investigations to promote economy and efficiency and to prevent and detect waste, fraud, abuse, and mismanagement in the programs and operations of the Department and the U.S. Agency for Global Media.

OUR VALUES

ACCOUNTABILITY

We accept responsibility for our work products, services, and performance.

RESPECT

We promote diversity in the workplace and treat people with dignity and respect. We expect civility as we conduct our work and in our interactions with each other.

COMMUNICATION

We clarify expectations and encourage candor. We communicate with purpose and strive to align our words and our actions and to be aware of the effect we have on others. We look for ways to improve ourselves and our work by expressing appreciation and by giving and accepting constructive feedback.

TEAMWORK

We foster a diverse, inclusive, collaborative, and trusting culture where people can share their ideas and opinions. We empower and engage our colleagues to achieve outstanding organizational results.

INTEGRITY

We maintain our independence and act with courage, honesty, and professionalism. Our work is fact-based, objective, and supported by sufficient evidence that meets professional standards.

CURIOSITY

We are committed to learning about and listening to others' perspectives, objectives, and challenges. We seek new information to inspire creative and analytical thinking. We foster an environment that fuels innovation and results.

**Office of Inspector General Summary of Performance,
10/1/2023–3/31/2024**

	Issued during the reporting period	Management decision during the reporting period
Questioned Costs	\$0	\$375,918,302
Funds To Be Put to Better Use	\$48,000	\$20,816,203
Investigative Monetary Results	\$26,993,948	--
Total	\$27,041,948	\$396,734,505
<i>Additional monetary benefits achieved this period as the result of prior OIG recommendations</i>		\$0

Investigative Activities

Cases Opened	20
Cases Closed	19
Criminal (arrests, indictments, convictions)	13
Civil Actions	1
Administrative Actions	8
Hotline Complaints Received	1,219

Reports

Office of Audits	15
Office of Evaluations and Special Projects	0
Office of Inspections	16
Office of Overseas Contingency Operations Oversight ^a	6
Total	37

^a All jointly issued with Department of Defense OIG and U.S. Agency for International Development OIG.

MESSAGE FROM THE ACTING INSPECTOR GENERAL



Sandra J. Lewis

I am pleased to present this *Semiannual Report to the Congress*, covering the oversight activities of the Office of Inspector General (OIG) for the Department of State (Department) and the U.S. Agency for Global Media (USAGM) from October 1, 2023, to March 31, 2024. OIG is responsible for the oversight of more than \$87 billion in Department and USAGM programs and operations and provides oversight for the International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC), a federal agency operating under the foreign policy guidance of the Department.

A high priority oversight area for OIG is Ukraine-related activities of the Department and USAGM. The complexity, scale, and timing of U.S. government efforts in response to Russia's war against Ukraine demand robust oversight. Several related projects were completed this reporting period and are accordingly summarized in this *Semiannual Report to the Congress*.

Additionally, much of our work this reporting period focused on the top management and performance challenges facing the Department and USAGM, which are outlined in the annual *Inspector General Statement on the Department of State's Major Management and Performance Challenges* and the *Inspector General Statement on the U.S. Agency for Global Media's Major Management and Performance Challenges*.

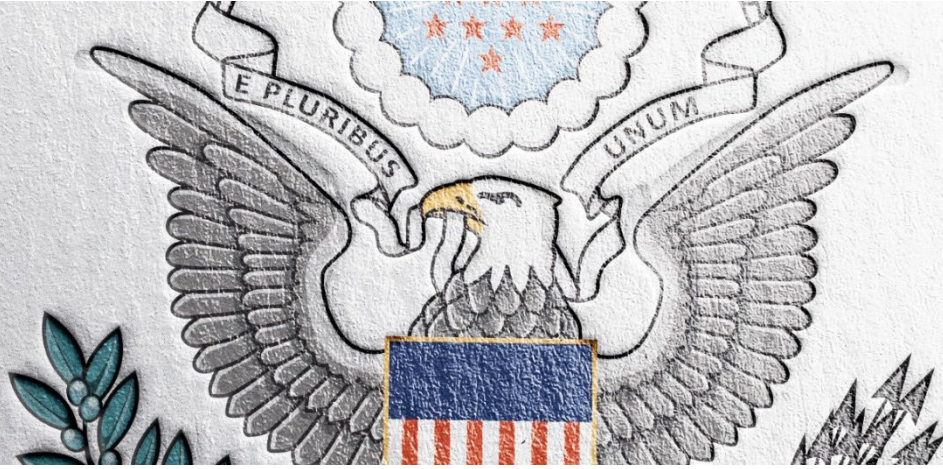
During the reporting period, we issued 37 reports to improve the programs and operations of the agencies we oversee. Regarding compliance, we closed 253 recommendations associated with 107 reports. Of the 253 recommendations, 22 were significant and demonstrated implementation of crucial corrective actions by the Department.

On the investigative front, our work led to nearly \$27 million in monetary results and one debarment. In addition, OIG participated in investigations that led to one arrest, six indictments, and six convictions.

Our work would not be possible without the talent and dedication of the people who serve in OIG. My thanks to them, and to the Department, USAGM, USIBWC, and Congress for their support of our efforts.

Sandra J. Lewis
Acting Inspector General
March 31, 2024

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OVERVIEW

1 OVERSIGHT STRATEGY

The mission of the Office of Inspector General (OIG) for the Department of State (Department) and the U.S. Agency for Global Media (USAGM) is to conduct independent audits, evaluations, inspections, and investigations to promote economy, efficiency, and effectiveness and to prevent and detect fraud, waste, abuse, and mismanagement in the programs and operations of the Department and USAGM.

OIG's mandate is broad and comprehensive, involving oversight of the full scope of Department and USAGM programs and operations, as well as the International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC). OIG is responsible for overseeing more than \$87 billion in Department, USAGM, and foreign assistance resources.

In addition to its agency-specific responsibilities, OIG's mandate expanded in January 2013 when Congress amended the Inspector General Act to provide for coordinated interagency oversight of overseas contingency operations (OCO), including the designation of a Lead Inspector General (Lead IG) for each OCO.

As of March 31, 2024, OIG's acting Inspector General was the Associate Inspector General for three active OCOs: Operation Inherent Resolve to defeat the Islamic State of Iraq and Syria, Operation Atlantic Resolve (OAR) to bolster NATO and support Ukraine after Russia's full-scale invasion, and Operation Enduring Sentinel (OES) to contain terrorist threats emanating from Afghanistan and protect the homeland by maintaining pressure on those threats. OES is the follow-on to Operation Freedom's Sentinel, which ended in September 2021.

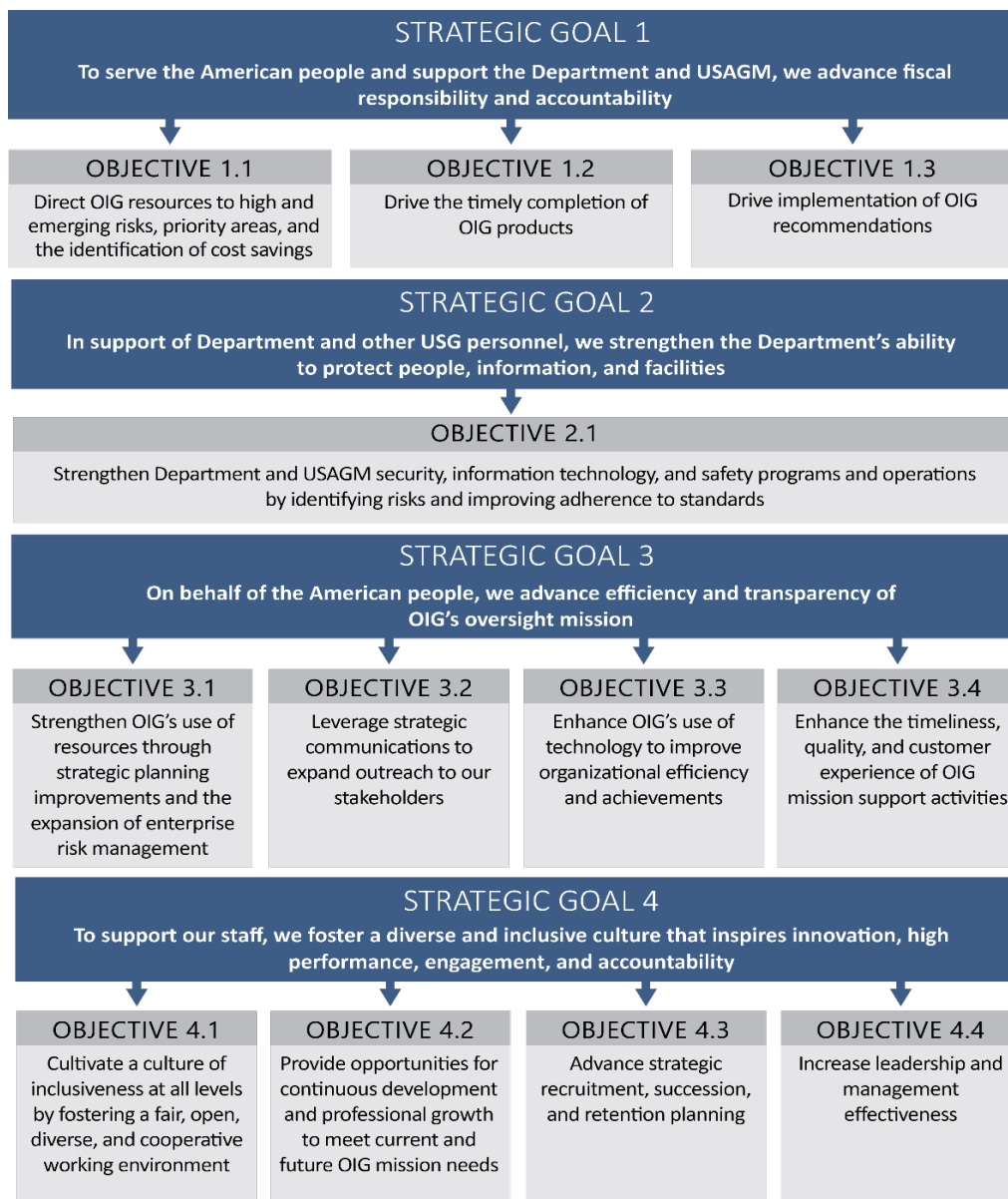
OIG maintains offices in Germany, where the Global Emergencies and Emerging Risks (GEER) Directorate and the Office of Investigations dedicate on-the-ground resources, expertise, and oversight. OIG also has an office at U.S. Embassy Kyiv, Ukraine, which is currently staffed with GEER auditors and supplemented with investigators on a rotational basis.

Domestically, in addition to its Washington, DC, headquarters, OIG has strategically co-located investigative staff with the Department's Global Financial Services Center and the Bureau of Global Talent Management, Office of Shared Services, staff in Charleston, SC.

OIG Strategic Plan

OIG's Strategic Plan affirms its commitment to conducting quality oversight of the agencies OIG oversees and to informing the Office of Management and Budget (OMB), Congress, the public, and other stakeholders of how OIG safeguards public resources. The plan also emphasizes OIG's continuing obligation to improve its own operations and to ensure that its workforce is, and continues

to be, highly motivated and well trained to carry out its responsibilities. OIG's last strategic plan was for FYs 2019–2021 and three 1-year extensions have been approved to extend the plan through FY 2024. The strategic goals and objectives outlined below provide the framework that guides OIG's work and activities for FYs 2019–2024.



2 COMMUNICATIONS AND OUTREACH

OIG communicates its global mission to Congress, the Department of State (Department), U.S. Agency for Global Media (USAGM), and International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC) employees and contractors; peers in the oversight community; and the public in a variety of ways.

Communication With Congress

OIG regularly interacts with Members of Congress and their staff by testifying at hearings, responding to congressional requests for information, and providing briefings on OIG work.

OIG also maintains a public website and social media accounts to provide all stakeholders with current and accurate information on its activities.

Hotline Complaints

During this reporting period, the OIG Hotline continued to serve as a vehicle through which Department, USAGM, and USIBWC employees and contractors, as well as

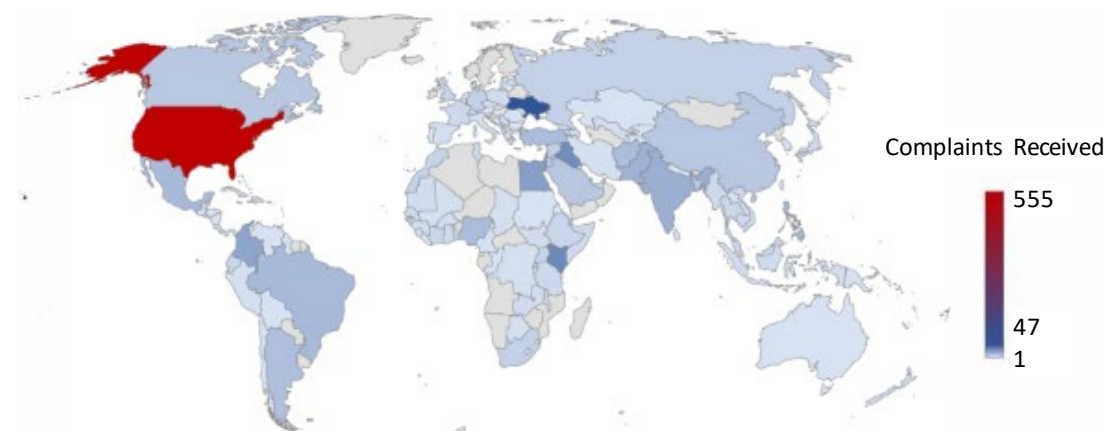
members of the public, reported suspected fraud, waste, abuse, and mismanagement in the programs and operations OIG oversees. OIG received hotline complaints via the OIG website, mail, and telephone. For a summary of actions taken in response to OIG Hotline complaints received during this reporting period, see Table 2.1.

Table 2.1
OIG Hotline Complaints, 10/1/2023–3/31/2024

Referred to Other Offices for Action	672
Held for Action Within OIG	49
No Action Required	498
Total Complaints Received	1,219

Figure 2.1 highlights the OIG Hotline’s global reach. Of the 1,219 complaints received this reporting period, 664 (54 percent) concerned possible criminal, civil, and administrative violations occurring in other countries. The remaining 555 complaints dealt with alleged violations in the United States.

Figure 2.1
Hotline Complaints Processed by Country, 10/1/2023–3/31/2024



Source: Office of Investigations electronic case management system.

Whistleblower Protection Coordinator Activities

The OIG Assistant Inspector General for Evaluations and Special Projects (ESP) serves as the whistleblower protection coordinator and joins others in educating Department, USAGM, and USIBWC employees, as well as contractor and grantee employees, on the rights and protections available to whistleblowers. As required by the National Defense Authorization Act for Fiscal Year 2013 (41 U.S.C. Section 4712), as amended, the coordinator oversees investigations of allegations of whistleblower retaliation filed by employees of contractors, subcontractors, grantees, and subgrantees, as well as personal services contractors. These cases are detailed in Table 2.2. Additionally, the coordinator investigates complaints under Presidential Policy Directive 19 (PPD-19), which prohibits whistleblower retaliation in the form of actions that affect an employee's eligibility for access to classified information.

Department of State

During this reporting period, OIG completed four investigations under 41 U.S.C. Section 4712 of complaints of whistleblower retaliation involving the Department. OIG did not substantiate that retaliation had occurred in three cases, two involving former

employees of Department contractors and one involving a former personal services contractor employed by the Bureau of Diplomatic Security. OIG substantiated that retaliation had occurred in a fourth case involving a former personal services contractor employed by the Bureau of Diplomatic Security. OIG referred the completed investigations to the Office of the Procurement Executive, the entity responsible for determining whether remedial action is appropriate.

During the reporting period, OIG also completed an investigation under PPD-19 involving a Department employee, but did not substantiate that the Department revoked the employee's security clearance in reprisal for making a protected disclosure.

U.S. Agency for Global Media

During the reporting period, OIG completed one investigation under 41 U.S.C. Section 4712, of a complaint of whistleblower reprisal by a former employee of a USAGM grantee. OIG substantiated that retaliation had occurred and referred the matter to the Chief Executive Officer of USAGM, who is responsible for determining whether remedial action is appropriate.

Table 2.2
Whistleblower Investigations Under 41 U.S.C. Section 4712

	Reporting Period 10/1/2023–3/31/2024	Since Enactment
Complaints Received and Reviewed	9	157
Active Investigations	4	--
Investigations Completed	5	52

Source: Office of Evaluations and Special Projects electronic case management system.

3 OVERSEAS CONTINGENCY OPERATIONS

OIG has both oversight and reporting responsibilities for overseas contingency operations (OCO) under the Inspector General Act of 1978, as amended (5 U.S.C. Section 419, previously found at 5 U.S.C. App, Section 8L). Section 419 is triggered when the Secretary of Defense declares that a military operation constitutes an OCO or when an operation results in troops being called to or retained on active duty.

Following one of these triggers, Section 419 activates a “Lead Inspector General” mechanism that requires concerted action by the OIGs of the Department of State (Department), Department of Defense (DoD), and the U.S. Agency for International Development (USAID), with one of them designated as the Lead Inspector General.

Since September 2014, OIG—with the DoD and USAID OIGs—has provided statutorily mandated oversight of nine different OCOs. These responsibilities currently apply to three active OCOs: Operation Inherent Resolve to defeat the Islamic State of Iraq and Syria, Operation Atlantic Resolve (OAR) to bolster NATO and support Ukraine after Russia’s full-scale invasion, and Operation Enduring Sentinel (OES) to contain terrorist threats emanating from Afghanistan and protect the homeland by maintaining pressure on those threats. OES is the follow-on to Operation Freedom’s Sentinel (OFS). OIG’s ongoing audits, inspections, and investigations related to these OCOs continued and are included in this *Semiannual Report to the Congress*.

For a list of OIG activities in support of the Lead IG-OCO mandate during the reporting period, see Table 3.1 and Table 3.2.

Table 3.1
OIG Oversight Activities in Support of the Lead Inspector General OCO Mandate,
10/1/2023–3/31/2024

Completed Reports	Date
<i>Audit of the Bureau of International Security and Nonproliferation Administration of Assistance to Ukraine (AUD-GEER-24-14)</i>	3/2024
<i>Inspection of Embassy Baghdad and Constituent Post, Iraq (ISP-I-24-06)</i>	1/2024
<i>Classified Inspection of Embassy Baghdad and Constituent Post, Iraq (ISP-S-24-06)*</i>	1/2024
<i>Inspection of the U.S. Mission to the Organization for Security and Cooperation in Europe (ISP-I-24-05)</i>	1/2024
<i>Inspection of the U.S. Mission to International Organizations in Vienna, Austria (ISP-I-24-10)</i>	12/2023
<i>Inspection of Embassy Vienna, Austria (ISP-I-24-04)</i>	12/2023
<i>Audit of the Planning, Design, Construction, and Commissioning of the Central Power Plant at U.S. Embassy Baghdad, Iraq (AUD-GEER-24-02)</i>	11/2023
<i>Review of Department of State End-Use Monitoring in Ukraine (ISP-I-24-02)</i>	11/2023

SEMIANNUAL REPORT TO THE CONGRESS: OCTOBER 1, 2023, TO MARCH 31, 2024

Completed Reports	Date
<i>Classified Inspection of Tri-Mission Vienna, Austria (ISP-S-24-04)*</i>	10/2023
<i>Review of Embassy Kyiv's Operating Status (ISP-S-24-01)*</i>	10/2023

*This report is Classified

Table 3.2

OIG Joint Oversight Activities in Support of the Lead Inspector General OCO Mandate, 10/1/2023–3/31/2024

Joint Completed Projects	Date
<i>Lead Inspector General for Operation Enduring Sentinel and Other U.S. Government Activities Related to Afghanistan Quarterly Report to the United States Congress October 1, 2023 – December 31, 2023</i>	2/2024
<i>Special Inspector General for Operation Atlantic Resolve Including U.S. Government Activities Related to Ukraine Quarterly Report to the United States Congress October 1, 2023 – December 31, 2023</i>	2/2024
<i>Lead Inspector General for Operation Inherent Resolve and Other U.S. Government Activities Related to Iraq & Syria Quarterly Report to the United States Congress October 1, 2023 – December 31, 2023</i>	2/2024
<i>Lead Inspector General for Operation Enduring Sentinel Quarterly Report to the United States Congress July 1, 2023 – September 30, 2023</i>	11/2023
<i>Lead Inspector General for Operation Inherent Resolve Quarterly Report to the United States Congress July 1, 2023 – September 30, 2023</i>	11/2023
<i>FY 2024 Joint Strategic Oversight Plan for Operation Atlantic Resolve, Including U.S. Government Activities Related to Ukraine</i>	10/2023

4 OIG ACCOUNTABILITY AND INDEPENDENCE

OIG has disclosed all unclassified audits, evaluations, and inspections issued from October 1, 2023, through March 31, 2024.

OIG identifies on its website the titles of reports that are not publicly available, unless the titles themselves are classified or Sensitive But Unclassified. *The Department of State Classified Annex to the Semiannual Report to the Congress* and the *U.S. Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress* contain information regarding reports that are not publicly available. In addition, OIG provides all classified and Sensitive But Unclassified reports to appropriate committees in Congress and to other authorized individuals upon request.

OIG did not encounter any attempts to interfere with Inspector General independence—whether through budgetary constraints designed to limit its capabilities, resistance or objection to oversight activities, or restrictions on or significant delays in access to information—for the reporting period from October 1, 2023, through March 31, 2024.

5 CONSOLIDATED FINANCIAL RESULTS OF OIG WORK

OIG returns significant value to the U.S. public through its audits, evaluations, inspections, and investigations. For the reporting period, OIG issued 37 reports related to the programs and operations of the Department of State (Department), U.S. Agency for Global Media (USAGM), International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC), and overseas contingency operations. OIG identified approximately \$48,000 in potential monetary benefits to the Department. Additionally, OIG's criminal, civil, and administrative investigations resulted in nearly \$27 million in recoveries and other monetary results this reporting period.

From October 1, 2023, through March 31, 2024, the Department made management decisions on approximately \$397 million in potential monetary benefits identified by OIG during the current and prior reporting periods. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports such a determination when OIG receives and accepts sufficient, specific evidence that appropriate action was taken during the compliance process. At the close of the reporting period, the Department had not yet acted on OIG recommendations totaling approximately \$468 million. This is an approximately \$397 million decrease from the approximately \$865 million in questioned costs and funds to be put to better use pending a Department management decision at the beginning of the reporting period.



OVERSIGHT OF DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

6 OFFICE OF AUDITS

The Office of Audits (AUD) supports the Department of State (Department) in improving management; strengthening integrity and accountability; and ensuring the most efficient, effective, and economical use of resources.

Audit work focuses on areas of concern such as physical security at overseas posts; financial management; IT security and management; contracts, acquisition, and grants management; human capital and administrative issues; and high-risk programs and operations in frontline states. From October 1, 2023, through March 31, 2024, the Office of Audits issued 12 individual reports on Department or International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC) programs and operations. Eleven reports are summarized below.

Contracts, Grants, and Infrastructure

Audit of Select Contract Administration Processes Related to the Construction of New Embassy Compound Mexico City, Mexico (AUD-CGI-24-09, 1/2024)

During an audit of contract administration processes related to the construction of the New Embassy Compound (NEC) in Mexico City, Mexico, OIG found that neither the Bureau of Overseas Buildings Operations (OBO) nor the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management (AQM), executed contract modifications in accordance with requirements. In addition, the Department of State (Department) did not always perform required activities to determine fair and reasonable pricing. The deficiencies occurred, in part, because management did not

sufficiently oversee and enforce adherence to requirements. As a result, the Department executed contract modifications without full awareness of potential consequences to the project timeline and costs.

OIG also found that the Project Director (PD) did not complete required daily logs and did not develop the required project procedures manual to guide project administration. The deficiencies occurred, in part, because OBO management failed to ensure that the PD fully complied with requirements. By failing to complete the daily logs and project procedures manual for a large, multimillion-dollar construction project, OBO limited its ability to protect the Department's interests and coordinate project administration.

Lastly, OIG found that the PD approved progress payments for the NEC Mexico City construction project in accordance with requirements. Because of the approval structure and the monitoring activities performed, the PD reasonably ensured that the contractor's requests for progress payments were valid and processed in a timely manner, thereby avoiding late payment penalties.

Information Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, 2023 Purchase Card Risk Assessment (AUD-CGI-24-05, 11/2023)

OIG conducted a risk assessment of the USIBWC purchase card program and concluded that the risk of illegal, improper, or erroneous use in the USIBWC purchase card program is "low." This conclusion was based on the USIBWC purchase card program size,

internal controls, training, previous audits, and OIG Office of Investigations (INV) observations.

On the basis of the results of this assessment, OIG did not recommend an audit of USIBWC's purchase card program be included in OIG's work plan. However, OIG encouraged USIBWC officials to continue prudent oversight of the purchase card program.

Information Report: Department of State 2023 Travel Charge Card Risk Assessment (AUD-CGI-24-04, 11/2023)

OIG conducted a risk assessment of the Department's travel card program and concluded that the risk of illegal, improper, or erroneous use in the Department's travel card program was "medium." This conclusion is based on the Department travel card program's size, internal controls, training, previous audits, and INV observations.

On the basis of the results of this assessment, OIG did not recommend an audit of the Department's travel card program be included in OIG's work plan. However, OIG encouraged Department officials to continue prudent oversight of the travel card program.

Information Report: Department of State 2023 Purchase Charge Card Risk Assessment (AUD-CGI-24-03, 11/2023)

OIG conducted a risk assessment of the Department's purchase card program and concluded that the risk of illegal, improper, or erroneous use in the Department's purchase card program was "medium." This conclusion is based on the Department purchase card program's size, internal controls, training, previous audits, violation reports, and INV observations.

On the basis of the results of the assessment, OIG did not recommend that an audit of the Department's purchase card program be included in OIG's work plan. However, OIG encouraged Department officials to continue prudent oversight of the purchase card program.

Financial Management

Independent Auditor's Report on the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2023 and FY 2022 Financial Statements (AUD-FM-24-13, 3/2024)

An independent external auditor, working on behalf of and under the direction of OIG, audited the USIBWC annual financial statements as of, and for the years ended, September 30, 2023 and 2022. The external auditor found that except for the possible effects of the matter described in the Basis for Qualified Opinion section of the report, the financial statements present fairly, in all material respects, the financial position of USIBWC as of September 30, 2023 and 2022, and its net cost of operations, changes in net position, and budgetary resources for the years then ended, in accordance with accounting principles generally accepted in the United States of America.

The external auditor identified one material weakness in internal control over financial reporting related to property and equipment and one significant deficiency in internal control over financial reporting related to information technology.

Management Letter Related to the Audit of the U.S. Department of State FY 2023 Financial Statements
(AUD-FM-24-12, 2/2024)

During the audit of the Department's FY 2023 financial statements, an independent external auditor identified matters involving internal control that it brought to the Department's attention. These matters related to controls over recording obligations, personnel data for locally employed staff, personnel records and actions, supporting data related to the asbestos remediation estimate, and access privileges for a supply chain application.

Independent Review of the U.S. Department of State Accounting and Authentication of FY 2023 Budget Formulation Compliance and Detailed Accounting Report
(AUD-FM-24-10, 2/2024)

The Office of National Drug Control Policy requires National Drug Control Program agencies, including the Department, to report budget formulation information and a detailed accounting and authentication of all funds expended on National Drug Control Program activities. OIG is required to express a conclusion about the reliability of each management assertion. Based on its review, OIG is not aware of any material modifications that should be made to management's assertions included in the report for it to be fairly stated.

Independent Auditor's Report on the U.S. Department of State FY 2023 and FY 2022 Financial Statements
(AUD-FM-24-07, 11/2023)

An independent external auditor, working on behalf of and under the direction of OIG, audited the Department's annual financial statements as of, and for the years ended, September 30, 2023 and 2022. The auditor

found that the financial statements present fairly, in all material respects, the financial position of the Department as of September 30, 2023 and 2022, and its net cost of operations, changes in net position, and budgetary resources for the years then ended, in accordance with accounting principles generally accepted in the United States.

The external auditor found certain reportable deficiencies in internal control related to property and equipment, the validity and accuracy of unliquidated obligations, financial reporting, and information technology. The external auditor also found an instance of reportable noncompliance with laws, regulations, contracts, and grant agreements tested, related to the Prompt Payment Act.

Independent Accountant's Report on the Application of Agreed-Upon Procedures: Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the Office of Personnel Management
(AUD-FM-24-01, 10/2023)

At the direction of OIG, an independent external auditor performed agreed-upon procedures to assist the Office of Personnel Management (OPM) in assessing the reasonableness of retirement benefits, health benefits, and life insurance withholdings and contributions as well as enrollment information submitted by the Department of State in its the Semiannual Headcount Report to OPM. There were no reportable differences.

Global Emergencies and Emerging Risks

Audit of the Bureau of International Security and Nonproliferation Administration of Assistance to Ukraine
(AUD-GEER-24-14, 3/2024)

OIG conducted this audit to determine whether the Bureau of International Security and Nonproliferation (ISN) administered its assistance programs and efforts in Ukraine in accordance with federal law and Department requirements. From February through December 2022, ISN administered more than \$82 million in grants, cooperative agreements, contracts, and interagency agreements to support Ukraine and neighboring countries affected by Russia's invasion.

OIG found that in administering its Ukrainian assistance programs, ISN generally complied with applicable requirements by performing required vetting and other due diligence, assessing and accepting risks, and using alternative methods for monitoring its assistance where in-person monitoring was not feasible. However, OIG noted ways in which ISN's administration of its assistance to Ukraine in two areas—risk assessment and monitoring—could be improved.

Specifically, OIG found that ISN based the risk assessments for its Ukraine activities on some subjective considerations and conditions that have since changed. Second, given non-permissive conditions and staffing limitations, ISN used alternative methods for monitoring its assistance in Ukraine but was unable to verify the accuracy of information reported by recipients. Finally, ISN relied on the review of award recipients' progress reports to support its program monitoring efforts; however, those reports lacked comparisons of accomplishments to program objectives.

Audit of the Planning, Design, Construction, and Commissioning of the Central Power Plant at U.S. Embassy Baghdad, Iraq
(AUD-GEER-24-02, 11/2023)

The central power plant at U.S. Embassy Baghdad, Iraq, came online in 2018 and has since experienced significant performance issues. OIG found that the Department did not always follow federal and Department requirements and guidelines in the planning, design, and commissioning of the plant and missed opportunities to correct identified deficiencies. OIG found that AQM did not comply with federal regulations regarding fair and reasonable pricing for awarding task orders and OBO and AQM did not comply with requirements for selecting the most highly qualified architect-engineer to design the plant at a fair and reasonable price. Also, the design review process failed to identify inadequate air flow in the design. Additionally, technical issues with the design were identified but were not always addressed. Furthermore, commissioning began 14 months after the construction phase began, contrary to OBO guidance. OBO also concluded the commissioning process without resolving outstanding concerns regarding ventilation and airflow and ignored results of performance testing and recommendations for further testing.

These deficiencies were primarily due to the desire to expedite the project. Consequently, the power plant's persistent performance problems have caused the Department to incur significant costs. Until these deficiencies are addressed, ongoing and future power plant projects could be in jeopardy and experience similar, costly results.

7 OFFICE OF EVALUATIONS AND SPECIAL PROJECTS

The Office of Evaluations and Special Projects (ESP) complements the work of OIG's Offices of Audits, Inspections, and Investigations and enhances OIG's capabilities to educate employees regarding whistleblower protections. This office also reviews allegations of administrative misconduct by senior officials and conducts special evaluations and reviews, including responses to congressional inquiries.

From October 1, 2023, through March 31, 2024, ESP did not issue any public reports. However, ESP did complete several misconduct investigations. Table 7.1 describes each instance in which ESP substantiated such allegations during this reporting period.

During this period, the office also completed five whistleblower investigations, which are discussed in Section 2 of this report.

Table 7.1

ESP Substantiation of Allegations of Non-Criminal Misconduct Involving Senior Government Employees, 10/1/2023–3/31/2024

Date	Agency and Position	Description	Disposition
1/24	Department of State, Deputy Assistant Secretary	OIG found that the official attempted to interfere with a hiring selection panel to alter the results, made discriminatory remarks to staff, and generally engaged in abusive behavior.	OIG referred its findings to the Bureau of Global Talent Management and the Office of Special Counsel.
1/24	Department of State, Managing Director	OIG found that the official attempted to interfere with a hiring selection panel to alter the results and did not fulfill her responsibility as a selecting official to ensure that the selection process complied with merit systems principles and avoided prohibited personnel practices in violation of 3 FAM 2312.8.	OIG referred its findings to the Bureau of Global Talent Management and the Office of Special Counsel.

8 OFFICE OF INSPECTIONS

The Office of Inspections (ISP) conducts independent assessments of the operations of the Department of State (Department), its posts abroad, and related activities. OIG inspects posts and domestic bureaus as required by the Foreign Service Act of 1980, which sets forth three broad areas for inspections: policy implementation, resource management, and management controls.

The office also conducts targeted reviews of Department programs and operations and compliance follow-up reviews on some posts, offices, and bureaus previously inspected to ensure implementation of key recommendations. From October 1, 2023, through March 31, 2024, ISP issued 16 reports on Department programs and operations, 10 of which were unclassified and are summarized below. The *Department of State Classified Annex to the Semiannual Report to the Congress* includes summaries of the other reports.

Domestic Bureaus

Inspection of the Bureau of Medical Services (ISP-I-24-08, 12/2023)

OIG found the Chief Medical Officer and Principal Deputy Chief Medical Officer set a positive tone for the Bureau of Medical Services and generally led the bureau in accordance with Department leadership and management principles. The bureau demonstrated commitment to diversity, equity, inclusion, and accessibility principles, but staff believed the bureau should provide more career advancement and leadership opportunities to Civil Service personnel and Foreign Service medical specialists. It was revealed that duplicative and parallel

functions throughout the bureau represented potentially inefficient use of resources and inconsistent practices, which the bureau was addressing through a planned reorganization. Informal and ad-hoc decision-making processes resulted in a lack of clarity regarding policy and operational changes, inconsistent dissemination of decisions, and revisions of decisions after the fact. Additionally, multiple factors contributed to the delay in deploying an electronic health record system, including inadequate project scope and cost management, and insufficient executive-level IT investment oversight. Furthermore, the bureau's quality management procedures did not comply with health care industry standards requiring regular clinical performance reviews of medical providers. Compounding these issues, OIG found that staff vacancies, insufficient staffing, and increasing workloads affected some aspects of operations, particularly in the areas of medical clearances and mental health support services. The bureau's Executive Office lacked standards to measure its customer support services. Finally, the bureau also had shortcomings in its contract management, human resources, and facilities management operations.

OIG made recommendations to address the bureau's executive direction, operational effectiveness and program implementation, resource management, and information management.

Program Reviews and Special Reports

Review of Department of State End-Use Monitoring in Ukraine (ISP-I-24-02, 11/2023)

OIG's objectives for this review were to determine whether the Department is: (1) implementing the required end-use monitoring (EUM) for security assistance programs in Ukraine and appropriately developing any new procedures in response to challenges affecting the Department's ability to safeguard such equipment; and (2) coordinating EUM and other safeguard activities in accordance with its responsibilities to provide direction and leadership to other U.S. government foreign affairs agencies. OIG found Embassy Kyiv had resumed limited in-person primary EUM activities in Ukraine as the evolving security situation allowed, but the Department bureaus responsible for EUM in Ukraine also depended on secondary EUM procedures, including relying on the Ukrainian government to assist directly and indirectly with EUM. At the time of this review, Department bureaus had not identified any instances of misuse of equipment subject to EUM. The Department required the same commitments from recipients and agreement to monitoring activities that applied before the February 2022 invasion. Although bureaus were developing or implementing pilots for new secondary EUM procedures, none had designed formal evaluations for these pilots. OIG identified several ongoing challenges to conducting EUM, such as security restrictions and ad hoc processes for reporting battlefield losses. OIG also found the Department provided interagency direction and leadership for the coordination of EUM and other safeguard activities for

security assistance programs in Ukraine.

OIG made recommendations to the Department to develop and update standards for EUM in non-permissive operating conditions and to formally evaluate EUM pilots for Ukraine.

Overseas Missions

Bureau of African Affairs

Inspection of Embassy Lilongwe, Malawi (ISP-I-24-15, 3/2024)

Since 2020, the Department has categorized Embassy Lilongwe as a historically difficult to staff post. Despite incentives and allowances, one of the embassy's greatest challenges is attracting bidders to fill its Foreign Service positions, particularly mid-level positions. OIG found the Ambassador and Deputy Chief of Mission generally modeled the Department of State's leadership and management principles. However, Embassy Lilongwe had consular internal control deficiencies related to its facilities, cashier operations, crisis preparedness, fraud prevention, nonimmigrant visa policy, and the panel physician program. Additionally, the embassy had several deficiencies in its management of federal foreign assistance, including the lack of a comprehensive foreign assistance and coordination mechanism and standard operating procedures. Embassy Lilongwe also had multiple internal control issues in its facility management, general services, and human resources operations. Additionally, the embassy had information management internal control deficiencies related to satellite phones, records management, information systems security officer duties, and physical infrastructure.

OIG made recommendations to address policy and program implementation, resource management, and information management.

Inspection of Embassy Dar es Salaam, Tanzania
(ISP-I-24-12, 3/2024)

OIG found that the Ambassador and Deputy Chief of Mission generally modeled the Department's leadership and management principles, particularly related to communication and self-awareness. However, the embassy's American Center in Dar es Salaam did not comply with Department standards requiring open access to the public. Additionally, Embassy Dar es Salaam had consular internal control deficiencies related to crisis preparedness, the fraud prevention program, immigrant visa petitions, the return of nonimmigrant visa documentation, and erroneously refused visa cases. OIG also found the embassy had several deficiencies related to the management of federal foreign assistance, including not hiring the President's Emergency Plan for AIDS Relief Country Coordinator in accordance with policy, missing required documentation in assistance files, and not conducting required joint evaluations. Additionally, Embassy Dar es Salaam had internal control issues related to facility management, general services, financial management, human resources, and the Health Unit. The embassy also had information management internal control deficiencies related to information technology configurations, firewalls on non-enterprise networks, account management procedures, and archival of records generated on non-government electronic messaging applications.

OIG made recommendations to address policy and program implementation, resource management, and information management.

Bureau of East Asian and Pacific Affairs

Inspection of Embassy Singapore, Singapore
(ISP-I-24-09, 2/2024)

OIG found that the Ambassador did not model some Department leadership and management principles. The Ambassador twice committed to consulting services for the embassy without following Department acquisition guidance and processes, leading to unauthorized commitments totaling approximately \$9,900. The embassy had approximately \$48,000 in outstanding travel vouchers, extending back to December 2021, related to the Ambassador's travel that either had not been submitted for reimbursement or lacked sufficient supporting documentation to pay the travel claim. Multiple embassy sections noted that the Ambassador developed poor relationships with some Singaporean ministries and that his actions in some cases hurt progress on Integrated Country Strategy goals and objectives. The Ambassador's many projects frequently were unattainable, diverted the embassy's limited resources, and detracted from the staff's ability to perform core duties. In addition, staff also questioned the utility of some projects in promoting U.S. interests in Singapore. OIG also found that the Economic-Political Section did not consistently meet Department deadlines for mandatory reports and cable reporting. Finally, information management operations had internal control shortcomings related to information security practices, management of printers and non-enterprise laptops, and emergency and evacuation radios.

OIG made recommendations to address executive direction, policy and program implementation, resource management, and information management.

Spotlight on Success: The Public Diplomacy Section teamed with 50 alumni to develop a program to mentor underserved students from Singapore’s Institute of Technical Education to enable them to compete more effectively in the workforce.

Inspection of the American Institute in Taiwan-Taipei and Kaohsiung
(ISP-I-24-07, 11/2023)

OIG found the Director and Deputy Director led the American Institute in Taiwan-Taipei and the Kaohsiung Branch Office in a professional and collaborative manner consistent with Department leadership and management principles. However, the American Center in the American Institute in Taiwan-Taipei did not meet standards for the number of required programs per month. Additionally, the institute did not meet Department standards in its records management program. Finally, American Institute in Taiwan-Taipei used an inefficient payroll process that produced inaccurate data despite a 2022 action memo from the Under Secretary for Management approving a streamlined process.

OIG made recommendations to address policy and program implementation, resource management, and information management.

Spotlight on Success: The American Institute in Taiwan-Taipei’s Information Management staff developed a Front Office task tracker, accessible from a desktop or mobile device, to assign and monitor tasks in real time.

Bureau of European and Eurasian Affairs

Inspection of the U.S. Mission to the Organization for Security and Cooperation in Europe
(ISP-I-24-05, 1/2024)

OIG found that the Ambassador and the Deputy Chief of Mission led the U.S. Mission to the Organization for Security and Cooperation in Europe in a professional and collaborative manner. The work of the U.S. Mission to the Organization of Security Cooperation in Europe’s sections was aligned with its Integrated Mission Strategy, including the goal of maintaining support for Ukraine’s sovereignty and territorial integrity. Furthermore, the Public Diplomacy Section focused heavily on media engagement and arranged relevant and timely interviews for the Ambassador. However, the mission’s records retirement practices did not comply with Department standards and the Deputy Chief of Mission did not attend Vienna Tri-Mission International Cooperative Administrative Support Services Council meetings.

OIG made recommendations to address executive direction and information management.

Spotlight on Success: The Public Diplomacy Section allocated 30 minutes of each week’s hour-long staff meeting to discuss an aspect of strategic planning and how to apply it to the section’s public diplomacy initiatives.

Inspection of Embassy Vienna, Austria
(ISP-I-24-04, 12/2023)

OIG found that the Ambassador and the Deputy Chief of Mission led Embassy Vienna in a professional and strategic manner. Notably, the Ambassador consistently supported diversity values and programs. However, the Deputy Chief of Mission did not attend Vienna Tri-Mission International Cooperative Administrative Support Services Council meetings. The Political-Economic Section collaborated with other offices and agencies to advance the Integrated Country Strategy and Department priorities. However, the section did not hold required interagency Deal Team meetings to coordinate commercial advocacy. OIG also found that Consular Section leadership instituted operational changes to adjust to the higher workload following the COVID-19 pandemic, Russia's full-scale invasion of Ukraine, and staffing shortages. In addition, overall, the Joint Management Office provided equitable services to its customers despite internal control shortcomings related to personal property, residential leasing, motor pool, the contracting officer's representative program, time and attendance, and residential fire safety. Finally, the organizational structure of Embassy Vienna's information management program did not meet Department standards.

OIG made recommendations to address executive direction, policy and program implementation, resource management, and information management.

Spotlights on Success: Embassy Vienna's engagement with the government of Austria led to restarting a resettlement program for Iranian minorities. In addition, the Public Diplomacy Section coordinated with the embassy's U.S. Commercial Service office to

revitalize the embassy's social media outreach. Furthermore, the Joint Management Office collaborated with the Department to create an outreach program to share information on services and opportunities for employment with Tri-Mission Vienna's current and incoming eligible family members. Finally, facility management staff instituted a tracking system to monitor compliance with monthly fire extinguisher checks using quick response, or QR, codes and electronic questionnaires.

Bureau of International Organization Affairs

Inspection of U.S. Mission to International Organizations in Vienna, Austria
(ISP-I-24-10, 12/2023)

OIG found that the Ambassador led the U.S. Mission to International Organizations in Vienna in a professional and collaborative manner. In addition, the mission plays an important support role in overseeing funding to the international organizations with which it works. OIG found that after Russia's February 2022 full scale invasion of Ukraine, Russia's campaign of disinformation and disruptive behavior in conference sessions combined with the U.S. "no business as usual" policy, complicated efforts in all policy areas, adding to workload pressures for the mission. In addition, the mission's support to the International Atomic Energy Agency's response to urgent nuclear safety and security issues in Ukraine increased the work of the mission without a commensurate increase in staffing. OIG also found that while mission and Vienna Tri-Mission leadership provided some individual guidance and mentoring, the First- and Second-Tour professional development program had been

dormant since the COVID-19 pandemic. Finally, the mission's records retirement practices did not comply with Department standards.

OIG made recommendations to address executive direction and information management.

Bureau of Near Eastern Affairs

Inspection of Embassy Baghdad and Constituent Post, Iraq (ISP-I-24-06, 1/2024)

OIG found that the Ambassador and Deputy Chief of Mission led Mission Iraq in a professional and collaborative manner consistent with Department leadership and management principles. However, the mission's coordination of foreign assistance programs did not systematically include bureau program managers. Furthermore, consular operations did not meet Department standards for crisis preparedness and lacked American Liaison Network coverage. In addition, Embassy Baghdad used power generation that was costlier than procuring power locally. OIG also found that the embassy's property management practices did not comply with Department standards for expendable property and fuel deliveries. Additional findings determined

that Embassy Baghdad and the Baghdad Diplomatic Support Center's safety, health, and environmental management program did not comply with standards. Finally, Mission Iraq did not fully comply with the Department's guidance for employment of third-country national staff.

OIG made recommendations to address policy and program implementation, resource management, and information management.

Spotlights on Success: Mission-wide integration of public diplomacy promoted bilateral cooperation and policy advocacy with Iraqi audiences. Additionally, Embassy Baghdad and the U.S. Agency for International Development in Iraq coordinated social media efforts using a shared platform, which increased public diplomacy outreach and engagement. Finally, Information Management staff developed a database application that enhanced personnel accountability.

9 OFFICE OF INVESTIGATIONS

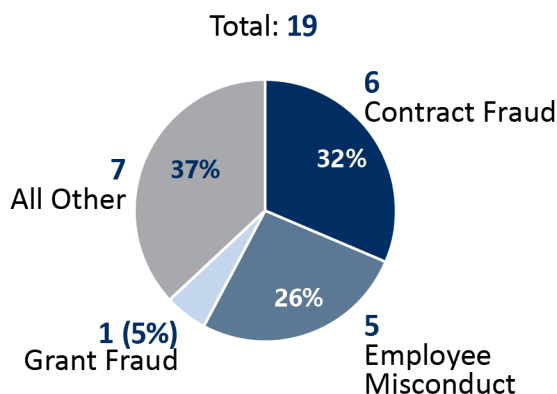
The Office of Investigations (INV) conducts worldwide investigations of criminal, civil, and administrative misconduct related to programs and operations of the Department of State (Department).

The office refers investigative results to the Department of Justice for prosecution and to the Department's Bureau of Global Talent Management, the Bureau of Diplomatic Security, the Office of the Procurement Executive, and other entities for administrative or other appropriate action. OIG's involvement in complex investigations of crimes affecting Department employees, programs, and operations has resulted in

significant actions—including convictions, settlements, recoveries, suspensions, and debarments—and continues to promote integrity and accountability of personnel and programs.

For a summary of INV activity related to Department programs and operations this reporting period, see Table 9.1. For a breakdown of cases closed this reporting period, see Figure 9.1.

Figure 9.1
OIG Investigations Closed, 10/1/2023–3/31/2024



Note: Figures may not equal 100 percent due to rounding.

Source: Office of Investigations electronic case management system.

Table 9.1**OIG Investigative Activity Related to Department of State Programs and Operations,
10/1/2023–3/1/2024**

Preliminary Inquiries	
Opened	41
Closed	32
Investigations	
Opened	20
Closed	19
Pending (3/31/2024)	30
Reports Issued ^a	4
Criminal and Civil Actions	
Referrals to the Department of Justice	12
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	1
Indictments/Informations ^b	5
Convictions	5
Civil Judgments/Settlements	1
Administrative Actions	
Removals (Resignation & Termination)	1
Suspensions/Revocations (Employee & Security Clearance)	3
Reprimands/Admonishments/Other	4
Investigative Monetary Results	
Civil Settlement	\$1,756,066
Cost Recovery	\$58,530
Criminal Forfeiture	\$17,795,099
Fines and Penalties	\$700
Funds Put to Better Use (Cost Savings)	\$0
Restitution	\$7,198,453
Suspensions and Debarments	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	1
Outreach	
Fraud Awareness Briefings	23

Note: The figures in this table were derived from a defined search of the Office of Investigations' electronic case management system for the period from October 1, 2023, through March 31, 2024, based upon specific administrative action categories.

^a The number represents final Reports of Investigation issued during the reporting period. The same Report of Investigation may have been issued to more than one Department bureau or office and may include multiple subjects for possible administrative actions.

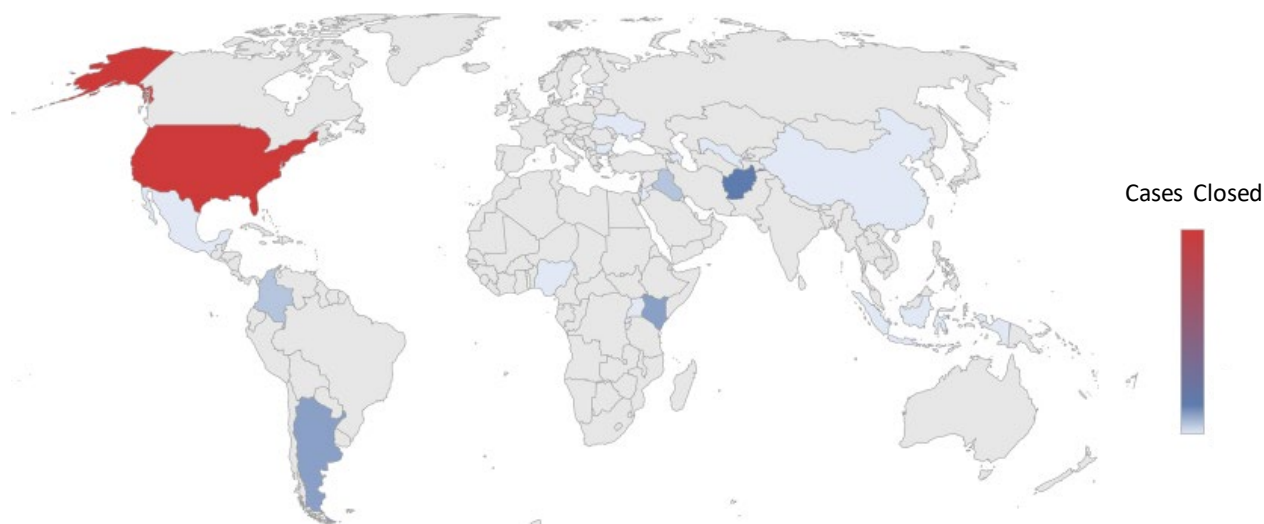
^b The number represents all indictments, criminal informations, and complaints that occurred during the reporting period. All indictments and criminal informations result from referral to prosecuting authorities. The referral may have occurred in a prior reporting period.

OIG's investigative efforts span the globe. As shown in Figure 9.2 and Table 9.2, of the 51 cases and preliminary inquiries closed this

reporting period, 57 percent concerned activity in other countries.

Figure 9.2

Department-Related Cases and Preliminary Inquiries Closed, by Country, 10/1/2023–3/31/2024



Source: Office of Investigations electronic case management system.

Table 9.2

Preliminary Inquiries and Cases Closed, 10/1/2023–3/31/2024

Type	Domestic	Overseas
Preliminary Inquiries Closed	13	19
Cases Closed	9	10
Total	22	29

Source: Office of Investigations electronic case management system.

Investigative Highlights

In March 2024, an individual was convicted of conspiracy to commit money laundering and concealment money laundering for his role in a multimillion-dollar international advance-fee scheme orchestrated from Nigeria. OIG and FBI special agents determined the individual served as a money launderer who accepted victim funds into his U.S. bank accounts and directed the proceeds to the ringleaders in Nigeria. Sentencing is pending. Previously, in 2022, two co-conspirators were

each sentenced to federal prison and ordered to pay restitution.

In January 2024, the second subject in a conspiracy scheme was sentenced to 5 years of probation and ordered to pay restitution of \$184,773 and a \$100 special assessment. A month earlier, the co-conspirator was sentenced for conspiring to steal U.S. government property. OIG, Defense Criminal Investigative Service, and the Department of the Army Criminal

Investigation Division special agents determined the two subjects conspired to steal property at a U.S. military installation, to include night vision devices, and sell them to prohibited international buyers.

In December 2023, an individual was sentenced to 12 months in federal prison, 3 years of supervised release, and a \$100 special assessment for falsifying his passport application. After he was charged with sexual assault of a child in Colorado, the individual was ordered to surrender his passport. OIG and Diplomatic Security special agents determined he falsely obtained a new passport after claiming on the application form that he lost the old passport. The individual was apprehended in South America after leaving the U.S. shortly before his plea hearing in Colorado.

In December 2023, the owner of Montage, Inc., a construction company, was sentenced to 10 years in prison, and ordered to pay \$6,588,680 in restitution and forfeiture in the amount of \$17,795,098, stemming from his 25-year fraud on the U.S. government. In March 2023, he pled guilty to one count of conspiracy to commit wire and bank fraud, one count of conspiracy to commit bribery of a public official, and one count of aggravated identity theft for a fraud scheme against the government. Special agents from OIG, the U.S. Attorney's Office, and the IRS determined the individual had made misrepresentations about his employees' qualifications and his company's ownership to induce the Department into awarding approximately \$100 million in lucrative construction contracts to his company. He also allegedly paid a Department employee bribes in exchange for confidential bidding information.

In December 2023, an individual was sentenced to 8 months of home confinement, 5 years of probation, and ordered to pay \$184,733 in restitution for conspiring to steal U.S. government property. Another member of the conspiracy is scheduled to be sentenced in January 2024. OIG, Defense Criminal Investigative Service, and the Department of the Army Criminal Investigation Division special agents determined the two subjects conspired to steal property at a U.S. military installation and sell them to prohibited international buyers.

In December 2023, a Department employee was suspended for 5 days for multiple instances of misconduct. OIG special agents determined the employee exceeded authorized access of an official database for personal use, attempted to influence the outcome of their spouse's visa applications, and made false claims for reimbursement for educational expenses under the Special Needs Education Allowance program.

In November 2023, a former on-site safety coordinator for a Department contract company was debarred for 3 years. OIG and Diplomatic Security special agents determined the individual sold surplus materials from a Marine Security Guard Residence construction site and failed to report the sale to avoid paying an associated duty to the local government.

In November 2023, a Department employee received a warning for participating in a fraudulent reimbursement scheme involving a business providing educational services for Gifted and Talented (GT) Instruction. OIG special agents determined while the business provided an initial consultation on GT educational resources, it primarily provided a mechanism for customers to submit

educational expenses directly, circumventing the Department's Financial Management Officer's review. Previously, in May 2023, the employee reimbursed the Department \$887 for unallowable educational expenses. In October 2023, a Department Contracting Officer (CO) was suspended for 14 days for misconduct related to official actions he took during an acquisition process. OIG special agents determined the CO had signed both a contract award and modification that was awarded to the employer of the CO's fiancé. In addition, the CO passed information that was not available to other competitors. The CO previously received a warning memo

about his conduct, and the fiancé was debarred for 3 years.

Investigations Involving Senior Government Employees

During the reporting period, INV conducted two investigations involving senior government employees at the Department where OIG substantiated allegations of misconduct. They are summarized below in Table 9.3. Other than the investigations described in Table 9.3, this office has no investigations to report involving senior government employees that were substantiated and closed during the reporting period but not disclosed to the public.

Table 9.3
Investigations Involving Senior Government Employees Where Allegations Were Substantiated, 10/1/2023–3/31/2024

Description	Status	DOJ Referral & Response	Closed Date
Case # C2012059			
On March 30, 2012, OIG opened an investigation based on information that an employee may have provided a contractor, with whom they were romantically involved, with competitor information and assisted the contractor with developing questions for a solicitation related to a Department procurement.	The investigation substantiated the allegations and determined the employee provided the contractor with competitor information and assisted the contractor with the developing questions for the solicitation.	On August 31, 2015, DOJ declined prosecution in lieu of administrative action. On November 14, 2016, the contractor was debarred for 3 years. On November 16, 2017, the employee received a warning memorandum and on October 26, 2023, the employee was given a 14-day suspension.	10/2023

Description	Status	DOJ Referral & Response	Closed Date
Case # C2023026			
On June 2, 2023, OIG opened an investigation based on information that an employee submitted false, vague, and misleading invoices to the Department for reimbursement for unallowable educational expenses	The investigation substantiated the allegation that a portion of the reimbursement was for unallowable educational expenses.	This case was not referred to DOJ because DOJ declined to prosecute an overarching related investigation. The case was referred for administrative action. On April 26, 2023, the employee repaid the Department for the unallowable expenses and on November 20, 2023, the employee was issued a warning memorandum.	11/2023

Investigations Related to Trafficking in Persons

Pursuant to Section 122 of the Trafficking Victims Prevention and Protection

Reauthorization Act of 2022, the Office of Inspector General must report to Congress certain data regarding investigations related to trafficking in persons. Table 9.4 contains such data for the current reporting period.

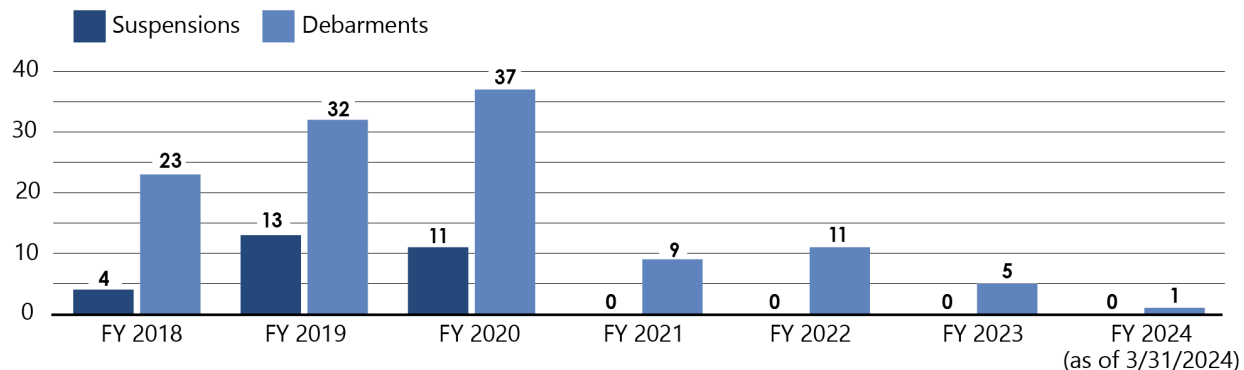
Table 9.4
Trafficking in Persons Investigations per the Trafficking Victims Prevention and Protection Reauthorization Act of 2022*

	Reporting Period 10/1/2023–3/31/2024
Complaints Received	0
Active Investigations	0
Open Pending Investigations	0
Investigations Completed	0

*Allegations received may be converted into preliminary or full investigations if there is a trafficking in persons nexus to the Department or USAGM personnel, programs, or operations, as defined in 22 USC § 7104(g) and FAR 22.17. In addition, hotlines may be referred to Department/USAGM offices or external partners for awareness and possible action if within scope.

Figure 9.3 shows suspension and debarment action taken by the Department as a result of OIG referrals from FY 2018 to FY 2024.

Figure 9.3
Suspension and Debarment Action Taken by the Department as a Result of OIG Referrals, FY 2018–FY 2024



Source: Office of Investigations electronic case management system.

10 FINANCIAL RESULTS OF OIG WORK RELATED TO THE DEPARTMENT OF STATE

In the reports it issued this reporting period, OIG identified approximately \$48,000 in potential monetary benefits to the Department of State (Department). Also, the Department made management decisions on approximately \$397 million in recommendations involving questioned costs or funds that could be put to better use. At the close of this reporting period, the Department had not yet made a management decision on approximately \$468 million in questioned costs or funds that could be put to better use, as identified by OIG. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports

such a determination when OIG receives and accepts sufficient, specific evidence during the compliance process. For the status of recommendations involving questioned costs in OIG reports on Department programs and operations, see Table 10.1. For the status of recommendations involving funds that could be put to better use, see Table 10.2. For a summary of consolidated Department and U.S. Agency for Global Media (USAGM) totals of potential monetary benefits identified by OIG during this reporting period, see Section 5 of this report.

OIG Financial Lexicon

Questioned Costs

Costs that are questioned by OIG because of an alleged violation of a provision; costs not supported by adequate documentation; or a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable.

Not Disallowed (i.e., Allowed):

A cost questioned by OIG that management has decided should be charged to the government.

Disallowed:

A cost questioned by OIG that management has agreed should not be charged to the government.

Funds Put to Better Use

Funds that could be used more efficiently if management took actions to implement and complete the recommendation.

Agreed:

The dollar value of recommendations that management agreed to implement.

Disagreed:

The dollar value of recommendations that management disagreed with implementing.

Table 10.1

Status of OIG Recommendations to the Department of State Including Questioned Costs, 10/1/2023–3/31/2024

	# Reports	Questioned Costs (\$ Thousands)	Unsupported Costs ^a (\$ Thousands ^b)
A. No management decision made by start of the reporting period	4	\$385,817	\$14,777
B. Issued during the reporting period			
Total issued during the reporting period	0	\$0	\$0
Total (A+B)	4	\$385,817	\$14,777
C. Management decision made during the reporting period			
(i) Disallowed costs		\$0	\$0
(ii) Costs not disallowed		\$375,918	\$14,291
Subtotal	2	\$375,918	\$14,291
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	4 ^c	\$9,899	\$486
E. Additional monetary benefits achieved as the result of prior OIG recommendations	0	\$0	\$0

^a “Unsupported Costs” is a subset of “Questioned Costs.”

^b Dollar amounts may be affected by rounding.

^c Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The four reports noted in the table contain nine recommendations without a management decision at the end of the period.

Table 10.2

Status of OIG Recommendations to the Department of State Recommending Funds Be Put to Better Use, 10/1/2023–3/31/2024

	# Reports	Funds Put to Better Use (\$ Thousands ^a)
A. No management decision made by start of the reporting period	19	\$479,310
B. Issued during the reporting period		
<i>Inspection of Embassy Singapore, Singapore</i>		\$48
Total issued during the reporting period	1	\$48
Total (A+B)	20	\$479,358
C. Management decision made during the reporting period		
(i) Dollar value of recommendations agreed to by management		\$15,276
(ii) Dollar value of recommendations not agreed to by management		\$5,540
Subtotal	4	\$20,816
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	15 ^b	\$458,542
E. Additional monetary benefits achieved as the result of prior OIG recommendations	0	\$0

^a Dollar amounts may be affected by rounding.

^b Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The 15 reports noted in the table contain 18 recommendations without a management decision at the end of the period.

Office of Management and Budget Single Audits

Office of Management and Budget (OMB) Single Audits Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200) establishes audit requirements for state and local governments, colleges and universities, and nonprofit organizations receiving federal awards. Under 2 CFR Part 200, covered entities that expend \$750,000 or more a year in federal funds must obtain an annual organization wide “single audit” that includes the entity’s financial statements and compliance with federal award

requirements. These audits are conducted by non-federal auditors, such as public accounting firms and state auditors. OIG reviews selected audit reports for findings and questioned costs related to Department awards to ensure that the reports comply with the requirements of OMB related to single audits. OIG’s oversight of non-federal audit activity informs federal managers about the soundness of the management of federal programs and identifies any significant areas of internal control weaknesses, noncompliance, and questioned costs for resolution or follow-up.

In this reporting period, OIG's Office of Audits reviewed nine single audit reports covering \$725 million in federal funds. Of this amount, Department funds totaled \$631 million. Six of the nine reports documented the awardee's noncompliance with federal requirements, including significant deficiencies in internal control related to lack of compliance with reporting deadlines, missing time and attendance documentation, lack of review of contractor eligibility, failure to identify conflicts of interest, lack of compliance with special provisions, failure to comply with subrecipient reporting, late submission of

annual audit report, lack of segregation of duties, inaccurate charging of payroll and grant expenses, untimely reconciliation of accounts, and lack of evidence of invoice approvals. OIG referred questioned costs of at least \$224,215 to Department program officials for resolution or follow-up as identified in one of the reports. OIG also conducted follow-up on questioned costs of \$27,997 referred to program officials for resolution in prior periods. Table 10.3 summarizes the Department's decisions during this period to allow or disallow the questioned costs.

Table 10.3
Inspector General-Referred Single Audit Reports With Questioned Costs

Recommendation Status	# Reports	Questioned Costs (\$ Thousands)*
A. For which no management decision had been made by the commencement of the reporting period	1	\$28
B. Issued during the reporting period	4	\$224
Subtotal Questioned Costs (A+B)	5	\$252
C. For which a management decision was made during the reporting period		
(i) Disallowed costs	0	\$0
(ii) Costs not disallowed	0	\$0
Total Management Decisions	0	\$0
D. For which no management decision has been made by the end of the reporting period [(A+B) – Subtotal C]	5	\$252

* Dollar amounts may be affected by rounding.

Defense Contract Audit Agency Audits

Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management (AQM) provided OIG information concerning Department contract awards. The bureau's Business Operations Division initiates and coordinates audits with the Defense Contract Audit Agency (DCAA) to support contracting officers. Questioned costs that are identified

represent the total of all questioned dollars in DCAA audit reports issued during this reporting period. The management decision captures the resolution of audit reports made by the contracting officer during this reporting period to allow or disallow questioned costs. OIG did not verify, or otherwise audit, the values shown in Table 10.4 for the information AQM provided.

Table 10.4**Defense Contract Audit Agency Audit Reports With Questioned Costs**

Recommendation Status	# Reports	Questioned Costs (\$ Thousands^a)
A. For which no management decision had been made by the commencement of the reporting period	7	\$11,889 ^b
B. Issued during the reporting period <i>Independent Audit Report on Day and Zimmermann Government Services' (SOC, LLC) Incurred FYs 2019 and 2020 Direct Costs under DOS Contract SAQMMA16D0046 (2023D17900001, February 1, 2024)</i>		\$10,502
<i>Independent Audit Report on Proposed Amounts in Amentum's Services, Inc.'s Termination Proposal No. 111199-M for Firm Fixed Price Contract No. 19AQMM-20-C-0122/0001 dated October 10, 2023 (2023A17100001, March 27, 2024)</i>		\$3,097
Total Issued During the Reporting Period	2 ^c	\$13,599
Subtotal Questioned Costs (A+B)	9	\$25,488
C. For which management decision was made during the reporting period		
(i) Disallowed Costs		\$1,795
(ii) Costs Not Disallowed		\$8,169
Total Management Decisions	6 ^d	\$9,964
D. For which no management decision has been made by the end of the reporting period	3	\$15,524

^a Dollar amount may be affected by rounding.

^b The original reported amount for one contract, \$192,583, included \$3,600 associated with a DoD contract that was mistakenly identified by DCAA as a Department contract. The questioned costs for that contract have been reduced to \$188,983 to correct this error.

^c Number excludes four additional DCAA reports issued during the reporting period that AQM reported as having no questioned costs.

^d Number includes the number of reports with full management decisions on all remaining questioned costs and excludes the number of reports with pending questioned costs.

11 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. Office of Management and Budget (OMB) Circular A-50 requires prompt resolution and corrective action on OIG recommendations. Specifically, the circular states that resolution shall be made within 6 months after the final report is issued, with corrective action proceeding as rapidly as possible.

The tables in Appendix D provide detailed information about the status of OIG open recommendations. Tables D.1 through D.3 identify unresolved and resolved but unimplemented recommendations associated with unclassified reports issued prior to October 1, 2023, as well as each recommendation's associated potential monetary benefits. Table D.4 highlights a number of recommendations that were closed during the reporting period.



OVERSIGHT OF U.S. AGENCY FOR GLOBAL MEDIA PROGRAMS AND OPERATIONS

12 OFFICE OF AUDITS

The Office of Audits supports the U.S. Agency for Global Media (USAGM) by auditing its programs and operations and making recommendations to improve management, strengthen integrity and accountability, and ensure the most efficient, effective, and economical use of resources. Audit work focuses on such areas of concern as financial management and information security and management practices. From October 1, 2023, to March 31, 2024, the Office of Audits issued three publicly available reports related to USAGM programs and operations, which are summarized below.

Contracts, Grants, and Infrastructure

Information Report: U.S. Agency for Global Media 2023 Purchase Card Risk Assessment
(AUD-CGI-IB-24-06, 11/2023)

OIG conducted a risk assessment of the USAGM purchase card program and concluded that the risk of illegal, improper, or erroneous use in the USAGM purchase card program was “very low.” This conclusion was based on the USAGM’s purchase card program size, internal controls, training, previous audits, and OIG Office of Investigations observations.

On the basis of the results of this assessment, OIG did not recommend an audit of USAGM’s purchase card program be included in OIG’s work plan. However, OIG encouraged

USAGM officials to continue prudent oversight of the purchase card program.

Financial Management

Management Letter Related to the Audit of the U.S. Agency for Global Media FY 2023 Financial Statements
(AUD-FM-IB-24-11, 2/2024)

During the audit of the USAGM FY 2023 financial statements, the independent external auditor identified weaknesses relating to obligation validity and accuracy, grantee monitoring, and accounting for property, plant, and equipment.

Independent Auditor’s Report on the U.S. Agency for Global Media’s FY 2023 and FY 2022 Financial Statements
(AUD-FM-IB-24-08, 11/2023)

An independent external auditor, working on behalf of and under the direction of OIG, audited USAGM’s annual financial statements as of, and for the years ended, September 30, 2023 and 2022. The external auditor found that the financial statements present fairly, in all material respects, the financial position of USAGM as of September 30, 2023 and 2022, and its net cost of operations, changes in net position, and budgetary resources for the years then ended, in accordance with accounting principles generally accepted in the United States of America.

13 OFFICE OF INVESTIGATIONS

The Office of Investigations conducts worldwide investigations of criminal, civil, and administrative misconduct related to U.S. Agency for Global Media (USAGM) programs and operations. For a summary of

OIG investigative activity related to USAGM programs and operations this reporting period, see Table 13.1.

Table 13.1

OIG Investigative Activity Related to the U.S. Agency for Global Media, 10/1/2023–3/31/2024

Preliminary Inquiries	
Opened	2
Closed	1
Investigations	
Opened	0
Closed	0
Pending (3/31/2024)	0
Reports Issued	1
Criminal and Civil Actions	
Referrals to the Department of Justice	0
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	0
Indictments/Informations ^a	1
Convictions	1
Civil Judgments/Settlements	0
Administrative Actions	
Removals (Resignation & Termination)	0
Suspensions/Revocations (Employee & Security Clearance)	0
Reprimands/Admonishments/Other	0

Investigative Monetary Results	
Civil Settlement	\$0
Cost Recovery	\$0
Criminal Forfeiture	\$185,000
Fines and Penalties	\$100
Funds Put to Better Use (Cost Savings)	\$0
Restitution	\$0
Suspensions and Debarments	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	0
Outreach	
Fraud Awareness Briefings	8

Note: The figures in this table were derived from a defined search of the Office of Investigations' electronic case management system for the period from October 1, 2023, through March 31, 2024, based upon specific administrative action categories.

^a The number represents all indictments, criminal informations, and complaints that occurred during the reporting period. All indictments and criminal informations result from referral to prosecuting authorities. The referral may have occurred in a prior reporting period.

Investigative Highlights

In December 2023, a co-conspirator of a former USAGM Contracting Officer was sentenced to 6 months imprisonment, 3 years supervised release, and \$185,000 forfeiture for his role in the conspiracy. In November 2023, he pleaded guilty to one count of conspiracy to commit bribery and honest services wire fraud. OIG and FBI special agents had detected fraud involving the CO and two other individuals from late 2014 to 2016.

The CO provided preferential treatment that included the awarding of a professional staffing contract worth millions of dollars and steering the procurement process to benefit the co-conspirators and a contracting firm.

14 FINANCIAL RESULTS OF OIG WORK RELATED TO THE U.S. AGENCY FOR GLOBAL MEDIA

In the reports it issued this reporting period, OIG did not identify potential monetary benefits to U.S. Agency for Global Media (USAGM). USAGM had no open recommendations involving questioned costs or funds put to better use from this or previous reporting periods that required a

management decision. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports such a determination when OIG receives and accepts sufficient, specific evidence during the compliance process.

OIG Financial Lexicon

Questioned Costs

Costs that are questioned by OIG because of an alleged violation of a provision; costs not supported by adequate documentation; or a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable.

Not Disallowed (i.e., Allowed):

A cost questioned by OIG that management has decided should be charged to the government.

Disallowed:

A cost questioned by OIG that management has agreed should not be charged to the government.

Funds Put to Better Use

Funds that could be used more efficiently if management took actions to implement and complete the recommendation.

Agreed:

The dollar value of recommendations that management agreed to implement.

Disagreed:

The dollar value of recommendations that management disagreed with implementing.

Office of Management and Budget Single Audits

OMB's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200) establishes audit requirements for state and local governments, colleges and universities, and nonprofit organizations receiving federal awards. Under 2 CFR Part 200, covered entities that expend \$750,000 or more a year in federal funds must obtain an annual organization-wide "single audit" that includes the entity's financial statements and compliance with Federal award requirements. These audits are conducted by non-federal auditors, such as public accounting firms and state auditors.

OIG's Office of Audits also reviewed four single audit reports covering \$289 million in federal funds to USAGM. Two of the four reports documented the awardee's noncompliance with federal requirements, including significant internal control deficiencies related to untimely reconciliation of asset and liability accounts, lack of compliance with terrorist screening requirements of its contractors and vendors, unjustified sole-source procurements, late submission of annual audit report, lack of compliance with procurement policies, and lack of compliance with reporting deadlines.

During this reporting period, there were no audit reports with questioned costs for which USAGM was required to issue management decisions.

15 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. Office of Management and Budget (OMB) Circular A-50 requires prompt resolution and corrective action on OIG recommendations. Specifically, the circular states that resolution shall be made within 6 months after the final report is issued, with corrective action proceeding as rapidly as possible.

Table E.1 reports the status of open OIG recommendations to U.S. Agency for Global Media (USAGM) as of March 31, 2024.



APPENDICES

APPENDIX A: OIG REPORTS RELATED TO DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

Table A.1

OIG Reports Related to Department of State Programs and Operations, 10/1/2023–3/31/2024

Report #	Report Title	Date
Office of Audits		
AUD-GEER-24-14	<i>Audit of the Bureau of International Security and Nonproliferation Administration of Assistance to Ukraine</i>	3/2024
AUD-FM-24-13	<i>Independent Auditor's Report on the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2023 and FY 2022 Financial Statements</i>	3/2024
AUD-FM-24-12	<i>Management Letter Related to the Audit of the U.S. Department of State FY 2023 Financial Statements</i>	2/2024
AUD-FM-24-10	<i>Independent Review of the U.S. Department of State Accounting and Authentication of FY 2023 Budget Formulation Compliance Report and Detailed Accounting Report</i>	2/2024
AUD-CGI-24-09	<i>Audit of Select Contract Administration Processes Related to the Construction of New Embassy Compound Mexico City, Mexico</i>	1/2024
AUD-FM-24-07	<i>Independent Auditor's Report on the U.S. Department of State FY 2023 and FY 2022 Financial Statements</i>	11/2023
AUD-CGI-24-05	<i>Information Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, 2023 Purchase Card Risk Assessment</i>	11/2023
AUD-CGI-24-04	<i>Information Report: Department of State 2023 Travel Charge Card Risk Assessment</i>	11/2023
AUD-CGI-24-03	<i>Information Report: Department of State 2023 Purchase Charge Card Risk Assessment</i>	11/2023
AUD-GEER-24-02	<i>Audit of the Planning, Design, Construction, and Commissioning of the Central Power Plant at U.S. Embassy Baghdad, Iraq</i>	11/2023
AUD-FM-24-01	<i>Independent Accountant's Report on the Application of Agreed-Upon Procedures: Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the Office of Personnel Management</i>	10/2023
Office of Evaluations and Special Projects		
None		
Office of Inspections		
ISP-I-24-15	<i>Inspection of Embassy Lilongwe, Malawi</i>	3/2024
ISP-I-24-12	<i>Inspection of Embassy Dar es Salaam, Tanzania</i>	3/2024
ISP-I-24-09	<i>Inspection of Embassy Singapore, Singapore</i>	2/2024
ISP-I-24-06	<i>Inspection of Embassy Baghdad and Constituent Post, Iraq</i>	1/2024

Report #	Report Title	Date
ISP-I-24-05	<i>Inspection of the U.S. Mission to the Organization for Security and Cooperation in Europe</i>	1/2024
ISP-I-24-10	<i>Inspection of the U.S. Mission to International Organizations in Vienna, Austria</i>	12/2023
ISP-I-24-08	<i>Inspection of the Bureau of Medical Services</i>	12/2023
ISP-I-24-04	<i>Inspection of Embassy Vienna, Austria</i>	12/2023
ISP-I-24-07	<i>Inspection of the American Institute in Taiwan-Taipei and Kaohsiung</i>	11/2023
ISP-I-24-02	<i>Review of Department of State End-Use Monitoring in Ukraine</i>	11/2023
Office of Inspector General		
OIG-24-02	<i>Inspector General Statement on the U.S. Agency for Global Media's Major Management and Performance Challenges FISCAL YEAR 2023</i>	11/2023
OIG-24-01	<i>Inspector General Statement on the Department of State's Major Management and Performance Challenges FISCAL YEAR 2023</i>	11/2023

Table A.2
OIG Reports Related to Department of State Programs and Operations and Summarized in the
Department of State Classified Annex to the Semiannual Report to the Congress,
10/1/2023–3/31/2024

Report #	Report Title	Date
Office of Audits		
MA-24-01	<i>Report title is redacted due to classification</i>	11/2023
Office of Inspections		
ISP-S-24-06	<i>Classified Inspection of Embassy Baghdad and Constituent Post, Iraq</i>	1/2024
ISP-S-24-09	<i>Classified Inspection of Embassy Singapore, Singapore</i>	11/2023
ISP-S-24-07	<i>Classified Inspection of the American Institute in Taiwan-Taipei and Kaohsiung</i>	10/2023
ISP-S-24-04	<i>Classified Inspection of Tri-Mission Vienna, Austria</i>	10/2023
ISP-S-24-03	<i>Classified Inspection of Embassy Sofia, Bulgaria</i>	10/2023
ISP-S-24-01	<i>Review of Embassy Kyiv's Operating Status</i>	10/2023

APPENDIX B: OIG REPORTS RELATED TO U.S. AGENCY FOR GLOBAL MEDIA PROGRAMS AND OPERATIONS

Table B.1

OIG Reports Related to U.S. Agency for Global Media Programs and Operations, 10/1/2023–3/31/2024

Report #	Report Title	Date
Office of Audits		
AUD-FM-IB-24-11	<i>Management Letter Related to the Audit of the U.S. Agency for Global Media FY 2023 Financial Statements</i>	2/2024
AUD-FM-IB-24-08	<i>Independent Auditor's Report on the U.S. Agency for Global Media FY 2023 and FY 2022 Financial Statements</i>	11/2023
AUD-CGI-IB-24-06	<i>Information Report: U.S. Agency for Global Media 2023 Purchase Card Risk Assessment</i>	11/2023
Office of Evaluations and Special Projects		
None		
Office of Inspections		
None		

Table B.2

OIG Reports Related to U.S. Agency for Global Media Programs and Operations Summarized in the *United States Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress*, 10/1/2023–3/31/2024

Report #	Report Title	Date
None		

APPENDIX C: PEER REVIEWS

The Office of Inspector General (OIG) conducts oversight activities to help ensure that the Department of State, the U.S. Section of the International Boundary and Water Commission, United States and Mexico, and the U.S. Agency for Global Media manage and execute programs and operations as efficiently and effectively as possible. To underscore the importance of operational efficiency and effectiveness, OIG is measured by industry standards and best practices set forth by the oversight community, represented by the Council of the Inspectors General on Integrity and Efficiency (CIGIE). As part of this shared internal control system, CIGIE requires OIGs to conduct and undergo periodic external peer reviews, and the Inspector General Act of 1978 requires the results of these peer reviews to be published in this Semiannual Report to the Congress.

Office of Audits

The Office of Audits (AUD) did not undergo a peer review related to Government Auditing Standards during this reporting period. The date of the most recent peer review to determine accordance with such standards was September 12, 2023, and there are no outstanding recommendations.

AUD conducted a peer review of the system of quality control of the Department of Commerce Office of Inspector General (Commerce OIG), which received a peer review rating of pass. The letter of comment that accompanied the System Review

Report contained three recommendations intended to improve deficiencies identified in the areas of closeout reports, policies and procedures, and required inquiries of management of the audited entity. OIG accepted Commerce OIG's proposed actions as meeting the intent of the three recommendations.

Office of Inspections

The Office of Inspections (ISP) did not undergo a peer review during this reporting period. The date of the most recent peer review to determine accordance with standards was September 12, 2023, and there are no outstanding recommendations.

Office of Evaluations and Special Projects

The Office of Evaluations and Special Projects (ESP) did not undergo a peer review during the reporting period. The date of the most recent peer review to determine accordance with standards was September 12, 2023, and there are no outstanding recommendations.

Office of Investigations

The Office of Investigations (INV) did not undergo a peer review during this reporting period. The Office of Investigations was last peer reviewed in July 2018 and has no outstanding recommendations. Due to the impact of COVID, the INV peer review scheduled for 2022 was rescheduled by CIGIE to 2025. INV also conducted a peer review of the National Science Foundation Office of Investigations in April 2023.

APPENDIX D: DEPARTMENT OF STATE COMPLIANCE

Tables D.1 through D.3 report the status of open Office of Inspector General (OIG) recommendations to the Department of State (Department) as of March 31, 2024, as well as certain recommendations that were closed during the reporting period. OIG

continues to work with Department officials to resolve and close the recommendation. The current action offices listed in some of the recommendations may have changed since the recommendations were issued in the original reports.

OIG Compliance Lexicon

Open

Unresolved: No agreement between OIG and management on the recommendation or proposed corrective action.

Resolved: Agreement on the recommendation and proposed corrective action but implementation has not been completed.

Closed

Agreed-upon corrective action is complete.

Table D.1

Open Office of Audits Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 3/31/2024

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts</i> (AUD-SI-23-30, 9/2023)	
Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Diplomatic Security, (a) finalize and publish definitions and descriptions for temporary structures and related terminology, (b) update applicable policies and process documents, and (c) communicate this information to all Department of State employees who have responsibility for real property at overseas posts.	N/A
Recommendation 4: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Diplomatic Security (DS), develop and implement a process to periodically reconcile data between the Real Property Application and key DS databases, including the Published Waivers/Exceptions database, Deficiency Database, and Published Physical Security Surveys database.	N/A
Recommendation 8: OIG recommends that the Bureau of Diplomatic Security analyze the backlog of physical security surveys to determine factors inhibiting completion of the physical security surveys and, based on the analysis, develop and implement a plan of action to address and resolve the backlog of physical security surveys.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of Department of State Efforts To Identify and Terminate Unneeded Contracts Related to Afghanistan</i> (AUD-CGI-23-26, 9/2023)	
Recommendation 1: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and implement a process that can be used in response to an emergency situation at an overseas post to identify contracts that require termination or other contract administration actions.	N/A
Recommendation 2: OIG recommends that the Bureau of Administration develop and implement a contingency action plan that could be enacted to optimize Contracting Officers' workload management during challenging periods, such as when a surge of contracts need to be terminated, suspended, or closed out.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration develop and implement an effective tool to track the status of contracts from termination through closeout. At a minimum, the tool should identify the steps remaining to be completed in the termination and closeout process, including identifying overdue steps, and the time elapsed between key steps.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration develop a plan to assess and take action to ensure Contracting Officers' compliance with Department of State requirements regarding maintaining contract administration file documentation in eFiling.	N/A
Recommendation 6: Following implementation of Recommendation 5, OIG recommends that the Bureau of Administration (a) analyze the results of the survey to identify the factors hindering the use of eFiling to maintain contract administration documentation, including technical issues that need to be addressed and (b) develop and implement, if appropriate, a corrective action plan to increase the use of the mandated eFiling module.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration update the Foreign Affairs Manual, Foreign Affairs Handbook, and supplemental procurement guidance to assist and support Contracting Officers in conducting contract terminations. At a minimum, the policies and procedures should include guidance detailing the contents of termination dockets, such as the type and extent of documentation to maintain; expected timelines for adding documents; and standardized methods for organizing and naming documents. The policy and procedures should also include helpful tools, such as a checklist of documents that are required to be maintained in the termination docket and a post-termination conference meeting template.	N/A
Recommendation 8: OIG recommends that the Bureau of Administration, in coordination with the Foreign Service Institute, modify contract administration training that is offered by the Department of State to include guidance on the contract termination process.	N/A
<i>Evaluation of Adjustments to the Afghan Special Immigrant Visa Program From 2018 Through 2022</i> (AUD-MERO-23-23, 8/2023)	
Recommendation 1: OIG recommends that the Special Immigrant Visa (SIV) Senior	N/A

Significant Open Recommendations	Potential Monetary Benefits
<p>Coordinating Official, in coordination with the Bureau of Consular Affairs and the Joint Executive Office for the Bureau of Near Eastern Affairs and the Bureau of South and Central Asian Affairs, develop and implement a strategic performance management approach to improve the outcomes of the Afghan SIV program, including establishing goals and measures of success to evaluate progress against those established goals.</p>	
<p><i>Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44, 9/2022)</i></p>	
<p>Recommendation 2: OIG recommends that the Bureau of Administration reconcile differences between the definitions for accountable property contained in the Integrated Logistics Management System – Annual Inventory Modernization module and 14 Foreign Affairs Manual 416.1 and communicate to overseas posts what property should be included in posts’ annual inventories.</p>	N/A
<p>Recommendation 10: OIG recommends that U.S. Embassy Baghdad, Iraq, determine (a) how many of the 15,785 nonexpendable property assets, valued at \$7.6 million, were used, how many remain in storage, and how many have been disposed of, along with the reasons for disposal, and (b) whether maintaining these 15,785 assets in storage is necessary and reasonable.</p>	\$7,600,000
<p>Recommendation 14: OIG recommends that Embassy Baghdad, Iraq, in coordination with the Bureau of Administration, develop, implement, document, and communicate a policy and procedures to provide information and periodic training to U.S. Embassy Baghdad staff who manage nonexpendable property on the capabilities and proper use of the Integrated Logistics Management System – Analytics module to ensure that the embassy efficiently manages and utilizes existing nonexpendable property at post and properly procures nonexpendable property that the embassy needs.</p>	N/A
<p><i>Audit of the Department of State Management and Monitoring of Federal Assistance Awards to For-Profit Organizations (AUD-CGI-22-26, 5/2022)</i></p>	
<p>Recommendation 1: OIG recommends that the Bureau of Administration revise the Federal Assistance Directive to require Grants Officers (GO) and Grants Officer Representatives (GOR) to fully use the State Assistance Management System Domestic’s Post-Award Activities function to upload and review documentation for all post-award tasks, such as the review of Performance Progress Reports and Federal Financial Reports, GOR reports, annual reviews, other monitoring activities; and to document workflows for submitting, reviewing, and monitoring post-award activities among the GO, GOR, and award recipient.</p>	N/A
<p>Recommendation 2: Concurrent with the implementation of Recommendation 1, OIG recommends that the Bureau of Administration require bureaus to perform quarterly reviews of the State Assistance Management System Domestic’s Post-Award Activities function reports. The reviews should verify that Grants Officers and Grants Officer Representatives have complied with oversight requirements such as the review of Performance Progress Reports and Federal Financial Reports, GOR reports, annual reviews, and other monitoring activities.</p>	N/A

Significant Open Recommendations	Potential Monetary Benefits
Recommendation 3: Concurrent with the implementation of Recommendation 1, OIG recommends that the Bureau of Administration require bureaus to designate an official to review the State Assistance Management System's Post-Award Activities function reports to verify that Grants Officers and Grants Officer Representatives comply with oversight requirements.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration modify the State Assistance Management System user training to include guidance on documenting the Grants Officer and Grants Officer Representative workflows within the State Assistance Management System using the Post-Award Activities function.	N/A
<i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq</i> (AUD-MERO-22-03, 10/2021)	
Recommendation 2: OIG recommends that the Bureau of Administration develop and implement internal controls to ensure Contracting Officers comply with Federal Acquisition Regulation Subpart 6.305, Office of the Procurement Executive Procurement Implementation Bulletin 2014-11, and Office of Acquisitions Management Memorandum 16-16 regarding providing public notice of noncompetitive contracts and maintaining proof of public notice in contract files.	N/A
<i>Audit of Foreign Per Diem Rates Established by the Department of State</i> (AUD-FM-21-31, 6/2021)	
Recommendation 13: After implementing Recommendation 12, OIG recommends that the Bureau of Administration recalculate the foreign per diem rates for the locations based on the revised methodology.	N/A
Recommendation 14: OIG recommends that the Bureau of Administration complete its efforts to upgrade and update its eAllowances application. As part of this effort, the Bureau of Administration should ensure that posts are able to upload supporting documentation, such as reservation logs, into the application.	N/A
<i>Audit of the Department of State's Unarmored Overseas Motor Vehicle Fleet</i> (AUD-SI-21-13, 1/2021)	
Recommendation 1: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a detailed vehicle program plan that (a) contains clear, measurable goals and objectives; (b) establishes internal controls within all facets of the motor vehicle program; and (c) defines areas of authority, roles, and responsibilities for personnel responsible for carrying out the motor vehicle program.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration update the Foreign Affairs Manual to require use of the internal controls developed in response to Recommendation 1 in this OIG report.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration (a) conduct a staffing study of its Office of Logistics Management, Office of Program Management and Policy, Overseas Fleet Division, to determine appropriate staffing levels, whether its staff have requisite fleet management expertise, and whether staff are in the right positions to perform the duties for which they are assigned; and (b) develop and implement a plan to address the results of the study.	N/A

Significant Open Recommendations	Potential Monetary Benefits
Recommendation 21: OIG recommends that the Bureau of Administration complete the development of and implement detailed standard operating procedures to assist posts in completing vehicle disposals and forms. These procedures should include guidance on conducting periodic checks of disposal forms, entering information into the Integrated Logistics Management System, and performing disposal analyses (Recommendation 20).	N/A
<i>Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines (AUD-MERO-19-39, 9/2019)</i>	
Recommendation 24: OIG recommends that the Office of U.S. Foreign Assistance Resources enforce evaluation policies by developing and implementing an oversight plan to verify that bureaus and offices that are administering foreign assistance funding are implementing and adhering to the Foreign Aid Transparency and Accountability Act of 2016, the Foreign Affairs Manual (18 FAM 301.4), and the corresponding Guidance for the Design, Monitoring and Evaluation Policy at the Department of State, January 2018. This plan should include, at a minimum, a requirement to verify that definitions of “programs” and “large programs” are consistent with the FAM and a requirement to verify that Bureau Evaluation Plans are developed and implemented in accordance with existing guidance and by the established deadlines.	N/A
<i>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed (AUD-MERO-19-31, 6/2019)</i>	
Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations (1) identify industry best practices for automating commissioning documentation, (2) develop an electronic commissioning platform, and (3) conduct a pilot program using the electronic platform that would allow commissioning tests to be created digitally and test results saved to an online repository.	N/A
<i>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721 (AUD-MERO-18-55, 8/2018)</i>	
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs incorporate requirements for food services cost controls and a contractor cost control plan into the new worldwide support services contract and develop an acquisition plan that addresses their implementation and comprehensive oversight.	N/A
<i>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants (AUD-CGI-18-50, 8/2018)</i>	
Recommendation 4: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are developing quality assurance surveillance plans for all service contracts and monitoring Contracting Officers Representatives adherence to the quality assurance surveillance plans.	N/A
<i>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</i>	

Significant Open Recommendations	Potential Monetary Benefits
<i>(AUD-MERO-17-33, 3/2017)</i>	
Recommendation 7: OIG recommends that the Bureau of Near Eastern Affairs, develop reliable, objective, clear, and measurable performance metrics and include these metrics in all current and future Bureau of Near Eastern Affairs Iraq contracts.	N/A
<i>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</i> (AUD-MERO-17-16, 12/2016)	
Recommendation 5: OIG recommends that the Bureau of Near Eastern Affairs conduct a study to determine the appropriate numbers of trained, technically experienced, and certified oversight personnel required to oversee the Baghdad Life Support Services and Operations and Maintenance Support Services contracts, to include specific consideration of 2-year assignments, required Federal Acquisition Certification for Contracting Officer's Representatives certification levels, and appointment of additional assistant contracting officer's representatives.	N/A
<i>Audit of the Department of State Travel Card Program</i> (AUD-CGI-16-48, 9/2016)	
Recommendation 5: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement split disbursement procedures as required by the Office of Management and Budget for all Department-issued travel card holders.	N/A
<i>Audit of the Department of State Process To Select and Approve Information Technology Investments</i> (AUD-FM-16-31, 3/2016)	
Recommendation 11: OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to oversee and enforce requirements for bureaus and offices to avoid duplicative IT investments.	N/A
Recommendation 25: OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the completeness of the data in iMatrix. At a minimum, this process should include an analysis of IT expenditures in the financial management system to ensure expenditures are reported in iMatrix, as needed.	N/A
Recommendation 26: OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the accuracy of data in iMatrix. This could include developing and implementing analytical procedures to identify anomalies in iMatrix data.	N/A
Open Recommendations	Potential Monetary Benefits
<i>Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts</i> (AUD-SI-23-30, 9/2023)	
Recommendation 2: OIG recommends that the Bureau of Overseas Buildings Operations (a) draft and publish guidance in the Foreign Affairs Manual requiring posts to request authorization and permits before changing the intended and permitted use of any structure and (b) communicate this information to all	N/A

Open Recommendations	Potential Monetary Benefits
Department of State employees who have responsibility for real property at overseas posts.	
Recommendation 3: OIG recommends that the Bureau of Overseas Buildings Operations update the Real Property Application User Manual to (a) improve the guidance provided for data entry, including guidance related to standardization and streamlining of naming and categorization, and (b) include information related to structure type consistent with the definitions published in response to Recommendation 1.	N/A
Recommendation 5: OIG recommends that the Bureau of Diplomatic Security strengthen its policies and procedures related to review, analysis, and quality control checks of physical security surveys to ensure that accurate identifying information is captured, and necessary follow-up actions are taken.	N/A
Recommendation 6: OIG recommends that the Bureau of Diplomatic Security develop and implement a process to review and address notations in physical security surveys related to obtaining or updating a waiver or exception.	N/A
Recommendation 7: OIG recommends that the Bureau of Overseas Buildings Operations develop and implement policies and procedures to request a certification from posts indicating that they do not have any unauthorized shipping containers.	N/A
<i>Audit of Selected Cooperative Agreements Supporting Department of State Refugee Resettlement Support Centers</i> (AUD-SI-23-28, 9/2023)	
Recommendation 1: OIG recommends that the Bureau of Population, Refugees, and Migration review its refugee application quality control processes to identify gaps and develop and implement improvements to provide reasonable assurance that program objectives will be achieved.	N/A
Recommendation 2: OIG recommends that the Bureau of Population, Refugees, and Migration review its standard operating procedures to consolidate and clarify guidance related to prescreening refugee applicants and ensuring data consistency between START and the physical case file.	N/A
Recommendation 3: OIG recommends that the Bureau of Population, Refugees, and Migration collaborate with U.S. Citizenship and Immigration Services to evaluate steps in the standard operating procedures related to prescreening refugees and update those procedures as appropriate.	N/A
Recommendation 5: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether the \$426,527 in questioned costs related to International Rescue Committee's cooperative agreement (SPRMC022CA0007) for an office renovation contract and canvas bags, as detailed in Appendix B, are allowable and (b) recover any costs determined to be unallowable.	\$426,527
Recommendation 6: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether the \$127,899 in unsupported costs related to International Rescue Committee's cooperative agreement (SPRMC022CA0007) for the purchase of equipment, the renting of meeting rooms, and professional services contracts, as detailed in Appendix B, are supported and (b) recover any	\$127,899

Open Recommendations	Potential Monetary Benefits
costs determined to be unsupported.	
Recommendation 7: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether the \$42,884 in unsupported costs related to Church World Service's cooperative agreement (SPRMC022CA0005) for a security services contract, mechanical engineer consulting services contract, and lodging costs, as detailed in Appendix B, are supported and (b) recover all costs determined to be unsupported.	\$42,884
Recommendation 8: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether all other payments made in the first, second, and fourth quarters of FY 2022 related to Church World Service's cooperative agreement (SPRMC022CA0005) for a security services contract and a mechanical engineer consulting services contract are supported and (b) recover all additional costs determined to be unsupported.	N/A
Recommendation 9: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether the \$39,094 in unsupported costs related to International Catholic Migration Commission's cooperative agreement (SPRMC022CA0002) for consulting services contracts, as detailed in Appendix B, are supported and (b) recover any costs determined to be unsupported.	\$39,094
Recommendation 10: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether the \$122,596 in questioned costs related to International Catholic Migration Commission's cooperative agreement (SPRMC022CA0002) for a security contract, as detailed in Appendix B, are reasonable and (b) recover all costs determined to be unreasonable.	\$122,596
Recommendation 11: OIG recommends that the Bureau of Population, Refugees, and Migration (a) review all contracts executed by International Catholic Migration Commission under award SPRMC022CA0002 not already covered under this audit report to determine whether the costs associated with those contracts comply with Code of Federal Regulations requirements and (b) recover all costs determined to be unallowable.	N/A
Recommendation 12: OIG recommends that the Bureau of Population, Refugees, and Migration revise its standard operating procedures related to post-award monitoring as needed to require spot checks of vouchers.	N/A
Recommendation 13: OIG recommends that the Bureau of Population, Refugees, and Migration develop and implement a communications strategy to inform current and future award recipients about the cost principles for award recipients outlined in the Code of Federal Regulations (C.F.R.), 2 C.F.R. Part 200 and 2 C.F.R. Part 600.	N/A
<i>Audit of Select Bureau of International Narcotics and Law Enforcement Affairs Assistance Awards to the National Center for State Courts That Were Performed in the Western Hemisphere (AUD-SI-23-27, 9/2023)</i>	
Recommendation 1: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs develop a coversheet for performance progress reports to ensure that reports are signed and certified by an authorized representative of the recipient organization and distribute it for use to the National Center for State Courts.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Audit of Department of State Efforts To Identify and Terminate Unneeded Contracts Related to Afghanistan</i> (AUD-CGI-23-26, 9/2023)	
Recommendation 5: OIG recommends that the Bureau of Administration conduct a survey among Contracting Officers and Contracting Officer's Representatives to identify issues related to the use of the mandated eFiling module and suggested improvements to the module, specifically pertaining to maintaining contract administration documentation.	N/A
Recommendation 9: Following implementation of Recommendations 7 and 8, OIG recommends that the Bureau of Administration develop a communication strategy and disseminate to procurement personnel the updates to policy, procedures, and training related to contract terminations to ensure awareness of contract termination process requirements, including documentation requirements.	N/A
Recommendation 10: OIG recommends that the Bureau of Administration, within 45 days of issuance of this report, develop and implement a plan of action to address the contracts related to Afghanistan that are in the termination process to ensure prompt completion of the process and move contracts to closeout.	N/A
Recommendation 11: OIG recommends that the Bureau of Administration, within 45 days of issuance of this report, develop and implement a plan of action to address the expired contracts related to Afghanistan that remain open.	N/A
Recommendation 12: OIG recommends that the Bureau of Administration develop and implement a process to ensure that Contracting Officers comply with Federal Acquisition Regulation termination process requirements.	N/A
<i>Audit of the Management and Administration of the Consular Systems Modernization Program</i> (AUD-CGI-23-20, 7/2023)	
Recommendation 1: OIG recommends that the Bureau of Consular Affairs (CA), in coordination with the Bureau of Budget and Planning, develop and implement a risk-based methodology to select programs for evaluation. CA should include the amount of funds invested and the risk to its portfolio as factors considered in the methodology.	N/A
Recommendation 2: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Information Resource Management, develop and implement a process to annually ensure that all IT projects related to the Consular Systems Modernization program are registered in the Integrated Management, Analytics, and Technology Resource for Information Exchange system, in accordance with 5 Foreign Affairs Manual 611.	N/A
Recommendation 3: OIG recommends that the Bureau of Budget and Planning update 18 Foreign Affairs Manual 300 to specify which requirements (including what documentation is required) apply to Department of State bureaus and offices using Agile (or Agile-related) program or project management methodologies.	N/A
Recommendation 4: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, map control gates for the program management methodology used for the Consular Systems Modernization program to the Department of State's Managing State Projects guidance, as	N/A

Open Recommendations	Potential Monetary Benefits
required by 5 Foreign Affairs Handbook-5 H-211.	
Recommendation 5: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, develop and implement a plan to create documentation required by Department of State program and project management guidance (including 18 Foreign Affairs Manual 300) for the overall Consular Systems Modernization program and discrete projects related to the program. This documentation would include, but not be limited to, a program monitoring plan, a logic model, and a situational analysis.	N/A
Recommendation 7: OIG recommends that if, following implementation of Recommendation 6, the Bureau of Consular Affairs (CA) determines that its current program management methodology is not optimal, CA should develop and implement a plan of action, in coordination with the Bureau of Budget and Planning, to adopt a different program and project management methodology that aligns with Department of State program and project management guidance.	N/A
Recommendation 8: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, perform an internal control gap analysis related to program and project management of the Consular Systems Modernization program to identify key controls that are needed to comply with Government Accountability Office requirements for maintaining a sufficient internal control environment.	N/A
Recommendation 9: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Information Resource Management, develop and implement a mechanism to track required IT governance reviews to ensure that all governance reviews of IT systems have been completed.	N/A
Recommendation 10: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, develop and implement a process to periodically assess program and project management activities related to the Consular Systems Modernization program.	N/A
Recommendation 11: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning and the Bureau of Information Resource Management, develop and implement a process to annually verify that designated project managers assigned to the Consular Systems Modernization program meet qualification requirements specified in 5 Foreign Affairs Manual 623.2 and the “Federal IT Project Manager Guidance Matrix.”	N/A
Recommendation 12: OIG recommends that if project managers as described in Recommendation 11 are identified as not meeting qualification requirements, the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning and the Bureau of Information Resource Management, develop and implement a plan of action to provide training and guidance to the project managers so that they comply with 5 Foreign Affairs Manual 623.2 and the “Federal IT Project Manager Guidance Matrix.”	N/A
Recommendation 13: OIG recommends that the Under Secretary for Management establish and oversee a working group with officials from key Department of State bureaus, including the Bureau of Budget and Planning, the Bureau of Information	N/A

Open Recommendations	Potential Monetary Benefits
Resource Management, and the Bureau of Administration, to assist the Bureau of Consular Affairs in executing the Consular Systems Modernization program and its efforts to modernize and consolidate consular legacy IT systems into a common technology framework.	
Recommendation 16: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Consular Affairs, develop and implement bureau-specific procedures requiring CA's assigned Contracting Officer's Representatives to (a) maintain documentation of their invoice review that demonstrates that costs and supporting documentation were verified and (b) confirm that labor hours billed had supporting documentation that was sufficient to support the approval for payments.	N/A
Recommendation 17: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Consular Affairs, develop and implement procedures to ensure that the Contracting Officer's Representatives (COR) administering contracts related to Consular Systems Modernization maintain files in the mandated eFiling module of the Integrated Logistics Management System in accordance with 14 Foreign Affairs Handbook-2 H-142(b)(16)(b) and that the files include all required reports from contractors.	N/A
Recommendation 18: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Consular Affairs, develop and implement guidance related to the proper use and development of cost-plus-award-fee contractor performance reports.	N/A
Recommendation 19: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Consular Affairs, develop and implement procedures to ensure that Contracting Officer's Representatives who oversee Consular Systems Modernization program task orders complete and submit reports in the Contractor Performance Assessment Reporting System within the required 120 days.	N/A
<i>Audit of Department of State Procedures To Establish Program Fees for the Furniture and Appliance Pool Program</i> (AUD-FM-23-22, 6/2023)	
Recommendation 1: OIG recommends that the Bureau of Administration develop and implement a process to improve oversight of posts' Furniture and Appliance Pool program management activities. The process should include oversight controls that address Furniture and Appliance Pool data issues.	N/A
Recommendation 2: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and implement oversight controls to prevent overseas posts from maintaining Furniture and Appliance Pool program assets in ineligible locations. The oversight controls should include a plan of action to consult with the Bureau of Overseas Buildings Operations when necessary.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services and the Foreign Service Institute, enhance current Furniture and Appliance Pool	N/A

Open Recommendations	Potential Monetary Benefits
program training to provide detailed guidance on asset classification; asset lifecycles; asset replacement dates; spending plans; furniture and appliance pool eligible and ineligible assets; maintenance of the furniture, furnishings, appliances, and equipment listing; and data, asset, and financial management.	
Recommendation 4: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services and the Foreign Service Institute, annually disseminate information to all personnel with Furniture and Appliance Pool program responsibilities at overseas posts regarding the availability of and expectation to complete furniture and appliance pool-specific training developed in response to Recommendation 3.	N/A
Recommendation 5: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, reevaluate existing policy requirements for furniture and appliance pool asset lifecycles and update policies and procedures with clarifying language related to adjusting furniture and appliance pool asset lifecycles from the standards specified.	N/A
Recommendation 6: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and disseminate guidance that instructs overseas posts to periodically review and update the furniture, furnishings, appliances, and equipment listing in posts' Furniture and Appliance Pool program policies.	N/A
Recommendation 7: OIG recommends that the Bureau of the Comptroller and Global Financial Services revise Furniture and Appliance Pool (FAP) program policy to clarify the requirement for overseas posts to maintain multi-year FAP program spending plans.	N/A
Recommendation 8: OIG recommends that the Bureau of the Comptroller and Global Financial Services update policies and procedures for retaining overseas posts' Furniture and Appliance Pool program fee-related records so the information is readily available and accessible upon request for a period of time specified in the guidance.	N/A
Recommendation 9: OIG recommends that the Bureau of Administration develop and implement controls within the Integrated Logistics Management System that require the use of mandated, minimum replacement standards for furniture and appliance pool asset lifecycles.	N/A
Recommendation 10: OIG recommends that the Bureau of Administration implement controls within the Integrated Logistics Management System that ensure periodic updates to the replacement dates for furniture and appliance pool assets.	N/A
Recommendation 11: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and annually distribute to overseas posts guidance related to reconciling Furniture and Appliance Pool (FAP) program fee calculation worksheets to the furniture, furnishings, appliances, and equipment listings in posts' FAP program policies and to the Foreign Affairs Handbook prior to submitting requests to change FAP program fees.	N/A
<i>Management Assistance Report: Actions To Address Ongoing Construction Schedule Delays at New Embassy Compound Mexico City Are Needed</i>	

Open Recommendations	Potential Monetary Benefits
<i>(AUD-CGI-23-16, 4/2023)</i>	
Recommendation 2: OIG recommends that the Bureau of Overseas Buildings Operations, working collaboratively with Caddell Construction Co, LLC, develop and implement an action plan to ensure the Project Execution Schedule meets all the purposes outlined in Contract Specification 013205, paragraph 1.4 for Contract SAQMMA17C0287, NEC Mexico City, Mexico.	N/A
<i>Compliance Follow-Up Review of the Afghan Special Immigrant Visa Program (AUD-MERO-23-01, 10/2022)</i>	
Recommendation 4: OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO) develop and implement a policy and procedures to establish ongoing interagency coordination with all designated SCOs until the Afghan SIV program concludes.	N/A
Recommendation 6: OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO) develop and implement an updated staffing plan to adjust resources for all Department of State offices involved with the Afghan SIV program to reduce the current Afghan SIV application backlog.	N/A
Recommendation 7: OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official develop a process and procedures to monitor the implementation, effectiveness, and efficiency of the staffing plan for all Department offices involved in the Afghan SIV program to reduce the current Afghan SIV application backlog.	N/A
Recommendation 8: OIG recommends that the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO), in collaboration with the Department of Defense (DoD) SCO, establish a memorandum of understanding between the Department of State (Department) SCO and the DoD SCO defining the roles and responsibilities of the Department and DoD for efficiently and accurately collecting employment documentation of Afghan SIV applicants who worked for DoD contractors. The Department and DoD SCOs should also meet regularly to address efficient employment verification until the Department resolves the backlog of Afghan SIV applications.	N/A
Recommendation 9: OIG recommends that the Special Immigrant Visa (SIV) Senior Coordinating Official, in coordination with the Bureau of Consular Affairs, review obstacles to timely Afghan SIV processing at each phase of the process and present a list of requirements to the Office of Consular Systems and Technology to optimize SIV systems through Consular Systems Modernization or within legacy systems.	N/A
<i>Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44, 9/2022)</i>	
Recommendation 1: OIG recommends that U.S. Embassy Baghdad, Iraq, establish, implement, document, and communicate, to those conducting the annual physical inventory, a policy and procedures to ensure that the annual physical inventory includes all accountable property at the embassy, as required by 14 Foreign Affairs Manual 416.1.	N/A
Recommendation 3: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures requiring	N/A

Open Recommendations	Potential Monetary Benefits
Accountable Property Officers to conduct periodic physical inventory spot checks of nonexpendable property.	
Recommendation 4: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to secure the keys and limit access to the destruction yard holding area at the Baghdad Diplomatic Support Center to only those people who need access to the area.	N/A
Recommendation 5: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures requiring that, upon receipt, all (a) nonexpendable property is promptly inspected, documented, and affixed with a barcode label and (b) identifying information is added into the Integrated Logistics Management System – Asset Management module in a timely manner.	N/A
Recommendation 6: OIG recommends that U.S. Embassy Baghdad, Iraq, take actions to ensure that all existing property in storage facilities has been (a) affixed with a barcode label and (b) added into the Integrated Logistics Management System – Asset Management module.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration conduct a review of the integration of the Integrated Logistics Management System – Asset Management and the Computerized Maintenance Management System to ensure that all updated information is being communicated between systems.	N/A
Recommendation 8: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to designate sufficient staff with access to the Integrated Logistics Management System to maintain continuous property management operations in each office responsible for managing nonexpendable property.	N/A
Recommendation 11: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures, consistent with 14 Foreign Affairs Manual 412, to require that personnel responsible for purchasing clearly demonstrate a bona fide need supporting the purchase of nonexpendable property.	N/A
Recommendation 12: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures for nonexpendable property reordering, consistent with 14 Foreign Affairs Handbook-1 H-419.1(a) that prevents the embassy from carrying an excessive amount of nonexpendable property, establishes a reasonable stocking level, and limits replenishment orders to only maintain that level.	N/A
Recommendation 13: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to require the use of the Integrated Logistics Management System – Analytics module to manage and utilize existing nonexpendable property at post and to properly plan the procurement of nonexpendable property that the embassy needs.	N/A
<i>Audit of Department of State FY 2022 Compliance With the Geospatial Data Act of 2018 (AUD-SI-22-39, 8/2022)</i>	
Recommendation 1: OIG recommends that the Bureau of Intelligence and Research	N/A

Open Recommendations	Potential Monetary Benefits
review and revise, as appropriate, existing Work Breakdown Schedule and implementation plans to adequately reflect current and future staffing, resources, and allocation of responsibilities to facilitate implementation of the Geospatial Data Act of 2018.	
Recommendation 2: OIG recommends that the Bureau of Intelligence and Research (a) review the Department of State's efforts and activities for each of the applicable covered agency responsibilities prescribed by the Geospatial Data Act of 2018, Section 759(a), codified at 43 United States Code § 2808(a), and (b) develop a timeline to craft and issue written policies, procedures, guidance, and best practices to meet each of these applicable covered agency responsibilities.	N/A
Recommendation 4: OIG recommends that the Bureau of Intelligence and Research develop and implement a plan that maximizes the use of data obtained from its communication tools by (a) addressing the concerns identified by survey respondents and (b) prioritizing tasks necessary to complete Geospatial Data Act of 2018 requirements.	N/A
<i>Management Assistance Report: Support From the Under Secretary for Political Affairs Is Needed To Facilitate the Closure of Recommendations Addressed to the Bureau of Near Eastern Affairs (AUD-AOQC-22-33, 8/2022)</i>	
Recommendation 2: OIG recommends that until all 11 recommendations (see Appendix A for a list of the 11 recommendations) addressed to the Bureau of Near Eastern Affairs (NEA) referenced in this report (AUD-AOQC-22-33) are implemented and closed, the Under Secretary for Political Affairs monitor NEA's compliance responses to OIG and verify, at least quarterly, that the responses (a) are provided to OIG within the established due dates and (b) contain complete and accurate status updates that include either evidence of implementation or detailed corrective action plans with actual or proposed target dates for achieving these actions.	N/A
<i>Audit of the Department of State Management and Monitoring of Federal Assistance Awards to For-Profit Organizations (AUD-CGI-22-26, 5/2022)</i>	
Recommendation 6: Following implementation of Recommendation 5, OIG recommends that the Bureau of Administration analyze the results of the survey to identify the reasons hindering the use of State Assistance Management System Domestic's Post-Award Activities function, including technical issues that need to be addressed and if appropriate, develop and implement a corrective action plan to increase the use of the State Assistance Management System Domestic's Post-Award Activities function.	N/A
Recommendation 8: OIG recommends that the Bureau of Administration develop and implement a communications strategy that provides Grants Officer Representatives with specific and detailed requirements for financial monitoring to improve their understanding of and compliance with those requirements. This communications strategy should underscore the importance of reviewing the Federal Financial Report to ensure that the amount of funds expended is commensurate with the work accomplished on the award.	N/A

Open Recommendations	Potential Monetary Benefits
Recommendation 9: OIG recommends that the Bureau of Administration develop and implement a communications strategy that provides Grants Officers with specific and detailed requirements for financial monitoring to improve their understanding of and compliance with those requirements. This communications strategy should underscore the critical importance of reviewing and approving the Federal Financial Report in a timely manner within the Payment Management System, rather than allowing a default approval. It should further remind Grants Officers that Grants Officer Representatives could be delegated Federal Financial Report approval responsibility within the Payment Management System to ensure timely approval of reports.	N/A
<i>Audit of the Process To Prepare Residences for New Tenants at U.S. Embassy Cairo, Egypt (AUD-MERO-22-23, 3/2022)</i>	
Recommendation 1: OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures to monitor and verify contractor compliance with provisions for accepting receipt, maintaining control, and accounting for the use of Government-furnished materials.	N/A
Recommendation 5: OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a process to regularly review a sample of approved petty cash voucher packages to determine whether they were approved and processed in accordance with post policy and take actions where necessary to correct instances that do not comply.	N/A
Recommendation 8: OIG recommends that U.S. Embassy Cairo, Egypt, using the results of a workforce analysis, develop and communicate guidance on the types of tasks or circumstances that would generally require the use of overtime among Facility Management Office staff.	N/A
Recommendation 10: OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a process to regularly review a sample of approved overtime forms to determine whether they were approved and processed in accordance with post policy and take actions necessary to correct instances that do not comply.	N/A
Recommendation 11: OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a standard operating procedure outlining the minimum type of work that should be performed for each make-ready project and the conditions that should be considered before completing additional work or if further approval is required before completing the work.	N/A
Recommendation 12: OIG recommends that U.S. Embassy Cairo, Egypt, in collaboration with the Bureau of Overseas Buildings Operations (OBO), develop and implement a standard operating procedure describing the steps for completing and entering work orders in the Global Maintenance Management System (GMMS), including identifying the minimum types of information and level of detail that must be recorded in each work order.	N/A
Recommendation 13: OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures that include a process for conducting periodic spot checks of information recorded in the Global Maintenance Management System (GMMS) to verify that the information recorded is reasonable,	N/A

Open Recommendations	Potential Monetary Benefits
complete and in compliance with established standards as outlined in Recommendation 12.	
Recommendation 14: OIG recommends that U.S. Embassy Cairo, Egypt, (1) evaluate the feasibility of hiring a Facility Data Analyst, and (2) collaborate with the Bureau of Overseas Buildings Operations to determine how to use the position to improve the collection and analysis of data recorded in the Global Maintenance Management System if it decides to hire a Facility Data Analyst.	N/A
Recommendation 15: OIG recommends that Embassy Cairo, Egypt, establish and implement a process to (1) track materials used, and costs associated with the make-ready process in the Integrated Logistics Management System, (2) conduct periodic reviews of the information to determine whether materials used, and costs associated with the make-ready process are reasonable, and (3) take corrective actions, as appropriate, when they are not.	N/A
Recommendation 16: OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a standard operating procedure for the Procurement and Contracting Section that outlines steps to be taken when procuring goods and services, including determining price reasonableness, completing pre-award reviews and checklists, and adhering to e-Filing requirements for storing documentation associated with purchase card transactions.	N/A
Recommendation 17: OIG recommends that U.S. Embassy Cairo, Egypt, establish procedures to ensure compliance with Federal Acquisition Regulation 16.505(b)(1)(ii)(E) which states that cost should be considered as one of the selection factors when making decisions about awarding task orders for make-ready and other services below the micro-purchase threshold.	N/A
Recommendation 18: OIG recommends that Embassy Cairo, Egypt, establish controls to attribute time of only those staff who directly perform make-ready services under the make-ready sub-cost center, in accordance with the guidance outlined in 6 Foreign Affairs Handbook-5, H-341.15-11(C), "Residential Make-Ready – Time Allocation."	N/A
Recommendation 19: OIG recommends that Embassy Cairo, Egypt, discontinue the practice of using carryover funds for make-ready projects, and that it accounts for supplies, tools, and equipment used in support of its make-ready projects under the make-ready sub-cost center, consistent with the guidance outlined in 6 Foreign Affairs Handbook-5 H-341.15-11(B), "Residential Make-Ready – Budgeted Costs."	N/A
Recommendation 23: OIG recommends that senior leaders in the Management Section at U.S. Embassy Cairo, Egypt, work with U.S. direct-hire supervisors to (1) take additional steps to foster constructive relationships in accordance with 3 Foreign Affairs Manual 1214, "Leadership and Management Principles for Department Employees" by messaging the importance of teamwork, community, and open dialogue, and (2) remind employees of the Department prohibition against retaliation for disclosing wrongdoing in accordance with 3 Foreign Affairs Manual 4329, "Limitations on Use of Disciplinary Action."	N/A
Recommendation 24: OIG recommends that U.S. Embassy Cairo, Egypt, collaborate with the Foreign Service Institute to identify additional resources and support to	N/A

Open Recommendations	Potential Monetary Benefits
address issues impacting collaboration, morale, and interpersonal relationships in the Management Section at post.	
<i>Audit of the Department of State's Use of "Not Otherwise Classified" Budget Object Codes</i> (AUD-FM-22-21, 2/2022)	
Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a methodology to periodically review and update the budget object codes (BOC) included in the Foreign Affairs Handbook (4 FAH-1 H-613). This methodology should include collaborating with other bureaus to assist in identifying BOCs that are not needed, new BOCs that bureaus believe would be beneficial, or changes to the definitions of existing BOCs.	N/A
Recommendation 3: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a communications strategy to periodically provide updates and reminders on the use of budget object codes, including "not otherwise classified" budget object codes.	N/A
<i>Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Office of Inspector General Recommendations Addressed to the Bureau of Information Resource Management</i> (AUD-AOQC-22-07, 12/2021)	
Recommendation 1: OIG recommends that the Under Secretary for Management verify that the Bureau of Information Resource Management (IRM) has developed plans of action and milestones, as required by the National Institute of Standards and Technology, Special Publication 800-53, rev. 4, to address each open OIG recommendation. The plans of action and milestones should document planned remedial actions to correct the deficiencies identified. If the Under Secretary for Management determines that IRM has not developed or maintained plans of action and milestones for each open OIG recommendation, the Under Secretary for Management should direct IRM to take action to comply with standards.	N/A
<i>Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014</i> (AUD-FM-22-08, 11/2021)	
Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, develop and implement a corrective action plan that identifies the underlying reasons for the deficiencies with overseas data included in the Digital Accountability and Transparency Act Files and that identifies strategies and milestones for implementing them, to address the underlying deficiencies.	N/A
<i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq</i> (AUD-MERO-22-03, 10/2021)	
Recommendation 1: OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring to ensure that justifications and approvals for other than full and open competition are completed and approved in accordance with Federal Acquisition Regulation requirements and Office of the Procurement Executive guidance and that reviewing officials verify	N/A

Open Recommendations	Potential Monetary Benefits
that the justifications include all required content.	
Recommendation 5: OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Quality Assurance Plan to expand the steps necessary to ensure compliance with Federal Acquisition Regulation provisions regarding preparing fair and reasonable price determinations for noncompetitive awards. The steps should include requiring that Contracting Officers use the sample template for price negotiation memoranda and retain evidence of the analysis conducted in support of such determinations in the contract files.	N/A
Recommendation 6: OIG recommends that the Bureau of Administration develop and implement guidance directing all price negotiation memoranda-approving officials certify that price negotiation memoranda address all required elements in compliance with Federal Acquisition Regulation Subpart 15.406-3 before approving them.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Memorandum 15-09, "Contract File Documentation," regarding price negotiation memoranda. The updated memorandum should include instructions for Contracting Officers to verify that all price negotiation memoranda packages are properly approved and placed in the contract file.	N/A
Recommendation 8: OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring compliance with Federal Acquisition Regulation requirements and Department policy regarding determining and documenting fair and reasonable price determinations and maintaining complete contract files.	N/A
<i>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq (AUD-MERO-21-43, 9/2021)</i>	
Recommendation 1: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Near Eastern Affairs, discontinue its practice of awarding noncompetitive contracts for Operations Maintenance Support Services and Baghdad Life Support Services. The bureau should award Mission Iraq-specific task orders under the Diplomatic Platform Support Services contract or use an alternative mechanism to competitively replace the Operations and Maintenance Support Services and Baghdad Life Support Services contracts.	N/A
Recommendation 2: OIG recommends that the Bureau of Administration, Office of the Procurement Executive (OPE), in accordance with the Federal Acquisition Regulation 7.104 "General procedures," disseminate procedures that are described in Office of Acquisition Management Memorandum 15-10 to review acquisition plans with key stakeholders annually or whenever significant changes occur. OPE should also establish additional internal controls to ensure the procedures are followed, such as training personnel on the requirements and minimum documentation requirements for acquisition plan reviews.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in accordance with Government Accountability Office Standards for Internal Control in the Federal Government, establish procedures to	N/A

Open Recommendations	Potential Monetary Benefits
conduct regular monitoring of internal controls, respond to schedule risks, and engage in effective communication with the program office to identify and address noncompliance with federal and Department of State criteria, timeliness, and external coordination.	
Recommendation 4: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, implement controls to (a) achieve critical acquisition deadlines on time, including checking the acquisition's progress and assessing changes in the operating environment and (b) identify contracts that have missed critical deadlines, including Diplomatic Platform Support Services, for Department of State (Department) leadership to review and take action as necessary. Controls should ensure that the Department prioritizes timely acquisitions to achieve cost savings, economies of scale, and efficiencies.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration, Office of the Procurement Executive (OPE), strengthen its review and approval process and oversight of noncompetitive contract actions awarded, based on Federal Acquisition Regulation 6.302-2, "Unusual and compelling urgency," related to circumstances permitting other than full and open competition. OPE should put in place controls to ensure those actions are not excessive, such as enforcement of time limitations on the duration of the use of these actions, and use appropriate rationales, which exclude lack of advanced planning. In addition, OPE should provide training, as appropriate, to officials in the review process to ensure controls are followed.	N/A
<i>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments (AUD-IT-21-34, 8/2021)</i>	
Recommendation 2: OIG recommends that the Bureau of Information Resource Management conduct an in-depth review of the entire agency IT portfolio to identify potential duplicative systems.	N/A
Recommendation 3: OIG recommends that the Bureau of Information Resource Management develop and implement, to the extent practicable, a strategy to combine, eliminate, or replace the duplicative systems identified during its review of the entire agency IT portfolio (Recommendation 2).	N/A
<i>Management Assistance Report: Improved Guidance and Acquisition Planning is Needed to Reduce the Use of Bridge Contracts in Afghanistan and Iraq (AUD-MERO-21-37, 7/2021)</i>	
Recommendation 3: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, revise its Justification for Other than Full and Open Competition (JOFOC) Guide to require that written justification for using less than full and open competition for awarding bridge contracts include information on why and how the delay occurred, what measures have or will be undertaken to resolve the delay, and the milestones to achieving full and open competition.	N/A
<i>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions (AUD-MERO-21-33, 7/2021)</i>	
Recommendation 1: OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement guidance to include criteria, standards, and other direction, as appropriate, for opening and	N/A

Open Recommendations	Potential Monetary Benefits
closing those missions that may temporarily establish operations outside of their respective host countries. The guidance should include criteria and standards to inform when, where, and how such missions should be established.	
Recommendation 2: OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop guidance requiring regional bureaus to implement a process to periodically reevaluate the status of those missions that have temporarily established operations outside of their respective host countries to determine whether those missions should continue to exist in their current form.	N/A
Recommendation 3: OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus and the Office of the Legal Adviser, develop and implement guidance regarding the creation, content, and periodic reevaluation of memoranda of understanding to facilitate working relationships and resource sharing agreements between those missions that have temporarily established operations outside of their host countries and their respective host missions.	N/A
Recommendation 4: OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement a template for the memoranda of understanding that can be used to facilitate working relationships and resource sharing agreements between those missions that have temporarily established operations outside of their host countries and their respective host missions.	N/A
Recommendation 7: OIG recommends that the Under Secretary for Management, in coordination with the Office of the Legal Adviser and the Bureau of the Comptroller and Global Financial Services, develop and implement guidance in the Foreign Affairs Handbook, 12 FAH-1 Addendum 2.1, for those missions that have temporarily established operations outside of their host countries to consult with the Office of the Legal Adviser, and Bureaus of the Comptroller and Global Financial Services and Overseas Buildings Operations for legal, financial, and operational information to determine retention or disposition of leased property.	N/A
Recommendation 14: OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement guidance regarding the day-to-day operations of remote missions with a focus on those functions that may be impacted by operating remotely such as the provision of consular services, security operations, and managing diplomatic relations.	N/A
<i>Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Open Office of Audits Recommendations (AUD-AOQC-21-32, 6/2021)</i>	
Recommendation 2: OIG recommends that the Under Secretary for Management verify periodically, but no less than quarterly, that those entities with recommendations that have yet to be implemented and closed are providing status updates and responses to OIG in a timely manner, as required.	N/A
<i>Audit of Foreign Per Diem Rates Established by the Department of State (AUD-FM-21-31, 6/2021)</i>	

Open Recommendations	Potential Monetary Benefits
Recommendation 4: OIG recommends that the Bureau of Administration review and update all foreign per diem locations designated in eAllowances as exchange rate adjusted in accordance with the guidance developed in response to Recommendation 3.	N/A
Recommendation 11: OIG recommends that the Bureau of Administration review its methodology for determining foreign per diem rates to identify opportunities to streamline the process. At a minimum, the Bureau of Administration should consider whether the use of independent economic data would be more efficient and cost-effective for establishing foreign per diem rates.	N/A
Recommendation 12: OIG recommends that the Bureau of Administration develop and implement a plan to revise the methodology for determining foreign per diem rates based on the results of Recommendation 11.	N/A
<i>Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-21-24, 4/2021)</i>	
Recommendation 1: OIG recommends that the Assistant Secretary for the Bureau of Near Eastern Affairs develop and execute an action plan that dedicates appropriate resources to implement Recommendations 1, 2, and 4 from OIG report Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-19-10, November 2018). The plan should outline the steps and resources necessary to determine the technical expertise in the contract subject matter for Contracting Officer's Representatives (COR) and Government Technical Monitors (GTM), provide those determinations and requirements to Contracting Officers, and ensure only CORs and GTMs that meet the requirements of the updated study are nominated. The action plan should include milestones to ensure efficient and timely implementation considering the time that has elapsed since the recommendations were made in November 2018.	N/A
Recommendation 4: OIG recommends that the Bureau of Near Eastern Affairs develop and implement a process that includes a secondary review of Contracting Officer's Representative and Government Technical Monitor written nominations to ensure that technical expertise in the contract subject matter is presented to the Contracting Officer, as required by 14 Foreign Affairs Handbook-2 H-143.2, "COR Appointment Procedures."	N/A
<i>Audit of the Department of State's Unarmored Overseas Motor Vehicle Fleet (AUD-SI-21-13, 1/2021)</i>	
Recommendation 6: OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, (a) update any bureau-specific motor vehicle procedures in place to comply with the Foreign Affairs Manual and Bureau of Administration guidance within 90 days of final report issuance; and (b) establish a process to review and update these procedures, as appropriate, at least annually thereafter.	N/A
Recommendation 10: OIG recommends that the Bureau of Administration perform an analysis to determine whether (a) posts are legally allowed to standardize locally purchased foreign-made vehicles, (b) it would be cost-beneficial to allow such	N/A

Open Recommendations	Potential Monetary Benefits
standardization, and (c) this type of standardization should be allowed.	
Recommendation 11: OIG recommends that, if the Bureau of Administration determines that posts will be allowed to standardize the acquisition of foreign-made vehicles (Recommendation 10), the Bureau of Administration update the Foreign Affairs Manual (14 FAM 436.4) and Department of State Acquisition Regulation (§ 606.370) to formalize this policy.	N/A
Recommendation 14: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, (a) conduct a study to determine effective mileage and utilization standards for the Department of State's overseas fleet; and (b) develop and implement a plan to address the results of the study.	N/A
Recommendation 20: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a methodology for posts to use when considering the disposal of an unarmored motor vehicle and codify the methodology in the Foreign Affairs Manual. The methodology should include a quantitative minimum for vehicle age, use, and maintenance costs. The methodology should also require posts to conduct and document a disposal analysis to ensure the vehicle meets the necessary criteria for disposal.	N/A
<i>Management Assistance Report: The Bureau of Diplomatic Security Did Not Always Conduct Post Security Program Reviews Within Required Timeframes</i> (AUD-SI-21-03, 12/2020)	
Recommendation 2: OIG recommends that the Bureau of Diplomatic Security develop and execute a corrective action plan that implements the recommendations of its evaluation (Recommendation 1).	N/A
<i>Audit of the Department of State Bureau of African Affairs Monitoring and Coordination of the Trans-Sahara Counterterrorism Partnership Program</i> (AUD-MERO-20-42, 9/2020)	
Recommendation 10: OIG recommends that the Bureau of African Affairs establish and implement memoranda of understanding with the Office of Security Cooperation and other partners, as applicable, to describe roles and responsibilities for coordinating, executing, and monitoring Trans-Sahara Counterterrorism Partnership (TSCTP) projects in the countries where TSCTP is implemented, including establishment of a structure for communicating and coordinating in-country.	N/A
<i>Management Assistance Report: Department of State Guidance Does Not Comply With Federal Travel Regulations</i> (AUD-CGI-20-37, 6/2020)	
Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services update the Foreign Affairs Manual to reflect the requirements and exemptions found in the Federal Travel Regulation, 41 C.F.R., §§ 301-51.1, 301-51.2, 301-51.3, and 301-51.4.	N/A
<i>Audit of Selected Internal Controls for the Special Needs Education Allowance</i> (AUD-FM-20-33, 6/2020)	
Recommendation 2: OIG recommends that the Under Secretary for Management develop and publish specific guidance in the Foreign Affairs Manual to clarify	N/A

Open Recommendations	Potential Monetary Benefits
guidance on obtaining a medical clearance based on educational needs, as it relates to the Special Needs Education Allowance. At a minimum, the guidance should describe the process to obtain medical clearances for children with special needs.	
Recommendation 13: OIG recommends that the Bureau of Medical Services develop and implement internal policies and procedures to guide the effective use of eMED to document the Special Needs Education Allowance application status. The policies and procedures should ensure accurate, real-time data are available to appropriate Department of State officials.	N/A
<i>Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</i> (AUD-MERO-19-10, 11/2018)	
Recommendation 1: OIG recommends that the Bureau of Near Eastern Affairs (a) analyze all contracts for which it assigns Contracting Officer's Representatives and Government Technical Monitors and determine the appropriate level of Federal Acquisition Certification for Contracting Officer's Representatives, the technical expertise, and other qualifications required; (b) document the analysis and determinations; (c) and provide the determinations to the Contracting Officers assigned to those contracts.	N/A
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs compare Contracting Officer's Representative and Government Technical Monitor nominee qualifications to the analysis conducted for the Bureau's contracts as noted in Recommendation 1 and only nominate those with the necessary technical expertise and level of Federal Acquisition Certification for Contracting Officer's Representatives to oversee the contract and hold contractors accountable for quality and cost performance in accordance with contract terms.	N/A
Recommendation 4: OIG recommends that the Bureau of Near Eastern Affairs discontinue the practice of nominating Contracting Officer's Representatives and Government Technical Monitors who do not meet Level III Federal Acquisition Certification for Contracting Officer's Representatives and technical expertise requirements for its contracts or obtain a temporary waiver from the Bureau of Administration, Office of the Procurement Executive, as required by Procurement Information Bulletin No. 2012-15.	N/A
<i>Audit of the Department of State's Administration of its Aviation Program</i> (AUD-SI-18-59, 9/2018)	
Recommendation 25: OIG recommends that Embassy Lima, Peru, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.	N/A
<i>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</i> (AUD-CGI-18-50, 8/2018)	
Recommendation 2: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are monitoring Contracting Officer's Representatives files in accordance with Procurement Information Bulletin No.	N/A

Open Recommendations	Potential Monetary Benefits
2014-10. <i>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</i> (AUD-MERO-17-16, 12/2016)	
Recommendation 6: OIG recommends that the Bureau of Near Eastern Affairs use the results of the study from Recommendation 5 to nominate appropriate personnel so contracting officers with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, can assign qualified oversight personnel for those contracts and task orders.	N/A
<i>Audit of the Department of State Process To Select and Approve Information Technology Investments</i> (AUD-FM-16-31, 3/2016)	
Recommendation 22: OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to verify that all bureau and office IT investment managers and budget analysts complete the respective training courses related to IT capital planning and reporting that are provided annually.	N/A
Recommendation 28: OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that bureaus and offices are submitting source documents to support the information entered into iMatrix in accordance with the policy developed that requires bureaus and offices to submit source documents that support the information entered into iMatrix.	N/A

Table D.2

Open Office of Evaluations and Special Projects Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 3/31/2024

Significant Open Recommendations	Potential Monetary Benefits
<i>Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen</i> (ESP-19-01, 10/2018)	
Recommendation 1: The Bureau of Consular Affairs, Office of Passport Services, in conjunction with the Bureau of Diplomatic Security, should develop centralized, searchable databases to track and manage passport revocation cases, as well as retentions of passports and other documents seized on suspicion of fraud when citizens apply for consular services, or under other circumstances, and to track confiscations of such documents if they are seized on grounds other than retention authority.	N/A
Open Recommendations	Potential Monetary Benefits
<i>Evaluation of Whistleblower Protection Notification to Contractor and Grantee Employees at the Department of State and U.S. Agency for Global Media</i> (ESP-23-03, 9/2023)	
Recommendation 1: The Bureau of Administration, Office of the Procurement Executive, should coordinate with relevant bureaus to modify contracts identified	N/A

Open Recommendations	Potential Monetary Benefits
by OIG to include the required whistleblower clause.	
Recommendation 2: The Bureau of Administration, Office of the Procurement Executive, should issue an instruction to all contracting officers to insert the clause in FAR 52.203-17 into all future contracts above the simplified acquisition threshold in accordance with Department guidance.	N/A
Recommendation 3: The Bureau of Administration, Office of the Procurement Executive, should develop a mechanism to regularly communicate to Department of State grantees their responsibility to inform their employees of whistleblower protections.	N/A
<i>Evaluation of the Department of State's Compliance with the Authorities Act (ESP-22-04, 9/2022)</i>	
Recommendation 1: The Under Secretary for Management should develop standard guidance for all reporting entities, clarifying which allegations the Department should report to OIG under the Authorities Act and defining the terms "serious misconduct" and "head of the Department entity," and include affected stakeholders in the development of the guidance.	N/A
Recommendation 2: The Under Secretary for Management should develop a standard approach to tracking reporting dates to ensure compliance with the law and update internal guidance accordingly.	N/A
<i>Evaluation of the Department of State's Security Clearance Process (ESP-17-02, 7/2017)</i>	
Recommendation 5: The Bureau of Diplomatic Security, Office of Personnel Security and Suitability should determine the actual cost of the security clearance work it performs for other Government agencies in order to fully recoup its expended funds, in accordance with the Economy Act and Department policy.	N/A

Table D.3**Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 3/31/2024**

Significant Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions</i> (ISP-21-14, 6/2021)	
Recommendation 1: The Director General of the Foreign Service and Director of Global Talent should institute annual surveys of U.S. direct-hire employees and locally employed staff to provide feedback on chief of mission performance.	N/A
<i>Inspection of Embassy London and Constituent Posts, United Kingdom</i> (ISP-I-20-12, 8/2020)	
Recommendation 9: Embassy London, in coordination with the Bureaus of the Comptroller and Global Financial Services, Global Talent Management, and European and Eurasian Affairs, should implement a plan to fund current liabilities and reduce future liabilities in the locally employed staff defined benefit pension plan in order to comply with local labor law and address long-term funding concerns.	N/A
<i>Inspection of Embassy Canberra and Constituent Posts, Australia</i> (ISP-I-20-07, 2/2020)	
Recommendation 7: Embassy Canberra, in coordination with the Bureaus of Overseas Buildings Operations and East Asian and Pacific Affairs, should dispose of property numbers R48 and R49 at Kalgoorlie Crescent in accordance with Department guidelines and put up to \$896,849 to better use.	\$896,849
<i>Inspection of Embassy N'Djamena, Chad</i> (ISP-I-20-02, 11/2019)	
Recommendation 5: The Bureau of Overseas Buildings Operations, in coordination with Embassy N'Djamena and the Bureau of African Affairs, should develop and implement a strategy that prioritizes the disposal of Embassy N'Djamena's excess real property, in order to put funds estimated at \$7.1 million to better use.	\$7,100,000
<i>Inspection of Embassy Port-au-Prince, Haiti</i> (ISP-I-19-18, 6/2019)	
Recommendation 20: The Bureau of Overseas Buildings Operations, in coordination with Embassy Port-au-Prince, should connect the "Stecher-Roumain" housing compound to the local power grid, and put funds of up to \$3.03 million over 5 years to better use.	\$3,030,000
Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Lomé, Togo</i> (ISP-I-23-22, 7/2023)	
Recommendation 3: Embassy Lomé should resolve fraud referrals in accordance with Department standards.	N/A
Recommendation 6: Embassy Lomé should implement standard operating procedures for key human resources processes, including eligible family member employment, locally employed staff position management, recruitment, time and attendance, and conduct-related issues.	N/A

Open Recommendations	Potential Monetary Benefits
Recommendation 7: Embassy Lomé, in coordination with the Bureau of Overseas Buildings Operations, should bring its safety, health, and environmental management program into compliance with Department standards.	N/A
Recommendation 10: Embassy Lomé should comply with Department training standards on the use of powered industrial trucks, such as forklifts.	N/A
Recommendation 11: Embassy Lomé should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for storage or remove them in accordance with Department standards.	N/A
Recommendation 12: Embassy Lomé should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 13: Embassy Lomé should implement a records management program that complies with Department standards.	N/A
<i>Inspection of Embassy Cotonou, Benin</i> (ISP-I-23-20, 7/2023)	
Recommendation 1: Embassy Cotonou should comply with the requirements of the 2013 letter of agreement (and subsequent amendments) between the United States and Benin.	N/A
Recommendation 2: Embassy Cotonou should comply with Department standards for consular crisis preparedness.	N/A
Recommendation 3: Embassy Cotonou should manage asylee files in accordance with Department guidance.	N/A
Recommendation 4: Embassy Cotonou should update and reissue its motor vehicle policy to adhere to Department requirements for other authorized use of U.S. government vehicles.	N/A
Recommendation 5: Embassy Cotonou should dispose of excess expendable property in accordance with Department guidelines.	N/A
Recommendation 7: Embassy Cotonou should operate its residential fire protection program in accordance with Department standards.	N/A
Recommendation 12: Embassy Cotonou should bring its records management program into compliance with Department standards.	N/A
<i>Inspection of Embassy Chisinau, Moldova</i> (ISP-I-23-19, 7/2023)	
Recommendation 6: The Bureau of Information Resource Management, in coordination with Embassy Chisinau, should remediate the network and telephone cabling issues at the embassy, in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Information Resource Management's Mobile and Remote Access Division</i> (ISP-I-23-23, 6/2023)	
Recommendation 1: The Bureau of Information Resource Management should implement an information systems security officer program for systems and enterprise mobile devices that complies with Department standards.	N/A
Recommendation 2: The Bureau of Information Resource Management should require the Mobile and Remote Access Division to communicate and enforce the Global OpenNet Desktop system user group access requirements outlined in the GO Desktop system security plan.	N/A

Open Recommendations	Potential Monetary Benefits
Recommendation 4: The Bureau of Information Resource Management should take steps to eliminate the confusion between its two GO Desktop programs.	N/A
Recommendation 6: The Bureau of Information Resource Management, in coordination with the Bureau of Administration, should bring the Mobile and Remote Access Division's contract and contracting officer's representative files into compliance with Department and federal guidance.	N/A
<i>Inspection of Embassy Abuja and Constituent Post, Nigeria</i> (ISP-I-23-09, 6/2023)	
Recommendation 4: The Bureau of Consular Affairs should require that the visa appointment system provided to Mission Nigeria by the Global Support Strategy vendor complies with the Department's public service and transparency standards.	N/A
Recommendation 8: Embassy Abuja should resolve referrals to Fraud Prevention Units in accordance with Department standards.	N/A
Recommendation 11: Embassy Abuja should develop and implement standard operating procedures for management of federal assistance awards to ensure compliance with Department standards.	N/A
Recommendation 12: Embassy Abuja, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should update the letter of agreement with the government of Nigeria for Bureau of International Narcotics and Law Enforcement Affairs-funded projects.	N/A
Recommendation 13: Embassy Abuja should conduct joint evaluation reviews with the government of Nigeria for Bureau of International Narcotics and Law Enforcement Affairs-funded projects in accordance with the letter of agreement.	N/A
Recommendation 14: Embassy Abuja, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should specify and document the intended roles, responsibilities, and associated training and file access requirements for relevant staff, in accordance with Department standards.	N/A
Recommendation 16: Embassy Abuja should consolidate its motor pool and warehouse operations in accordance with Department guidance.	N/A
Recommendation 17: Embassy Abuja, in coordination with the Bureau of Overseas Buildings Operations, should implement an emergency exit plan in the chancery and consulate general building that complies with Department guidance.	N/A
Recommendation 19: Embassy Abuja should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for storage and office space or dismantle and remove them in accordance with Department.	N/A
Recommendation 23: Embassy Abuja should revise its motor vehicle policy to adhere to Department requirements for "other authorized use" of U.S. government vehicles and watercraft.	N/A
Recommendation 25: The Bureau of Administration, in coordination with the Bureau of Overseas Buildings Operations, should update the Foreign Affairs Manual with specific guidance on the management and operation of watercraft.	N/A
Recommendation 27: Embassy Abuja should dispose of excess expendable and nonexpendable property in accordance with Department guidelines.	N/A
Recommendation 31: Embassy Abuja should manage the fuel and motor vehicle	N/A

Open Recommendations	Potential Monetary Benefits
transportation coupon program in accordance with Department guidance.	
Recommendation 32: Embassy Abuja should review its unliquidated obligations in accordance with Department standards and put up to \$1.2 million to better use.	\$1,200,000
Recommendation 33: Embassy Abuja should clear overdue travel advances in accordance with Department guidelines and put funds up to \$275,838 to better use.	\$275,838
Recommendation 38: Embassy Abuja should retire records in accordance with Department records management standards.	N/A
Recommendation 40: Embassy Abuja should install emergency power-off switches inside the server rooms adjacent to each egress door, in accordance with Department standards.	N/A
<i>Inspection of Embassy Brussels, Belgium</i> (ISP-I-23-11, 5/2023)	
Recommendation 3: Embassy Brussels, in coordination with the Bureaus of Consular Affairs and Overseas Buildings Operations, should provide a wheelchair-accessible restroom option for consular customers.	N/A
Recommendation 4: Embassy Brussels, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 5: The U.S. Mission to the North Atlantic Treaty Organization, in coordination with Embassy Brussels, should require that all residences are inspected and certified in the Post Occupational Safety and Health Officer Certification Application in accordance with Department standards.	N/A
Recommendation 9: Embassy Brussels should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for permanent storage or dismantle and remove them, in accordance with Department standards.	N/A
Recommendation 10: Embassy Brussels should comply with all Department Motor Vehicle Safety Management Program standards for chauffeurs and incidental drivers under chief of mission authority.	N/A
Recommendation 13: Embassy Brussels should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 14: Embassy Brussels should perform regular reviews of the locally employed staff contracting officer's transactions, in accordance with Department standards.	N/A
Recommendation 17: Embassy Brussels, in coordination with the Bureaus of Budget and Planning, the Comptroller and Global Financial Services, European and Eurasian Affairs, and Global Talent Management, should implement a plan to fully fund the locally employed staff defined benefit pension plan to comply with Belgium's labor laws and address long-term funding concerns.	N/A
Recommendation 18: Embassy Brussels, in coordination with the Bureaus of Budget and Planning, the Comptroller and Global Financial Services, and European and Eurasian Affairs, should reprogram additional Department-funded information management positions to International Cooperative Administrative Support Services-funded positions, in accordance with Department standards, so funds of	\$243,993

Open Recommendations	Potential Monetary Benefits
up to \$243,993 over 3 years per position can be put to better use.	
Recommendation 20: Embassy Brussels should cease paying for residential internet for vacant residences that do not have an alarm system connected to internet, in accordance with Department standards.	N/A
Recommendation 21: Embassy Brussels should categorize, assess, and authorize its locally developed applications in accordance with Department standards.	N/A
Recommendation 23: Embassy Brussels should establish the capability for dedicated internet network end users to access the network with unique accounts in accordance with Department standards.	N/A
Recommendation 24: Embassy Brussels, in coordination with the U.S. Mission to the North Atlantic Treaty Organization, should obtain proper approval for its video conferencing system in accordance with Department standards.	N/A
Recommendation 25: Embassy Brussels, in coordination with the U.S. Mission to the European Union and the U.S. Mission to the North Atlantic Treaty Organization, should implement a records management program that complies with Department standards.	N/A
<i>Inspection of Embassy Juba, South Sudan</i> (ISP-I-23-12, 4/2023)	
Recommendation 2: Embassy Juba should bring its public diplomacy grant files into compliance with Department standards.	N/A
Recommendation 7: Embassy Juba, in coordination with the Bureau of Consular Affairs, should bring its developmental training program into compliance with Department standards.	N/A
Recommendation 8: Embassy Juba should develop and implement a plan for communication and coordination within the Management Section and with the U.S. Agency for International Development alternate service provider.	N/A
Recommendation 9: The Bureau of African Affairs, in coordination with the Foreign Service Institute, should evaluate and provide resources to assist with improving communication and coordination within the Management Section and with the U.S. Agency for International Development alternate service provider.	N/A
Recommendation 10: The Bureau of African Affairs, in coordination with Embassy Juba should implement standard operating procedures for key administrative processes.	N/A
Recommendation 11: Embassy Juba, in coordination with the Bureau of Global Talent Management, should update the embassy's local compensation plan to comply with South Sudanese labor laws.	N/A
Recommendation 12: Embassy Juba should complete all information systems security officer responsibilities, in accordance with Department standards.	N/A
Recommendation 14: Embassy Juba should configure, monitor, and register its dedicated internet network with the Bureau of Information Resource Management.	N/A
Recommendation 15: Embassy Juba should complete information technology contingency plans for the unclassified and classified networks and test the plans, in accordance with Department standards.	N/A
Recommendation 16: Embassy Juba should implement standard operating	N/A

Open Recommendations	Potential Monetary Benefits
procedures to manage its mobile devices and a policy on the personal use of mobile devices, in accordance with Department standards.	
Recommendation 17: Embassy Juba should bring the unclassified server room into compliance with Department standards.	N/A
Recommendation 20: Embassy Juba should implement a records management program that complies with Department standards.	N/A
<i>Inspection of Embassy Beirut, Lebanon</i> (ISP-I-23-10, 4/2023)	
Recommendation 3: Embassy Beirut, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 4: Embassy Beirut, in coordination with the Bureau of Overseas Buildings Operations, should report all unauthorized construction projects and rectify each project in accordance with Department standards.	N/A
Recommendation 5: Embassy Beirut should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for permanent storage or dismantle and remove them in accordance with Department requirements.	N/A
Recommendation 6: Embassy Beirut should comply with all Department Overseas Motor Vehicle Safety Management Program requirements.	N/A
Recommendation 8: Embassy Beirut should enforce driver duty limits for all embassy drivers in accordance with Department guidelines.	N/A
Recommendation 11: Embassy Beirut should train locally employed information management staff in accordance with Department standards.	N/A
Recommendation 13: Embassy Beirut should comply with Department standards for managing its dedicated internet networks.	N/A
<i>Inspection of Embassy Khartoum, Sudan</i> (ISP-I-23-13, 3/2023) ¹	
Recommendation 1: Embassy Khartoum should document its public diplomacy grants in accordance with Department standards.	N/A
Recommendation 2: Embassy Khartoum should conduct its consular fraud prevention program in accordance with Department standards.	N/A
Recommendation 3: Embassy Khartoum should develop and implement a written consular training and orientation program in accordance with Department standards.	N/A
Recommendation 4: Embassy Khartoum should install signage at the Consular Section's public entrance with all information required by Department guidance.	N/A
Recommendation 5: Embassy Khartoum should either implement a plan to fully use the leased facility in El Fashir, Darfur, or terminate the lease for the facility, return U.S. government assets and vehicles to the embassy and put up to \$50,000 to better use.	\$50,000
Recommendation 7: Embassy Khartoum should dismantle and remove its shipping	N/A

¹ Operations at Embassy Khartoum, Sudan, were suspended on April 22, 2023.

Open Recommendations	Potential Monetary Benefits
containers and portable structures in accordance with Department requirements or obtain authorization from the Bureau of Overseas Buildings Operations to use them as permanent storage.	
Recommendation 9: Embassy Khartoum should comply with Department guidance on mishap reporting.	N/A
Recommendation 10: Embassy Khartoum should manage its bulk fuel operation in accordance with Department standards.	N/A
Recommendation 11: Embassy Khartoum should use the Integrated Logistics Management System to track all uniforms and personal protective equipment in accordance with Department standards.	N/A
Recommendation 12: Embassy Khartoum should complete all information systems security officer responsibilities in accordance with Department standards.	N/A
Recommendation 14: Embassy Khartoum should implement steps to secure and monitor its dedicated internet networks.	N/A
Recommendation 15: Embassy Khartoum should complete information technology contingency plans for the unclassified and classified networks and test the plans in accordance with Department standards.	N/A
Recommendation 16: Embassy Khartoum should develop an acquisition plan for its information technology needs in accordance with Department standards.	N/A
Recommendation 17: Embassy Khartoum should implement standard operating procedures for managing and tracking mobile devices as required by Department standards.	N/A
Recommendation 18: Embassy Khartoum should implement a records management program that complies with Department standards.	N/A
<i>Inspection of the Bureau of International Narcotics and Law Enforcement Affairs (ISP-I-23-08, 1/2023)</i>	
Recommendation 1: The Bureau of International Narcotics and Law Enforcement Affairs should require comprehensive use of the Department's Management Controls Checklist to develop the Annual Chief of Mission Management Control Statement of Assurance to effectively identify and mitigate internal control risks to the bureau's projects, programs, and operations in accordance with Department guidance.	N/A
Recommendation 2: The Bureau of International Narcotics and Law Enforcement Affairs should follow Department guidance with respect to the communication and execution of its ongoing reorganization plans.	N/A
Recommendation 5: The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Office of Foreign Assistance and the Bureau of Budget and Planning, should identify its major programs in accordance with Department guidance.	N/A
Recommendation 6: The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Office of Foreign Assistance and the Bureau of Budget and Planning, should implement monitoring and evaluation plans for its major programs, in accordance with Department standards.	N/A
Recommendation 7: The Bureau of International Narcotics and Law Enforcement	N/A

Open Recommendations	Potential Monetary Benefits
Affairs should require that its risk assessment and monitoring plans related to continued programing in Afghanistan reflect changed conditions within the country.	
Recommendation 8: The Bureau of International Narcotics and Law Enforcement Affairs should implement bureau-wide guidance to direct its long-term efforts to improve and coordinate the bureau's design, monitoring, and evaluation activities.	N/A
Recommendation 9: The Bureau of International Narcotics and Law Enforcement Affairs should evaluate its long-term ongoing programs in accordance with Department standards.	N/A
Recommendation 11: The Bureau of International Narcotics and Law Enforcement Affairs should implement a system to require joint evaluation reports be prepared according to the terms of its agreements with partner governments.	N/A
Recommendation 15: The Bureau of International Narcotics and Law Enforcement Affairs should update its standard operating procedures regarding monitoring of award implementation to provide oversight and accountability for maintaining records of its federal assistance awards, in accordance with the Federal Assistance Directive.	N/A
Recommendation 16: The Bureau of International Narcotics and Law Enforcement Affairs should close out federal assistance awards as required by the Federal Assistance Directive.	N/A
Recommendation 17: The Bureau of International Narcotics and Law Enforcement Affairs should complete and implement a bureau risk management policy.	N/A
Recommendation 18: The Bureau of International Narcotics and Law Enforcement Affairs should comply with Department contracting officer's representative program standards.	N/A
Recommendation 19: The Bureau of International Narcotics and Law Enforcement Affairs should implement written service standards for the services and support provided by the Executive Office and hold the Executive Office accountable for meeting the service standards.	N/A
Recommendation 20: The Bureau of International Narcotics and Law Enforcement Affairs should implement periodic reviews of bureau policies and procedures, update them as necessary, and maintain them in a central repository.	N/A
Recommendation 21: The Bureau of International Narcotics and Law Enforcement Affairs should review and deobligate all invalid unliquidated obligations in accordance with Department guidance so funds of up to \$220 million can be put to better use.	\$220,000,000
Recommendation 23: The Bureau of International Narcotics and Law Enforcement Affairs should implement a process for the Information Management Division to monitor contractor performance for all information technology projects.	N/A
Recommendation 24: The Bureau of International Narcotics and Law Enforcement Affairs should implement a process to notify its Information Management Division when new systems at its overseas locations are developed or deployed and ensure periodic review by staff.	N/A
Recommendation 25: The Bureau of International Narcotics and Law Enforcement Affairs should review and update its information system contingency plan for the	N/A

Open Recommendations	Potential Monetary Benefits
Global INL network to align with bureau requirements.	
Recommendation 26: The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization to operate process for the Office of Aviation web application.	N/A
Recommendation 28: The Bureau of International Narcotics and Law Enforcement Affairs should develop and implement records management procedures for organizing and managing bureau electronic records.	N/A
<i>Inspection of Embassy Buenos Aires, Argentina</i> (ISP-I-23-06, 12/2022)	
Recommendation 5: Embassy Buenos Aires, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 8: Embassy Buenos Aires should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for permanent storage and office space or dismantle and remove them in accordance with Department requirements.	N/A
Recommendation 16: Embassy Buenos Aires, in coordination with the Bureaus of Western Hemisphere Affairs and Information Resource Management, should remediate the network cabling infrastructure to comply with Department standards.	N/A
Recommendation 17: Embassy Buenos Aires, in coordination with the Bureaus of Western Hemisphere Affairs and Overseas Buildings Operations, should relocate the telecommunications demarcation points outside limited access area communications rooms in accordance with Department standards.	N/A
Recommendation 18: Embassy Buenos Aires should implement a records management program in accordance with Department standards.	N/A
<i>Inspection of Embassy Kuwait City, Kuwait</i> (ISP-I-23-07, 11/2022)	
Recommendation 11: Embassy Kuwait City, in coordination with the Bureau of Overseas Buildings Operations, should conduct a technical review of the design plans for the two structures used as facility management workshops and breakrooms and a bodyguard breakroom and submit the survey for approval, in accordance with Department standards.	N/A
<i>Inspection of Embassy Ottawa and Constituent Posts, Canada</i> (ISP-I-23-04, 10/2022)	
Recommendation 5: Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should bring all consular spaces into compliance with Department standards.	N/A
Recommendation 9: Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of residential and nonresidential properties at Consulate General Vancouver, in accordance with Department standards.	N/A
Recommendation 10: Embassy Ottawa should comply with all Department Motor	N/A

Open Recommendations	Potential Monetary Benefits
Vehicle Safety Management Program standards for incidental drivers under chief of mission authority.	
Recommendation 11: Embassy Ottawa should use the Integrated Logistics Management System to account for all expendable property in accordance with Department standards.	N/A
Recommendation 12: Embassy Ottawa should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 15: Embassy Ottawa, in coordination with the Bureaus of Western Hemisphere Affairs and the Comptroller and Global Financial Services, should reprogram additional Diplomatic Engagement-funded Information Management positions to International Cooperative Administrative Support Services-funded positions, in accordance with Department standards, so funds of up to \$243,993 over 3 years per position can be put to better use.	\$243,993
Recommendation 16: Embassy Ottawa should bring its cashiering operations into compliance with Department standards.	N/A
Recommendation 24: Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should bring the mail screening facility at Consulate General Vancouver into compliance with Department standards.	N/A
Recommendation 26: Embassy Ottawa should relocate the telecommunications demarcation point outside the limited access main telephone frame room at Consulate General Toronto.	N/A
<i>Inspection of the Global Engagement Center (ISP-I-22-15, 9/2022)</i>	
Recommendation 1: The Global Engagement Center, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment and align the center's organizational structure with operational needs.	N/A
Recommendation 9: The Global Engagement Center should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department guidance, so that funds of up to \$745,000 can be put to better use.	\$745,000
Recommendation 11: The Global Engagement Center should comply with mandatory leadership training requirements in accordance with Department standards.	N/A
Recommendation 17: The Global Engagement Center should develop and implement a project plan for replacing the Disinformation Cloud website.	N/A
Recommendation 18: The Global Engagement Center should implement a records management program that complies with Department standards.	N/A
<i>Inspection of Embassy Tallinn, Estonia (ISP-I-22-21, 8/2022)</i>	
Recommendation 5: Embassy Tallinn, in coordination with the Bureau of Global Talent Management, should request authorization to implement changes to its local compensation plan, in accordance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Pristina, Kosovo</i> (ISP-I-22-17, 6/2022)	
Recommendation 7: Embassy Pristina, in coordination with the Bureau of Overseas Buildings Operations, should evaluate all residential properties for seismic risk in accordance with Department standards.	N/A
<i>Inspection of Embassy Athens and Constituent Post, Greece</i> (ISP-I-22-14, 5/2022)	
Recommendation 3: Embassy Athens should require that safety certifications for all mission properties are conducted and documented in the Post Occupational Health and Safety Officer Certification Application and that any identified safety issues be corrected prior to occupancy, in accordance with Department standards.	N/A
Recommendation 14: Embassy Athens should reduce its printer inventory to comply with Department standards for printer management, so that funds of up to \$150,000 can be put to better use.	\$150,000
<i>Inspection of Embassy Santiago, Chile</i> (ISP-I-22-10, 3/2022)	
Recommendation 5: Embassy Santiago, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.	N/A
Recommendation 7: Embassy Santiago should comply with all Department Overseas Motor Vehicle Safety standards for chauffeurs and incidental drivers under chief of mission authority.	N/A
Recommendation 8: Embassy Santiago should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 14: Embassy Santiago should retire records in accordance with Department records management standards.	N/A
<i>Inspection of the Bureau of Administration, Office of the Executive Director</i> (ISP-I-22-07, 1/2022)	
Recommendation 4: The Bureau of Administration should conduct risk assessments for the applications in the Information Technology Services Division and obtain authorizations to operate from the Bureau of Information Resource Management.	N/A
<i>Inspection of the Bureau of East Asian and Pacific Affairs</i> (ISP-I-22-06, 12/2021)	
Recommendation 1: The Bureau of East Asian and Pacific Affairs should review its Joint Regional Strategy in accordance with Department guidelines.	N/A
Recommendation 3: The Bureau of East Asian and Pacific Affairs, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to align its organizational structure with bureau operational needs and Department requirements.	N/A
Recommendation 6: The Bureau of East Asian and Pacific Affairs should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department guidance, so funds of up to \$2.7 million can be put to better use.	\$2,700,000
<i>Review of the Bureau of Consular Affairs' ConsularOne Modernization Program –Significant</i>	

Open Recommendations	Potential Monetary Benefits
<i>Deployment Delays Continue</i> (ISP-I-22-03, 11/2021)	
Recommendation 6: The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to maintain documented management approvals for all information systems throughout the systems development lifecycle process in accordance with Department standards.	N/A
Recommendation 8: The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to conduct independent information system security assessments.	N/A
Recommendation 10: The Bureau of Consular Affairs, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization process for the Office of Consular Systems and Technology's information systems with expired authorizations to operate.	N/A
Recommendation 11: The Bureau of Consular Affairs should perform annual security controls assessments for the Office of Consular Systems and Technology's information systems in accordance with Department standards.	N/A
<i>Inspection of Embassy Reykjavik, Iceland</i> (ISP-I-22-02, 10/2021)	
Recommendation 12: Embassy Reykjavik, in coordination with the Bureau of Overseas Buildings Operations, should comply with Department standards for server room safety controls.	N/A
<i>Inspection of the Office of the Science and Technology Adviser to the Secretary</i> (ISP-I-21-30, 8/2021)	
Recommendation 4: The Office of the Science and Technology Adviser to the Secretary, in coordination with the Offices of the Under Secretary for Economic Growth, Energy, and the Environment, the Deputy Secretary of State, and the Deputy Secretary of State for Management and Resources, should submit a statement of its policy areas of responsibilities in accordance with Department standards.	N/A
<i>Review of the Public Diplomacy Staffing Initiative</i> (ISP-I-21-24, 4/2021)	
Recommendation 6: The Office of Policy, Planning, and Resources, in coordination with the Foreign Service Institute, should develop and implement a training plan with short-, medium-, and long-term objectives that address how to train public diplomacy officers and locally employed staff in core competencies based on new position descriptions for Public Diplomacy Staffing Initiative implementation.	N/A
<i>Inspection of the Bureau of Overseas Buildings Operations' Office of Safety, Health, and Environmental Management</i> (ISP-I-21-21, 4/2021)	
Recommendation 4: The Bureau of Overseas Buildings Operations, in coordination with the Bureaus of European and Eurasian Affairs, Near Eastern Affairs, and Western Hemisphere Affairs, should bring principal officer residential swimming pools at Embassies Cairo, Madrid, and Quito, and Consulate General Hamilton into compliance with Department swimming pool safety standards.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts</i> (ISP-21-07, 12/2020)	
Recommendation 1: The Bureau of Global Talent Management, in coordination with the Under Secretary for Management, the Bureaus of Diplomatic Security and Information Resource Management, and the regional bureaus, should conduct an organizational assessment of the information systems security officer program to determine the feasibility of creating full-time overseas positions and implement the results of the assessment with an appropriate reporting structure for those positions.	N/A
<i>Inspection of Embassy Dhaka, Bangladesh</i> (ISP-I-20-17, 6/2020)	
Recommendation 18: Embassy Dhaka, in coordination with the Bureau of Overseas Buildings Operations, should complete all elevator repairs needed to obtain a current certificate of use for each elevator, in accordance with Department standards.	N/A
<i>Inspection of Embassy Bern, Switzerland</i> (ISP-I-20-21, 5/2020)	
Recommendation 2: Embassy Bern, in coordination with the Bureau of Overseas Buildings Operations, should provide accommodations for consular applicants in accordance with Department standards.	N/A
<i>Inspection of the U.S. Mission to the Organization of American States</i> (ISP-I-19-37, 9/2019)	
Recommendation 4: The U.S. Mission to the Organization of American States should implement a records management program in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management</i> (ISP-I-19-12, 10/2018)	
Recommendation 3: The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Administration, should finalize a service level agreement clarifying the Bureau of Administration's responsibilities for grants support.	N/A

Table D.4**Department of State Management Success in Implementing Recommendations, 10/1/2023-3/31/2024**

Office of Audits
<i>Audit of the Department of State's Information Technology Configuration Control Board</i> (AUD-IT-17-64, 7/2017)
The Office of Inspector General (OIG) made 17 recommendations to Bureau of Information Resource management (IRM) to improve the Department's review process for change requests submitted to the Information Technology Configuration Control Board (IT CCB). In response to these recommendations, IRM has developed and implemented the following: (1) a detailed program plan for the IT CCB, (2) guidance for change requests, (3) a quality assurance statements assessment process for all change requests going through IT CCB, and (4) required periodic training for personnel involved in the IT CCB process. These efforts were necessary for the Department to consistently apply and control configuration processes as well as being less exposed to network vulnerabilities due to the timely processing of change requests.
<i>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</i> (AUD-MERO-19-27, 6/2019)
OIG made nine recommendations to the Department to improve accountability and reporting for funds used to counter violent extremism. Specifically, the Bureaus of African Affairs, Near Eastern Affairs, and South and Central Asian Affairs have developed and implemented standard operating procedures to align their regional strategic objectives, subobjectives, and performance indicators for countering violent extremism with Department and Bureau of Counterterrorism (formally known as the Bureau of Counterterrorism and Countering Violent Extremism) strategies, goals, and objectives. The Bureau of Counterterrorism has developed a process to verify that grants and cooperative agreements awarded for the purpose of countering violent extremism comply with countering violent extremism program or project definitions. In addition, the Bureau of Counterterrorism has developed and implemented procedures to ensure that bureaus and missions only report awards and expenditures that meet countering violent extremism definitions.
Office of Inspections
<i>Inspection of Embassy Nassau, The Bahamas</i> (ISP-I-19-19, 8/2019)
OIG recommended that Embassy Nassau review its unliquidated obligations totaling \$2.3 million and put de-obligated funds to better use. In response to the recommendation, Embassy Nassau provided documentation showing that it had reviewed all its unliquidated obligations in current and prior years, identified expensed funds, and reprogrammed funds where necessary. Embassy Nassau confirmed to OIG that it ensured program offices had reconciled all outstanding unliquidated obligations, de-obligated and closed all outstanding claims. This resulted in \$1,016,009 being put to better use.

Office of Inspections*Inspection of the Bureau of European and Eurasian Affairs*
(ISP-I-20-15, 9/2020)

OIG recommended that the Bureau of European and Eurasian Affairs (EUR) should review and de-obligate any of the unliquidated obligations totaling \$3.3 million without activity for over 1 year and put de-obligated funds to better use. In response to the recommendation, EUR provided documentation showing that it ensured program offices had reconciled all outstanding unliquidated obligations, and de-obligated and closed all outstanding claims. This resulted in \$385,764 put to better use.

Inspection of the Bureau of Administration, Office of the Executive Director
(ISP-I-22-07, 1/2022)

OIG recommended that the Bureau of Administration review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, so funds of up to \$8 million could be put to better use. In response to the recommendation, the Bureau of Administration provided documentation showing that it had reviewed and de-obligated all its invalid unliquidated obligations without activity for more than 1 year. This resulted in \$6,658,432 put to better use.

Inspection of the Bureau of Information Resource Management's Mobile and Remote Access Division
(ISP-I-23-23, 6/2023)

OIG recommended that the Bureau of Information Resource Management, in coordination with the Bureau of Administration, should implement policies and procedures to monitor and control the usage and costs of mobile device services in accordance with Department standards and put potential savings of up to \$7,216,203 to better use. In response to the recommendation, the Bureau of Information Resource Management provided documentation of its updated policy and procedures that has helped monitor and control the usage and costs of mobile device services. This resulted in \$7,216,203 put to better use.

Review of Department of State End-Use Monitoring in Ukraine
(ISP-I-24-02, 11/2023)

OIG recommended that the Bureau of International Narcotics and Law Enforcement Affairs should develop and implement new end-use monitoring standard operating procedures, or update existing procedures, for use in non-permissive conditions where U.S. government personnel may be unable to carry out in person monitoring. In response to the recommendation, the Bureau of International Narcotics and Law Enforcement Affairs updated its SOP that address non-permissive environments. These new procedures will provide global guidance for the increasing number of areas that experience conflict, crises, or other limitations on personnel operations and support efforts to safeguard U.S. provided equipment.

APPENDIX E: U.S. AGENCY FOR GLOBAL MEDIA COMPLIANCE

Table E.1 reports the status of open Office of Inspector General (OIG) recommendations to the U.S. Agency for Global Media (USAGM) as of March 31, 2024. Prior to August 22, 2018, USAGM was known as the Broadcasting Board of Governors.

OIG Compliance Lexicon

Open

Unresolved: No agreement between OIG and management on the recommendation or proposed corrective action.

Resolved: Agreement on the recommendation and proposed corrective action but implementation has not been completed.

Closed

Agreed-upon corrective action is complete.

Table E.1

Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final U.S. Agency for Global Media Action, as of 3/31/2024

Significant Open Recommendations	Potential Monetary Benefits
None	

Open Recommendations	Potential Monetary Benefits
<i>Review of the U.S. Agency for Global Media Response to Russia's 2022 Full-Scale Invasion of Ukraine</i> (ISP-IB-23-14, 5/2023)	
Recommendation 2: Radio Free Europe/Radio Liberty should systematically track and review the metrics on all stages in its hiring processes to gather actionable analytics for possible adjustments to these processes.	N/A
<i>Targeted Inspection of the U.S. Agency for Global Media: Editorial Independence and Journalistic Standards and Principles</i> (ISP-IB-23-01, 10/2022)	
Recommendation 1: The U.S. Agency for Global Media should update its firewall guidance and procedures and disseminate the updates to agency and network staff.	N/A
<i>Targeted Inspection of the Governance of the United States Agency for Global Media</i> (ISP-IB-19-22, 4/2019)	
Recommendation 3: The U.S. Agency for Global Media should update policies and procedures in its Broadcasting Administrative Manual.	N/A

APPENDIX F: ABBREVIATIONS

Abbreviation	Full Name
AQM	Office of Acquisitions Management
AUD	Office of Audits
CIGIE	Council of the Inspectors General on Integrity and Efficiency
CO	Contracting Officer
COVID-19	Coronavirus Disease 2019
DCAA	Defense Contract Audit Agency
Department	Department of State
DoD	Department of Defense
DOJ	Department of Justice
ESP	Office of Evaluations and Special Projects
EUM	end use monitoring
GEER	Global Emergencies and Emerging Risks
GT	Gifted and Talented
INV	Office of Investigations
ISN	Bureau of International Security and Nonproliferation
ISP	Office of Inspections
Lead IG	Lead Inspector General
NATO	North Atlantic Treaty Organization
NEC	New Embassy Compound
OAR	Operation Atlantic Resolve
OBO	Bureau of Overseas Buildings Operations
OCO	overseas contingency operations
OES	Operation Enduring Sentinel
OFS	Operation Freedom's Sentinel
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPM	Office of Personnel Management
PD	Project Director
SIV	special immigrant visa
USAGM	U.S. Agency for Global Media
USAID	U.S. Agency for International Development
USIBWC	International Boundary and Water Commission, United States and Mexico, U.S. Section

APPENDIX G: INDEX OF REPORTING REQUIREMENTS UNDER 5 U.S.C. SECTION 405

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