



Office of Inspector General
United States Department of State

SEMIANNUAL REPORT TO THE CONGRESS

October 1, 2021, to March 31, 2022





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,
10/1/2021–3/31/2022**

	Issued during the reporting period	Management decision during the reporting period
Questioned Costs	\$242,969	\$125,101,324
Funds To Be Put to Better Use	\$11,596,000	\$8,085,365
Investigative Monetary Results	\$5,474,898	--
Total	\$17,313,867	\$133,186,689
<i>Additional monetary benefits achieved this period as the result of prior OIG recommendations</i>		\$5,010,961

Investigative Activities

Cases Opened	20
Cases Closed	21
Criminal Actions (arrests, indictments, convictions)	30
Civil Actions	1
Administrative Actions	21
Hotline Complaints Received	1,136

Reports

Office of Audits	24
Office of Evaluations and Special Projects	1
Office of the Executive Director	2
Office of Inspections	10
Office of Overseas Contingency Operations Oversight ^a	5
Total	42

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

MESSAGE FROM THE SENIOR OFFICIAL PERFORMING THE DUTIES OF THE INSPECTOR GENERAL



Diana R. Shaw

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, 2021, to March 31, 2022. OIG is responsible for the oversight of more than \$81 billion in Department and USAGM programs and operations and also provides oversight for the U.S. International Boundary and Water Commission, United States and Mexico (USIBWC), a federal agency operating under the foreign policy guidance of the Department.

It is important to note that, due to the effects of the Coronavirus Disease 2019 (COVID-19) pandemic, OIG continued to alter work plans during this reporting period. Virtual interviews often took the place of in-person interviews, and our audit and inspection teams' schedules were also altered. Nevertheless, we issued 40 reports to improve the programs and operations of the agencies we oversee and identified approximately \$12 million in questioned costs and funds to be put to better use.

We assess progress primarily through our compliance process, which relates to individual and often targeted recommendations. During this reporting period, we closed 292 recommendations associated with 116 reports. Of the 292 recommendations, 56 were significant and demonstrated implementation of crucial corrective actions by the Department, IBWC, and USAGM.

Our investigative activities led to an additional \$5.5 million in monetary results and seven debarments. In addition, OIG participated in investigations that led to 9 arrests, 12 indictments, and 9 convictions.

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*.

We have also addressed discrete but significant issues that have affected certain programs and Department entities. Our public reports and many of our investigations are summarized in this *Semiannual Report to the Congress*.

As always, our work would not be possible without the talent and dedication of the people who are the Department of State OIG. My thanks to them, and to the Department, USAGM, and Congress for their support of our efforts.

A handwritten signature in dark ink, reading "Diana R. Shaw". The signature is written in a cursive, flowing style with a prominent loop at the end of the last name.

Diana R. Shaw
Senior Official Performing the Duties of the Inspector General
March 31, 2022

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OVERVIEW

1 OVERSIGHT STRATEGY

The primary 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 and efficiency 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 U.S. Section of the International Boundary and Water Commission, United States and Mexico, and of the International Joint Commission, United States and Canada. OIG is responsible for overseeing more than \$81 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.

Figure 1.1
OIG Office Locations



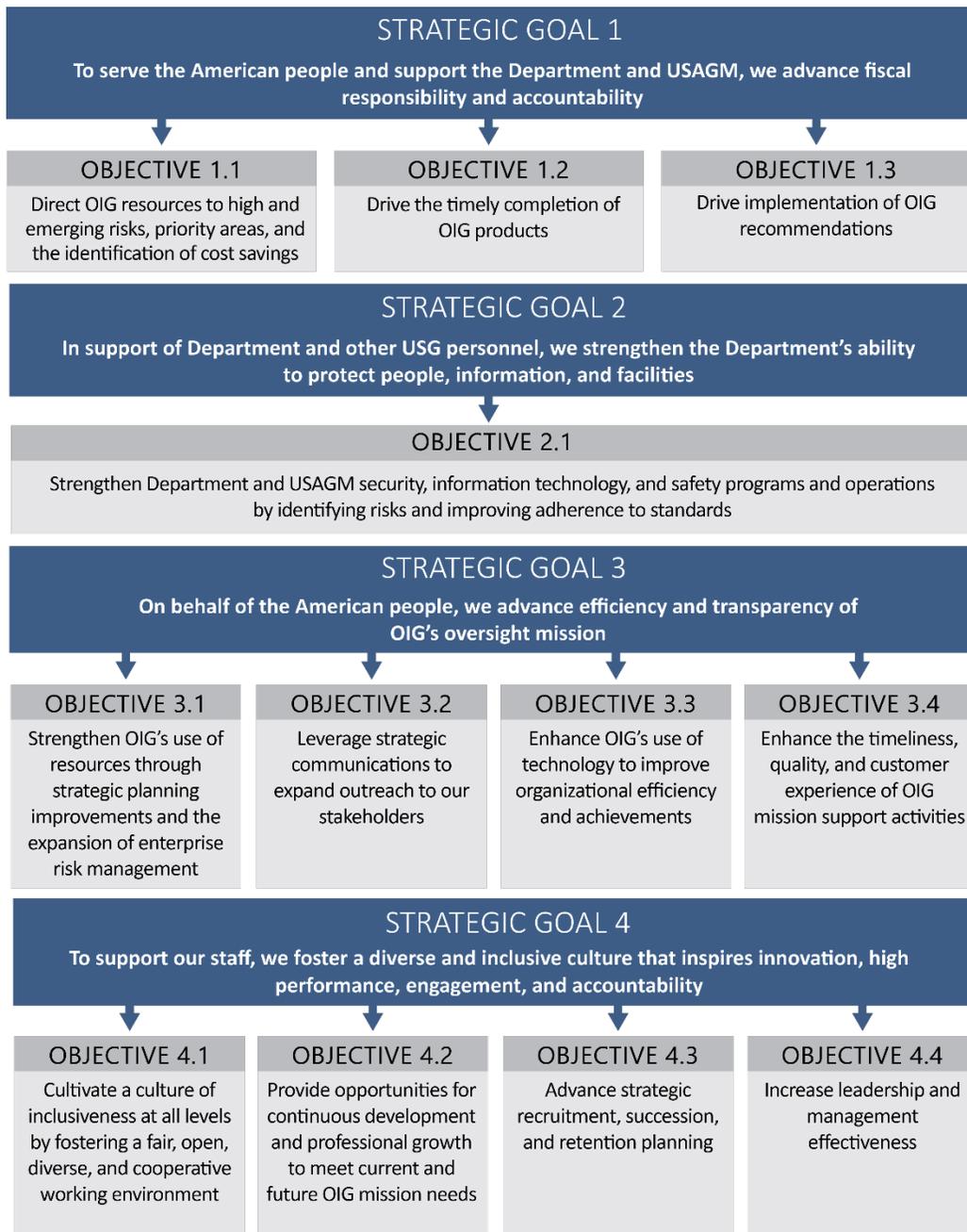
As of March 31, 2022, OIG's Senior Official Performing the Duties of the Inspector General was the Associate Inspector General for two active OCOs: Operation Inherent Resolve to degrade and defeat the Islamic State of Iraq and Syria (ISIS) and Operation Enduring Sentinel (OES) to contain terrorist threats 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 but for which Lead IG oversight responsibility also continues.

OIG maintains offices in Iraq and Germany, where the Office of Audits' Middle East Region Operations Directorate and the Office of Investigations (Germany only) dedicate on-the-ground resources, expertise, and oversight. 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. Figure 1.1 shows the locations of OIG's offices.

OIG Strategic Plan

OIG’s Strategic Plan affirmed its commitment to providing quality oversight to the agencies OIG serves and to informing the Office of Management and Budget (OMB), Congress, the public, and other stakeholders how OIG safeguards public resources. The plan also emphasized 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. The strategic goals and objectives outlined below provide the framework that guides OIG’s work and activities for FYs 2019–2023.



SEMIANNUAL REPORT TO THE CONGRESS: OCTOBER 1, 2021, TO MARCH 1, 2022

2 COMMUNICATIONS AND OUTREACH

OIG communicates its global mission to Congress, Department and USAGM 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.

Hotline Complaints

During this reporting period, the OIG Hotline continued to serve as a vehicle through which Department and USAGM employees and contractors, as well as members of the public, reported suspected fraud, waste, abuse, and mismanagement in Department and USAGM

programs and operations. OIG received hotline complaints via the OIG website, mail, and telephone. For a summary of OIG Hotline complaints received during this reporting period, see Table 2.1.

Table 2.1
OIG Hotline Complaints,
10/1/2021–3/31/2022

Referred to Other Offices for Action	713
Held for Action Within OIG	80
No Action Required	343
Total Complaints Received	1,136

Figure 2.1 highlights the OIG Hotline’s global reach. Of the 1,136 complaints received this reporting period, 567 (50 percent) concerned possible criminal, civil, and administrative violations occurring in other countries. The remainder of the complaints dealt with alleged violations in the United States.

Figure 2.1
Hotline Complaints Processed by Country, 10/1/2021–3/31/2022



Hotline Complaints
 • 1 ● 200 ● 400 ● 569

Source: Office of Investigations electronic case management system.

Whistleblower Protection Coordinator Activities

The whistleblower protection coordinator, OIG's Assistant Inspector General for Evaluations and Special Projects, educates Department and USAGM 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. § 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, which prohibits whistleblower retaliation in the form of actions that affect an employee's eligibility for access to classified information.

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

	Reporting Period 10/1/2021–3/31/2022	Since Enactment
Complaints Received and Reviewed	8	123
Active Investigations	8	-
Investigations Completed	1	33

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

Department of State

During this reporting period, OIG completed one investigation under 41 U.S.C. § 4712, involving complaints of whistleblower retaliation filed by an employee of a Department contractor. OIG did not substantiate that retaliation had occurred.

OIG also completed one investigation under Presidential Policy Directive 19 regarding a complaint that a Department employee's security clearance was suspended in retaliation for whistleblowing activity. OIG did not substantiate the allegation.

U.S. Agency for Global Media

During the reporting period, OIG did not complete any whistleblower investigations related to USAGM.

3 OVERSEAS CONTINGENCY OPERATIONS

OIG has both oversight and reporting responsibilities for overseas contingency operations under Section 8L of the Inspector General Act of 1978, as amended. Section 8L 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 8L activates a “Lead Inspector General” mechanism that requires concerted action by the OIGs of the Department of State, 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 eight different OCOs. These responsibilities currently apply to two active OCOs: Operation Inherent Resolve to defeat the Islamic State of Iraq and Syria 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). Although OFS ended in September 2021 and was replaced by OES, OIG’s Lead IG oversight responsibilities for OFS continue in locations outside of Afghanistan in conjunction with OIG’s OES responsibilities through the end of FY 2022. OIG’s ongoing audits, inspections, and investigations related to these OCOs continued and are included in this *Semiannual Report to the Congress*. Moreover, OIG continues to monitor possible future OCOs in various areas of the world.

OIG aligns its oversight responsibilities with the defined mission objectives of each OCO and focuses on the programs and processes that support the achievement of those objectives. In addition to the audit, inspection, evaluation, and investigative efforts related to the ongoing OCOs, OIG worked with its Lead IG counterpart agencies to publish quarterly reports to the Congress on each OCO.

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,
10/1/2021–3/31/2022

Completed Reports	Date
<i>Information Report: Systemic Deficiencies Related to the Department of State’s Fuel Management From FY 2016 Through FY 2020 (AUD-MERO-22-20)</i>	3/2022
<i>Management Assistance Report: Internal Controls Are Needed To Safeguard Inherently Governmental Functions at the Global Engagement Center (AUD-MERO-22-19)</i>	2/2022
<i>Information Report: Office of Inspector General’s Analysis of Open Recommendations Specific to U.S. Embassy Kabul, Afghanistan (AUD-MERO-22-18)</i>	1/2022
<i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq (AUD-MERO-22-03)</i>	10/2021
<i>Inspection of the Office to Monitor and Combat Trafficking in Persons (ISP-I-22-01)</i>	10/2021

Table 3.2
OIG Joint Oversight Activities in Support of the Lead Inspector General-OCO Mandate,
10/1/2021–3/31/2022

Joint Completed Projects	
<i>Lead Inspector General for Operation Freedom’s Sentinel and Operation Enduring Sentinel Quarterly Report to the United States Congress October 1 – December 31, 2021</i>	2/2022
<i>Lead Inspector General for Operation Inherent Resolve Quarterly Report to the United States Congress October 1, 2021– December 31, 2021</i>	2/2022
<i>Lead Inspector General for Operation Freedom’s Sentinel Quarterly Report to the United States Congress July 1 – September 30, 2021</i>	11/2021
<i>FY 2022 Comprehensive Oversight Plan for Overseas Contingency Operations</i>	11/2021
<i>Lead Inspector General for Operation Inherent Resolve Quarterly Report to the United States Congress July 1, 2021 – September 30, 2021</i>	11/2021

4 OIG ACCOUNTABILITY AND INDEPENDENCE

OIG has disclosed all unclassified audits, evaluations, and inspections issued from October 1, 2021, through March 31, 2022.

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.

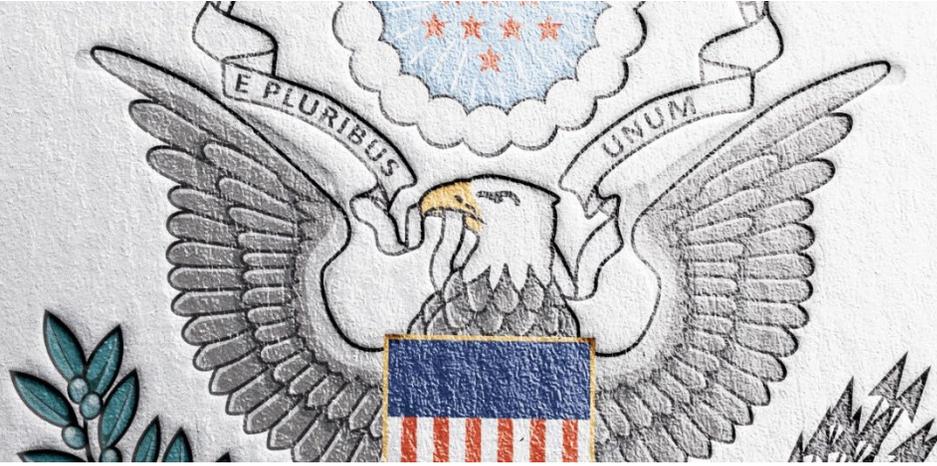
OIG did not encounter any attempts to interfere with Inspector General independence—whether through budgetary constraints designed to limit its capabilities, resistance or objection to oversight activities, or restrictions on or significant delays in access to information—for the reporting period from October 1, 2021, through March 31, 2022.

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 40 reports related to the programs and operations of the Department and USAGM and identified nearly \$12 million in potential monetary benefits to the Department. Additionally, OIG's criminal, civil, and administrative investigations resulted in approximately \$5.5 million in recoveries and other monetary results this reporting period.

From October 1, 2021, to March 31, 2022, the Department made management decisions on more than \$133 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 during the compliance process. At the close of the reporting period, the Department had not yet taken action on OIG recommendations totaling approximately \$922 million. This is a decrease of approximately \$121 million from the more than \$1 billion 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 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 the frontline states. From October 1, 2021, to March 31, 2022, the Office of Audits issued 19 reports on Department or International Boundary and Water Commission, United States and Mexico, U.S. Section, (USIBWC) programs and operations. The *Department of State Classified Annex to the Semiannual Report to the Congress* includes summaries of 2 reports, and the remaining 17 are summarized below.

Contracts, Grants, and Infrastructure

Information Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, 2021 Charge Card Risk Assessment
(AUD-CGI-22-15, 12/2021)

OIG performed 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 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 2021 Travel Charge Card Risk Assessment
(AUD-CGI-22-14, 12/2021)

OIG performed 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 is “medium.” This conclusion was based on the Department travel card program’s 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 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 2021 Charge Card Risk Assessment
(AUD-CGI-22-13, 12/2021)

OIG performed 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 is "medium." This conclusion was based on the Department purchase card program's size, internal controls, training, previous audits, violation reports, and OIG Office of Investigations observations.

On the basis of the results of this assessment, OIG did not recommend 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.

Audit of Compliance With Cost-Sharing Requirements for Selected Department of State Grants and Cooperative Agreements (AUD-CGI-22-12, 11/2021)

Recipients of the eight financial assistance awards reviewed for this audit mostly complied with cost-sharing requirements in accordance with the award agreements. However, OIG found that award recipients could not support 12 (13 percent) of 89 expense transactions selected for sampling, totaling \$46,306. Additionally, three of the award recipients used expenses incurred outside of the awards' periods of performance to fulfill the cost-share requirement established in the agreements. Finally, OIG found that 8 (22 percent) of 36 Federal Financial Reports (Standard Form 425) reviewed for this audit included an incomplete or incorrect cost-share amount.

OIG determined that the incomplete or incorrect cost-share reporting occurred, in part, because of weaknesses in the Department's system of internal controls that

is meant to discover and correct errors during award execution. For example, monitoring plans were not tailored to awards, monitoring controls were not adjusted when the COVID-19 pandemic prevented site visits, and Grants Officer Representatives (GOR) training did not provide adequate instruction for oversight of cost-share requirements. Furthermore, Grants Officers and GORs lacked clarity related to their responsibilities for monitoring financial aspects of awards.

As a result of its testing, OIG identified unsupported or unallowable cost-share transactions. Until the internal control deficiencies identified are corrected, the Department will not have reasonable assurance that cost-sharing requirements are being fulfilled in accordance with Federal requirements and award agreements.

Financial Management

Management Letter Related to the Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2021 Financial Statements (AUD-FM-22-25, 3/2022)

During the audit of USIBWC's FY 2021 financial statements, an independent external auditor identified a weakness related to compliance with the Prompt Payment Act.

Independent Auditor’s Report on the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2021 and FY 2020 Financial Statements

(AUD-FM-22-24, 2/2022)

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, 2021 and 2020. The auditor found that the financial statements present fairly, in all material respects, the financial position of USIBWC as of September 30, 2021 and 2020, 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 auditor found one significant deficiency in internal control over financial reporting. Specifically, the auditor identified issues with IT controls. Additionally, the results of the auditor’s tests disclosed no instances of noncompliance that are required to be reported.

Management Letter Related to the Audit of the U.S. Department of State FY 2021 Financial Statements

(AUD-FM-22-22, 2/2022)

During the audit of the Department’s FY 2021 financial statements, an independent external auditor identified weaknesses related to controls over the reconciliation of accounts held by the Department of the Treasury, personnel data for locally employed staff,

personnel records and actions, supporting data related to the asbestos remediation estimate, configuration change management processes related to the Department’s personnel system, and access privileges reviews for a supply chain application.

Audit of the Department of State’s Use of “Not Otherwise Classified” Budget Object Codes

(AUD-FM-22-21, 2/2022)

An independent external auditor, acting on behalf of OIG, conducted an audit to determine whether the Department consistently used “not otherwise classified” (NOC) budget object codes (BOC) in accordance with requirements for expenses. BOCs are used by Government agencies to identify the purpose of an order for goods or services. Some BOCs are identified as NOC, which are general codes designed to be used when more specific codes do not apply. The external auditor concluded that the Department did not consistently use NOC BOCs. Of 180 expenses tested, 35 (19 percent) should have been designated with an available and specific Office of Management and Budget BOC, and 100 (56 percent) should have been designated with an available and specific Department BOC. The external auditor also found that bureaus did not consistently use the same BOCs when recording transactions for similar types of items.

The use of incorrect BOCs occurred because accounting officials had difficulty identifying the proper BOC for use or because available BOCs did not always align with transactions. In addition, the Department did not have sufficient guidance on the use of BOCs.

Recording expense data to the appropriate BOC is essential for assessing spending patterns and determining the use of funds.

Independent Auditor’s Report on the U.S. Department of State FY 2021 and FY 2020 Financial Statements
(AUD-FM-22-10, 11/2021)

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, 2021 and 2020. The auditor found the financial statements present fairly, in all material respects, the financial position of the Department as of September 30, 2021 and 2020 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 auditor found certain reportable deficiencies in internal control. Specifically, the auditor found significant deficiencies in the internal control over property and equipment, budgetary accounting, validity and accuracy of unliquidated obligations, financial reporting, and information technology. The auditor also found three instances of reportable noncompliance with laws, regulations, contracts, and grant agreements tested—specifically, the Antideficiency Act, the Prompt Payment Act, and the Federal Financial Management Improvement Act of 1996.

Audit of the Department of State’s Implementation of the Digital Accountability and Transparency Act of 2014
(AUD-FM-22-08, 11/2021)

An independent external auditor, acting on behalf and under the direction of OIG, conducted this audit in accordance with the Digital Accountability and Transparency Act of 2014 (DATA Act) to assess (1) the completeness, accuracy, timeliness, and quality of first quarter FY 2021 financial and award data submitted by the Department for publication on USAspending.gov and (2) the Department’s implementation and use of the Government-wide financial data standards established by the Office of Management and Budget and the Department of the Treasury.

The auditor was unable to assess the Department’s overseas DATA Act transactions because the Department did not certify those transactions. However, the auditor determined that the Department submitted domestic data in a timely manner and that DATA Act Files A and B were complete. However, the auditor identified exceptions with the completeness, accuracy, and timeliness of record-level data for domestic transactions included in DATA Act Files C, D1, and D2. Finally, the auditor concluded that the Department implemented and used the Government-wide financial data standards for domestic transactions but could not assess the implementation and use for overseas transactions because the Department did not certify those transactions.

One reason for the exceptions identified was delays in adding information to the procurement and grant systems due to the

COVID-19 pandemic. The auditor also found that the Department did not perform sufficient quality assurance of the data submitted. Notwithstanding the exceptions identified, the auditor considered the quality of the Department's data submission to be "Higher" (the second best quality level), based on criteria established by the Council of the Inspectors General on Integrity and Efficiency.

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-22-02, 10/2021)

An independent external auditor, working on behalf of and under the direction of OIG, performed agreed-upon procedures to assist the Office of Personnel Management (OPM) in assessing the reasonableness of retirement, health benefits, and life insurance withholdings and contributions, as well as enrollment information submitted via the Semiannual Headcount Report to OPM by the Department. The auditor identified some reportable differences related to life insurance and retirement.

Middle East Region Operations

Audit of the Process To Prepare Residences for New Tenants at U.S. Embassy Cairo, Egypt
(AUD-MERO-22-23, 3/2022)

OIG found that Embassy Cairo officials took steps to address some known deficiencies impacting the make-ready process; however, the implemented internal controls had not

been fully effective in safeguarding expenditures. In addition, embassy officials had not determined whether the frequent use of overtime for the make-ready process was necessary. OIG concluded that the primary cause of the deficiencies was insufficient internal control measures, and that management controls are needed to promote accountability and improve monitoring over the make-ready process.

OIG also found that Embassy Cairo was not accounting for make-ready costs in accordance with Department requirements. For example, officials incorrectly attributed time for staff such as welders and truck drivers to make-ready costs even when work did not relate to make-ready efforts. As a result, the embassy's reported costs were not representative of its actual make-ready costs. Inaccurate budget information will make it challenging for Embassy Cairo to meet daily operational needs because it lacks an accurate picture of spending patterns.

Information Report: Systemic Deficiencies Related to the Department of State's Fuel Management From FY 2016 Through FY 2020
(AUD-MERO-22-20, 3/2022)

From FY 2016 through FY 2020, OIG issued 43 unclassified reports that identified deficiencies in managing the acquisition, storage, distribution, and monitoring of fuel at overseas missions. OIG summarized the findings in these reports into thematic categories and gauged the Department's progress toward addressing fuel management deficiencies. Generally, the deficiencies occurred because posts did not implement robust internal controls and employees

assigned to fuel management duties had competing priorities. OIG identified approximately \$77 million in questioned costs and issued 156 recommendations across the 43 reports.

As of September 2021, 147 of 156 (94 percent) recommendations OIG offered had been implemented and closed based upon Department actions to create or update standard operating procedures, improve management controls over fuel, train or assign officials responsible for managing fuel, repair or install functioning fuel equipment, and resolve questioned costs. However, nine recommendations remain open, though the posts involved have begun corrective actions to address each of the identified deficiencies. In response to a draft of this report, the Under Secretary of State for Management stated the findings and results from this report would be used in applicable training.

Management Assistance Report: Internal Controls Are Needed To Safeguard Inherently Governmental Functions at the Global Engagement Center
(AUD-MERO-22-19, 2/2022)

During an OIG audit of the Department's cooperative agreements and grants related to Iran, OIG identified instances in which Global Engagement Center (GEC) third-party contractors were performing inherently Governmental functions such as approving cooperative agreement activities. These activities are intimately related to the public's interest and therefore may only be performed by Federal employees.

OIG reviewed five cooperative agreements awarded by GEC from FY 2018 through FY 2020 and found that third-party contractors were performing inherently Governmental functions on four (80 percent) of those agreements. This occurred, in part, because GEC's Policies and Procedures Manual, April 2020, did not clearly delineate the inherently Governmental activities of the GOR from the activities of third-party contractors assigned as Project Officers. OIG also found that GEC did not designate GORs throughout the period of performance or notify award recipients about changes in GOR assignments. This occurred because GEC did not implement internal control activities to ensure the processes occurred. As a result, GEC could not demonstrate consistent oversight for any of the awards reviewed, and the roles and responsibilities of Government oversight personnel were not always clear to award recipients.

Information Report: Office of Inspector General's Analysis of Open Recommendations Specific to U.S. Embassy Kabul, Afghanistan
(AUD-MERO-22-18, 1/2022)

OIG analyzed open recommendations specific to U.S. Embassy Kabul, Afghanistan, when the embassy suspended operations on August 31, 2021, to determine whether the recommendations should be closed, redirected, or remain open, considering the embassy's suspended operating status.

OIG identified eight recommendations that were still open— five issued prior to the suspension of embassy operations and three issued in a report published after the suspension. OIG determined that the five

recommendations issued prior to the suspension directly pertained to specific operations at the embassy that have been overtaken by events. As a result, OIG concluded it was prudent to close the recommendations to avoid the administrative burden and costs associated with tracking them. OIG considers all five recommendations closed, and no further action is required.

The three recommendations issued after the suspension of operations were addressed to the embassy's Public Affairs section and were intended to improve grant management oversight of multiple grants and cooperative agreements being executed by that section. OIG determined that these recommendations remain relevant, and implementation of them would improve assistance oversight, should a remote mission be established outside of Afghanistan and assistance in the form of similar grants and cooperative agreements be awarded for Afghanistan. These three recommendations remained open and unresolved upon issuance of this report.

Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq
(AUD-MERO-22-03, 10/2021)

OIG found that the Department did not fully follow acquisition policy when awarding noncompetitive contracts in support of contingency operations in Afghanistan and Iraq. Specifically, Contracting Officers failed to document award decisions in accordance with acquisition policy for 2 of 22 (9 percent) of the noncompetitive contracts reviewed for this audit and did not publicly disclose the decisions for all 11 noncompetitive contracts

requiring public notice. The administrative shortfalls occurred, in part, because contracting personnel did not follow the Department's internal control procedures for documenting and publicly posting award decisions, and those controls lacked a compliance mechanism.

OIG also found that the Department did not fully adhere to required steps intended to ensure that fair and reasonable prices were paid on noncompetitive contract awards. Two of 22 contract files (9 percent) did not contain required fair and reasonable price determination statements to demonstrate that contracting personnel sufficiently considered price factors before making the award. In addition, in 10 of 11 (91 percent) contracts requiring price determinations, Contracting Officers did not adequately document the principal elements of the price negotiation required by Federal regulation. OIG attributes these lapses, in part, to both Contracting Officers' inattention to completing and maintaining required documentation and internal control operating weaknesses.

Audit Operations, Quality, and Compliance

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
(AUD-AOQC-22-07, 12/2021)

The report presented OIG's analysis of unclassified OIG recommendations addressed

to the Bureau of Information Resource Management (IRM) that were open as of July 30, 2021. OIG performed the analysis to identify duplicative recommendations and to group the open recommendations by topic area to highlight their importance and facilitate management action to close them.

On the basis of its analysis, OIG determined that 3 of 107 unclassified, open recommendations from 19 reports addressed to IRM were duplicative. With respect to the remaining open recommendations, some of these recommendations have remained open since 2014. In addition, many of the open recommendations relate to the Department's information security program.

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 improves 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, 2021, to March 31, 2022, ESP issued one unclassified report on Department programs and operations. During this period, the office also issued two whistleblower reports, which are discussed in Section 2 of this report.

ESP also reviews allegations of non-criminal misconduct by senior Department and USAGM employees. ESP did not substantiate any allegations of misconduct during the reporting period.

Management Assistance Report: Office of the Chief of Protocol Gift Vault Access Controls (ESP-22-01, 11/2021)

OIG received a referral that the Office of the Chief of Protocol was missing items of a significant value from its gift vault. The missing items were either gifts from, or were to be given as gifts to, foreign governments and dignitaries. In the course of investigating this referral, OIG identified that the lack of accurate recordkeeping and appropriate physical security controls contributed to the loss of the gifts.

8 OFFICE OF INSPECTIONS

The Office of Inspections conducts independent assessments of the operations of the Department, its posts abroad, and related activities. OIG inspects each post and domestic bureau 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, 2021, to March 31, 2022, the Office of Inspections issued 10 reports on Department programs and operations, 8 of which were unclassified and are summarized below. The *Department of State Classified Annex to the Semiannual Report to the Congress* includes summaries of two reports the Office of Inspections issued during this reporting period.

Program Reviews and Special Reports

Review of the Bureau of Consular Affairs' ConsularOne Modernization Program – Significant Deployment Delays Continue (ISP-I-22-03, 11/2021)

OIG reviewed the Bureau of Consular Affairs' ConsularOne modernization program, the bureau's initiative to modernize and consolidate approximately 90 discrete consular legacy systems into a common technology framework. These legacy systems support the bureau's three fundamental responsibilities: the issuance of passports and

other documentation to citizens and nationals, the protection of U.S. border security and facilitation of legitimate travel to the United States, and ensuring the welfare and protection of U.S. citizens abroad. CA's Office of Consular Systems and Technology (CST) serves as the business owner for ConsularOne. OIG found that in the 10 years since the ConsularOne modernization program began in 2011, CST had conducted a very limited pilot of just one component—the customer-facing part of the electronic Consular Report of Birth Abroad—and had continued to miss deployment dates for other components under the program. OIG determined that multiple factors caused the delays in the ConsularOne modernization program, including deficiencies in leadership, management of resources, communication, project management, and information security management.

OIG made recommendations to address the factors contributing to the delays in the ConsularOne modernization program.

Domestic Bureaus

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

OIG found the Bureau of Administration's Office of the Executive Director was fulfilling its mission in compliance with Department requirements. However, OIG found some significant information technology challenges that required management attention. The Information Technology Services Division had expanded its roles and responsibilities

beyond those outlined in the Foreign Affairs Manual due to lack of internal controls. As a result of its expanded scope of functions without a commensurate increase in resources, the staff was unable to maintain routine, daily information management operations and maintenance, which contributed to information technology security vulnerabilities. Although the office met and sometimes exceeded the requirement to conduct annual evaluations of its programs and operations, it did not implement a system to track recommendations made in its evaluation reports, which weakened the positive impact of the bureau's otherwise robust evaluation process, including the identification of possible cost savings. Additionally, the Human Resources Division was unable to meet its customer service standards because of a 43 percent vacancy rate in U.S. direct-hire positions. Finally, OIG determined up to \$8 million could be put to better use if the office improved its review of unliquidated obligations.

OIG made recommendations to address the operations of the Bureau of Administration's Office of the Executive Director.

Inspection of the Bureau of East Asian and Pacific Affairs
(ISP-I-22-06, 12/2021)

OIG found that the acting Assistant Secretary and the Principal Deputy Assistant Secretary in the Bureau of East Asian and Pacific Affairs modeled the Department's leadership and management principles. Stakeholders in the Department and interagency community praised the bureau's execution of foreign

policy, noting staff understood their roles related to, and successfully conducted, foreign policy. Additionally, the bureau was reestablishing its role in North Korea regional diplomacy implementation. However, the lack of delegated authority to manage the U.S.-Taiwan relationship impeded the bureau's policy work to coordinate the United States' relationship with Taiwan. The bureau's geographic and regional policy offices developed effective interdepartmental and interagency relationships in support of its overseas missions. The bureau also took steps to address structural and personnel shortfalls in its Office of Chinese and Mongolian Affairs, including implementation of the "China House" proposal, China Activities Prioritization Project, Regional China Officers program, and use of the Countering Chinese Influence Fund to counter Chinese disinformation. Lastly, inefficient organizational structures, staffing constraints, large numbers of temporary staff with associated frequent turnover, and increasing workloads hindered operations in some offices.

OIG made recommendations to address the Bureau of East Asian and Pacific Affairs' executive direction, policy and program implementation, resource management, and information management.

Inspection of the Office to Monitor and Combat Trafficking in Persons
(ISP-I-22-01, 10/2021)

OIG found that stakeholders from the Department and other Federal agencies described the Office to Monitor and Combat

Trafficking in Persons as a collaborative partner and a leader in the U.S. Government's initiatives to counter human trafficking abroad. The acting Director exhibited a positive tone in terms of integrity, planning, communicating, collaborating, and resilience. Moreover, the office developed a standard and consistent process for resolving disagreements when bureaus and overseas missions objected to their host country's tier ranking or accompanying narrative during the drafting of the annual Trafficking in Persons Report. The acting Director created a COVID-19 working group to identify and mitigate the impact of the pandemic on the office and its key stakeholders. OIG also found that the office's foreign assistance programs were aligned with policy priorities but needed some improvements in maintaining files and preventing contractors from potentially performing inherently governmental functions. Additionally, the office lacked standard operating procedures for many office processes and functions, which hampered operations.

OIG made recommendations to address the Office to Monitor and Combat Trafficking in Persons' foreign assistance and resource management and management controls.

Spotlight on Success: The Office to Monitor and Combat Trafficking in Persons used an incremental approach to improve its strategic planning and performance management by creating a program design and monitoring working group that resulted in modifications to the office's Functional Bureau Strategy and the development of common performance indicators.

Overseas Missions

Bureau of European and Eurasian Affairs

Inspection of Embassy Luxembourg, Luxembourg
(ISP-I-22-09, 2/2022)

OIG found embassy leadership advanced U.S. foreign policy goals and objectives as outlined in the Integrated Country Strategy. However, interpersonal conflicts negatively affected staff working relationships and team cohesion. Although the Political-Economic Section's work was aligned with the embassy's goals, the section did not consistently meet Department deadlines for mandatory reports and demarche responses. Additionally, public diplomacy grants lacked required Federal assistance documentation. OIG found the lease for the Chargé d'Affaires' residence exceeded Department standards both in square footage and cost, resulting in approximately \$207,000 in excessive costs over the life of the lease. Finally, the embassy did not perform required information systems security officer duties, including regular reviews and analysis of information systems and mobile devices for indications of inappropriate or unusual activity.

OIG made recommendations to address Embassy Luxembourg's policy and program implementation, resource management, and information management.

Spotlight on Success: Embassy Luxembourg's Public Diplomacy Section managed the embassy virtual intern program that capitalized on the presence of a U.S. study abroad program in Luxembourg.

Inspection of Embassy Reykjavik, Iceland
(ISP-I-22-02, 10/2021)

OIG found the Chargé d’Affaires and the Deputy Chief of Mission established a positive, inclusive, and supportive tone for the embassy. The embassy was rebuilding the bilateral relationship with the Government of Iceland through diplomatic engagement on the full range of Integrated Country Strategy goals. Although, the Public Diplomacy Section had limited opportunities to conduct programs and events because of the COVID-19 pandemic, a preference by Icelandic audiences and exchange grantees for in-person programs, and the former Ambassador’s partiality for social media outreach over other types of engagement activities, the section successfully conducted key programs that advanced the embassy’s goals. OIG also found that although the Bureau of Overseas Buildings Operations listed Iceland as a very high seismic zone, the embassy had not conducted seismic safety assessments for 11 of its 15 leased residential units. The embassy also lacked a preventive maintenance program to protect the U.S. Government’s investment in major building systems for its new chancery.

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

Bureau of Western Hemisphere Affairs

Inspection of Embassy Santiago, Chile
(ISP-I-22-10, 3/2022)

OIG found Embassy Santiago’s Chargé d’Affaires and acting Deputy Chief of Mission set a positive leadership climate, modeling integrity, openness, and concern for embassy staff. The embassy implemented restrictions to maintain the health and safety of personnel during the COVID-19 pandemic. However, the embassy did not exercise adequate financial oversight of the U.S.-Chile Fulbright Commission. Furthermore, the embassy did not conduct seismic safety assessments for all residences, and its contracting officer’s representative program did not comply with Department standards. Lastly, the embassy’s information systems security officers failed to perform all required information systems security duties.

OIG made recommendations to address Embassy Santiago’s policy and program implementation, resource management, and information management.

Inspection of Embassy Asuncion, Paraguay
(ISP-I-22-05, 12/2021)

OIG found the Chargé d’Affaires and the acting Deputy Chief of Mission led Embassy Asuncion in a professional and collaborative manner. In response to the COVID-19 pandemic, embassy leaders implemented several restrictions to maintain continuity of operations and protect the health and safety of embassy personnel. However, Embassy Asuncion failed to complete all required real property safety certifications for residential

and non-residential properties, and its records management program did not comply with Department standards.

OIG made recommendations to address Embassy Asuncion's policy and program implementation, resource management, and information management.

Spotlight on Success: Embassy Asuncion's Americana Box program imaginatively engaged students with no internet access by providing them science, technology, engineering, arts, and math problem-solving content.

9 OFFICE OF INVESTIGATIONS

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

The office refers investigative results to the Department of Justice (DOJ) 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 OIG investigative activity related to Department of State programs and operations this reporting period, see Table 9.1. For a breakdown of cases closed this reporting period, see Figure 9.1.

Table 9.1
OIG Investigative Activity Related to Department of State Programs and Operations,
10/1/2021–3/31/2022

Preliminary Inquiries	
Opened	29
Closed	32
Investigations	
Opened	17
Closed	21
Pending (3/31/2022)	26
Reports Issued ^a	7
Criminal and Civil Actions	
Referrals to the Department of Justice	8
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	8
Indictments/Informations ^b	9
Convictions	8
Civil Judgments/Settlements	1
Administrative Actions	
Removals (Resignation & Termination)	1
Suspensions/Revocations (Employee & Security Clearance)	5
Reprimands/Admonishments/Other	15
Investigative Monetary Results	
Civil Settlement	\$ 930,000
Cost Recovery	\$ 0
Criminal Forfeiture	\$ 0
Fines and Penalties	\$ 45,400
Funds Put to Better Use (Cost Savings)	\$ 0
Restitution	\$ 421,370
Suspensions and Debarments	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	7
Outreach	
Fraud Awareness Briefings	33

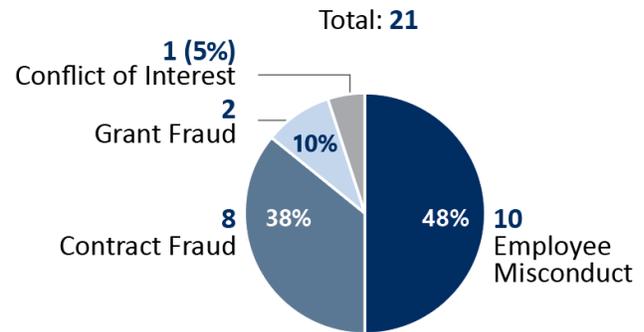
Note: The figures in this table were derived from a defined search of the Office of Investigations' electronic case management system for the period from October 1, 2021, through March 31, 2022, based upon specific administrative action categories.

^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 53 cases and preliminary inquiries closed this reporting period, 62 percent concerned activity in the United States, and 38 percent concerned activity in other countries.

Figure 9.1
OIG Investigations Closed, 10/1/2021–3/31/2022



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

Source: Office of Investigations electronic case management system.

Figure 9.2
Department-Related Cases and Preliminary Inquiries Closed, by Country, 10/1/2021–3/31/2022



Cases and Preliminary Inquiries Closed
 • 1 ● 10 ● 20 ● 33

Source: Office of Investigations electronic case management system.

Table 9.2
Preliminary Inquiries and Cases Closed, 10/1/2021–3/31/2022

Type	Domestic	Overseas
Preliminary Inquiries Closed	23	9
Cases Closed	10	11

Source: Office of Investigations electronic case management system.

Investigative Highlights

In March 2022, Osa Martin was convicted of one count of conspiracy to commit wire fraud and one count of conspiracy of false use of government seals for her role in a multimillion-dollar international advance-fee scheme orchestrated from Nigeria. OIG and FBI special agents determined from August 2015 through August 2016, Martin impersonated a BB&T representative and scammed victims out of \$2 million in the hopes of receiving \$22.5 million from BB&T Corporation to invest in natural resource projects. In addition, Martin and co-conspirators ensured the victims received fake receipts and documents bearing State Department seals to appear as though the U.S. Government was notarizing and sponsoring the investment agreements. Sentencing is pending.

In March 2022, Comprehensive Health Services LLC (CHS), agreed to pay \$930,000 to resolve allegations that it violated the False Claims Act by falsely representing to the Department and the Air Force that it complied with contract requirements relating to the provision of medical services at Department and Air Force facilities in Iraq and Afghanistan. Allegations include CHS did not comply with contractual obligations to properly secure sensitive personnel records and it improperly procured controlled substances that were neither U.S. Food and Drug Administration nor European Medicines Agency compliant. In addition, the settlement also resolved a lawsuit brought against the company by former contract company employees under the qui tam, or

whistleblower provisions, of the False Claims Act.

In March 2022, Tanner Jackson was sentenced to 33 months incarceration, 3 years supervised release, 100 hours of community service, \$15,100 in fines and assessments, and \$184,512 in restitution. Previously, in November 2021, Jackson pleaded guilty to a wire fraud scheme involving the selling of Chinese-made military helmets, body armor, and other products to the Department and other federal agencies while falsely claiming that his company manufactured the goods in Texas. FBI, Army Criminal Investigation Division, and OIG special agents determined Tanner altered or falsified ballistics laboratory test reports that he provided to the government to conceal the origin of the products.

In January 2022, a locally employed (LE) staff member was counseled for his role in abusing the Diplomatic Pouch process. OIG and U.S. Agency for International Development (USAID) special agents determined several USAID personnel allowed LE members to use their addresses to receive packages from the United States. In addition, agents determined several LE utilized the names and addresses of several Department and USAID employees to receive packages without their knowledge. Previously, three subjects were terminated from their positions, one had their clearance suspended, and three actions are still pending.

In December 2021, Roudy Pierre-Louis was sentenced to more than a year in Federal

prison and ordered to pay restitution in the amount of \$156,950. Previously in July 2021, Pierre-Louis pled guilty to one count of wire fraud in South Carolina District Court in Charleston. Army Criminal Investigation Division, Defense Criminal Investigation Service, and OIG special agents determined that, from 2015 through 2018, Pierre-Louis, a former Budget Analyst in the United States embassy in Haiti, forged the names of U.S. Southern Command military commanders on vouchers he created. This was done to obtain cash from the U.S. embassy as a trusted employee. In July 2019, the U.S. Embassy terminated the employment of four locally employed staff members and counseled one for their roles in Pierre-Louis's fraud scheme.

In December 2021, Kentey Ramone Fielder pleaded guilty to one count of wire fraud and aggravated identity theft. Department of Justice and OIG special agents determined from approximately September 2014 through February 2017, Fielder schemed to defraud multiple government agencies by continuing to seek government contracts after being debarred, by impersonating government contracting officers, fraudulently inducing another company to complete work on a purported contract, and forging government documents. Fielder and his known business entities were previously suspended from doing business with the government in May 2019 and were arrested in August 2020 following indictment. Sentencing is pending.

In October 2021, Wanda Barker pled guilty to engaging in monetary transactions in property derived from specified unlawful

activity, approximately 1 month after co-conspirator Olayinka Agboola plead guilty to the same charge. A year earlier (October 2020), Barker, Agboola, and Linda Johnson were indicted for using a business email compromise scheme to defraud the Department. OIG and FBI special agents determined the individuals tricked the Department and a non-profit agency into wiring at least \$575,000 into bank accounts they controlled for the purpose of enriching themselves and their co-conspirators.

In October 2021, John J. Przybyla, the former owner of a sub-contracting company, was sentenced to 24 months of probation, 500 hours of community service, a \$30,000 fine, and \$100 assessment for conspiracy to violate the anti-kickback act. Previously, in September 2021, Elmer Baker was sentenced for his role in the scheme to overbill a General Services Administration (GSA) contract for work performed on a Department facility. GSA, FBI, and OIG special agents determined Baker began receiving kickbacks from Przybyla in the form of meals and vacations in exchange for steering work to Przybyla's company on the multimillion-dollar GSA project. Baker later began demanding monetary kickbacks and tried to cover his tracks by sending the subcontractor fake invoices to make it appear as though payments were for legitimate work.

Investigations Involving Senior Government Employees

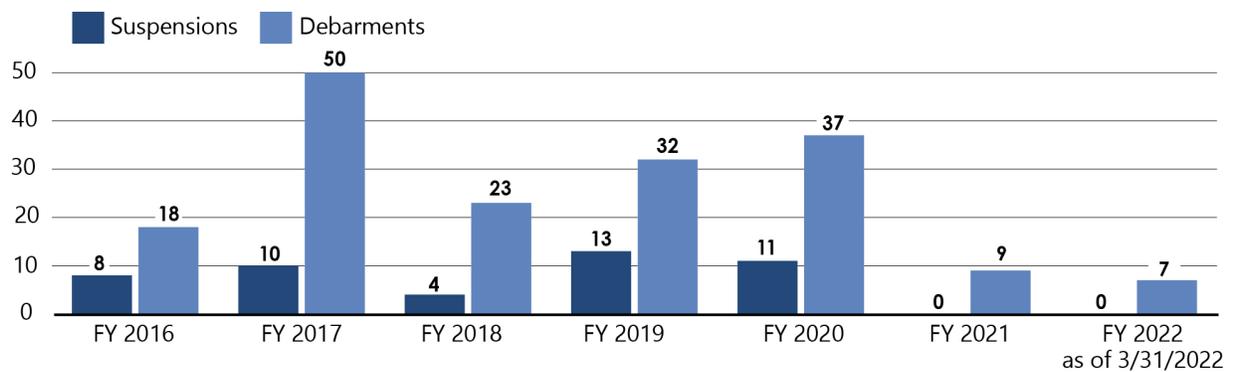
During the reporting period, OIG did not conduct any investigations involving senior Government employees where allegations of misconduct were substantiated. OIG also

has no investigations to report involving senior Government employees that were substantiated and closed during the reporting period but not disclosed to the public.

Suspensions and Debarments

Figure 9.3 shows suspension and debarment action taken by the Department as a result of OIG referrals from FY 2016 to the first half of FY 2022.

Figure 9.3
Suspension and Debarment Action Taken by the Department as a Result of OIG Referrals, FY 2016–FY 2022



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 nearly \$12 million in potential monetary benefits to the Department. Also during this reporting period, the Department made management decisions on approximately \$133 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 just over \$922 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 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,
10/1/2021–3/31/2022

	# Reports	Questioned Costs (\$ Thousands)	Unsupported Costs ^a (\$ Thousands ^b)
A. No management decision made by start of the reporting period	9	\$791,742	\$101
B. Issued during the reporting period			
<i>Audit of Compliance With Cost-Sharing Requirements for Selected Department of State Grants and Cooperative Agreements</i>		\$243	\$46
Total issued during the reporting period	1	\$243	\$46
Total (A+B)	10	\$791,985	\$148
C. Management decision made during the reporting period			
(i) Disallowed costs		\$114,936	\$83
(ii) Costs not disallowed		\$10,165	\$19
Subtotal	3	\$125,101	\$101
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	7 ^c	\$666,883	\$46
E. Additional monetary benefits achieved as the result of prior OIG recommendations	1	\$11	\$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 7 reports noted in the table contain 12 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, 10/1/2021–3/31/2022

	# Reports	Funds Put to Better Use (\$ Thousands ^a)
A. No management decision made by start of the reporting period	18	\$251,943
B. Issued during the reporting period		
<i>Inspection of the Bureau of Administration, Office of the Executive Director</i>		\$8,000
<i>Inspection of the Bureau of East Asian and Pacific Affairs</i>		\$2,700
<i>Inspection of the U.S. Mission to the Dutch Caribbean</i>		\$400
<i>Inspection of the Office to Monitor and Combat Trafficking in Persons</i>		\$496
Total issued during the reporting period	4	\$11,596
Total (A+B)	22	\$263,539
C. Management decision made during the reporting period		
(i) Dollar value of recommendations agreed to by management		\$2,483
(ii) Dollar value of recommendations not agreed to by management		\$5,603
Subtotal	5	\$8,085
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	17 ^b	\$255,454
E. Additional monetary benefits achieved as the result of prior OIG recommendations	3	\$5,000

^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 17 reports noted in the table contain 19 recommendations without a management decision at the end of the period.

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 non-profit 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 conducted follow-up on questioned costs of \$92,513 referred to program officials for resolution in prior periods. As shown in Table 10.3, the Department made no 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	\$ 93
B. Issued during the reporting period	0	\$ 0
Subtotal Questioned Costs (A+B)	1	\$ 93
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]	1	\$ 93

* Dollar amounts may be affected by rounding.

Defense Contract Audit Agency Audits

The Office of Acquisitions Management (AQM) provided OIG information concerning Department contract awards. AQM’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	11	\$51,544 ^b
B. Issued during the reporting period		\$3,625
<i>Independent Audit Report on Constellis – Home Office’s Proposed Home Office Incurred Costs for FY 2019 (2019R10100008, February 11, 2022)</i>		
<i>Independent Audit Report on Arista Aviation Services, LLC’s Proposed Amounts on United States Department of State Contract No. SWHARC17D001 for FY 2020 (2020A10100003, March 22, 2022)</i>		\$6
Total Issued During the Reporting Period	2	\$3,631
Subtotal Questioned Costs (A+B)	13	\$55,175
C. For which management decision was made during the reporting period		
(i) Disallowed Costs		\$18,963
(ii) Costs Not Disallowed		\$8,806
Total Management Decisions	8 ^c	\$27,769
D. For which no management decision has been made by the end of the reporting period	5	\$27,406

^a Dollar amount may be affected by rounding.

^b Due to an error in the prior Office of Acquisition Management Semiannual Audit Report to the Office of the Inspector General, the value was increased by \$50,000 to accurately reflect the amount pending management decision at the commencement of the reporting period (10/1/2021).

^c 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.

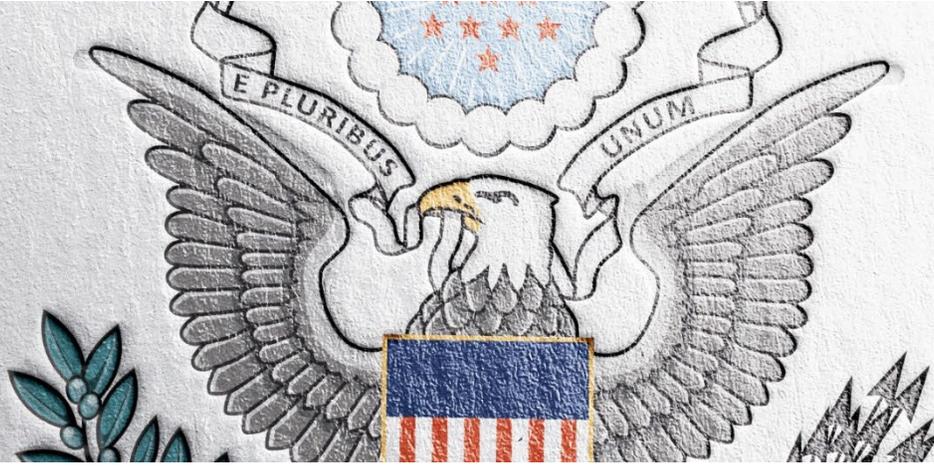
11 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. 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 recommendations. Tables D.1 through D.3 identify resolved but unimplemented recommendations associated with unclassified reports issued prior to October 1, 2021, as well as each recommendation's

associated potential monetary benefits. Table D.4 identifies recommendations that have been without management decision for more than 6 months.

Table D.5 shows reports issued in the previous reporting period that did not receive comments within 60 days of issuance. Table D.6 shows previous significant management decisions that the Department revised during this reporting period, and Table D.7 identifies significant management decisions with which OIG disagreed. Lastly, Table D.8 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, 2021, to March 31, 2022, the Office of Audits issued four publicly available reports related to USAGM programs and operations, which are summarized below. OIG also issued one Sensitive but Unclassified report, which is summarized in the *U.S. Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress*.

Contracts, Grants, and Infrastructure

Information Report: U.S. Agency for Global Media 2021 Charge Card Risk Assessment (AUD-CGI-IB-22-16, 12/2021)

OIG performed a risk assessment of USAGM's purchase card program and concluded that the risk of illegal, improper, or erroneous use in the USAGM purchase card program is "very low." This conclusion was based on 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

Independent Auditor's Report on the U.S. Agency for Global Media's FY 2021 and FY 2020 Financial Statements (AUD-FM-IB-22-11, 11/2021)

An independent external auditor, working on behalf of and under the direction of OIG, audited the USAGM annual financial statements as of, and for the years ended, September 30, 2021 and 2020. The auditor found that the financial statements present fairly, in all material respects, the financial position of USAGM as of September 30, 2021 and 2020, and its net cost of operations, changes in net position, and budgetary resources for the years then ended, in conformity with accounting principles generally accepted in the United States of America.

The auditor found one material weakness in internal control over financial reporting related to the validity and accuracy of unliquidated obligations and one significant deficiency in internal control related to grantee monitoring. In addition, the auditor identified one instance of reportable noncompliance related to Federal grant regulations.

Audit of the U.S. Agency for Global Media's FY 2021 Implementation of the Digital Accountability and Transparency Act of 2014 (AUD-FM-IB-22-09, 11/2021)

An independent external auditor, acting on behalf of and under the direction of OIG,

conducted this audit in accordance with the Digital Accountability and Transparency Act of 2014 (DATA Act) to assess (1) the completeness, accuracy, timeliness, and quality of fourth quarter FY 2020 financial and award data submitted by USAGM for publication on USA Spending.gov and (2) USAGM's implementation and use of the Government-wide financial data standards established by the Office of Management and Budget and the Department of the Treasury.

The auditor determined that USAGM submitted data in a timely manner and that DATA Files A and B were complete. However, the auditor identified exceptions related to completeness, accuracy, and timeliness for record-level data included in DATA Act Files C, D1, and D2. Finally, the auditor concluded that USAGM implemented and used Government-wide financial data standards for spending information.

One reason for the delays in adding information to the procurement system was an interface issue between the accounting and procurement systems. In addition, the auditor found that USAGM did not perform sufficient quality assurance of the data submitted. Notwithstanding the exceptions identified, the auditor considered the quality of USAGM's data submission to be "Excellent" (the best quality level), based on criteria established by the Council of Inspectors General on Integrity and Efficiency.

Security and Intelligence

Information Report: Review of Allegations Related to the U.S. Agency for Global Media's Personnel Suitability and National Security Program
(AUD-SI-IB-22-01, 12/2021)

USAGM's former Chief Executive Officer alleged to OIG that USAGM management had not addressed "persistent security problems" in USAGM's personnel suitability and national security program that had been identified in multiple assessments conducted by the Office of Personnel Management (OPM) and the Office of the Director of National Intelligence (ODNI).

OIG found that USAGM had taken or was taking corrective action to address these issues. For example, in 2018, USAGM transferred its investigations for newly hired employees and reinvestigations of current employees to the Department of Defense's Defense Counterintelligence and Security Agency. In addition, USAGM transferred responsibility for personnel suitability and national security adjudications to OPM and the General Services Administration.

According to OPM and ODNI officials, USAGM had made progress in addressing previously reported deficiencies.

13 OFFICE OF INVESTIGATIONS

The Office of Investigations conducts worldwide investigations of criminal, civil, and administrative misconduct related to USAGM programs and operations. For a summary of OIG investigative activity related to USAGM programs and operations this reporting period, see Table 13.1.

Investigative Highlights

In February 2022, while in federal custody, former contracting officer (CO) Diane Sturgis pled guilty to a single count of conspiracy to commit bribery and honest services mail fraud. Sentencing is pending.

Previously, in December 2021, William Snow, a former contractor who worked for a firm that provided professional staffing services to USAGM was indicted for engaging in a bribery and fraud scheme with Sturgis. In November 2021, Rita M. Starliper was sentenced to 1 year in prison and 2 years supervised release and was issued a forfeiture judgment in the amount of \$4,078,028, while Sturgis was sentenced in March 2021 to 2 years in prison and ordered to pay \$45,000 in restitution and a \$10,000 fine for their roles in the bribery and procurement fraud scheme. OIG and FBI special agents determined between late 2014 and 2016, both Snow and Starliper agreed to

hire Sturgis's relative for a job involving minimal work that resulted in payments to the relative of more than \$68,000. In exchange, the former CO provided preferential treatment that included the awarding of a professional staffing contract worth millions of dollars and the steering of the procurement process to benefit Snow, Starliper, and the contracting firm.

In January 2022, an individual was arrested on allegations of wire fraud and conspiracy to commit wire fraud and mail fraud. Working closely with USAGM officials, OIG special agents determined a foreign national spoofed a USAGM email address and created a false solicitation on USAGM letterhead to procure 34 iPhones.

Investigations Involving Senior Government Employees

During the reporting period, OIG did not conduct any investigations involving senior Government employees at USAGM where OIG substantiated allegations of misconduct. OIG also 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 13.1
OIG Investigative Activity Related to the U.S Agency for Global Media,
10/1/2021–3/31/2022

Preliminary Inquiries	
Opened	2
Closed	3
Investigations	
Opened	3
Closed	0
Pending (3/31/2022)	0
Reports Issued	0
Criminal and Civil Actions	
Referrals to the Department of Justice	2
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	1
Indictments/Informations ^a	3
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	\$4,078,028
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	10

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, 2021, through March 31, 2022, 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.

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 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.

During this reporting period, OIG's Office of Audits conducted follow-up on questioned costs of \$105,000 referred to USAGM program officials for resolution in prior periods. As shown in Table 14.1, USAGM made no decisions during this period to allow or disallow the questioned costs.

Table 14.1
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	\$105
B. Issued during the reporting period	0	\$0
Subtotal Questioned Costs (A+B)	1	\$105
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]	1	\$105

* Dollar amounts may be affected by rounding.

15 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. 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 E provide detailed information about the status of OIG recommendations. Tables E.1 and E.2 identify resolved but unimplemented recommendations associated with unclassified reports issued prior to

October 1, 2021, as well as each recommendation's associated potential monetary benefits. Table E.3 identifies recommendations that have been without management decision for more than 6 months.

Table E.4 shows reports issued in the previous reporting period that did not receive comments within 60 days of issuance. Table E.5 shows previous significant management decisions that USAGM revised during this reporting period, and Table E.6 identifies significant management decisions with which OIG disagreed.



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, 10/1/2021–3/31/2022

Report #	Report Title	Date
Office of Audits		
AUD-FM-22-25	<i>Management Letter Related to the Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2021 Financial Statements</i>	3/2022
AUD-MERO-22-23	<i>Audit of the Process To Prepare Residences for New Tenants at U.S. Embassy Cairo, Egypt</i>	3/2022
AUD-MERO-22-20	<i>Information Report: Systemic Deficiencies Related to the Department of State's Fuel Management From FY 2016 Through FY 2020</i>	3/2022
AUD-FM-22-24	<i>Independent Auditor's Report on the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2021 and FY 2020 Financial Statements</i>	2/2022
AUD-FM-22-22	<i>Management Letter Related to the Audit of the U.S. Department of State FY 2021 Financial Statements</i>	2/2022
AUD-FM-22-21	<i>Audit of the Department of State's Use of "Not Otherwise Classified" Budget Object Codes</i>	2/2022
AUD-MERO-22-19	<i>Management Assistance Report: Internal Controls Are Needed To Safeguard Inherently Governmental Functions at the Global Engagement Center</i>	2/2022
AUD-MERO-22-18	<i>Information Report: Office of Inspector General's Analysis of Open Recommendations Specific to U.S. Embassy Kabul, Afghanistan</i>	1/2022
AUD-CGI-22-15	<i>Information Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, 2021 Charge Card Risk Assessment</i>	12/2021
AUD-CGI-22-14	<i>Information Report: Department of State 2021 Travel Charge Card Risk Assessment</i>	12/2021
AUD-CGI-22-13	<i>Information Report: Department of State 2021 Charge Card Risk Assessment</i>	12/2021
AUD-AOQC-22-07	<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>	12/2021
AUD-CGI-22-12	<i>Audit of Compliance With Cost-Sharing Requirements for Selected Department of State Grants and Cooperative Agreements</i>	11/2021

Report #	Report Title	Date
AUD-FM-22-10	<i>Independent Auditor's Report on the U.S. Department of State FY 2021 and FY 2020 Financial Statements</i>	11/2021
AUD-FM-22-08	<i>Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014</i>	11/2021
AUD-MERO-22-03	<i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq</i>	10/2021
AUD-FM-22-02	<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>	10/2021
Office of Evaluations and Special Projects		
ESP-22-01	<i>Management Assistance Report: Office of the Chief of Protocol Gift Vault Access Controls</i>	11/2021
Office of the Executive Director		
OIG-EX-22-02	<i>Fiscal Year 2021 Inspector General Statement on the U.S. Agency for Global Media's Major Management and Performance Challenges</i>	11/2021
OIG-EX-22-01	<i>Fiscal Year 2021 Inspector General Statement on the Department of State's Major Management and Performance Challenges</i>	11/2021
Office of Inspections		
ISP-I-22-10	<i>Inspection of Embassy Santiago, Chile</i>	3/2022
ISP-I-22-09	<i>Inspection of Embassy Luxembourg, Luxembourg</i>	2/2022
ISP-I-22-07	<i>Inspection of the Bureau of Administration, Office of the Executive Director</i>	1/2022
ISP-I-22-06	<i>Inspection of the Bureau of East Asian and Pacific Affairs</i>	12/2021
ISP-I-22-05	<i>Inspection of Embassy Asuncion, Paraguay</i>	12/2021
ISP-I-22-03	<i>Review of the Bureau of Consular Affairs' ConsularOne Modernization Program –Significant Deployment Delays Continue</i>	11/2021
ISP-I-22-02	<i>Inspection of Embassy Reykjavik, Iceland</i>	10/2021
ISP-I-22-01	<i>Inspection of the Office to Monitor and Combat Trafficking in Persons</i>	10/2021

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,
10/1/2021–3/31/2022

Report #	Report Title	Date
Office of Audits		
AUD-IT-22-06	<i>Audit of the Department of State FY 2021 Information Security Program</i>	10/2021
AUD-IT-22-04	<i>Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2021 Information Security Program</i>	10/2021
Office of Inspections		
ISP-I-22-08	<i>Inspection of the Bureau of Diplomatic Security, Domestic Operations, Office of Protection</i>	3/2022
ISP-I-22-04	<i>Inspection of the U.S. Mission to the Dutch Caribbean</i>	12/2021

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,
10/1/2021–3/31/2022**

Report #	Report Title	Date
Office of Audits		
AUD-CGI-IB-22-16	<i>Information Report: U.S. Agency for Global Media 2021 Charge Card Risk Assessment</i>	12/2021
AUD-SI-IB-22-01	<i>Information Report: Review of Allegations Related to the U.S. Agency for Global Media's Personnel Suitability and National Security Program</i>	12/2021
AUD-FM-IB-22-11	<i>Independent Auditor's Report on the U.S. Agency for Global Media FY 2021 and FY 2020 Financial Statements</i>	11/2021
AUD-FM-IB-22-09	<i>Audit of the U.S. Agency for Global Media's FY 2021 Implementation of the Digital Accountability and Transparency Act of 2014</i>	11/2021

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, 10/1/2021–3/31/2022***

Report #	Report Title	Date
Office of Audits		
AUD-IT-IB-22-05	<i>Audit of the U.S. Agency for Global Media FY 2021 Information Security Program</i>	10/2021

APPENDIX C: PEER REVIEWS

The Office of Inspector General (OIG) conducts oversight activities to help ensure that the Department of State 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

During this reporting period, the Special Inspector General for Afghanistan Reconstruction (SIGAR) reviewed the system of quality control for OIG's Office of Audits (AUD). Based on its review, SIGAR determined that the Office of Audits' system of quality control in effect for the year ended September 30, 2021, was suitably designed to provide reasonable assurance that AUD is performing and reporting in conformity with applicable professional standards in all material respects. AUD received a peer review rating of pass, the best possible rating.

Quality Standards for Inspection and Evaluation Peer Review

Neither the Office of Evaluations and Special Projects (ESP), the Office of Inspections (ISP), nor AUD underwent a peer review related to Quality Standards for Inspection and Evaluation during the reporting period. The date of the most recent peer review to determine accordance with such standards was June 15, 2020. In that review, ESP, ISP, and AUD policies and procedures generally met the seven Quality Standards for Inspection and Evaluation addressed in the peer review. Additionally, all reports reviewed generally met the Quality Standards for Inspection and Evaluation standards and generally complied with associated internal policies and procedures in effect at the time.

Office of Investigations

The Office of Investigations 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.

APPENDIX D: DEPARTMENT OF STATE COMPLIANCE

Tables D.1 through D.8 report the status of open Office of Inspector General (OIG) recommendations to the Department of State (Department) as of March 31, 2022, as well as certain recommendations that were closed during the reporting period. In addition to the significant management decision with which OIG disagreed listed in Table D.7, there is one unresolved recommendation that OIG did not

classify as significant. 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 3/31/2022

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq (AUD-MERO-21-43, 9/2021)</i>	
Recommendation 5: OIG recommends that the Bureau of Administration, in coordination with the Office of the Legal Adviser, review the \$296,530,056 in questioned costs related to 29 noncompetitive contract actions to extend services on the Operations and Maintenance Support Services Contract, SAQMMA13D0120, between December 2018 and May 2021 to determine whether these costs were allowable. Specifically, the Office of the Legal Adviser should determine whether the justification to use the “unusual and compelling urgency” exception complies with the Competition in Contracting Act (41 U.S.C. §§ 3301, 3304) and the Federal Acquisition Regulation Subpart 6.1, “Full and Open Competition,” and 6.3, “Other than Full and Open Competition.” See Appendix B for an itemization of the costs.	\$296,530,056
Recommendation 6: OIG recommends that the Bureau of Administration, in coordination with the Office of the Legal Adviser, review the \$366,663,728 in questioned costs related to 36 noncompetitive contract actions to extend services on	\$366,663,728

Significant Open Recommendations	Potential Monetary Benefits
<p>the Baghdad Life Support Services contract, SAQMMA12D0165, between October 2018 and May 2021 to determine whether these costs were allowable. Specifically, the Office of the Legal Adviser should determine whether the justification to use the “unusual and compelling urgency” exception complies with the Competition in Contracting Act (41 U.S.C. §§ 3301, 3304) and the Federal Acquisition Subpart 6.1, “Full and Open Competition” and 6.3, “Other than Full and Open Competition.” See Appendix C for an itemization of the costs.</p>	
<p><i>Audit of the Bureau of Diplomatic Security’s Process To Verify That Purchased Protective Equipment Complied With Performance and Contractual Requirements</i> (AUD-SI-21-39, 8/2021)</p>	
<p>Recommendation 1: OIG recommends that the Bureau of Diplomatic Security, within 90 days of final report issuance, (a) inspect the 400 body armor items acquired in FY 2018 for the Office of Antiterrorism Assistance, Special Program for Embassy Augmentation Response, that did not have serial numbers to determine whether they are of sufficient quality or need to be disposed of or replaced and (b) take appropriate action.</p>	N/A
<p><i>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments</i> (AUD-IT-21-34, 8/2021)</p>	
<p>Recommendation 4: OIG recommends that the Bureau of Administration develop and implement a methodology for identifying requisitions of or exceeding \$10,000 that have not been properly identified as IT-related acquisitions.</p>	N/A
<p><i>Audit of Department of State Compliance With Requirements Relating to Undefinitized Contract Actions</i> (AUD-MERO-21-38, 7/2021)</p>	
<p>Recommendation 1: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with Bureau of the Comptroller and Global Financial Services and the General Services Administration (a) determine the feasibility and cost-effectiveness of establishing a process to transfer all relevant data, including undefinitized contract actions, directly from Global Financial Management System to the Federal Procurement Data System – Next Generation; and (b) if determined to be feasible and cost-effective, take the necessary actions to establish the process.</p>	N/A
<p>Recommendation 2: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop guidance for the manual entry of procurement information into the Federal Procurement Data System – Next Generation to reduce the likelihood that inaccurate information related to undefinitized contract actions is recorded.</p>	N/A
<p>Recommendation 3: OIG recommends that the Bureau of Administration, Office of the Procurement Executive revise and reissue Office of Acquisition Management, “Definitization of Letter Contracts/Undefinitized Contract Actions (UCA),” AQM Memorandum 17-01, September 2019, to (a) clarify the definition of what constitutes an undefinitized contract action and distinguishes it from similar contracting instruments, to include unpriced change orders and (b) emphasize, at a minimum, that UCAs must be approved by the head of contracting activity and are required to contain a negotiated definitization schedule including, among other requirements, a target date for definitization, which shall be the earliest practicable date, but at least within 180</p>	N/A

Significant Open Recommendations	Potential Monetary Benefits
days after the date of the UCA or before completion of 40 percent of the work to be performed, whichever occurs first.	
Recommendation 4: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop and execute training on undefinitized contract actions to ensure that contracting personnel understand their issuing requirement, as well as the distinction between undefinitized contract actions and similar contracting instruments, such as unpriced change orders.	N/A
<i>Management Assistance Report: Improved Guidance and Acquisition Planning is Needed to Reduce the Use of Bridge Contracts in Afghanistan and Iraq</i> (AUD-MERO-21-37, 7/2021)	
Recommendation 2: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop and implement a process to identify and elevate to the Assistant Secretary of Administration, who serves as the appointed agency Chief Acquisition Officer, instances when the acquisition planning process is adversely impacted due to insufficient program office participation so the Chief Acquisition Officer can engage with the impacted program office bureau's assistant secretary to resolve delays in pursuing full and open competition for contracts in overseas contingency environments.	N/A
<i>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</i> (AUD-MERO-21-33, 7/2021)	
Recommendation 15: OIG recommends that the Under Secretary for Political Affairs, in coordination with the Bureaus of African Affairs, Western Hemisphere Affairs, and Near Eastern Affairs, develop and implement a process to collect, compile, and share best practices, lessons learned, and advice to inform the establishment and operations of future missions that have temporarily established operations outside of their respective host countries.	N/A
<i>Audit of Foreign Per Diem Rates Established by the Department of State</i> (AUD-FM-21-31, 6/2021)	
Recommendation 5: Until Recommendations 11 and 12 are implemented, OIG recommends that the Bureau of Administration develop and institute a process to ensure that posts submit hotel and restaurant data for foreign per diem rate calculations on a biennial basis, as required by Department of State Standardized Regulations § 074.2.	N/A
Recommendation 6: Once Recommendations 11 and 12 are implemented, for locations where independent economic data are unavailable, OIG recommends that the Bureau of Administration develop and institute a process to ensure that posts submit hotel and restaurant data for foreign per diem rate calculations on a biennial basis, as required by Department of State Standardized Regulations § 074.2.	N/A
Recommendation 10: OIG recommends that the Bureau of Administration develop and implement a process to consolidate the number of foreign per diem rate locations in a country based on the assessments and methodology developed in response to Recommendation 9.	N/A
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

Significant Open Recommendations	Potential Monetary Benefits
<p>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.</p>	N/A
<p><i>Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</i> (AUD-MERO-21-24, 4/2021)</p>	
<p>Recommendation 2: OIG recommends that the Under Secretary of State for Management (a) direct the Bureau of Administration, Office of the Procurement Executive to coordinate with the Bureau of Global Talent Management, Office of Organization and Talent Analytics to conduct a skills assessment for contract oversight personnel overseeing “complex contracts” that require significant contractor oversight and include robust contract administration requirements to identify skills gaps to attract and retain qualified Contracting Officer’s Representatives with technical expertise in the contract subject matter and (b) develop an action plan to implement the results for all complex Department of State contracts, with a high-priority on contracts in Iraq.</p>	N/A
<p>Recommendation 3: OIG recommends that the Bureau of Administration, Office of the Procurement Executive provide the “Acquisition Human Capital Plan” to the Director General of the Bureau of Global Talent Management for consideration and inclusion in the overall Department of State-wide workforce planning efforts, in accordance with Policy Letter 05-01, “Developing and Managing the Acquisition Workforce,” issued by the Office of Management and Budget, Office of the Federal Procurement Policy.</p>	N/A
<p><i>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</i> (AUD-SI-21-13, 1/2021)</p>	
<p>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.</p>	N/A
<p>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.</p>	N/A
<p>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.</p>	N/A
<p>Recommendation 7: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement detailed standard operating procedures related to vehicle acquisitions. These procedures should, at a minimum, include (a) guidance to assist posts in understanding the vehicle allocation methodology and target fleet size to allow posts to more effectively</p>	N/A

Significant Open Recommendations	Potential Monetary Benefits
determine an appropriate number of vehicles needed, (b) steps to be taken to address the overage of fleet sizes, and (c) guidance on requesting and documenting waivers.	
Recommendation 15: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, (a) conduct a study of Form OF-108, Daily Vehicle Use Record, to determine an effective method for capturing the required vehicle information in accordance with the Foreign Affairs Manual (14 FAM 437.2); and (b) develop and implement a plan to address the results of the study.	N/A
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 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 9: OIG recommends that the Bureau of African Affairs develop a written framework and work with other Government entities to achieve a whole-of-government approach in the execution of the Trans-Sahara Counterterrorism Partnership program that includes elements such as roles and responsibilities, organizational structure, and coordination mechanisms.	N/A
<i>Review of the Afghan Special Immigrant Visa Program</i> (AUD-MERO-20-35, 6/2020)	
Recommendation 5: OIG recommends that the Secretary of State or his designee direct an evaluation to determine if legacy systems should be updated or made interoperable or if a new system should instead be developed to minimize redundancy in data entry. The evaluation results should include (a) deployment dates for the updated, modified, or new system or an explanation as to why these improvements would not be prudent to execute and (b) other improvements that can be made to promote the efficacy of the Afghan Special Immigrant Visa program. The results of this evaluation should be provided to OIG and, as appropriate, incorporated into congressional reporting.	N/A
<i>Audit of Selected Internal Controls for the Special Needs Education Allowance</i> (AUD-FM-20-33, 6/2020)	
Recommendation 1: OIG recommends that the Under Secretary for Management designate the “M Family Special Needs Committee” as a permanent coordinating body to complete implementation of the Special Needs Education Allowance reform remedies and to identify and execute additional internal controls that are necessary to effectually administer the Special Needs Education Allowance. The Foreign Affairs Manual should be updated to reflect the formal establishment of the committee, its membership, and responsibility for Special Needs Education Allowance administration.	N/A
<i>Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan</i> (AUD-MERO-20-20, 2/2020)	
Recommendation 6: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Office of Acquisitions Management and the Office of the Legal Advisor, take the following actions: (a) assess whether Caddell Construction	N/A

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Co., LLC, is liable for damages for not fulfilling the terms and conditions of its contract and (b) recover all monetary damages for which Caddell is liable and report the final disposition of the recovery to the Office of Inspector General.	
<i>Audit of the Execution of Security-Related Construction Projects at U.S. Embassy Kabul, Afghanistan</i> (AUD-MERO-19-40, 9/2019)	
Recommendation 8: OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Overseas Buildings Operations, take steps to develop standardized designs for physical security structures for use at volatile posts in high-threat, high-risk areas around the world.	N/A
<i>Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines</i> (AUD-MERO-19-39, 9/2019)	
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>Audit of the Department of State’s Local Configuration Control Boards</i> (AUD-IT-19-36, 7/2019)	
Recommendation 3: OIG recommends that the Bureau of Information Resource Management provide guidance to Local Configuration Control Boards on the documentation regarding IT configuration change requests that must be retained at a post.	N/A
Recommendation 4: OIG recommends that the Bureau of Information Resource Management develop and issue standard operating procedures for overseas posts’ Local Configuration Control Boards to follow when reviewing, approving, and implementing IT configuration change requests. These standard operating procedures should establish and implement a process that provides for the evaluation, approval, and documentation of IT change requests in accordance with Department of State policies and National Institute of Standards and Technology requirements.	N/A
Recommendation 5: OIG recommends that the Bureau of Information Resource Management develop and implement a methodology to oversee Local Configuration Control Board (LCCB) activities, including LCCB approval of IT configuration change requests at the local level. This methodology should include specific procedures for verification of the LCCB’s testing of approved changes, security impact analyses, and retention of required documentation.	N/A
<i>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed</i> (AUD-MERO-19-31, 6/2019)	
Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations (1) identify industry best practices for automating commissioning	N/A

Significant Open Recommendations	Potential Monetary Benefits
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.	
<i>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism (AUD-MERO-19-27, 6/2019)</i>	
Recommendation 1: OIG recommends that the Bureau of African Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.	N/A
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.	N/A
Recommendation 3: OIG recommends that the Bureau of South and Central Asian Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.	N/A
Recommendation 4: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism seek designation from the Secretary of State to be the controlling authority on countering violent extremism issues and policy.	N/A
Recommendation 5: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of the Legal Adviser, provide written guidance for developing and implementing programs and projects intended to rehabilitate and reintegrate former violent extremists into society in a manner consistent with U.S. laws prohibiting material support to terrorists and terrorist organizations.	N/A
Recommendation 6: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources (PPR), and the Bureau of Budget and Planning, develop and implement a single definition for what constitutes a countering violent extremism program or project.	N/A
Recommendation 7: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources, and the Bureau of Budget and Planning, establish a process to verify that grants and cooperative agreements awarded for the purpose of countering violent extremism comply with the definition established in Recommendation 6 as to what constitutes a countering violent extremism program or project.	N/A
Recommendation 8: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance	N/A

Significant Open Recommendations	Potential Monetary Benefits
Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources, and the Bureau of Budget and Planning, develop and implement procedures to ensure that bureaus and missions report only awards and expenditures that meet the definition of a countering violent extremism established in Recommendation 6 as to what constitutes a countering violent extremism program or project.	
<i>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721</i> (AUD-MERO-18-55, 8/2018)	
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</i> (AUD-CGI-18-50, 8/2018)	
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>Management Assistance Report: The Process to Authorize and Track Information Technology Systems Needs Improvement</i> (AUD-IT-17-56, 8/2017)	
Recommendation 7: OIG recommends that the Bureau of Information Resource Management develop and implement a corrective action plan that addresses how the Department will comply with Department policy on the Systems Authorization Process. The corrective action plan should identify the root cause of compliance failures, action steps to resolve such compliance failures, improvement benchmarks and a timeframe for completion, and an escalation process to hold system owners accountable.	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> (AUD-MERO-17-33, 3/2017)	
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs, in coordination with the Bureau of Administration, provide sufficient resources to the Contract Management Office-Frankfurt to ensure all unallowable costs are identified and recovered in a timely manner. This review should begin with those invoices provisionally approved beginning in September 2014 and already identified as awaiting post-payment review and then going back to identify and review those provisionally approved invoices submitted before September 2014 that did not receive full review.	N/A
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

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<p><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)</p>	
<p>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.</p>	N/A
<p><i>Audit of the Department of State Travel Card Program</i> (AUD-CGI-16-48, 9/2016)</p>	
<p>Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop, implement, and publish policies in the Foreign Affairs Manual and/or Foreign Affairs Handbook governing cash advances on Department-issued travel cards, specifically regarding the timing and dollar value of cash advances that may be obtained.</p>	N/A
<p>Recommendation 4: OIG recommends that the Bureau of the Comptroller and Global Financial Services establish controls to identify Department employees eligible to receive a travel card who travel more than two times in a 12-month period and verify that they obtain and use a Department-issued travel card for all official travel-related expenses.</p>	N/A
<p>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.</p>	N/A
<p><i>Audit of the Department of State Process To Select and Approve Information Technology Investments</i> (AUD-FM-16-31, 3/2016)</p>	
<p>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.</p>	N/A
<p>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.</p>	N/A
<p>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.</p>	N/A

Open Recommendations	Potential Monetary Benefits
<i>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq (AUD-MERO-21-43, 9/2021)</i>	
<p>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 Bagdad Life Support Services contracts.</p>	N/A
<p>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.</p>	N/A
<p>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 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.</p>	N/A
<p>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.</p>	N/A
<p>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.</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p>Recommendation 8: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management (AQM), in accordance with Government Accountability Office Standards for Internal Control in the Federal Government, strengthen internal controls related to improving cost-control measures for noncompetitive contract actions to extend services. The strengthened internal controls could include establishing and implementing procedures for a cost control monitoring system in which AQM performs ongoing monitoring and evaluation of price reasonableness determinations. Such strengthened internal controls should include, at a minimum, accountability for complying with Federal and Department of State requirements such as verifying that independent government cost estimates and certified cost or pricing data (or waivers) have been completed before contract award.</p>	N/A
<p><i>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section Administration of Grants and Cooperative Agreements</i> (AUD-MERO-21-42, 9/2021)</p>	
<p>Recommendation 1: OIG recommends that the Bureau of South and Central Asian Affairs revise, reinforce, and train its personnel on the standard operating procedures and internal controls over the process of vetting potential award recipients for corruption, human rights violations, or illicit narcotics production or trafficking when using Economic Support Funds in accordance with Department of State, Foreign Operations, and Related Programs Appropriation Act requirements beginning for Fiscal Year 2017.</p>	N/A
<p>Recommendation 2: OIG recommends that U.S. Embassy Kabul, Afghanistan, vet all active award recipients of Public Affairs Section awards funded by Economic Support Funds, including those identified in this report as not being vetted, for corruption, human rights violations, or illicit narcotics production or trafficking in accordance with the Department of State, Foreign Operations, and Related Programs Appropriation Act requirements beginning for Fiscal Year 2017.</p>	N/A
<p>Recommendation 3: OIG recommends that the Bureau of South and Central Asian Affairs, Office of Press and Public Diplomacy, develop and implement internal controls designed to enforce or verify Grants Officers' and Grants Officer's Representatives' compliance with reviewing and documenting risks annually using the Bureau of Administration, Office of the Procurement Executive-developed risk assessment worksheet, as required by the Federal Assistance Directive.</p>	N/A
<p>Recommendation 5: OIG recommends that U.S. Embassy Kabul, Afghanistan, establish and document measures to mitigate programmatic and organizational risks identified in the risk assessments for future Public Affairs Section awards it administers, as required by the Federal Assistance Directive.</p>	N/A
<p><i>Management Assistance Report: Process To Report Department of State Security Clearance Data to the Office of the Director of National Intelligence Needs Improvement</i> (AUD-MERO-21-41, 9/2021)</p>	
<p>Recommendation 1: OIG recommends that the Bureau of Diplomatic Security implement modifications to the recently deployed Integrated Security and Suitability</p>	N/A

Open Recommendations	Potential Monetary Benefits
System that responds to all Office of the Director of National Intelligence quarterly and annual reporting requirements involving Timeliness Data and National Security Metrics.	
Recommendation 3: OIG recommends that the Bureau of Diplomatic Security (a) assign responsibilities to additional personnel for the collection and reporting of Timeliness Data and National Security Metrics and (b) require a secondary level of review prior to submitting the data reported to the Office of the Director of National Intelligence.	N/A
<i>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments</i> (AUD-IT-21-34, 8/2021)	
Recommendation 1: OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures related to reviewing IT investment reorganizations conducted by all bureaus and offices to ensure that the resulting investments comply with Office of Management and Budget, Circular A-130, requirements.	N/A
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</i> (AUD-MERO-21-37, 7/2021)	
Recommendation 1: OIG recommends that the Bureau of Administration, Office of the Procurement Executive amend the Foreign Affairs Handbook to include a subsection in 14 FAH-2 H-320, Acquisition Planning, providing direct guidance on sole source noncompetitive contracts or contract extensions with an existing contractor to bridge the time between the original end of that contractor’s contract and the competitive award of a follow-on contract, including providing definitions to the terms: “bridge contract” or “bridge actions,” the parameters under which these sole source noncompetitive contracts and extensions can be used, and a requirement to provide additional information necessary to justify consecutive uses of a noncompetitive sole source award.	N/A
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

Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Financial Monitoring of Foreign Assistance Grants and Cooperative Agreements in Somalia Needs Improvement</i> (AUD-MERO-21-35, 7/2021)	
Recommendation 1: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in conjunction with the Bureau of African Affairs, develop and implement a process to ensure that the United Nations Office of Project Services submit all required quarterly Federal Financial Reports in accordance with the terms and conditions of the award.	N/A
Recommendation 2: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in conjunction with the Bureau of Counterterrorism, develop and implement a process to ensure that Valar and the International Development Law Organization submit all required quarterly Federal Financial Reports in accordance with the terms and conditions of the awards.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Bureau of African Affairs, develop and implement a process that ensures the Grants Officer and Grants Officer Representative for the Stipends Support for the Somali National Army award (SLMAQM18GR2254) review the Federal Financial Reports and document the review in the award file within 30 days of receipt, as required by the Federal Assistance Directive.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Bureau of Counterterrorism, develop and implement a process that ensures the Grants Officer and Grants Officer Representative for the Somali Law Enforcement: Local Policing and Protection award (SLMAQM18CA2066) and the Building an Effective, Fit-for-Purpose Financial Reporting Centre in Somalia award (SLMAQM17CA2025) review the Federal Financial Reports and document the review in the award file within 30 days of receipt, as required by the Federal Assistance Directive.	N/A
Recommendation 6: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Bureau of African Affairs (a) determine the allowability of the \$311,834 in questioned costs (consisting of \$22,511 in unallowable prepaid calling cards, \$4,983 in unallowable interpreter fees, \$92,600 in unallowable fuel, \$176,268 in unallowable meals and \$15,472 in unallowable other costs as detailed in Table 3) incurred by Bancroft Global Development under the Mentorship and Training for the Somali National Army and the African Union Mission in Somalia award (SLMAQM17CA1018) and (b) recover all costs determined to be unallowable.	\$311,834
Recommendation 8: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Bureau of the Comptroller and Global Financial Services, update the Foreign Assistance Directive, Chapter 1, "General," D. "Roles and Responsibilities" to clarify the Office of Federal Assistance Financial Management role in the financial monitoring process as it relates to Grants Officer and Grants Officer Representative responsibilities.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</i> (AUD-MERO-21-33, 7/2021)	
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 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.	N/A
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 5: OIG recommends that the Bureau of Budget and Planning, in coordination with the Office of Foreign Assistance and the regional bureaus, develop and implement guidance to ensure that those missions that have temporarily established operations outside of their respective host countries complete annual Mission Resource Requests that reflect both the ongoing operational needs in the host country as well as those of the remote mission.	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 8: OIG recommends that the Bureau of Administration, in coordination with the regional bureaus, establish and implement a process to (a) identify additional internal controls over the procurement of goods and services that	N/A

Open Recommendations	Potential Monetary Benefits
can be used to improve oversight and accountability in those countries where there are no U.S. direct-hire staff to oversee the procurement process and (b) share them with those missions that temporarily establish operations outside of their respective host countries.	
Recommendation 10: OIG recommends that the Yemen Affairs Unit provide Counterintelligence Awareness briefings in accordance with the Foreign Affairs Manual, 13 FAM 301.1-2, "Counterintelligence and Insider Threat Training," to locally employed staff based in Yemen or seek a waiver from the Bureau of Diplomatic Security if it is not feasible to provide the briefings.	N/A
Recommendation 11: OIG recommends that the Yemen Affairs Unit provide Annual Cybersecurity Awareness for Users with Restricted Access briefings in accordance with the Foreign Affairs Handbook, 12 FAH-10 H-212, "Cybersecurity Awareness and Training Security Controls," to locally employed staff based in Yemen or seek a waiver from the Bureau of Diplomatic Security if it is not feasible to provide the briefings.	N/A
Recommendation 12: OIG recommends that the Yemen Affairs Unit, in coordination with the Bureau of Administration, obtain guidance on and implement corrective actions for archiving relevant messages transmitted via locally employed staffs' unofficial email accounts.	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>	
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 9: OIG recommends that the Bureau of Administration develop and implement (a) a policy requiring periodic assessments of the need for foreign per diem rates for multiple locations within one country and (b) a methodology for conducting the periodic assessments. The assessment policy and methodology should take other U.S. Government agency needs and interests into consideration.	N/A

Open Recommendations	Potential Monetary Benefits
<p>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.</p>	N/A
<p>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.</p>	N/A
<p><i>Management Assistance Report: Accountability of Official and Diplomatic Passports of Separating Employees Needs Improvement</i> (AUD-SI-21-28, 5/2021)</p>	
<p>Recommendation 1: OIG recommends that the Bureau of Consular Affairs improve accountability over special-issuance passports by updating the Foreign Affairs Manual and any other relevant policy documents to require that (a) all Department of State bureaus and offices that participate in the Special Issuance Passport Program either (1) physically cancel special-issuance passports (including secondary passports) issued to a separating employee and email the Special Issuance Agency (SIA) a copy of the physically cancelled data page requesting that the passport(s) be electronically cancelled (along with returning the passport to SIA for destruction if not returned to the separating employee) or (2) if appropriate, file the special-issuance passport with SIA and (b) the Special Issuance Agency confirm that all special-issuance passports issued to the separating employee have been included in the cancellation request and electronically cancel all additional passport(s) as appropriate.</p>	N/A
<p><i>Audit of Department of State Use of Appropriated Funds Prior to Expiration and Cancellation</i> (AUD-FM-21-27, 4/2021)</p>	
<p>Recommendation 4: OIG recommends that the Bureau of Comptroller and Global Financial Services develop and implement a process to maintain a list of all obligations that were automatically deobligated due to cancelling funds by bureau or office and provide that information to bureau and office representatives to improve fund management.</p>	N/A
<p>Recommendation 5: OIG recommends that the Bureau of the Comptroller and Global Financial Services enhance the current processes for monitoring unliquidated obligations that are included in the Foreign Affairs Manual (4 FAM 225) to verify that allotment holders are performing periodic reviews of obligations.</p>	N/A
<p><i>Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</i> (AUD-MERO-21-24, 4/2021)</p>	
<p>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</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p>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.</p>	
<p>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.”</p>	N/A
<p><i>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet (AUD-SI-21-13, 1/2021)</i></p>	
<p>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.</p>	N/A
<p>Recommendation 8: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a formal process to oversee post’s motor vehicle acquisitions and to periodically perform an independent validation to determine whether posts are complying with vehicle acquisition requirements. This process should, at a minimum, include a review of post’s vehicle allocation methodology justifications for keeping vehicles that the Overseas Fleet Division determined were questionable or should be eliminated.</p>	N/A
<p>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 standardization, and (c) this type of standardization should be allowed.</p>	N/A
<p>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.</p>	N/A
<p>Recommendation 12: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement (a) a policy to comply with 14 FAM 431.6-2(b)(6) and 14 FAM 436.5(a) to maintain all post vehicles in the Integrated Logistics Management System, including vehicles acquired without authorization; and (b) procedures for how posts should enter and track vehicles in the</p>	N/A

Open Recommendations	Potential Monetary Benefits
Integrated Logistics Management System that have been purchased without authorization or that exceed post's target fleet size, including used vehicles.	
Recommendation 13: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a method to accurately record and verify vehicle identification numbers in the Integrated Logistics Management System.	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 17: OIG recommends that the Bureau of Administration require responsible officials at overseas posts to use the Fleet Management Information System as a tracking mechanism for preventive maintenance for each unarmored motor vehicle.	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 Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects</i> (AUD-CGI-20-43, 9/2020)	
Recommendation 6: OIG recommends that the Bureau of Overseas Buildings Operations establish and implement procedures, when circumstances warrant deviation from established staffing plans for capital construction projects, that require the Project Director to document the deviation from the staffing plan, including the effect of such decisions on project milestones, the additional costs to be incurred, and the projected final acceptance date of the project.	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 2: OIG recommends that the Bureau of African Affairs develop and implement procedures that ensure personnel charged with monitoring and overseeing the Trans-Sahara Counterterrorism Partnership projects in the countries of	N/A

Open Recommendations	Potential Monetary Benefits
performance are formally authorized to perform these functions through designation as a government technical monitor or alternate contracting officer's representatives in accordance with the Foreign Affairs Handbook Section 14 FAH-2 H-140.	
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
Recommendation 11: OIG recommends that the Bureau of African Affairs, in coordination with relevant bureaus, establish, populate, and maintain a central repository of all Trans-Sahara Counterterrorism Partnership projects, accessible to those involved with the execution of projects, that includes project name and identification number, the project proposal, the award mechanism, a detailed description of the project, and project documentation needed for implementation.	N/A
<i>Management Assistance Report: Additional Guidance Needed to Improve the Oversight and Management of Locally Employed Staff Serving at Remote Missions</i> (AUD-MERO-20-40, 9/2020)	
Recommendation 8: OIG recommends that the Yemen Affairs Unit 1) review all current locally employed staff titles and positions, 2) identify those that do not accurately reflect current titles and duties, and 3) revise locally employed staff titles, position descriptions, and workplans, as appropriate.	N/A
<i>Management Assistance Report: Execution of the New Embassy Compound London Construction Project Offers Multiple Lessons</i> (AUD-CGI-20-36, 7/2020)	
Recommendation 7: OIG recommends that, once an accurate consolidated schedule of defects is developed (Recommendation 6), the Bureau of Overseas Buildings Operations, in coordination with Embassy London, establish timeframes for completing all identified defects and verify completion before final acceptance.	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
Recommendation 2: OIG recommends that the Bureau of the Comptroller and Global Financial Services update the Foreign Affairs Handbook 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

Open Recommendations	Potential Monetary Benefits
<i>Audit of Selected Internal Controls for the Special Needs Education Allowance (AUD-FM-20-33, 6/2020)</i>	
Recommendation 2: OIG recommends that the Under Secretary for Management develop and publish specific guidance in the Foreign Affairs Manual to clarify 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.	N/A
Recommendation 3: OIG recommends that the Under Secretary for Management develop and incorporate specific guidance in the Foreign Affairs Manual for the Special Needs Education Allowance eligibility determination process. At a minimum, the guidance should describe the process to determine eligibility for the allowance and a process to appeal an ineligible determination.	N/A
Recommendation 4: OIG recommends that the Under Secretary for Management incorporate in the Foreign Affairs Manual the guidance outlined in the Department of State Standardized Regulations concerning the allowability of special needs children to reside at post when not in school.	N/A
Recommendation 5: OIG recommends that the Under Secretary for Management update guidance in the Foreign Affairs Manual, 3 FAM 3284, “Required Documentation,” to include specific, detailed, required contents of an Individual Learning Plan for children with special needs that mirror the requirements prescribed by the Individuals with Disabilities Education Improvement Act for an individualized education program.	N/A
Recommendation 6: OIG recommends that the Under Secretary for Management update guidance in the Foreign Affairs Manual, 3 FAM 3285, “Department of State Policy,” to establish parameters and guidance for decision makers regarding the term “as flexibly as possible” used in reference to authorizing the Special Needs Education Allowance so that it complies with the requirements of the Department of State Standardized Regulations.	N/A
Recommendation 10: OIG recommends that the Under Secretary for Management (a) direct the “M Family Special Needs Committee” (as designated in Recommendation 1) to develop and implement monitoring activities for administering the Special Needs Education Allowance that, at a minimum and in accordance with the Standards for Internal Control in the Federal Government, include establishing a baseline, monitoring internal controls, and evaluating the results and (b) incorporate the responsibilities for monitoring the Special Needs Education Allowance in the Foreign Affairs Manual.	N/A
Recommendation 11: OIG recommends that the Under Secretary for Management (a) direct the “M Family Special Needs Committee” (as designated in Recommendation 1) to develop and implement a process to identify, evaluate, and remediate deficiencies identified with the Special Needs Education Allowance, that at a minimum and in accordance with the Standards for Internal Control in the Federal Government, include the reporting of issues, evaluations of issues, and corrective action documentation and (b) incorporate the responsibilities for the processes in the Foreign Affairs Manual.	N/A

Open Recommendations	Potential Monetary Benefits
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
Recommendation 14: OIG recommends that the Bureau of Administration, Deputy Assistant Secretary for Operations, Office of Allowances, develop and implement internal controls to ensure the Special Needs Education Allowance rates are reviewed annually, as required by Office of Allowances standard operating procedures.	N/A
Recommendation 15: OIG recommends that the Bureau of Administration, Deputy Assistant Secretary for Operations, Office of Allowances, update its methodology for calculating the Special Needs Education Allowance school at post and school away from post rates to require the use of actual Special Needs Education Allowance expenditures as the basis for the establishing rates.	N/A
<i>Audit of Global Engagement Center Federal Assistance Award Management and Monitoring</i> (AUD-MERO-20-26, 4/2020)	
Recommendation 2: OIG recommends that the Global Engagement Center implement to the extent feasible the results of the staffing needs assessment conducted in response to Recommendation 1.	N/A
<i>Management Assistance Report: Legal Determination Concerning Department of State Non-Acquisition Interagency Agreements Is Needed</i> (AUD-MERO-20-24, 4/2020)	
Recommendation 2: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, update Procurement Information Bulletin 2014-05 and other Department of State policy governing non-acquisition interagency agreements, once it receives the legal determination resulting from Recommendation 1, regarding the use of a notice to proceed to extend the period of performance for a non-acquisition interagency agreement, to incorporate the policy and communicate the determination to all relevant stakeholders.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, update Procurement Information Bulletin 2014-05 and other Department of State policy governing non-acquisition interagency agreements, once it receives the legal determination and ratification procedures resulting from Recommendation 3, to incorporate the policy and communicate the ratification procedures to all relevant stakeholders.	N/A
<i>Audit of the Department of State's Coordination and Oversight of the U.S. President's Emergency Plan for AIDS Relief</i> (AUD-SI-20-17, 2/2020)	
Recommendation 4: OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy, in coordination with the Bureau of Human	N/A

Open Recommendations	Potential Monetary Benefits
Resources, develop and implement a plan to hire full-time Civil Service U.S. President's Emergency Plan for AIDS Relief Country Coordinators.	
<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. 2014-10.	N/A
<i>Audit of the Department of State's Information Technology Configuration Control Board</i> (AUD-IT-17-64, 9/2017)	
Recommendation 4: OIG recommends that the Bureau of Information Resource Management develop and implement guidance for change requests to require and	N/A

Open Recommendations	Potential Monetary Benefits
include: (a) minimum testing standards for change requests, (b) instructions that testing be performed in advance of the change request being submitted and that the testing documentation be submitted as part of the change request process, and (c) a clearly defined technical review of the testing documentation that is submitted to verify the documentation complies with minimum standards.	
Recommendation 10: OIG recommends that the Bureau of Information Resource Management define the roles, responsibilities, and technical skillsets for each technical review and voting area and develop and implement a vetting process to verify Technical Reviewers and Voters have the knowledge, skills, and abilities to perform their assigned duties related to the Information Technology Configuration Control Board process.	N/A
Recommendation 12: OIG recommends that the Bureau of Information Resource Management develop and implement complete and consistent policies and procedures and supplemental guidance, such as a Submitter’s Guide, for the Information Technology Configuration Control Board process. The policies, procedures, and guidance should, at a minimum, include guidance on roles and responsibilities, detailed procedure steps for submitters, minimum testing requirements, instructions on how Technical Reviewers and Voters should conduct their review, the appropriate use of “stops,” and established timelines for the process.	N/A
Recommendation 14: OIG recommends that the Bureau of Information Resource Management develop and implement required, periodic, training for Information Technology Configuration Control Board management and personnel, Bureau Sponsors, Technical Reviewers, Voters, and change request submitters involved in the Information Technology Configuration Control Board process.	N/A
Recommendation 16: OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to hold officials accountable for failure to meet established deadlines in the Information Technology Configuration Control Board change request process. Once completed, the policies, procedures, and supplemental guidance discussed in Recommendation 12 should be updated.	N/A
Recommendation 17: OIG recommends that the Bureau of Information Resource Management develop and implement a formal process to periodically gather, assess, and report on its change request review process timeliness metrics and to make those results available to its stakeholders and customers in addition to appropriate bureau officials.	N/A
<i>Audit of the Bureau of Diplomatic Security’s Administration of the Armored Vehicle Program</i> (AUD-SI-17-21, 2/2017)	
Recommendation 28: OIG recommends that the Bureau of Diplomatic Security develop and implement guidance for overseas posts on the construction and use of shelters for armored vehicles.	N/A

Open Recommendations	Potential Monetary Benefits
<p>Recommendation 32: OIG recommends that the Bureau of Diplomatic Security update the current armored vehicle policy to define specifically what types of maintenance must be performed under an embassy employee’s observation.</p>	N/A
<p><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)</p>	
<p>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.</p>	N/A
<p><i>Audit of the Department of State Process To Select and Approve Information Technology Investments</i> (AUD-FM-16-31, 3/2016)</p>	
<p>Recommendation 10: OIG recommends that the Bureau of Information Resource Management develop and implement a process to (a) identify and review all bureau-specific IT investment methodologies (ones currently in place as well as ones that will be developed in the future); (b) determine whether the bureau-specific IT investment methodologies comply with Office of Management and Budget Circular A-130; and, if they do not comply, (c) provide bureaus with guidance regarding the modifications needed to fully comply and verify that the methodologies were modified as necessary. This effort should include reviewing the standard forms used by each bureau during the IT selection process to ensure consistency and compliance with Office of Management and Budget Circular A-130.</p>	N/A
<p>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.</p>	N/A
<p>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.</p>	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 3/31/2022

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>Review of Allegations of Misuse of Department of State Resources</i> (ESP-21-02, 4/2021)	
Recommendation 1: The Office of the Legal Adviser should amend its existing ethics and travel guide to include written guidance as to whether it is appropriate to use Department funds for personal gifts to U.S. citizens and whether it is appropriate for Department employees to arrange personal dinners and entertainment for the Secretary of State.	N/A
Recommendation 2: The Bureau of Diplomatic Security should amend its Protection Handbook to include examples of appropriate and inappropriate requests to agents performing protective functions and direction concerning what to do and who to contact when the agent is tasked with a request that may be inappropriate.	N/A
Recommendation 3: The Under Secretary for Management should draft and publish guidance on the use of a subordinate's time for tasks of a personal nature, including examples of appropriate vs. inappropriate requests and direction concerning what to do and who to contact when a Department employee is tasked with a request that may be inappropriate.	N/A
<i>Review of Allegations of Politicized and Other Improper Personnel Practices Involving the Office of the Secretary</i> (ESP-20-01, 11/2019)	
Recommendation 1: The Bureau of Human Resources should ensure that all political and presidential appointees receive training on prohibited personnel practices and related Department policies.	N/A
<i>Evaluation of the Department of State's Security Clearance Process</i> (ESP-17-02, 7/2017)	
Recommendation 2: The Bureau of Diplomatic Security, Office of Personnel Security and Suitability, in coordination with the Bureau of Human Resources, should establish clear responsibilities for the processing of security clearance requests in order to reduce	N/A

Open Recommendations	Potential Monetary Benefits
or eliminate unnecessary delays in the clearance process and require appropriate training for all Human Resources personnel involved in the process.	
Recommendation 3: The Bureau of Diplomatic Security should perform a workforce analysis of its employees who perform security clearance work to ensure that it has the proper staffing levels in place to meet its timeliness goals.	N/A
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 3/31/2022**

Significant Open Recommendations	Potential Monetary Benefits
<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 the Bureau of Administration's Property Management Division (ISP-I-21-34, 9/2021)</i>	
Recommendation 1: The Bureau of Administration should implement a plan to establish objectives and internal guidance and procedures to routinely monitor bureau and overseas mission compliance with Department property management standards.	N/A
Recommendation 2: The Bureau of Administration should implement and disseminate formal guidance requiring Property Management Division approval and oversight of all business units in the Integrated Logistics Management System, in accordance with Department guidelines.	N/A
Recommendation 3: The Bureau of Administration should develop and implement internal controls for the review and validation of annual inventories, in accordance with Department standards.	N/A
Recommendation 4: The Bureau of Administration should review and update standards governing bulk fuel stock accountability, in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Administration, Office of Overseas Schools (ISP-I-21-32, 9/2021)</i>	
Recommendation 1: The Bureau of Administration should require that the Office of Overseas Schools implement standard operating procedures for key administrative processes.	N/A
Recommendation 2: The Bureau of Administration should require the Office of Overseas Schools to manage its Federal assistance awards in accordance with Department standards.	N/A
Recommendation 3: The Bureau of Administration should require the Office of Overseas Schools to review its unliquidated obligations in accordance with Department guidelines and put up to \$3.05 million in funds to better use.	\$3,050,000
Recommendation 4: The Bureau of Administration should require the Office of Overseas Schools to comply with the requirements of the annual Management Control Statement of Assurances.	N/A
Recommendation 5: The Bureau of Administration should require the Office of Overseas Schools to establish and implement a records management program in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Consular Affairs' Passport Services Directorate (ISP-I-21-17, 9/2021)</i>	
Recommendation 3: The Bureau of Consular Affairs should implement a process to store the Passport Services Directorate's archived advisory opinions, so they are easily searchable and retrievable in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Diplomatic Security's Overseas Security Advisory Council Program Office (ISP-I-21-33, 8/2021)</i>	

Open Recommendations	Potential Monetary Benefits
Recommendation 1: The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should comply with Department and Federal contract management standards for contract 19AQMM20F2679.	N/A
Recommendation 2: The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should request a contract modification for SAQMMA17F3029 to clarify responsibility for providing Government-furnished equipment to contract staff.	N/A
<i>Inspection of the Office of the Science and Technology Adviser to the Secretary (ISP-I-21-30, 8/2021)</i>	
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 Bureau of Global Talent Management, Office of the Executive Director, Office of Technology Services' Information System Processes (ISP-I-21-29, 7/2021)</i>	
Recommendation 1: The Bureau of Global Talent Management, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization process for the Office of Technology Services' information systems with expired authorizations to operate.	N/A
Recommendation 4: The Bureau of Global Talent Management should regularly review and update iMatrix to accurately reflect the status of Office of Technology Services' information systems.	N/A
Recommendation 5: The Bureau of Global Talent Management should perform annual security controls assessments for Office of Technology Services' information systems.	N/A
<i>Inspection of the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, International Programs Division's Grants Branch (ISP-I-21-26, 7/2021)</i>	
Recommendation 1: The Bureau of Administration should clarify grants officers' responsibilities related to post-award management of Federal assistance awards and implement a process to assess grants officers' completion of the required tasks.	N/A
Recommendation 2: The Bureau of Administration should develop customer service standards for the Grants Branch, communicate them to customers, and implement internal controls to monitor the consistency and quality of service provided to customers.	N/A
<i>Inspection of the Bureau of Information Resource Management's Office of Consolidated Customer Support (ISP-I-21-19, 7/2021)</i>	

Open Recommendations	Potential Monetary Benefits
Recommendation 1: The Bureau of Information Resource Management should review and update the Enterprise IT Help Desk and Desktop Support Master Service Level Agreement to align with the current Bureau of Information Resource Management service catalog.	N/A
Recommendation 2: The Bureau of Information Resource Management should define out-of-scope services in the Enterprise IT Help Desk and Desktop Support Master Service Level Agreement.	N/A
Recommendation 3: The Bureau of Information Resource Management should update the Enterprise IT Help Desk and Desktop Support Master Service Level Agreement to include the methodology for calculating the incident resolution time.	N/A
Recommendation 4: The Bureau of Information Resource Management should update the Enterprise IT Help Desk and Desktop Support Master Service Level Agreement to reflect the current technology modernization policy.	N/A
Recommendation 5: The Bureau of Information Resource Management should review its technology modernization purchasing policies and determine if the Enterprise IT Help Desk and Desktop Support Master Service Level Agreement requires updates to these policies based on its review.	N/A
Recommendation 6: The Bureau of Information Resource Management should establish a process to update operational level agreements when a new service is added to the bureau's service catalog or an existing service is modified in a way that affects documented service targets.	N/A
Recommendation 8: The Bureau of Information Resource Management should conduct semiannual customer feedback surveys in accordance with the Enterprise IT Help Desk and Desktop Support Master Service Level Agreement.	N/A
Recommendation 9: The Bureau of Information Resource Management should establish a communication forum for regular communication and interaction with its customers.	N/A
Recommendation 10: The Bureau of Information Resource Management, in coordination with the Bureau of Administration should, upon completion of the comprehensive cost model study, adjust the Office of Consolidated Customer Support's desktop service fee, if necessary, and publish a pricing schedule for all customers.	N/A
<i>Inspection of the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, Diplomatic Security Contracts Division (ISP-I-21-15, 7/2021)</i>	
Recommendation 3: The Bureau of Administration should develop and implement a knowledge management strategy for the Diplomatic Security Contracts Division.	N/A
<i>Inspection of the Office of Global Criminal Justice (ISP-I-21-27, 6/2021)</i>	
Recommendation 1: The Office of Global Criminal Justice should develop and implement a strategic plan in accordance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of Legislative Affairs (ISP-I-21-20, 6/2021)</i>	
Recommendation 1: The Bureau of Legislative Affairs, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to clarify staff roles and responsibilities and bureau organizational structure, and align them with bureau operational needs.	N/A
Recommendation 2: The Bureau of Legislative Affairs should implement a system to identify and mitigate on a continuous basis the internal control risks to its programs and processes, in accordance with Department guidance.	N/A
Recommendation 3: The Bureau of Legislative Affairs should develop and implement an action plan to fully comply with Department policies related to threatening behavior.	N/A
Recommendation 4: The Bureau of Legislative Affairs should develop and implement a plan for all employees to comply with Department mandatory training requirements for harassment prevention, supervision, and retaliation-related courses.	N/A
Recommendation 5: The Bureau of Legislative Affairs should involve its employees in developing the Functional Bureau Strategy and brief them on the final product to establish organizational understanding of its mission, goals, objectives, resource requirements, and milestones, in accordance with Department guidance.	N/A
Recommendation 6: The Bureau of Legislative Affairs should submit an updated evaluation plan for its major processes to the Bureau of Budget and Planning and implement a performance management plan to measure organizational progress toward its strategic goals and objectives, in accordance with Department standards.	N/A
Recommendation 7: The Bureau of Legislative Affairs, in coordination with the Executive Secretariat, should reassume management of congressionally mandated reports and implement process improvements to prevent a backlog of the reports in the future, in accordance with Department guidance.	N/A
Recommendation 8: The Bureau of Legislative Affairs should address gaps in the correspondence tracking system's functionality, and develop and implement a standard operating procedure, including well-defined process timelines, in order to meet Department requirements for correspondence response times.	N/A
Recommendation 9: The Bureau of Legislative Affairs should implement a bureau-wide records management program and issue guidance for creating, maintaining, and retiring official bureau files and records, in accordance with Department guidance.	N/A
Recommendation 10: The Bureau of Legislative Affairs should establish and implement written service standards for the management services and administrative support provided by the Office of the Executive Director, including a system to record and monitor its services.	N/A
Recommendation 11: The Bureau of Legislative Affairs should perform periodic assessments of its management services and administrative support and regularly communicate the results to bureau staff.	N/A

Open Recommendations	Potential Monetary Benefits
Recommendation 12: The Bureau of Legislative Affairs should develop and implement a formal bureau-wide training policy and plan, in accordance with Department standards.	N/A
<i>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions</i> (ISP-21-14, 6/2021)	
Recommendation 4: The Director General of the Foreign Service and Director of Global Talent should issue Foreign Affairs Manual and Foreign Affairs Handbook guidance requiring all missions to implement structured mid-level development programs.	N/A
<i>Inspection of the Bureau of Overseas Buildings Operations' Office of Fire Protection</i> (ISP-I-21-22, 5/2021)	
Recommendation 2: The Bureau of Overseas Buildings Operations, in coordination with the Bureau of the Comptroller and Global Financial Services, should update and include fire protection program internal control procedures in the Department's Management Controls Checklist.	N/A
Recommendation 4: The Bureau of Overseas Buildings Operations should modify the Real Property Application database to identify residential units and functional spaces located in high-rise buildings.	N/A
Recommendation 7: The Bureau of Overseas Buildings Operations should bring its contract administration into compliance with Department standards.	N/A
<i>Review of the Public Diplomacy Staffing Initiative</i> (ISP-I-21-24, 4/2021)	
Recommendation 1: The Office of Policy, Planning, and Resources, in coordination with the regional bureaus, should develop and implement a plan for responding to Public Diplomacy Sections' needs for increased salary costs and severance pay, in accordance with Department guidance.	N/A
Recommendation 3: The Office of Policy, Planning, and Resources should evaluate the classification of senior press locally employed staff positions at missions that have completed the Public Diplomacy Staffing Initiative implementation process, make any necessary adjustments to the framework job descriptions so that classification of these positions is consistent with similar positions at other missions, and apply any lessons-learned for missions awaiting implementation.	N/A
Recommendation 5: The Office of Policy, Planning, and Resources should provide regional bureau public diplomacy offices complete information on the Public Diplomacy Staffing Initiative, including monitoring and evaluation results and budgetary implications, in accordance with Department guidance.	N/A
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

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of Overseas Buildings Operations' Office of Safety, Health, and Environmental Management</i> (ISP-I-21-21, 4/2021)	
Recommendation 1: The Bureau of Overseas Buildings Operations, in coordination with the Bureaus of African Affairs, East Asian and Pacific Affairs, European and Eurasian Affairs, Near Eastern Affairs, South and Central Asian Affairs, and Western Hemisphere Affairs, should require post occupational safety and health officers to complete all outstanding residential safety certifications in the Post Occupational Safety and Health Certification Application database in accordance with Department standards.	N/A
Recommendation 2: The Bureau of Overseas Buildings Operations should correct all limitations in the Post Occupational Safety and Health Officer Certification Application database to fully monitor overseas posts' compliance with Department residential safety standards.	N/A
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
Recommendation 7: The Bureau of Overseas Buildings Operations, in coordination with the Office of the Legal Adviser, should evaluate whether reporting mishaps involving personal use of personally owned vehicles of U.S. direct-hire staff should be required.	N/A
Recommendation 8: The Bureau of Overseas Buildings Operations should develop and implement a training program incorporating training objectives and materials for safety orientations and safety training for all employees at overseas posts.	N/A
Recommendation 9: The Bureau of Overseas Buildings Operations should develop and implement procedures to regularly update the content of the Office of Safety, Health, and Environmental Management SharePoint site.	N/A
Recommendation 10: The Bureau of Overseas Building Operations should develop and implement records and information life cycle management standard operating procedures for the Office of Safety, Health, and Environmental Management in accordance with Department standards.	N/A
Recommendation 11: The Bureau of Overseas Buildings Operations, in coordination with the Bureau of Information Resource Management and the Bureau of Diplomatic Security, should obtain an authorization to operate the DriveCam system, in accordance with Department standards.	N/A
<i>Management Assistance Report: Deficiencies in Consular Physical Space at Overseas Missions</i> (ISP-21-08, 2/2021)	
Recommendation 2: The Bureau of Consular Affairs, in coordination with the Bureaus of Diplomatic Security and Overseas Buildings Operations, should update Department standards and guidance to clarify the circumstances under which canopies or other shelters are required in consular waiting spaces.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of Diplomatic Security's Special Program for Embassy Augmentation and Response</i> (ISP-I-21-12, 1/2021)	
Recommendation 1: The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should provide training for Regional Security Office staff who support Special Program for Embassy Augmentation and Response units on the Integrated Logistics Management System.	N/A
Recommendation 2: The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should publish and disseminate updated guidance for the management and inventory of Special Program for Embassy Augmentation and Response property overseas, including the respective responsibilities of General Services Officers and Regional Security Officers.	N/A
Recommendation 3: The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should properly account for Special Program for Embassy Augmentation and Response loaned vehicles.	N/A
Recommendation 4: The Bureau of Diplomatic Security, in coordination with the Bureau of Overseas Buildings Operations, should bring Special Program for Embassy Augmentation and Response motor vehicle operations into compliance with Department motor vehicle safety requirements.	N/A
<i>Inspection of the Office of Global Women's Issues</i> (ISP-I-21-10, 1/2021)	
Recommendation 1: The Office of Global Women's Issues, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to align its organizational structure with operational needs.	N/A
Recommendation 4: The Office of Global Women's Issues, in coordination with the Office of the Secretary's Executive Secretariat's Executive Office, should review and staff its public diplomacy operation to comply with Department guidelines.	N/A
<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
Recommendation 2: The Bureau of Information Resource Management, in coordination with the Bureau of the Comptroller and Global Financial Services, should incorporate an attestation relating to the completion of information systems security officer responsibilities in the annual Chief of Mission Management Control Statement of Assurance.	N/A

Open Recommendations	Potential Monetary Benefits
<p>Recommendation 3: The Bureau of Information Resource Management, in coordination with the Bureau of Diplomatic Security and regional bureaus, should define the roles and responsibilities for regional information systems security officers and liaisons and clarify the level of interaction and support these positions are to give to overseas information systems security officers, and update applicable Department standards as needed.</p>	N/A
<p><i>Inspection of Consulate General Hamilton, Bermuda</i> (ISP-I-21-03, 11/2020)</p>	
<p>Recommendation 1: Embassy London should request that the Department of Homeland Security initiate National Security Decision Directive 38 procedures to either retain or abolish its Customs and Border Protection positions at Consulate General Hamilton that have been vacant for at least 2 years.</p>	N/A
<p>Recommendation 5: Consulate General Hamilton should close out procurement files in accordance with Department standards.</p>	N/A
<p><i>Inspection of Embassy Windhoek, Namibia</i> (ISP-I-20-32, 9/2020)</p>	
<p>Recommendation 1: The Bureau of African Affairs, in coordination with the Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs and Embassy Windhoek, should implement the Public Diplomacy Staffing Modernization Initiative at Embassy Windhoek.</p>	N/A
<p><i>Inspection of Embassy Prague, Czech Republic</i> (ISP-I-20-28, 9/2020)</p>	
<p>Recommendation 2: Embassy Prague, in coordination with the Bureau of Overseas Buildings Operations, should bring its safety, health, and environmental management program into compliance with Department standards.</p>	N/A
<p>Recommendation 3: Embassy Prague, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.</p>	N/A
<p><i>Inspection of Embassy Ouagadougou, Burkina Faso</i> (ISP-I-20-18, 9/2020)</p>	
<p>Recommendation 1: Embassy Ouagadougou should retire its official records in accordance with Department standards.</p>	N/A
<p>Recommendation 2: Embassy Ouagadougou should comply with applicable Department overseas motor vehicle safety standards for chauffeurs and incidental drivers under chief of mission authority.</p>	N/A
<p><i>Inspection of the Bureau of European and Eurasian Affairs</i> (ISP-I-20-15, 9/2020)</p>	
<p>Recommendation 3: The Bureau of European and Eurasian Affairs 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.</p>	\$3,300,000

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy London and Constituent Posts, United Kingdom</i> (ISP-I-20-12, 8/2020)	
Recommendation 6: Embassy London, in coordination with the Bureau of Overseas Buildings Operations, should bring Consulate General Edinburgh’s consular waiting room into compliance with current Department standards.	N/A
Recommendation 12: Embassy London should dispose of excess nonexpendable property in accordance with Department guidelines.	N/A
Recommendation 14: Embassy London should close out procurement files in accordance with Department standards.	N/A
Recommendation 21: Embassy London should complete the systems authorization process for its locally developed applications as required by Department standards.	N/A
<i>Inspection of Embassy Dhaka, Bangladesh</i> (ISP-I-20-17, 6/2020)	
Recommendation 9: Embassy Dhaka should install a closed-circuit television monitoring system or other means to enable consular managers to visually observe the activities within the Consular Section cashier booth.	N/A
Recommendation 14: Embassy Dhaka should dismantle and remove its shipping containers and portable structures in accordance with Department requirements.	N/A
Recommendation 17: Embassy Dhaka, in coordination with the Bureau of Overseas Buildings Operations, should conduct a technical review of the design plans for the two structures used as warehouses on the embassy annex compound and submit the survey for approval, in accordance with Department standards.	N/A
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 U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland</i> (ISP-I-20-16, 6/2020)	
Recommendation 11: Mission Geneva should bring the safety, health, and environmental management program into compliance 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
Recommendation 6: Embassy Bern, in coordination with the Bureau of Global Talent Management, should update its local compensation plan to comply with Government of Switzerland labor law, in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Counterterrorism</i> (ISP-I-20-13, 5/2020)	

Open Recommendations	Potential Monetary Benefits
Recommendation 2: The Bureau of Counterterrorism should implement a plan to improve policy guidance, training, and administrative support for Regional Field Coordinators.	N/A
Recommendation 4: The Bureau of Counterterrorism, in coordination with the Bureau of Administration, should designate an employee with substantive knowledge of contract 19AQMM18F2561 as the contracting officer's representative.	N/A
Recommendation 8: The Bureau of Counterterrorism should comply with Department standards to prepare a bureau emergency action plan.	N/A
Recommendation 11: The Bureau of Counterterrorism should establish a records management program that complies with Department standards.	N/A
<i>Inspection of Embassy Pretoria and Constituent Posts, South Africa (ISP-I-20-09, 1/2020)</i>	
Recommendation 2: Embassy Pretoria should conduct end-use monitoring checks of defense, dual-use, or sensitive equipment in accordance with Department standards.	N/A
<i>Inspection of Embassy Nouakchott, Mauritania (ISP-I-20-04, 11/2019)</i>	
Recommendation 1: Embassy Nouakchott, in coordination with the Bureaus of Diplomatic Security, Information Resource Management, and Overseas Buildings Operations, should bring the American Center in the new embassy compound into compliance with Department standards.	N/A
Recommendation 3: Embassy Nouakchott should comply with Department standards for the use of public diplomacy funds.	N/A
Recommendation 12: Embassy Nouakchott should close out procurement files in accordance with Department standards.	N/A
<i>Inspection of the U.S. Mission to the Organization of American States (ISP-I-19-37, 9/2019)</i>	
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 Consular Affairs, Kentucky Consular Center (ISP-I-19-36, 8/2019)</i>	
Recommendation 6: The Bureau of Consular Affairs, in coordination with the Bureau of Administration, should conduct a space utilization study of the Kentucky Consular Center's Appalachian Processing Center and implement a plan for its cost-effective use or repurposing.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Nassau, The Bahamas</i> (ISP-I-19-19, 8/2019)	
Recommendation 12: Embassy Nassau should establish a comprehensive corrective action plan and certify all residences for occupancy in accordance with Department standards.	N/A
Recommendation 20: Embassy Nassau should review its unliquidated obligations in accordance with Department guidelines and put up to \$2.3 million to better use.	\$2,300,000
<i>Inspection of Embassy Paramaribo, Suriname</i> (ISP-I-19-20, 7/2019)	
Recommendation 8: The Bureau of Overseas Buildings Operations, in coordination with Embassy Paramaribo, should address the roof leaks in the new embassy compound and mitigate the resulting health hazards within 180 days.	N/A
Recommendation 12: Embassy Paramaribo, in coordination with the Bureau of Human Resources, should correct the deficit in the locally employed staff pension plan in accordance with Department guidance.	N/A
<i>Inspection of Embassy Santo Domingo, Dominican Republic</i> (ISP-I-19-17, 7/2019)	
Recommendation 8: Embassy Santo Domingo should review its unliquidated obligations in accordance with Department guidance, and put up to \$1.3 million to better use.	\$1,300,000
Recommendation 11: Embassy Santo Domingo should close out procurement files in accordance with Department standards.	N/A
<i>Inspection of Embassy Port-au-Prince, Haiti</i> (ISP-I-19-18, 6/2019)	
Recommendation 1: Embassy Port-au-Prince should conduct project and program evaluations in accordance with Department guidance.	N/A
Recommendation 17: Embassy Port-au-Prince should close out procurement files in accordance with Department standards.	N/A
Recommendation 26: Embassy Port-au-Prince should clear overdue travel advances in accordance with Department guidelines, and put up to \$146,557 to better use.	\$146,557
<i>Inspection of Embassy Libreville, Gabon</i> (ISP-I-19-16, 6/2019)	
Recommendation 12: Embassy Libreville should verify and document that grant recipients were eligible to receive \$272,600 in foreign assistance funds and that the funds were used for the intended purpose. If the recipients are deemed ineligible or funds were not used for the intended purpose, Embassy Libreville should recover the funds in accordance with the grant agreements.	\$272,600
Recommendation 16: Embassy Libreville should update its consular internet pages to ensure the information complies with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Bogota, Colombia</i> (ISP-I-19-14, 4/2019)	
Recommendation 25: Embassy Bogota should clear overdue travel advances in accordance with Department guidelines and put funds up to \$1,451,820 to better use.	\$1,451,820
Recommendation 29: Embassy Bogota should remove the KACTUS database from the dedicated internet network and conduct a risk assessment based on the National Institute of Standards and Technology’s Risk Management Framework.	N/A
Recommendation 30: Embassy Bogota, in coordination with the Bureau of Western Hemisphere Affairs, should relocate the telecommunications demarcation point outside the limited access communications rooms.	N/A
<i>Inspection of Embassy Koror, Republic of Palau</i> (ISP-I-19-06, 2/2019)	
Recommendation 1: Embassy Koror should implement a standard operating procedure for conducting supervisory reviews of nonimmigrant visa adjudications in accordance with Department standards.	N/A
Recommendation 2: Embassy Koror should take actions to prepare for a consular crisis according to Department guidance.	N/A
Recommendation 3: Embassy Koror should assess and test its warden system in accordance with Department standards.	N/A
Recommendation 11: Embassy Koror, in coordination with Embassy Manila, should review all unliquidated obligations, deobligate any funds that are no longer needed, and put up to \$823,547 to better use.	\$823,547
<i>Inspection of Embassy New Delhi and Constituent Posts, India</i> (ISP-I-19-10, 12/2018)	
Recommendation 3: Embassy New Delhi, in coordination with the Bureau of Counterterrorism and Countering Violent Extremism and the Bureau of South and Central Asian Affairs, should prepare a position description for the regional counterterrorism coordinator position, number 10262001, that contains an accurate statement of responsibilities.	N/A
Recommendation 4: The Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs, in coordination with Embassy New Delhi and the Bureau of South and Central Asian Affairs, should update all public diplomacy position descriptions by implementing the Public Diplomacy Locally Employed Staff Initiative at Mission India in FY 2019.	N/A
Recommendation 25: Embassy New Delhi, in coordination with the Bureau of Overseas Buildings Operations, should implement an action plan to resolve the mission’s safety, health, and environmental management deficiencies and bring the program into full compliance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Banjul, The Gambia</i> (ISP-I-19-04, 11/2018)	
Recommendation 2: The Bureau of Overseas Buildings Operations, in coordination with Embassy Banjul and the Bureau of Consular Affairs, should renovate Embassy Banjul's Consular Section to comply 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
<i>Inspection of Embassy Lisbon and Consulate Ponta Delgada, Portugal</i> (ISP-I-18-22, 5/2018)	
Recommendation 3: The Bureau of Human Resources should respond to Embassy Lisbon's request for proposed changes to the local compensation plan.	N/A
<i>Inspection of Embassy Addis Ababa, Ethiopia</i> (ISP-I-18-18, 5/2018)	
Recommendation 12: Embassy Addis Ababa should implement a real property management program that is fully compliant with Department requirements.	N/A
Recommendation 19: The Bureau of Overseas Buildings Operations, in coordination with Embassy Addis Ababa, should implement a plan to address the embassy's safety, health, and environmental management deficiencies.	N/A
<i>Inspection of Embassy Guatemala City, Guatemala</i> (ISP-I-18-16, 5/2018)	
Recommendation 9: Embassy Guatemala City, in coordination with the Bureau of Human Resources, should complete updates to the local compensation plan.	N/A
<i>Inspection of Embassy Djibouti, Djibouti</i> (ISP-I-18-14, 4/2018)	
Recommendation 8: Embassy Djibouti should implement a comprehensive residential fuel delivery program that complies with Department standards.	N/A
Recommendation 25: Embassy Djibouti should conduct annual information technology contingency plan testing of the unclassified and classified networks in accordance with Department standards.	N/A
<i>Compliance Follow-up Review: Department of State Has Not Implemented Recommendations Pertaining to Official Residence Expense Staff Salaries</i> (ISP-C-17-32, 8/2017)	
Recommendation 1: The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should issue consistent guidance to overseas missions on the proper procedures for paying Official Residence Expense staff salaries within 30 days of the issuance of this report.	N/A

Open Recommendations	Potential Monetary Benefits
<p>Recommendation 2: The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should revise and reissue consistent Foreign Affairs Manual and Foreign Affairs Handbook guidance on paying Official Residence Expense staff salaries within 6 months of the issuance of this report.</p>	N/A
<p><i>Management Assistance Report: Department Can Take Steps Toward More Effective Executive Direction of Overseas Missions</i> (ISP-17-38, 7/2017)</p>	
<p>Recommendation 3: The Director General of the Foreign Service and Director of Human Resources should issue additional Foreign Affairs Manual and Foreign Affairs Handbook guidance requiring all chiefs of mission and deputy chiefs of mission to implement structured First- and Second-Tour employee programs in collaboration with First- and Second-Tour employees at their posts.</p>	N/A
<p><i>Inspection of Embassy Monrovia, Liberia</i> (ISP-I-17-12, 5/2017)</p>	
<p>Recommendation 16: Embassy Monrovia, in coordination with the Bureau of Human Resources, should update its local employee staff human resources handbook and local compensation plan to reflect the Government of Liberia's labor law.</p>	N/A

Table D.4
Report Recommendations Without Management Decision by the Department of State for More Than 6 Months, as of 3/31/2022

None

Table D.5
Reports Issued in Prior Reporting Period That Did Not Receive Comment Within 60 Days of Issuance, as of 3/31/2022

None

Table D.6
Department of State Significant Revised Management Decisions, 10/1/2021–3/31/2022

None

Table D.7
Department of State Significant Management Decisions With Which OIG Disagreed, 10/1/2021–3/31/2022

Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions
 (ISP-21-14, 6/2021)

OIG recommended that 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. In its most recent response to Recommendation 1, GTM stated that its Front Office continues to review the recommendation and will discuss next steps once the new Director General is on board and settles in. OIG considers this recommendation to be unresolved because GTM has not provided any evidence to show that it has instituted a mechanism to provide feedback on chief of mission performance. The recommendation can be closed when OIG receives and accepts documentation that GTM has instituted annual surveys of U.S. direct-hire employees and locally employed staff to provide feedback on chief of mission performance.

Table D.8
Department of State Management Success in Implementing Recommendations, 10/1/2021-3/31/2022

Office of Audits

Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions
 (AUD-MERO-21-33, 7/2021)

The Office of Inspector General (OIG) recommended that the Bureau of Administration update the Federal Assistance Directive to require that risk assessments for foreign assistance awards be updated within 90 days of a significant change in security circumstances, such as a suspension of operations, in the country where the award is being implemented. In response to the recommendation, the Bureau of Administration provided documentation showing a requirement for Department personnel who create Department records in support of the Department mission to complete a mandatory training course, "Records Management for Everyone (PK217)."

Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects
 (AUD-CGI-20-43, 9/2020)

OIG recommended that the Bureau of Overseas Buildings Operations improve its execution of closeout procedures for capital construction projects. In response to the recommendations, the Bureau of Overseas Buildings Operations improved the execution of closeout procedures for capital construction projects. Specifically, the Bureau established measures to ensure that a complete and accurate punch list is provided with the issuance of the Certificate of Substantial Completion. Punch list and warranty list items will also be appropriately tracked and cleared to ensure consistent application of the process across all construction projects.

Compliance Follow-up Audit of the Process To Request and Prioritize Physical Security-Related Activities at Overseas Posts

(AUD-ACF-16-20, 12/2015)

OIG recommended that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Diplomatic Security, develop and implement formal, standardized processes to prioritize physical security-related deficiencies at posts by category, such as major physical security upgrades, forced-entry/ballistic-resistant projects, and minor physical security upgrades. The prioritizations should be performed based on a comprehensive list of all physical security needs and should be periodically updated based on changes in risk factors or posts' needs. The processes used to perform the prioritizations should be documented and repeatable. In addition, in developing the processes, consideration should be given to how the Overseas Security Policy Board standards will be used, what risk factors will be considered, and what impact upcoming major rehabilitation projects or new construction would have on the prioritized rankings. In response to the recommendation, the Bureau of Overseas Buildings Operations and the Bureau of Diplomatic Security implemented processes to prioritize physical security-related deficiencies by category. The prioritizations will be performed based on a comprehensive list of all physical security needs and will be periodically updated based on changes in risk factors or posts' needs.

Office of Inspections

Inspection of the Libya External Office

(ISP-I-21-04, 11/2020)

OIG recommended that the Bureau of Near Eastern Affairs, in coordination with the Bureau of Overseas Buildings Operations and the Libya External Office, conduct a cost-benefit analysis to determine whether the Department should continue to lease the interim embassy compound in Tripoli and put up to \$7 million to better use if the decision is to terminate the lease. In response to the recommendation, the Bureau of Near Eastern Affairs provided documentation showing a full accounting of a cost-benefit analysis showing terminated leases of excess property that resulted in putting \$1,466,009 to better use.

Inspection of Embassy London and Constituent Posts, United Kingdom

(ISP-I-20-12, 8/2020)

OIG recommended that Embassy London, in coordination with the Bureaus of European and Eurasian Affairs and of the Comptroller and Global Financial Services, reprogram additional Diplomatic and Consular Program-funded information management positions to International Cooperative Administrative Support Services (ICASS)-funded positions in accordance with Department standards, in order to put funds of \$243,993 over 3 years, per position, to better use. In response to the recommendation, Embassy London reprogrammed one additional Diplomatic and Consular Program-funded information management officer position to ICASS, resulting in funds put to better use of \$243,993.

Inspection of Embassy Nassau, The Bahamas

(ISP-I-19-19, 8/2019)

OIG recommended that Embassy Nassau, in coordination with the Bureau of Overseas Building Operations, establish a plan for the future use of the Deputy Chief of Mission residence. In response to the recommendation, Embassy Nassau provided documentation showing a finalized sales agreement for the DCMR, resulting in \$3,200,000 put to better use.

Inspection of Embassy Kolonia, Federated States of Micronesia

(ISP-I-19-05, 2/2019)

OIG recommended that Embassy Kolonia, in coordination with Embassy Manila, review \$707,000 in unliquidated obligations and de-obligate any funds that are no longer needed. In response to the recommendation, Embassy Kolonia provided documentation showing a full accounting of de-obligated funds put to better use in the amount of \$707,038.

Inspection of Embassy New Delhi and Constituent Posts, India
(ISP-I-19-10, 12/2018)

OIG recommended that Embassy New Delhi reconcile transactions in the Suspense Deposit Abroad account in accordance with Department guidelines and put funds of \$65,772 to better use. In response to the recommendation, Embassy New Delhi provided documentation showing a complete reconciliation of the SDA and documentation reflecting zero balance, resulting in \$65,772 put to better use.

Inspection of Embassy Addis Ababa, Ethiopia
(ISP-I-18-18, 5/2018)

OIG recommended that Embassy Addis Ababa stop managing personal internet service for embassy employees and collect \$99,324 from employees who had internet at their residences that was paid by the embassy in FY17. In response to the recommendation, Embassy Addis Ababa provided documentation of billed and collected funds, resulting in \$82,791 put to better use.

Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia
(ISP-I-18-17, 5/2018)

OIG recommended that Embassy Riyadh, in coordination with the Bureau of the Comptroller and Global Financial Services, should implement procedures to require U.S. direct-hire employees to comply with Department of State Standard Regulation 532 a)2) and collect overpayments made in cases of non-compliance. In response to the recommendation, Embassy Riyadh provided documentation showing collections of overpayments, resulting in \$10,921 put to better use.

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

Tables E.1 through E.6 report the status of open Office of Inspector General (OIG) recommendations to the U.S. Agency for Global Media (USAGM) as of March 31, 2022. Prior to August 22, 2018, USAGM was known as the Broadcasting Board of Governors.

OIG Compliance Lexicon

Open
<p>Unresolved: No agreement between OIG and management on the recommendation or proposed corrective action.</p> <p>Resolved: Agreement on the recommendation and proposed corrective action but implementation has not been completed.</p>
Closed
Agreed-upon corrective action is complete.

Table E.1
Open Office of Audits Recommendations Issued in Previous Periods, Pending Final U.S. Agency for Global Media Action, as of 3/31/2022

Significant Open Recommendations	Potential Monetary Benefits
None	
Open Recommendations	Potential Monetary Benefits
<p><i>Audit of the U.S. Agency for Global Media's FY 2019 Implementation of the Digital Accountability and Transparency Act of 2014</i> (AUD-FM-IB-20-10, 12/2019)</p> <p>Recommendation 1: OIG recommends that the U.S. Agency for Global Media develop and implement a methodology for recording estimated accounts payable amounts using a Budget Object Classification code that complies with guidance in Office of Management and Budget Circular A-11, § 83.</p>	N/A
<p><i>Management Assistance Report: The Broadcasting Board of Governors Did Not Fully Address Invalid Unliquidated Obligations Identified During the FY 2016 Financial Statements Audit</i> (AUD-FM-IB-18-28, 2/2018)</p> <p>Recommendation 1: OIG recommends that the Broadcasting Board of Governors develop and implement annual training for allotment holders emphasizing their responsibility to monitor and deobligate invalid unliquidated obligations, as prescribed in the Broadcasting Administrative Manual.</p>	N/A

Table E.2
Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final U.S. Agency for Global Media Action, as of 3/31/2022

Significant Open Recommendations	Potential Monetary Benefits
None	
Open Recommendations	Potential Monetary Benefits
<i>Targeted Inspection of the U.S. Agency for Global Media: Journalistic Standards and Principles</i> (ISP-IB-21-06, 12/2020)	
Recommendation 1: The Office of Cuba Broadcasting, in coordination with the U.S. Agency for Global Media, should prepare and communicate with its staff a comprehensive plan for timely implementation of the editorial oversight reforms, including annual program reviews.	N/A
Recommendation 2: Voice of America, in coordination with the United States Agency for Global Media, should schedule and conduct a program review of each of its language services at least once per year.	N/A
Recommendation 4: The United States Agency for Global Media should direct each network to develop systematic employee training on journalistic standards and related professional development plans.	N/A
<i>Inspection of Embassy Libreville, Gabon</i> (ISP-I-19-16, 6/2019)	
Recommendation 9: U.S. Agency for Global Media, in coordination with Embassy Libreville and the Bureau of Overseas Buildings Operations, should improve the perimeter fence around the transmitting station in São Tomé.	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
<i>Inspection of Radio Free Europe/Radio Liberty</i> (ISP-IB-17-21, 5/2017)	
Recommendation 6: The Broadcasting Board of Governors should revise its grant agreement with Radio Free Europe/Radio Liberty to include specific requirements for security policies.	N/A
Recommendation 7: The International Broadcasting Bureau, in coordination with Radio Free Europe/Radio Liberty, should establish a written protocol on background investigations to comply with the grant agreement.	N/A
<i>Inspection of the Broadcasting Board of Governors' Middle East Broadcasting Networks</i> (ISP-IB-17-09, 2/2017)	
Recommendation 2: The International Broadcasting Bureau Office of Chief Financial Officer should implement an action plan to close out expired Middle East Broadcasting Networks grants.	N/A

Open Recommendations	Potential Monetary Benefits
Recommendation 8: The International Broadcasting Bureau Office of Security, in coordination with the Middle East Broadcasting Networks, should establish a written protocol to comply with Article X of the grant agreement.	N/A

Table E.3
Report Recommendations Without Management Decision by the U.S. Agency for Global Media for More Than 6 Months, as of 3/31/2022

None

Table E.4
Reports Issued in Prior Reporting Period That Did Not Receive Comment Within 60 Days of Issuance, as of 3/31/2022

None

Table E.5
U.S. Agency for Global Media Significant Revised Management Decisions, 10/1/2021–3/31/2022

None

Table E.6
U.S. Agency for Global Media Significant Management Decisions With Which OIG Disagreed, 10/1/2021–3/31/2022

None

APPENDIX F: ABBREVIATIONS

Abbreviation	Full Name
AUD	Office of Audits
AQM	Office of Acquisitions Management
BOC	budget object codes
CFR	Code of Financial Regulations
CHS	Comprehensive Health Services LLC
CIGIE	Council of the Inspectors General on Integrity and Efficiency
CO	contracting officer
COR	contracting officer representative
COVID-19	Coronavirus Disease-19
CST	Office of Consular Systems and Technology
DATA Act	Digital Accountability and Transparency Act of 2014
DCAA	Defense Contract Audit Agency
DCMR	Deputy Chief of Mission residence
Department	Department of State
DoD	Department of Defense
DOJ	Department of Justice
ESP	Office of Evaluations and Special Projects
FAH	Foreign Affairs Handbook
FAM	Foreign Affairs Manual
FY	fiscal year
GEC	Global Engagement Center
GOR	Grants Officer Representative
GSA	General Services Administration
GTM	Bureau of Global Talent Management
ICASS	International Cooperative Administrative Support Services
IRM	Information Resource Management
ISIS	Islamic State of Iraq and Syria
ISP	Office of Inspections
LCCB	Local Configuration Control Board
Lead IG	Lead Inspector General
LE	locally employed
NOC	not otherwise classified
OCO	overseas contingency operations
ODNI	Office of the Director of National Intelligence

Abbreviation	Full Name
OES	Operation Enduring Sentinel
OFS	Operation Freedom's Sentinel
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPE	Office of the Procurement Executive
OPM	Office of Personnel Management
SDA	Suspense Deposit Abroad
SIA	Special Issuance Agency
SIGAR	Special Inspector General for Afghanistan Reconstruction
TSCTP	Trans-Sahara Counterterrorism Partnership
UCA	undefinitized contract action
USAGM	U.S. Agency for Global Media
USAID	U.S. Agency for International Development
USIBWC	International Boundary and Water Commission, U.S. and Mexico, US. Section

APPENDIX G: INDEX OF REPORTING REQUIREMENTS UNDER THE INSPECTOR GENERAL ACT OF 1978

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