



Office of Inspector General  
United States Department of State

# SEMIANNUAL REPORT TO THE CONGRESS

April 1, 2022, to September 30, 2022





## OUR VISION

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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

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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

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### 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,  
4/1/2022–9/30/2022**

	Issued during the reporting period	Management decision during the reporting period
Questioned Costs	\$382,127,297	\$664,021,187
Funds To Be Put to Better Use	\$1,111,000	\$823,547
Investigative Monetary Results	\$9,194,987	--
<b>Total</b>	<b>\$392,433,284</b>	<b>\$664,844,734</b>
<i>Additional monetary benefits achieved this period as the result of prior OIG recommendations</i>		\$64,676

**Investigative Activities**

Cases Opened	13
Cases Closed	25
Criminal Actions (arrests, indictments, convictions)	11
Civil Actions	1
Administrative Actions	15
Hotline Complaints Received	1,308

**Reports**

Office of Audits	19
Office of Evaluations and Special Projects	3
Office of Inspections	19
Office of Overseas Contingency Operations Oversight <sup>a</sup>	4
<b>Total</b>	<b>45</b>

<sup>a</sup> 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 April 1, 2022, to September 30, 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 45 reports to improve the programs and operations of the agencies we oversee and identified approximately \$383 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 285 recommendations associated with 114 reports. Of the 285 recommendations, 33 were significant and demonstrated implementation of crucial corrective actions by the Department, USAGM, and USIBWC.

Our investigative activities led to an additional \$9.2 million in monetary results and four debarments. In addition, OIG participated in investigations that led to two arrests, two indictments, and seven 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, USIBWC, and Congress for their support of our efforts.

A handwritten signature in blue ink that reads "Diana R. Shaw". The signature is written in a cursive style with a large, stylized initial "D".

Diana R. Shaw  
Senior Official Performing the Duties of the Inspector General  
September 30, 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.

As of September 30, 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 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.

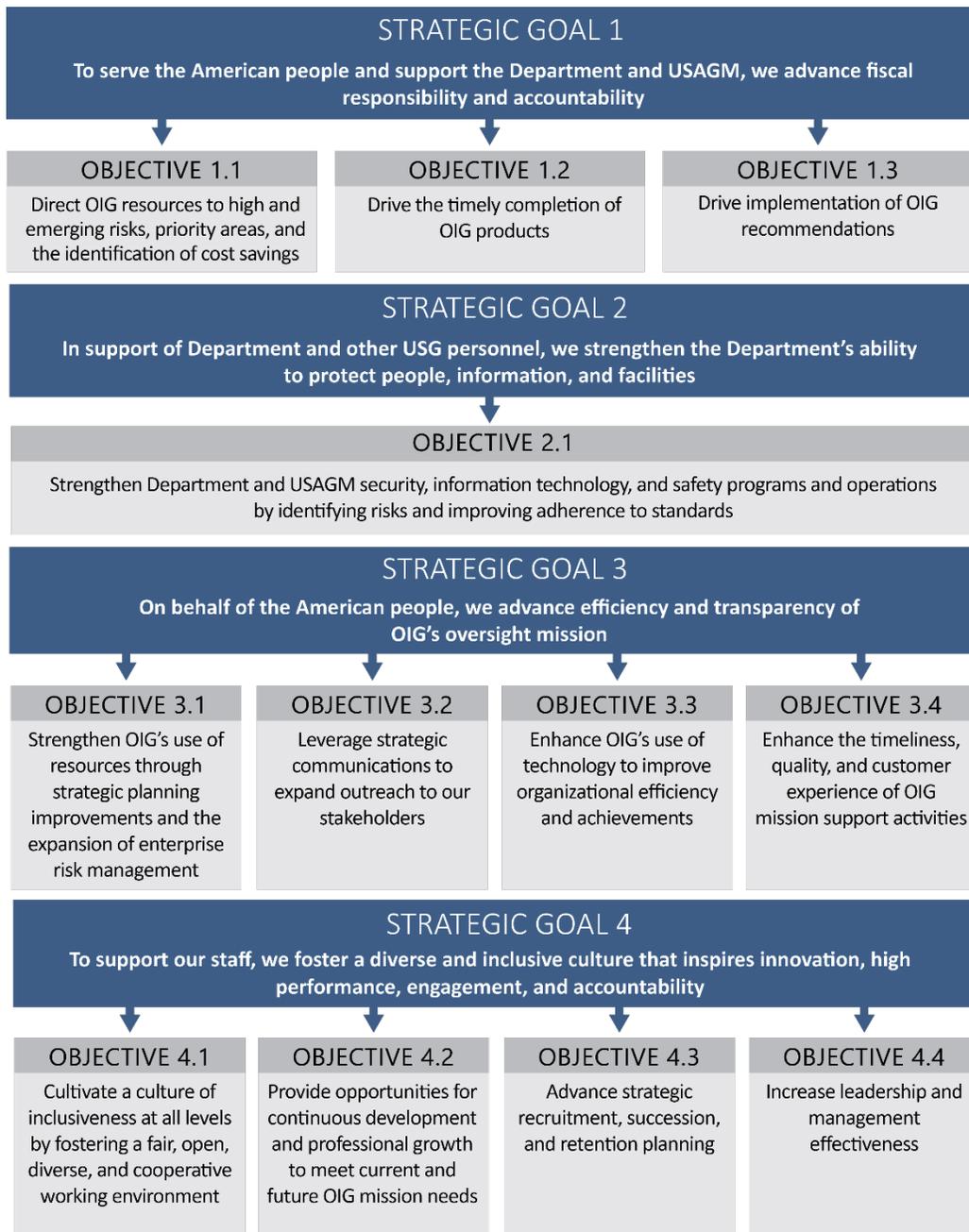
The Department's and USAGM's Ukraine-related activities are also a top oversight priority. The complexity, scale, and timing of efforts in response to the situation in Ukraine demand robust oversight. OIG is leveraging its extensive knowledge of the programs and operations of the Department and USAGM to develop a plan that provides timely and critical information for Congress and the U.S. taxpayer.

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.

## 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: APRIL 1, 2022, TO SEPTEMBER 30, 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, USAGM, and USIBWC employees and contractors, as well as members of the public, reported suspected fraud, waste, abuse, and mismanagement in Department

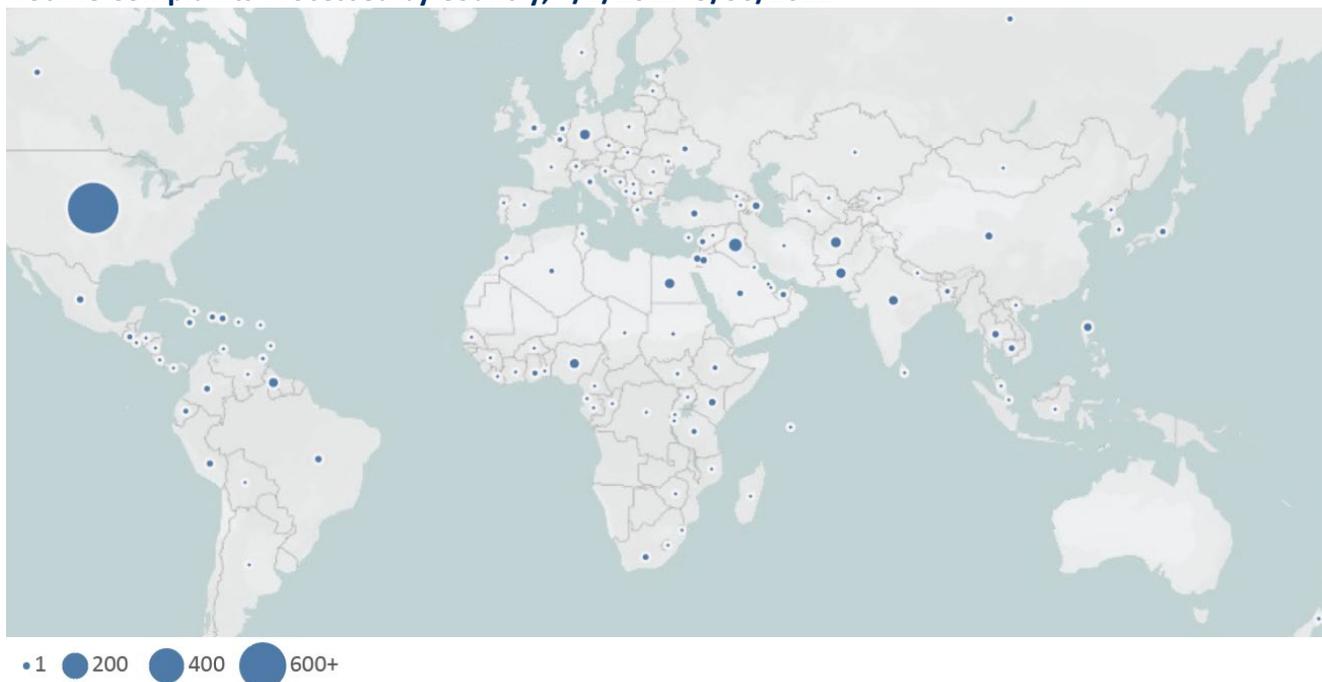
and USAGM programs and operations. OIG received hotline complaints via the OIG website, mail, and telephone. For a summary of OIG Hotline complaints received during this reporting period, see Table 2.1.

**Table 2.1**  
**OIG Hotline Complaints,**  
**4/1/2022–9/30/2022**

Referred to Other Offices for Action	765
Held for Action Within OIG	54
No Action Required	489
<b>Total Complaints Received</b>	<b>1,308</b>

Figure 2.1 highlights the OIG Hotline’s global reach. Of the 1,308 complaints received this reporting period, 627 (48 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, 4/1/2022–9/30/2022**



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 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.

## Department of State

During this reporting period, OIG completed five investigations under 41 U.S.C. § 4712, involving complaints of whistleblower retaliation filed by employees of Department contractors and grantees, or personal services contractors. OIG did not substantiate that retaliation had occurred in two cases involving former employees of Department grantees, in one case involving a former Department personal services contractor, and in one case involving a former employee of a Department contractor. OIG substantiated that retaliation had occurred in one case involving a former employee of a Department contractor. OIG referred the completed investigations to the Office of the Procurement Executive, who is responsible for determining whether remedial action is appropriate.

## U.S. Agency for Global Media

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

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

	Reporting Period 4/1/2022–9/30/2022	Since Enactment
Complaints Received and Reviewed	8	131
Active Investigations	8	-
Investigations Completed	5	38

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

### 3 OVERSEAS CONTINGENCY OPERATIONS

OIG has both oversight and reporting responsibilities for overseas contingency operations 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 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,**  
**4/1/2022–9/30/2022**

Completed Reports	Date
<i>Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44)</i>	9/2022
<i>Information Report: Afghan Special Immigrant Visa Program Metrics (AUD-MERO-22-38)</i>	9/2022
<i>Classified Inspection of Embassy Kuwait City, Kuwait (ISP-S-22-24)*</i>	9/2022
<i>Inspection of the Global Engagement Center (ISP-I-22-15)</i>	9/2022
<i>Classified Annex to the Inspection of the Global Engagement Center (ISP-S-22-15A)*</i>	9/2022
<i>Management Assistance Report: Support From the Under Secretary for Political Affairs Is Needed To Facilitate the Closure of Recommendations Addressed to the Bureau of Near Eastern Affairs (AUD-AOQC-22-33)</i>	8/2022
<i>Audit of Cooperative Agreements and Grants Related to Iran (AUD-MERO-22-32)*</i>	8/2022
<i>Audit of Department of State Actions To Prevent Unlawful Trafficking in Persons Practices When Executing Security, Construction, and Facility and Household Services Contracts at Overseas Posts (AUD-MERO-22-28)</i>	5/2022
<i>Inspection of the Bureau of Diplomatic Security's Diplomatic Courier Service (ISP-I-22-13)</i>	5/2022

\*This report is Classified

**Table 3.2**  
**OIG Joint Oversight Activities in Support of the Lead Inspector General-OCO Mandate,**  
**4/1/2022–9/30/2022**

Joint Completed Projects	
<i>Lead Inspector General for Operation Enduring Sentinel and Operation Freedom's Sentinel   Quarterly Report to the United States Congress   April 1 – June 30, 2022</i>	8/2022
<i>Lead Inspector General for Operation Inherent Resolve   Quarterly Report to the United States Congress   April 1, 2022 – June 30, 2022</i>	7/2022
<i>Lead Inspector General for Operation Inherent Resolve   Quarterly Report to the United States Congress   January 1, 2022 – March 31, 2022</i>	5/2022
<i>Lead Inspector General for Operation Freedom's Sentinel and Operation Enduring Sentinel   Quarterly Report to the United States Congress   January 1, 2022 – March 31, 2022</i>	5/2022

## 4 OIG ACCOUNTABILITY AND INDEPENDENCE

OIG has disclosed all unclassified audits, evaluations, and inspections issued from April 1, 2022, through September 30, 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 April 1, 2022, through September 30, 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 45 reports related to the programs and operations of the Department, USAGM, and USIBWC and identified approximately \$383 million in potential monetary benefits to the Department. Additionally, OIG's criminal, civil, and administrative investigations resulted in about \$9.2 million in recoveries and other monetary results this reporting period.

From April 1, 2022, to September 30, 2022, the Department made management decisions on nearly \$665 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 nearly \$641 million. This is a decrease of approximately \$281 million from the more than \$922 million in questioned costs and funds to be put to better use pending a Department management decision at the beginning of the reporting period.



# OVERSIGHT OF DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

## 6 OFFICE OF AUDITS

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

Audit work focuses on areas of concern such as physical security at overseas posts; financial management; IT security and management; contracts, acquisition, and grants management; human capital and administrative issues; and high-risk programs and operations in the frontline states. From April 1, 2022, to September 30, 2022, the Office of Audits issued 17 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 five reports, and 12 Department reports are summarized below.

### Contracts, Grants, and Infrastructure

*Audit of Department of State Efforts To Promote Competition for Overseas Construction Projects*  
(AUD-CGI-22-34, 8/2022)

The Department took steps to promote competition related to construction contracts in accordance with requirements but did not develop a formal process for its efforts. In addition, the Department complied with requirements of the Omnibus Diplomatic Security and Antiterrorism Act of 1986 and

generally promoted subcontracting opportunities for small businesses. However, neither the Bureau of Overseas Buildings Operations (OBO) nor the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management (AQM) fully complied with acquisition planning and market research requirements. Specifically, the acquisition planning documentation for eight selected construction projects did not describe how competition would be sought, promoted, and achieved during the acquisition planning process. Nor did the acquisition plans address the extent and results of the market research and indicate its impact on the various elements of the plan in accordance with the FAR. Furthermore, OIG found that the Department did not use “sources sought” notices in advance of prequalification solicitations.

OIG found that the deficiencies identified occurred, in part, because AQM did not require compliance with acquisition planning guidance. In addition, OBO and AQM did not develop and implement a formal process for executing acquisition plans and market research procedures. As a result of these deficiencies, the Department missed opportunities to expand its pool of potential construction contractors. Between October 1, 2016, and September 30, 2021, 14 (70 percent) of 20 New Embassy Compound and New Consulate Compound contracts were awarded to one contractor. Until the deficiencies are addressed, the Department will continue to miss opportunities for increased competition that could enhance the

Department's ability to obtain quality construction services at reasonable prices.

*Audit of the Department of State Management and Monitoring of Federal Assistance Awards to For-Profit Organizations (AUD-CGI-22-26, 5/2022)*

OIG found that Grants Officers (GO) and Grants Officer Representatives (GOR) did not consistently perform and document performance and financial monitoring, obtain audit reports, or conduct annual reviews of selected grants and cooperative agreements to for-profit organizations when applicable. OIG also found that oversight personnel were maintaining key documentation in "unofficial" award files that included personal computer drives, shared drives, or bureau-specific systems, which is contrary to Department policy that mandates the use of the State Assistance Management System (SAMS) as the official award file.

OIG determined that the primary reason for the deficiencies identified is that the Department has not required the use of the SAMS Post-Award Activities (PAA) function. Because selected bureaus were not using the PAA function to document post-award oversight activities consistently, the Office of the Procurement Executive (OPE) and bureau management could not effectively monitor GO and GOR award oversight. Furthermore, OPE did not establish effective, alternative controls to monitor federal assistance oversight. In addition, OIG noted instances in which the Department's federal assistance oversight policies and procedures were not clear. Moreover, OIG found that the Department needs a communication strategy

to ensure that GOs and GORs are aware of and understand oversight responsibilities. Until these deficiencies are corrected, the Department will not have reasonable assurance that awards are being administered in accordance with requirements, nor will it be able to affirm that the awards are achieving expected program goals and objectives.

## Financial Management

*Audit of Department of State FY 2021 Compliance With Payment Integrity Requirements (AUD-FM-22-30, 6/2022)*

In accordance with the Payment Integrity Information Act of 2019, an independent external auditor, acting on behalf of OIG, conducted an audit of the Department's FY 2021 compliance with payment integrity requirements. For FY 2021, the external auditor concluded that the Department complied with payment integrity requirements. Specifically, the Department published the FY 2021 financial statements and accompanying material, which included all applicable payment integrity disclosures, on its website. In addition, the Department complied with the requirement to perform program-specific risk assessments. Although the Department was in compliance, the audit identified an opportunity for the Department to strengthen risk assessments by assessing significant subsequent events that may occur after an assessment has been completed.

## Middle East Region Operations

### *Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44, 9/2022)*

Embassy Baghdad implemented key internal controls to account for and manage the life cycle of nonexpendable personal property; however, the embassy did not consistently or completely apply some internal controls and did not fully utilize analytical tools to manage nonexpendable property. OIG found that the embassy did not include all accountable property in its annual inventories, discontinued some property spot checks, did not always promptly dispose of property or secure access to the destruction yard holding area, and did not always promptly complete the receiving process or promptly update the locations of items in the Integrated Logistics Management System. Lastly, the embassy did not fully utilize analytical tools when purchasing or replacing property, including when processing 24 furniture orders valued at \$12.9 million while \$7.6 million of furniture had been available in storage for more than 2 years.

Although from FY 2019 to FY 2022 the embassy encountered unique staffing challenges that contributed to these shortcomings, it also did not always develop, implement, document, and clearly communicate procedures for managing some elements of the property life cycle. As a result, Embassy Baghdad cannot be fully assured its nonexpendable property is managed in accordance with federal and Department requirements and properly safeguarded from misuse, nor that it has the appropriate

property to accomplish its mission. OIG offered 14 recommendations to Embassy Baghdad and the Bureau of Administration to improve the management of nonexpendable personal property at Embassy Baghdad.

### *Information Report: Afghan Special Immigrant Visa Program Metrics (AUD-MERO-22-38, 9/2022)*

In the wake of the evacuation and suspension of operations at U.S. Embassy Kabul, Afghanistan, in August 2021, multiple congressional committees requested that OIG review a range of topics regarding the Afghan Special Immigrant Visa (SIV) program. This information report responds to questions about the steps involved in the SIV process and program metrics.

OIG found that, as of June 2022, an Afghan national applicant was required to complete a three-phased process to receive an SIV: Chief of Mission (COM) approval, I-360 petition, and visa application. The first and final phases were managed by the Department while the middle phase was managed by the Department of Homeland Security (DHS). OIG also found that federal law states that the Department and DHS should complete the entire SIV process within 9 months of receiving a complete application, but does not allocate a specific number of days to complete each step or phase. OIG found that from 2009 through 2021, the Department received 59,977 complete Afghan SIV applications, from which the Department issued 22,085 SIVs and denied 28,821 applications while 9,071 applications remained pending. From April 2021 through August 2021 alone, the Department issued 1,754 SIVs. Further, OIG

found that as of May 2022, 15,678 Afghan SIV applications were in process. Of these applicants, 1,903 applicants are confirmed to be in the United States or in third countries with the remaining 13,775 presumed to still be in Afghanistan. OIG could not independently calculate the overall average SIV processing time due to issues with the reliability of COM approval data and lack of interoperability between SIV processing systems. Despite these limitations, OIG determined that it took 4.1 months on average to complete the I-360 petition phase and 13.6 months on average to complete the visa application phase from 2009 through 2021.

*Audit of Internal Controls Managing the Procurement of Goods at U.S. Embassy Freetown, Sierra Leone*  
(AUD-MERO-22-31, 7/2022)

OIG found that Embassy Freetown, Sierra Leone, officials took appropriate steps to address known internal control deficiencies that adversely impacted the procurement process and contributed to the purchases of goods identified by the Ambassador as unable to be used as intended. Specifically, the General Services Officer directed procurement staff to develop standard operating procedures to guide the procurement process and began to coordinate with OBO on purchases made for the Chief of Mission Residence and Deputy Chief of Mission Residence. In addition, embassy officials completed an inventory of goods and corrected recordkeeping discrepancies with the furniture and appliance pool, spare auto parts, and office supplies. The deficiencies identified and addressed originated, in part,

because of staffing shortages at the embassy. In response, the embassy prioritized the hiring of additional staff to support mission operations and conducted several training sessions to improve the procurement process.

Although OIG acknowledges the progress Embassy Freetown made to improve its procurement process, OIG identified key areas within the procurement process that required additional attention. Specifically, OIG found that the procurement files did not always include documentation demonstrating a bona fide need for the item purchased; a description of the purchased items, such as brand and model number; how a price was determined to be fair and reasonable; or evidence that the vendor selected had been vetted in accordance with Department policy. In addition, OIG found that embassy personnel did not consistently follow guidance regarding property disposal or document the disposal process in accordance with Department policy. These deficiencies occurred, in part, because procurement staff had not been thoroughly trained, had not been provided detailed standard operating procedures to guide the procurement process, or had not been properly monitored to ensure compliance with Department procurement requirements. Correcting these deficiencies will improve Embassy Freetown's ability to comply with Department procurement requirements and avoid costly procurement errors going forward.

*Audit of Department of State Actions To Prevent Unlawful Trafficking in Persons Practices When Executing Security, Construction, and Facility and Household Services Contracts at Overseas Posts (AUD-MERO-22-28, 5/2022)*

OIG conducted this audit to determine whether the Department had implemented management controls to ensure that services contracts performed overseas in sectors at increased risk for trafficking in persons (TIP)—security, construction, and facility and household services—comply with laws and regulations designed to prevent contractors and subcontractors from engaging in unlawful labor practices.

OIG found that the Department implemented management controls to ensure that security, construction, and facility and household services contractors do not engage in TIP or unlawful labor practices. In addition, OPE established a mandatory annual TIP training requirement for contracting personnel. However, not all training that Department Contracting Officers (CO) and Contracting Officer's Representatives (COR) completed the annual TIP training requirement because OPE guidance did not clearly identify qualifying courses.

OIG also found that management controls governing TIP monitoring by Department contracting personnel require attention. Specifically, CORs assigned to 94 percent of contracts reviewed failed to develop required TIP monitoring strategies and CORs assigned to 75 percent of contracts reviewed did not conduct required TIP monitoring activities.

This occurred because Department guidance and training emphasized that TIP monitoring pertains to contracts that rely on third-country national labor, even though TIP monitoring is required for all contracts. In addition, Department guidance did not always state the actions necessary when monitoring for TIP. Furthermore, COs did not always verify that CORs conducted TIP monitoring.

By failing to fully implement monitoring activities for all applicable contracts, the Department is at increased risk that TIP violations or unlawful labor practices could go undetected, which also limits its opportunity to promptly address such practices. OIG made seven recommendations to improve the Department's TIP-related contract management and monitoring.

## **Audit Operations, Quality, and Compliance**

*Management Assistance Report: Support From the Under Secretary for Political Affairs Is Needed To Facilitate the Closure of Recommendations Addressed to the Bureau of Near Eastern Affairs (AUD-AOQC-22-33, 8/2022)*

As of March 31, 2022, 11 recommendations in 6 unclassified reports directed to the Bureau of Near Eastern Affairs (NEA) for implementation were overdue for a compliance response and remained open. In addition to the delinquent correspondence, 9 of 11 recommendations had been open for more than 1,000 days, with 2 recommendations reaching nearly 2,000 days. Finally, prior compliance correspondence from

NEA for 10 of the 11 recommendations did not include detailed action plans and specific estimated milestones for implementation, as required. The six reports with open recommendations addressed to NEA concern deficiencies related to the Department's implementation of policies to counter violent extremism, the invoice review process used by NEA to support Contingency Operations in Iraq, food service contracts in Iraq, and NEA's management of contract oversight in Iraq. OIG issued this report to facilitate the prompt closure of open OIG recommendations made to NEA by bringing them to the attention of the Under Secretary for Political Affairs.

## Security and Intelligence

### *Audit of the Bureau of Diplomatic Security's Oversight of Contractor Performance and Invoice Processing for the Domestic Guard Services Contract* (AUD-SI-22-37, 9/2022)

OIG found that the Bureau of Diplomatic Security (DS) did not administer the domestic guard services contract in accordance with requirements. Specifically, OIG found an incomplete COR file, lack of delegations of authority for two Government Technical Monitors, and inconsistent monitoring. In addition, OIG found inadequate invoice reviews that lacked supporting documentation to justify invoice approval. Moreover, OIG reviewed supporting documentation for three invoices and found numerous issues including mathematical errors, incorrect number of hours worked, and lack of overtime approval.

These deficiencies occurred for multiple reasons, including insufficient oversight and lack of procedures. Until the deficiencies are addressed, DS will not have assurance that contract administration and oversight is conducted as required. Because the COR did not perform sufficient invoice reviews, OIG questioned the total amount of the contract award, valued at approximately \$361 million.

OIG also identified a potential area of concern regarding the acquisition of body armor through the domestic guard services contract. Beginning in November 2020, all body armor procurements must be coordinated through DS's Defensive Equipment and Armored Vehicle Division. Although the body armor in this instance was acquired prior to this requirement, it should be inspected by DS to determine whether it is of sufficient quality or needs to be replaced. OIG made six recommendations to address the deficiencies identified with the oversight of contractor performance and invoice processing for the domestic guard services contract.

### *Audit of Department of State Emergency Action Plans at Selected Domestic Facilities* (AUD-SI-22-36, 9/2022)

The Department's Domestic Emergency Management Program assists domestic facilities in developing a facility emergency action plan (FEAP), which guides occupants in carrying out evacuation or shelter-in-place procedures designed to prevent or minimize injury, loss of life, and property damage. The Office of Emergency Management (OEM) administers this program.

OIG found that the Department was principally prepared to respond to and recover from emergencies at six selected domestic facilities. Specifically, OIG found that the majority of Department personnel interviewed at these facilities knew the procedures to follow during an evacuation and a shelter-in-place emergency. In addition, OIG found that four of six facilities had conducted required fire drills. However, only 35 percent of the individuals interviewed were sufficiently familiar with procedures to follow for an active shooter situation. OIG also found that FEAPs were not always certified in a timely manner and did not always contain complete, accurate, and executable information.

One reason for the deficiencies identified was that information on available training was not always effectively communicated. Furthermore, officials responsible for emergency planning at the domestic facilities stated they were not aware of some requirements. OIG also found that OEM did not sufficiently oversee the FEAP process. Furthermore, OEM requires FEAPs for all facilities that house Department personnel even if the Department is not the primary occupant agency. The FEAP effort at those facilities duplicates the work performed by other federal agencies. OIG offered 20 recommendations to address the deficiencies identified in this report.

*Audit of Department of State FY 2022  
Compliance With the Geospatial Data Act of  
2018  
(AUD-SI-22-39, 8/2022)*

OIG found that the Department is fully compliant with 6 of 12 applicable covered agency responsibilities from the Geospatial Data Act (GDA) of 2018 and is making progress in complying with the remaining 6 responsibilities. Since the first OIG audit issued in FY 2020, the Department developed a Geospatial Data Strategy, established the GeoState portal, facilitated data sharing with federal and non-federal entities, supported internal and external partnerships, promoted application of geospatial assets to support various activities, and appointed the Department's Geographer with the authority to lead GDA implementation efforts. However, the Department was not in compliance with the remaining responsibilities in the GDA, which include records retention, resource allocation, use of data standards, privacy protections, non-duplication of data, and data quality.

The Department has not fully complied with all responsibilities, in part, because of an inadequate internal control environment. OIG made four recommendations to address the internal control deficiencies identified. Until all applicable GDA responsibilities are fulfilled, the Department may not be fully prepared to provide timely, accurate, and high-quality geospatial data to both internal and external stakeholders.

*Management Assistance Report:  
Improvements Needed in Procedures for  
Emergency Action Planning at Selected  
Department of State Domestic Facilities  
(AUD-SI-22-27, 4/2022)*

Facilities are required to prepare the type of FEAP appropriate for the number of personnel in the facility. Specifically, Long FEAPs apply to facilities with 10 or more Department personnel, and Short FEAPs apply to facilities with fewer than 10 Department personnel.

During an audit of domestic emergency action plans, OIG found that 8 (6 percent) of 133 domestic facilities did not have a FEAP. This deficiency occurred, in part, because OEM did not have formal, documented standard operating procedures to identify facilities that require a FEAP. OIG also found that 4 (22 percent) of 18 facilities with Short FEAPs should have had Long FEAPs. One reason for this deficiency is that OEM's facility personnel count verification process did not trigger the need for a Long FEAP in accordance with guidance. Department personnel working at these facilities were at increased risk in the event of an emergency.

## 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 April 1, 2022, to September 30, 2022, ESP issued two unclassified reports on Department programs and operations. During this period, the office also issued 5 whistleblower reports, which are discussed in Section 2 of this report.

### *Evaluation of the Department of State's Compliance with the Authorities Act (ESP-22-04, 9/2022)*

The Department of State Authorities Act (Authorities Act) requires bureaus, posts, and offices to report allegations of criminal activity by an employee and serious misconduct committed by senior level officials or law enforcement officers, as well as allegations of fraud, waste, and abuse to OIG. OIG initiated this evaluation to determine the Department's compliance with this reporting requirement, specifically: (1) whether the Department provided sufficient guidance on the reporting requirement; and (2) whether the Department reports all applicable allegations within the designated timeframe.

OIG reviewed guidance issued by the Department to inform bureaus of their

reporting responsibilities under the Authorities Act and spoke with bureau officials about this guidance. The guidance is of limited utility as it simply quotes the language in the Authorities Act statute. Neither the law nor Department guidance define key terms such as "serious misconduct" or office "head," thus leaving bureaus to interpret which allegations to report. OIG found that additional clarifying guidance would be helpful to bureau officials to ensure uniform compliance with the Authorities Act.

To assess compliance rates and timeliness of Authorities Act reports to OIG, OIG attempted to compare allegations it received under the Authorities Act from October 1, 2018, through September 30, 2019, from three Department bureaus with related records maintained by the three bureaus. However, due to variances in how the Bureaus and OIG record and report Authorities Act data, OIG was unable to determine exact rates of compliance or timeliness, although OIG did find that the Bureaus were making good faith efforts to comply with the act.

OIG made two recommendations to the Department to coordinate with affected stakeholders to: (1) develop standard guidance for all reporting entities clarifying which allegations the Department should report to OIG under the Authorities Act, including definitions of "serious misconduct" and "head of the Department entity;" and (2) develop a standard approach to tracking the reporting of allegations to OIG. The Department agreed with both recommendations.

*Review of the Recruitment and Selection Process for Public Members of Foreign Service Selection Boards*  
(ESP-22-02, 5/2022)

In 2020, OIG received a whistleblower complaint alleging that the Bureau of Global Talent Management's Office of Performance Evaluation (GTM/PE), the entity responsible for recruiting, selecting, and overseeing the Foreign Service Selection Boards (FSSB), had placed friends and family members as public members on boards. Under the Foreign Service Act of 1980, promotions of members of the Foreign Service are based upon the recommendations and rankings of FSSBs, which must include public members, who are non-Department employees who meet certain criteria such as having gained prominence in a profession serviced by, or having an interest in, the Foreign Service, having overseas experience, and being available to serve full-time while the board is in session.

In this special review, OIG substantiated the whistleblower's complaint and found that family members of Department employees, including GTM/PE employees, received public member contracts to serve on FSSBs or related boards administered by GTM/PE every year from 2014 to 2021. OIG also identified some instances of personal friends and acquaintances of GTM/PE officials receiving public member contracts. OIG found that the selections of relatives and friends of GTM/PE staff were inconsistent with Department ethics rules and the Standards of Ethical Conduct for Employees of the Executive Branch.

OIG also found that GTM/PE did not demonstrate that it considered all relevant criteria when recruiting and selecting FSSB public members. Less than half of the public members who served from 2019 through 2021 were fully

qualified based on the information in their resumes under the qualification criteria.

OIG found that GTM/PE's public member recruitment and selection process lacked adequate management oversight and internal controls to minimize the risk of favoritism and to ensure that the best qualified applicants were recruited and chosen. In addition, OIG found that the contracting personnel awarding public member contracts failed to provide adequate contract oversight, compounding the problem. Finally, OIG identified several instances of partiality by one GTM/PE staff member in the administration of certain FSSBs.

OIG made five recommendations to GTM to update and communicate policies and procedures to minimize favoritism in the awarding of FSSB public member contracts. OIG also made four recommendations to GTM to ensure that it recruits and selects the best qualified applicants to be public members. OIG made two recommendations to the Bureau of Administration to ensure compliance with acquisition law when awarding and administering public member contracts. Finally, OIG made two recommendations to GTM to review and strengthen its internal control system for the administration of FSSBs and develop a corrective action plan to remediate any internal control deficiencies.

## **Allegations of Misconduct Involving Senior Government Employees**

ESP also reviews allegations of non-criminal misconduct by senior Department employees. Table 7.1 describes each instance in which ESP substantiated such allegations during this reporting period.

**Table 7.1****ESP Substantiation of Allegations of Non-Criminal Misconduct Involving Senior Government Employees Where Allegations Were Substantiated, 4/1/2022 – 9/30/2022**

<b>Date</b>	<b>Agency and Position</b>	<b>Description</b>	<b>Disposition</b>
5/2022	Office Director	In connection with its special review of FSSB public member selection, OIG found that the official was involved in the award of three public member contracts to a family member, a violation of the Department's ethics rules and the Standards of Ethical Conduct for Executive Branch Employees.	OIG referred its findings to the Bureau of Global Talent Management for potential disciplinary action.
5/2022	Senior Advisor	In connection with its special review of FSSB public member selection, OIG found that the official was involved in the award of two public member contracts to a family member, a violation of the Department's ethics rules and the Standards of Ethical Conduct for Executive Branch Employees. OIG also found that the official misrepresented facts about these contracts during an interview with OIG, a violation of 1 FAM 053.2-5.	OIG referred its findings to the Bureau of Global Talent Management for potential disciplinary action.
7/2022	Public Affairs Officer	In connection with a whistleblower retaliation investigation, OIG found that the official requested that a Department grantee take a personnel action for potentially retaliatory reasons, in violation of the Department's leadership principles and prohibition on retaliation.	OIG referred its findings to the Bureau of European and Eurasian Affairs and the Office of the Procurement Executive.
7/2022	Office Director	OIG found that the official undertook actions that could benefit the career of his spouse and performed supervisory duties involving his spouse, who worked as a contractor employee in the same office. These actions violated Department nepotism rules and the Standards of Ethical Conduct for Executive Branch Employees.	OIG referred its findings to the Bureau of Overseas Buildings Operations and the Bureau of Global Talent Management for potential disciplinary action.
7/2022	Senior Facilities Manager	OIG found that the official did not seek legal or HR approval before authorizing the hire of an individual as a contractor employee into the same office in which her spouse was a supervisor, which led to a violation of Department ethics and nepotism rules.	OIG referred its findings to the Bureau of Overseas Buildings Operations and the Bureau of Global Talent Management for potential disciplinary action.

## 8 OFFICE OF INSPECTIONS

The Office of Inspections (ISP) 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 April 1, 2022, to September 30, 2022, ISP issued 19 reports on Department programs and operations, 11 of which were unclassified and are summarized below. The *Department of State Classified Annex to the Semiannual Report to the Congress* includes summaries of eight reports ISP issued during this reporting period.

### Program Reviews and Special Reports

*Management Assistance Report: The Department of State's Records Retirement Process*  
(ISP-22-20, 6/2022)

OIG reviewed the Department's records retirement process, managed by the Records and Archives Management Division in the Bureau of Administration's Office of Information Programs and Services. The records retirement process involves transferring semi-active or inactive records to the Department's Records Service Center or

electronic records archive and is part of the Department's larger records and information lifecycle management program established to manage the creation and preservation of records in accordance with the Federal Records Act. OIG has consistently found deficiencies in this area. In 84 inspection reports issued from FY 2019 through FY 2021, OIG found 31 records management related findings, 23 of which directly related to records retirement. During this review, OIG found the records retirement compliance dashboard managed by the division indicated that only a few domestic bureaus and offices and overseas posts complied with records retirement requirements. OIG's review determined that multiple factors contributed to this issue, including the decentralized nature of the Department's records management program, insufficient internal controls within the division, unclear guidance on how to comply with records retirement standards, and outdated policies.

OIG made recommendations to address the factors contributing to the records retirement process compliance issues.

*Review of Department of State Evacuations from Wuhan, China in Response to COVID-19*  
(ISP-I-22-19, 5/2022)

OIG undertook this review in response to a request made in the Consolidated Appropriations Act, 2021 (P.L. 116-260). The request, detailed in the House Committee on Appropriations report (House Report 116-444), directed OIG to assess the Department's handling of repatriation flights from Wuhan,

China, in response to the COVID-19 pandemic in early 2020. Overall, OIG concluded that the Department carried out evacuations of over 800 Americans and others from Wuhan effectively and in accordance with applicable policies and guidelines. In carrying out its review, OIG made three observations that, if addressed, could help improve the Department's handling of evacuations in the future: (1) the role of the Department's crisis manager needs further definition, (2) preparation of flight manifests needs more attention, and (3) use of social media during crises needs improvement.

## Domestic Bureaus

### *Inspection of the Global Engagement Center (ISP-I-22-15, 9/2022)*

OIG found the Global Engagement Center, under its current leadership, strengthened its relationships in the interagency community, the Department, and with international partners while conducting significant work to counter disinformation overseas that threatens U.S. security interests. Despite having a clear legal mandate to coordinate Department and interagency efforts to counter propaganda and disinformation by foreign state and non-state actors, the center's legacy organizational structure, insufficient internal controls to properly manage contractors, and a limited strategic planning process affected its ability to fully meet its mission. Furthermore, the center's leadership faced a considerable challenge to address a work environment that created Equal Employment Opportunity concerns among staff. Finally, the center did not conduct risk assessments and obtain

authorizations to operate its global and U.S. government analytics platforms.

OIG made recommendations to address executive direction, federal assistance, resource management, and information technology and records management.

**Spotlights on Success:** The Global Engagement Center's August 2020 report, *The Pillars of Russia's Disinformation and Propaganda Ecosystem*, assisted foreign governments, civil society, academia, and media to increase their resilience by exposing Russian disinformation tactics and sources. Additionally, the center's Tech Challenges program, a series of regional competitions, advanced innovative solutions to counter adversarial disinformation by funding new technologies and offering a forum to highlight and connect entrepreneurs.

### *Inspection of the Bureau of Diplomatic Security's Diplomatic Courier Service (ISP-I-22-13, 5/2022)*

OIG found the Diplomatic Courier Service's Director and Deputy Director generally communicated well with staff and modeled Department leadership principles. However, some Diplomatic Courier Service staff had a perception, which had not been addressed, that favoritism was a factor in determining assignments. Additionally, Department guidance on reporting security incidents involving classified pouches was unclear and sometimes contradictory, resulting in inconsistent reporting. Lastly, information systems security was not fully integrated into the Classified Pouch Modernization Effort, and the Diplomatic Courier Service did not

maintain modernization project documentation in a Department-owned location.

OIG made recommendations to address executive direction, security operations, and information management.

**Spotlight on Success:** The Bangkok Regional Diplomatic Courier Division created a COVID-19 Status Guide that increased efficiency in planning diplomatic courier missions by consolidating needed information on travel requirements.

## Overseas Missions

### Bureau of European and Eurasian Affairs

#### *Inspection of Embassy Tallinn, Estonia (ISP-I-22-21, 8/2022)*

OIG found the Chargé d’Affaires led Embassy Tallinn in a professional and collaborative manner consistent with Department leadership principles and established an inclusive and supportive tone for the embassy. Department and other U.S. government officials praised the embassy’s role in achieving significant foreign policy objectives, in particular Estonian support for a global minimum tax on large corporations and an increase in the Estonian defense budget. However, OIG found the embassy did not consistently document public diplomacy grants in accordance with Department standards, and some management controls for human resources and general services did not meet Department standards. Additionally, the embassy also lacked proper controls on mail handling and did not perform some required information systems security duties.

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

#### *Inspection of Embassy Oslo, Norway (ISP-I-22-23, 7/2022)*

OIG found the Embassy Oslo’s Chargé d’Affaires established cordial relations with officials at the highest levels of the Norwegian government and worked with them to accomplish U.S. goals and objectives. However, some locally employed staff expressed concerns about the lack of a formal channel through which individual locally employed staff could confidentially bring workplace issues to the attention of embassy leadership. Additionally, behavior in one embassy section did not meet Department standards for a safe, civil, and respectful workplace environment. Furthermore, the embassy did not comply with Department requirements in administering its accommodation exchange program and the Embassy Employee Association’s board of directors did not sufficiently oversee the association’s operations as required by Department standards. Lastly, Embassy Oslo’s high frequency radio network needed repairs, potentially hindering the embassy’s ability to communicate with regional posts.

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

*Inspection of Embassy Pristina, Kosovo*  
(ISP-I-22-17, 6/2022)

OIG found the Ambassador and the Chargé fostered resilience and integrity in accordance with the Department's leadership and management principles, and the embassy leadership's response to the COVID-19 pandemic was consistent with Department guidance on risk management. However, Embassy Pristina returned \$788,065 in canceled foreign assistance funds to the Department of the Treasury between FY 2019 and FY 2021 instead of reclassifying the funds so they could be used for other purposes. Furthermore, to facilitate vehicle registration for U.S. direct-hire staff, the embassy obtained dual diplomatic accreditation in both Kosovo and North Macedonia without Department approval. Additionally, 44 percent of the mission's residences had not been assessed for seismic risk despite Pristina being rated as "high" for the occurrence or frequency of earthquakes. Finally, the embassy's Information Systems Security Officers did not perform their duties in accordance with Department standards.

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

**Spotlight on Success:** Embassy Pristina successfully piloted a new oversight model for bilateral Fulbright academic exchange programs that required less administrative infrastructure without sacrificing strong binational stakeholder engagement.

*Inspection of Embassy Sofia, Bulgaria*  
(ISP-I-22-18, 5/2022)

OIG found the Ambassador and Deputy Chief of Mission led Embassy Sofia in a professional and collaborative manner consistent with Department leadership and management principles. In addition, Washington end-users found embassy reporting on political, economic, and public diplomacy issues to be of high quality and relevance. However, the embassy exceeded the maximum number of in-office personnel approved by the Ambassador as part of the Department's COVID-19 mitigation process, and it did not conduct the required seismic safety assessments for all residences. Additionally, OIG found that the embassy's information systems security officers did not perform all required information systems security duties.

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

**Spotlights on Success:** Embassy Sofia's proactive consular engagement allowed intercountry adoptions to continue during COVID-19-related restrictions. The embassy also developed an innovative solution to extend mobile phone service coverage for embassy-issued phones. The solution provided embassy users with worldwide phone coverage and eliminated roaming fees.

*Inspection of Embassy Athens and Constituent Post, Greece*  
(ISP-I-22-14, 5/2022)

OIG found the Mission Greece leadership team advanced the bilateral relationship between the governments of Greece and the United States. During the COVID-19 pandemic, the mission successfully shifted more than 300 staff members to telework and provided equipment and training for Department collaboration and cloud technologies. However, public diplomacy grants administration did not meet Department standards for documenting grant monitoring and evaluation. Additionally, 47 percent of the mission's residences had not been assessed for seismic risk despite the Department rating the occurrence or frequency of earthquakes in Athens as "very high" and in Thessaloniki as "high." Lastly the embassy did not complete the required systems authorization process for 13 locally developed computer applications.

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

**Spotlight on Success:** The Embassy Athens "CodeGirls" computer programming initiative to address Greece's tech sector gender gap, which started as a small pilot project, expanded nationwide due to strong support from local communities and the private sector.

*Inspection of Embassy Budapest, Hungary*  
(ISP-I-22-12, 5/2022)

OIG found the Chargé d'Affaires led Embassy Budapest in a professional and collaborative manner consistent with Department leadership and management principles. Embassy staff described the Chargé as collegial and approachable, and said he showed concern for the welfare of the embassy community during the COVID-19 pandemic. However, OIG determined the COVID-19 pandemic disrupted some internal controls, such as spot checks, and forced reductions in regional programs. In addition, due to staff shortages, the Public Diplomacy Section did not produce any analytical or evaluative cables from January to September 2021. During that period, the section originated only limited informal reporting on its activities, including policy evaluation. OIG also found that the embassy's facility maintenance program needed strengthening and that telephone network outages disrupted embassy operations.

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

**Spotlight on Success:** Embassy Budapest had a comprehensive mentorship program that began before participants arrived at the embassy.

**Bureau of Western Hemisphere Affairs**

*Inspection of Embassy Montevideo, Uruguay*  
(ISP-I-22-11, 4/2022)

OIG found Embassy Montevideo's Chargé d'Affaires and acting Deputy Chief of Mission modeled the Department's leadership principles, demonstrating concern for the staff's well-being. Embassy Montevideo implemented measures to maintain the health and safety of personnel during the COVID-19 pandemic. However, the embassy's contracting officer's representative program did not comply with Department standards. Furthermore, the embassy's Information Systems Security Officers failed to perform all required information systems security duties, and the embassy did not test the primary or

secondary high-frequency radio systems at the chancery or the off-site high-frequency radio at the alternate command center.

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

**Spotlight on Success:** The Embassy Montevideo Public Diplomacy Section launched "Alumni Open Talks," a series of 30-minute live-streamed talks featuring public diplomacy program alumni. The talks initially focused on the challenges of the COVID-19 pandemic, but were expanded to include discussions on renewable energy, entrepreneurship, environmental protection, and science education.

## 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,**  
**4/1/2022–9/30/2022**

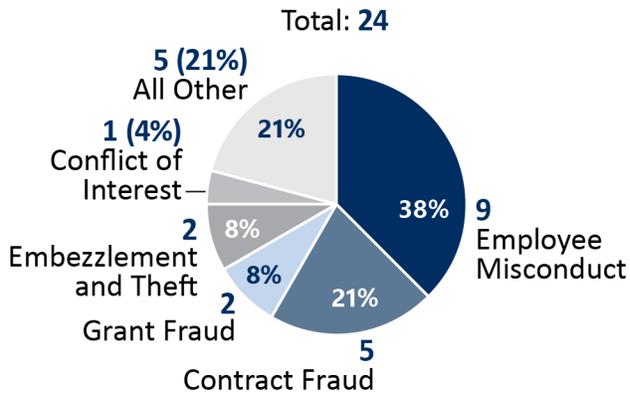
<b>Preliminary Inquiries</b>	
Opened	29
Closed	23
<b>Investigations</b>	
Opened	13
Closed	24
Pending (9/30/2022)	26
Reports Issued <sup>a</sup>	8
<b>Criminal and Civil Actions</b>	
Referrals to the Department of Justice	9
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	2
Indictments/Informations <sup>b</sup>	1
Convictions	7
Civil Judgments/Settlements	1
<b>Administrative Actions</b>	
Removals (Resignation & Termination)	4
Suspensions/Revocations (Employee & Security Clearance)	3
Reprimands/Admonishments/Other	8
<b>Investigative Monetary Results</b>	
Civil Settlement	\$3,300,000
Cost Recovery	\$761,025
Criminal Forfeiture	\$60,000
Fines and Penalties	\$501,955
Funds Put to Better Use (Cost Savings)	\$81,894
Restitution	\$4,490,013
<b>Suspensions and Debarments</b>	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	4
<b>Outreach</b>	
Fraud Awareness Briefings	24

**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 April 1, 2022, through September 30, 2022, based upon specific administrative action categories.

<sup>a</sup> 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.

<sup>b</sup> 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.

**Figure 9.1**  
**OIG Investigations Closed, 4/1/2022–9/30/2022**



OIG’s investigative efforts span the globe. As shown in Figure 9.2 and Table 9.2, of the 47 cases and preliminary inquiries closed this reporting period, 47 percent concerned activity in the United States, and 53 percent concerned activity in other countries.

**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, 4/1/2022–9/30/2022**



**Source:** Office of Investigations electronic case management system.

**Table 9.2**  
**Preliminary Inquiries and Cases Closed, 4/1/2022–9/30/2022**

Type	Domestic	Overseas
Preliminary Inquiries Closed	7	16
Cases Closed	15	9

**Source:** Office of Investigations electronic case management system.

## Investigative Highlights

In September, an individual from Nigeria was sentenced to 12 months and 1 day in federal prison, 2 years of supervised release, and ordered to pay \$47,500 in restitution after an OIG and FBI investigation showed wrongdoing. Special agents determined that, from August 2015 through August 2016, the individual 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, the individual 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.

In August, two family members were sentenced to 24 months and 18 months in federal prison, a third to probation, and ordered to pay \$158,000 in restitution for their roles in a tax-related coronavirus fraud scheme.

In August, a Department contract company agreed to pay a \$3.3 million settlement to resolve allegations that it knowingly submitted false information to the U.S. government to obtain non-immigrant employment-based visas for its foreign national workers. OIG and Department of Homeland Security special agents investigated allegations that the company was engaged in a scheme to avoid higher visa fees and longer administrative process by instructing their employees to present false information to Department consular officials during their visa interviews.

In July, a former locally employed staff (LES) member was sentenced to 5 years in prison and ordered to pay approximately 2 million dollars in restitution for using his position of trust for personal gain. OIG and Diplomatic Security special agents determined the former Cultural Affairs Assistant embezzled grant money by falsifying documents issued by the U.S. Embassy and nongovernmental organizations, which resulted in overpayments. The organizations unknowingly returned the funds directly to the LES, who used the money to purchase a condominium and new cars. Previously in July 2018, the former employee was terminated from his position at the U.S. Embassy.

In April, an individual was sentenced to 42 months in federal prison and 2 years of supervised release after pleading guilty to wrongful use of government seals. In addition, he was also ordered to pay restitution in the amount of \$1,454,970.

## Investigations Involving Senior Government Employees

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

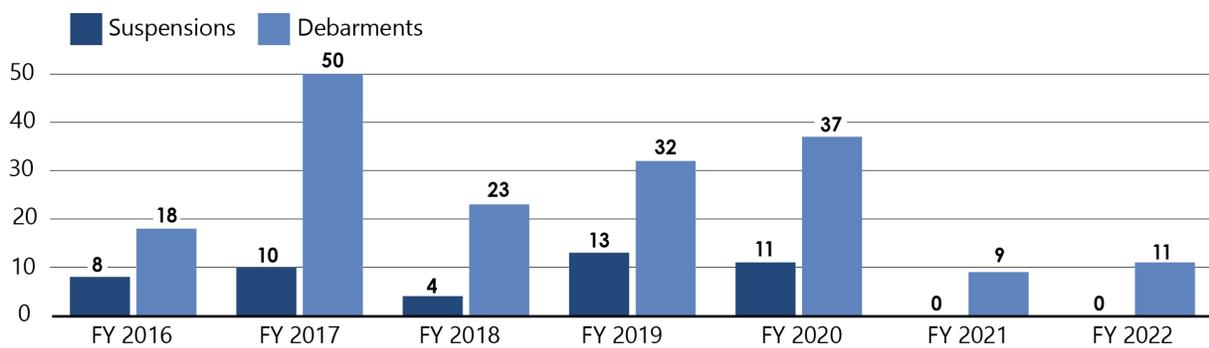
**Table 9.3**  
**Investigations Involving Senior Government Employees Where Allegations Were Substantiated, 4/1/2022–9/30/2022**

Description	Status	DOJ Referral & Response	Closed Date
<b>Case #2021-016</b>			
On March 12, 2021, OIG opened an investigation based on information that a former Chargé d’Affaires’ may have misused their position while at the embassy (post).	The investigation substantiated the allegation and determined the Chargé used their position to acquire benefits for family members and certain Embassy personnel, which were unavailable to other post personnel. In addition, the Chargé received and used a VIP ticket to a professional sporting event without obtaining the necessary clearance.	OIG did not develop any evidence to support that a criminal or civil violation occurred, and therefore this case was not presented for prosecutorial consideration. The Department issued a warning memo and terminated the former Chargé’s When Actually Employed (WAE) appointment.	9/2022
<b>Case #2021-030</b>			
On July 16, 2021, OIG and Diplomatic Security Service opened an investigation based on information that an Ambassador engaged in an inappropriate relationship with an Official Residence Employee.	The investigation substantiated the allegation and revealed the Ambassador engaged in an extra-marital affair and paid their direct employee six month’s salary plus an airplane ticket to end the affair prior to their spouse arriving at post.	On August 6, 2021, the case was declined by DOJ in lieu of administrative action. The Ambassador resigned prior to the Department taking administrative action.	6/2022

## 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 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 roughly \$383 million in potential monetary benefits to the Department. Also, the Department made management decisions on approximately \$665 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 almost \$641 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,**  
**4/1/2022–9/30/2022**

	# Reports	Questioned Costs (\$ Thousands)	Unsupported Costs <sup>a</sup> (\$ Thousands <sup>b</sup> )
A. No management decision made by start of the reporting period	7	\$666,883	\$46
B. Issued during the reporting period			
<i>Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq</i>		\$20,500	\$0
<i>Audit of the Bureau of Diplomatic Security's Oversight of Contractor Performance and Invoice Processing for the Domestic Guard Services Contract</i>		\$361,627	\$0
Total issued during the reporting period	2	\$382,127	\$0
<b>Total (A+B)</b>	<b>9</b>	<b>\$1,049,010</b>	<b>\$46</b>
C. Management decision made during the reporting period			
(i) Disallowed costs		\$109	\$0
(ii) Costs not disallowed		\$663,912	\$46
Subtotal		\$664,021	\$46
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	5 <sup>c</sup>	\$384,989	\$0
E. Additional monetary benefits achieved as the result of prior OIG recommendations	2	\$50	\$0

<sup>a</sup> "Unsupported Costs" is a subset of "Questioned Costs."

<sup>b</sup> Dollar amounts may be affected by rounding.

<sup>c</sup> 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 five reports noted in the table contain seven 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, 4/1/2022–9/30/2022**

	# Reports	Funds Put to Better Use (\$ Thousands <sup>a</sup> )
A. No management decision made by start of the reporting period	17	\$255,454
B. Issued during the reporting period		
<i>Inspection of the Global Engagement Center</i>		\$745
<i>Inspection of the American Institute in Taiwan, Washington Headquarters</i>		\$216
<i>Inspection of Embassy Athens and Constituent Post, Greece</i>		\$150
Total issued during the reporting period	3	\$1,111
Total (A+B)	20	\$256,565
C. Management decision made during the reporting period		
(i) Dollar value of recommendations agreed to by management		\$824
(ii) Dollar value of recommendations not agreed to by management		\$0
Subtotal	1	\$824
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	19 <sup>b</sup>	\$255,741
E. Additional monetary benefits achieved as the result of prior OIG recommendations	1	\$14

<sup>a</sup> Dollar amounts may be affected by rounding.

<sup>b</sup> 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 19 reports noted in the table contain 21 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 referred questioned costs of approximately \$28,000 to Department program officials for resolution and conducted follow-up on questioned costs of \$92,513 referred to program officials for resolution in prior periods. Table 10.3 summarizes the Department's decisions during this period to allow or disallow questioned costs.

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

<b>Recommendation Status</b>	<b># Reports</b>	<b>Questioned Costs (\$ Thousands)*</b>
A. For which no management decision had been made by the commencement of the reporting period	1	\$93
B. Issued during the reporting period	1	\$28
<b>Subtotal Questioned Costs (A+B)</b>	<b>2</b>	<b>\$121</b>
C. For which a management decision was made during the reporting period		
(i) Disallowed costs	0	\$0
(ii) Costs not disallowed	1	\$93
<b>Total Management Decisions</b>	<b>1</b>	<b>\$93</b>
D. For which no management decision has been made by the end of the reporting period [(A+B) – Subtotal C]	1	\$28

\* 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 <sup>a</sup> )
A. For which no management decision had been made by the commencement of the reporting period	5	\$27,406
B. Issued during the reporting period		\$591
<i>Independent Audit Report on AAR Worldwide Aviation Support Services' Proposed Amounts on Unsettled Flexibly Priced Contracts for Contractor Fiscal Year 2021 (2020M10100007, June 16, 2022)</i>		
<i>Independent Audit Report on Aegis Defense Services, LLC's Proposed Amounts on Unsettled Flexibly Priced Contracts for FY 2021 (2021M10100003, July 12, 2022)</i>		\$6,572
<i>Independent Audit Report on Constellis, LLC Segment 1's Proposed Amounts on Unsettled Flexibly Priced Contracts for FY 2019 (2019R10100007, August 26, 2022)</i>		\$5,119
Total Issued During the Reporting Period	3	\$12,282
Subtotal Questioned Costs (A+B)	8	\$39,688
C. For which management decision was made during the reporting period		
(i) Disallowed Costs		\$0
(ii) Costs Not Disallowed		\$13,091
Total Management Decisions	0 <sup>b</sup>	\$13,091
D. For which no management decision has been made by the end of the reporting period	8	\$26,596

<sup>a</sup> Dollar amount may be affected by rounding.

<sup>b</sup> 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. Two reports had partial management decisions totaling \$13,091,013.

## 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 April 1, 2022, 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 April 1, 2022, to September 30, 2022, the Office of Audits issued one publicly available report related to USAGM programs and operations, which is 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*.

### **Financial Management**

*Audit of U.S. Agency for Global Media FY 2021 Compliance With Payment Integrity Requirements*  
(AUD-FM-IB-22-29, 6/2022)

OIG found that USAGM complied with payment integrity requirements for the FY 2021 reporting period. Specifically, USAGM published on its website the FY 2021 financial statements and accompanying material, which included all applicable payment integrity information. In addition, USAGM conducted program-specific risk assessments and made appropriate conclusions related to the risk assessments.

## 13 OFFICE OF EVALUATIONS AND SPECIAL PROJECTS

The Office of Evaluations and Special Projects strengthens OIG's oversight of USAGM and improves OIG's capabilities to educate employees regarding whistleblower protections. This office also reviews allegations of non-criminal misconduct by senior USAGM employees.

From April 1, 2022, to September 30, 2022, the office issued one unclassified report on USAGM programs and operations, which is summarized below.

*Review of the U.S. Agency for Global Media's Contract with McGuireWoods (ESP-IB-22-03, 8/2022)*

In response to whistleblower complaints, Congressional inquiries, and a referral from the Office of Special Counsel, OIG conducted a special review of a contract for investigative and legal services that was signed by McGuireWoods, a U.S.-based international law firm, and the former Chief Executive Officer of USAGM. USAGM used a special statutory authority to exempt the contract from federal rules governing procurement, such as those requiring competition and cooperation with OIG. However, OIG found that USAGM did not

follow the proper procedures laid out in its internal policies for use of the procurement exemption.

USAGM expended more than \$1.6 million under the contract, primarily for misconduct investigations of several employees. USAGM's then Chief Executive Officer (CEO) did not assign a contracting officer to oversee the contract. A senior advisor to the CEO served as the de facto contracting officer but did not exercise the same level of oversight as a contracting officer. Although OIG found no evidence that McGuireWoods billed for anything other than work it performed at USAGM's request, it did find that some of the items requested by USAGM constituted waste, because they were duplicative of existing resources and involved the payment of billable hours far in excess of the salary of federal employees who can perform the same work.

OIG made two recommendations to USAGM to amend its special procurement policies: (1) to include a clause in contracts to require contractors to cooperate with OIG to provide access to relevant documents and personnel, and (2) to assign a contracting officer to all contracts.

## 14 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 14.1.

### **Investigative Highlights**

In April 2022, while in federal custody, a former contracting officer (CO) was sentenced to 30 months imprisonment, of which 24 months will run concurrently. The CO pled guilty in February 2022 to a single count of conspiracy to commit bribery and honest services mail fraud.

In December 2021, 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 the aforementioned individual. In November 2021, another individual was sentenced to 1 year in prison, 2 years supervised release and was issued a forfeiture judgement in the amount of \$4,078,028. OIG and FBI special

agents determined that, between late 2014 and 2016, two of the conspirators agreed to hire a relative of the CO 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 the other two conspirators and the contracting firm.

### **Investigations Involving Senior Government Employees**

During the reporting period, the Office of Investigations did not conduct any investigations involving senior government employees at USAGM where OIG substantiated allegations of misconduct. This office 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 14.1**  
**OIG Investigative Activity Related to the U.S Agency for Global Media,**  
**4/1/2022–9/30/2022**

<b>Preliminary Inquiries</b>	
Opened	2
Closed	0
<b>Investigations</b>	
Opened	0
Closed	1
Pending (9/30/2022)	1
Reports Issued	1
<b>Criminal and Civil Actions</b>	
Referrals to the Department of Justice	1
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	0
Indictments/Informations <sup>a</sup>	1
Convictions	0
Civil Judgments/Settlements	0
<b>Administrative Actions</b>	
Removals (Resignation & Termination)	0
Suspensions/Revocations (Employee & Security Clearance)	0
Reprimands/Admonishments/Other	0
<b>Investigative Monetary Results</b>	
Civil Settlement	\$0
Cost Recovery	\$0
Criminal Forfeiture	\$0
Fines and Penalties	\$100
Funds Put to Better Use (Cost Savings)	\$0
Restitution	\$0
<b>Suspensions and Debarments</b>	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	0
<b>Outreach</b>	
Fraud Awareness Briefings	0

**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 April 1, 2022, through September 30, 2022, based upon specific administrative action categories.

<sup>a</sup> 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.

## 15 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. Table 15.1 summarizes USAGM's decisions during this period to allow or disallow the questioned costs.

**Table 15.1**  
**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
<b>Subtotal Questioned Costs (A+B)</b>	<b>1</b>	<b>\$105</b>
C. For which a management decision was made during the reporting period		
(i) Disallowed costs	1	\$105
(ii) Costs not disallowed	0	\$0
<b>Total Management Decisions</b>	<b>1</b>	<b>\$105</b>
D. For which no management decision has been made by the end of the reporting period [(A+B) – Subtotal C]	0	\$0

\* Dollar amounts may be affected by rounding.

## 16 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 April 1,

2022, 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, 4/1/2022–9/30/2022**

<b>Report #</b>	<b>Report Title</b>	<b>Date</b>
<b>Office of Audits</b>		
AUD-MERO-22-44	<i>Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq</i>	9/2022
AUD-MERO-22-38	<i>Information Report: Afghan Special Immigrant Visa Program Metrics</i>	9/2022
AUD-SI-22-37	<i>Audit of the Bureau of Diplomatic Security's Oversight of Contractor Performance and Invoice Processing for the Domestic Guard Services Contract</i>	9/2022
AUD-SI-22-36	<i>Audit of Department of State Emergency Action Plans at Selected Domestic Facilities</i>	9/2022
AUD-SI-22-39	<i>Audit of Department of State FY 2022 Compliance With the Geospatial Data Act of 2018</i>	8/2022
AUD-CGI-22-34	<i>Audit of Department of State Efforts To Promote Competition for Overseas Construction Projects</i>	8/2022
AUD-AOQC-22-33	<i>Management Assistance Report: Support From the Under Secretary for Political Affairs Is Needed To Facilitate the Closure of Recommendations Addressed to the Bureau of Near Eastern Affairs</i>	8/2022
AUD-MERO-22-31	<i>Audit of Internal Controls Managing the Procurement of Goods at U.S. Embassy Freetown, Sierra Leone</i>	7/2022
AUD-FM-22-30	<i>Audit of Department of State FY 2021 Compliance With Payment Integrity Requirements</i>	6/2022
AUD-MERO-22-28	<i>Audit of Department of State Actions To Prevent Unlawful Trafficking in Persons Practices When Executing Security, Construction, and Facility and Household Services Contracts at Overseas Posts</i>	5/2022
AUD-CGI-22-26	<i>Audit of the Department of State Management and Monitoring of Federal Assistance Awards to For-Profit Organizations</i>	5/2022
AUD-SI-22-27	<i>Management Assistance Report: Improvements Needed in Procedures for Emergency Action Planning at Selected Department of State Domestic Facilities</i>	4/2022
<b>Office of Evaluations and Special Projects</b>		
ESP-22-04	<i>Evaluation of the Department of State's Compliance with the Authorities Act</i>	9/2022
ESP-22-02	<i>Review of the Recruitment and Selection Process for Public Members of Foreign Service Selection Boards</i>	5/2022

Report #	Report Title	Date
<b>Office of Inspections</b>		
ISP-I-22-15	<i>Inspection of the Global Engagement Center</i>	9/2022
ISP-I-22-21	<i>Inspection of Embassy Tallinn, Estonia</i>	8/2022
ISP-I-22-23	<i>Inspection of Embassy Oslo, Norway</i>	7/2022
ISP-22-20	<i>Management Assistance Report: The Department of State's Records Retirement Process</i>	6/2022
ISP-I-22-17	<i>Inspection of Embassy Pristina, Kosovo</i>	6/2022
ISP-I-22-19	<i>Review of Department of State Evacuations from Wuhan, China in Response to COVID-19</i>	5/2022
ISP-I-22-18	<i>Inspection of Embassy Sofia, Bulgaria</i>	5/2022
ISP-I-22-14	<i>Inspection of Embassy Athens and Constituent Post, Greece</i>	5/2022
ISP-I-22-13	<i>Inspection of the Bureau of Diplomatic Security's Diplomatic Courier Service</i>	5/2022
ISP-I-22-12	<i>Inspection of Embassy Budapest, Hungary</i>	5/2022
ISP-I-22-11	<i>Inspection of Embassy Montevideo, Uruguay</i>	4/2022

**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, 4/1/2022–9/30/2022**

Report #	Report Title	Date
<b>Office of Audits</b>		
AUD-IT-22-43	<i>Audit of the Department of State FY 2022 Information Security Program</i>	9/2022
AUD-IT-22-42	<i>Management Assistance Report: Department of State Process To Authorize Information Systems To Operate Requires Additional Attention</i>	9/2022
AUD-IT-22-40	<i>Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2022 Information Security Program</i>	9/2022
AUD-IT-22-35	<i>Audit of the Department of State FY 2022 Information Security Program for Sensitive Compartmented Information Systems</i>	8/2022
AUD-MERO-22-32	<i>Audit of Cooperative Agreements and Grants Related to Iran</i>	8/2022
<b>Office of Inspections</b>		
ISP-S-22-25	<i>Classified Inspection of Embassy Ottawa and Constituent Posts, Canada</i>	9/2022
ISP-S-22-24	<i>Classified Inspection of Embassy Kuwait City, Kuwait</i>	9/2022
ISP-S-22-15A	<i>Classified Annex to the Inspection of the Global Engagement Center</i>	9/2022
ISP-I-22-22	<i>Inspection of the American Institute in Taiwan, Washington Headquarters</i>	8/2022

<b>Report #</b>	<b>Report Title</b>	<b>Date</b>
ISP-S-22-12	<i>Classified Inspection of Embassy Budapest, Hungary</i>	5/2022
ISP-S-22-14	<i>Classified Inspection of Embassy Athens and Constituent Post, Greece</i>	4/2022
ISP-S-22-11	<i>Classified Inspection of Embassy Montevideo, Uruguay</i>	4/2022
ISP-S-22-02	<i>Classified Inspection of Embassy Reykjavik, Iceland</i>	4/2022

## 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,  
4/1/2022–9/30/2022**

<b>Report #</b>	<b>Report Title</b>	<b>Date</b>
<b>Office of Audits</b>		
AUD-FM-IB-22-29	<i>Audit of U.S. Agency for Global Media FY 2021 Compliance With Payment Integrity Requirements</i>	6/2022
<b>Office of Evaluations and Special Projects</b>		
ESP-IB-22-03	<i>Review of the U.S. Agency for Global Media's Contract with McGuireWoods</i>	8/2022

**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, 4/1/2022–9/30/2022***

<b>Report #</b>	<b>Report Title</b>	<b>Date</b>
<b>Office of Audits</b>		
AUD-IT-IB-22-41	<i>Audit of the U.S. Agency for Global Media FY 2022 Information Security Program</i>	9/2022

## APPENDIX C: PEER REVIEWS

The Office of Inspector General (OIG) conducts oversight activities to help ensure that the Department of State, the U.S. Section of the International Boundary and Water Commission, United States and Mexico, 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, OIG conducted a peer review of the system of quality control of the Federal Deposit Insurance Corporation (FDIC) OIG, which received a peer review rating of pass. The letter of comment accompanying the System Review Report contained three recommendations intended to improve deficiencies identified in the areas of policies and procedures, quality control reviews of audit reports, and documentation of audit risk assessments. OIG accepted the FDIC OIG's proposed actions as meeting the intent of the three recommendations.

### Quality Standards for Inspection and Evaluation Peer Review

Neither the Office of Evaluations and Special Projects (ESP), the Office of Inspections (ISP), nor the Office of Audits (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 September 30, 2022, as well as certain recommendations that were closed during the reporting period. OIG continues to work with

Department officials to resolve and close the recommendation.

The current action offices listed in some of the recommendations may have changed since the recommendations were issued in the original reports.

### OIG Compliance Lexicon

#### Open

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

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

#### Closed

Agreed-upon corrective action is complete.

### Table D.1

#### Open Office of Audits Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2022

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq (AUD-MERO-22-03, 10/2021)</i>	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Administration develop and implement internal controls to ensure Contracting Officers comply with Federal Acquisition Regulation Subpart 6.305, Office of the Procurement Executive Procurement Implementation Bulletin 2014-11, and Office of Acquisitions Management Memorandum 16-16 regarding providing public notice of noncompetitive contracts and maintaining proof of public notice in contract files.	N/A
<i>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments (AUD-IT-21-34, 8/2021)</i>	
<b>Recommendation 4:</b> 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.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<p><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)</p>	
<p><b>Recommendation 2:</b> 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.</p>	N/A
<p><i>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</i> (AUD-MERO-21-33, 7/2021)</p>	
<p><b>Recommendation 15:</b> 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.</p>	N/A
<p><i>Audit of Foreign Per Diem Rates Established by the Department of State</i> (AUD-FM-21-31, 6/2021)</p>	
<p><b>Recommendation 13:</b> 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.</p>	N/A
<p><b>Recommendation 14:</b> 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><b>Recommendation 3:</b> 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

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of the Department of State's Unarmored Overseas Motor Vehicle Fleet (AUD-SI-21-13, 1/2021)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a detailed vehicle program plan that (a) contains clear, measurable goals and objectives; (b) establishes internal controls within all facets of the motor vehicle program; and (c) defines areas of authority, roles, and responsibilities for personnel responsible for carrying out the motor vehicle program.	N/A
<b>Recommendation 3:</b> OIG recommends that the Bureau of Administration update the Foreign Affairs Manual to require use of the internal controls developed in response to Recommendation 1 in this OIG report.	N/A
<b>Recommendation 4:</b> OIG recommends that the Bureau of Administration (a) conduct a staffing study of its Office of Logistics Management, Office of Program Management and Policy, Overseas Fleet Division, to determine appropriate staffing levels, whether its staff have requisite fleet management expertise, and whether staff are in the right positions to perform the duties for which they are assigned; and (b) develop and implement a plan to address the results of the study.	N/A
<b>Recommendation 7:</b> 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 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.	N/A
<b>Recommendation 15:</b> 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
<b>Recommendation 21:</b> 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 (AUD-MERO-20-42, 9/2020)</i>	
<b>Recommendation 9:</b> 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	N/A

Significant Open Recommendations	Potential Monetary Benefits
Partnership program that includes elements such as roles and responsibilities, organizational structure, and coordination mechanisms.	
<i>Review of the Afghan Special Immigrant Visa Program</i> (AUD-MERO-20-35, 6/2020)	
<b>Recommendation 5:</b> 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)	
<b>Recommendation 1:</b> 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>Audit of the Execution of Security-Related Construction Projects at U.S. Embassy Kabul, Afghanistan</i> (AUD-MERO-19-40, 9/2019)	
<b>Recommendation 8:</b> 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)	
<b>Recommendation 24:</b> 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

Significant Open Recommendations	Potential Monetary Benefits
<p><i>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed (AUD-MERO-19-31, 6/2019)</i></p>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of Overseas Buildings Operations (1) identify industry best practices for automating commissioning documentation, (2) develop an electronic commissioning platform, and (3) conduct a pilot program using the electronic platform that would allow commissioning tests to be created digitally and test results saved to an online repository.</p>	<p>N/A</p>
<p><i>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism (AUD-MERO-19-27, 6/2019)</i></p>	
<p><b>Recommendation 1:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 2:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 3:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 4:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 5:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 6:</b> 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.</p>	<p>N/A</p>

Significant Open Recommendations	Potential Monetary Benefits
<p><i>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721</i> (AUD-MERO-18-55, 8/2018)</p>	
<p><b>Recommendation 2:</b> 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.</p>	N/A
<p><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)</p>	
<p><b>Recommendation 4:</b> 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.</p>	N/A
<p><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)</p>	
<p><b>Recommendation 7:</b> 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.</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><b>Recommendation 5:</b> 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><b>Recommendation 1:</b> 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><b>Recommendation 4:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services establish controls to identify Department employees eligible to</p>	N/A

Significant Open Recommendations	Potential Monetary Benefits
<p>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>	
<p><b>Recommendation 5:</b> 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 (AUD-FM-16-31, 3/2016)</i></p>	
<p><b>Recommendation 11:</b> 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><b>Recommendation 25:</b> 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><b>Recommendation 26:</b> 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
<p><i>Audit of the Process To Prepare Residences for New Tenants at U.S. Embassy Cairo, Egypt (AUD-MERO-22-23, 3/2022)</i></p>	
<p><b>Recommendation 1:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures to monitor and verify contractor compliance with provisions for accepting receipt, maintaining control, and accounting for the use of Government-furnished materials.</p>	N/A
<p><b>Recommendation 2:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures for managing and monitoring expendable supplies. This should include defining (1) the types of data that should be used by supply managers to inform decisions about ordering new supplies, (2) the respective responsibilities of other sections to collaborate on efforts to identify frequently used or critical items that may need to be ordered on a regular basis, and (3) the requirement to conduct regular reviews of existing stock to identify old or unused items for disposal.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a process to provide initial and, as needed, refresher training on the Integrated Logistics Management System (ILMS) to those locally employed staff in the</p>	N/A

Open Recommendations	Potential Monetary Benefits
Supply and Property Management Section who regularly use ILMS during their day-to-day responsibilities.	
<b>Recommendation 4:</b> OIG recommends that U.S. Embassy Cairo, Egypt, reinforce the requirement, through actions such as training for Facility Management Office staff and approving officials, to explain why an item is urgently needed on petty cash request forms.	N/A
<b>Recommendation 5:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a process to regularly review a sample of approved petty cash voucher packages to determine whether they were approved and processed in accordance with post policy and take actions where necessary to correct instances that do not comply.	N/A
<b>Recommendation 6:</b> OIG recommends that U.S. Embassy Cairo, Egypt, execute its plan to move frequently used expendable supplies to existing warehouse locations that are closer to the place where they will be used in order to reduce the need for petty cash requests.	N/A
<b>Recommendation 7:</b> OIG recommends that U.S. Embassy Cairo, Egypt, conduct a workforce analysis of the Facility Management Office to inform staffing needs and to determine if the current amount of overtime used is appropriate.	N/A
<b>Recommendation 8:</b> OIG recommends that U.S. Embassy Cairo, Egypt, using the results of a workforce analysis, develop and communicate guidance on the types of tasks or circumstances that would generally require the use of overtime among Facility Management Office staff.	N/A
<b>Recommendation 9:</b> OIG recommends that U.S. Embassy Cairo, Egypt, reinforce the requirement, through actions such as training for Facility Management Office staff and approving officials, to include a justification on overtime on request forms in accordance with 3 Foreign Affairs Manual, 7550, "Premium Compensation," which states that overtime should only be approved as an emergency measure or to meet a temporary crisis.	N/A
<b>Recommendation 10:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a process to regularly review a sample of approved overtime forms to determine whether they were approved and processed in accordance with post policy and take actions necessary to correct instances that do not comply.	N/A
<b>Recommendation 11:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a standard operating procedure outlining the minimum type of work that should be performed for each make-ready project and the conditions that should be considered before completing additional work or if further approval is required before completing the work.	N/A
<b>Recommendation 12:</b> OIG recommends that U.S. Embassy Cairo, Egypt, in collaboration with the Bureau of Overseas Buildings Operations (OBO), develop and implement a standard operating procedure describing the steps for completing and entering work orders in the Global Maintenance Management System (GMMS), including identifying	N/A

Open Recommendations	Potential Monetary Benefits
the minimum types of information and level of detail that must be recorded in each work order.	
<b>Recommendation 13:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures that include a process for conducting periodic spot checks of information recorded in the Global Maintenance Management System (GMMS) to verify that the information recorded is reasonable, complete and in compliance with established standards as outlined in Recommendation 12.	N/A
<b>Recommendation 14:</b> OIG recommends that U.S. Embassy Cairo, Egypt, (1) evaluate the feasibility of hiring a Facility Data Analyst, and (2) collaborate with the Bureau of Overseas Buildings Operations to determine how to use the position to improve the collection and analysis of data recorded in the Global Maintenance Management System if it decides to hire a Facility Data Analyst.	N/A
<b>Recommendation 15:</b> OIG recommends that Embassy Cairo, Egypt, establish and implement a process to (1) track materials used, and costs associated with the make-ready process in the Integrated Logistics Management System, (2) conduct periodic reviews of the information to determine whether materials used, and costs associated with the make-ready process are reasonable, and (3) take corrective actions, as appropriate, when they are not.	N/A
<b>Recommendation 16:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a standard operating procedure for the Procurement and Contracting Section that outlines steps to be taken when procuring goods and services, including determining price reasonableness, completing pre-award reviews and checklists, and adhering to e-Filing requirements for storing documentation associated with purchase card transactions.	N/A
<b>Recommendation 17:</b> OIG recommends that U.S. Embassy Cairo, Egypt, establish procedures to ensure compliance with Federal Acquisition Regulation 16.505(b)(1)(ii)(E) which states that cost should be considered as one of the selection factors when making decisions about awarding task orders for make-ready and other services below the micro-purchase threshold.	N/A
<b>Recommendation 18:</b> OIG recommends that Embassy Cairo, Egypt, establish controls to attribute time of only those staff who directly perform make-ready services under the make-ready sub-cost center, in accordance with the guidance outlined in 6 Foreign Affairs Handbook-5, H-341.15-11(C), "Residential Make-Ready – Time Allocation."	N/A
<b>Recommendation 19:</b> OIG recommends that Embassy Cairo, Egypt, discontinue the practice of using carryover funds for make-ready projects, and that it accounts for supplies, tools, and equipment used in support of its make-ready projects under the make-ready sub-cost center, consistent with the guidance outlined in 6 Foreign Affairs Handbook-5 H-341.15-11(B), "Residential Make-Ready – Budgeted Costs."	N/A
<b>Recommendation 22:</b> OIG recommends that U.S. Embassy Cairo, Egypt, continue to develop and implement additional mechanisms to encourage and support the free exchange of ideas and criticism in the Management Section in accordance with 2	N/A

Open Recommendations	Potential Monetary Benefits
<p>Foreign Affairs Manual 111.1-1, “Openness in Post Operations and Management” and Standards for Internal Control in the Federal Government. Such mechanisms could include regular one-on-one meetings between U.S. direct-hire supervisors and their locally employed staff, with the assistance of an American translator to identify specific areas of concern when feasible; the use of anonymous drop boxes; or other appropriate, confidential, feedback processes.</p>	
<p><b>Recommendation 23:</b> OIG recommends that senior leaders in the Management Section at U.S. Embassy Cairo, Egypt, work with U.S. direct-hire supervisors to (1) take additional steps to foster constructive relationships in accordance with 3 Foreign Affairs Manual 1214, “Leadership and Management Principles for Department Employees” by messaging the importance of teamwork, community, and open dialogue, and (2) remind employees of the Department prohibition against retaliation for disclosing wrongdoing in accordance with 3 Foreign Affairs Manual 4329, “Limitations on Use of Disciplinary Action.”</p>	N/A
<p><b>Recommendation 24:</b> OIG recommends that U.S. Embassy Cairo, Egypt, collaborate with the Foreign Service Institute to identify additional resources and support to address issues impacting collaboration, morale, and interpersonal relationships in the Management Section at post.</p>	N/A
<p><i>Audit of the Department of State’s Use of “Not Otherwise Classified” Budget Object Codes (AUD-FM-22-21, 2/2022)</i></p>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a methodology to periodically review and update the budget object codes (BOC) included in the Foreign Affairs Handbook (4 FAH-1 H-613). This methodology should include collaborating with other bureaus to assist in identifying BOCs that are not needed, new BOCs that bureaus believe would be beneficial, or changes to the definitions of existing BOCs.</p>	N/A
<p><b>Recommendation 2:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services (CGFS) develop and implement guidance on the use of “not otherwise classified” budget object codes. As part of the process to develop guidance, CGFS should obtain information from bureaus on specific topics that the bureaus believe need authoritative guidance.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a communications strategy to periodically provide updates and reminders on the use of budget object codes, including “not otherwise classified” budget object codes.</p>	N/A
<p><i>Management Assistance Report: Internal Controls Are Needed To Safeguard Inherently Governmental Functions at the Global Engagement Center (AUD-MERO-22-19, 2/2022)</i></p>	
<p><b>Recommendation 1:</b> OIG recommends that the Global Engagement Center (GEC) revise Section 4.8.2, “GEC (Bureau) Specific Requirements,” of its Policies and Procedures Manual (Version 1.6, December 2020) to comply with Office of Management and</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p>Budget Policy Letter 11-01 and Federal Assistance Directive requirements regarding inherently Governmental functions and U.S. Federal employee decision-making authority over the programmatic aspects of awards. Specifically, the revisions must reflect that the Grants Officer and designated Grants Officer Representative retain responsibility for all programmatic and technical matters in the administration of the award.</p>	
<p><b>Recommendation 2:</b> OIG recommends that the Global Engagement Center review all active cooperative agreements and grants to verify whether the award provisions comply with Office of Management and Budget Policy Letter 11-01 requirements regarding inherently Governmental functions and U.S. Federal employee decision-making authority over all programmatic aspects of the awards and, for those that do not, revise the award provisions to comply with those requirements.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that the Global Engagement Center review the assigned roles, authorities, and responsibilities of its award management team members (Federal employees and third-party contractors) to determine (a) authorities and responsibilities that are inherently Governmental functions and (b) whether those authorities and responsibilities are assigned to or performed by team members who are not Federal employees or Personal Service Contractors, as appropriate.</p>	N/A
<p><b>Recommendation 4:</b> OIG recommends that the Global Engagement Center transfer to Federal employees or Personal Service Contractors, as appropriate, those authorities and responsibilities found to be inherently Governmental functions that are currently assigned to third-party contractors (as determined by the review in Recommendation 3).</p>	N/A
<p><b>Recommendation 5:</b> OIG recommends that the Global Engagement Center develop and implement a process to verify that inherently Governmental functions are only assigned to and performed by Federal employees or Personal Service Contractors, as appropriate.</p>	N/A
<p><b>Recommendation 6:</b> OIG recommends that the Global Engagement Center (GEC) determine the authorities and responsibilities of Project Officers and those of Grants Officer Representatives and revise GEC's Policies and Procedures Manual (Version 1.6, December 2020) to explicitly and accurately delineate and differentiate their roles, authorities, and responsibilities.</p>	N/A
<p><b>Recommendation 7:</b> OIG recommends that the Global Engagement Center (GEC) develop and implement a process to formally notify GEC award management personnel and award recipients of all roles, authorities, and responsibilities that are inherently Governmental and are only to be assigned to and performed by Federal employees and Personal Services Contractors, as appropriate. The notification process should highlight all revisions to previous guidance and practice, beginning with the revisions to GEC's Policies and Procedures Manual (Version 1.6, December 2020) following the implementation of Recommendations 1 through 6.</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p><b>Recommendation 8:</b> OIG recommends that the Global Engagement Center design and implement controls, rather than relying only on the State Assistance Management System, to ensure that Grants Officers designate a Grants Officer Representative prior to awarding cooperative agreements or grants and throughout the award’s period of performance.</p>	N/A
<p><b>Recommendation 9:</b> OIG recommends that Global Engagement Center (GEC) Grants Officers implement controls to comply with GEC’s Policies and Procedures Manual (Version 1.6, December 2020), “Post-Award: Changes,” requirements to notify award recipients about changes to Grants Officer Representative (GOR) assignments and furnish award recipients with fully-executed copies of GOR designation memoranda.</p>	N/A
<p><i>Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Office of Inspector General Recommendations Addressed to the Bureau of Information Resource Management</i> (AUD-AOQC-22-07, 12/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Under Secretary for Management verify that the Bureau of Information Resource Management (IRM) has developed plans of action and milestones, as required by the National Institute of Standards and Technology, Special Publication 800-53, rev. 4, to address each open OIG recommendation. The plans of action and milestones should document planned remedial actions to correct the deficiencies identified. If the Under Secretary for Management determines that IRM has not developed or maintained plans of action and milestones for each open OIG recommendation, the Under Secretary for Management should direct IRM to take action to comply with standards.</p>	N/A
<p><i>Audit of the Department of State’s Implementation of the Digital Accountability and Transparency Act of 2014</i> (AUD-FM-22-08, 11/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, develop and implement a corrective action plan that identifies the underlying reasons for the deficiencies with overseas data included in the Digital Accountability and Transparency Act Files and that identifies strategies and milestones for implementing them, to address the underlying deficiencies.</p>	N/A
<p><b>Recommendation 2:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, develop and implement a communication strategy that educates procurement and grant officials about the importance of recording transactions in the Federal Procurement Data System – Next Generation and the Financial Assistance Broker Submission in a complete, accurate, and timely manner.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services update its Data Quality Plan related to reconciling Digital Accountability and Transparency Act of 2014 data to ensure that quality control</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p>procedures are performed to assess the quality of the data included in all files, including files created from Government-wide systems.</p>	
<p><i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq</i> (AUD-MERO-22-03, 10/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring to ensure that justifications and approvals for other than full and open competition are completed and approved in accordance with Federal Acquisition Regulation requirements and Office of the Procurement Executive guidance and that reviewing officials verify that the justifications include all required content.</p>	<p>N/A</p>
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of Administration (a) determine the feasibility, practicality, and cost-effectiveness of adding functions to the new online application being developed for justifications and approvals that will automatically transfer completed justifications to the electronic contract file and also post the justifications publicly in accordance with the Competition in Contracting Act and the Federal Acquisition Regulation and (b) if determined to be feasible, practical, and cost-effective, incorporate such a function in the application.</p>	<p>N/A</p>
<p><b>Recommendation 4:</b> OIG recommends that the Bureau of Administration issue guidance requiring that all contracting personnel use the newly created online application for justifications and approvals once the application has been tested and determined to meet the goals established by the Bureau of Administration.</p>	<p>N/A</p>
<p><b>Recommendation 5:</b> OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Quality Assurance Plan to expand the steps necessary to ensure compliance with Federal Acquisition Regulation provisions regarding preparing fair and reasonable price determinations for noncompetitive awards. The steps should include requiring that Contracting Officers use the sample template for price negotiation memoranda and retain evidence of the analysis conducted in support of such determinations in the contract files.</p>	<p>N/A</p>
<p><b>Recommendation 6:</b> OIG recommends that the Bureau of Administration develop and implement guidance directing all price negotiation memoranda-approving officials certify that price negotiation memoranda address all required elements in compliance with Federal Acquisition Regulation Subpart 15.406-3 before approving them.</p>	<p>N/A</p>
<p><b>Recommendation 7:</b> OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Memorandum 15-09, “Contract File Documentation,” regarding price negotiation memoranda. The updated memorandum should include instructions for Contracting Officers to verify that all price negotiation memoranda packages are properly approved and placed in the contract file.</p>	<p>N/A</p>
<p><b>Recommendation 8:</b> OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring compliance with Federal Acquisition Regulation requirements and Department policy regarding</p>	<p>N/A</p>

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determining and documenting fair and reasonable price determinations and maintaining complete contract files.	
<i>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq (AUD-MERO-21-43, 9/2021)</i>	
<p><b>Recommendation 1:</b> 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><b>Recommendation 2:</b> 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><b>Recommendation 3:</b> 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><b>Recommendation 4:</b> 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><b>Recommendation 7:</b> 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</p>	N/A

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advanced planning. In addition, OPE should provide training, as appropriate, to officials in the review process to ensure controls are followed.	
<i>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section Administration of Grants and Cooperative Agreements</i> (AUD-MERO-21-42, 9/2021)	
<b>Recommendation 2:</b> 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.	N/A
<b>Recommendation 5:</b> 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.	N/A
<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)	
<b>Recommendation 3:</b> 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)	
<b>Recommendation 1:</b> 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
<b>Recommendation 2:</b> 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
<b>Recommendation 3:</b> 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

Open Recommendations	Potential Monetary Benefits
<p><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)</p>	
<p><b>Recommendation 1:</b> 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.</p>	N/A
<p><b>Recommendation 3:</b> 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.</p>	N/A
<p><i>Management Assistance Report: Financial Monitoring of Foreign Assistance Grants and Cooperative Agreements in Somalia Needs Improvement</i> (AUD-MERO-21-35, 7/2021)</p>	
<p><b>Recommendation 8:</b> 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.</p>	N/A
<p><i>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</i> (AUD-MERO-21-33, 7/2021)</p>	
<p><b>Recommendation 1:</b> 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.</p>	N/A
<p><b>Recommendation 2:</b> 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.</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p><b>Recommendation 3:</b> 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.</p>	N/A
<p><b>Recommendation 4:</b> 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.</p>	N/A
<p><b>Recommendation 7:</b> 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.</p>	N/A
<p><b>Recommendation 10:</b> 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.</p>	N/A
<p><b>Recommendation 11:</b> 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.</p>	N/A
<p><b>Recommendation 12:</b> 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.</p>	N/A
<p><b>Recommendation 14:</b> 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.</p>	N/A

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<p><i>Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Open Office of Audits Recommendations</i> (AUD-AOQC-21-32, 6/2021)</p>	
<p><b>Recommendation 2:</b> 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.</p>	<p>N/A</p>
<p><i>Audit of Foreign Per Diem Rates Established by the Department of State</i> (AUD-FM-21-31, 6/2021)</p>	
<p><b>Recommendation 4:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 11:</b> 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>	<p>N/A</p>
<p><b>Recommendation 12:</b> 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>	<p>N/A</p>
<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><b>Recommendation 1:</b> 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>	<p>N/A</p>

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<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><b>Recommendation 1:</b> OIG recommends that the Assistant Secretary for the Bureau of Near Eastern Affairs develop and execute an action plan that dedicates appropriate resources to implement Recommendations 1, 2, and 4 from OIG report Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-19-10, November 2018). The plan should outline the steps and resources necessary to determine the technical expertise in the contract subject matter for Contracting Officer’s Representatives (COR) and Government Technical Monitors (GTM), provide those determinations and requirements to Contracting Officers, and ensure only CORs and GTMs that meet the requirements of the updated study are nominated. The action plan should include milestones to ensure efficient and timely implementation considering the time that has elapsed since the recommendations were made in November 2018.</p>	<p>N/A</p>
<p><b>Recommendation 4:</b> 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>	<p>N/A</p>
<p><i>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</i> (AUD-SI-21-13, 1/2021)</p>	
<p><b>Recommendation 6:</b> 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>	<p>N/A</p>
<p><b>Recommendation 10:</b> 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>	<p>N/A</p>
<p><b>Recommendation 11:</b> 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>	<p>N/A</p>
<p><b>Recommendation 12:</b> 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</p>	<p>N/A</p>

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<p>in the Integrated Logistics Management System, including vehicles acquired without authorization; and (b) procedures for how posts should enter and track vehicles in the Integrated Logistics Management System that have been purchased without authorization or that exceed post’s target fleet size, including used vehicles.</p>	
<p><b>Recommendation 13:</b> 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.</p>	N/A
<p><b>Recommendation 14:</b> 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.</p>	N/A
<p><b>Recommendation 17:</b> 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.</p>	N/A
<p><b>Recommendation 20:</b> 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.</p>	N/A
<p><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)</p>	
<p><b>Recommendation 2:</b> OIG recommends that the Bureau of Diplomatic Security develop and execute a corrective action plan that implements the recommendations of its evaluation (Recommendation 1).</p>	N/A
<p><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)</p>	
<p><b>Recommendation 2:</b> 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 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.</p>	N/A
<p><b>Recommendation 10:</b> OIG recommends that the Bureau of African Affairs establish and implement memoranda of understanding with the Office of Security Cooperation and</p>	N/A

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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.	
<b>Recommendation 11:</b> 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)	
<b>Recommendation 8:</b> 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)	
<b>Recommendation 7:</b> 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)	
<b>Recommendation 1:</b> 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
<b>Recommendation 2:</b> 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
<i>Audit of Selected Internal Controls for the Special Needs Education Allowance</i> (AUD-FM-20-33, 6/2020)	
<b>Recommendation 2:</b> 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	N/A

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Needs Education Allowance. At a minimum, the guidance should describe the process to obtain medical clearances for children with special needs.	
<b>Recommendation 3:</b> 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
<b>Recommendation 4:</b> 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
<b>Recommendation 5:</b> 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
<b>Recommendation 6:</b> 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
<b>Recommendation 10:</b> 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
<b>Recommendation 11:</b> 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
<b>Recommendation 13:</b> 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	N/A

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<p>procedures should ensure accurate, real-time data are available to appropriate Department of State officials.</p>	
<p><i>Audit of Global Engagement Center Federal Assistance Award Management and Monitoring (AUD-MERO-20-26, 4/2020)</i></p>	
<p><b>Recommendation 2:</b> 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.</p>	<p>N/A</p>
<p><i>Management Assistance Report: Legal Determination Concerning Department of State Non-Acquisition Interagency Agreements Is Needed (AUD-MERO-20-24, 4/2020)</i></p>	
<p><b>Recommendation 2:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 4:</b> 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.</p>	<p>N/A</p>
<p><i>Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-19-10, 11/2018)</i></p>	
<p><b>Recommendation 1:</b> 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.</p>	<p>N/A</p>
<p><b>Recommendation 2:</b> 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.</p>	<p>N/A</p>

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<p><b>Recommendation 4:</b> 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.</p>	N/A
<p><i>Audit of the Department of State’s Administration of its Aviation Program (AUD-SI-18-59, 9/2018)</i></p>	
<p><b>Recommendation 25:</b> OIG recommends that Embassy Lima, Peru, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.</p>	N/A
<p><i>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants (AUD-CGI-18-50, 8/2018)</i></p>	
<p><b>Recommendation 2:</b> 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.</p>	N/A
<p><i>Audit of the Department of State’s Information Technology Configuration Control Board (AUD-IT-17-64, 9/2017)</i></p>	
<p><b>Recommendation 4:</b> OIG recommends that the Bureau of Information Resource Management develop and implement guidance for change requests to require and 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.</p>	N/A
<p><b>Recommendation 10:</b> 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.</p>	N/A
<p><b>Recommendation 12:</b> 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.</p>	N/A

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<b>Recommendation 14:</b> 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
<b>Recommendation 16:</b> 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
<i>Audit of the Bureau of Diplomatic Security's Administration of the Armored Vehicle Program (AUD-SI-17-21, 2/2017)</i>	
<b>Recommendation 32:</b> 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.	N/A
<i>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq (AUD-MERO-17-16, 12/2016)</i>	
<b>Recommendation 6:</b> OIG recommends that the Bureau of Near Eastern Affairs use the results of the study from Recommendation 5 to nominate appropriate personnel so contracting officers with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, can assign qualified oversight personnel for those contracts and task orders.	N/A
<i>Audit of the Department of State Process To Select and Approve Information Technology Investments (AUD-FM-16-31, 3/2016)</i>	
<b>Recommendation 22:</b> OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to verify that all bureau and office IT investment managers and budget analysts complete the respective training courses related to IT capital planning and reporting that are provided annually.	N/A
<b>Recommendation 28:</b> OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that bureaus and offices are submitting source documents to support the information entered into iMatrix in accordance with the policy developed that requires bureaus and offices to submit source documents that support the information entered into iMatrix.	N/A

**Table D.2**  
**Open Office of Evaluations and Special Projects Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2022**

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)	
<b>Recommendation 1:</b> 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)	
<b>Recommendation 2:</b> 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
<i>Evaluation of the Department of State's Security Clearance Process</i> (ESP-17-02, 7/2017)	
<b>Recommendation 5:</b> 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 9/30/2022**

Significant Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy London and Constituent Posts, United Kingdom</i> (ISP-I-20-12, 8/2020)	
<b>Recommendation 9:</b> 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	N/A

Significant Open Recommendations	Potential Monetary Benefits
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.	
<i>Inspection of Embassy Canberra and Constituent Posts, Australia</i> (ISP-I-20-07, 2/2020)	
<b>Recommendation 7:</b> 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)	
<b>Recommendation 5:</b> 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)	
<b>Recommendation 20:</b> The Bureau of Overseas Buildings Operations, in coordination with Embassy Port-au-Prince, should connect the “Stecher-Roumain” housing compound to the local power grid, and put funds of up to \$3.03 million over 5 years to better use.	\$3,030,000
Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Santiago, Chile</i> (ISP-I-22-10, 3/2022)	
<b>Recommendation 1:</b> Embassy Santiago, in coordination with the Bureau of Educational and Cultural Affairs, should develop and implement a plan to provide full financial oversight over the binational Fulbright Commission.	N/A
<b>Recommendation 4:</b> Embassy Santiago should complete and document safety certifications for all embassy residences in the Post Occupational Safety and Health Officer Certification Application, in accordance with Department standards.	N/A
<b>Recommendation 5:</b> Embassy Santiago, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.	N/A
<b>Recommendation 6:</b> Embassy Santiago should dismantle and remove its shipping containers and portable structures in accordance with Department requirements or obtain authorization from the Bureau of Overseas Buildings Operations to use the shipping containers as permanent storage.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 7:</b> Embassy Santiago should comply with all Department Overseas Motor Vehicle Safety standards for chauffeurs and incidental drivers under chief of mission authority.	N/A
<b>Recommendation 8:</b> Embassy Santiago should bring its contracting officer's representative program into compliance with Department standards.	N/A
<b>Recommendation 9:</b> Embassy Santiago should close out procurement files in accordance with Department standards.	N/A
<b>Recommendation 10:</b> Embassy Santiago should manage its bulk fuel operation in accordance with Department standards.	N/A
<b>Recommendation 11:</b> Embassy Santiago should conduct and submit an annual housing market survey in accordance with Department requirements.	N/A
<b>Recommendation 12:</b> Embassy Santiago should submit its hotel and restaurant reports to the Bureau of Administration's Office of Allowances, in accordance with Department standards.	N/A
<b>Recommendation 13:</b> Embassy Santiago should complete all information systems security officer responsibilities in accordance with Department standards.	N/A
<b>Recommendation 14:</b> Embassy Santiago should retire records in accordance with Department records management standards.	N/A
<i>Inspection of Embassy Luxembourg, Luxembourg (ISP-I-22-09, 2/2022)</i>	
<b>Recommendation 2:</b> Embassy Luxembourg should update its public-private partnership with the University of Luxembourg.	N/A
<b>Recommendation 6:</b> Embassy Luxembourg, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.	N/A
<b>Recommendation 7:</b> Embassy Luxembourg, in coordination with the Bureau of Overseas Buildings Operations, should bring its safety, health, and environmental management training into compliance with Department standards.	N/A
<b>Recommendation 12:</b> The Bureau of Information Resource Management, in coordination with Embassy Luxembourg, should remediate the telephone and network cabling at the embassy, in accordance with Department standards.	N/A
<b>Recommendation 14:</b> Embassy Luxembourg should implement a records management program in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Administration, Office of the Executive Director (ISP-I-22-07, 1/2022)</i>	
<b>Recommendation 1:</b> The Bureau of Administration should review the role defined for the Information Technology Services Division in the Foreign Affairs Manual and the services that the Information Technology Services Division is providing and bring them into alignment.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 4:</b> The Bureau of Administration should conduct risk assessments for the applications in the Information Technology Services Division and obtain authorizations to operate from the Bureau of Information Resource Management.	N/A
<b>Recommendation 5:</b> The Bureau of Administration should implement procedures to conduct risk assessments and obtain authorizations for applications in the Information Technology Services Division prior to production releases and expiration of the systems' authorizations to operate.	N/A
<b>Recommendation 6:</b> The Bureau of Administration should implement a process for reviewing and updating iMatrix and internal system inventory documents to accurately reflect the status of the Information Technology Services Division's information systems.	N/A
<b>Recommendation 11:</b> The Bureau of Administration should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department standards, so funds of up to \$8 million can be put to better use.	\$8,000,000
<i>Inspection of the Bureau of East Asian and Pacific Affairs</i> (ISP-I-22-06, 12/2021)	
<b>Recommendation 1:</b> The Bureau of East Asian and Pacific Affairs should review its Joint Regional Strategy in accordance with Department guidelines.	N/A
<b>Recommendation 3:</b> The Bureau of East Asian and Pacific Affairs, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to align its organizational structure with bureau operational needs and Department requirements.	N/A
<b>Recommendation 5:</b> The Bureau of East Asian and Pacific Affairs should manage its Federal assistance awards and interagency agreements in accordance with Department and bureau standards.	N/A
<b>Recommendation 6:</b> The Bureau of East Asian and Pacific Affairs should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department guidance, so funds of up to \$2.7 million can be put to better use.	\$2,700,000
<i>Review of the Bureau of Consular Affairs' ConsularOne Modernization Program –Significant Deployment Delays Continue</i> (ISP-I-22-03, 11/2021)	
<b>Recommendation 1:</b> The Bureau of Consular Affairs should review with the Office of Consular Systems and Technology leadership the deployment schedule for ConsularOne components to determine the schedule's viability to achieve bureau requirements.	N/A
<b>Recommendation 2:</b> The Bureau of Consular Affairs should clearly define the ConsularOne modernization program and Consular Systems Modernization, including its components, projects, supporting contracts, and the associated total cost of those contracts for both efforts.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 4:</b> The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to implement an internal communication and collaboration plan.	N/A
<b>Recommendation 5:</b> The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to implement a plan for communication and collaboration with its stakeholders that would promote feedback, as well as promote the understanding of the stages, timeline, and content for the ConsularOne modernization effort.	N/A
<b>Recommendation 10:</b> The Bureau of Consular Affairs, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization process for the Office of Consular Systems and Technology's information systems with expired authorizations to operate.	N/A
<b>Recommendation 11:</b> The Bureau of Consular Affairs should perform annual security controls assessments for the Office of Consular Systems and Technology's information systems in accordance with Department standards.	N/A
<i>Inspection of Embassy Reykjavik, Iceland</i> (ISP-I-22-02, 10/2021)	
<b>Recommendation 5:</b> Embassy Reykjavik should bring its consular crisis management program into compliance with Department standards.	N/A
<b>Recommendation 8:</b> Embassy Reykjavik, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.	N/A
<b>Recommendation 12:</b> Embassy Reykjavik, in coordination with the Bureau of Overseas Buildings Operations, should comply with Department standards for server room safety controls.	N/A
<i>Inspection of the Office to Monitor and Combat Trafficking in Persons</i> (ISP-I-22-01, 10/2021)	
<b>Recommendation 5:</b> The Office to Monitor and Combat Trafficking in Persons should review its unliquidated obligations in accordance with Department standards and put up to \$496,000 to better use.	\$496,000
<i>Inspection of the Bureau of Administration's Property Management Division</i> (ISP-I-21-34, 9/2021)	
<b>Recommendation 4:</b> 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</i> (ISP-I-21-32, 9/2021)	
<b>Recommendation 3:</b> 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

Open Recommendations	Potential Monetary Benefits
<p><b>Recommendation 4:</b> The Bureau of Administration should require the Office of Overseas Schools to comply with the requirements of the annual Management Control Statement of Assurances.</p>	N/A
<p><i>Inspection of the Bureau of Consular Affairs' Passport Services Directorate (ISP-I-21-17, 9/2021)</i></p>	
<p><b>Recommendation 3:</b> 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.</p>	N/A
<p><i>Inspection of the Office of the Science and Technology Adviser to the Secretary (ISP-I-21-30, 8/2021)</i></p>	
<p><b>Recommendation 4:</b> 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.</p>	N/A
<p><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></p>	
<p><b>Recommendation 1:</b> 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.</p>	N/A
<p><b>Recommendation 5:</b> The Bureau of Global Talent Management should perform annual security controls assessments for Office of Technology Services' information systems.</p>	N/A
<p><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></p>	
<p><b>Recommendation 1:</b> 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.</p>	N/A
<p><b>Recommendation 2:</b> 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.</p>	N/A
<p><i>Inspection of the Bureau of Information Resource Management's Office of Consolidated Customer Support (ISP-I-21-19, 7/2021)</i></p>	
<p><b>Recommendation 1:</b> The Bureau of Information Resource Management should review and update the Enterprise IT Help Desk and Desktop Support Master Service Level</p>	N/A

Open Recommendations	Potential Monetary Benefits
Agreement to align with the current Bureau of Information Resource Management service catalog.	
<b>Recommendation 2:</b> 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
<b>Recommendation 3:</b> 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
<b>Recommendation 4:</b> 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
<b>Recommendation 5:</b> 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
<b>Recommendation 10:</b> 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 Legislative Affairs</i> (ISP-I-21-20, 6/2021)	
<b>Recommendation 1:</b> 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
<b>Recommendation 2:</b> 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
<b>Recommendation 4:</b> 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
<b>Recommendation 5:</b> 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
<b>Recommendation 10:</b> 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

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 12:</b> 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)	
<b>Recommendation 4:</b> 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>Review of the Public Diplomacy Staffing Initiative</i> (ISP-I-21-24, 4/2021)	
<b>Recommendation 5:</b> 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
<b>Recommendation 6:</b> The Office of Policy, Planning, and Resources, in coordination with the Foreign Service Institute, should develop and implement a training plan with short-, medium-, and long-term objectives that address how to train public diplomacy officers and locally employed staff in core competencies based on new position descriptions for Public Diplomacy Staffing Initiative implementation.	N/A
<i>Inspection of the Bureau of Overseas Buildings Operations' Office of Safety, Health, and Environmental Management</i> (ISP-I-21-21, 4/2021)	
<b>Recommendation 2:</b> 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
<b>Recommendation 4:</b> 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
<b>Recommendation 11:</b> 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>Inspection of the Bureau of Diplomatic Security's Special Program for Embassy Augmentation and Response</i> (ISP-I-21-12, 1/2021)	
<b>Recommendation 2:</b> The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should publish and disseminate updated guidance for the	N/A

Open Recommendations	Potential Monetary Benefits
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.	
<b>Recommendation 3:</b> 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
<i>Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts (ISP-21-07, 12/2020)</i>	
<b>Recommendation 1:</b> 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
<b>Recommendation 2:</b> 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
<b>Recommendation 3:</b> 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.	N/A
<i>Inspection of Embassy Windhoek, Namibia (ISP-I-20-32, 9/2020)</i>	
<b>Recommendation 1:</b> 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.	N/A
<i>Inspection of Embassy Ouagadougou, Burkina Faso (ISP-I-20-18, 9/2020)</i>	
<b>Recommendation 2:</b> Embassy Ouagadougou should comply with applicable Department overseas motor vehicle safety standards for chauffeurs and incidental drivers under chief of mission authority.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of European and Eurasian Affairs</i> (ISP-I-20-15, 9/2020)	
<b>Recommendation 3:</b> 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.	\$3,300,000
<i>Inspection of Embassy London and Constituent Posts, United Kingdom</i> (ISP-I-20-12, 8/2020)	
<b>Recommendation 6:</b> 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
<i>Inspection of Embassy Dhaka, Bangladesh</i> (ISP-I-20-17, 6/2020)	
<b>Recommendation 9:</b> 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
<b>Recommendation 14:</b> Embassy Dhaka should dismantle and remove its shipping containers and portable structures in accordance with Department requirements.	N/A
<b>Recommendation 17:</b> 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
<b>Recommendation 18:</b> 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)	
<b>Recommendation 11:</b> 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)	
<b>Recommendation 2:</b> Embassy Bern, in coordination with the Bureau of Overseas Buildings Operations, should provide accommodations for consular applicants in accordance with Department standards.	N/A
<b>Recommendation 6:</b> 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

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Nouakchott, Mauritania</i> (ISP-I-20-04, 11/2019)	
<b>Recommendation 1:</b> 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
<b>Recommendation 3:</b> Embassy Nouakchott should comply with Department standards for the use of public diplomacy funds.	N/A
<b>Recommendation 12:</b> 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</i> (ISP-I-19-37, 9/2019)	
<b>Recommendation 4:</b> 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 Embassy Nassau, The Bahamas</i> (ISP-I-19-19, 8/2019)	
<b>Recommendation 12:</b> Embassy Nassau should establish a comprehensive corrective action plan and certify all residences for occupancy in accordance with Department standards.	N/A
<b>Recommendation 20:</b> 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)	
<b>Recommendation 8:</b> 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
<i>Inspection of Embassy Santo Domingo, Dominican Republic</i> (ISP-I-19-17, 7/2019)	
<b>Recommendation 8:</b> 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
<b>Recommendation 11:</b> 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)	
<b>Recommendation 1:</b> Embassy Port-au-Prince should conduct project and program evaluations in accordance with Department guidance.	N/A
<b>Recommendation 17:</b> Embassy Port-au-Prince should close out procurement files in accordance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 26:</b> 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)	
<b>Recommendation 16:</b> Embassy Libreville should update its consular internet pages to ensure the information complies with Department standards.	N/A
<i>Inspection of Embassy Bogota, Colombia</i> (ISP-I-19-14, 4/2019)	
<b>Recommendation 25:</b> 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
<b>Recommendation 29:</b> 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
<i>Inspection of Embassy New Delhi and Constituent Posts, India</i> (ISP-I-19-10, 12/2018)	
<b>Recommendation 25:</b> 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
<i>Inspection of Embassy Banjul, The Gambia</i> (ISP-I-19-04, 11/2018)	
<b>Recommendation 2:</b> 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)	
<b>Recommendation 3:</b> The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Administration, should finalize a service level agreement clarifying the Bureau of Administration’s responsibilities for grants support.	N/A

**Table D.4**  
**Report Recommendations Without Management Decision by the Department of State for More Than 6 Months, as of 9/30/2022**

<p><i>Review of the Bureau of Consular Affairs’ ConsularOne Modernization Program –Significant Deployment Delays Continue (ISP-I-22-03, 11/2021)</i></p> <p>OIG recommended that the Bureau of Consular Affairs should require the Office of Consular Systems and Technology to maintain documented management approvals for all information systems throughout the systems development lifecycle process in accordance with Department standards and conduct independent information system security assessments. In response to the draft report, CA neither agreed nor disagreed (no decision). OIG continues to work with CA to implement recommendations 6 and 8.</p>
<p><i>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions (ISP-21-14, 6/2021)</i></p> <p>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. Originally, GTM stated it disagreed with the recommendation, however in its most recent response to Recommendation 1 in July 2022, GTM stated that it neither agrees nor disagrees (no decision) and, with the recent arrival of the new Director General, the GTM Front Office will discuss the recommendation and next steps. 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.</p>

**Table D.5**  
**Reports Issued in Prior Reporting Period That Did Not Receive Comment Within 60 Days of Issuance, as of 9/30/2022**

None
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**Table D.6**  
**Department of State Significant Revised Management Decisions, 4/1/2022–9/30/2022**

None
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**Table D.7**  
**Department of State Significant Management Decisions With Which OIG Disagreed, 4/1/2022–9/30/2022**

None
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**Table D.8**  
**Department of State Management Success in Implementing Recommendations, 4/1/2022–9/30/2022**

<b>Office of Audits</b>
<i>Management Assistance Report: Improvements Needed in Procedures for Emergency Action Planning at Selected Department of State Domestic Facilities (AUD-SI-22-27, 4/2022)</i>
<p>The Office of Inspector General (OIG) recommended that the Bureau of Administration develop formal, documented standard operating procedures to identify all Department of State domestic facilities requiring a Facility Emergency Action Plan (FEAP) and that those procedures be implemented in a manner that allows Office of Emergency Management officials to ensure facilities requiring a FEAP have one. Additionally, OIG recommended that the Bureau of Administration develop a communication strategy and disseminate the resulting message to the Office of Emergency Management to ensure that the results of the personnel verification process trigger the required FEAP. OIG determined that the eight facilities used as of October 2021 did not have a FEAP in place. Such plans are meant to provide facility occupants with guidance on evacuation or shelter-in-place procedures. In response to the recommendations, the Bureau of Administration developed a FEAP for eight domestic facilities, thereby decreasing the risk to personnel of injury or loss of life.</p>
<i>Audit of Department of State Compliance With Requirements Relating to Unfinalized Contract Actions (AUD-MERO-21-38, 7/2021)</i>
<p>OIG made recommendations to the Bureau of Administration, Office of the Procurement Executive that are intended to improve the designation, reporting, and execution of unfinalized contract actions. In response to the recommendations, the Bureau of Administration, Office of the Procurement Executive, took the following actions: (1) established a process to transfer all relevant data, including unfinalized contract actions, directly from the Global Financial Management System to the Federal Procurement Data System – Next Generation, (2) developed guidance for the manual entry of procurement information into the Federal Procurement Data System – Next Generation, (3) revised guidance to clarify the definition of what constitutes an unfinalized contract action, (4) mandated approval by the head of contracting activity for unfinalized contract actions, and (5) developed training on unfinalized contract actions to ensure that contracting personnel understand their issuing requirements. As a result, the Department will have reasonable assurance that the data entered are accurately reported to the public and the Department may reduce the risk of paying greater costs than necessary for contracted goods and services.</p>
<b>Office of Inspections</b>
<i>Inspection of Embassy London and Constituent Posts, United Kingdom (ISP-I-20-12, 8/2020)</i>
<p>OIG recommended that Embassy London dispose of all excess non-expendable property in accordance with Department Guidelines. In response to this recommendation, Embassy London held numerous auctions to dispose of its excess non-expendable property which resulted in \$14,191 being put to better use.</p>

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**Office of Inspections**

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*Inspection of Embassy Koror, Republic of Palau*  
(ISP-I-19-06, 2/2019)

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OIG recommended that Embassy Koror, in coordination with Embassy Manila, should review all unliquidated obligations, de-obligate any funds that are no longer needed, and put up to \$823,547 to better use. In response to the recommendation Embassy Koror provided documentation showing a full accounting of de-obligated funds put to better use in the amount of \$823,547.

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## 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 September 30, 2022. Prior to August 22, 2018, USAGM was known as the Broadcasting Board of Governors.

### OIG Compliance Lexicon

#### Open

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

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

#### Closed

Agreed-upon corrective action is complete.

**Table E.1**  
**Open Office of Audits Recommendations Issued in Previous Periods, Pending Final U.S. Agency for Global Media Action, as of 9/30/2022**

Significant Open Recommendations	Potential Monetary Benefits
None	
Open Recommendations	Potential Monetary Benefits
<i>Audit of the U.S. Agency for Global Media's FY 2021 Implementation of the Digital Accountability and Transparency Act of 2014</i> (AUD-FM-IB-22-09, 11/2021)	
<b>Recommendation 1:</b> OIG recommends that the U.S. Agency for Global Media update and implement its communication strategy to remind procurement officials about the importance of recording transactions in the Federal Procurement Data System–Next Generation in a complete, accurate, and timely manner.	N/A
<b>Recommendation 2:</b> OIG recommends that the U.S. Agency for Global Media update its “DATA Act File Creation” standard operating procedures related to reconciling Digital Accountability and Transparency Act of 2014 data to ensure that quality control procedures are performed to assess the quality of the data included in all files, including files created from Government-wide systems.	N/A

Open Recommendations	Potential Monetary Benefits
<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)	
<b>Recommendation 1:</b> 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.	N/A
<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)	
<b>Recommendation 1:</b> 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.	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 9/30/2022**

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)	
<b>Recommendation 1:</b> 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
<b>Recommendation 2:</b> 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
<b>Recommendation 4:</b> 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

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Libreville, Gabon</i> (ISP-I-19-16, 6/2019)	
<b>Recommendation 9:</b> 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)	
<b>Recommendation 3:</b> 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)	
<b>Recommendation 6:</b> 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
<b>Recommendation 7:</b> 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)	
<b>Recommendation 2:</b> 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
<b>Recommendation 8:</b> 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 9/30/2022**

None
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**Table E.4**  
**Reports Issued in Prior Reporting Period That Did Not Receive Comment Within 60 Days of Issuance, as of 9/30/2022**

None
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**Table E.5**  
**U.S. Agency for Global Media Significant Revised Management Decisions,**  
**4/1/2022–9/30/2022**

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None
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**Table E.6**  
**U.S. Agency for Global Media Significant Management Decisions With Which OIG Disagreed,**  
**4/1/2022–9/30/2022**

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None
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## APPENDIX F: ABBREVIATIONS

<b>Abbreviation</b>	<b>Full Name</b>
AUD	Office of Audits
AQM	Office of Acquisitions Management
CEO	Chief Executive Officer
CFR	Code of Financial Regulations
CIGIE	Council of the Inspectors General on Integrity and Efficiency
CO	Contracting Officer
COM	Chief of Mission
COR	Contracting Officer Representative
COVID-19	Coronavirus Disease 2019
DCAA	Defense Contract Audit Agency
Department	Department of State
DHS	Department of Homeland Security
DoD	Department of Defense
DOJ	Department of Justice
DS	Bureau of Diplomatic Security
ESP	Office of Evaluations and Special Projects
FAH	Foreign Affairs Handbook
FAM	Foreign Affairs Manual
FAR	Federal Acquisition Regulation
FDIC	Federal Deposit Insurance Corporation
FEAP	facility emergency action plan
FSSB	Foreign Service Selection Board
GDA	Geospatial Data Act of 2018
GO	Grants Officer
GOR	Grants Officer Representative
GTM/PE	Bureau of Global Talent Management's Office of Performance Evaluation
ILMS	Integrated Logistics Management System
ISP	Office of Inspections
Lead IG	Lead Inspector General
LES	locally employed staff
NEA	Bureau of Near Eastern Affairs
OBO	Bureau of Overseas Building Operations
OCO	overseas contingency operations
OEM	Office of Emergency Management

<b>Abbreviation</b>	<b>Full Name</b>
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
PAA	Post-Award Activities
SAMS	State Assistance Management System
SIV	Special Immigrant Visa
TIP	trafficking in persons
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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