



Office of Inspector General
United States Department of State

SEMIANNUAL REPORT TO THE CONGRESS

October 1, 2019, to March 31, 2020





OUR VISION

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

OUR MISSION

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

OUR VALUES

ACCOUNTABILITY

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

RESPECT

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

COMMUNICATION

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

TEAMWORK

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

INTEGRITY

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

CURIOSITY

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

**Office of Inspector General Summary of Performance,
10/1/2019–3/31/2020**

	Issued during the reporting period	Management decision during the reporting period
Questioned Costs	\$128,370,000	\$152,580,774
Funds To Be Put to Better Use	\$9,949,530	\$289,535,807
Investigative Monetary Results	\$1,618,851	N/A
Total	\$139,938,381	\$442,116,581
<i>Additional monetary benefits achieved this period as the result of prior OIG recommendations</i>		\$470,588

Investigative Activities

Cases Opened	27
Cases Closed	42
Criminal Actions (arrests, indictments, convictions)	12
Civil Actions	1
Administrative Actions	15
Hotline Complaints Received	1,094

Reports

Office of Audits	24
Office of Evaluations and Special Projects	3
Office of the Executive Director	2
Office of Inspections	16
Overseas Contingency Operations Oversight ^a	11
Total	56

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

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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.

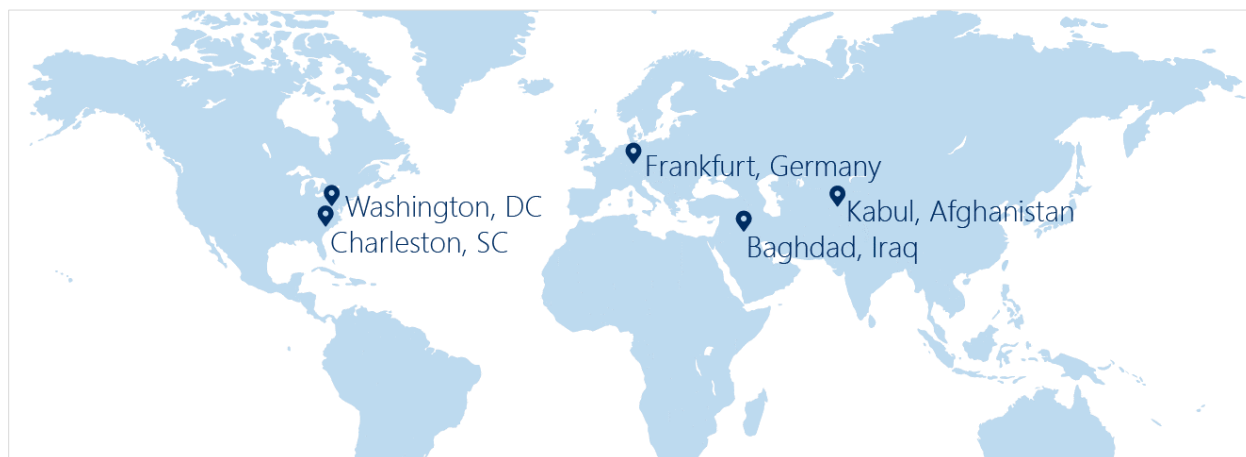
OIG's mandate is broad and comprehensive, involving oversight of the full scope of Department and USAGM programs and operations, as well as the U.S. Section of the International Boundary and Water Commission, United States and Mexico (USIBWC), and of the International Joint Commission, United States and Canada. OIG is responsible for overseeing more than \$75 billion in Department, USAGM, and foreign assistance resources.

In addition to its agency-specific responsibilities, OIG's mandate expanded in August 2014 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 for each OCO.

Currently, Inspector General Linick is the Associate Inspector General for six OCOs: Operation Inherent Resolve to degrade and defeat the Islamic State of Iraq and Syria (ISIS); Operation Freedom's Sentinel to work with Afghan forces to combat terrorism and assist the Afghan Government in building its security forces' capacity and self-sufficiency; Operation Pacific Eagle—Philippines to defeat ISIS affiliates and other terrorist organizations in the Philippines; the East Africa Counterterrorism Operation and the North and West Africa Counterterrorism Operation, which relate to counterterrorism activities in Africa; and one classified OCO.

To meet these and other statutory mandates, OIG maintains offices in Afghanistan, Iraq, and Germany. Offices in these locations help OIG oversee high-cost, high-risk Department programs and operations, and the Office of Audits' Middle East Region Operations Directorate and the Office of Investigations 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 Human Resource Shared Services staff in Charleston, SC. Figure 1.1 shows the locations of OIG's offices.

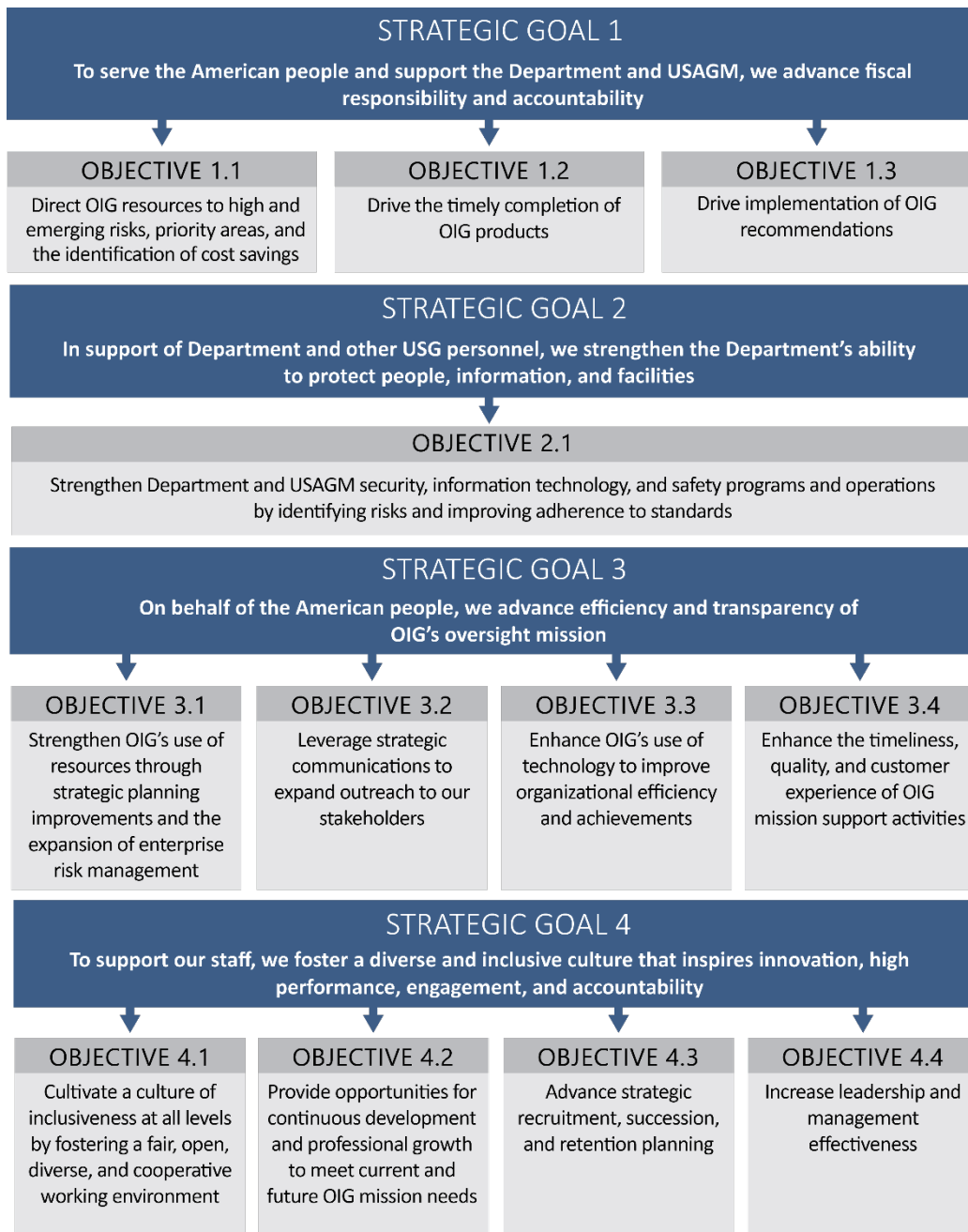
Figure 1.1
OIG Office Locations



OIG Strategic Plan

OIG's FY 2019–2021 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 2019–2021.



2 COMMUNICATIONS AND OUTREACH

OIG communicates its global mission to Congress; Department, and USAGM employees and contractors; peers in the oversight community; and the public in a variety of ways.

Communication With Congress

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

Hotline Complaints

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

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

Table 2.1
OIG Hotline Complaints,
10/1/2019–3/31/2020

Referred to Other Offices for Action	688
Held for Action Within OIG	51
No Action Required	355
Total Complaints Received	1,094

Figure 2.1 highlights the OIG Hotline’s global reach. Of the 1,094 complaints received this reporting period, 535 (49 percent) concerned possible criminal, civil, and administrative violations occurring in other countries. The remainder of the complaints dealt with alleged violations in the United States.

Figure 2.1
Hotline Complaints Processed by Country, 10/1/2019–3/31/2020



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. Activities of the OIG whistleblower protection coordinator 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. During this reporting period, OIG's whistleblower protection coordinator completed three reports under 41 U.S.C. § 4712 and one report under Presidential Policy Directive 19.

Department of State

OIG substantiated one allegation of whistleblower retaliation related to an employee of a Department contractor. OIG did not substantiate an allegation of whistleblower retaliation related to an employee of another Department contractor. Both cases were referred to the Department, which is responsible for determining whether to grant or deny relief to the whistleblowers. As of March 31, the Department had not made a determination on either case.

In the PPD-19 investigation, OIG did not substantiate an allegation that a Department employee's clearance was revoked in retaliation for a whistleblower disclosure.

U.S. Agency for Global Media

OIG did not substantiate an allegation of whistleblower retaliation related to an employee of a USAGM grantee. OIG referred this case to USAGM, which is responsible for determining whether to grant or deny relief to the whistleblower. USAGM concurred with OIG's finding and denied relief to the whistleblower.

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

	Reporting Period 10/1/2019–3/31/2020	Since Enactment
Complaints Received and Reviewed	5	98
Active Investigations	3	N/A
Investigations Completed	3	27

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.

When an OCO is declared, Section 8L activates a “Lead Inspector General” mechanism that requires concerted action by the OIGs of the Department of State, Department of Defense, and the U.S. Agency for International Development, with one of them designated as the Lead Inspector General.

In FY 2015, the Lead Inspector General mechanism went into effect for two OCOs: Operation Inherent Resolve and Operation Freedom’s Sentinel. In November 2017, the Lead Inspector General mechanism went into effect for Operation Pacific

Eagle–Philippines. In February 2018, the mechanism came into effect for three additional operations: the East Africa Counterterrorism Operation, the North and West Counterterrorism Operation, and a classified OCO. During this reporting period, OIG continued to fulfill its oversight and reporting obligations for all six OCOs.

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, and investigative efforts related to the ongoing OCOs, OIG worked with its Lead Inspector General counterpart agencies to publish quarterly reports to the Congress on each OCO. For a list of OIG activities in support of the Lead Inspector General-OCO mandate during the reporting period, see Table 3.1.

Table 3.1
OIG Oversight Activities in Support of the Lead Inspector General-OCO Mandate,
10/1/2019–3/31/2020

Completed Projects	Date
<i>Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan</i> (AUD-MERO-20-20)	2/2020
<i>Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process</i> (AUD-MERO-20-19)	1/2020
<i>Management Assistance Report: Continued Health and Welfare Concerns for Antiterrorism Assistance Explosive Detection Canines</i> (ESP-20-02)	12/2019
<i>Inspection of Embassy Nouakchott, Mauritania</i> (ISP-I-20-04)	11/2019
<i>Inspection of Embassy N’Djamena, Chad</i> (ISP-I-20-02)	11/2019
<i>Classified Inspection of Embassy Nouakchott, Mauritania</i> (ISP-S-20-04) ^a	10/2019
<i>Classified Inspection of Embassy N’Djamena, Chad</i> (ISP-S-20-02) ^a	10/2019

Joint Completed Projects	
<i>Lead Inspector General for Operation Yukon Journey Quarterly Report to the United States Congress October 1, 2019 – December 31, 2019^b</i>	2/2020
<i>Lead Inspector General for Operation Freedom's Sentinel Quarterly Report to the United States Congress October 1 to December 31, 2019</i>	2/2020
<i>Lead Inspector General for East Africa And North And West Africa Counterterrorism Operations Quarterly Report to the United States Congress October 1, 2019, through December 31, 2019</i>	2/2020
<i>Lead Inspector General for Operation Pacific Eagle-Philippines Quarterly Report to the United States Congress October 1, 2019 – December 31, 2019</i>	2/2020
<i>Lead Inspector General Quarterly Report for Operation Inherent Resolve Quarterly Report to the United States Congress October 1 to December 31, 2019</i>	1/2020
<i>Lead Inspector General for Operation Freedom's Sentinel Quarterly Report to the United States Congress July 1 to September 30, 2019</i>	11/2019
<i>Lead Inspector General for Operation Inherent Resolve Quarterly Report to the United States Congress July 1, 2019 – October 25, 2019</i>	11/2019
<i>Lead Inspector General for Classified Counterterrorism Operations in Africa Quarterly Report to the United States Congress July 1, 2019 – September 30, 2019^b</i>	11/2019
<i>Lead Inspector General for Operation Yukon Journey Quarterly Report to the United States Congress July 1, 2019 – September 30, 2019^b</i>	11/2019
<i>Lead Inspector General for Operation Pacific Eagle-Philippines Quarterly Report to the United States Congress July 1, 2019 – September 30, 2019</i>	11/2019
<i>FY 2020 Comprehensive Oversight Plan for Overseas Contingency Operations</i>	10/2019

^a Report is Sensitive But Unclassified or classified and, therefore, will be included in the *Department of State Classified Annex to the Semiannual Report to the Congress*.

^b Report is classified.

4 OIG ACCOUNTABILITY AND INDEPENDENCE

OIG has disclosed all unclassified audits, evaluations, and inspections issued from October 1, 2019, through March 31, 2020. Some reports are not publicly available, but OIG identifies on its website the titles of such reports unless the titles themselves are classified or Sensitive But Unclassified. The *Department of State Classified Annex to the Semiannual Report to the Congress* (to be issued at a later date) and the *U.S. Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress* contain information regarding reports that are not publicly available. In addition, OIG provides all classified and Sensitive But Unclassified reports to appropriate committees in Congress and to other authorized individuals upon request.

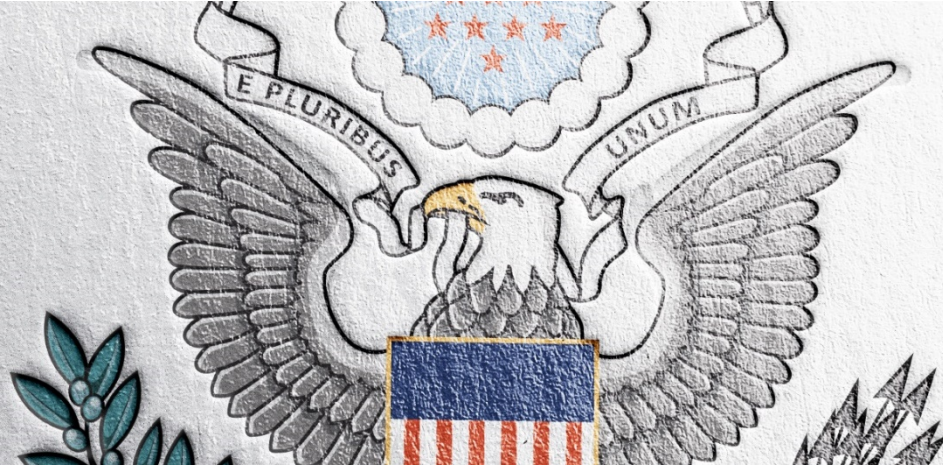
OIG did not encounter any attempts to interfere with Inspector General independence—whether through budgetary constraints designed to limit its capabilities, resistance or objection to oversight activities, or restrictions on or significant delays in access to information—for the reporting period from October 1, 2019, through March 31, 2020.

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 56 reports and identified approximately \$138.3 million in potential monetary benefits to the Department. Additionally, OIG's criminal, civil, and administrative investigations resulted in approximately \$1.6 million in recoveries and other monetary results this reporting period.

From October 1, 2019, to March 31, 2020, the Department made management decisions on approximately \$442.1 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 and USAGM had not yet taken action on OIG recommendations totaling approximately \$462.2 million. This is a decrease of nearly \$303.8 million from the approximately \$766 million in questioned costs and funds to be put to better use pending Department and USAGM management decision at the beginning of the reporting period.



OVERSIGHT OF DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

6 OFFICE OF AUDITS

The Office of Audits supports the Department 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 and IT security and management; contracts, acquisition, and grants management; human capital and administrative issues; and high-risk programs and operations in the frontline states. From October 1, 2019, to March 31, 2020, the Office of Audits issued 18 reports on Department programs and operations, 16 of which are summarized below. The *Department of State Classified Annex to the Semiannual Report to the Congress*, which will be provided at a later date, will include summaries of two Sensitive But Unclassified reports the Office of Audits issued during this reporting period.

Contracts, Grants, and Infrastructure

Information Report: Risk Assessment of the Department of State Grant and Cooperative Agreement Closeout Process
(AUD-CGI-20-25, 3/2020)

The Grants Oversight and New Efficiency (GONE) Act requires Inspectors General of agencies with more than \$500 million in annual grant funding, such as the Department, to conduct risk assessments of their respective agencies' grant closeout process to determine whether an audit or review of the agency's grant closeout process is warranted. Accordingly, OIG conducted this risk assessment and concluded the risk associated with the Department's grant closeout process is "low."

To conduct this risk assessment, OIG reviewed and relied on grant and cooperative agreement data reported by the Department in 2017 and 2018. In

addition, OIG assessed the Department's closeout process using four criteria: internal controls; the reconciliation performed between the State Assistance Management System and the Payment Management System; training; and prior audits.

On the basis of the results of this risk assessment, OIG concluded that an audit of the Department's grant and cooperative agreement closeout process is not warranted in FY 2020. However, OIG will include an audit of the Department's grant and cooperative agreement closeout process in its 2-year work plan covering FY 2022 through FY 2023, because it intends to audit the process, at a minimum, once every 10 years. In the interim, OIG encourages Department officials to continue prudent oversight of its grant and cooperative agreement closeout process.

Audit of Selected Bureau of Administration, Office of Operations, Office of Facilities Management Services, Contracts
(AUD-CGI-20-21, 3/2020)

OIG conducted this audit to determine whether the Bureau of Administration, Office of Operations, Office of Facilities Management Services (FMS) administered and oversaw selected domestic FMS contracts in accordance with the Federal Acquisition Regulation (FAR) and Department policies and guidance.

OIG found that FMS's Contracting Officer's Representatives (COR) did not consistently administer and oversee the task orders reviewed for this audit in accordance with the FAR and Department guidance. For three of four task orders reviewed, COR files were incomplete or were missing, which limited OIG's ability to assess whether the designated CORs consistently monitored contractor performance. In addition, CORs for three task orders were not maintaining

records of invoice reviews. OIG also found that the option year for one task order was exercised almost a month after the prior option period had ended. These deficiencies occurred, in part, because FMS had not established and implemented the internal management controls necessary to effectually oversee the task orders.

OIG made nine recommendations intended to improve the administration and oversight of current and future FMS contracts.

Audit of the Office of the Coordinator for Assistance to Europe and Eurasia's Oversight of Foreign Assistance Funds Transferred to Implementing Partners
(AUD-CGI-20-12, 3/2020)

Oversight of foreign assistance funds transferred by the Office of the Coordinator of U.S. Assistance to Europe and Eurasia (ACE) to its implementing partners performed from 2015 through 2017 was not in accordance with Federal law and Department policy. Specifically, ACE did not ensure that implementing partners were performing monitoring and evaluation activities. Furthermore, ACE did not obtain data from implementing partners necessary to perform evidence-based analysis of U.S. Government foreign assistance being provided to the region and to effectively coordinate funding for policies and programs among all U.S. Government agencies. The lack of oversight occurred, in part, because ACE's primary focus was on the allocation of foreign assistance funds and the office did not implement necessary controls to effectively oversee foreign assistance programs being executed in the region by

implementing partners. ACE has recently taken needed steps to improve its oversight of implementing partners. OIG, however, made recommendations that, when implemented, will help ACE ensure that programs in the region are being executed as intended. These recommendations will moreover enable ACE to ensure that progress is being made and make informed decisions about how to adjust program strategies and resource investments to achieve desired results.

Management Assistance Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, Travel Policy Is Not in Compliance With Federal Travel Regulations
(AUD-CGI-20-15, 1/2020)

During a mandated risk assessment of the International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC), credit card programs, OIG found USIBWC's Directives Management System Manual regarding use of Government contractor-issued travel charge cards was not in compliance with the Federal Travel Regulation (FTR).

USIBWC's Directives Management System Manual was issued in 2011, before 2016 modifications of the FTR's exemptions for the use of Government contractor-issued travel charge cards. Therefore, the exemptions allowed by USIBWC's Directives Management System Manual for the use of travel charge cards did not reflect current FTR requirements. OIG recommended USIBWC update its Directives Management System Manual to implement requirements found in the FTR.

Information Report: Department of State 2019 Purchase Charge Card Risk Assessment (AUD-CGI-20-13, 12/2019)

OIG conducted a risk assessment of the Department's purchase card program. OIG reviewed the Department's FY 2018 purchase card data and concluded that the risk of illegal, improper, or erroneous use in the Department's purchase card program is "high." This conclusion is based on the Department purchase card program's size, internal controls, training, previous audits, violation reports, and OIG Office of Investigations observations.

OIG did not recommend that an audit of the Department's purchase card program be included in OIG's FY 2021 through FY 2022 work plan because OIG recently audited the program and the Department is currently taking action to rectify the deficiencies reported. Therefore, OIG encouraged the Department's purchase card manager to fully implement the recommendations made in OIG's March 2019 purchase card report and continue prudent oversight of the purchase card program to ensure that internal controls intended to safeguard taxpayer funds are implemented and followed by Department purchase cardholders.

Information Report: Department of State 2019 Travel Charge Card Risk Assessment (AUD-CGI-20-11, 12/2019)

OIG conducted a risk assessment of the Department's travel card program. OIG reviewed the Department's FY 2018 travel card data and concluded that the risk of illegal, improper, or erroneous use in the Department's travel card program is "medium." This conclusion is based on the Department travel card program's size, internal controls, training, previous audits, and OIG Office of Investigations observations.

On the basis of the results of this assessment, OIG did not recommend an audit of the Department's

travel card program be included in OIG's FY 2021 through FY 2022 work plan. However, OIG encouraged Department officials to continue prudent oversight of the travel card program to ensure that internal controls intended to safeguard taxpayer funds are fully implemented and followed by Department travel cardholders.

Information Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, 2019 Charge Card Risk Assessment (AUD-CGI-20-08, 11/2019)

OIG conducted a risk assessment of the USIBWC purchase card program to assess the risk associated with the program. OIG reviewed USIBWC's FY 2018 purchase card data and concluded that the risk of illegal, improper, or erroneous use in the USIBWC purchase card program is "low." This conclusion is based on the USIBWC purchase card program size, internal controls, training, previous audits, and OIG Office of Investigations observations.

On the basis of the results of this assessment, OIG did not recommend an audit of USIBWC's purchase card program be included in OIG's FY 2021 through FY 2022 work plan. However, OIG encouraged USIBWC officials to continue prudent oversight of the purchase card program and ensure that internal controls intended to safeguard taxpayer funds are fully implemented and followed by USIBWC purchase cardholders.

Financial Management

Management Letter Related to the Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2019 Financial Statements (AUD-FM-20-23, 3/2020)

During the audit of USIBWC FY 2019 financial statements, the independent external auditor identified weaknesses relating to abnormal

construction-in-process balances, payroll control deficiencies, untimely deobligation of unliquidated obligations, and compliance with the Prompt Payment Act.

Independent Auditor's Report on the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2019 Financial Statements
(AUD-FM-20-22, 2/2020)

An independent external auditor, working on behalf of and under the direction of OIG, audited USIBWC annual financial statements as of, and for the year ended, September 30, 2019. The auditor found the financial statements are presented fairly, in all material respects, in conformity with U.S. generally accepted accounting principles.

The auditor found a significant deficiency in internal control over financial reporting. Specifically, the auditor identified issues with information technology controls. Additionally, the results of the auditor's tests disclosed no instances of noncompliance that are required to be reported.

Independent Auditor's Report on the U.S. Department of State FY 2019 and FY 2018 Consolidated Financial Statements
(AUD-FM-20-18, 1/2020)

An independent external auditor, working on behalf of and under the direction of OIG, audited the Department's annual consolidated financial statements as of, and for the years ended, September 30, 2019, and 2018. The auditor found the consolidated financial statements present fairly, in all material respects, the financial position of the Department as of September 30 for both 2019 and 2018, and its net cost of operations, changes in net position, and budgetary resources for the years then ended, in conformity with accounting principles generally accepted in the U.S.

The auditor found significant deficiencies in the internal control over property and equipment, budgetary accounting, validity and accuracy of unliquidated obligations, intragovernmental revenue, financial reporting, and information technology. The auditor also found three instances of reportable noncompliance with laws, regulations, contracts, and grant agreements tested—specifically, the Antideficiency Act, the Prompt Payment Act, and the Federal Financial Management Improvement Act of 1996.

Audit of the Department of State's FY 2019 Implementation of the Digital Accountability and Transparency Act of 2014
(AUD-FM-20-05, 11/2019)

In accordance with the Digital Accountability and Transparency Act of 2014 (DATA Act), an independent external auditor, working on behalf of and under the direction of OIG, conducted this audit to assess (1) the completeness, accuracy, timeliness, and quality of first quarter FY 2019 financial and award data submitted by the Department for publication on USASpending.gov and (2) the Department's implementation and use of the Government-wide financial data standards established by OMB and the Department of the Treasury (Treasury).

The auditor was unable to assess some of the Department's DATA Act data submitted for the first quarter of FY 2019 because the Department did not certify overseas transactions. For domestic transactions, the auditor determined that DATA Act Files A, B, and C, at the summary level, were complete and timely. However, the auditor identified exceptions with the record-level data for domestic transactions included in DATA Act Files C, D1, and D2. Since the FY 2017 DATA Act report, the Department took some actions to improve procedures, quality control, and oversight; however, additional action is needed. Another reason for the deficiencies identified is that the Department has not classified most of the data

elements that the audit identified as having a high error rate as high risk in its Data Quality Plan. The quality of the data must be improved to fulfill the intent of the DATA Act. In addition, the auditor concluded that the Department fully implemented the Government-wide financial data standards for domestic transactions but was not fully using those data standards in accordance with OMB and Treasury guidelines.

OIG made six recommendations to the Department to improve the quality of the data submitted for publication on the USASpending.gov website.

Independent Accountant's Report on the Application of Agreed-Upon Procedures: Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the Office of Personnel Management (AUD-FM-20-01, 10/2019)

Working on behalf of and under the direction of OIG, an independent external auditor performed agreed-upon procedures as required by OMB. These procedures were performed to assist the Office of Personnel Management (OPM) in assessing the reasonableness of retirement, health benefits, and life insurance withholdings and contributions as well as enrollment information submitted via the Semiannual Headcount Report to OPM by the Department.

In general, the auditor identified no reportable differences as a result of applying the majority of the procedures. However, the auditor reported some differences as a result of applying procedures relating to life insurance and health benefits withholdings and enrollment.

Middle East Region Operations

Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan (AUD-MERO-20-20, 2/2020)

In September 2014, the Department awarded Caddell Construction Co., LLC (Caddell), a \$196 million contract to design and construct a New Embassy Compound (NEC) in Ashgabat, Turkmenistan. The Turkmen Government imposes a “red line” concept that requires constructed buildings in Ashgabat to be set back a certain distance from the road to ensure an aesthetic alignment.

The genesis of the delays encountered completing the construction of the NEC in Ashgabat is attributable to complications associated with the construction of the New Office Building (NOB), which is part of the NEC. Specifically, in July 2016, the Government of Turkmenistan halted construction of the NOB because it was being constructed in a location that violated the city's red line. This error occurred, in part, because Bureau of Overseas Buildings Operations (OBO) personnel failed to follow internal procedures that guide the planning of construction projects. In addition, the construction contractor, Caddell, failed to obtain required construction permits from the Turkmen Government prior to initiating construction. As a result, construction of the NOB was halted after approximately \$26 million had been expended to construct the facility.

The Department has made repeated attempts to persuade the Turkmen Government to reverse its decision and allow the NOB construction to continue at its current location. However, as of January 2020, all requests and proposed options to do so had been rejected by the Turkmen Government. Because construction of the NOB has not been completed, embassy operations continue to be conducted from multiple locations.

According to OBO's FY 2014 Congressional Notification for constructing the NEC, this arrangement creates security and safety risks. OBO estimates that it will cost the Department between \$90 million and \$125 million to rebuild a new NOB in an approved location. This amount is approximately twice what was originally budgeted to construct the NOB.

Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process
(AUD-MERO-20-19, 1/2020)

OIG conducted this audit to determine whether Mission Turkey and Embassy Beirut, Lebanon, oversight officials implemented internal controls to ensure that the contractor-provided fuel met contract terms and conformed to Federal regulations and Department guidance. OIG found that oversight of fuel contractors at Mission Turkey and Embassy Beirut needs improvement to ensure compliance with contract terms. Specifically, OIG found that Contracting Officers (CO) did not (1) always appoint CORs to oversee fuel contracts, (2) implement proper procedures to accept fuel from the contractors, (3) develop and implement quality surveillance assurance plans to ensure that contractual requirements were met, and (4) maintain complete contract and COR files. These deficiencies occurred because officials did not follow FAR requirements and Department guidance when performing oversight of the fuel contracts. As a result, Mission Turkey and Embassy Beirut could not be certain that the fuel received met fuel quality standards set forth in the contract and may have paid for fuel they did not receive.

OIG also found that Mission Turkey and Embassy Beirut oversight officials did not conform with Federal regulations and guidance concerning fuel payments. Specifically, oversight officials did not (1) verify that invoices included all the required information to make them proper or certify them for payment and (2) always verify that prices

complied with contract terms. Furthermore, COs and the COR allowed unauthorized officials to approve invoices on their behalf. OIG therefore questioned \$1.2 million paid by Mission Turkey and \$2.2 million paid by Embassy Beirut for fuel from October 1, 2013, through September 30, 2018. OIG made 33 recommendations to Mission Turkey and 11 recommendations to Embassy Beirut to improve contract oversight and payment procedures and to safeguard against improper payments.

Review of the Department of State's Organizational Reform Effort
(AUD-MERO-20-09, 11/2019)

OIG found that the process employed by the Department to develop and implement its reform efforts generally complied with applicable Federal law and OMB guidance. Specifically, the Department notified Congress about the creation of the Center for Analytics, a new directorate that resulted from the reform effort, and it complied with six of eight OMB requirements. The Department only partially complied with two requirements, however, because it did not submit (1) an Analytical Framework with proposals to eliminate, restructure, or merge activities and (2) a Long-Term Workforce Reduction Plan with specific actions. According to OMB officials, the absence of these plans limited the "transformational" potential of the reform effort.

OIG found that the Department used a three-phased approach to develop and implement its organizational reform efforts. The Department sent a survey to Department employees, organized teams assigned to develop ideas for inclusion in the Agency Reform Plan, and directed teams to implement 16 projects identified as related to Department reform (called "Keystone Projects"). However, OIG could not clearly connect the raw data collected for the Listening Tour Survey to the report summarizing the data from that survey. Similarly, OIG could not connect the

report to the efforts in Phase II and could not connect Phase II with decisions and choices made in Phase III.

With respect to employee input into the reform effort and the associated recommendations in the Agency Reform Plan, more than 35,000 individuals (43 percent) responded to a survey that was sent to approximately 87,000 Department and U.S. Agency for International Development email accounts. Participants in the organizational reform effort shared with OIG lessons learned and observations of the process employed. Overall, participants stated that the effort was a “missed opportunity” and emphasized that leadership, communication, and coordination of a coherent mission with integrated strategic goals are paramount to achieving agency efficiencies, effectiveness, and accountability.

Security and Intelligence

Audit of the Department of State’s Coordination and Oversight of the U.S. President’s Emergency Plan for AIDS Relief
(AUD-SI-20-17, 2/2020)

The United States Leadership Against Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome (HIV/AIDS), Tuberculosis, and Malaria Act of 2003 launched the U.S. President’s Emergency Plan for AIDS

Relief (PEPFAR) to combat HIV/AIDS. The Department’s Office of the U.S. Global AIDS Coordinator and Health Diplomacy (OGAC) is responsible for leading the U.S. Government’s international HIV/AIDS efforts. At overseas missions, the PEPFAR Country Coordinator is the top OGAC employee in the country. This individual’s responsibilities include coordinating and facilitating the interagency approach to PEPFAR.

OIG found that PEPFAR Country Coordinators at the four missions audited effectively coordinated with interagency partners to reach consensus on their respective Country Operational Plans (COP). However, OIG found that a majority of those whom OIG interviewed on PEPFAR country teams had concerns regarding the COP development process, and OIG identified a lack of effective communication pertaining to this process. Overall, across the four missions, PEPFAR country teams expressed concerns regarding performance targets, OGAC-developed COP preparation tools, and the timeline to develop the COP. Lastly, OIG found that OGAC established a process to oversee PEPFAR program implementation via its PEPFAR Oversight and Accountability Response Team, which conducts quarterly consultation calls with overseas missions. OIG made four recommendations to address the deficiencies noted with the development of the COPs.

7 OFFICE OF EVALUATIONS AND SPECIAL PROJECTS

The Office of Evaluations and Special Projects strengthens OIG's oversight of the Department and improves OIG's capabilities to educate employees regarding whistleblower protections. This office also reviews allegations of administrative misconduct by senior officials and issues management alerts and management assistance reports to highlight urgent needs for corrective actions, as well as capping reports on thematic areas of concern. It also conducts special evaluations and reviews, including responses to congressional inquiries. This office's work complements the work of OIG's Offices of Audits, Inspections, and Investigations by developing a capacity to focus on broader systemic issues.

From October 1, 2019, to March 31, 2020, the Office of Evaluations and Special Projects issued three unclassified reports on Department programs and operations. During this period, the office also issued three whistleblower reports, which are discussed in Section 2 of this report.

Management Assistance Report: Foreign Service Institute Wireless User Access Controls
(ESP-20-03, 3/2020)

OIG issued this management assistance report following a criminal investigation in which a former Department employee was convicted of using the Foreign Service Institute (FSI) guest wireless network to engage in illegal activity. OIG found that FSI's guest wireless network lacks modernized user access controls that comply with the wireless security standards of the Department, such as requiring a valid email address to access the network and segmenting network traffic by connection type. OIG recommended that FSI ensure that its guest wireless network complies with the Department's wireless security standards, and FSI agreed with this recommendation.

Management Assistance Report: Continued Health and Welfare Concerns for Antiterrorism Assistance Explosive Detection Canines
(ESP-20-02, 12/2019)

OIG issued this management assistance report as a follow-on to its September 2019 report, *Evaluation of the Antiterrorism Assistance Explosive Detection Canine Program—Health and Welfare* (ESP-19-06), which identified a lack of Department oversight over the health and welfare of explosive detection canines provided to partner nations by the Department under the Antiterrorism Assistance Act. After that report was issued, OIG learned of the deaths of additional canines that had been provided to other nations.

Specifically, in June and September 2019, two canines deployed to Jordan died of non-natural causes, one of hyperthermia and one of insecticide poisoning. Also, three of the 10 dogs provided to Egypt in August 2018 have died: one of hyperthermia, one of lung cancer, and one from a ruptured gall bladder.

OIG made one recommendation in this report, that the Department cease providing additional canines to Jordan and Egypt until there are plans in place to ensure their health and welfare and to provide continuous monitoring of their care. The Department agreed with this recommendation.

Review of Allegations of Politicized and Other Improper Personnel Practices Involving the Office of the Secretary
(ESP-20-01, 11/2019)

In response to a referral from the Department and requests from several congressional committees, OIG reviewed allegations of politicized and other improper personnel practices by political appointees in the Office of the Secretary. OIG began this review by

examining grievances, complaints, and other allegations of mistreatment filed with the Department that involved political appointees and by examining the email accounts of senior officials in the Office of the Secretary. OIG also spoke with employees who were either referred by Congress or contacted OIG directly. Based on this work, OIG identified five cases of alleged improper personnel actions taken against career employees that merited further review.

In one of these cases, OIG found that Department officials ended the detail of a career employee in the Office of Policy Planning after significant discussion concerning the employee's perceived political views, association with former administrations, and perceived national origin, which are non-merit factors that may not be considered in assigning career personnel under the Department's policies. In two cases involving

the assignment of career employees to Freedom of Information Act duties, OIG found no evidence that impermissible factors influenced the personnel decisions. In the final two cases, there was inconclusive evidence, and OIG was unable to obtain essential information from key decisionmakers. Accordingly, OIG could not determine if improper considerations played a role in the decisions regarding the assignments of the two career employees.

OIG made two recommendations to the Department—to institute training on the Department's merit-based personnel rules for political appointees and to consider discipline for any officials found to have violated these policies. The Department concurred with both recommendations.

8 OFFICE OF INSPECTIONS

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

The office also conducts targeted reviews of Department programs and operations and compliance follow-up reviews on some posts, offices, and bureaus previously inspected to ensure implementation of key recommendations. From October 1, 2019, to March 31, 2020, the Office of Inspections issued 16 reports on Department programs and operations, 9 of which were unclassified and are summarized below. The *Department of State Classified Annex to the Semiannual Report to the Congress*, which will be provided at a later date, will include the seven classified reports the Office of Inspections issued during this reporting period.

Domestic Bureaus

Inspection of the Bureau of Western Hemisphere Affairs
(ISP-I-20-05, 11/2019)

OIG found the Bureau of Western Hemisphere Affairs (WHA) successfully supported Department policies and its overseas missions despite operating in crisis mode as it implemented multiple high-priority administration policies for the region and managed ordered departures for four WHA missions from 2017 to 2019. Bureau leadership responded to these challenges, which also affected the staff's work-life balance, by implementing new processes to help relieve workload pressures. WHA developed effective interdepartmental and interagency relationships despite its heavy workload and staff vacancies.

However, unclear lines of authority, staffing issues, and the separation of the Venezuela Working Group from the Office of Andean Affairs resulted in workplace stress and confusion regarding taskings and supervision. Staff also did not fully understand the status and role of the recently constituted Migration Working Group. The bureau's lack of management controls for procuring IT equipment resulted in \$300,000 in unnecessary purchases. WHA did not have a records management program and lacked a content management process for its intranet site.

OIG made recommendations to improve WHA's policy implementation, management, and information management operations, including implementation of management controls for IT equipment procurement.

Spotlight on Success: WHA organized an annual grants training for its overseas mission employees to improve management of foreign assistance and public diplomacy grants.

Overseas Missions

Bureau of African Affairs

Inspection of Embassy Pretoria and Constituent Posts, South Africa
(ISP-I-20-09, 1/2020)

OIG found the Chargé d'Affaires and acting Deputy Chief of Mission led Mission South Africa by promoting unity of effort and enlisting the Consuls General in Cape Town, Durban, and Johannesburg to advance U.S. interests. However, interagency conflicts and implementation challenges hindered its \$730 million program to implement the PEPFAR program, putting its success at risk. The Front Office implemented all Equal Employment Opportunity program requirements, but employees in several areas reported behavior that

did not comport with Department standards. The mission developed its Integrated Country Strategy through a logical and inclusive process but did not track implementation. Although the Front Office completed the required internal control Statement of Assurance, many long-standing issues needed attention. Additionally, consular operations across the mission did not adhere to several basic management controls. The mission did not meet Department standards for property management and motor pool operations. Finally, although information management staff met basic IT needs, they did not complete key security duties.

OIG made recommendations to improve PEPFAR interagency coordination and policy implementation, as well as Mission South Africa's public diplomacy, consular, political and economic, management, and information management operations.

Inspection of Embassy Nouakchott, Mauritania
(ISP-I-20-04, 11/2019)

OIG found the Ambassador and the Deputy Chief of Mission led Embassy Nouakchott professionally and collaboratively, incorporating policy and engagement ideas from American and locally employed staff. However, U.S. direct-hire and locally employed staff vacancies adversely affected information management operations. In addition, internal controls for some general services, facility management, and financial management functions did not comply with Department standards and procedures.

OIG made recommendations to improve Embassy Nouakchott's policy and program implementation, management, and information management operations.

Spotlights on Success: Under the Deputy Chief of Mission's supervision, the Program and Advisory Council and the Program and Grants Office maximized the effect of foreign assistance

resources, minimized redundancies, and ensured consistency with Integrated Country Strategy priorities. In addition, a Regional Security Office initiative empowered female guard force members and promoted respect for diversity in the local guard force.

Inspection of Embassy N'Djamena, Chad
(ISP-I-20-02, 11/2019)

OIG found the Chargé d'Affaires and the Deputy Chief of Mission led Embassy N'Djamena in a professional and collaborative manner. However, long-term staffing gaps affected the embassy's ability to pursue its policy objectives and manage risk. The embassy's management of foreign assistance grants did not meet Department standards. One of the embassy's American Spaces did not fulfill its purpose as a strategic venue for public diplomacy programming to advance U.S. foreign policy objectives. Additionally, internal control issues in general services operations and facility management adversely affected Embassy N'Djamena's operations. The Department had excess real properties in N'Djamena that could be sold, resulting in an estimated \$7.1 million in U.S. Government funds that could be put to better use.

OIG made recommendations to improve Embassy N'Djamena's management of foreign assistance grants, as well as public diplomacy, resource management, and information management operations.

Spotlight on Success: Embassy N'Djamena successfully launched an innovative foreign assistance program in 2019 to track and monitor Chadian elephant herds to protect them from poaching, advancing important U.S. foreign policy priorities related to rule of law, counterterrorism, and economic development.

Inspection of Embassy Mbabane, Eswatini
(ISP-I-20-03, 10/2019)

OIG found the Ambassador and the Deputy Chief of Mission led Embassy Mbabane in a positive, inclusive, and professional manner. Employees especially praised the Front Office for its accessibility and attention to the staff's well-being. The Ambassador led the embassy's efforts to achieve concrete foreign policy accomplishments, including helping Eswatini regain eligibility for trade benefits under the African Growth and Opportunity Act. Embassy Mbabane's Front Office established effective coordination and oversight of the funding provided to Eswatini under the PEPFAR program. With the help of that assistance, Eswatini achieved positive results in fighting the HIV/AIDS epidemic. However, the Management Section lacked internal controls on fuel deliveries for residential generators. The embassy also did not have adequate means of emergency communications, as its high frequency radio had been inoperable for 18 months at the time of the inspection. Finally, the Information Systems Security Officer did not have the appropriate training to perform his duties.

OIG made recommendations to improve management and information management operations.

Inspection of Embassy Maseru, Lesotho
(ISP-I-20-01, 10/2019)

OIG found the Ambassador and the Deputy Chief of Mission generally led Embassy Maseru in a professional and collaborative manner consistent with Department leadership principles. However, information management operations lacked basic standard operating procedures to prioritize tasks and adhere to the Department's information security requirements. Additionally, disruptions of commodity deliveries to clinics supported by PEPFAR placed at risk the program's ability to meet key goals related to testing, treatment, and

viral suppression. OIG also found that the emergency doors in an embassy compound building did not meet Department standards. OIG made recommendations to improve resource and information management operations at Embassy Maseru, as well as a recommendation to the Bureau of Overseas Buildings Operations to bring the emergency doors on the embassy compound into compliance with Department standards. Additionally, OIG made a recommendation to address supply chain disruptions to PEPFAR-supported clinics.

Spotlights on Success: As part of a broader crisis management exercise, the embassy organized a Crisis Preparedness Fair to involve the entire embassy community in emergency planning. In addition, the Management Section instituted a continuous process improvement system for management controls.

Bureau of East Asian and Pacific Affairs

Inspection of Embassy Canberra and Constituent Posts, Australia
(ISP-I-20-07, 2/2020)

The Ambassador, who arrived shortly before the start of the inspection, Deputy Chief of Mission (formerly Chargé), and acting Deputy Chief of Mission effectively communicated and coordinated their activities across the spectrum of external engagements with the Government of Australia and other stakeholders. Mission Australia generally implemented required Department processes and procedures, but a more than 2-year gap between ambassadors detracted from Front Office oversight of internal operations. Additionally, OIG found that the embassy should consult with the Department on whether certain personnel assigned throughout Australia were under chief of mission authority. Moreover, the embassy identified that residential safety certifications for more than 200 residences occupied by Department of Defense personnel

under chief of mission authority did not comply with Department standards. Embassy Canberra effectively promoted IT innovation and new programs and supported frequent regional high-profile visits. However, the embassy did not enforce standard procedures for the mission's information security program.

OIG made recommendations to address oversight and coordination of U.S. Government personnel under chief of mission authority and improve internal controls, resource management, and information management operations.

Spotlights on Success: Embassy Canberra's chief of mission's letter mandating participation by the embassy in all high-level official visits increased the embassy's ability to support U.S. policy objectives. The Financial Management Office used a process audit to improve its operations, productivity, and training. Consulate General Perth's use of an IT configuration tool to collectively update computer systems resulted in consistently high compliance scores with Department configuration standards.

Bureau of European and Eurasian Affairs

Inspection of Embassy Helsinki, Finland (ISP-I-20-08, 12/2019)

OIG found embassy leadership used their ready access to the senior-most levels of the Government of Finland to the benefit of U.S. foreign policy goals and objectives. However, the Ambassador and the Deputy Chief of Mission did not manage conflict between them in an appropriate manner, which resulted in a breakdown of trust and communication that complicated the chain of command and contributed to a stressful work environment for embassy staff. Lack of teamwork and communication between Consular Section leadership and staff had a negative effect on productivity and morale. The embassy did not

dispose excess expendable property in a timely manner that, if properly disposed of, could result in a potential \$1.3 million in U.S. Government funds that could be put to better use. Additionally, the embassy lacked policies for some information management support services.

OIG made recommendations to improve Embassy Helsinki's resource management and information management operations.

Inspection of Embassy Stockholm, Sweden (ISP-I-20-06, 12/2019)

OIG found that while Embassy Stockholm had been without an ambassador since January 2017, the Chargé d'Affaires, who arrived in April 2019, set a positive and ethical tone for the embassy and promoted strong coordination among country team members. However, interpersonal conflict and communication issues affected morale, productivity, and teamwork in the Consular Section. In addition, the embassy's Interagency Housing Board did not effectively coordinate employee housing, resulting in unnecessary temporary living quarters allowance costs.

OIG made recommendations to improve Embassy Stockholm's resource management and information management operations.

Spotlight on Success: Embassy staff identified a life-safety issue with lamps purchased under a General Services Administration contract that resulted in a worldwide safety alert and the vendor's replacement of the lamps at no additional cost.

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 for prosecution and to the Department's Bureau of Global Talent Management (previously known as the Bureau of Human Resources), the Bureau of Diplomatic Security, the Office of the Procurement Executive, and other entities for administrative or other appropriate action. OIG's involvement in complex

investigations of crimes affecting Department employees, programs, and operations has resulted in significant actions—including convictions, settlements, recoveries, suspensions, and debarments—and continues to promote integrity and accountability of personnel and programs.

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

Table 9.1
OIG Investigative Activity Related to Department of State Programs and Operations,
10/1/2019–3/31/2020

Preliminary Inquiries	
Opened	42
Closed	41
Investigations	
Opened	27
Closed	42
Pending (3/31/2020)	40
Reports Issued ^a	13
Criminal and Civil Actions	
Referrals to the Department of Justice	21
Referrals to Foreign, State, and Local Prosecuting Authorities	0
Arrests	4
Indictments/Informations ^b	6
Convictions	2
Civil Judgments/Settlements	1
Administrative Actions	
Removals (Resignation & Termination)	5
Suspensions/Revocations (Employee & Security Clearance)	0
Reprimands/Admonishments/Other	10
Investigative Monetary Results	
Civil Settlement	\$1,500,000
Cost Recovery	\$47,763
Criminal Forfeiture	\$0
Fines and Penalties	\$36,600
Funds Put to Better Use (Cost Savings)	\$0
Restitution	\$0
Suspension and Debarment	
Contractors/Grantees Suspended	6
Employees/Contractors/Grantees Debarred	22
Fraud Awareness Briefings	
	34

Note: The figures in this table were derived from a defined search of the Office of Investigations' electronic case management system for the period from October 1, 2019, through March 31, 2020, based upon specific administrative action categories.

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

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

OIG's investigative efforts span the globe. As shown in Figure 9.2 and Table 9.2, of the 84 cases and preliminary inquiries closed this reporting period, 54 percent concerned activity in the United States, and 46 percent concerned activity in other countries.

Figure 9.1
OIG Investigations Closed, 10/1/2019–3/31/2020

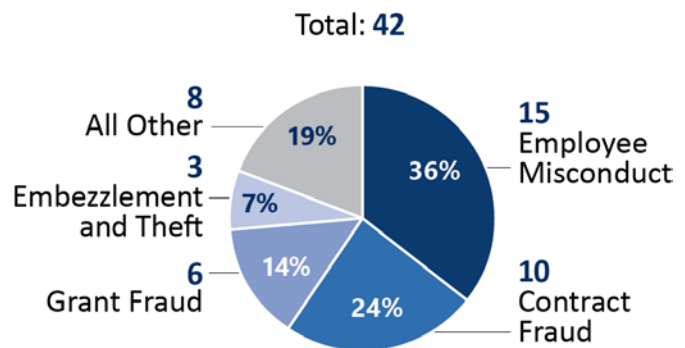


Figure 9.2
Department-Related Cases and Preliminary Inquiries Closed, by Country, 10/1/2019–3/31/2020



Source: Office of Investigations electronic case management system.

Table 9.2
Preliminary Inquiries and Cases Closed, 10/1/2019–3/31/2020

Type	Domestic	Overseas
Preliminary Inquiries Closed	25	17
Cases Closed	20	22

Source: Office of Investigations electronic case management system.

Investigations Involving Senior Government Employees

During the reporting period, OIG conducted a number of investigations involving senior Government employees. Table 9.3 details each such investigation where OIG substantiated

allegations of misconduct. Other than the investigations described in Table 9.3, OIG has no investigations to report involving senior Government employees that were substantiated and closed during the reporting period but not disclosed to the public.

Table 9.3
Investigations Involving Senior Government Employees Where Allegations Were Substantiated, 10/1/2019–3/31/2020

Description	Status	DOJ Referral & Response	Closed Date
Case #C2019-016			
In December 2018, OIG opened an investigation based on information that a Department employee became aware of another employee's misconduct but did not report the violation to the OIG. OIG obtained this information in the course of another investigation.	The investigation revealed the employee did not report the misconduct, which involved misuse of a government charge card. In accordance with the Foreign Affairs Manual, all Department employees have a responsibility to cooperate with OIG, including reporting known or suspected fraud in a timely manner to OIG. In March 2019, OIG referred the matter to the Department for appropriate action. The Department did not take disciplinary action against the employee.	OIG did not identify sufficient evidence to substantiate that a criminal violation occurred and, therefore, did not refer this information to the Department of Justice for prosecution.	03/2020
Case #C2019-056			
In July 2019, OIG opened an investigation based on information that a Department employee presented significant security concerns because of an unpaid travel card balance in the amount of \$16,287.97.	The investigation revealed the employee misused his government issued travel card and created a financial debt that he could not pay. In addition, the employee failed to be forthcoming during his interviews with OIG special agents. In August 2019, OIG referred the matter to the Department for appropriate action, however; the employee retired in October 2019 prior to adjudication.	OIG did not identify sufficient evidence to substantiate that a criminal violation occurred and, therefore, did not refer this information to the Department of Justice for prosecution.	12/2019

Contract Fraud

In January 2020, a Department contractor agreed to pay \$1.5 million to settle civil fraud allegations involving two former contract employees. Special agents from OIG and the Federal Bureau of Investigation (FBI) determined the contract employees had solicited and accepted kickbacks from an Iraqi subcontractor in order to inflate the cost of leases acquired by the contractor. The cost of the inflated leases was passed on to the Department. In November 2017, the former contract employees pleaded guilty to soliciting and accepting \$390,000 in kickbacks in violation of the Anti-Kickback Act, and they were sentenced to 3 and 4 years, respectively, in prison. A Romanian citizen was also sentenced to 3 years in prison in connection with the scheme.

In December 2019, the CEO of a company that provided protective equipment to the U.S. Government was arrested and charged with wire fraud as a result of an investigation by special agents from OIG and several other Federal agencies. The contractor allegedly falsely certified that ballistic vests, helmets, riot gear, and other items sold to the Federal Government were from designated jurisdictions and countries, specifically, Hong Kong and the United States. The arrest affidavit alleges that the CEO knew the items were manufactured and bought from China in violation of the Trade Agreements Act. From September 2015 to July 2019, the U.S. Navy and the Department were two of at least five Federal agencies that placed a total of nine orders with the company for ballistic vests, helmets, or riot gear, valued at approximately \$639,921.

Employee Misconduct

In March 2020, a former contracting officer representative who served as a facilities maintenance supervisor resigned after it was

discovered he did not disclose, as required, outside business employment and activities to the U.S. Embassy where he worked. OIG special agents determined the former employee worked with the same contractors in the scope of his official duties and in his outside business activities. In addition, the employee solicited a gift from a prohibited source and knowingly made misrepresentations regarding material facts to OIG.

In March 2020, the Department issued letters of admonishment to two U.S. Government purchase cardholders for failure to follow Federal Acquisition Regulations. OIG special agents determined that, from 2013 through 2015, the cardholders routinely approved transactions they knew to be split purchases that were intended to avoid exceeding the \$3,000 micro-purchase threshold.

In February 2020, a former Department contracting officer (CO) was sentenced to 87 months of imprisonment followed by 3 years supervised release, a \$25,000 fine, and a \$1,300 special assessment. In October 2019, a jury convicted the CO on 13 counts of conspiracy, bribery, honest services wire fraud, and making false statements. Before the CO's indictment in April 2019, OIG and FBI special agents determined that from November 2012 to early 2017, the CO and the owner of a Turkish construction firm allegedly engaged in a bribery and procurement fraud scheme in which the CO received at least \$239,300 in cash payments from the business owner. In return, the CO allegedly supervised multimillion-dollar construction contracts awarded to the owner's business partners. The CO allegedly concealed the unlawful relationship by making false statements on financial disclosure forms and during his background reinvestigation. The CO's security clearance was suspended.

In November 2019, a former Department CO was sentenced to 500 hours of community service and ordered to pay a \$2,500 fine, while another Department employee was sentenced to 250 hours of community service and ordered to pay a \$2,500 fine. These sentences were for their roles in a Procurement Integrity Act violation. The former Department employee had pleaded guilty in August to disclosing confidential bid proposal information to help a furniture company executive win a lucrative contract. The executive was sentenced to 3 months in prison and ordered to pay a \$5,000 fine. In addition, all three individuals were debarred from doing business with the U.S. Government for 3 years.

Suspensions and Debarments

In March 2020, the Department suspended and proposed debarment for three grantee organization employees who submitted false claims to the Government. OIG special agents determined that, from September 2016 through August 2017, while administering a grant program to improve radio and television broadcasting skills for journalism students throughout Afghanistan, the individuals submitted false claims for the salary for a manager position at one of the media operations center even though this position never existed. The Department had also recovered \$21,900 from the grantee organization in November 2019.

In January 2020, a Department grantee organization and its owner were debarred from doing business with the U.S. Government for 3 years. The grantee failed to pay a consultant and falsified documents related to a \$130,597

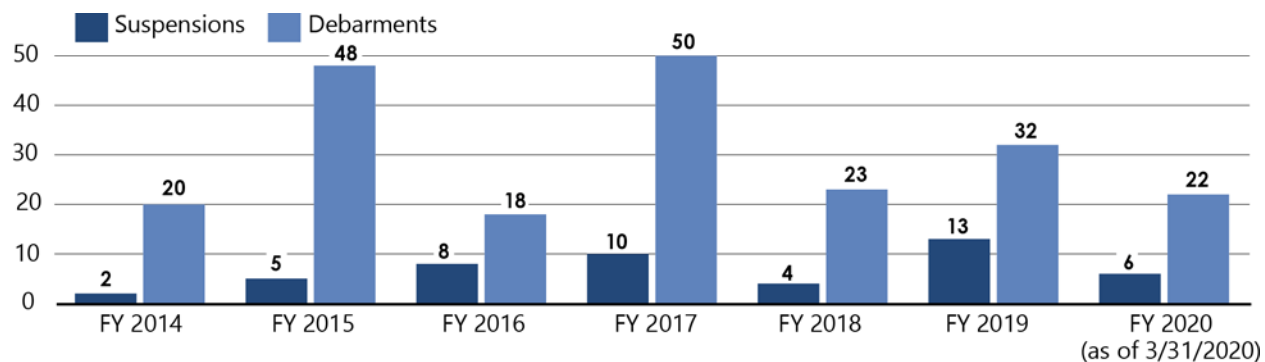
Department grant intended to support youth centers and unemployed youth in marginalized areas of the Middle East.

In November 2019, a former employee of a Department grantee organization was debarred from doing business with the U.S. Government for 3 years. In May 2019, the former employee had been ordered to pay \$23,000 in restitution and was sentenced to probation and 50 hours of community service after entering a pre-trial diversion program through the State of New Jersey's Office of the Attorney General. OIG special agents determined that the employee altered scholarship grantee payment information in a grant program database from October 2017 to April 2018. She then had payment checks mailed to herself, forged the grantees' names, and endorsed the checks to herself.

Also in November 2019, the Department debarred five companies and one grantee for their roles in a bid rigging conspiracy to steer contracts to vendors in exchange for kickbacks. OIG and U.S. Agency for International Development special agents determined several procurement officers working for large non-governmental organizations provided procurement sensitive information to vendors in exchange for payments. One of the cooperative agreements affected by the scheme provided quality learning opportunities for refugee children in Europe.

Figure 9.3 shows suspension and debarment action taken by the Department as a result of OIG referrals from FY 2014 to FY 2020 (first 6 months).

Figure 9.3
Suspension and Debarment Action Taken by the Department as a Result of OIG Referrals, FY 2014–2020



Source: Office of Investigations electronic case management system.

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

In the reports it issued this reporting period, OIG identified approximately \$138.3 million in potential monetary benefits to the Department. Also during this reporting period, the Department made management decisions on approximately \$442.1 million in recommendations involving questioned costs or funds that could be put to better use. At the close of this reporting period, the Department had not yet made a management decision on approximately \$462.2 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.

Allowed:

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

Disallowed:

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

Funds Put to Better Use

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

Agreed:

The dollar value of recommendations that management agreed to implement.

Disagreed:

The dollar value of recommendations that management disagreed with implementing.

Table 10.1
Status of OIG Recommendations to the Department of State Including Questioned Costs,
10/1/2019–3/31/2020

		# Reports	Questioned Costs (\$ Thousands ^b)	Unsupported Costs ^a (\$ Thousands ^b)
A.	No management decision made by start of the reporting period	20	\$210,275	\$46,823
B.	Issued during the reporting period			
	<i>Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan</i>		\$125,000	\$0
	<i>Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process</i>		\$3,370	\$3,370
	Total issued during the reporting period	2	\$128,370	\$3,370
	Total (A+B)	22	\$338,645	\$50,193
C.	Management decision made during the reporting period			
	(i) Disallowed costs		\$244	\$8,778
	(ii) Costs not disallowed		\$152,337	\$34,539
	Subtotal	9	\$152,581	\$43,317
D.	Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	15 ^c	\$186,064	\$6,877
E.	Additional monetary benefits achieved as the result of prior OIG recommendations	0	\$0	\$0

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

^b Dollar amounts may be affected by rounding.

^c Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The 15 reports noted in the table contain 28 recommendations without a management decision at the end of the period.

Table 10.2**Status of OIG Recommendations to the Department of State Recommending Funds Be Put to Better Use, 10/1/2019–3/31/2020**

	# Reports	Funds Put to Better Use (\$ Thousands ^a)
A. No management decision made by start of the reporting period	20	\$555,679
B. Issued during the reporting period		
<i>Inspection of Embassy Canberra and Constituent Posts, Australia</i>		\$1,550
<i>Inspection of Embassy Helsinki, Finland</i>		\$1,300
<i>Inspection of Embassy N'Djamena, Chad</i>		\$7,100
Total issued during the reporting period	3	\$9,950
Total (A+B)	23	\$565,629
C. Management decision made during the reporting period		
(i) Dollar value of recommendations agreed to by management		\$5,536
(ii) Dollar value of recommendations not agreed to by management		\$284,000
Subtotal	6	\$289,536
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	20 ^b	\$276,092
E. Additional monetary benefits achieved as the result of prior OIG recommendations	2	\$471

^a Dollar amounts may be affected by rounding.

^b Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The 20 reports noted in the table contain 30 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 nonprofit organizations receiving Federal awards. Under 2 CFR Part 200, covered entities that expend \$750,000 or more a year in Federal funds must obtain an annual organization-wide "single audit" that includes the entity's financial statements and compliance with Federal award requirements. These audits are conducted by non-Federal auditors, such as public accounting firms and state auditors.

OIG reviews selected audit reports for findings and questioned costs related to Department awards to ensure that the reports comply with the requirements of OMB related to single audits. OIG's oversight of non-Federal audit activity informs Federal managers about the soundness of the management of Federal programs and identifies any significant areas of internal control weaknesses, noncompliance, and questioned costs for resolution or follow-up.

During this reporting period, the Office of Audits conducted follow-up on prior year's questioned costs of \$29,690 referred to Department program officials for resolution in prior periods. Table 10.3 summarizes the Department's decisions during this period to allow or disallow the questioned costs.

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

	# Reports	Questioned Costs (\$ Thousands ^a)
A. For which no management decision had been made by the commencement of the reporting period	2	\$30
B. Issued during the reporting period	0	\$0
Subtotal Questioned Costs (A+B)	2	\$30
C. For which a management decision was made during the reporting period		
(i) Disallowed costs	2	\$30
(ii) Costs not disallowed	0	\$0
Total Management Decisions	2	\$30
D. For which no management decision has been made by the end of the reporting period [(A+B) – Subtotal C]	0	\$0

^a Dollar amounts may be affected by rounding.

Defense Contract Audit Agency Audits

The Bureau of Administration's Office of Acquisitions Management (AQM) provided OIG information concerning Department contract awards. The bureau's Business Operations Division initiates and coordinates audits with the Defense Contract Audit Agency (DCAA) to

support COs. 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 CO 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 ^a	Questioned Costs (\$ Thousands) ^b
A.	For which no management decision had been made by the commencement of the reporting period ^c	10	\$113,424
B.	Issued during the reporting period <i>Independent Audit Report on PAE Government Services Inc.'s Proposed Amounts on Unsettled Flexibly Priced Contracts for FY 2017</i> (2017P10100001, March 17, 2020)		\$17,771
	Total issued during the reporting period	1 ^d	\$17,771
	Subtotal Questioned Costs (A+B)	11	\$131,195
C.	For which management decision was made during the reporting period		
	(i) Disallowed costs		\$29
	(ii) Costs not disallowed		\$93,779
	Total Management Decisions	2 ^e	\$93,808
D.	For which no management decision has been made by the end of the reporting period [(A+B) – Subtotal C]	9	\$37,388

^a Number excludes one audit report OIG issued in a prior period on behalf of the Bureau of Administration that was pending a management decision. This report and any respective decisions are accounted for in Table 10.1, Status of OIG Recommendations to the Department of State Including Questioned Costs.

^b Dollar amount may be affected by rounding.

^c Opening balance adjusted for one report DCAA issued in March 2019 (Report No. 2015B10100033 for \$3,832,990) as to which AQM reported in September 2019 that management disallowed the total costs questioned. However, AQM has since reported that the September 2019 report was in error, and the balance is still pending a management decision.

^d Number excludes five additional DCAA reports issued during the reporting period that AQM reported as not having questioned costs.

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

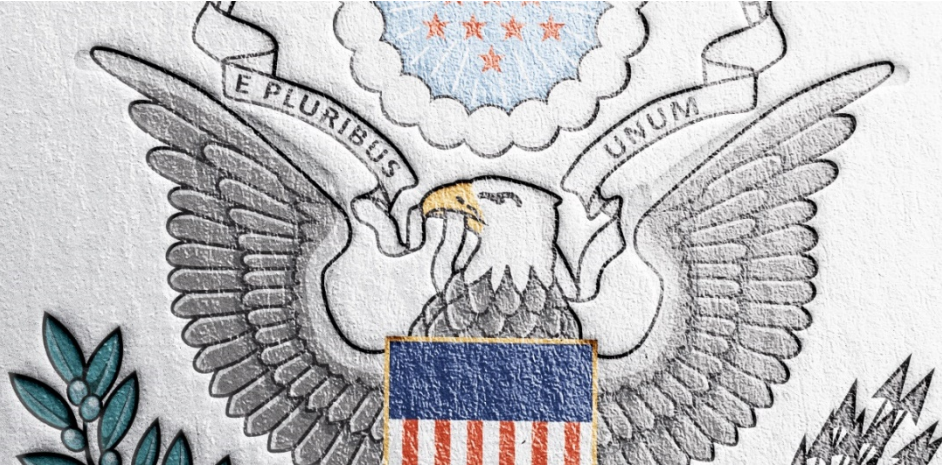
11 COMPLIANCE

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

The tables in Appendix D provide detailed information about the status of OIG recommendations. Tables D.1 through D.3 identify resolved but unimplemented recommendations associated with unclassified reports issued prior to October 1, 2019.

These tables also identify recommendations designated as significant and associated potential monetary benefits. Table D.4 identifies recommendations that have been without management decision for more than 6 months.

Table D.5 shows reports issued in the previous reporting period that did not receive comments within 60 days of issuance. Table D.6 shows previous significant management decisions that the Department revised during this reporting period, and Table D.7 identifies significant management decisions with which OIG disagreed. Lastly, Table D.8 highlights a number of recommendations that were closed during the reporting period.



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

12 OFFICE OF AUDITS

The Office of Audits supports the U.S. Agency for Global Media (USAGM) by auditing its programs and operations and making recommendations to improve management, strengthen integrity and accountability, and ensure the most efficient, effective, and economical use of resources. Audit work focuses on such areas of concern as financial management and information security and management practices. From October 1, 2019, to March 31, 2020, the Office of Audits issued six audit reports related to USAGM programs and operations, five of which are summarized below. The remaining report is summarized in the *U.S. Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress*.

Contracts, Grants, and Infrastructure

Management Assistance Report: United States Agency for Global Media Travel Card Policy Is Not in Compliance With Federal Travel Regulations (AUD-CGI-IB-20-14, 1/2020)

During a mandated risk assessment of the USAGM credit card programs, OIG found USAGM's Travel Charge Cardholder Policy regarding use of Government contractor-issued travel charge cards was not in compliance with the Federal Travel Regulation (FTR).

USAGM's Travel Charge Cardholder Policy was issued in 2015, before 2016 modifications of the FTR's exemptions for the use of Government contractor-issued travel charge cards. Therefore, the exemptions allowed by USAGM's Travel Charge Cardholder Policy for the use of travel charge cards did not reflect current FTR requirements. OIG recommended USAGM update its Travel Charge Cardholder Policy to implement requirements found in the FTR.

Information Report: United States Agency for Global Media 2019 Charge Card Risk Assessment (AUD-CGI-IB-20-07, 11/2019)

OIG conducted a risk assessment of the USAGM purchase card program to assess the risk associated with the program. OIG reviewed USAGM's FY 2018 purchase card data and concluded that the risk of illegal, improper, or erroneous use in the USAGM purchase card program is "very low." This conclusion is based on the USAGM's purchase card program size, internal controls, training, previous audits, and OIG Office of Investigations observations.

On the basis of the results of this assessment, OIG did not recommend an audit of USAGM's purchase card program be included in OIG's FY 2021 through FY 2022 work plan. However, OIG encouraged USAGM officials to continue prudent oversight of the purchase card program and ensure that internal controls intended to safeguard taxpayer funds are fully implemented and followed by USAGM purchase cardholders.

Financial Management

Management Letter Related to the Audit of the U.S. Agency for Global Media, FY 2019 Financial Statements (AUD-FM-IB-20-16, 1/2020)

During the audit of USAGM FY 2019 financial statements, the independent external auditor identified weaknesses relating to unliquidated obligations and information system policy reviews and updates.

*Audit of the U.S. Agency for Global Media's
FY 2019 Implementation of the Digital
Accountability and Transparency Act of 2014
(AUD-FM-IB-20-10, 12/2019)*

In accordance with the DATA Act, an independent external auditor, working on behalf of and under the direction of OIG, conducted this audit to assess (1) the completeness, accuracy, timeliness, and quality of first quarter FY 2019 data submitted by USAGM for publication on USASpending.gov and (2) USAGM's implementation and use of the Government-wide financial data standards established by OMB and Treasury.

The auditor found USAGM's DATA Act Files A and C were both complete at the summary level and the DATA Act Files were submitted timely based on the timeline established by Treasury. The auditor reconciled DATA Act Files A and B and did not identify any significant variances between DATA Act Files A, B, and C. However, the auditor found completeness issues with the submission of File B and identified exceptions related to completeness, accuracy, and timeliness during the testing of certified transactions for Files A, B, and C. Notwithstanding the identified deficiencies, the auditor considered the quality of the submission of data to be "higher" (the best quality level) because the highest projected error rate was less than 20 percent. Most of the errors identified can be attributed to several control issues that led to the deficiencies. The auditor found USAGM's Data Quality Plan (DQP) needs improvement to become more useful. For example, USAGM's current DQP does not provide the information necessary to identify risks or address them.

Although USAGM data were in the best category, more attention would allow for additional improvements to data quality. In addition, the auditor concluded that USAGM fully implemented the Government-wide financial data standards but was not fully using those data standards in accordance with OMB and Treasury guidelines.

OIG made four recommendations to USAGM to improve the quality of the data submitted for publication on the USASpending.gov website.

*Independent Auditor's Report on the U.S. Agency
for Global Media's FY 2019 Financial Statements
(AUD-FM-IB-20-06, 11/2019)*

An independent external auditor, working on behalf of and under the direction of OIG, audited USAGM's annual financial statements as of, and for the year ended, September 30, 2019. The auditor found that the consolidated financial statements present fairly, in all material respects, the financial position of USAGM as of September 30, 2019, and its net cost of operations, changes in net position, and budgetary resources for the years then ended, in conformity with accounting principles generally accepted in the United States of America.

The auditor found one significant deficiency in internal control over financial reporting. Specifically, the auditor identified internal control issues with grantee monitoring. The auditor also identified one instance of substantial noncompliance with provisions of laws, regulations, contracts, and grant agreements regarding Federal grant regulations.

13 OFFICE OF INVESTIGATIONS

The Office of Investigations conducts worldwide investigations of criminal, civil, and administrative misconduct related to USAGM programs and operations. From October 1, 2019, to March 31, 2020, the office's work resulted in two cases referred to the Department of Justice and the sentencing of one subject that is summarized below. Additionally, the office opened two preliminary inquiries and closed one case.

Employee Misconduct

In November 2019, Haroon Ullah, a former Senior Executive Service official serving as Chief Strategy Officer at USAGM, was sentenced to 3 months in prison and 3 years of supervised release and ordered to pay \$34,388 in restitution. He was also sentenced to 30 hours of community service, during which he will speak or write to senior-level Government employees to warn them about committing fraud against the Government while in a position of trust. In June 2019, he pleaded guilty to stealing more than

\$40,000 in Government funds. After being alerted by USAGM leadership, OIG special agents investigated and confirmed the employee fraudulently obtained thousands of dollars by submitting falsified hotel invoices and inflated taxi and Uber receipts and by billing the Government for personal travel and travel that had already been paid by third parties. Additionally, he admitted to creating a falsified letter that claimed he needed to fly business class because of medical reasons, resulting in costly flight upgrades at Government expense.

Investigations Involving Senior Government Employees

During the reporting period, OIG conducted no investigations involving senior Government employees at USAGM where OIG substantiated allegations of misconduct. OIG also has no investigations to report involving senior Government employees that were substantiated and closed during the reporting period but not disclosed to the public.

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

In the reports it issued this reporting period, OIG did not identify potential monetary benefits to USAGM. In the course of preparing this semiannual report, OIG analyzed documentation to support closing a recommendation involving \$6.2 million in funds that could be put to better use and determined that additional supporting documentation was required to report the full and final decision amount. USAGM had no open recommendations involving questioned costs from this reporting period or previous reporting period 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. For the status of recommendations involving funds that could be put to better use, see Table 14.1. 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.

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 14.1**Status of OIG Recommendations to the U.S. Agency for Global Media Recommending Funds Be Put to Better Use, 10/1/2019–3/31/2020**

	# Reports	Funds Put to Better Use (\$ Thousands ^a)
A. No management decision made by start of the reporting period	1	\$6,227
B. Issued during the reporting period		
Total issued during the reporting period	1	\$6,227
Total (A+B)	1	\$0
C. Management decision made during the reporting period		
(i) Dollar value of recommendations agreed to by management		\$0
(ii) Dollar value of recommendations not agreed to by management		\$0
Subtotal	0	\$0
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	1	\$6,227
E. Additional monetary benefits achieved as the result of prior OIG recommendations	0	\$0

^a Dollar amounts may be affected by rounding.

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, there were no audit reports with findings and questioned costs for which USAGM was required to issue management decisions.

15 COMPLIANCE

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

The tables in Appendix E provide detailed information about the status of OIG recommendations. Tables E.1 and E.2 identify resolved but unimplemented recommendations associated with unclassified reports issued prior

to October 1, 2019. These tables also identify recommendations designated as significant and associated potential monetary benefits. Table E.3 identifies recommendations that have been without management decision for more than 6 months.

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



APPENDICES

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

Table A.1

OIG Reports Related to Department of State Programs and Operations, 10/1/2019–3/31/2020

Report #	Report Title	Date Issued
Office of Audits		
AUD-CGI-20-25	<i>Information Report: Risk Assessment of the Department of State Grant and Cooperative Agreement Closeout Process</i>	3/2020
AUD-FM-20-23	<i>Management Letter Related to the Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2019 Financial Statements</i>	3/2020
AUD-CGI-20-21	<i>Audit of Selected Bureau of Administration, Office of Operations, Office of Facilities Management Services, Contracts</i>	3/2020
AUD-CGI-20-12	<i>Audit of the Office of the Coordinator for Assistance to Europe and Eurasia's Oversight of Foreign Assistance Funds Transferred to Implementing Partners</i>	3/2020
AUD-FM-20-22	<i>Independent Auditor's Report on the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2019 Financial Statements</i>	2/2020
AUD-MERO-20-20	<i>Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan</i>	2/2020
AUD-SI-20-17	<i>Audit of the Department of State's Coordination and Oversight of the U.S. President's Emergency Plan for AIDS Relief</i>	2/2020
AUD-MERO-20-19	<i>Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process</i>	1/2020
AUD-FM-20-18	<i>Independent Auditor's Report on the U.S. Department of State FY 2019 and FY 2018 Consolidated Financial Statements</i>	1/2020
AUD-CGI-20-15	<i>Management Assistance Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, Travel Policy Is Not in Compliance With Federal Travel Regulations</i>	1/2020
AUD-CGI-20-13	<i>Information Report: Department of State 2019 Purchase Charge Card Risk Assessment</i>	12/2019
AUD-CGI-20-11	<i>Information Report: Department of State 2019 Travel Charge Card Risk Assessment</i>	12/2019
AUD-MERO-20-09	<i>Review of the Department of State's Organizational Reform Effort</i>	11/2019
AUD-CGI-20-08	<i>Information Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, 2019 Charge Card Risk Assessment</i>	11/2019

Report #	Report Title	Date Issued
AUD-FM-20-05	<i>Audit of the Department of State's FY 2019 Implementation of the Digital Accountability and Transparency Act of 2014</i>	11/2019
AUD-FM-20-01	<i>Independent Accountant's Report on the Application of Agreed-Upon Procedures: Employee Benefits, Withholdings, Contributions, and Supplemental Semiannual Headcount Reporting Submitted to the Office of Personnel Management</i>	10/2019
Office of Evaluations and Special Projects		
ESP-20-03	<i>Management Assistance Report: Foreign Service Institute Wireless User Access Controls</i>	3/2020
ESP-20-02	<i>Management Assistance Report: Continued Health and Welfare Concerns for Antiterrorism Assistance Explosive Detection Canines</i>	12/2019
ESP-20-01	<i>Review of Allegations of Politicized and Other Improper Personnel Practices Involving the Office of the Secretary</i>	11/2019
Office of the Executive Director		
OIG-EX-20-02	<i>Fiscal Year 2019 Inspector General Statement on the Department of State's Major Management and Performance Challenges</i>	1/2020
OIG-EX-20-01	<i>Fiscal Year 2019 Inspector General Statement on the U.S. Agency for Global Media's Major Management and Performance Challenges</i>	12/2019
Office of Inspections		
ISP-I-20-07	<i>Inspection of Embassy Canberra and Constituent Posts, Australia</i>	2/2020
ISP-I-20-09	<i>Inspection of Embassy Pretoria and Constituent Posts, South Africa</i>	1/2020
ISP-I-20-08	<i>Inspection of Embassy Helsinki, Finland</i>	12/2019
ISP-I-20-06	<i>Inspection of Embassy Stockholm, Sweden</i>	12/2019
ISP-I-20-05	<i>Inspection of the Bureau of Western Hemisphere Affairs</i>	11/2019
ISP-I-20-04	<i>Inspection of Embassy Nouakchott, Mauritania</i>	11/2019
ISP-I-20-02	<i>Inspection of Embassy N'Djamena, Chad</i>	11/2019
ISP-I-20-03	<i>Inspection of Embassy Mbabane, Eswatini</i>	10/2019
ISP-I-20-01	<i>Inspection of Embassy Maseru, Lesotho</i>	10/2019

Table A.2
OIG Reports Related to Department of State Programs and Operations and Summarized in the Department of State Classified Annex to the Semiannual Report to the Congress, 10/1/2019–3/31/2020 (To Be Released at a Later Date)

Report #	Report Title	Date Issued
Office of Audits		
AUD-IT-20-04	<i>Audit of the Department of State Information Security Program</i>	10/2019

Report #	Report Title	Date Issued
AUD-IT-20-03	<i>Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, Information Security Program</i>	10/2019
Office of Inspections		
ISP-S-20-09	<i>Classified Inspection of Embassy Pretoria and Constituent Posts, South Africa</i>	2/2020
ISP-S-20-07	<i>Classified Inspection of Embassy Canberra and Constituent Posts, Australia</i>	2/2020
ISP-S-20-08	<i>Classified Inspection of Embassy Helsinki, Finland</i>	1/2020
ISP-S-20-06	<i>Classified Inspection of Embassy Stockholm, Sweden</i>	11/2019
ISP-S-20-04	<i>Classified Inspection of Embassy Nouakchott, Mauritania</i>	10/2019
ISP-S-20-02	<i>Classified Inspection of Embassy N'Djamena, Chad</i>	10/2019

Note: One additional report (title classified) will be found in the *Department of State Classified Annex to the Semiannual Report to the Congress*.

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

Table B.1
**OIG Reports Related to U.S. Agency for Global Media Programs and Operations,
10/1/2019–3/31/2020**

Report #	Report Title	Date Issued
Office of Audits		
AUD-FM-IB-20-16	<i>Management Letter Related to the Audit of the U.S. Agency for Global Media, FY 2019 Financial Statements</i>	1/2020
AUD-CGI-IB-20-14	<i>Management Assistance Report: United States Agency for Global Media Travel Card Policy Is Not in Compliance With Federal Travel Regulations</i>	1/2020
AUD-FM-IB-20-10	<i>Audit of the U.S. Agency for Global Media's FY 2019 Implementation of the Digital Accountability and Transparency Act of 2014</i>	12/2019
AUD-CGI-IB-20-07	<i>Information Report: United States Agency for Global Media 2019 Charge Card Risk Assessment</i>	11/2019
AUD-FM-IB-20-06	<i>Independent Auditor's Report on the U.S. Agency for Global Media's FY 2019 Financial Statements</i>	11/2019

Table B.2
**OIG Reports Related to U.S. Agency for Global Media Programs and Operations Summarized in
the *United States Agency for Global Media Sensitive But Unclassified Annex to the Semiannual
Report to the Congress*, 10/1/2019–3/31/2020**

Report #	Report Title	Date Issued
Office of Audits		
AUD-IT-IB-20-02	<i>Audit of the U.S. Agency for Global Media Information Security Program</i>	10/2019

APPENDIX C: PEER REVIEWS

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

Office of Audits

The Office of Audits did not undergo a peer review during this reporting period. The date of the most recent peer review was February 12, 2019. In that review, the Office of Audits received a peer review rating of pass, the best possible rating.

Office of Investigations

The Office of Investigations did not undergo a peer review during this reporting period. The Office of Investigations was last peer reviewed in July 2018 and has no outstanding recommendations.

APPENDIX D: DEPARTMENT OF STATE COMPLIANCE

Tables D.1 through D.8 report the status of open Office of Inspector General (OIG) recommendations to the Department of State (Department) as of March 31, 2020, as well as certain recommendations that were closed during the reporting period. Although OIG has no significant revised management decisions to report in Table D.6, there was one unresolved non-significant recommendation in which a revised management decision was made during

the reporting period. In addition to the significant management decisions with which OIG disagreed listed in Table D.7, there are five additional unresolved recommendations where OIG and Department officials disagreed. OIG did not classify the recommendations as significant and continues to work with Department officials to resolve and close the recommendations.

OIG Compliance Lexicon

Open

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

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

Closed

Agreed-upon corrective action is complete.

Table D.1

Open Office of Audits Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 3/31/2020

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of Cooperative Agreement Sub-Award Recipients Supporting the U.S. President's Emergency Plan for AIDS Relief</i> (AUD-SI-19-43, 9/2019)	
Recommendation 9: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Office of U.S. Foreign Assistance Resources, Resources and Appropriations Division, calculate an estimate of the anticipated savings within the first year of including the standard provision related to obtaining reimbursements for value added taxes in grants and cooperative agreements.	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)	
Recommendation 3: OIG recommends that the Bureau of Overseas Buildings Operations (a) evaluate its current approach to executing physical security construction projects, (b) identify potential mechanisms for further streamlining the execution of physical security	N/A

Significant Open Recommendations	Potential Monetary Benefits
upgrades designed to address urgent security threats, and (c) revise its process for executing physical security construction projects accordingly.	
<i>Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines</i> (AUD-MERO-19-39, 9/2019)	
Recommendation 24: OIG recommends that the Office of U.S. Foreign Assistance Resources enforce evaluation policies by developing and implementing an oversight plan to verify that bureaus and offices that are administering foreign assistance funding are implementing and adhering to the Foreign Aid Transparency and Accountability Act of 2016, the Foreign Affairs Manual (18 FAM 301.4), and the corresponding Guidance for the Design, Monitoring and Evaluation Policy at the Department of State, January 2018. This plan should include, at a minimum, a requirement to verify that definitions of “programs” and “large programs” are consistent with the FAM and a requirement to verify that Bureau Evaluation Plans are developed and implemented in accordance with existing guidance and by the established deadlines.	N/A
<i>Audit of Cost Management of Embassy Air in Afghanistan and Iraq</i> (AUD-MERO-19-33, 9/2019)	
Recommendation 1: OIG recommends that the Aviation Governing Board develop and implement (1) a policy to routinely review and adjust ticket fees for Embassy Air flights and (2) a methodology for doing so on the basis of ridership demand and total operational and overhead costs, including the backstop amount applied from appropriated funds, to determine appropriate ticket fees that support the embassies’ missions while acknowledging that other air transportation services may be available and more economical.	N/A
<i>Audit of the Department of State’s Local Configuration Control Boards</i> (AUD-IT-19-36, 7/2019)	
Recommendation 1: OIG recommends that the Bureau of Information Resource Management require that all IT configuration changes approved by the Local Configuration Control Boards at overseas posts be tested before implementation, in accordance with Federal requirements and Department of State policies.	N/A
Recommendation 2: OIG recommends that the Bureau of Information Resource Management require Local Configuration Control Boards to perform and document security impact analyses on all configuration change requests before approval, in accordance with National Institute of Standards and Technology guidance.	N/A
Recommendation 3: OIG recommends that the Bureau of Information Resource Management provide guidance to Local Configuration Control Boards on the documentation regarding IT configuration change requests that must be retained at a post.	N/A
Recommendation 4: OIG recommends that the Bureau of Information Resource Management develop and issue standard operating procedures for overseas posts’ Local Configuration Control Boards to follow when reviewing, approving, and implementing IT configuration change requests. These standard operating procedures should establish and implement a process that provides for the evaluation, approval, and documentation of IT	N/A

Significant Open Recommendations	Potential Monetary Benefits
change requests in accordance with Department of State policies and National Institute of Standards and Technology requirements.	
Recommendation 5: OIG recommends that the Bureau of Information Resource Management develop and implement a methodology to oversee Local Configuration Control Board (LCCB) activities, including LCCB approval of IT configuration change requests at the local level. This methodology should include specific procedures for verification of the LCCB's testing of approved changes, security impact analyses, and retention of required documentation.	N/A
Recommendation 6: OIG recommends that the Bureau of Information Resource Management (IRM) formally designate oversight responsibility for Local Configuration Control Board activities to a specific position or office within IRM and establish a formal mechanism for communicating the oversight roles and responsibilities.	N/A
<i>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed</i> (AUD-MERO-19-31, 6/2019)	
Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations (1) identify industry best practices for automating commissioning documentation, (2) develop an electronic commissioning platform, and (3) conduct a pilot program using the electronic platform that would allow commissioning tests to be created digitally and test results saved to an online repository.	N/A
<i>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</i> (AUD-MERO-19-27, 6/2019)	
Recommendation 1: OIG recommends that the Bureau of African Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.	N/A
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.	N/A
Recommendation 3: OIG recommends that the Bureau of South and Central Asian Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.	N/A
Recommendation 4: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism seek designation from the Secretary of State to be the controlling authority on countering violent extremism issues and policy.	N/A
Recommendation 5: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of the Legal Adviser, provide	N/A

Significant Open Recommendations	Potential Monetary Benefits
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.	
Recommendation 6: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources (PPR), and the Bureau of Budget and Planning, develop and implement a single definition for what constitutes a countering violent extremism program or project.	N/A
Recommendation 7: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources, and the Bureau of Budget and Planning, establish a process to verify that grants and cooperative agreements awarded for the purpose of countering violent extremism comply with the definition established in Recommendation 6 as to what constitutes a countering violent extremism program or project.	N/A
Recommendation 8: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources, and the Bureau of Budget and Planning, develop and implement procedures to ensure that bureaus and missions report only awards and expenditures that meet the definition of a countering violent extremism established in Recommendation 6 as to what constitutes a countering violent extremism program or project.	N/A
<i>(U) Management Assistance Report: Noncompliance with Federal and Department Procurement Policy at U.S. Embassy Kabul, Afghanistan, Needs Attention</i> (AUD-MERO-19-25, 4/2019)	
Recommendation 2: OIG recommends that the Bureau of Administration's Office of the Procurement Executive review and consider updating the Department of State Acquisition Regulation Part 606.302-6 to establish a mechanism to support justifications for other than full and open competition when citing national security considerations that do not relate to information security.	N/A
<i>Lessons Learned from Office of Inspector General Audits Concerning the Review and Payment of Contractor Invoices Supporting Overseas Contingency Operations</i> (AUD-MERO-19-19, 4/2019)	
Recommendation 1: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop, implement, and issue guidance for the bureaus to use in modifying invoice review standard operating procedures, including the circumstances when it is appropriate to execute the modified procedures.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration, Office of the Procurement Executive (A/OPE) and the Bureau of Comptroller and Global Financial	N/A

Significant Open Recommendations	Potential Monetary Benefits
Services form a working group to explore how best to keep A/OPE's Contracting Officer's Representative (COR) database up to date and share information between the COR database and the Global Financial Management System.	
Recommendation 6: OIG recommends that the Bureau of Near Eastern Affairs update its Contracting Officer's Representative and invoice review training modules to include information specific to the new Diplomatic Platform Support Services contract as it relates to task orders in support of U.S. Mission Iraq.	N/A
<i>(U) Management Assistance Report: Modification and Oversight of the Bureau of Medical Services' Contract for Aeromedical Biocontainment Evacuation Services Violated Federal Requirements (AUD-SI-19-11, 12/2018)</i>	
Recommendation 7: (U) OIG recommends that the Deputy Under Secretary for Management direct that all Department of State aviation services, except those for logistics support of nonrecurring and unpredictable requirements managed by the Bureau of Administration, be assigned to the Bureau of International Narcotics and Law Enforcement Affairs, Office of Aviation, to support Department of State compliance with applicable Federal aviation regulations and requirements.	N/A
<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>	
Recommendation 5: OIG recommends that the Bureau of Administration, Office of the Procurement Executive create, organize, and lead a multi-bureau working group with the goal of remedying identified shortfalls with the current and future Contracting Officer's Representative (COR) workforce. The working group should, at a minimum: (a) explore building a roster of certified Federal Acquisition Certification for Contracting Officer's Representatives and their technical expertise and a mechanism to keep this roster current, (b) research the inclusion of CORs in the strategic human capital plan with the goal of addressing current and future COR needs and developing plans Department-wide to alleviate identified shortfalls, (c) study other alternatives for feasibility of implementation, such as using special pay incentives or a new COR skill code or employment track within the Foreign Service, and (d) provide its documented results and recommendations to the Under Secretary for Management for his awareness and consideration.	N/A
<i>Audit of the Department of State's Administration of its Aviation Program (AUD-SI-18-59, 9/2018)</i>	
Recommendation 1: OIG recommends that the Under Secretary for Management develop and implement a plan to enforce the centralized management and oversight of all Department aviation programs and assets, including oversight of and approval by the Aviation Governing Board, on all decisions related to providing aviation services, in accordance with the Foreign Affairs Manual.	N/A
Recommendation 3: OIG recommends that the Aviation Governing Board, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop and implement a detailed strategic plan for all of the Department of State's aviation needs, including medical needs and country-specific needs like those of Embassy Bogota. The plan	N/A

Significant Open Recommendations	Potential Monetary Benefits
should have clear goals and attainable objectives, both at the headquarters level and for each country of operation.	
Recommendation 8: OIG recommends that the Aviation Governing Board (AGB), in coordination with the Bureau of International Narcotics and Law Enforcement Affairs (INL), revise Volume 2 of the Foreign Affairs Manual (FAM) 800 to clarify that INL is the sole provider of aviation services for the Department of State and any requests for exceptions to, or waiver of this policy, along with a written justification, must be submitted to and approved by the AGB. The FAM revision should include a requirement for a periodic review of the decision to determine whether it remains beneficial.	N/A
Recommendation 9: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs (INL) update the "INL Financial Management Handbook" to include guidance related to recording assets purchased with INL project funding or transferred to INL from another agency that are not being donated to a host government in the Integrated Logistics Management System.	N/A
Recommendation 10: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs (INL) implement a process to ensure it performs Property Management System Analysis inspections of INL operations in all countries with aviation programs.	N/A
Recommendation 23: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs develop and implement policies and procedures requiring that all foreign assistance aviation programs have documented nationalization plans with clear goals and attainable objectives, both at the headquarters level and for each country of operation.	N/A
<i>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721 (AUD-MERO-18-55, 8/2018)</i>	
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs incorporate requirements for food services cost controls and a contractor cost control plan into the new worldwide support services contract and develop an acquisition plan that addresses their implementation and comprehensive oversight.	N/A
<i>Management Assistance Report: Department of State Has Not Implemented the Required Value Engineering Program for Contracts Exceeding \$5 Million (AUD-CGI-18-52, 8/2018)</i>	
Recommendation 2: OIG recommends that the Office of the Under Secretary for Management, once it has designated a Senior Accountable Official (Recommendation 1), consult with the designated official to develop and implement a Department-wide value engineering program and develop and implement guidelines and policies and procedures for the program, in accordance with Office of Management and Budget Circular A-131 requirements.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</i> (AUD-CGI-18-50, 8/2018)	
Recommendation 17: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Grants Officers are monitoring Grants Officer Representatives oversight activities and reviewing grant files to verify completeness, retention, and accessibility of required documentation within the grant file in accordance with the Department of State's Federal Assistance Directive.	N/A
<i>Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training</i> (AUD-SI-18-49, 8/2018)	
Recommendation 3: OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards (TPS), in coordination with the Bureau of Diplomatic Security, Countermeasures Directorate, Office of Physical Security Programs, Defensive Equipment and Armored Vehicle Division, complete its joint effort to develop and implement a process to manage accountable property in the high-threat kits in accordance with requirements in Volume 14 of the Foreign Affairs Manual, Sections 420 and 426, and the Property Accountability requirements in Section 5-25 of TPS's Standard Operating Procedures. This process should (a) identify and record all accountable property in high-threat kits when the kits have been received and issued and returned and (b) provide steps for performing annual inventories.	N/A
<i>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</i> (AUD-MERO-18-31, 3/2018)	
Recommendation 1: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$3.55 million in questioned basic daily food allowance costs that OIG identified under the base year of Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 was allowable per the contract terms and conditions, and (b) recover all costs determined to be unallowable.	\$3,550,000
Recommendation 2: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$37.4 million in questioned basic daily food allowance costs paid to PAE Government Services, Inc. during option years 1, 2, and 3 of Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 as identified by OIG are allowable, and (b) recover any costs determined to be unallowable.	\$37,400,000
Recommendation 12: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$4.1 million in questioned costs for unauthorized meals paid to PAE Government Services, Inc. under Baghdad Life Support Services contract SAQMMA13D0120 food services task order	\$4,100,000

Significant Open Recommendations	Potential Monetary Benefits
SAQMMA14F0721 as identified by OIG are allowable and (b) recover any costs determined to be unallowable.	
Recommendation 13: OIG recommends that, if the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management does not seek reimbursement for \$4.1 million in unauthorized meals paid to PAE Government Services, Inc. in response to Recommendation 12, the Procurement Executive at the Bureau of Administration, Office of the Procurement Executive implement ratification procedures in accordance with Department of State Acquisition Regulations 601.602-3-70, "[Ratification] Procedures," for Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721.	N/A
<i>Audit of the Bureau of International Narcotics and Law Enforcement Affairs Invoice Review Process for Contracts in Afghanistan</i> (AUD-MERO-18-30, 2/2018)	
Recommendation 1: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs fill the permanent Contracting Officer's Representative vacancies in Kabul, Afghanistan, to ensure adequate oversight of its Afghanistan contracts.	N/A
<i>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</i> (AUD-MERO-18-17, 1/2018)	
Recommendation 2: OIG recommends the Bureau of Overseas Buildings Operations require project directors to certify that all required building equipment and systems are fully commissioned prior to issuing the certificate of substantial completion.	N/A
<i>Audit of the Department of State's Information Technology Configuration Control Board</i> (AUD-IT-17-64, 9/2017)	
Recommendation 1: OIG recommends that the Bureau of Information Resource Management develop and implement a detailed program plan for the Information Technology Configuration Control Board process that includes clear goals and attainable objectives and defines areas of authority and responsibility.	N/A
Recommendation 5: OIG recommends that the Bureau of Information Resource Management remove the default proceed ability for Technical Reviewers in the Virtual Information Technology Configuration Control Board application.	N/A
<i>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</i> (AUD-FM-17-53, 9/2017)	
Recommendation 3: OIG recommends that the Bureau of the Comptroller and Global Financial Services determine whether the Bureau of Consular Affairs violated the Antideficiency Act, 31 U.S. Code § 1341, for each year in which it spent funds from any fee collections in excess of cost, and report any violations as required by 31 U.S. Code § 1351 and in accordance with Office of Management and Budget Circular A-11, Section 145.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: The Process to Authorize and Track Information Technology Systems Needs Improvement</i> (AUD-IT-17-56, 8/2017)	
Recommendation 7: OIG recommends that the Bureau of Information Resource Management develop and implement a corrective action plan that addresses how the Department will comply with Department policy on the Systems Authorization Process. The corrective action plan should identify the root cause of compliance failures, action steps to resolve such compliance failures, improvement benchmarks and a timeframe for completion, and an escalation process to hold system owners accountable.	N/A
<i>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</i> (AUD-FM-17-51, 8/2017)	
Recommendation 1: OIG recommends the Bureau of Administration develop and implement a plan to use independent economic data to determine post allowance rates where such data for post exist.	N/A
Recommendation 2: OIG recommends the Bureau of Administration re-determine and update by the end of FY 2018 post allowance rates using independent economic data where such data for post exist. Once the rates have been updated, the Bureau of Administration should determine the amount saved by implementing the new rates. OIG determined that using independent, economic data would have saved the Department approximately \$18.2 million between FY 2013 and FY 2015 for six posts tested (that is, funds that could have been put to better use).	\$18,200,000
Recommendation 14: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement uniform guidance for use by overseas posts to identify education allowance payments by student to comply with Department of State Standardized Regulations. This process, at a minimum, should include setting up individual obligations by student for the education allowance and include documentation requirements. The process instructions should be disseminated to all posts and then formalized in relevant Foreign Affairs Manual or Foreign Affairs Handbook sections, accordingly.	N/A
<i>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</i> (AUD-MERO-17-33, 3/2017)	
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs, in coordination with the Bureau of Administration, provide sufficient resources to the Contract Management Office-Frankfurt to ensure all unallowable costs are identified and recovered in a timely manner. This review should begin with those invoices provisionally approved beginning in September 2014 and already identified as awaiting post-payment review and then going back to identify and review those provisionally approved invoices submitted before September 2014 that did not receive full review.	N/A
Recommendation 7: OIG recommends that the Bureau of Near Eastern Affairs, develop reliable, objective, clear, and measurable performance metrics and include these metrics in all current and future Bureau of Near Eastern Affairs Iraq contracts.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of the Bureau of Diplomatic Security's Administration of the Armored Vehicle Program</i> (AUD-SI-17-21, 2/2017)	
Recommendation 5: OIG recommends that the Bureau of Diplomatic Security develop a methodology to determine the recommended number of armored vehicles needed at overseas posts. This guidance should provide baselines established using a variety of factors, such as the number of individuals under Chief of Mission authority and local threat ratings.	N/A
Recommendation 6: OIG recommends that the Bureau of Diplomatic Security develop and implement a process to periodically perform an independent validation of the adequacy of each post's armored vehicle fleet size.	N/A
Recommendation 8: OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, develop and implement a methodology to facilitate the armored vehicle request process. The methodology should include metrics relating to response times, fulfillment of requests, and status updates for the requesting post or bureau.	N/A
Recommendation 9: OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, develop and implement a centralized tool to track requests for armored vehicles. This tool should be able to maintain a complete list of requests and the status of the efforts to fulfill the requests.	N/A
Recommendation 20: OIG recommends that the Bureau of Diplomatic Security, in conjunction with the Overseas Security Policy Board, develop an action plan to modify or replace the non-Overseas Security Policy Board standard armored vehicles currently in use at overseas posts so that the vehicles meet Overseas Security Policy Board standards.	N/A
Recommendation 21: OIG recommends that the Bureau of Diplomatic Security develop and implement a policy requiring Regional Security Officers to perform and document a review of all armored vehicles arriving at post, regardless of agency, to ensure that each one meets Overseas Security Policy Board standards.	N/A
<i>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</i> (AUD-MERO-17-16, 12/2016)	
Recommendation 5: OIG recommends that the Bureau of Near Eastern Affairs conduct a study to determine the appropriate numbers of trained, technically experienced, and certified oversight personnel required to oversee the Baghdad Life Support Services and Operations and Maintenance Support Services contracts, to include specific consideration of 2-year assignments, required Federal Acquisition Certification for Contracting Officer's Representatives certification levels, and appointment of additional assistant contracting officer's representatives.	N/A
<i>Management Assistance Report: Department of State Conference Reporting</i> (AUD-CGI-17-07, 10/2016)	
Recommendation 1: OIG recommends that the Under Secretary for Management, Office of Management Policy, Rightsizing, and Innovation, develop and disseminate formal	N/A

Significant Open Recommendations	Potential Monetary Benefits
guidance regarding registering, approving, and reporting conferences in compliance with Federal requirements.	
Recommendation 3: OIG recommends that the Under Secretary for Management, Office of Management Policy, Rightsizing, and Innovation, develop and implement a communications strategy to periodically keep Department of State personnel informed of conference registration, approval, and reporting requirements to ensure the integrity of the data is accurately reported and errors are corrected in a timely manner.	N/A
<i>Audit of the Department of State Travel Card Program</i> (AUD-CGI-16-48, 9/2016)	
Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop, implement, and publish policies in the Foreign Affairs Manual and/or Foreign Affairs Handbook governing cash advances on Department-issued travel cards, specifically regarding the timing and dollar value of cash advances that may be obtained.	N/A
Recommendation 3: OIG recommends that the Office of the Director General for Human Resources, in conjunction with the Bureau of the Comptroller and Global Financial Services, develop and implement administrative and disciplinary procedures related to the Travel Card Program to include misuse, non-usage, and abuse.	N/A
Recommendation 4: OIG recommends that the Bureau of the Comptroller and Global Financial Services establish controls to identify Department employees eligible to receive a travel card who travel more than two times in a 12-month period and verify that they obtain and use a Department-issued travel card for all official travel-related expenses.	N/A
Recommendation 5: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement split disbursement procedures as required by the Office of Management and Budget for all Department-issued travel cardholders.	N/A
<i>Audit of the Department of State Process To Select and Approve Information Technology Investments</i> (AUD-FM-16-31, 3/2016)	
Recommendation 11: OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to oversee and enforce requirements for bureaus and offices to avoid duplicative IT investments.	N/A
Recommendation 12: OIG recommends that the Bureau of Information Resource Management develop and implement a process to perform periodic, but no less than annual, reviews of the entire agency IT portfolio to enforce bureau accountability and identify potential duplicative systems.	N/A
Recommendation 13: For duplicative systems that are identified by the new process implemented to perform periodic reviews of the entire agency IT portfolio (Recommendation 12), OIG recommends that the Bureau of Information Resource Management develop and implement a strategy to combine, eliminate, or replace duplicative systems, as practicable.	N/A
Recommendation 25: OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the completeness of the data in iMatrix. At a minimum,	N/A

Significant Open Recommendations	Potential Monetary Benefits
this process should include an analysis of IT expenditures in the financial management system to ensure expenditures are reported in iMatrix, as needed.	
Recommendation 26: OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the accuracy of data in iMatrix. This could include developing and implementing analytical procedures to identify anomalies in iMatrix data.	N/A
<i>Compliance Follow-up Audit of the Process To Request and Prioritize Physical Security-Related Activities at Overseas Posts</i> (AUD-ACF-16-20, 12/2015)	
Recommendation 7: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Diplomatic Security, develop and implement formal standardized processes to prioritize physical security-related deficiencies at posts by category, such as major physical security upgrades, forced-entry/ballistic-resistant projects, and minor physical security upgrades. The prioritizations should be performed based on a comprehensive list of all physical security needs and should be periodically updated based on changes in risk factors or posts' needs. The processes used to perform the prioritizations should be documented and repeatable. In addition, in developing the processes, consideration should be given to how the Overseas Security Policy Board standards will be utilized, what risk factors will be considered, and what impact upcoming major rehabilitation projects or new construction would have on the prioritized rankings.	N/A
<i>Audit of the Contract Closeout Process for Contracts Supporting the U.S. Mission in Iraq</i> (AUD-MERO-14-06, 12/2013)	
Recommendation 9: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in conjunction with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement an e-Filing policy and document management system to provide effective contract file inventory control and documentation standards while allowing for ready accessibility through a central locator system. The policy should include minimum guidance over the completeness of data contained in the files and a schedule of milestones identifying mandatory implementation dates.	N/A
<i>Audit of Bureau of East Asian and Pacific Affairs Compliance With Trafficking in Persons Requirements</i> (AUD-IP-12-02, 10/2011)	
Recommendation 1: We recommend that the Office to Monitor and Combat Trafficking in Persons include, in the Foreign Affairs Manual, the U.S. Government policy regarding trafficking in persons (TIP) to include the definition of TIP activity and information on the prohibition against involvement in acts of TIP for Department of State personnel and contractors, the associated penalties for violations, and the mechanism to report such violations.	N/A
Recommendation 2: We recommend that the Office to Monitor and Combat Trafficking in Persons, in consultation with the Office of the Legal Adviser and the Director General of Human Resources, develop and include a trafficking in persons policy in the Department of State Standards of Conduct.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Audit of Cooperative Agreement Sub-Award Recipients Supporting the U.S. President's Emergency Plan for AIDS Relief</i> (AUD-SI-19-43, 9/2019)	
Recommendation 1: OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy develop and implement quality control guides such as quality control checklists to facilitate accurate performance reporting and record retention at the sub-award recipient level for future cooperative agreements and grants, in accordance with the U.S. Department of State Standard Terms and Conditions.	N/A
Recommendation 2: OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy—to the extent practicable and for the purpose of fulfilling the vocational training related to the Mercy Corps Determined, Resilient, Empowered, AIDS-free, Mentored, and Safe Partnership Innovation Challenge project in Uganda—provide supply vouchers to the young women who successfully completed the vocational training.	N/A
Recommendation 3: OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy develop and implement quality control guides such as quality control checklists to facilitate the timely submission of financial reports at the sub-award recipient level for future cooperative agreements and grants, in accordance with the U.S. Department of State Standard Terms and Conditions.	N/A
Recommendation 4: OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy develop and issue guidance to inform current and future award and sub-award recipients about the cost principles for award recipients outlined in the Code of Federal Regulations.	N/A
Recommendation 5: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, (a) determine the allowability of \$14,877—of which \$1,999 is unsupported—in questioned costs for personnel, supplies, other direct costs, and travel incurred by Ushahidi, Inc. (see Appendix B) under award S-LMAQM-16-CA-1103 and (b) recover all costs determined to be unallowable.	\$14,877
Recommendation 6: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, (a) determine the allowability of \$1,288 in questioned costs for other direct costs incurred by Family Health International (see Appendix B) under award S-LMAQM-16-CA-1103 and (b) recover all costs determined to be unallowable.	\$1,288
Recommendation 7: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, (a) determine the allowability of \$8,894 in questioned costs for personnel, supplies, and other direct costs incurred by World Education, Inc. (see Appendix B) under award S-LMAQM-16-CA-1103 and (b) recover all costs determined to be unallowable.	\$8,894

Other Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Embassy Vienna, Austria, Should Strengthen Internal Controls Over Motor Vehicle Keys and Fuel Credit Cards</i> (AUD-SI-19-42, 9/2019)	
Recommendation 1: OIG recommends that Embassy Vienna, Austria, develop and implement internal controls, including a key control system and a key control log to safeguard motor vehicle keys to prevent and detect the unauthorized use of vehicles.	N/A
Recommendation 2: OIG recommends that Embassy Vienna, Austria, update its mission motor vehicle policy, as required by Volume 14 of the current Foreign Affairs Manual, 435.1, to reflect the new controls implemented in response to Recommendation 1.	N/A
Recommendation 3: OIG recommends that Embassy Vienna, Austria, develop and implement a policy requiring an annual review of the mission motor vehicle policy, including any updates, as required by Volume 14 of the current Foreign Affairs Manual, 435.1.	N/A
Recommendation 4: OIG recommends that Embassy Vienna, Austria, designate a credit card control officer to receive, control, issue, and account for the credit cards, as required by Volume 14 of the Foreign Affairs Handbook, 1 H-814.3-3.	N/A
Recommendation 5: OIG recommends that Embassy Vienna, Austria, develop and implement policies and procedures for receiving, controlling, issuing, accounting for, and safeguarding fuel credit cards, including collecting and reviewing credit card receipts, as required by Volume 14 of the Foreign Affairs Handbook, 1 H-814.3-3. Credit card controls should include a separate personal identification number for each card, a sign-out sheet for each card, or cards should be permanently assigned to specific individuals. In addition, controls should include the required submission of fuel receipts that include vehicle identification information.	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)	
Recommendation 4: OIG recommends that Embassy Kabul take steps to ensure that a qualified Project Manager with relevant construction expertise is assigned to oversee the day-to-day management of each physical security project initiated at post to confirm that the project meets relevant construction standards, building codes, and physical security requirements.	N/A
Recommendation 5: OIG recommends that Embassy Kabul, in coordination with the Bureau of Diplomatic Security, (1) identify the circumstances in which it should request advice and support from the Bureau of Overseas Buildings Operations-Diplomatic Security Requirements Working Group in connection with challenges affecting post-initiated physical security projects and (2) establish and implement a process to request such advice and support.	N/A
Recommendation 6: OIG recommends that Embassy Kabul, in coordination with the Bureaus of Overseas Buildings Operations and Diplomatic Security, develop a technical working group charged with ensuring that all post-initiated physical security projects have adequate construction oversight, including ensuring that projects are properly planned,	N/A

Other Open Recommendations	Potential Monetary Benefits
designed, and meet relevant construction standards, building codes, and physical security requirements.	
Recommendation 9: OIG recommends that the Bureau of Overseas Buildings Operations establish a policy requiring the dissemination of newly established master plans as well as updates to master plans to all relevant embassy staff to include the Facilities Management Office, the Financial Management Center, the Regional Security Office, and other key stakeholders.	N/A
Recommendation 10: OIG recommends that the Bureau of Overseas Buildings Operations develop and implement a process to update the Kabul master plan on a periodic basis in line with the established Planning Policy Directive 01: Master Planning Program, which states that, in dynamic environments where information changes rapidly and unpredictably, master plans should be updated as country or mission conditions change.	N/A
Recommendation 11: OIG recommends that the Bureau of Overseas Buildings Operations complete the development and issuance of relevant standard operating procedures in support of the established Policy Directive on Master Planning.	N/A
Recommendation 12: OIG recommends that the Bureau of the Comptroller and Global Financial Services evaluate and report on the feasibility of establishing an appropriate function code or sub-object code in both the Global Financial Management System and Regional Financial Management System that will allow the Department to discretely track all physical security upgrade projects and expenditures and, if determined to be feasible, establish the appropriate function or sub-object code.	N/A
Recommendation 13: OIG recommends that the Bureau of the Comptroller and Global Financial Services grant Financial Management Center staff at Embassy Kabul read-only access to the Global Financial Management System and that financial management staff at the Bureaus of Overseas Buildings Operations and Diplomatic Security be given read-only access to the Regional Financial Management System in order to facilitate the generation and reconciliation of data on physical security upgrade projects and expenditures.	N/A
<i>Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines (AUD-MERO-19-39, 9/2019)</i>	
Recommendation 1: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Bureau of Diplomatic Security (DS), develop and implement performance monitoring plans and collect and analyze relevant monitoring data for the Soft Targets Crisis Response Program and the Manila Airport Security Program awards as agreed to in the 2015 Memorandum of Agreement with DS.	N/A
Recommendation 2: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism (CT) establish a new Memorandum of Agreement with the Bureau of Diplomatic Security that reflects the requirements outlined in the Foreign Affairs Manual (FAM), 18 FAM 301, and CT's 2016 Monitoring and Evaluation Guide.	N/A
Recommendation 5: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs require the U.S. Coast Guard to collect and report data to measure performance against the objectives outlined in the United States Coast Guard Support to	N/A

Other Open Recommendations	Potential Monetary Benefits
Philippine Coast Guard Maritime Law Enforcement Capability Development interagency agreement.	
Recommendation 8: OIG recommends that the Office to Monitor and Combat Trafficking in Persons (J/TIP) determine whether the objective to “provide short-term emergency shelter for up to 44 minor boys and girls with a high/therapeutic caregiver to child ratio” in the Protecting At-risk children Vulnerable to Exploitation cooperative agreement should be revised. If so, J/TIP should request that the Grants Officer (a) update the cooperative agreement accordingly and (b) ensure that the amount of funding disbursed to the award recipient is consistent with the services received.	N/A
Recommendation 9: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism require the Bureau of Diplomatic Security to submit quarterly financial reports as agreed to in the 2015 Memorandum of Agreement for both the Soft Targets Crisis Response Program and the Manila Airport Security Program.	N/A
Recommendation 11: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism (CT) require the Department of Justice to pay the salary of the Resident Legal Advisor in a manner that reflects the actual amount of time spent working on CT’s behalf on the Resident Legal Advisor Program.	N/A
Recommendation 13: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism document its reviews of quarterly financial reports and obtain, review, and document supporting financial documentation for the Resident Legal Advisor Program for reconciliation purposes, in accordance with Procurement Information Bulletin No 2014-05.	N/A
Recommendation 15: OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism develop and implement procedures to verify that all award recipients comply with approved budget plans or obtain permission via formal amendments or written agreements to deviate from approved budget plans.	N/A
Recommendation 17: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs review supporting documentation for expenditures to verify that funds are “expended only on activities, services, or materials that contribute to meeting project objectives.”	N/A
Recommendation 18: OIG recommends that the Office to Monitor and Combat Trafficking in Persons review the Protecting At-risk children Vulnerable to Exploitation cooperative agreement and correct any deficiencies identified with the budget amendment processes, such as requiring all amendments to be approved and signed in the State Assistance Management System.	N/A
Recommendation 22: OIG recommends that the Office to Monitor and Combat Trafficking in Persons (a) conduct a review of all expenditures invoiced under the Protecting At-risk children Vulnerable to Exploitation cooperative agreement to date and (b) identify and recover all expenditures determined to be unallowable.	N/A
Recommendation 26: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs (INL) review its interagency agreement with the Department of Justice for the Resident Legal Advisor Program and (a) determine the amounts paid with	N/A

Other Open Recommendations	Potential Monetary Benefits
<p>INL funds beyond the 50 percent of the Resident Legal Advisor's salary for FYs 2015 and 2017, (b) determine whether these amounts are allowable and liquidated in accordance with Federal appropriations law, (c) obtain a refund for all payments determined to be unallowable, and (d) verify that the funds have been returned.</p>	N/A
<p><i>Management Assistance Report: Open Audit Recommendations Awaiting Final Action and Closure (AUD-AOQC-19-35, 9/2019)</i></p>	
<p>Recommendation 1: OIG recommends that the Under Secretary for Management (a) direct the Department entities responsible for the recommendations identified in this report to respond to OIG within 30 days of the issuance of this report with the status of actions taken to implement the recommendations and (b) periodically, but no more than every 90 days thereafter, follow up with those entities on the status of their corrective actions with recommendations that have yet to be implemented and closed.</p>	
<p><i>Management Assistance Report: Outstanding Construction Deliverables and Deficiencies Need Attention at New Embassy Compound The Hague, the Netherlands (AUD-CGI-19-38, 8/2019)</i></p>	N/A
<p>Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with Embassy The Hague, prior to issuing the Certificate of Final Acceptance, verify completion of the two outstanding punch list items (tie-in to the main roadway and correcting bench seat lighting) related to construction of the New Embassy Compound in The Hague.</p>	
<p>Recommendation 2: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with Embassy The Hague, prior to issuing the Certificate of Final Acceptance, obtain from Caddell Construction Company, Inc., all contractually required spare parts for major building systems to facilitate maintenance of embassy systems at Embassy The Hague.</p>	
<p>Recommendation 3: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with Embassy The Hague, correct the deficiency in the irrigation system (pumping and filtration) and report to OIG the amount expended to correct the defect.</p>	N/A
<p><i>Audit of the Bureau of Overseas Buildings Operations Commissioning of Diplomatic Housing at U.S. Embassy Kabul, Afghanistan (AUD-MERO-19-37, 8/2019)</i></p>	
<p>Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations, in conjunction with the Bureau of Administration, Office of Acquisitions Management, develop and implement a policy stating that construction contract solicitations and the terms and conditions of the awarded contract require only the delivery of documents needed to support the purpose of the contract and the commissioning process.</p>	
<p>Recommendation 2: OIG recommends that the Bureau of Overseas Buildings Operations, in conjunction with the Bureau of Administration, Office of Acquisitions Management, assess the required frequency of commissioning agent contract deliverables to determine whether an adjustment to the frequency is needed and, if so, revise the commissioning agent's scope of work.</p>	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 3: OIG recommends that the Bureau of Overseas Buildings Operations update all commissioning plans to reflect the modifications made to construction contracts as a result of implementing the recommendations pertaining to the delivery of documents needed to support the purpose of the contract and the commissioning process and the frequency of the contract deliverables (Recommendations 1 and 2).	N/A
Recommendation 4: OIG recommends that the Bureau of Overseas Buildings Operations develop and implement tailored terms and conditions for construction contracts involving multiple buildings requiring necessary documents and deliverables, such as Operations and Maintenance manuals, to be provided for each individual facility at Substantial Completion, Beneficial Occupancy, and building turnover.	N/A
Recommendation 5: OIG recommends that the Bureau of Overseas Buildings Operations (OBO) review all active construction contracts that were awarded prior to the 2015 and 2016 Construction Alerts to determine whether they have been modified to require Integrated Systems Tests. If not, OBO should ensure that the contracts are modified to include them.	N/A
<i>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed (AUD-MERO-19-31, 6/2019)</i>	
Recommendation 2: Until such time as Recommendation 1 is fully implemented, OIG recommends that the Bureau of Overseas Buildings Operations, in conjunction with the Office of Acquisition Management, implement contractual provisions requiring commissioning agents to routinely scan and upload hard-copy commissioning performance tests and related documentation to ProjNet.	N/A
Recommendation 3: OIG recommends that the Bureau of Overseas Buildings Operations, in conjunction with the Bureau of Information Resource Management and the Bureau of Diplomatic Security, expand the capacity of OBOLink to accommodate all historical construction project records, in accordance with National Archives and Record Administration (NARA) and Department requirements, or establish an alternative platform that meets NARA and Department requirements to serve as the official repository of all construction projects records.	N/A
Recommendation 5: Until such time as Recommendation 3 is fully implemented, OIG recommends that the Bureau of Overseas Buildings Operations update its Construction Management Guidebook to include instructions on how to establish the file structure to organize construction project records. These instructions should address, for example, whether documents should be maintained in tabs or folders and what categories of documents should be included. These categories should include the contract award, contract modifications, payment records, progress schedules, submittals, and commissioning tests and related documents, and closeout documentation.	N/A
Recommendation 6: Until such a time as Recommendation 3 is fully implemented, OIG recommends that the Bureau of Overseas Buildings Operations establish a centralized, Compact Disk library to maintain and manage the custody of construction project records submitted by commissioning agents on Compact Disks.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Results of 2014 Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Orders 2, 9, and 11</i> (AUD-MERO-19-23, 4/2019)	
Recommendation 2: OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management—if it is determined that the questioned costs for Defense Base Act insurance overhead and general and administrative charges associated with insurance premiums in Recommendation 1 were unallowable—review all Department open task orders associated with International Development Solutions, LLC, its parent company, Constellis, LLC, and its subsidiaries, as shown in Table 2, to identify all unallowable invoicing charges for overhead and general and administrative charges associated with Defense Base Act insurance premiums and recover those costs determined to be unallowable.	N/A
<i>Audit of the Department of State Purchase Card Program</i> (AUD-CGI-19-24, 3/2019)	
Recommendation 1: OIG recommends that the Bureau of Administration clarify and reissue policy guidance in the Department of State Worldwide Purchase Card Program Manual to describe specifically when purchase cards may be used to pay for “light refreshments” at restaurants and caterers.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration clarify and reissue policy guidance in the Department of State Worldwide Purchase Card Program Manual to identify the required frequency of “refresher training” for program participants.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration compare all policy guidance for the Purchase Card Program as promulgated in the Department of State Worldwide Purchase Card Program Manual with the requirements set forth in the Foreign Affairs Manual to ensure consistency between these documents.	N/A
<i>Audit of Humanitarian Assistance Cooperative Agreements Supporting Internally Displaced Persons in Iraq</i> (AUD-MERO-19-20, 3/2019)	
Recommendation 2: OIG recommends that the Bureau of Population, Refugees, and Migration develop and implement procedures for Grants Officers and Grants Officer Representatives to randomly select specific expenditures for review and request that recipients submit documentation related to those specific expenditures.	N/A
<i>Audit of Department of State Directorate of Defense Trade Controls Export Licensing Processes</i> (AUD-SI-19-07, 2/2019)	
Recommendation 1: OIG recommends that the Office of Defense Trade Controls Licensing update its license application review standard operating procedures to provide uniform guidance to Licensing Officers for their review of export license applications.	N/A
Recommendation 2: OIG recommends that, once its license application review standard operating procedures have been updated (Recommendation 1), the Office of Defense Trade Controls Licensing (a) train all Licensing Officers in the new procedures and (b) develop and implement an annual refresher training program for its Licensing Officers on the procedures.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 3: OIG recommends that the Office of Defense Trade Controls Licensing develop and implement a process to annually review and update its license application review standard operating procedures.	N/A
Recommendation 4: OIG recommends that the Office of Defense Trade Controls Licensing (a) determine the capacity of its Licensing Officers to meet the license application workload, (b) establish the appropriate Licensing Officer staffing level needed to meet that workload, and (c) develop and implement an action plan to attain the established Licensing Officer staffing level and related resources needed to be successful.	N/A
Recommendation 5: OIG recommends that the Office of Defense Trade Controls Licensing develop and implement a “second signature” process for licenses in all Divisions to segregate duties and reduce the risk of errors.	N/A
Recommendation 6: OIG recommends that the Office of Defense Trade Controls Licensing develop and implement a process to assign Licensing Officers license applications that correspond with their levels of authority.	N/A
Recommendation 7: OIG recommends that the Office of Defense Trade Controls Licensing establish a central repository to document Licensing Officers’ signature authority.	N/A
Recommendation 8: OIG recommends that the Office of Defense Trade Controls Licensing develop and implement controls for license applications that are referred to other Department bureaus and offices, as required.	N/A
Recommendation 9: OIG recommends that the Office of Defense Trade Controls Licensing develop and implement a process to document, keep current, and communicate referral guidance to all Licensing Officers.	N/A
Recommendation 10: OIG recommends that the Office of Defense Trade Controls Policy (a) establish and maintain a database of all current Blue Lantern Officers, their expected arrival and departure dates from assigned posts, and the date when they received Blue Lantern Program training and (b) develop and implement a process to notify posts when a Blue Lantern Officer will be departing in order to begin the reassignment process.	N/A
Recommendation 11: OIG recommends that the Office of Defense Trade Controls Policy develop and implement a training program for new Blue Lantern Officers.	N/A
<i>Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</i> (AUD-MERO-19-10, 11/2018)	
Recommendation 1: OIG recommends that the Bureau of Near Eastern Affairs (a) analyze all contracts for which it assigns Contracting Officer’s Representatives and Government Technical Monitors and determine the appropriate level of Federal Acquisition Certification for Contracting Officer’s Representatives, the technical expertise, and other qualifications required; (b) document the analysis and determinations; (c) and provide the determinations to the Contracting Officers assigned to those contracts.	N/A
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs compare Contracting Officer’s Representative and Government Technical Monitor nominee qualifications to the analysis conducted for the Bureau’s contracts as noted in Recommendation 1 and only nominate those with the necessary technical expertise and	N/A

Other Open Recommendations	Potential Monetary Benefits
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.	
Recommendation 4: OIG recommends that the Bureau of Near Eastern Affairs discontinue the practice of nominating Contracting Officer's Representatives and Government Technical Monitors who do not meet Level III Federal Acquisition Certification for Contracting Officer's Representatives and technical expertise requirements for its contracts or obtain a temporary waiver from the Bureau of Administration, Office of the Procurement Executive, as required by Procurement Information Bulletin No. 2012-15.	N/A
<i>Audit of the Department of State's Administration of its Aviation Program (AUD-SI-18-59, 9/2018)</i>	
Recommendation 12: OIG recommends that Embassy Lima, Peru, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, identify all Department-owned aviation assets in Peru that meet the definition of accountable property and record them in the Integrated Logistics Management System.	N/A
Recommendation 13: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop updated formal policies, procedures, and implementing guidance to ensure that Department of State aviation assets, including assets donated by other agencies, are accurately valued when initially obtained and the correct value is recorded in the accounting system.	N/A
Recommendation 14: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop policies, procedures, and implementing guidance to update the valuation of an aircraft after undergoing other-than-routine maintenance, including both programmed depot maintenance and phase maintenance.	N/A
Recommendation 15: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop and implement policies, procedures, and implementing guidance to determine when an aircraft should be considered "In Service" and "Not in Service" and to update the status of the aircraft in the Integrated Logistics Management System.	N/A
Recommendation 16: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, review and update all aircraft valuations, including accumulated depreciation, taking into account the acquisition value, the amount of any refurbishments, and the impact of any periods the aircraft was not in service.	N/A
Recommendation 17: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of Administration, develop and implement a policy and implementing guidance on the process for overseas aviation asset disposal, which should include clear instructions on the appropriate forms and approvals that are needed.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 18: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of Administration, develop and implement a policy and implementing guidance on the process for domestic aviation asset disposal, which should include clear instructions on the appropriate forms and approvals that are needed.	N/A
Recommendation 20: OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and implement guidance to use proceeds of sale from aviation assets for replacement property.	N/A
Recommendation 25: OIG recommends that Embassy Lima, Peru, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.	N/A
<i>Audit of Foreign Assistance for Internally Displaced Persons in Iraq (AUD-MERO-18-56, 8/2018)</i>	
Recommendation 1: OIG recommends that the Bureau of Population, Refugees, and Migration provide training to its program officers responsible for managing voluntary contributions for internally displaced persons in Iraq on adhering to its guidance on uploading and managing files in the State Assistance Management System Domestic.	N/A
Recommendation 2: OIG recommends that the Bureau of Population, Refugees, and Migration develop and implement a process to validate periodically, at least annually, that the required documentation associated with the voluntary contributions for internally displaced persons in Iraq is recorded and maintained in the State Assistance Management System Domestic.	N/A
<i>Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program (AUD-CGI-18-54, 8/2018)</i>	
Recommendation 2: OIG recommends that the Bureau of Overseas Buildings Operations (a) develop standards to assess adherence to value engineering program requirements and (b) insert those standards into the work commitments and annual performance evaluations of all personnel substantially involved with the value engineering program.	N/A
Recommendation 4: OIG recommends that the Bureau of Overseas Buildings Operations develop and implement procedures to verify that the current value engineering database is updated with accurate and current value engineering information when value engineering documentation and data are received.	N/A
<i>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants (AUD-CGI-18-50, 8/2018)</i>	
Recommendation 2: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are monitoring Contracting Officer's Representatives files in accordance with Procurement Information Bulletin No. 2014-10.	N/A
Recommendation 8: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement	N/A

Other Open Recommendations	Potential Monetary Benefits
procedures to verify the formal designation and authorization of Contracting Officer's Representatives (COR) and Alternate CORs or Government Technical Monitors as necessary for each task order in writing and that the designation memoranda are tailored, as necessary, to identify specific duties, responsibilities, and limitations for each contract or task order administered.	
Recommendation 9: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, require Contracting Officers to use the Contracting Officer's Representative Certification and Appointment Criteria Matrix in Volume 14 of the Foreign Affairs Handbook (FAH)-2 Exhibit H-143 to document their analyses of the training and experience of Contracting Officer's Representative nominees and their decision of the appropriateness of the Federal Acquisition Certification for Contracting Officer's Representative level needed for oversight of the Bureau of European and Eurasian Affairs task orders, as required by 14 FAH-2 H-143(b).	N/A
Recommendation 11: OIG recommends that the Bureau of European and Eurasian Affairs develop and implement standard operating procedures to require and verify that grant awards include appropriate and clearly defined performance indicators with all required components to measure the progress of a grant award in accordance with the Department of State's Federal Assistance Directive.	N/A
Recommendation 12: OIG recommends that the Bureau of European and Eurasian Affairs develop and implement a process to verify that Grants Officer Representatives develop and use monitoring plans that include all required elements to conduct surveillance activities in accordance with the Department of State's Federal Assistance Directive.	N/A
Recommendation 13: OIG recommends that the Bureau of European and Eurasian Affairs develop and implement a process to verify Grants Officer Representatives compliance with requirements to perform and document reviews of performance and financial reports within 30 days of receipt of reports, which is consistent with the Department of State's Federal Assistance Directive.	N/A
Recommendation 14: OIG recommends that the Bureau of European and Eurasian Affairs develop and implement a process to require and verify that Grants Officer Representatives perform and document site visits for each grant recipient commensurate with the complexity and value of the grant and as outlined in the monitoring plan for the grant.	N/A
Recommendation 15: OIG recommends that the Bureau of European and Eurasian Affairs, in coordination with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement guidelines requiring supervisors of Grants Officer Representatives (GOR) to obtain formal feedback from Grants Officers regarding GOR performance and incorporate this feedback into GOR performance evaluations.	N/A
<i>Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training (AUD-SI-18-49, 8/2018)</i>	
Recommendation 1: OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, in coordination with the	N/A

Other Open Recommendations	Potential Monetary Benefits
Bureau of Diplomatic Security, Countermeasures Directorate, Office of Physical Security Programs, Defensive Equipment and Armored Vehicle Division, complete and implement an action plan to record accountable property contained in the high-threat kits that are on hand, along with any new kits delivered, into the Department's Integrated Logistics Management System-Asset Management application, as required by Volume 14 of the Foreign Affairs Manual, Section 421.1(c), within 30 days after this Management Assistance Report has been issued.	
Recommendation 2: OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, perform a physical inventory of its accountable property, as required by Volume 14 of the Foreign Affairs Manual, Section 426, once an action plan for recording this property (Recommendation 1) has been completed.	N/A
Recommendation 4: OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, in coordination with the Bureau of Diplomatic Security, Countermeasures Directorate, Office of Physical Security Programs, Defensive Equipment and Armored Vehicle Division, develop and implement an action plan to develop procedures that require property issued to employees for an extended period of time comply with charge out policies included in Volume 14 of the Foreign Affairs Manual, Section 425.3-4(c). At a minimum, these procedures should include recording data related to issuing the property (e.g., the date of issuance, the name and signature of the individual responsible for the property, and the item serial numbers, as appropriate) and factors related to performing periodic checks on location or condition of the property and on returning the equipment (e.g., the date of return and the condition of the property).	N/A
Recommendation 5: OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards (TPS), develop and implement an action plan to identify and record accountable property previously purchased and charged out or issued to employees from October 2015 to the present. This plan should include a reconciliation of the items to the invoices of items purchased to ensure completeness and should detail how TPS will update the asset management systems with information on accountable property.	N/A
<i>Audit of Food Safety Controls Under Baghdad Life Support Services Task Order SAQMMA14F0721 (AUD-MERO-18-38, 5/2018)</i>	
Recommendation 3: OIG recommends that the Bureau of Near Eastern Affairs, within 60 days of its approval of the Hazard Assessment and Critical Control Point plans, incorporate the plans' requirements into the Baghdad Life Support Service food service inspection checklist.	N/A
Recommendation 4: OIG recommends that the Bureau of Near Eastern Affairs develop and implement food safety training for all current and future personnel assigned to conduct oversight of food services in Iraq, including training on Hazard Analysis and Critical Control Point principles.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Contract Administration Practices Involving the Construction of the New Office Compound Taipei, Taiwan, Require Attention</i> (AUD-SI-18-34, 3/2018)	
Recommendation 1: OIG recommends that the Office of Acquisitions Management develop a plan to issue an annual reminder to Contracting Officers that, if a contractor requests the issuance of a Limited or final Notice to Proceed, the Contracting Officer should consult with the Contracting Officer's Representative and formally respond to the contractor's request by either authorizing the construction project to proceed or notify the contractor in writing the reasons why the Notice to Proceed is being withheld and the actions the contractor needs to complete before the Notice to Proceed can be granted.	N/A
<i>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</i> (AUD-MERO-18-17, 1/2018)	
Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations issue a Construction Alert defining which building equipment and systems must be fully commissioned prior to substantial completion and update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&PD CM 01) to include those requirements.	N/A
Recommendation 3: OIG recommends that the Bureau of Overseas Buildings Operations establish and implement internal controls to verify that all required documentation in support of commissioning testing is completed prior to substantial completion. This should include all pre-functional checks, functional performance tests, and integrated systems tests to ensure that building equipment and systems are functioning as intended.	N/A
Recommendation 5: OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&PD CM 01) to include procedures for identifying and approving instances in which it is appropriate to issue the certificate of substantial completion before commissioning has been fully completed. Specifically, these protocols should include mechanisms that (a) require a formal waiver be issued by the construction executive to proceed with substantial completion and occupancy even though commissioning is not yet complete, (b) establish milestones for completing the commissioning process after substantial completion and occupancy, and (c) execute a contract modification requiring the contractor to grant an extended warranty for those systems that were not commissioned at the time of substantial completion.	N/A
Recommendation 6: OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&PD CM 01) as well as its Guide to Excellence in Diplomatic Facilities to ensure that references to the commencement of the warranty period are consistent with FAR 52.246-21, Warranty of Construction. Specifically, existing policies and procedures should be updated to indicate that the warranty period either begins at final acceptance unless the Government takes possession of any part of the work before final acceptance, in which case, the warranty shall begin at the date the	N/A

Other Open Recommendations	Potential Monetary Benefits
<p>Government takes possession. The Bureau of Overseas Buildings Operations should also explicitly define when the Government officially takes possession of the completed work, including whether possession occurs at substantial completion or at the time of occupancy.</p>	N/A
<p>Recommendation 7: OIG recommends that the Bureau of Overseas Buildings Operations establish requirements in its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&PD CM 01) for the preparation and submission of key project documents for newly constructed facilities, including (a) owner's project requirements, (b) a Basis of Design document, (c) systems manuals, (d) a commissioning plan, and (e) a final commissioning report. These documents should be prepared and submitted at the appropriate interval of construction for each building or facility constructed by the Bureau of Overseas Buildings Operations. Additionally, the requirements should indicate the parties responsible for preparation, review, and approval of each of the key project documents.</p>	N/A
<p>Recommendation 8: OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&PD CM 01) to require its project directors and facility managers to establish a memorandum of agreement 9 months prior to the estimated substantial completion target date to facilitate the building turnover process. This memorandum of agreement should, at a minimum, (a) define the type of access that Facility Management personnel and operations and management contractors should be given to new buildings prior to substantial completion; (b) specify relevant documentation, such as punch lists, lists of equipment to be maintained, and commissioning documentation that should be provided to facility managers and operations and management contractors; and (c) establish timelines for providing building access and documentation to facility personnel and operations and management contractors prior to substantial completion and occupancy.</p>	N/A
<p>Recommendation 9: OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&PD CM 01) to require its project directors and facility managers to hold a pre-turnover meeting approximately 60 days prior to substantial completion. The entire project team should be included in this meeting with participants discussing the status of construction, commissioning, required turnover documentation, and the planned schedule and outstanding actions required to ensure a smooth and successful turnover of facilities.</p>	N/A
<p>Recommendation 10: OIG recommends that the Bureau of Overseas Buildings Operations develop requirements mandating the use of a phased approach for projects that involve the construction of multiple buildings or facilities. This approach should outline specific phasing requirements for each building or facility constructed, including separate and distinctive commissioning, substantial completion, turnover, and acceptance requirements. This approach should also include protocols for a phased operations and management turnover process, requiring the contractor to provide key operations and</p>	N/A

Other Open Recommendations	Potential Monetary Benefits
management deliverables at the completion of each building if multiple buildings or facilities are being constructed under a single Bureau of Overseas Buildings Operations construction contract.	
<i>Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014</i> (AUD-FM-18-03, 11/2017)	
Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services complete the implementation of system interfaces and new procedures that are designed to improve financial data collection overseas.	N/A
Recommendation 2: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, update and issue guidance for Contracting Officers and Grants Officers related to entering accurate and complete procurement and financial assistance award transaction data into the Federal Procurement Data System – Next Generation and the Award Submission Portal.	N/A
Recommendation 3: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, modify existing quality control procedures to include a requirement to verify the accuracy of data contained in DATA Act Files D1 and D2 generated from the Federal Procurement Data System – Next Generation and the Award Submission Portal.	N/A
Recommendation 4: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement procedures to verify that the quarterly DATA Act File C submission includes only transactions that occurred within the applicable quarter.	N/A
<i>Audit of the Department of State's Information Technology Configuration Control Board</i> (AUD-IT-17-64, 9/2017)	
Recommendation 2: OIG recommends that the Bureau of Information Resource Management develop and implement a process to establish and periodically update a list of system, product, or software owners who will be authorized to make change requests for their system, product, or software. The list should be made available to users and members of the Information Technology Configuration Control Board through the Information Technology Configuration Control Board website or applicable policies and procedures outlined in Recommendation 12.	N/A
Recommendation 3: OIG recommends that the Bureau of Information Resource Management determine what documentation is needed to support a change request and modify the policies and procedures outlined in Recommendation 12 or other guidance, such as the submitters guide, provided to change request submitters to reflect the documentation that is required for a complete and accurate change request submission.	N/A
Recommendation 4: 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	N/A

Other Open Recommendations	Potential Monetary Benefits
defined technical review of the testing documentation that is submitted to verify the documentation complies with minimum standards.	
Recommendation 6: OIG recommends that the Bureau of Information Resource Management formally notify all Technical Reviewers that default proceeds are no longer allowed and that all Technical Reviewers must review all change requests and either approve, stop, or reject the change request. Policies and procedures outlined in Recommendation 12 or other guidance should be updated to reflect this change to the process.	N/A
Recommendation 7: OIG recommends that the Bureau of Information Resource Management develop and implement a quality assurance assessment process for all change requests going through the enterprise-wide Information Technology Configuration Control Board. At a minimum, the quality assurance process should include periodic evaluation of open “stops,” reviews to ensure retention of all relevant documentation, and a final check prior to adding change to the baseline to ensure all pertinent process controls occurred at a minimum.	N/A
Recommendation 10: OIG recommends that the Bureau of Information Resource Management define the roles, responsibilities, and technical skillsets for each technical review and voting area and develop and implement a vetting process to verify Technical Reviewers and Voters have the knowledge, skills, and abilities to perform their assigned duties related to the Information Technology Configuration Control Board process.	N/A
Recommendation 11: OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that Technical Reviewers and Voters have formally appointed alternatives.	N/A
Recommendation 12: OIG recommends that the Bureau of Information Resource Management develop and implement complete and consistent policies and procedures and supplemental guidance, such as a Submitter’s Guide, for the Information Technology Configuration Control Board process. The policies, procedures, and guidance should, at a minimum, include guidance on roles and responsibilities, detailed procedure steps for submitters, minimum testing requirements, instructions on how Technical Reviewers and Voters should conduct their review, the appropriate use of “stops,” and established timelines for the process.	N/A
Recommendation 13: OIG recommends that the Bureau of Information Resource Management develop and implement a process to periodically review and validate the accuracy and completeness of the data in the Virtual Information Technology Configuration Control Board database and to correct data integrity, omissions and inaccuracies existing between the new and old databases and when identified going forward. As part of this effort, the Bureau of Information Resource Management should ensure that the old database is available solely as a read-only reference resource and that new data cannot be entered into that database.	N/A
Recommendation 14: OIG recommends that the Bureau of Information Resource Management develop and implement required, periodic, training for Information Technology Configuration Control Board management and personnel, Bureau Sponsors,	N/A

Other Open Recommendations	Potential Monetary Benefits
Technical Reviewers, Voters, and change request submitters involved in the Information Technology Configuration Control Board process.	
Recommendation 15: OIG recommends that the Bureau of Information Resource Management develop and implement a formal process to (a) monitor the status of all change requests throughout each stage of the change request process and (b) notify stakeholders when a request is nearing the end of a deadline or when an event occurs that may affect the deadline for a change request.	N/A
Recommendation 16: OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to hold officials accountable for failure to meet established deadlines in the Information Technology Configuration Control Board change request process. Once completed, the policies, procedures, and supplemental guidance discussed in Recommendation 12 should be updated.	N/A
Recommendation 17: OIG recommends that the Bureau of Information Resource Management develop and implement a formal process to periodically gather, assess, and report on its change request review process timeliness metrics and to make those results available to its stakeholders and customers in addition to appropriate bureau officials.	N/A
<i>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas (AUD-FM-17-51, 8/2017)</i>	
Recommendation 3: For cases in which independent cost-of-living indexes are not available to establish post allowance rates, OIG recommends that the Bureau of Administration revise and distribute updated policies and procedures to posts related to the post allowance rate methodology that provide detailed procedures for (a) collecting and summarizing living pattern questionnaires in eAllowances, and (b) collecting prices that reflect the requirements outlined in the Department of State Standardized Regulations on the retail price schedule Parts 3 and 4.	N/A
Recommendation 4: For cases in which independent cost-of-living indexes are not available to establish post allowance rates, OIG recommends that the Bureau of Administration revise and distribute updated internal procedures for calculating post allowances to include detailed instructions to (a) verify post living pattern questionnaire summary information in eAllowances with hard copies provided by post, and (b) remove inappropriate or unreasonable prices from the retail price schedule in a consistent manner across all subcategories of goods, including the use of independent data when available.	N/A
Recommendation 5: For cases in which independent cost-of-living indexes are not available to establish post allowance rates, OIG recommends that the Bureau of Administration conduct and formally document an analysis to determine how to make the Washington, DC, prices used in the post allowance rate calculations reflective of the consumption patterns of the average salary level for a post employee stationed in a foreign area so that data are comparable between Washington, DC, and the overseas post. The Bureau of Administration should implement changes as necessary as a result of its analysis.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 6: OIG recommends the Bureau of Administration revise the Department of State Standardized Regulations for changes in the post allowance methodology as a result of implementing recommendations from this report.	N/A
<i>Audit of Department of State FY 2016 Compliance With Improper Payments Requirements (AUD-FM-17-42, 5/2017)</i>	
Recommendation 4: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a method to obtain information on improper payments identified and recovered by other Department of State bureaus and offices through contract and grant oversight activities, such as contract and grant closeout procedures, during the applicable fiscal year.	N/A
Recommendation 5: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a process to report all improper payments identified by sources outside payment recapture audits for the applicable period in the annual Agency Financial Report. The process should require the Bureau of the Comptroller and Global Financial Services to present this information even if corresponding collection information is not readily available, unless written instructions advising otherwise is obtained from the Office of Management and Budget.	N/A
<i>Audit of the Bureau of Diplomatic Security's Administration of the Armored Vehicle Program (AUD-SI-17-21, 2/2017)</i>	
Recommendation 18: OIG recommends that the Bureau of Diplomatic Security, in conjunction with the Overseas Security Policy Board, update the Foreign Affairs Handbook to include a policy that mandates the use of armored vehicles that meet Overseas Security Policy Board standards for all individuals under Chief of Mission authority.	N/A
Recommendation 22: OIG recommends that the Bureau of Diplomatic Security develop and provide training for all Regional Security Officers related to identifying whether armored vehicles meet required standards.	N/A
Recommendation 28: OIG recommends that the Bureau of Diplomatic Security develop and implement guidance for overseas posts on the construction and use of shelters for armored vehicles.	N/A
Recommendation 32: OIG recommends that the Bureau of Diplomatic Security update the current armored vehicle policy to define specifically what types of maintenance must be performed under an embassy employee's observation.	N/A
Recommendation 37: OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, develop and implement a process to ensure that all Regional Security Office personnel receive training, including periodic refresher training, regarding the disposal requirements for armored vehicles.	N/A
Recommendation 38: OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, develop and implement a process to ensure that all General Services Office personnel receive training, including periodic refresher training, regarding the disposal requirements for armored vehicles.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</i> (AUD-MERO-17-16, 12/2016)	
Recommendation 6: OIG recommends that the Bureau of Near Eastern Affairs use the results of the study from Recommendation 5 to nominate appropriate personnel so contracting officers with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, can assign qualified oversight personnel for those contracts and task orders.	N/A
<i>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</i> (AUD-MERO-17-01, 11/2016)	
Recommendation 1: OIG recommends that the Under Secretary for Management consolidate and codify all current Syria vetting policies issued by the Department and bureaus into one detailed guidance explaining specifically how the vetting process should be carried out for Syrian awards. This consolidated guidance should be distributed to all bureaus once completed.	N/A
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs distribute the consolidated vetting guidance from Recommendation 1 to implementing partners to make them aware of Department vetting requirements.	N/A
Recommendation 3: OIG recommends that the Bureau of Near Eastern Affairs develop and implement internal controls to verify that its implementing partners are submitting information on required individuals for vetting in accordance with the consolidated vetting guidance from Recommendation 1.	N/A
Recommendation 4: OIG recommends that the Bureau of Near Eastern Affairs include in future award agreements the vetting requirements for Syria programs.	N/A
Recommendation 5: OIG recommends that the Bureau of Democracy, Human Rights, and Labor distribute the consolidated vetting guidance from Recommendation 1 to implementing partners to make them aware of Department vetting requirements.	N/A
Recommendation 6: OIG recommends that the Bureau of Democracy, Human Rights, and Labor develop and implement internal controls to verify that its implementing partners are submitting information on required individuals for vetting in accordance with the consolidated vetting guidance from Recommendation 1.	N/A
Recommendation 7: OIG recommends that the Bureau of Democracy, Human Rights, and Labor include in future award agreements the vetting requirements for Syria programs.	N/A
<i>Audit of the Department of State Process To Select and Approve Information Technology Investments</i> (AUD-FM-16-31, 3/2016)	
Recommendation 8: OIG recommends that the Bureau of Information Resource Management establish and implement a plan to review IT investment reorganizations that occurred since FY 2010 to ensure that the investments resulting from the reorganizations comply with Office of Management and Budget requirements for information technology investments.	N/A
Recommendation 10: OIG recommends that the Bureau of Information Resource Management develop and implement a process to (a) identify and review all bureau-	N/A

Other Open Recommendations	Potential Monetary Benefits
specific IT investment methodologies (ones currently in place as well as ones that will be developed in the future); (b) determine whether the bureau-specific IT investment methodologies comply with Office of Management and Budget Circular A-130; and, if they do not comply, (c) provide bureaus with guidance regarding the modifications needed to fully comply and verify that the methodologies were modified as necessary. This effort should include reviewing the standard forms used by each bureau during the IT selection process to ensure consistency and compliance with Office of Management and Budget Circular A-130.	
Recommendation 14: OIG recommends that the Bureau of Information Resource Management develop and implement a strategy to perform semiannual or more frequent reviews of bureau-funded IT contracts to identify new IT investments developed as part of the contracts.	N/A
Recommendation 17: OIG recommends that the Bureau of Information Resource Management (a) develop and implement a policy requiring bureaus and offices to provide details of IT investments, programs, and projects in iMatrix and (b) develop and disseminate guidance specifying the level of detail necessary for each investment, including general descriptions and technical capabilities.	N/A
Recommendation 20: OIG recommends that the Bureau of Information Resource Management develop and issue a policy stating that bureaus must update the information on non-major investments in iMatrix quarterly, rather than only when the reports are due to be submitted to the Office of Management and Budget.	N/A
Recommendation 22: OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to verify that all bureau and office IT investment managers and budget analysts complete the respective training courses related to IT capital planning and reporting that are provided annually.	N/A
Recommendation 23: OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, include information on reporting reimbursable costs in the annual training provided to investment managers and budget analysts on how to report IT investment data in iMatrix.	N/A
Recommendation 27: OIG recommends that the Bureau of Information Resource Management develop and implement a policy requiring bureaus and offices to submit source documents to support the information entered into iMatrix.	N/A
Recommendation 28: OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that bureaus and offices are submitting source documents to support the information entered into iMatrix in accordance with the policy developed that requires bureaus and offices to submit source documents that support the information entered into iMatrix.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Action Still Needed To Update the Department's Standards of Conduct as They Relate to Trafficking in Persons and To Comply With a Related Recommendation</i> (AUD-ACF-15-43, 9/2015)	
Recommendation 2: OIG recommends that the Under Secretary for Civilian Security, Democracy, and Human Rights provide a plan of action to complete corrective actions, including appropriate milestones, to address Recommendations 1 and 2 from Audit Report AUD/IP-12-02.	N/A

Table D.2
Open Office of Evaluations and Special Projects Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 3/31/2020

Significant Open Recommendations	Potential Monetary Benefits
<i>Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen</i> (ESP-19-01, 10/2018)	
Recommendation 1: The Bureau of Consular Affairs, Office of Passport Services, in conjunction with the Bureau of Diplomatic Security, should develop centralized, searchable databases to track and manage passport revocation cases, as well as retentions of passports and other documents seized on suspicion of fraud when citizens apply for consular services, or under other circumstances, and to track confiscations of such documents if they are seized on grounds other than retention authority.	N/A
Recommendation 2: The Secretary of State should clarify the role of the Office of the Legal Adviser as the senior legal authority for the Department and consider whether attorneys in other offices should report directly to the Legal Adviser.	N/A
Recommendation 3: The Bureau of Consular Affairs should coordinate with the Office of the Legal Adviser to issue guidance and, if necessary, amend the Foreign Affairs Manual to clarify (1) The differences between retention and confiscation of a passport and any other authority that exists to take a passport, the circumstances under which each is authorized, the types of documentation or data entries the Department must create and maintain in exercising each authority, the notifications and advisements that must be given to the document holders in each case, and the fact that retentions must be limited to a specific temporary period. (2) The circumstances in which individuals whose passports are retained, confiscated, or revoked while overseas are entitled to limited validity passports to return to the United States.	N/A
Other Open Recommendations	Potential Monetary Benefits
<i>Evaluation of the Antiterrorism Assistance Explosive Detection Canine Program – Health and Welfare</i> (ESP-19-06, 9/2019)	
Recommendation 1: OIG recommends that the Bureau of Counterterrorism, in coordination with the Bureau of Diplomatic Security, develop a written strategic plan that addresses canine health and welfare concerns in Jordan, specifically planning for future	N/A

Other Open Recommendations	Potential Monetary Benefits
funding needs in order to maintain the program, along with steps to aid the Jordanians in becoming self-sustaining. OIG further recommends that the Bureau of Counterterrorism and the Bureau of Diplomatic Security cease providing additional canines to Jordan until there is a sufficient sustainability plan in place to ensure their health and welfare.	
Recommendation 2: OIG recommends that the Bureau of Diplomatic Security develop and implement written policies and procedures related to the health and welfare of all canines provided under the Department's foreign assistance program, which should include policies to address the criteria used to evaluate a foreign partner's ability to care for canines, health and welfare follow-up timelines based on the initial evaluation, and care for a canine with medical needs after deployment.	N/A
Recommendation 3: OIG recommends that the Bureau of Diplomatic Security develop and implement a written plan to address canine retirement and adoption in all countries.	N/A
Recommendation 4: OIG recommends that the Bureau of Counterterrorism, in coordination with the Bureau of Diplomatic Security, develop and negotiate written agreements related to the canine program with partner nations that ensure there is a mutual understanding regarding the health, welfare, and retirement of the provided canines.	N/A
Recommendation 5: OIG recommends that the Bureau of Diplomatic Security prepare and implement a written timeline for conducting follow-up health and welfare checks on a regular basis to ensure provided canines are receiving the proper care, which should include documenting the status and condition of each canine provided under the program.	N/A
<i>Management Assistance Report: Use of Personal Social Media Accounts to Conduct Official Business (ESP-19-02, 2/2019)</i>	
Recommendation 1: The Office of Policy, Planning and Resources, in coordination with the Bureau of Public Affairs and the Bureau of International Information Programs, should clarify the distinction in the Foreign Affairs Manual between personal and official social media postings and give examples of each type.	N/A
Recommendation 2: The Office of Policy, Planning and Resources should issue periodic, regular notices to Department employees to remind them of the Department's policies regarding the use of personal social media accounts.	N/A
Recommendation 3: The Office of Policy, Planning and Resources, in coordination with the Bureau of Public Affairs and the Bureau of International Information Programs, should review the personal Twitter accounts of ambassadors and other senior Department officials and take appropriate action to remedy any violations of Department policy.	N/A
<i>Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen (ESP-19-01, 10/2018)</i>	
Recommendation 4: The Bureau of Consular Affairs and the Bureau of Diplomatic Security should ensure that all ARSO-Is receive appropriate training on the clarifications described in Recommendation 3 and identify a single point of contact for ARSO-Is and other DS agents seeking legal guidance.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Incorporation of Clause Requiring Contractor Cooperation with the Office of Inspector General</i> (ESP-18-02, 3/2018)	
<p>Recommendation 1: The Bureau of Administration, Office of the Procurement Executive, should amend the Department of State Acquisition Regulation to require contracting officers to include a provision requiring contracting officers to insert a clause in all current and future contracts stating:</p> <p>“(a) This contract incorporates by reference 1 FAM 053.2-5, which mandates the contractor’s and/or any subcontractor’s duty to cooperate fully with Office of Inspector General personnel.</p> <p>(b) Cooperation includes:</p> <p>(1) Complete, prompt, and free access to all files (in any format), documents, premises, and employees, except as limited by law, including access to records, premises, and employees;</p> <p>(2) Statements, both oral and written, including statements under oath or affirmation;</p> <p>(3) Technical consultation, examination, and assistance regarding information or evidence being collected or developed;</p> <p>(4) Such other information and assistance as may be requested in order to complete the OIG activity.”</p>	N/A
<i>Evaluation of the Department of State’s Security Clearance Process</i> (ESP-17-02, 7/2017)	
<p>Recommendation 2: The Bureau of Diplomatic Security, Office of Personnel Security and Suitability, in coordination with the Bureau of Human Resources, should establish clear responsibilities for the processing of security clearance requests in order to reduce or eliminate unnecessary delays in the clearance process and require appropriate training for all Human Resources personnel involved in the process.</p>	N/A
<p>Recommendation 3: The Bureau of Diplomatic Security should perform a workforce analysis of its employees who perform security clearance work to ensure that it has the proper staffing levels in place to meet its timeliness goals.</p>	N/A
<p>Recommendation 5: The Bureau of Diplomatic Security, Office of Personnel Security and Suitability should determine the actual cost of the security clearance work it performs for other Government agencies in order to fully recoup its expended funds, in accordance with the Economy Act and Department policy.</p>	N/A
<i>Department of State Has Administrative Leave Policies but Lacks Complete and Accurate Data on the Use of Leave</i> (ESP-16-04, 9/2016)	
<p>Recommendation 1: The Bureau of the Comptroller and Global Financial Services, in conjunction with the Bureau of Human Resources, should ensure that its new payroll systems have the ability to collect information regarding the justification for why administrative leave is granted.</p>	N/A

Table D.3
Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 3/31/2020

Significant Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Port-au-Prince, Haiti</i> (ISP-I-19-18, 6/2019)	
Recommendation 20: The Bureau of Overseas Buildings Operations, in coordination with Embassy Port-au-Prince, should connect the “Stecher-Roumain” housing compound to the local power grid, and put funds of up to \$3.03 million over 5 years to better use.	\$3,030,000
Recommendation 22: Embassy Port-au-Prince, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.	N/A
Recommendation 25: Embassy Port-au-Prince, in coordination with the Bureau of Overseas Buildings Operations, should resolve the mission’s fire protection deficiencies and bring the program into full compliance with Department standards.	N/A
<i>Inspection of Embassy New Delhi and Constituent Posts, India</i> (ISP-I-19-10, 12/2018)	
Recommendation 26: Embassy New Delhi should submit design plans to the Bureau of Overseas Buildings Operations for the unapproved modifications to property numbers X9990, X9991, X9992, X9993, X9999, and X29001 in Kolkata, and R1007 and R1012 in Mumbai.	N/A
Recommendation 27: The Bureau of Overseas Buildings Operations should conduct a technical review of the design plans for property numbers X01021 in New Delhi; X9990, X9991, X9992, X9993, X9999, and X29001 in Kolkata; and R1007 and R1012 in Mumbai, in accordance with Department standards, and work with Embassy New Delhi to remedy any modifications that OBO is unable to retroactively approve.	N/A
<i>Targeted Review of Leadership and Management at the National Passport Center</i> (ISP-I-19-13, 11/2018)	
Recommendation 1: The Bureau of Consular Affairs should, within 60 days, develop a corrective action plan to address the leadership and management deficiencies at the National Passport Center. At a minimum, the corrective action plan should address Recommendations 2 through 12 and include milestones and target implementation dates for the resolution of each. In addition, the action plan should be reviewed and approved by the Under Secretary for Management.	N/A
Recommendation 2: The Bureau of Consular Affairs, in coordination with the Office of Civil Rights, should investigate the expressed concerns within the National Passport Center workforce of sexual harassment and discrimination.	N/A
<i>Inspection of U.S. Mission to Somalia</i> (ISP-I-19-09, 10/2018)	
Recommendation 3: The Bureau of Administration, in coordination with the U.S. Mission to Somalia and the Bureau of African Affairs, should finalize all risk mitigation plans for third-party contracts as required by Department guidance.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology</i> (ISP-I-17-04, 12/2016)	
Recommendation 24: The Bureau of Consular Affairs should direct the Office of Consular Systems and Technology to review the \$18.54 million of unliquidated obligations for contracts that require close out and document justifications of remaining prior year balances.	\$18,540,000
Other Open Recommendations	Potential Monetary Benefits
<i>Inspection of the U.S. Mission to the Organization of American States</i> (ISP-I-19-37, 9/2019)	
Recommendation 3: The U.S. Mission to the Organization of American States, in coordination with the Bureaus of Western Hemisphere Affairs and Human Resources, should conduct an organizational assessment of the mission's staffing structure and implement appropriate recommendations.	N/A
Recommendation 4: The U.S. Mission to the Organization of American States should implement a records management program in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Consular Affairs, Kentucky Consular Center</i> (ISP-I-19-36, 8/2019)	
Recommendation 6: The Bureau of Consular Affairs, in coordination with the Bureau of Administration, should conduct a space utilization study of the Kentucky Consular Center's Appalachian Processing Center and implement a plan for its cost-effective use or repurposing.	N/A
<i>Inspection of Embassy Tirana, Albania</i> (ISP-I-19-26, 8/2019)	
Recommendation 2: Embassy Tirana, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a wheelchair-accessible interview window for consular clients as required by Department standards.	N/A
Recommendation 6: Embassy Tirana, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of embassy residential properties in accordance with Department standards.	N/A
Recommendation 7: The Bureau of Overseas Buildings Operations, in coordination with Embassy Tirana, should provide a mitigation plan to address seismic concerns with at-risk embassy compound buildings.	N/A
Recommendation 8: Embassy Tirana should work with landlords to mitigate vulnerabilities with community swimming pools at its leased residential compounds.	N/A
Recommendation 9: Embassy Tirana should dismantle and remove its shipping containers and portable structures in accordance with Department requirements.	N/A
<i>Inspection of Embassy Nassau, The Bahamas</i> (ISP-I-19-19, 8/2019)	
Recommendation 3: Embassy Nassau should conduct the required joint evaluation reviews with the Government of The Bahamas for Bureau of International Narcotics and Law Enforcement Affairs-funded projects.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 6: Embassy Nassau, in coordination with the Bureau of Administration, should seek to ratify its unauthorized commitments in accordance with Department standards.	N/A
Recommendation 8: Embassy Nassau should implement standard operating procedures for the use of all official vehicles, in accordance with Department standards.	N/A
Recommendation 12: Embassy Nassau should establish a comprehensive corrective action plan and certify all residences for occupancy in accordance with Department standards.	N/A
Recommendation 14: Embassy Nassau should comply with Department standards for handling and storage of property.	N/A
Recommendation 16: Embassy Nassau should calibrate its fuel tanks in accordance with Department guidelines.	N/A
Recommendation 18: Embassy Nassau, in coordination with the Bureau of Overseas Buildings Operations, should establish a plan for the future use of the Chief of Mission residence and the Deputy Chief of Mission residence.	N/A
Recommendation 19: Embassy Nassau should bring its cashier operations, including management oversight of those operations, into compliance with Department standards.	N/A
Recommendation 20: Embassy Nassau should review its unliquidated obligations in accordance with Department guidelines and put up to \$2.3 million to better use.	\$2,300,000
Recommendation 25: Embassy Nassau, in coordination with the Regional Information Management Center Ft. Lauderdale and the Bureau of Western Hemisphere Affairs, should remediate the embassy's computer network infrastructure to improve network performance.	N/A
Recommendation 27: Embassy Nassau should conduct annual information technology contingency plan testing on its unclassified and classified networks in accordance with Department standards.	N/A
<i>Inspection of Embassy Ljubljana, Slovenia</i> (ISP-I-19-25, 7/2019)	
Recommendation 3: Embassy Ljubljana, in coordination with the Bureau of Overseas Buildings Operations, should install a central fire alarm system at its Marine Security Guard residence to meet Department fire safety standards.	N/A
<i>Inspection of Embassy Paramaribo, Suriname</i> (ISP-I-19-20, 7/2019)	
Recommendation 7: Embassy Paramaribo should implement controls for handling and storage of property in its warehousing program in accordance with Department guidance.	N/A
Recommendation 8: The Bureau of Overseas Buildings Operations, in coordination with Embassy Paramaribo, should address the roof leaks in the new embassy compound and mitigate the resulting health hazards within 180 days.	N/A
Recommendation 12: Embassy Paramaribo, in coordination with the Bureau of Human Resources, should correct the deficit in the locally employed staff pension plan in accordance with Department guidance.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 16: Embassy Paramaribo should comply with Department security standards for wireless local area networks.	N/A
<i>Inspection of Embassy Santo Domingo, Dominican Republic</i> (ISP-I-19-17, 7/2019)	
Recommendation 2: Embassy Santo Domingo, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should transfer the 14 unused Automated Fingerprint Information System units to the Dominican police or other Dominican agencies where they will be used.	\$394,348
Recommendation 5: Embassy Santo Domingo, in coordination with the Bureau of Overseas Buildings Operations, should provide protection for consular applicants in accordance with Department standards.	N/A
Recommendation 8: Embassy Santo Domingo should review its unliquidated obligations in accordance with Department guidance, and put up to \$1.3 million to better use.	\$1,300,000
Recommendation 9: Embassy Santo Domingo should clear overdue travel advances in accordance with Department guidelines, and put up to \$55,020 to better use.	\$55,020
Recommendation 11: Embassy Santo Domingo should close out procurement files in accordance with Department standards.	N/A
Recommendation 12: Embassy Santo Domingo should comply with Department standards for its contracting officer's representatives.	N/A
Recommendation 13: Embassy Santo Domingo should verify and document the monitoring and evaluation of its contracts in accordance with Department guidance.	N/A
Recommendation 14: Embassy Santo Domingo should comply with all Department Overseas Motor Vehicle Safety Management Program requirements.	N/A
Recommendation 15: Embassy Santo Domingo, in coordination with the Bureau of Administration, should implement personal property management internal controls in accordance with Department standards.	N/A
Recommendation 18: Embassy Santo Domingo should conduct initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities in accordance with Department standards.	N/A
<i>Inspection of Embassy Port-au-Prince, Haiti</i> (ISP-I-19-18, 6/2019)	
Recommendation 1: Embassy Port-au-Prince should conduct project and program evaluations in accordance with Department guidance.	N/A
Recommendation 6: Embassy Port-au-Prince should bring the public diplomacy grants program into compliance with Department standards.	N/A
Recommendation 9: Embassy Port-au-Prince should use the Bureau of Consular Affairs' management framework to comply with Department guidance for processing and accommodating consular customers.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 10: Embassy Port-au-Prince should monitor Global Support Services to verify the accuracy and quality of information provided to visa applicants in accordance with Department standards.	N/A
Recommendation 14: Embassy Port-au-Prince should complete its fleet reports in accordance with Department standards.	N/A
Recommendation 15: Embassy Port-au-Prince should document nonexpendable property transfers in accordance with Department standards.	N/A
Recommendation 17: Embassy Port-au-Prince should close out procurement files in accordance with Department standards.	N/A
Recommendation 18: Embassy Port-au-Prince should require all contracting officer's representatives to administer their contracts in accordance with Department standards.	N/A
Recommendation 21: Embassy Port-au-Prince should comply with Department standards for residential safety and security certifications.	N/A
Recommendation 24: Embassy Port-au-Prince, in coordination with the Bureau of Overseas Buildings Operations, should resolve the embassy safety, health, and environmental management program deficiencies and bring the program into full compliance with Department standards.	N/A
Recommendation 26: Embassy Port-au-Prince should clear overdue travel advances in accordance with Department guidelines, and put up to \$146,557 to better use.	\$146,557
Recommendation 28: Embassy Port-au-Prince, in coordination with the Bureau of Western Hemisphere Affairs and the Bureau of the Comptroller and Global Financial Services, should reprogram additional Diplomatic and Consular Program-funded Information Management positions to International Cooperative Administrative Support Services-funded positions in accordance with Department standards in order to put funds of \$81,331 per position to better use.	\$81,331
Recommendation 34: Embassy Port-au-Prince should complete annual tests of the information technology contingency plans for unclassified and classified networks in accordance with Department standards.	N/A
Recommendation 36: Embassy Port-au-Prince should require its local Information Technology Configuration Control Board to comply with Department standards.	N/A
Recommendation 39: Embassy Port-au-Prince should implement standard operating procedures for systems administrators in accordance with Department standards.	N/A
<i>Inspection of Embassy Libreville, Gabon</i> (ISP-I-19-16, 6/2019)	
Recommendation 7: The Bureau of African Affairs should require the Ambassador and the Deputy Chief of Mission to comply with Department guidelines for providing guidance to the American employees they supervise.	N/A
Recommendation 8: The Bureau of African Affairs should follow Department guidelines to seek authorization to establish an office in São Tomé and Príncipe.	N/A
Recommendation 12: Embassy Libreville should verify and document that grant recipients were eligible to receive \$272,600 in foreign assistance funds and that the funds	\$272,600

Other Open Recommendations	Potential Monetary Benefits
were used for the intended purpose. If the recipients are deemed ineligible or funds were not used for the intended purpose, Embassy Libreville should recover the funds in accordance with the grant agreements.	
Recommendation 13: Embassy Libreville should implement strategies for engaging with the media and using social media, as required by Department standards.	N/A
Recommendation 14: Embassy Libreville should update its consular crisis preparedness plans in accordance with Department standards.	N/A
Recommendation 16: Embassy Libreville should update its consular internet pages to ensure the information complies with Department standards.	N/A
Recommendation 21: Embassy Libreville should implement management controls for its motor vehicle program in accordance with Department standards.	N/A
<i>Inspection of the Office of Foreign Missions</i> (ISP-I-19-21, 5/2019)	
Recommendation 3: The Bureau of Human Resources, in coordination with the Office of Foreign Missions, should conduct an organizational assessment of the Office of Foreign Missions and implement any recommendations resulting from the assessment.	N/A
Recommendation 5: The Office of Foreign Missions, in coordination with the Bureau of Information Resource Management, should obtain an authorization to operate for The Office of Foreign Missions Information System, in accordance with Department standards.	N/A
Recommendation 8: The Office of Foreign Missions should manage user access controls for The Office of Foreign Missions Information System in accordance with Department standards.	N/A
Recommendation 12: The Office of Foreign Missions should require that the Information Systems Security Officer perform information systems security duties in accordance with Department standards.	N/A
<i>Inspection of Embassy Bogota, Colombia</i> (ISP-I-19-14, 4/2019)	
Recommendation 1: Embassy Bogota, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should comply with Department standards for end use monitoring of defense articles.	N/A
Recommendation 2: Embassy Bogota should comply with Department standards related to contracting officer's representative contract file documentation for contracts administered by the International Narcotics and Law Enforcement Affairs Section.	N/A
Recommendation 3: Embassy Bogota should comply with Department standards for Federal assistance award file documentation for awards administered by the embassy's International Narcotics and Law Enforcement Section.	N/A
Recommendation 4: Embassy Bogota should comply with Department standards for the use of public diplomacy funds.	N/A
Recommendation 5: Embassy Bogota should document public diplomacy grants in accordance with the Federal Assistance Directive.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 6: Embassy Bogota should align the supervisory structure in the Public Diplomacy Section in accordance with Department standards.	N/A
Recommendation 9: Embassy Bogota should conform to the terms of the Bureau of Consular Affairs' contractor's task order requiring applicants to submit general visa inquiries to the contractor in order to appropriately employ staff expertise and put funds of approximately \$65,200 to better use.	\$65,200
Recommendation 13: Embassy Bogota should complete its fleet reports in accordance with Department standards.	N/A
Recommendation 14: Embassy Bogota should comply with applicable Department overseas motor vehicle safety requirements for chauffeurs and incidental drivers under chief of mission authority.	N/A
Recommendation 15: Embassy Bogota should document future property disposals in accordance with Department standards.	N/A
Recommendation 17: Embassy Bogota should assign separate receiving and property record keeping clerks for its bulk fuel operation and designate those duties in writing, in accordance with Department standards.	N/A
Recommendation 18: Embassy Bogota should close out procurement files in accordance with Department standards.	N/A
Recommendation 19: Embassy Bogota should conduct its annual 2018 review of its blanket purchase agreements, in accordance with Department standards.	N/A
Recommendation 20: Embassy Bogota should submit the hotel and restaurant reports for its outdated foreign per diem locations to the Bureau of Administration's Office of Allowances, in accordance with Department guidelines.	N/A
Recommendation 21: Embassy Bogota should submit the required retail price surveys to the Office of Allowances in accordance with Department guidelines.	N/A
Recommendation 22: Embassy Bogota should submit all required hardship differential surveys to the Office of Allowances, in accordance with Department guidelines.	N/A
Recommendation 23: Embassy Bogota should comply with Department guidelines for completion of post reports.	N/A
Recommendation 24: Embassy Bogota should reconcile transactions in the Suspense Deposit Abroad account in accordance with Department guidelines and put funds of \$39,957 to better use.	\$39,957
Recommendation 25: Embassy Bogota should clear overdue travel advances in accordance with Department guidelines and put funds up to \$1,451,820 to better use.	\$1,451,820
Recommendation 26: Embassy Bogota, in coordination with the Bureau of Western Hemisphere Affairs and the Bureau of the Comptroller and Global Financial Services, should reprogram additional Diplomatic and Consular Program-funded Information Management positions to International Cooperative Administrative Support Services-funded positions in order to put funds of \$81,331 per position to better use.	\$81,331

Other Open Recommendations	Potential Monetary Benefits
Recommendation 27: Embassy Bogota, in coordination with the Bureau of Overseas Buildings Operations, should bring Embassy Branch Office Cartagena's safety, health, and environmental management program into compliance with Department standards.	N/A
Recommendation 28: Embassy Bogota, in coordination with the Bureau of Overseas Buildings Operations, should implement an action plan to resolve the mission's fire protection deficiencies and bring the program into full compliance with Department standards.	N/A
Recommendation 29: Embassy Bogota should remove the KACTUS database from the dedicated internet network and conduct a risk assessment based on the National Institute of Standards and Technology's Risk Management Framework.	N/A
Recommendation 30: Embassy Bogota, in coordination with the Bureau of Western Hemisphere Affairs, should relocate the telecommunications demarcation point outside the limited access communications rooms.	N/A
Recommendation 35: Embassy Bogota should inventory its databases and submit appropriate security documentation for databases containing personally identifiable information to the Bureau of Information Resource Management for an authorization decision.	N/A
Recommendation 36: Embassy Bogota should implement a patch management process for locally approved software operating on its networks, in accordance with Department standards.	N/A
Recommendation 37: Embassy Bogota should implement standard operating procedures for knowledge management that outline how it will capture, share, transfer, and retain information related to its information management programs.	N/A
Recommendation 38: Embassy Bogota should conduct initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities.	N/A
Recommendation 39: Embassy Bogota should test the information technology contingency plans for unclassified and classified networks in accordance with Department standards.	N/A
<i>Inspection of Embassy Koror, Republic of Palau</i> (ISP-I-19-06, 2/2019)	
Recommendation 1: Embassy Koror should implement a standard operating procedure for conducting supervisory reviews of nonimmigrant visa adjudications in accordance with Department standards.	N/A
Recommendation 2: Embassy Koror should take actions to prepare for a consular crisis according to Department guidance.	N/A
Recommendation 3: Embassy Koror should assess and test its warden system in accordance with Department standards.	N/A
Recommendation 9: Embassy Koror, in coordination with the Bureau of Administration, should request authorization to maintain the additional vehicles or dispose of three vehicles according to Department guidelines and put proceeds of sale to better use.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 11: Embassy Koror, in coordination with Embassy Manila, should review all unliquidated obligations, deobligate any funds that are no longer needed, and put up to \$823,547 to better use.	\$823,547
Recommendation 13: Embassy Koror, in coordination with Embassy Manila, should update and conduct annual information technology contingency plan testing of the unclassified and classified networks in accordance with Department standards.	N/A
Recommendation 18: Embassy Koror should apply labels on the electrical panels according to Department standards.	N/A
Recommendation 19: Embassy Koror should install a temperature monitoring device in its unclassified server room in accordance with Department standards.	N/A
Recommendation 20: Embassy Koror, in coordination with Embassy Manila, should establish a records management program in accordance with Department standards.	N/A
Recommendation 21: Embassy Koror, in coordination with Embassy Manila, should implement standard operating procedures for managing its unclassified networks.	N/A
<i>Inspection of Embassy Kolonia, Federated States of Micronesia</i> (ISP-I-19-05, 2/2019)	
Recommendation 1: Embassy Kolonia should implement an Equal Employment Opportunity program that is in accordance with Department standards.	N/A
Recommendation 9: Embassy Kolonia, in coordination with Embassy Manila, should review \$707,000 in unliquidated obligations and deobligate any funds that are no longer needed.	\$707,000
Recommendation 11: Embassy Kolonia should complete all overdue employee performance reports in accordance with Department standards.	N/A
Recommendation 12: Embassy Kolonia, in coordination with Embassy Manila, should update and test the annual information technology contingency plan for its unclassified and classified networks in accordance with Department standards.	N/A
Recommendation 15: Embassy Kolonia should install a temperature monitoring device in the unclassified server room in accordance with Department standards.	N/A
<i>Inspection of Embassy New Delhi and Constituent Posts, India</i> (ISP-I-19-10, 12/2018)	
Recommendation 3: Embassy New Delhi, in coordination with the Bureau of Counterterrorism and Countering Violent Extremism and the Bureau of South and Central Asian Affairs, should prepare a position description for the regional counterterrorism coordinator position, number 10262001, that contains an accurate statement of responsibilities.	N/A
Recommendation 4: The Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs, in coordination with Embassy New Delhi and the Bureau of South and Central Asian Affairs, should update all public diplomacy position descriptions by implementing the Public Diplomacy Locally Employed Staff Initiative at Mission India in FY 2019.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 12: Embassy New Delhi should reconcile transactions in the Suspense Deposit Abroad account in accordance with Department guidelines, and put funds of \$65,772 to better use.	\$65,772
Recommendation 13: Embassy New Delhi should clear overdue travel advances in accordance with Department guidelines, and put funds up to \$52,385 to better use.	\$52,385
Recommendation 25: Embassy New Delhi, in coordination with the Bureau of Overseas Buildings Operations, should implement an action plan to resolve the mission's safety, health, and environmental management deficiencies and bring the program into full compliance with Department standards.	N/A
Recommendation 29: Embassy New Delhi should bring its method and procedures for procuring fuel from the American Community Support Association into compliance with the Federal Acquisition Regulation.	N/A
Recommendation 35: Embassy New Delhi should implement a detailed plan that includes a cost-benefit analysis to consolidate its two print and graphics operations.	N/A
<i>Targeted Review of Leadership and Management at the National Passport Center</i> (ISP-I-19-13, 11/2018)	
Recommendation 3: The Bureau of Consular Affairs should assess the skills, knowledge, abilities, and conduct of the National Passport Center's current senior and mid-level management staff to determine whether they should remain in their positions.	N/A
Recommendation 7: The Bureau of Consular Affairs, in coordination with the Bureau of Human Resources, should conduct an organizational assessment of the National Passport Agency's structure and responsibilities and implement appropriate recommendations.	N/A
Recommendation 9: The Bureau of Consular Affairs should require the National Passport Center to develop and publish policies, in compliance with applicable Department standards, that cover shift hours/core hours, flexible work schedules, awards program, and leave without pay.	N/A
Recommendation 10: The Bureau of Consular Affairs should review the National Passport Center's use of the second shift and institute changes to provide for greater supervision of employees and minimize premium pay costs.	N/A
<i>Inspection of Embassy Banjul, The Gambia</i> (ISP-I-19-04, 11/2018)	
Recommendation 2: The Bureau of Overseas Buildings Operations, in coordination with Embassy Banjul and the Bureau of Consular Affairs, should renovate Embassy Banjul's Consular Section to comply with Department standards.	N/A
Recommendation 5: Embassy Banjul, in coordination with the Bureau of the Comptroller and Global Financial Services, should collect outstanding salary advances of \$2,000 due from former employees and put those funds to better use.	\$2,000
Recommendation 14: Embassy Banjul should test the information technology contingency plans for unclassified and classified networks in accordance with Department guidance.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management</i> (ISP-I-19-12, 10/2018)	
Recommendation 3: The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Administration, should finalize a service level agreement clarifying the Bureau of Administration's responsibilities for grants support.	N/A
Recommendation 5: The Bureau of Democracy, Human Rights, and Labor should modify its grants processes to accurately record expenditures in the Department's financial system.	N/A
Recommendation 6: The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of the Comptroller and Global Financial Services and the Office of the Legal Adviser, should determine whether grants payment irregularities identified for award number S-LMAQM-17-CA-1232 constitute a violation of the Anti-Deficiency Act and, if so, report the violation.	N/A
<i>Inspection of Embassy Nairobi, Kenya</i> (ISP-I-19-08, 10/2018)	
Recommendation 5: Embassy Nairobi should close out its outstanding grants awards in compliance with Department standards.	N/A
Recommendation 10: Embassy Nairobi should clear its electronic filing backlog in accordance with Department guidelines.	N/A
Recommendation 16: Embassy Nairobi should conduct a utilization survey and sell or dispose of excess inventory in accordance with Department standards, and put up to \$14 million to better use.	\$14,000,000
Recommendation 18: Embassy Nairobi should ensure that all residential inventories are accounted for and documented in its files in accordance with Department guidelines.	N/A
Recommendation 23: Embassy Nairobi should review all unliquidated obligations with no activity for over 1 year, deobligate those that are no longer valid in accordance with Department standards, and put up to \$1.7 million to better use.	\$1,700,000
Recommendation 25: Embassy Nairobi should submit the hotel and restaurant report for all listed localities in Kenya to the Office of Allowances.	N/A
<i>Inspection of Embassy Lisbon and Consulate Ponta Delgada, Portugal</i> (ISP-I-18-22, 5/2018)	
Recommendation 3: The Bureau of Human Resources should respond to Embassy Lisbon's request for proposed changes to the local compensation plan.	N/A
<i>Inspection of Embassy Georgetown, Guyana</i> (ISP-I-18-19, 5/2018)	
Recommendation 23: Embassy Georgetown should vacate the U.S. Government-owned warehouse and notify the Bureau of Overseas Buildings Operations so it can be sold.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Addis Ababa, Ethiopia</i> (ISP-I-18-18, 5/2018)	
Recommendation 11: Embassy Addis Ababa, in coordination with the Bureau of Administration, should implement property management internal controls, in accordance with Department standards.	N/A
Recommendation 12: Embassy Addis Ababa should implement a real property management program that is fully compliant with Department requirements.	N/A
Recommendation 19: The Bureau of Overseas Buildings Operations, in coordination with Embassy Addis Ababa, should implement a plan to address the embassy's safety, health, and environmental management deficiencies.	N/A
Recommendation 21: Embassy Addis Ababa, in coordination with the Bureau of African Affairs, should conduct a detailed and thorough review of locally employed staff position descriptions.	N/A
Recommendation 22: Embassy Addis Ababa, in coordination with the Bureau of Human Resources, should update and translate its Local Employee Handbook in accordance with Department guidance.	N/A
Recommendation 26: Embassy Addis Ababa should conduct annual information technology contingency plan testing of the unclassified and classified networks, in accordance with Department standards.	N/A
Recommendation 29: Embassy Addis Ababa should stop managing personal internet service for embassy employees and collect \$99,324 from employees who had internet service at their residences that was paid by the embassy in FY 2017 and put those funds to better use.	\$99,324
<i>Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia</i> (ISP-I-18-17, 5/2018)	
Recommendation 16: Embassy Riyadh, in coordination with the Bureau of the Comptroller and Global Financial Services, should implement procedures to require U.S. direct-hire employees to comply with Department of State Standard Regulation 532 a)2) and collect overpayments made in cases of non-compliance.	N/A
Recommendation 18: Embassy Riyadh, in coordination with the Bureau of Near Eastern Affairs, and the Bureau of the Comptroller and Global Financial Services, should reprogram at least one program-funded information management position to an International Cooperative Administrative Support Services-funded position to realize funds put to better use of up to \$153,480.	\$153,480
Recommendation 23: Embassy Riyadh, in coordination with the Bureau of Human Resources, should determine the per employee cost of the homeward passage benefit and pay it to eligible employees through the payroll system to realize funds put to better use of \$361,773.	\$361,773
<i>Inspection of Embassy Guatemala City, Guatemala</i> (ISP-I-18-16, 5/2018)	
Recommendation 9: Embassy Guatemala City, in coordination with the Bureau of Human Resources, should complete updates to the local compensation plan.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 11: Embassy Guatemala City, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.	N/A
Recommendation 17: Embassy Guatemala City should inventory, secure, monitor, and register its dedicated internet networks with the Bureau of Information Resource Management.	N/A
Recommendation 18: Embassy Guatemala City should conduct an assessment of the Bureau of International Narcotics and Law Enforcement Affairs' wireless dedicated internet network based on the National Institute of Standards and Technology Risk Management Framework and implement appropriate controls to protect the information stored on the network.	N/A
Recommendation 19: Embassy Guatemala City should manage its classified and unclassified Active Directory groups in accordance with Department standards.	N/A
Recommendation 20: Embassy Guatemala City should implement standard operating procedures for managing its classified and unclassified networks.	N/A
Recommendation 21: Embassy Guatemala City should conduct annual tests of the information technology contingency plans for unclassified and classified networks in accordance with Department standards.	N/A
Recommendation 22: Embassy Guatemala City should implement a plan for conducting initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities.	N/A
<i>Inspection of Embassy Copenhagen, Denmark</i> (ISP-I-18-23, 4/2018)	
Recommendation 7: Embassy Copenhagen, in coordination with the Bureaus of Diplomatic Security and Overseas Buildings Operations, should complete the installation of the mail screening facility and implement a procedure for processing incoming local mail in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management</i> (ISP-I-18-15, 4/2018)	
Recommendation 2: The Bureau of Information Resource Management, in coordination with the Bureau of Human Resources, should update all employee-supervisor assignments to reflect current roles and responsibilities within the Office of Governance, Resource, and Performance Management.	N/A
Recommendation 8: The Bureau of Information Resource Management should implement a tool to centrally track information technology software acquisitions Department-wide.	N/A
Recommendation 9: The Bureau of Information Resource Management should implement procedures to centrally authorize and register Dedicated Internet Networks.	N/A
Recommendation 10: The Bureau of Information Resource Management should implement procedures to ensure regularly scheduled reviews and updates to the	N/A

Other Open Recommendations	Potential Monetary Benefits
Department's information technology management policies and procedures in Volume 5 of the Foreign Affairs Manual and its associated Foreign Affairs Handbooks.	
Recommendation 11: The Bureau of Information Resource Management should revise and promulgate the bureau process for timely handling of responses to U.S. Government Accountability Office recommendations.	N/A
Recommendation 12: The Bureau of Information Resource Management should update all Department guidance to reflect the Office of Governance, Resource, and Performance Management's responsibility for the Information Technology Configuration Control Board.	N/A
<i>Inspection of Embassy Djibouti, Djibouti</i> (ISP-I-18-14, 4/2018)	
Recommendation 1: The Bureau of African Affairs, in coordination with Embassy Djibouti, should restructure the staffing of the Political-Economic Section to more effectively support the embassy's Integrated Country Strategy goals.	N/A
Recommendation 6: Embassy Djibouti, in coordination with the Bureau of Consular Affairs and the Bureau of Overseas Buildings Operations, should renovate the Consular Section to expand consular processing capabilities, improve management controls, and accommodate anticipated increased staffing.	N/A
Recommendation 7: Embassy Djibouti, in coordination with the Bureau of Administration and the Bureau of African Affairs, should bring the embassy's property program into full compliance with Department standards.	N/A
Recommendation 8: Embassy Djibouti should implement a comprehensive residential fuel delivery program that complies with Department standards.	N/A
Recommendation 10: Embassy Djibouti should update its vehicle policy to be compliant with Department standards.	N/A
Recommendation 12: Embassy Djibouti should prohibit locally employed staff mechanics from repairing personally owned vehicles on U.S. Government property or with U.S. Government equipment.	N/A
Recommendation 14: Embassy Djibouti, in coordination with Bureau of African Affairs, should implement a comprehensive program for updating locally employed staff position descriptions in accordance with Department standards.	N/A
Recommendation 18: Embassy Djibouti should charge agencies and personnel appropriately for official and personal phone calls.	N/A
Recommendation 19: Embassy Djibouti should use electronic funds transfer for taxi and medical reimbursements over \$25 to local employees.	N/A
Recommendation 21: Embassy Djibouti, in coordination with the Bureau of Overseas Buildings Operations, should train its local staff in preventive maintenance or establish appropriate preventive maintenance contracts.	N/A
Recommendation 22: Embassy Djibouti, in coordination with the Bureau of Overseas Buildings Operations, should establish and implement a plan to appropriately store flammable materials.	N/A

Other Open Recommendations	Potential Monetary Benefits
Recommendation 25: Embassy Djibouti should conduct annual information technology contingency plan testing of the unclassified and classified networks in accordance with Department standards.	N/A
<i>Inspection of Embassy Beijing and Constituent Posts, China</i> (ISP-I-18-04, 12/2017)	
Recommendation 11: Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants at Consulate General Chengdu.	N/A
Recommendation 12: Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a privacy booth in the consular waiting room at Consulate General Chengdu.	N/A
<i>Inspection of Consulate General Hong Kong, China</i> (ISP-I-18-06, 11/2017)	
Recommendation 9: The Bureau of East Asian and Pacific Affairs, in coordination with Consulate General Hong Kong and the Bureau of Human Resources, should determine the number and levels for language designated positions at Consulate General Hong Kong in accordance with Department standards, and put up to \$2 million to better use.	\$2,000,000
<i>Inspection of the Bureau of African Affairs' Foreign Assistance Program Management</i> (ISP-I-18-02, 10/2017)	
Recommendation 3: The Bureau of African Affairs should document its foreign assistance business processes, including administrative responsibilities and internal control procedures for project planning, funds management, human resources, contract and grants management, and risk management.	N/A
Recommendation 4: The Bureau of African Affairs should identify duplicative and fragmented administrative functions related to monitoring and evaluation, invoice reviews, and procurement, and consolidate functions to improve program efficiency.	N/A
Recommendation 5: The Bureau of African Affairs should develop a bureau-wide process to reclassify foreign assistance funds before the funds cancel.	N/A
Recommendation 6: The Bureau of African Affairs should implement mechanisms to track information on foreign assistance programs and provide financial and program reports to the bureau's senior leadership on core program management responsibilities.	N/A
Recommendation 7: The Bureau of African Affairs should implement risk management policies and procedures for foreign assistance that incorporate measures to further reduce the likelihood that foreign assistance will inadvertently finance terrorist activities.	N/A
Recommendation 9: The Bureau of African Affairs, in coordination with the Bureau of Administration, should develop a customized risk assessment template for Federal financial assistance to accurately assess and mitigate risks specific to programs in Africa.	N/A
Recommendation 10: The Bureau of African Affairs should complete required monitoring and evaluation reports, as specified in individual Federal assistance monitoring plans.	N/A

Other Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of African Affairs</i> (ISP-I-18-01, 10/2017)	
Recommendation 2: The Bureau of African Affairs, in coordination with the Office of the U.S. Global AIDS Coordinator and Health Diplomacy, should update the President's Emergency Plan for AIDS Relief agreement to define roles and responsibilities for funds control, staffing, and financial reporting.	N/A
<i>Compliance Follow-up Review: Department of State Has Not Implemented Recommendations Pertaining to Official Residence Expense Staff Salaries</i> (ISP-C-17-32, 8/2017)	
Recommendation 1: The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should issue consistent guidance to overseas missions on the proper procedures for paying Official Residence Expense staff salaries within 30 days of the issuance of this report.	N/A
Recommendation 2: The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should revise and reissue consistent Foreign Affairs Manual and Foreign Affairs Handbook guidance on paying Official Residence Expense staff salaries within 6 months of the issuance of this report.	N/A
<i>Inconsistent Guidance Governing Property Controls Over Mobile Devices Left Department at Risk of Wasteful Spending</i> (ISP-17-31, 8/2017)	
Recommendation 1: The Bureau of Administration should publish specific, clear and consistent guidance and procedures for the management, inventory, and tracking of smart phones and similar mobile devices.	N/A
<i>Capital Security Cost Sharing Program: Inconsistent Criteria for Managing Vacant Positions Resulted in Inaccurate Counts</i> (ISP-I-17-30, 8/2017)	
Recommendation 1: The Under Secretary for Management, in coordination with the Bureau of Human Resources, should implement consistent criteria for managing vacant positions overseas.	N/A
<i>Management Assistance Report: Deficiencies Reported in Cyber Security Assessment Reports Remain Uncorrected</i> (ISP-17-39, 7/2017)	
Recommendation 1: The Bureau of Diplomatic Security, in coordination with the Bureau of Information Resource Management and regional bureaus, should require implementation of Cyber Security Assessment report recommendations and establish a process to track and verify that overseas posts comply with those recommendations.	N/A
<i>Management Assistance Report: Department Can Take Steps Toward More Effective Executive Direction of Overseas Missions</i> (ISP-17-38, 7/2017)	
Recommendation 3: The Director General of the Foreign Service and Director of Human Resources should issue additional Foreign Affairs Manual and Foreign Affairs Handbook guidance requiring all chiefs of mission and deputy chiefs of mission to implement	N/A

Other Open Recommendations	Potential Monetary Benefits
structured First- and Second-Tour employee programs in collaboration with First- and Second-Tour employees at their posts.	
<i>Inspection of Embassy Luanda, Angola</i> (ISP-I-17-19, 6/2017)	
Recommendation 6: Embassy Luanda, in coordination with the Bureau of Overseas Buildings Operations, should relocate employees to residences that meet Department fire standards.	N/A
Recommendation 7: Embassy Luanda should strengthen its controls over residential fuel deliveries in accordance with Department standards to include establishing a receiving clerk to oversee deliveries.	N/A
<i>Inspection of Embassy Accra, Ghana</i> (ISP-I-17-17, 6/2017)	
Recommendation 5: Embassy Accra, in coordination with the Bureau of Overseas Buildings Operations, should reconfigure the Consular Section and neighboring office space in accordance with Department standards.	N/A
<i>Inspection of Emergency Preparedness at Consulate General Hamilton, Bermuda</i> (ISP-I-17-26, 5/2017)	
Recommendation 3: Consulate General Hamilton, in coordination with the Regional Information Management Center in Ft. Lauderdale, should repair or replace the high-frequency radio at its alternate command center.	N/A
<i>Inspection of Embassy Tel Aviv, Israel</i> (ISP-I-17-20, 5/2017)	
Recommendation 11: Embassy Tel Aviv, in coordination with the Bureau of Overseas Buildings Operations, should sell the Hassadot property and put the \$8 million in estimated sales proceeds to better use.	\$8,000,000
Recommendation 18: Embassy Tel Aviv should update all outdated locally employed staff position descriptions.	N/A
<i>Inspection of Embassy Monrovia, Liberia</i> (ISP-I-17-12, 5/2017)	
Recommendation 16: Embassy Monrovia, in coordination with the Bureau of Human Resources, should update its local employee staff human resources handbook and local compensation plan to reflect the Government of Liberia's labor law.	N/A

Table D.4**Report Recommendations Without Management Decision by the Department of State for More Than 6 Months, as of 3/31/2020**

None

Table D.5**Reports Issued in Prior Reporting Period That Did Not Receive Comment Within 60 Days of Issuance, as of 3/31/2020**

None

Table D.6**Department of State Significant Revised Management Decisions, 10/1/2019–3/31/2020**

None

Table D.7
Department of State Significant Management Decisions With Which OIG Disagreed,
10/1/2019–3/31/2020

Office of Audits
<i>Audit of the Execution of Security-Related Construction Projects at U.S. Embassy Kabul, Afghanistan</i> (AUD-MERO-19-40, 9/2019)
<p>The Office of Inspector General (OIG) recommended that the Bureau of Diplomatic Security (DS), in coordination with the Bureau of Overseas Buildings Operations (OBO), amend the 2015 Memorandum of Agreement Regarding Construction Services for Physical Security Upgrades in Kabul, Afghanistan, to more clearly define roles and responsibilities for physical security construction in Afghanistan with a specific focus on the types and locations of construction projects to be managed by each bureau as well as the Kabul Regional Security Office in Afghanistan. In its most recent response to Recommendation 7, DS stated that it disagrees with this recommendation. DS also stated that it believes there is no longer a need for the country-specific MOA and that OBO can fulfill its statutory role involving the construction of physical security infrastructure in coordination with DS, which defines security requirements. OIG considers this recommendation to be unresolved because DS has not provided any evidence to support its stated belief or alternative actions to prevent delays and deficiencies in physical security construction projects in Afghanistan. This recommendation will be considered resolved when DS indicates it will take steps to amend the 2015 MOA as requested. The recommendation will be closed when OIG receives and accepts documentation demonstrating that DS has acted to fully implement the recommendation.</p> <p>OIG also recommended that DS, in coordination with OBO, take steps to develop standardized designs for physical security structures for use at volatile posts in high-threat, high-risk areas around the world. In its most recent response to Recommendation 8, DS stated that it agrees that external consultations with entities such as the U.S. Army Corps of Engineers (USACE) are important in the development of options to be employed by the various construction contractors to address threats specific to volatile and kinetic environments; however, the development of standardized designs in non-permissive, volatile environments do not always lend themselves to rapid or flexible site adaptation globally. DS also extended an invitation to OIG for a briefing regarding the application of unique security countermeasures and an overview of how the Physical Security Division's research and development program works with USACE and other external entities. OIG has accepted DS's offer for the briefing and provided a point-of-contact to coordinate the meeting. However, at this point OIG considers the recommendation itself unresolved because DS has not agreed to take steps to develop standardized designs for physical security structures for use at volatile posts. OIG will consider this recommendation resolved when DS, in coordination with OBO, has agreed to take steps to develop standardized designs for physical security structures for use at volatile posts in high-threat areas around the world. The recommendation will be closed when OIG receives and accepts documentation demonstrating that DS has acted to fully implement the recommendation.</p>

Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants

(AUD-CGI-18-50, 8/2018)

OIG recommended that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (A/LM/AQM), develop and implement procedures to verify that Contracting Officers (COs) are developing quality assurance surveillance plans (QASPs) for all service contracts and monitoring Contracting Officer's Representatives (CORs) adherence to the QASPs. In its response to the draft report, A/LM/AQM requested that Recommendation 4 be reassigned to the Bureau of European and Eurasian Affairs (EUR) because it stated that QASPs should be developed by program offices, in coordination with A/LM/AQM. A/LM/AQM also stated that, once EUR developed the QASP, it would monitor adherence to QASPs as part of the CORs annual file reviews. OIG disagreed with the request to reassign the recommendation, stating that the intent of the recommendation is to verify that Contracting Officers ensure the development and implementation of QASPs for all service contracts and monitor CORs' adherence to the QASPs for each bureau in the Department, not only EUR. According to the Federal Acquisition Regulation, COs are responsible for ensuring the performance of all necessary actions for effective contracting. In its most recent response, A/LM/AQM stated that it is finalizing a plan to implement the intent of the recommendation and remains committed to sharing with OIG the final plan and milestones for implementation. However, OIG considers Recommendation 4 to be unresolved because A/LM/AQM has not provided a copy of its plan. This recommendation will be considered resolved when A/LM/AQM provides a plan of action for addressing this recommendation or provides an acceptable alternative that fulfills the intent of the recommendation. This recommendation will be closed when AQM develops and implements procedures to verify that COs have QASPs in place for all service contracts and are monitoring COR adherence to the QASPs.

Office of Evaluations and Special Projects***Evaluation of the Bureau of Diplomatic Security's Aegis Construction Contract at Camp Eggers, Afghanistan (ESP-19-04, 7/2019)***

OIG recommends that the Office of the Undersecretary for Management review the Bureau of Diplomatic Security's construction capabilities and adopt a policy that identifies the specific circumstances under which the construction clause in the Worldwide Protective Services (WPS) contract may be used for construction projects and that includes the designation of formal roles of the Bureau of Diplomatic Security, the Office of Acquisitions Management, and the Bureau of Overseas Buildings Operations with respect to such projects.

On November 4, 2019, the Department reported to OIG that, "if a situation arises when a WPS contract is recommended for a construction project, the Office of Diplomatic Security (DS) intends to formalize a decision through an Action Memorandum that obtains approvals from the Office of Acquisitions Management (A/OPE/AQM), the Office of Overseas Building Operations (OBO), and other relevant entities for M's final determination." While this step could be a part of meeting OIG's recommendation, it does not, on its own, address the heart of the recommendation to adopt a policy identifying the specific circumstances under which the construction clause in the WPS contract may be used for construction projects. Accordingly, OIG considers the recommendation unresolved because although OIG agrees that the Camp Eggers project presented unique circumstances, one of the primary reasons that the project did not succeed was that the contractor and the contracting officials overseeing the project lacked construction experience. This recommendation will be considered resolved when A/LM/AQM provides a plan of action for addressing this recommendation or provides an acceptable alternative that fulfills the intent of the recommendation. The recommendation will be closed when OIG receives and accepts documentation demonstrating that A/LM/AQM has acted to fully implement the recommendation.

OIG did not directly convey its assessment of the Department's compliance response on this point until April 2020, and it is now working with the Department in an effort to resolve this recommendation.

Table D.8
Department of State Management Success in Implementing Recommendations,
10/1/2019–3/31/2020

Office of Audits***Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention (AUD-MERO-18-31, 3/2018)***

This report recommended that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (A/LM/AQM) use contractual remedies under Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 and seek adjustment from PAE Government Services, Inc. for relieving it of the requirement to implement the point-of-sale cafeteria system, pending the viability assessment from Recommendation 6. In response to the recommendation, A/LM/AQM recovered \$442,715 through a settlement with PAE Government Services, Inc. These actions enabled OIG to close one recommendation in the report.

Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services
(AUD-FM-17-53, 9/2017)

This report recommended that the Bureau of Consular Affairs (CA) remit unobligated balances that exceed the carry forward threshold (Recommendation 4), which OIG reported as \$284 million in funds that could be put to better use for FY 2017, to the Department of the Treasury. In response to the recommendation, CA developed procedures to better manage its carry forward balances of consular fees. The procedures identify minimum and maximum carry forward amounts and establish a methodology to annually review the carry forward balance and to use the carry forward balance in future periods, which reduces the risk of excessive revenue or funding shortfalls. These actions enabled OIG to close four recommendations in the report.

Office of Inspections

Inspection of Embassy Canberra and Constituent Posts, Australia
(ISP-I-20-07, 2/2020)

OIG recommended that Embassy Canberra de-obligate unliquidated obligations totaling \$408,688 and put the funds to better use. In response to the recommendation, Embassy Canberra's financial management staff de-obligated the invalid prior year obligation during the inspection, resulting in funds put to better use of \$408,688.

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

OIG recommended that Embassy New Delhi reprogram additional Diplomatic and Consular Program-funded Information Management positions to International Cooperative Administrative Support Services (ICASS) positions in order to put funds of \$81,331 per position to better use. In response to the recommendation, Embassy New Delhi approved the reprogramming of one Information Management Officer position in ICASS, resulting in funds put to better use of \$81,331.

Inspection of Embassy Nairobi, Kenya
(ISP-I-19-08, 10/2018)

OIG recommended that Embassy Nairobi reprogram one program-funded information management position to an International Cooperative Administrative Support Services position in accordance with Department guidelines and put \$81,331 to better use. In response to the recommendation, Embassy Nairobi worked with the Bureau of African Affairs and the Bureau of the Comptroller and Global Financial Services to reprogram an Information Management Officer position in ICASS, resulting in funds put to better use of \$81,331.

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

OIG recommended that Embassy Addis Ababa discontinue its support of the Lake Langano facility, put \$74,457 to better use, and require the American Employees' Recreation Association to assume full responsibility for the operation of the site. In response to the recommendation, Embassy Addis Ababa discontinued its operation of the Lake Langano facility, resulting in funds put to better use of \$102,348.

Inspection of Embassy Guatemala City, Guatemala
(ISP-I-18-16, 5/2018)

OIG recommended that Embassy Guatemala City develop and monitor benchmarks for its Bureau of International Narcotics and Law Enforcement Affairs aviation program to improve administrative, technical, and operational capabilities of Guatemala's aviation operations. In response to the recommendation, INL-Guatemala provided three key benchmarks to measure the effectiveness of Guatemala's aviation operations as follows: 1) the deterrence of the flow of illicit narcotics in Guatemala, 2) the disruption of narcotics (including poppy and coca production, and 3) the creation of a sustainable system and process for logistics and maintenance for the aircraft. The bilateral working group with INL-G and the Government of Guatemala continues to meet and monitor progress in these areas.

Inspection of Yemen Affairs Unit
(ISP-I-18-21, 3/2018)

OIG recommended that the Yemen Affairs Unit review Embassy Sanaa's balance of \$4.89 million in unliquidated obligations and validate or de-obligate the funds to put them to better use. In response to the recommendation, the Bureau of Near Eastern Affairs reported that all the unliquidated obligations identified during the inspection have been de-obligated, resulting in funds put to better use of \$4.89 million.

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

Tables E.1 through E.6 report the status of open Office of Inspector General (OIG) recommendations to the U.S. Agency for Global Media (USAGM) as of March 31, 2020. 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 3/31/2020

Significant Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Broadcasting Board of Governors Incident Response and Reporting (AUD-IT-IB-16-25, 1/2016)</i>	
Recommendation 1: OIG recommends that the Broadcasting Board of Governors Office of Technology, Services, and Innovation amend and implement the Computer Security Incident Response Policy and the Computer Security Incident Response Procedure to reflect all elements of an effective incident response and reporting program in accordance with National Institute of Standards and Technology Special Publication 800-61, Revision 2.	N/A
Other Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: The Broadcasting Board of Governors Did Not Fully Address Invalid Unliquidated Obligations Identified During the FY 2016 Financial Statements Audit (AUD-FM-IB-18-28, 2/2018)</i>	
Recommendation 1: OIG recommends that the Broadcasting Board of Governors develop and implement annual training for allotment holders emphasizing their responsibility to monitor and deobligate invalid unliquidated obligations, as prescribed in the Broadcasting Administrative Manual.	N/A

<i>Audit of the Broadcasting Board of Governors Implementation of the Digital Accountability and Transparency Act of 2014</i> (AUD-FM-IB-18-04, 11/2017)	
Recommendation 1: OIG recommends that the Broadcasting Board of Governors improve guidance and procedures in the Broadcasting Administrative Manual for Contracting Officers related to entering accurate and complete procurement award transaction data into the Federal Procurement Data System–Next Generation.	N/A
<i>Audit of Radio Free Asia Expenditures</i> (AUD-FM-IB-15-24, 6/2015)	
Recommendation 21: OIG recommends that the Broadcasting Board of Governors (BBG) work collaboratively with Radio Free Asia (RFA) to perform a comparability study of RFA salaries and benefits and determine whether the salaries and benefits offered by RFA violate the requirements of the grant agreement. If they do, BBG should direct RFA to bring salaries and benefits into compliance with the grant agreement.	N/A

Table E.2
Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final U.S. Agency for Global Media Action, as of 3/31/2020

Significant Open Recommendations	Potential Monetary Benefits
None	
Other Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Libreville, Gabon</i> (ISP-I-19-16, 6/2019)	
Recommendation 9: U.S. Agency for Global Media, in coordination with Embassy Libreville and the Bureau of Overseas Buildings Operations, should improve the perimeter fence around the transmitting station in São Tomé.	N/A
<i>Targeted Inspection of the Governance of the United States Agency for Global Media</i> (ISP-IB-19-22, 4/2019)	
Recommendation 2: The U.S. Agency for Global Media, in coordination with the Office of the Under Secretary for Public Diplomacy and Public Affairs, should develop a clear policy and accompanying standard operating procedures to meet its statutory requirement to present U.S. policy on Voice of America through editorials and other means.	N/A
Recommendation 3: The U.S. Agency for Global Media should update policies and procedures in its Broadcasting Administrative Manual.	N/A
Recommendation 4: The U.S. Agency for Global Media should enforce its personnel policy for timely completion of annual performance reviews.	N/A
Recommendation 5: The U.S. Agency for Global Media should implement a policy to enforce compliance with mandatory Equal Employment Opportunity and Notification and Federal Employee Antidiscrimination and Retaliation training.	N/A

<i>Inspection of Radio Free Europe/Radio Liberty</i> (ISP-IB-17-21, 5/2017)	
Recommendation 6: The Broadcasting Board of Governors should revise its grant agreement with Radio Free Europe/Radio Liberty to include specific requirements for security policies.	N/A
Recommendation 7: The International Broadcasting Bureau, in coordination with Radio Free Europe/Radio Liberty, should establish a written protocol on background investigations to comply with the grant agreement.	N/A
<i>Inspection of the Broadcasting Board of Governors' Middle East Broadcasting Networks</i> (ISP-IB-17-09, 2/2017)	
Recommendation 1: The International Broadcasting Bureau Office of the Chief Financial Officer, in coordination with the Middle East Broadcasting Networks, should implement a schedule to review the approximately \$6,226,940 in unliquidated obligations and deobligate those funds that are no longer required.	\$6,226,940
Recommendation 2: The International Broadcasting Bureau Office of Chief Financial Officer should implement an action plan to close out expired Middle East Broadcasting Networks grants.	N/A
Recommendation 8: The International Broadcasting Bureau Office of Security, in coordination with the Middle East Broadcasting Networks, should establish a written protocol to comply with Article X of the grant agreement.	N/A

Table E.3
Report Recommendations Without Management Decision by the U.S. Agency for Global Media for More Than 6 Months, as of 3/31/2020

None

Table E.4
Reports Issued in Prior Reporting Period That Did Not Receive Comment Within 60 Days of Issuance, as of 3/31/2020

None

Table E.5
U.S. Agency for Global Media Significant Revised Management Decisions, 10/1/2019–3/31/2020

None

Table E.6
U.S. Agency for Global Media Significant Management Decisions With Which OIG Disagreed, 10/1/2019–3/31/2020

None

APPENDIX F: ABBREVIATIONS

Abbreviation	Full Name
ACE	Office of the Coordinator of U.S. Assistance to Europe and Eurasia
AQM	Office of Acquisitions Management
CCB	Configuration Control Board
CEO	Chief Executive Officer
CIGIE	Council of the Inspectors General on Integrity and Efficiency
CO	Contracting Officer
COP	country operational plan
COR	Contracting Officer's Representative
CT	Bureau of Counterterrorism and Countering Violent Extremism
CVE	counter violent extremism
DATA Act	Digital Accountability and Transparency Act of 2014
DCAA	Defense Contract Audit Agency
DS	Bureau of Diplomatic Security
EDC	Explosive Detection Canine
FMS	Bureau of Administration, Office of Operations, Office of Facilities Management
FSI	Foreign Service Institute
FTR	Federal Travel Regulation
GONE Act	Grants Oversight and New Efficiency Act
INL	Bureau of International Narcotics and Law Enforcement Affairs
IO	Bureau of International Organization Affairs
ISIS	Islamic State of Iraq and Syria
J/TIP	Office to Monitor and Combat Trafficking in Persons
NEA	Bureau of Near Eastern Affairs
OBO	Bureau of Overseas Buildings Operations
OCO	overseas contingency operation
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPM	Office of Personnel Management
PEPFAR	President's Emergency Plan for AIDS Relief
PSC	personal services contractor
TPS	Office of Training and Performance Standards
USAGM	U.S. Agency for Global Media
USIBWC	International Boundary and Water Commission, United States and Mexico, U.S.
WHA	Bureau of Western Hemisphere Affairs

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