

Monthly Recommendations Report

Closed During March 2018



Office of Inspector General
Department of State
Broadcasting Board of Governors

Recommendation Status

As of March 30, 2018, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	437	353	846*
	BBG	32	15	
Closed within Month	State	53	13	67
	BBG	1	0	
Newly Issued	State	57	9	66
	BBG	0	0	

*this total includes the following recommendations associated with the IBWC: Open Sensitive/Classified: +9.

Recommendation Status Explained

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

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

Closed: Agreed upon corrective action is complete.

Action Office: The organization to which a recommendation has been assigned for action.

Searching Explained

The recommendations are sorted alphabetically by action office, then by the date the report containing the recommendations was issued.

Use Ctrl+F within your internet browser to search for keywords within this PDF document.

Example searches:

- To find recommendations related to a particular bureau or office, type the name of that bureau or office. For example, "Office of the Deputy Secretary" or "Bureau of Diplomatic Security." [View the Department of State Organizational Chart](#) for more information on Department bureaus and offices.
- To find recommendations related to a particular embassy, type "Embassy" and the city in which the embassy is located. For example, "Embassy Berlin" or "Embassy Kabul."
- To find recommendations with a specific word or phrase, type the keyword. For example, "information technology" or "contracts."

Additional Information

- This report includes only unclassified information entered into our MIS system as of the last business day of the previous month. For example, the November report will include information in our system as of 4 P.M. on the last business day of October.
- Action office have up to 30 days after a report is issued to respond to newly issued recommendations.
- Questions? Contact the OIG [Office of Congressional and Public Affairs](#).

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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of Administration	ESP-16-03	Office of the Secretary: Evaluation of Email Records Management and Cybersecurity Requirements	5/1/2016	1	The Bureau of Administration should • continue to issue guidance, including periodic, regular notices, to Department employees to remind them that the use of personal email accounts to conduct official business is discouraged in most circumstances, • clarify and give specific examples of the types of limited circumstances in which such use would be permissible, and • instruct employees how to preserve Federal records when using personal email accounts.	Closed - Implemented	3/15/2018
2	Bureau of Administration	ESP-16-03	Office of the Secretary: Evaluation of Email Records Management and Cybersecurity Requirements	5/1/2016	2	The Bureau of Administration should amend the Foreign Affairs Manual to reflect the updates to Department recordkeeping systems that provide alternatives to print and file emails that constitute Federal records.	Closed - Implemented	3/15/2018
3	Bureau of Administration	ESP-16-03	Office of the Secretary: Evaluation of Email Records Management and Cybersecurity Requirements	5/1/2016	8	The Director General of the Foreign Service and Director of Human Resources should amend the Foreign Affairs Manual to provide for administrative penalties for Department employees who (1) fail to comply with recordkeeping laws and regulations or (2) fail to comply with Department policy that only authorized information systems are to be used to conduct day-to-day operations. The amendment should include explicit steps employees should take if a reasonable suspicion exists that documents are not being preserved appropriately, including a reminder that the Office of Inspector General has jurisdiction to investigate and refer to appropriate authorities suspected violations of records preservation requirements.	Closed - Implemented	3/2/2018
4	Bureau of Administration	AUD-FM-17-06	Management Assistance Report: Incorrect Post Allowance Rate for Embassy Berlin, Germany	11/10/2016	2	OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, determine the amount saved (for at least the first pay period after application of the recalculated allowance), which over a 2-year period OIG estimated to be \$1.1 million for Embassy Berlin and \$44,000 for Consulate General Dusseldorf.	Closed - Implemented	3/12/2018

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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
5	Bureau of Administration	ISP-17-33	Management Assistance Report: Improved Oversight Needed to Standardize the Use of Risk Assessments and Monitoring Plans for Overseas Grants	7/10/2017	2	The Bureau of Administration should issue cable guidance to overseas missions explaining the importance of risk assessments and monitoring plans and how to comply with Department of State requirements on their use. (Action: A)	Closed - Implemented	3/28/2018
6	Bureau of Administration	ISP-17-33	Management Assistance Report: Improved Oversight Needed to Standardize the Use of Risk Assessments and Monitoring Plans for Overseas Grants	7/10/2017	3	The Bureau of Administration, in coordination with the Department's six regional bureaus, should develop standardized and scalable templates that are tailored for overseas use and consistent with Department requirements on the preparation and use of risk assessments and monitoring plans for grants and cooperative agreements. (Action: A, in coordination with AF, EAP, EUR, NEA, SCA, and WHA)	Closed - Implemented	3/28/2018
7	Bureau of Administration	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	23	The Bureau of Administration, in coordination with Embassy Beijing, should require that all contracting officers in Mission China have the correct warrants. (Action: A, in coordination with Embassy Beijing)	Closed - Implemented	3/26/2018
8	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	10	The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to update its internal procedures and policies. (Action: CA)	Closed - Implemented	3/23/2018
9	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	11	The Bureau of Consular Affairs should redesign its troubleshooting websites for improved effectiveness and relevance. (Action: CA)	Closed - Implemented	3/23/2018
10	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	12	The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to assign a dedicated team to manage the office's records management program. (Action: CA)	Closed - Implemented	3/27/2018
11	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	14	The Bureau of Consular Affairs, in coordination with the Bureau of Diplomatic Security, should require the Office of Consular Systems and Technology to implement closing hours checks for its designated areas. (Action: CA, in coordination with DS)	Closed - Implemented	3/23/2018

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12	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	17	The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to conduct and document a review of its labor service contract in accordance with the annual Management Control Statement of Assurance, to include the reporting on the status of the acquisition plan, funding, and oversight of this contract. (Action: CA)	Closed - Implemented	3/23/2018
13	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	22	The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to reassign the contracting officer's representative roles for its contracts to multiple qualified personnel to achieve a reasonable division of labor. (Action: CA)	Closed - Implemented	3/23/2018
14	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	23	The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to develop standard operating procedures for its contract and acquisition processes, including contract close-outs, processing prior year unliquidated obligations, and SharePoint records. (Action: CA)	Closed - Implemented	3/23/2018
15	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	25	The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to establish a contract monitoring process to ensure contract close outs are processed in a timely manner. (Action: CA)	Closed - Implemented	3/23/2018
16	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	26	The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to request the Contracting Officer to modify the financial management contract to include required monthly meetings. (Action: CA)	Closed - Implemented	3/23/2018
17	Bureau of Human Resources	ISP-17-15	Management Assistance Report: All Posts Should Comply With New Department Requirement to Revise Policies on Hiring of Personal Domestic Workers	3/29/2017	1	The Bureau of Human Resources, in coordination with the Bureaus of African Affairs, European and Eurasian Affairs, Near Eastern Affairs, and Western Hemisphere Affairs, should require all delinquent missions to submit their personal domestic worker employment policy before the end of fiscal year 2017. (Action: DGHR, in coordination with AF, EUR, NEA, and WHA).	Closed - Implemented	3/12/2018

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18	Bureau of Human Resources	ISP-17-15	Management Assistance Report: All Posts Should Comply With New Department Requirement to Revise Policies on Hiring of Personal Domestic Workers	3/29/2017	2	The Bureau of Human Resources, in coordination with the Bureaus of African Affairs, East Asian and Pacific Affairs, European and Eurasian Affairs, Near Eastern Affairs, South and Central Asian Affairs, and Western Hemisphere Affairs, should require missions not fully in compliance to revise and resubmit, before the end of fiscal year 2017, their policy on hiring personal domestic workers in accordance with Department guidelines. (Action: DGHR, in coordination with AF, EAP, EUR, NEA, SCA, and WHA).	Closed - Implemented	3/12/2018
19	Bureau of Information Resource Management	AUD-IT-15-05	Audit of the Department of State Implementation and Oversight of Active Directory	10/31/2014	1	(U) OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureaus of Human Resources and Diplomatic Security, develop and implement an overall strategy that will provide policies and procedures for managing Active Directory account management that reflects the interaction between all Bureaus.	Closed - Implemented	3/7/2018
20	Bureau of Information Resource Management	AUD-IT-16-37	(U) Management Assistance Report: Inactive Accounts Within the Department of State's Active Directory	6/1/2016	1	(U) OIG recommends that the Bureau of Information Resource Management develop a plan to effectively identify and remove inactive mailbox, service, and terminated user accounts.	Closed - Implemented	3/13/2018
21	Bureau of Information Resource Management	AUD-IT-16-37	(U) Management Assistance Report: Inactive Accounts Within the Department of State's Active Directory	6/1/2016	2	(U) OIG recommends that the Bureau of Information Resource Management implement the plan developed in response to Recommendation 1 to guide the identification and timely removal of inactive mailbox, service, and terminated user accounts.	Closed - Implemented	3/13/2018
22	Bureau of Information Resource Management	AUD-IT-17-56	Management Assistance Report: The Process to Authorize and Track Information Technology Systems Needs Improvement	8/29/2017	1	OIG recommends that the Bureau of Information Resource Management formally designate a central repository to track the status of systems authorizations and documentation for Department information systems, including Federal Information Security Management Act reportable systems.	Closed - Implemented	3/13/2018
23	Bureau of Information Resource Management	AUD-IT-17-56	Management Assistance Report: The Process to Authorize and Track Information Technology Systems Needs Improvement	8/29/2017	2	OIG recommends that the Bureau of Information Resource Management update Department policies and procedures to reflect the designation of the central repository in Recommendation 1.	Closed - Implemented	3/13/2018

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24	Bureau of Near Eastern Affairs	AUD-MERO-16-41	Audit of Task Orders for the Union III Compound Awarded Under the Operations and Maintenance Support Services Contract	7/8/2016	5	OIG recommends that the Bureau of Near Eastern Affairs, in coordination with the Department of Defense, identify requirements for task orders SAQMMA15F0567 and SAQMMA15F1245 and milestone dates for completion, and communicate the defined requirements to the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management by the established milestone dates.	Closed - Implemented	3/29/2018
25	Bureau of Political-Military Affairs	AUD-MERO-17-49	Audit of the Conventional Weapons Destruction Program in Afghanistan, Iraq, and Lebanon	8/1/2017	3	OIG recommends the Bureau of Political-Military Affairs develop and implement internal controls to enforce the annual review and update of risk assessments and monitoring plans, as required by the Federal Assistance Directive.	Closed - Implemented	3/13/2018
26	Bureau of Political-Military Affairs	AUD-MERO-17-49	Audit of the Conventional Weapons Destruction Program in Afghanistan, Iraq, and Lebanon	8/1/2017	6	OIG recommends the Bureau of Political-Military Affairs develop and implement procedures to obtain, review, and document in the corresponding grant files the reports prepared by the independent National Mine Actions Centers to enhance oversight of the grantees' performance and the grant terms and conditions are followed.	Closed - Implemented	3/13/2018
27	Bureau of Political-Military Affairs	AUD-MERO-17-49	Audit of the Conventional Weapons Destruction Program in Afghanistan, Iraq, and Lebanon	8/1/2017	7	OIG recommends the Bureau of Political-Military Affairs develop and implement internal controls to require the development of objectives with expected outcomes and target levels of achievement.	Closed - Implemented	3/13/2018
28	Bureau of the Comptroller and Global Financial Services	AUD-MERO-15-16	Audit of the Bureaus of Near Eastern Affairs and South and Central Asian Affairs Compliance With Federal and Department Premium Class Air Travel Policies	11/25/2014	3	OIG recommends that the Bureau of the Comptroller and Global Financial Services review the 181 premium travel authorizations not reviewed for this audit to determine whether the use of premium class air travel was appropriate, seek repayment for any travel determined to be inappropriate and report the results of the review to OIG.	Closed - Implemented	3/15/2018

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29	Bureau of the Comptroller and Global Financial Services	AUD-CGI-16-48	Audit of the Department of State Travel Card Program	9/27/2016	6	OIG recommends that the Bureau of the Comptroller and Global Financial Services update its policy regarding employees' remittance of the travel charge card to require that Agency/Organization Program Coordinators obtain separating employees' travel charge cards whenever possible.	Closed - Implemented	3/28/2018
30	Bureau of the Comptroller and Global Financial Services	AUD-CGI-16-48	Audit of the Department of State Travel Card Program	9/27/2016	7	OIG recommends that the Bureau of the Comptroller and Global Financial Services update its Travel Card Management Plan to include provisions and procedures for account suspension and/or closure for employees who are placed on administrative leave for conduct issues.	Closed - Implemented	3/28/2018
31	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	2	Embassy Beijing, in coordination with the Bureau of East Asia and Pacific Affairs, should review the outreach officer function to determine whether these positions directly and substantially support mission objectives. (Action: Embassy Beijing, in coordination with EAP)	Closed - Implemented	3/26/2018
32	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	6	Embassy Beijing, in coordination with the Bureau of Educational and Cultural Affairs, should implement a written policy on how the Regional Educational Advising Coordinator should support Mission China's EducationUSA activities. (Action: Embassy Beijing, in coordination with ECA)	Closed - Implemented	3/26/2018
33	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	14	Embassy Beijing should deobligate unliquidated obligations totaling \$581,634 and put the funds to better use. (Action: Embassy Beijing)	Closed - Implemented	3/26/2018
34	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	15	Embassy Beijing should implement procedures outlining the human resource support services provided and the frequency of visits at each of the five constituent posts. (Action: Embassy Beijing)	Closed - Implemented	3/26/2018
35	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	18	Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations, should review Mission China residential leases to ensure an accurate determination of non-rent and building operating expenses costs. (Action: Embassy Beijing, in coordination with OBO).	Closed - Implemented	3/26/2018

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36	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	20	Embassy Beijing should conduct an annual assessment of its furniture and appliance pool and, if deemed necessary, reduce its furniture and appliance pool charges. (Action: Embassy Beijing)	Closed - Implemented	3/27/2018
37	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	21	Embassy Beijing should establish an annual acquisition plan and include the consulates general in the planning process. (Action: Embassy Beijing)	Closed - Implemented	3/26/2018
38	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	22	Embassy Beijing should require that all contracting officer representatives and government technical monitors be properly trained and administer their contracts in accordance with Department standards. (Action: Embassy Beijing)	Closed - Implemented	3/27/2018
39	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	25	Embassy Beijing should implement a corrective action plan to bring all chauffeurs and incidental drivers into compliance with the Department's Motor Vehicle Safety Management Program. (Action: Embassy Beijing).	Closed - Implemented	3/26/2018
40	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	29	Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations, should require that all designated post occupational safety and health officers receive required training. (Action: Embassy Beijing, in coordination with OBO).	Closed - Implemented	3/26/2018
41	Embassy Freetown	ISP-I-17-16	Inspection of Embassy Freetown, Sierra Leone	5/4/2017	11	Embassy Freetown should provide its drivers with the Smith System and armored vehicle driver training in accordance with Department guidelines. (Action: Embassy Freetown)	Closed - Implemented	3/12/2018
42	Embassy Monrovia	ISP-I-17-12	Inspection of Embassy Monrovia, Liberia	5/24/2017	8	Embassy Monrovia should establish a schedule that allows alternate cashiers to work as the principal cashier in accordance with Department guidelines. (Action: Embassy Monrovia)	Closed - Implemented	3/15/2018
43	Embassy Monrovia	ISP-I-17-12	Inspection of Embassy Monrovia, Liberia	5/24/2017	9	Embassy Monrovia should implement standard operating procedures to require all subcashier supervisors to conduct regular unannounced cash verifications and monitor compliance. (Action Embassy Monrovia)	Closed - Implemented	3/15/2018
44	Embassy Monrovia	ISP-I-17-12	Inspection of Embassy Monrovia, Liberia	5/24/2017	19	Embassy Monrovia should perform and document reviews of randomly selected user accounts in accordance with Department standards. (Action: Embassy Monrovia)	Closed - Implemented	3/15/2018

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45	Embassy Monrovia	ISP-I-17-12	Inspection of Embassy Monrovia, Liberia	5/24/2017	21	Embassy Monrovia should establish and register a Local IT Configuration Control Board in compliance with Department guidance. (Action: Embassy Monrovia)	Closed - Implemented	3/15/2018
46	Embassy Monrovia	ISP-I-17-12	Inspection of Embassy Monrovia, Liberia	5/24/2017	22	Embassy Monrovia should remove unauthorized software from unclassified computer systems. (Action: Embassy Monrovia)	Closed - Implemented	3/15/2018
47	Embassy Monrovia	ISP-I-17-12	Inspection of Embassy Monrovia, Liberia	5/24/2017	23	Embassy Monrovia should register all dedicated internet networks in accordance with Department standards. (Action: Embassy Monrovia)	Closed - Implemented	3/15/2018
48	Embassy Monrovia	ISP-I-17-12	Inspection of Embassy Monrovia, Liberia	5/24/2017	26	Embassy Monrovia, in coordination with the Bureau of African Affairs, should establish a Records Management Program which includes requiring all employees to complete appropriate Foreign Service Institute distance learning training courses. (Action: Embassy Monrovia, in coordination with AF)	Closed - Implemented	3/15/2018
49	Embassy Tel Aviv	ISP-I-17-20	Inspection of Embassy Tel Aviv, Israel	5/5/2017	10	Embassy Tel Aviv should verify and document that required security work is performed to standard on all residences before residents move in and that residential leasing files and the Real Property Application are up to date. (Action: Embassy Tel Aviv)	Closed - Implemented	3/9/2018
50	Embassy Tel Aviv	ISP-I-17-20	Inspection of Embassy Tel Aviv, Israel	5/5/2017	12	Embassy Tel Aviv should use building maintenance expense funding for its preventive maintenance programs. (Action: Embassy Tel Aviv)	Closed - Implemented	3/9/2018
51	Office of Acquisitions Management	AUD-ACF-14-32	Compliance Followup Audit of Department of State Actions To Address Weaknesses in the Ownership, Award, Administration, and Transfer of Overseas Construction Funded by the President's Emergency Plan for AIDS Relief	8/21/2014	1	OIG recommends that the Regional Procurement Support Office in Frankfurt, Germany, determine whether the balance of \$5,213,502 in obligations remaining on the nine contracts and task orders identified are still necessary and, if not, deobligate them.	Closed - Implemented	3/5/2018

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52	Office of Logistics Management	AUD-MERO-12-43	Evaluation of Invoices and Payments for the Embassy Baghdad Operations and Maintenance Contract	8/9/2012	2	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, direct the contracting officer to conduct a comprehensive review of all contractor invoices before the Embassy Baghdad operations and maintenance contract is closed to determine whether all goods paid for were in fact delivered. If the goods were paid for, all such payments for undelivered goods should be recovered from the contractor, including the approximately \$34,000 identified in this report.	Closed - Implemented	3/5/2018
53	Office of Logistics Management	AUD-MERO-12-43	Evaluation of Invoices and Payments for the Embassy Baghdad Operations and Maintenance Contract	8/9/2012	3	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, direct the contracting officer to conduct a comprehensive review of all contractor invoices before the Embassy Baghdad operations and maintenance contract is closed to determine whether the contractor submitted adequate supporting documentation for all reimbursable costs, to include the \$1.7 million identified in this report. If not, the contracting officer should request supporting documentation from the contractor and determine whether the costs were allowable under the contract terms. If the reimbursable costs cannot be supported or are not allowable under the terms of the contract, the costs should be recovered from the contractor.	Closed - Implemented	3/5/2018
54	Broadcasting Board of Governors	AUD-FM-IB-18-28	Management Assistance Report: The Broadcasting Board of Governors Did Not Fully Address Invalid Unliquidated Obligations Identified During the FY 2016 Financial Statements Audit	2/21/2018	3	OIG recommends that the Broadcasting Board of Governors review the three invalid unliquidated obligations identified during the FY 2016 financial statements audit (obligation numbers 240625PCAS, T0121300012, and I812304646) and either deobligate the \$34,202 so that these funds can be used for other authorized purposes or provide documentation to justify the validity of the three unliquidated obligations.	Closed - Implemented	3/28/2018