

Monthly Recommendations Report

April 30, 2019



Office of Inspector General
Department of State
U.S. Agency for Global Media
(USAGM)

Recommendation Status

As of April 30, 2019, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	623	392	1061*
	USAGM	19	20	
Closed within Month	State	23	4	33
	USAGM	6	0	
Newly Issued	State	49	17	71
	USAGM	5	0	

*this total includes the following recommendations associated with the IBWC: Open Sensitive: +7. This total excludes 2 DOS reports issued in April 2019 with 9 recommendations, all of which are resolved.

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](#).

UNCLASSIFIED
U.S. Department of State - Office of Inspector General
Recommendations Closed in April 2019
Unclassified

Use CTRL+F to Enter Search Terms

#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of Consular Affairs	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	8	The Bureau of Consular Affairs should issue guidance in 9 Foreign Affairs Manual for consular officers explaining how to determine potential visa ineligibilities under 8 U.S.C. 1182e. (Action: CA)	Closed - Implemented	4/24/2019
2	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	Inspection of the Bureau of Democracy, Human Rights, and Labor	10/24/2018	2	The Bureau of Democracy, Human Rights, and Labor should direct the Office of International Religious Freedom to complete development of curriculum for mandatory training on international religious freedom required by the Frank R. Wolf International Religious Freedom Act. (Action: DRL)	Closed - Implemented	4/8/2019
3	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	Inspection of the Bureau of Democracy, Human Rights, and Labor	10/24/2018	4	The Bureau of Democracy, Human Rights, and Labor should develop performance and workload metrics to inform resource requirements for the Office of Security and Human Rights. (Action DRL)	Closed - Implemented	4/8/2019
4	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	Inspection of the Bureau of Democracy, Human Rights, and Labor	10/24/2018	8	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should develop a project plan for the INVESTc project to meet Department and Federal information technology budget planning standards. (Action: DRL, in coordination with OES)	Closed - Implemented	4/8/2019
5	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	Inspection of the Bureau of Democracy, Human Rights, and Labor	10/24/2018	9	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should appoint a technically qualified direct-hire project manager to oversee the INVESTc project to ensure it meets Department information technology standards. (Action: DRL, in coordination with OES)	Closed - Implemented	4/8/2019
6	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-12	Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	10/29/2018	1	The Bureau of Democracy, Human Rights, and Labor should implement quality control procedures to regularly update risk assessments and monitoring plans in accordance with the Federal Assistance Directive. (Action: DRL)	Closed - Implemented	4/25/2019
7	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-12	Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	10/29/2018	4	The Bureau of Democracy, Human Rights, and Labor should implement a process to identify and reclassify foreign assistance funds before they cancel that includes a review of obligations on unexpired awards. (Action: DRL)	Closed - Implemented	4/25/2019

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8	Bureau of Diplomatic Security	ISP-I-18-16	Inspection of Embassy Guatemala City, Guatemala	5/16/2018	16	The Bureau of Diplomatic Security, in coordination with the Bureau of Information Resource Management and Embassy Guatemala City, should audit the embassy's Sensitive But Unclassified network to ensure it complies with Department standards. (Action: DS, in coordination with IRM and Embassy Guatemala City)	Closed - Implemented	4/5/2019
9	Bureau of Information Resource Management	AUD-FM-16-31	Audit of the Department of State Process To Select and Approve Information Technology Investments	3/23/2016	1	OIG recommends that the Bureau of Information Resource Management update the Capital Planning and Investment Control Program Guide to comply with Office of Management and Budget requirements. Specifically, the definition of an IT investment should be modified and a requirement to perform a review for duplicative investments across the agency, Federal Government, and private sector should be included.	Closed - Implemented	4/18/2019
10	Bureau of Information Resource Management	AUD-FM-16-31	Audit of the Department of State Process To Select and Approve Information Technology Investments	3/23/2016	5	OIG recommends that the Bureau of Information Resource Management develop and implement a strategy to enforce the requirement that bureaus and offices must consult with and receive guidance from the Bureau of Information Resource Management prior to initiating an IT investment.	Closed - Implemented	4/18/2019
11	Bureau of Information Resource Management	AUD-FM-16-31	Audit of the Department of State Process To Select and Approve Information Technology Investments	3/23/2016	18	OIG recommends that the Bureau of Information Resource Management develop and implement controls in iMatrix to require that the investment manager and budget analyst revalidate data when financial information for an investment in iMatrix is modified.	Closed - Implemented	4/18/2019
12	Bureau of Information Resource Management	ISP-I-18-15	Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	4/24/2018	14	The Bureau of Information Resource Management should implement standard operating procedures for process management working groups that include guidance on collaboration, documentation, and performance measures. (Action: IRM)	Closed - Implemented	4/25/2019

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13	Bureau of Near Eastern Affairs	AUD-MERO-18-38	Audit of Food Safety Controls Under Baghdad Life Support Services Task Order SAQMMA14F0721	5/3/2018	5	OIG recommends that the Bureau of Near Eastern Affairs develop a comprehensive quality assurance surveillance plan for food services task order SAQMMA14F0721 in accordance with Federal Acquisition Regulation 46.4, "Government Contract Quality Assurance" and implement the quality assurance surveillance plan upon the review and approval of the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management. The plan should, at a minimum, include measurable and structured performance standards and align with the key performance indicators and metrics defined in the Baghdad Life Support Services contract.	Closed - Implemented	4/16/2019
14	Bureau of Overseas Buildings Operations	ISP-I-18-18	Inspection of Embassy Addis Ababa, Ethiopia	5/25/2018	18	The Bureau of Overseas Buildings Operations, in coordination with Embassy Addis Ababa, should implement a plan to address the findings from its 2016 seismic report. (Action: OBO, in coordination with Embassy Addis Ababa)	Closed - Implemented	4/18/2019
15	Embassy Addis Ababa	ISP-I-18-18	Inspection of Embassy Addis Ababa, Ethiopia	5/25/2018	1	Embassy Addis Ababa should update the memorandum of agreement between the Commander, U.S. Africa Command, and Chief of Mission, Embassy Addis Ababa, for security and force protection of Department of Defense elements and personnel in Ethiopia, in accordance with Department guidelines. (Action: Embassy Addis Ababa)	Closed - Implemented	4/18/2019
16	Embassy Addis Ababa	ISP-I-18-18	Inspection of Embassy Addis Ababa, Ethiopia	5/25/2018	9	Embassy Addis Ababa, in coordination with the Bureau of Consular Affairs and the Bureau of Overseas Buildings Operations, should replace the consular cashier booth door with one that meets Department standards. (Action: Embassy Addis Ababa, in coordination with CA and OBO)	Closed - Implemented	4/18/2019
17	Embassy Addis Ababa	ISP-I-18-18	Inspection of Embassy Addis Ababa, Ethiopia	5/25/2018	17	Embassy Addis Ababa should bring its Contracting Officer's Representative files into compliance with Department standards. (Action: Embassy Addis Ababa)	Closed - Implemented	4/18/2019
18	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	3	Embassy Beijing, in coordination with the Bureau of International Information Programs, should require the consulates general to develop annual resource development and program plans for their American Spaces. (Action: Embassy Beijing, in coordination with IIP).	Closed - Implemented	4/24/2019

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19	Embassy Majuro	ISP-I-19-07	Inspection of Embassy Majuro, Republic of the Marshall Islands	2/4/2019	3	Embassy Majuro should conduct a validation study on nonimmigrant visas in accordance with Department standards. (Action: Embassy Majuro)	Closed - Implemented	4/5/2019
20	Embassy Majuro	ISP-I-19-07	Inspection of Embassy Majuro, Republic of the Marshall Islands	2/4/2019	5	Embassy Majuro should require that the Safety, Health, and Environmental Management Committee meet at least semi-annually, in accordance with Department standards. (Action: Embassy Majuro)	Closed - Implemented	4/5/2019
21	Embassy Majuro	ISP-I-19-07	Inspection of Embassy Majuro, Republic of the Marshall Islands	2/4/2019	6	Embassy Majuro should publish a fire evacuation plan and hold fire drills in accordance with Department standards. (Action: Embassy Majuro)	Closed - Implemented	4/5/2019
22	National Passport Center	ISP-I-19-13	Targeted Review of Leadership and Management at the National Passport Center	11/26/2018	6	The Bureau of Consular Affairs should require the National Passport Center to implement a local training program that equips employees with the skills needed to perform their duties. (Action: CA)	Closed - Implemented	4/22/2019
23	National Passport Center	ISP-I-19-13	Targeted Review of Leadership and Management at the National Passport Center	11/26/2018	11	The Bureau of Consular Affairs should require the National Passport Center management to follow Department standards for facility access control. (Action: CA)	Closed - Implemented	4/22/2019
24	U.S. Agency for Global Media	AUD-FM-IB-15-24	Audit of Radio Free Asia Expenditures	6/11/2015	1	OIG recommends that the Broadcasting Board of Governors define its grant monitoring structure, formally document the roles and responsibilities of all parties involved in the grant monitoring process, and revise its Grantee Handbook accordingly.	Closed - Implemented	4/17/2019
25	U.S. Agency for Global Media	AUD-FM-IB-15-24	Audit of Radio Free Asia Expenditures	6/11/2015	2	OIG recommends that the Broadcasting Board of Governors develop and implement a comprehensive grant oversight program and revise its Grantee Handbook to document the specific procedures for the grant oversight program.	Closed - Implemented	4/17/2019
26	U.S. Agency for Global Media	AUD-FM-IB-15-24	Audit of Radio Free Asia Expenditures	6/11/2015	3	OIG recommends that the Broadcasting Board of Governors (BBG) develop and implement a training plan for all employees involved in grant oversight as determined in response to Recommendation 1. This training plan should cover both Government-wide requirements for grant oversight and also BBG's internal grants policies and procedures. BBG should revise its Grantee Handbook to include the training plan.	Closed - Implemented	4/17/2019

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27	U.S. Agency for Global Media	AUD-FM-IB-15-24	Audit of Radio Free Asia Expenditures	6/11/2015	15	OIG recommends that the Broadcasting Board of Governors require Radio Free Asia to annually report on the amount of unused funds.	Closed - Implemented	4/17/2019
28	U.S. Agency for Global Media	AUD-FM-IB-15-24	Audit of Radio Free Asia Expenditures	6/11/2015	16	OIG recommends that the Broadcasting Board of Governors develop and implement a process to oversee Radio Free Asia's unused funds.	Closed - Implemented	4/17/2019
29	U.S. Agency for Global Media	AUD-FM-IB-18-39	Audit of Broadcasting Board of Governors FY 2017 Compliance With Improper Payments Requirements	5/14/2018	1	OIG recommends that the Broadcasting Board of Governors develop and implement a process to update annually policies related to complying with improper payment requirements to reflect changes to Office of Management and Budget Circular A-136.	Closed - Implemented	4/12/2019