

# Monthly Recommendations Report

May 31, 2019



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

## Recommendation Status

As of May 31, 2019, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	591	381	1018
	USAGM	19	20	
Closed within Month	State	46	12	58
	USAGM	0	0	
Newly Issued	State	13	0	13*
	USAGM	0	0	

\*this total excludes 4 DOS reports with 48 recommendations, 42 of which are resolved and 6 are unresolved.

## 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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Recommendations Closed in May 2019  
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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 African Affairs	ISP-I-18-01	Inspection of the Bureau of African Affairs	10/19/2017	4	The Bureau of African Affairs should require the designated Domestic Information Systems Security Officers to regularly perform and document their information systems security officer responsibilities and complete required training. (Action: AF)	Closed - Implemented	5/9/2019
2	Bureau of African Affairs	ISP-I-18-01	Inspection of the Bureau of African Affairs	10/19/2017	5	The Bureau of African Affairs should implement a records management program that complies with Department standards. (Action: AF)	Closed - Implemented	5/9/2019
3	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	1	The Bureau of African Affairs should undertake a review of its foreign assistance programs to align policy, planning, resources, and program decision-making. (Action: AF)	Closed - Implemented	5/20/2019
4	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	2	The Bureau of African Affairs should strengthen oversight of foreign assistance program offices by realigning responsibilities to provide coordinated senior-level leadership over foreign assistance program management. (Action: AF)	Closed - Implemented	5/20/2019
5	Bureau of Consular Affairs	ISP-I-18-28	Inspection of the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs	6/7/2018	3	The Bureau of Consular Affairs should consolidate the Office of Policy Coordination and Public Affairs congressional functions into a single organizational component. (Action: CA)	Closed - Implemented	5/30/2019
6	Bureau of Consular Affairs	ISP-I-18-42	Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	8/24/2018	5	The Bureau of Consular Affairs should implement access controls and information security oversight procedures for the Office of Fraud Prevention Programs' standalone data analytics test network as required by Department standards. (Action: CA)	Closed - Implemented	5/10/2019
7	Bureau of Diplomatic Security	AUD-SI-17-48	Audit of the Process To Approve, Disburse, and Report Rewards for Justice Payments	7/28/2017	1	OIG recommends that the Bureau of Diplomatic Security, in conjunction with the Bureau of Legislative Affairs, (a) identify the detailed steps and action entities needed to prepare and submit reports on reward payments made within 30 days of the payment of such rewards; (b) determine the amount of time for each step, including the amount of time the Bureau of Legislative Affairs needs to finalize and send each report to Congress; and (c) redesign the flow and processes to meet the 30-day reporting requirement.	Closed - Acceptable Alternative	5/17/2019

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8	Bureau of Diplomatic Security	AUD-SI-17-48	Audit of the Process To Approve, Disburse, and Report Rewards for Justice Payments	7/28/2017	2	OIG recommends that the Bureau of Diplomatic Security (a) develop and implement a process to follow up with the nominating agencies on the status of the reward payment receipts to help expedite the submittal of Reward Payment Reports within the mandated 30-day reporting timeline and (b) consider entering into formal agreements (that is, Letters of Agreement) with the nominating agencies to strengthen the joint commitments toward timely submissions of reports to Congress.	Closed - Acceptable Alternative	5/17/2019
9	Bureau of Overseas Buildings Operations	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	20	The Bureau of Overseas Buildings Operations, in coordination with Embassy Djibouti, should implement a plan to evaluate all residences in the embassy housing pool for seismic risks and take action to address the deficiencies. (Action: OBO, in coordination with Embassy Djibouti)	Closed - Acceptable Alternative	5/9/2019
10	Bureau of Overseas Buildings Operations	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	28	The Bureau of Overseas Buildings Operations, in coordination with Embassy New Delhi, should install access controls for Consulate General Mumbai's on-compound warehouse, in accordance with Department standards. (Action: OBO, in coordination with Embassy New Delhi)	Closed - Implemented	5/29/2019
11	Bureau of South and Central Asian Affairs	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	34	The Bureau of South and Central Asian Affairs, in coordination with Embassy Kabul and Embassy New Delhi, should revise the Service Level Agreement to establish clear roles for the supervision of the Kabul Support Unit. (Action: SCA, in coordination with Embassy Kabul and Embassy New Delhi)	Closed - Implemented	5/29/2019
12	Embassy Bogota	AUD-SI-18-59	Audit of the Department of State's Administration of its Aviation Program	9/25/2018	11	OIG recommends that Embassy Bogota, Colombia, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, identify all Department-owned aviation assets in Colombia that meet the definition of accountable property and record them in the Integrated Logistics Management System.	Closed - Implemented	5/17/2019

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13	Embassy Dakar	ISP-I-19-03	Inspection of Embassy Dakar, Senegal	11/8/2018	1	Embassy Dakar should formalize a reporting and oversight relationship between the Embassy's Public Affairs Officer and the Public Diplomacy Assistant at the Bissau Liaison Office. (Action: Embassy Dakar)	Closed - Implemented	5/20/2019
14	Embassy Dakar	ISP-I-19-03	Inspection of Embassy Dakar, Senegal	11/8/2018	3	Embassy Dakar should conduct nonimmigrant visa adjudication reviews in accordance with Department standards. (Action: Embassy Dakar)	Closed - Implemented	5/20/2019
15	Embassy Dakar	ISP-I-19-03	Inspection of Embassy Dakar, Senegal	11/8/2018	6	Embassy Dakar should implement an annual acquisition plan. (Action: Embassy Dakar)	Closed - Implemented	5/20/2019
16	Embassy Dakar	ISP-I-19-03	Inspection of Embassy Dakar, Senegal	11/8/2018	10	Embassy Dakar should require that Information Systems Security Officers perform information systems security officer duties, in accordance with Department standards. (Action: Embassy Dakar)	Closed - Implemented	5/20/2019
17	Embassy Dakar	ISP-I-19-03	Inspection of Embassy Dakar, Senegal	11/8/2018	14	Embassy Dakar should implement standard operating procedures for supporting and maintaining dedicated internet networks. (Action: Embassy Dakar)	Closed - Implemented	5/20/2019
18	Embassy Dakar	ISP-I-19-03	Inspection of Embassy Dakar, Senegal	11/8/2018	16	Embassy Dakar should implement procedures to accurately bill embassy sections and employees for monthly telephone services. (Action: Embassy Dakar)	Closed - Implemented	5/20/2019
19	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	9	Embassy Djibouti should comply with the Department's Motor Vehicle Safety Management Program policy on vehicle operator duty limits. (Action: Embassy Djibouti)	Closed - Implemented	5/9/2019
20	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	11	Embassy Djibouti should require all mission drivers to comply with the Overseas Motor Vehicle Safety Management Program. (Action: Embassy Djibouti)	Closed - Implemented	5/9/2019
21	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	13	Embassy Djibouti should implement a housing program that is fully compliant with Department standards. (Action: Embassy Djibouti)	Closed - Implemented	5/9/2019
22	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	15	Embassy Djibouti, in coordination with the Bureau of Human Resources, should update and translate into relevant language(s) its Locally Employed Staff Handbook. (Action: Embassy Djibouti, in coordination with DGHR)	Closed - Implemented	5/9/2019
23	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	17	Embassy Djibouti, in coordination with the Bureau of Administration, should submit updated post consumables and retail price surveys. (Action: Embassy Djibouti, in coordination with A)	Closed - Implemented	5/9/2019

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24	Embassy Guatemala City	ISP-I-18-16	Inspection of Embassy Guatemala City, Guatemala	5/16/2018	13	Embassy Guatemala City should require that all chauffeurs and incidental drivers under Chief of Mission authority comply with applicable Department motor vehicle safety requirements. (Action: Embassy Guatemala City)	Closed - Implemented	5/30/2019
25	Embassy Guatemala City	ISP-I-18-16	Inspection of Embassy Guatemala City, Guatemala	5/16/2018	14	Embassy Guatemala City should require that Information Systems Security Officers perform duties specified in Department guidance. (Action: Embassy Guatemala City)	Closed - Implemented	5/30/2019
26	Embassy Guatemala City	ISP-I-18-16	Inspection of Embassy Guatemala City, Guatemala	5/16/2018	15	Embassy Guatemala City should require its local Information Technology Configuration Control Board to follow Department guidance. (Action: Embassy Guatemala City)	Closed - Implemented	5/30/2019
27	Embassy Guatemala City	ISP-I-18-16	Inspection of Embassy Guatemala City, Guatemala	5/16/2018	23	Embassy Guatemala City should protect its network devices in accordance with the Department standards. (Action: Embassy Guatemala City)	Closed - Implemented	5/30/2019
28	Embassy Guatemala City	ISP-I-18-16	Inspection of Embassy Guatemala City, Guatemala	5/16/2018	24	Embassy Guatemala City should relocate the telecommunications demarcation point outside the limited access main telephone frame room. (Action: Embassy Guatemala City)	Closed - Implemented	5/30/2019
29	Embassy Kigali	ISP-I-19-15	Inspection of Embassy Kigali, Rwanda	3/22/2019	8	Embassy Kigali should implement standard operating procedures to archive or dispose of documentary materials in accordance with Department standards. (Action: Embassy Kigali)	Closed - Implemented	5/22/2019
30	Embassy Kigali	ISP-I-19-15	Inspection of Embassy Kigali, Rwanda	3/22/2019	9	Embassy Kigali should require that Information Systems Security Officers perform information systems security duties in accordance with Department standards. (Action: Embassy Kigali)	Closed - Implemented	5/22/2019
31	Embassy Kinshasa	ISP-I-16-19A	Inspection of Embassy Kinshasa, Democratic Republic of the Congo	6/16/2016	5	Embassy Kinshasa, in coordination with the Bureau of International Information Programs and the Bureau of Educational and Cultural Affairs, should bring the appearance of the Information Resource Center into conformity with Department standards. (Action: Embassy Kinshasa, in coordination with IIP and ECA)	Closed - Implemented	5/20/2019
32	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	9	Embassy New Delhi should comply with the Department standards for crisis preparedness. (Action: Embassy New Delhi)	Closed - Implemented	5/29/2019

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33	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	11	Embassy New Delhi should update the position descriptions for consular locally employed staff at Consulate General Kolkata in accordance with Department standards. (Action: Embassy New Delhi)	Closed - Implemented	5/29/2019
34	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	15	Embassy New Delhi should remove the Hindi language requirement from the Kabul Support Unit locally employed staff position descriptions. (Action: Embassy New Delhi)	Closed - Implemented	5/29/2019
35	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	16	Embassy New Delhi should update its locally employed staff handbook in accordance with Department standards. (Action: Embassy New Delhi)	Closed - Implemented	5/29/2019
36	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	21	Embassy New Delhi should document nonexpendable property transfers in accordance with Department standards. (Action: Embassy New Delhi)	Closed - Implemented	5/29/2019
37	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	31	Embassy New Delhi should complete a security assessment and obtain an authorization to operate for each locally developed application in accordance with Department standards. (Action: Embassy New Delhi)	Closed - Implemented	5/29/2019
38	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	32	Embassy New Delhi should implement a standard operating procedure for application development. (Action: Embassy New Delhi)	Closed - Implemented	5/29/2019
39	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	33	Embassy New Delhi should implement standard operating procedures to inventory, manage configurations, and monitor the mission's dedicated internet networks in accordance with Department standards. (Action: Embassy New Delhi)	Closed - Implemented	5/31/2019
40	Embassy Riyadh	ISP-I-18-17	Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	5/11/2018	3	Embassy Riyadh should implement a plan to eliminate duplication of the existing responsibilities of the Political/Military and Office of Program Management- Ministry of Interior Sections with the new Senior Defense Official/Defense Attaché position. (Action: Embassy Riyadh)	Closed - Implemented	5/31/2019

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41	Embassy Riyadh	ISP-I-18-17	Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	5/11/2018	5	The Bureau of Consular Affairs, in coordination with Embassy Riyadh and the Bureaus of Diplomatic Security, Intelligence and Research, and Near Eastern Affairs, should establish a process for assessing sensitive security threat information that appropriately addresses the requirements of the no double standard policy in Saudi Arabia. (Action: CA, in coordination with Embassy Riyadh, DS, INR and NEA)	Closed - Implemented	5/31/2019
42	Embassy Riyadh	ISP-I-18-17	Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	5/11/2018	12	Embassy Riyadh should conduct required audits of adjudicated passport applications in accordance with Department guidance. (Action: Embassy Riyadh)	Closed - Implemented	5/31/2019
43	Embassy San Jose	ISP-I-18-13	Inspection of Embassy San Jose, Costa Rica	4/26/2018	8	Embassy San Jose, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Diplomatic Security, should provide accommodations for visa applicants in accordance with Department standards. (Action: Embassy San Jose, in coordination with OBO and DS)	Closed - Implemented	5/23/2019
44	Embassy San Jose	ISP-I-18-13	Inspection of Embassy San Jose, Costa Rica	4/26/2018	18	Embassy San Jose should clear all outstanding travel advances in accordance with Department standards. (Action: Embassy San Jose)	Closed - Implemented	5/23/2019
45	Office of the Under Secretary for Management	AUD-ACF-18-51	Management Assistance Report: Further Department Attention Needed to Address Overdue Responses on Selected Open Recommendations	8/7/2018	1	OIG recommends that the Under Secretary for Management direct the applicable Department entity to notify OIG of the status of actions taken to implement the recommendations identified in this report and provide evidence demonstrating that the entity has taken actions that justify closing the recommendations. Department entities are to submit the status of actions taken and documented evidence to support closing the recommendations to audcompliance@stateoig.gov within 30 days.	Closed - Implemented	5/17/2019

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46	Office of the Under Secretary for Management	AUD-CGI-18-52	Management Assistance Report: Department of State Has Not Implemented the Required Value Engineering Program for Contracts Exceeding \$5 Million	8/9/2018	1	OIG recommends that the Office of the Under Secretary for Management designate a Senior Accountable Official at a level with sufficient authority to coordinate, oversee, and ensure the appropriate consideration and use of value engineering for new projects, programs, activities, and contracts, in accordance with Office of Management and Budget Circular A-131 requirements.	Closed - Implemented	5/17/2019