

# Monthly Recommendations Report

July 31, 2019



Office of Inspector General

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

## Recommendation Status

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

		Unclassified	Sensitive and Classified	Total
Open	State	644	432	1121*
	USAGM	20	18	
Closed within Month	State	44	29	75
	USAGM	0	2	
Newly Issued	State	45	8	53**
	USAGM	1	0	

\*This total includes the following recommendations associated with the IBWC: Open Sensitive: +7.

\*\*This total excludes 3 DOS reports issued in July 2019 with 38 recommendations, 34 of which are resolved and 4 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 July 2019  
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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of Administration	AUD-MERO-17-33	Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement	3/3/2017	8	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement a) a methodology to calculate the cost associated with the contractor not meeting performance metrics and b) a process to reduce payment to the contractor when contractual requirements are not being met. This methodology and process should be included in all current and future Bureau of Near Eastern Affairs Iraq contracts.	Closed - Implemented	7/16/2019
2	Bureau of Budget and Planning	AUD-FM-18-44	Audit of the Department of State's Process to Identify and Transfer Excess Working Capital Funds	6/27/2018	3	OIG recommends that the Bureau of Budget and Planning develop and implement procedures for determining excess earnings within the Working Capital Fund on an annual basis, as required by 22 U.S. Code § 2684. The procedures, at a minimum, should include a methodology to determine the amount of excess earnings in the Working Capital Fund, a process to communicate the determination to the Secretary of State, and the manner in which excess earnings will be remitted to the U.S. Department of the Treasury when determined to be in excess to the needs of the fund.	Closed - Implemented	7/11/2019
3	Bureau of Consular Affairs	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	10	The Bureau of Consular Affairs, in coordination with Embassy Bogota, should complete its review of fee collections and reconciliations in Colombia to determine and correct the cause of the shortfall in nonimmigrant visa application fees.	Closed - Acceptable Alternative	7/23/2019
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	6	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Consular Affairs and the Office of the Legal Adviser, should update and issue a standard operating procedure for processing human rights-related visa ineligibilities under Section 7031(c) of the Consolidated Appropriations Act, 2017.	Closed - Implemented	7/18/2019
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	7	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should monitor and document the performance of its labor-hours contracts in accordance with Department standards.	Closed - Implemented	7/18/2019

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6	Bureau of European and Eurasian Affairs	AUD-CGI-18-50	Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	8/13/2018	1	OIG recommends that the Bureau of European and Eurasian Affairs develop and implement procedures to monitor and verify the completeness, accessibility, retention, and review of Contracting Officer's Representatives files in accordance with the Federal Acquisition Regulation 1.604(c), the Foreign Affairs Handbook 14 FAH-2 H-142(b), and 14 FAH-2 H-517(a-b).	Closed - Implemented	7/26/2019
7	Bureau of European and Eurasian Affairs	AUD-CGI-18-50	Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	8/13/2018	6	OIG recommends that the Bureau of European and Eurasian Affairs, in coordination with Bureau of Administration, Office of the Procurement Executive, develop and implement procedures for Contracting Officer's Representatives and Government Technical Monitors for (a) reviewing various types of invoices, (b) obtaining sufficient supporting documentation, (c) confirming that labor hours billed are supported by contractor timesheets and charged to the corresponding task order, and (d) verifying that expense reports are included and are supported by attached receipts.	Closed - Implemented	7/26/2019
8	Bureau of European and Eurasian Affairs	AUD-CGI-18-50	Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	8/13/2018	10	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 Contracting Officer's Representatives (COR) and Government Technical Monitors (GTM) to obtain formal feedback from Contracting Officers regarding employee performance and incorporate this feedback into COR and GTM performance evaluations.	Closed - Implemented	7/26/2019
9	Bureau of Human Resources	ESP-19-03	Evaluation of the Department of State's Use of Schedule B Hiring Authority	2/11/2019	1	The Bureau of Human Resources should adopt a policy requiring consultation with the Office of the Legal Adviser when Schedule B hiring requests have characteristics similar to the examples described in this report to ensure all appointments comply with OPM regulations and relevant policies.	Closed - Implemented	7/10/2019

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10	Bureau of Human Resources	ESP-19-03	Evaluation of the Department of State's Use of Schedule B Hiring Authority	2/11/2019	2	The Bureau of Human Resources, in conjunction with the Office of the Legal Adviser, should amend the Department's Schedule B Policy, Number 07-09A, to clarify the circumstances, if any, in which it would be appropriate to appoint current career employees or contractor employees to Schedule B positions.	Closed - Implemented	7/10/2019
11	Bureau of Information Resource Management	AUD-IT-17-61	Audit of the Department of State's Efforts to Detect and Address the Use of Unapproved Portable Devices	9/14/2017	3	OIG recommends that the Bureau of Information Resource Management enforce its authority to administer the use of portable devices in the Department of State, as well as the policies, standards, and procedures related to portable devices.	Closed - Implemented	7/26/2019
12	Embassy Banjul	ISP-I-19-04	Inspection of Embassy Banjul, The Gambia	11/21/2018	7	Embassy Banjul should implement an annual acquisition plan, in accordance with the Federal Acquisition Regulation.	Closed - Implemented	7/23/2019
13	Embassy Banjul	ISP-I-19-04	Inspection of Embassy Banjul, The Gambia	11/21/2018	8	Embassy Banjul should require that Information Systems Security Officers perform information systems security duties, in accordance with Department guidance.	Closed - Implemented	7/23/2019
14	Embassy Banjul	ISP-I-19-04	Inspection of Embassy Banjul, The Gambia	11/21/2018	9	Embassy Banjul should implement standard operating procedures for supporting and maintaining dedicated internet networks in accordance with Department standards.	Closed - Implemented	7/23/2019
15	Embassy Banjul	ISP-I-19-04	Inspection of Embassy Banjul, The Gambia	11/21/2018	12	Embassy Banjul should implement a cell phone policy that complies with Department standards	Closed - Implemented	7/23/2019
16	Embassy Beijing	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	1	Embassy Beijing, in coordination with the Bureau of East Asian and Pacific Affairs, should determine whether Consulate General Shanghai requires a deputy principal officer, and if so, formally establish the position and delineate its duties, including supervisor responsibilities.	Closed - Implemented	7/22/2019
17	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	7	Embassy Bogota should eliminate the requirement that adjudicators complete a specific number of visa interviews per hour and focus training on developing appropriate decision-making skills and visa security.	Closed - Implemented	7/23/2019
18	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	11	Embassy Bogota, in coordination with the Bureau of Overseas Buildings Operations, should implement a corrective action plan to reduce the number of embassy motor vehicle mishaps.	Closed - Implemented	7/23/2019

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19	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	16	Embassy Bogota should use the Integrated Logistics Management System for all expendable supplies in accordance with Department standards.	Closed - Implemented	7/23/2019
20	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	31	Embassy Bogota should require that Information Systems Security Officers perform information systems security duties in accordance with Department standards.	Closed - Implemented	7/23/2019
21	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	32	Embassy Bogota should implement standard operating procedures to manage its Active Directory groups for its classified and unclassified networks in accordance with Department standards.	Closed - Implemented	7/23/2019
22	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	33	Embassy Bogota should implement procedures to control access to Embassy Branch Office Cartagena's mail room in accordance with Department standards.	Closed - Implemented	7/23/2019
23	Embassy Managua	ISP-I-18-12	Inspection of Embassy Managua, Nicaragua	3/5/2018	5	Embassy Managua should require that all chauffeurs and incidental drivers under Chief of Mission authority receive Smith Safety driver training.	Closed - Implemented	7/12/2019
24	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	1	Embassy Nairobi should review and update its process for preparing the annual Statement of Assurance prior to preparing its 2018 statement, in accordance with Department guidance.	Closed - Implemented	7/25/2019
25	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	2	Embassy Nairobi, in coordination with the Bureau of African Affairs, should develop a foreign assistance coordination process for use by the embassy and all Department bureaus to ensure all assistance programming receives chief of mission approval prior to implementation.	Closed - Implemented	7/25/2019
26	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	6	Embassy Nairobi should require Public Affairs Section supervisors to complete all locally employed staff performance evaluations in accordance with Department guidance.	Closed - Implemented	7/25/2019
27	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	11	Embassy Nairobi should renegotiate the terms of the five make-ready contracts and lower the minimum number of residences guaranteed to each of the contractors.	Closed - Implemented	7/25/2019

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28	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	12	Embassy Nairobi should bring all professional drivers and incidental operators into compliance with the Department's standards for motor vehicle safety management.	Closed - Implemented	7/25/2019
29	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	17	Embassy Nairobi should conduct spot checks of all of its expendable and non-expendable property in accordance with Department standards prior to moving to its new warehouse.	Closed - Implemented	7/25/2019
30	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	20	Embassy Nairobi should develop and implement standard procedures to accurately track and record employee receivables in accordance with Department requirements.	Closed - Implemented	7/25/2019
31	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	22	Embassy Nairobi should implement written procedures to review unliquidated obligations, including deobligating all funds when offices do not provide documentation that the obligations are valid.	Closed - Implemented	7/25/2019
32	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	24	Embassy Nairobi should cease using the American Employee Association to provide payroll services for official residence staff until it has complied with the requirements of 6 Foreign Affairs Manual 500.	Closed - Implemented	7/25/2019
33	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	26	Embassy Nairobi should perform all Information Systems Security Officer duties, including consistent reviews, in accordance with Department standards.	Closed - Implemented	7/25/2019
34	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	29	Embassy Nairobi should upgrade the residential compound basement storage area to meet environmental standards or identify a suitable location for inactive records storage.	Closed - Implemented	7/25/2019
35	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	30	Embassy Nairobi should implement monthly testing of the emergency action committee radio network, in accordance with Department standards.	Closed - Implemented	7/25/2019
36	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	31	Embassy Nairobi, in coordination with the Bureau of Information Resource Management, should update the communications appendix in the emergency action plan.	Closed - Implemented	7/25/2019

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37	National Passport Center	ISP-I-19-13	Targeted Review of Leadership and Management at the National Passport Center	11/26/2018	4	The Bureau of Consular Affairs should implement mechanisms to facilitate more frequent communication and feedback from National Passport Center management to employees. These mechanisms should include means of holding managers accountable for meeting with employees to discuss new passport adjudication guidance in accordance with Department standards.	Closed - Implemented	7/18/2019
38	Nonproliferation and Disarmament Fund	AUD-FM-19-22	Audit of the Office of Nonproliferation and Disarmament Fund Financial and Contract Activities During FY 2016 and FY 2017	4/4/2019	2	OIG recommends that the Office of Nonproliferation and Disarmament Fund (NDF) develop and implement a policy related to contract closeout in accordance with the Federal Acquisition Regulation, in which NDF documents the closeout of a contract upon the signature of the contract closeout package by the Contract Officer (CO) administering the contract. Additional closeout procedures performed by the Contract Closeout Team subsequent to the approval of the contract closeout package by the CO, such as quality assurance reviews, should be performed separate and independent of the CO's contract closeout procedures.	Closed - Implemented	7/26/2019
39	Nonproliferation and Disarmament Fund	AUD-FM-19-22	Audit of the Office of Nonproliferation and Disarmament Fund Financial and Contract Activities During FY 2016 and FY 2017	4/4/2019	3	OIG recommends that the Office of Nonproliferation and Disarmament Fund develop and implement a process to discuss and document the status of each open contract during the weekly meeting between the Contracting Officer and Contracting Officer's Representatives.	Closed - Implemented	7/26/2019
40	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	1	The Office of Foreign Missions, in coordination with the Under Secretary for Management, should appoint a temporary Principal Deputy Director, until such time as a permanent Director is in place.	Closed - Implemented	7/24/2019
41	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	6	The Office of Foreign Missions should implement a system for tracking and ensuring resolution of reported issues with The Office of Foreign Missions Information System.	Closed - Implemented	7/24/2019
42	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	9	The Office of Foreign Missions should require the contracting officer's representative to monitor and document contractor performance in accordance with Department standards.	Closed - Implemented	7/24/2019

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43	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	10	The Office of Foreign Missions should update its Information Systems Security Officer designation letter.	Closed - Implemented	7/24/2019
44	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	13	The Office of Foreign Missions, in coordination with the Bureau of the Comptroller and Global Financial Services, should bring its standard operating procedures for fee collections into compliance with Department requirements.	Closed - Implemented	7/24/2019