

# Monthly Recommendations Report

November 29, 2019



Office of Inspector General

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

## Recommendation Status

As of November 29, 2019, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	687	419	1152*
	USAGM	16	19	
Closed within Month	State	28	25	54
	USAGM	1	0	
Newly Issued	State	65	5	70
	USAGM	0	0	

\*This total includes the following recommendations associated with the IBWC: Open Sensitive: +11

## 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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U.S. Department of State - Office of Inspector General  
Recommendations Closed in November 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 Administration	AUD-FM-16-47	Audit of Department of State Strategic Sourcing Efforts	9/7/2016	11	OIG recommends that the Bureau of Administration, in coordination with the Strategic Sourcing Council (Recommendation 1), develop and implement controls to prohibit users from ordering office supplies from vendors other than the approved Federal Strategic Sourcing Initiative office supply vendors without obtaining a valid waiver.	Closed - Implemented	11/25/2019
2	Bureau of Consular Affairs	ISP-I-19-36	Inspection of the Bureau of Consular Affairs, Kentucky Consular Center	8/27/2019	3	The Bureau of Consular Affairs should require the Kentucky Consular Center to implement standard operating procedures for invoice reviews to clearly delineate the roles of the Contracting Officer's Representative and the quality assurance contractors, in accordance with Department standards.	Closed - Implemented	11/22/2019
3	Bureau of Consular Affairs	ISP-I-19-36	Inspection of the Bureau of Consular Affairs, Kentucky Consular Center	8/27/2019	4	The Bureau of Consular Affairs should require the Kentucky Consular Center to track and pay invoices in accordance with the Prompt Payment Act and Department standards.	Closed - Implemented	11/22/2019
4	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	2	OIG recommends that the Bureau of Near Eastern Affairs review the Hazard Assessment and Critical Control Point plans developed by PAE Government Services, Inc. and Taylors International Services, Inc. referenced in Recommendation 1. The review should, at a minimum, use the Food and Drug Administration's Hazard Assessment and Critical Control Point Verification Inspection Checklist to verify that the plans for each site comply with Food and Drug Administration guidance based on Hazard Assessment and Critical Control Point principles. The review should also ensure the plans are revised, as needed, for any deficiencies identified.	Closed - Implemented	11/21/2019
5	Bureau of Overseas Buildings Operations	AUD-MERO-18-46	Audit of the Bureau of Overseas Buildings Operations Process for Reviewing Invoices for the Construction of the U.S. Embassy in Islamabad, Pakistan	6/20/2018	3	OIG recommends that the Bureau of Overseas Buildings Operations develop and implement a Standard Operating Procedure similar to those promulgated by the U.S. Army Corps of Engineers for reviewing invoices for multi-year, multi-million-dollar construction projects.	Closed - Acceptable Alternative	11/21/2019

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6	Bureau of South and Central Asian Affairs	ISP-I-18-11	Inspection of the Bureau of South and Central Asian Affairs	2/21/2018	7	The Bureau of South and Central Asian Affairs should complete the nine remaining Civil Service performance appraisals for the 2016 rating cycle.	Closed - Implemented	11/27/2019
7	Embassy Addis Ababa	ISP-I-18-18	Inspection of Embassy Addis Ababa, Ethiopia	5/25/2018	24	Embassy Addis Ababa should 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.	Closed - Implemented	11/12/2019
8	Embassy Banjul	ISP-I-19-04	Inspection of Embassy Banjul, The Gambia	11/21/2018	1	Embassy Banjul should nominate an Equal Employment Opportunity Counselor in accordance with Department guidance.	Closed - Implemented	11/4/2019
9	Embassy Banjul	ISP-I-19-04	Inspection of Embassy Banjul, The Gambia	11/21/2018	11	Embassy Banjul should issue cell phones to locally employed staff members in accordance with Department standards.	Closed - Implemented	11/4/2019
10	Embassy Kigali	ISP-I-19-15	Inspection of Embassy Kigali, Rwanda	3/22/2019	5	Embassy Kigali should use property grants to document all property transferred by the Public Diplomacy Section to the American Corners in Kigali and Rubavu.	Closed - Implemented	11/4/2019
11	Embassy Ljubljana	ISP-I-19-25	Inspection of Embassy Ljubljana, Slovenia	7/31/2019	4	Embassy Ljubljana should establish adequate controls for the administration and disbursement of Facility Management expendable supplies, in accordance with Department standards.	Closed - Implemented	11/12/2019
12	Embassy Ljubljana	ISP-I-19-25	Inspection of Embassy Ljubljana, Slovenia	7/31/2019	5	Embassy Ljubljana should submit the Retail Price Schedule Survey to the Bureau of Administration's Office of Allowances in accordance with Department guidelines.	Closed - Implemented	11/12/2019
13	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	7	Embassy Nairobi, in coordination with the Bureau of African Affairs and the Bureau of the Comptroller and Global Financial Services, should reprogram one program-funded information management position to an International Cooperative Administrative Support Services-funded position in accordance with Department guidelines and put \$81,331 to better use.	Closed - Implemented	11/22/2019
14	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	2	Embassy Port-au-Prince should require all contracting officer's representatives in the International Narcotics and Law Enforcement Affairs Section to maintain their contract files in accordance with Department standards.	Closed - Implemented	11/22/2019

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15	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	4	Embassy Port-au-Prince should designate a cleared U.S. citizen employee as the backup for the Leahy Vetting Coordinator in accordance with Department guidelines.	Closed - Implemented	11/22/2019
16	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	7	Embassy Port-au-Prince should use the Bureau of Consular Affairs' management framework to manage the immigrant visa workload more effectively.	Closed - Implemented	11/22/2019
17	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	13	Embassy Port-au-Prince should require that all chauffeurs and incidental drivers under Chief of Mission authority comply with applicable Department Overseas Motor Vehicle Safety Standards.	Closed - Implemented	11/22/2019
18	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	16	Embassy Port-au-Prince should manage its bulk fuel operation in accordance with Department standards.	Closed - Implemented	11/22/2019
19	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	19	Embassy Port-au-Prince should submit its hotel and restaurant reports to the Bureau of Administration in accordance with Department standards.	Closed - Implemented	11/22/2019
20	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	23	Embassy Port-au-Prince, in coordination with the Bureau of Overseas Buildings Operations, should complete all outstanding elevator repairs needed to obtain a current Certificate of Use for each elevator, in accordance with Department standards.	Closed - Implemented	11/22/2019
21	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	27	Embassy Port-au-Prince, in coordination with the Bureau of the Comptroller and Global Financial Services, should clear all unprocessed and rejected transactions in accordance with Department guidelines.	Closed - Implemented	11/22/2019
22	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	29	Embassy Port-au-Prince should establish a schedule that allows the alternate cashier to work as the principal cashier in accordance with Department guidelines.	Closed - Implemented	11/22/2019
23	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	30	Embassy Port-au-Prince should submit its Retail Price Schedule to the Bureau of Administration's Office of Allowances in accordance with Department guidelines.	Closed - Implemented	11/22/2019
24	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	31	Embassy Port-au-Prince, in coordination with the Bureau of Human Resources, should update the local compensation plan to reflect current Haitian labor law, in accordance with Department standards.	Closed - Implemented	11/22/2019

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25	Office of Acquisitions Management	AUD-MERO-16-28	Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 3 — Baghdad Embassy Security Force	2/22/2016	1	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, recover the \$13.6 million in deferred assessments from SOC.	Closed - Implemented	11/21/2019
26	Office of Acquisitions Management	AUD-MERO-16-28	Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 3 — Baghdad Embassy Security Force	2/22/2016	2	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine the allowability of and recover, as appropriate, the \$652,061 in unallowed costs identified in this report.	Closed - Implemented	11/21/2019
27	Office of Acquisitions Management	AUD-MERO-16-28	Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 3 — Baghdad Embassy Security Force	2/22/2016	3	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine whether unsupported costs are allowable and recover, as appropriate, the \$6.5 million in unsupported costs identified in this report.	Closed - Implemented	11/21/2019
28	Office of Acquisitions Management	AUD-MERO-18-14	Management Assistance Report: Contract Terms and Guidance for Approving Student Training Expenses Relating to the Justice and Corrections Programs in Afghanistan Require Attention	10/25/2017	3	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management review and, as appropriate, take action to recover that part of the \$5 million in student travel and venue rental expense payments that is determined to be unallowable.	Closed - Implemented	11/21/2019
29	International Broadcasting Bureau	ISP-IB-17-09	Inspection of the Broadcasting Board of Governors' Middle East Broadcasting Networks	2/8/2017	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.	Closed - Implemented	11/12/2019