

Monthly Recommendations Report

December 31, 2019



Office of Inspector General

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

Recommendation Status

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

		Unclassified	Sensitive and Classified	Total
Open	State	637	397	1080*
	USAGM	16	19	
Closed within Month	State	56	20	76
	USAGM	0	0	
Newly Issued	State	6	0	6**
	USAGM	0	0	

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

**this total excludes 2 DOS reports issued in December 2019 with 8 recommendations, 2 of which are closed and 2 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](#).

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Recommendations Closed in December 2019
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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of Consular Affairs	ISP-I-18-42	Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	8/24/2018	6	The Bureau of Consular Affairs should perform an assessment to determine the security categorization of the Office of Fraud Prevention Programs' case management system and implement required security controls in accordance with Federal standards.	Closed - Implemented	12/12/2019
2	Bureau of Human Resources	ESP-16-04	Department of State Has Administrative Leave Policies but Lacks Complete and Accurate Data on the Use of Leave	9/30/2016	2	The Bureau of Human Resources, in conjunction with the Bureau of the Comptroller and Global Financial Services, should identify and remedy the causes of the discrepancy with its administrative leave records.	Closed - Implemented	12/10/2019
3	Bureau of International Narcotics and Law Enforcement Affairs	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	3	The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with Embassy Nairobi, should designate a contracting officer representative with the appropriate technical experience required to review and certify construction work in Kenya in accordance with Department standards.	Closed - Implemented	12/12/2019
4	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	8	Embassy Bogota should use the Bureau of Consular Affairs' management framework to align operations with Department standards and U.S. Government objectives.	Closed - Implemented	12/27/2019
5	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	12	Embassy Bogota, in coordination with the Bureau of Overseas Buildings Operations, should require all agencies under chief of mission authority to comply with Department standards for reporting motor vehicle mishaps.	Closed - Implemented	12/27/2019
6	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	34	Embassy Bogota should maintain its local Information Technology Configuration Control Board in accordance with Department standards.	Closed - Implemented	12/27/2019
7	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	4	Embassy Libreville should implement a process for maintaining an ongoing system of management controls, including preparing the annual Chief of Mission Management Control Statement of Assurance, in accordance with Department guidance.	Closed - Implemented	12/19/2019
8	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	6	Embassy Libreville should comply with Department standards for establishing work requirements for American staff.	Closed - Implemented	12/19/2019
9	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	11	Embassy Libreville should issue annual Department-required reports in accordance with Department guidance.	Closed - Implemented	12/19/2019

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10	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	19	Embassy Libreville should comply with its local compensation plan and cease providing housing for a locally employed staff member at the Chief of Mission Residence compound.	Closed - Implemented	12/19/2019
11	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	20	Embassy Libreville should cease paying customs fees for U.S. diplomatic shipments to the Government of Gabon.	Closed - Implemented	12/19/2019
12	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	22	Embassy Libreville should document all nonexpendable property transfers in accordance with Department standards.	Closed - Implemented	12/19/2019
13	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	23	Embassy Libreville should implement management controls to reduce its expendable supply stock in accordance with Department standards.	Closed - Acceptable Alternative	12/19/2019
14	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	24	Embassy Libreville should bring its residential safety program into full compliance with Department standards.	Closed - Implemented	12/19/2019
15	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	25	Embassy Libreville should implement procedures to accurately record and track employee receivables as required by Department standards.	Closed - Implemented	12/19/2019
16	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	27	Embassy Libreville should require the Information Systems Security Officer to perform and document information systems security duties in accordance with Department standards.	Closed - Implemented	12/19/2019
17	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	28	Embassy Libreville should implement standard operating procedures for a records management program that complies with Department standards.	Closed - Implemented	12/19/2019
18	Embassy Majuro	ISP-I-19-07	Inspection of Embassy Majuro, Republic of the Marshall Islands	2/4/2019	1	Embassy Majuro should update and test its warden system in accordance with Department standards.	Closed - Implemented	12/4/2019
19	Embassy Maseru	ISP-I-20-01	Inspection of Embassy Maseru, Lesotho	10/2/2019	3	Embassy Maseru should implement standard operating procedures for its unclassified and classified computer operations in accordance with Department standards.	Closed - Implemented	12/19/2019
20	Embassy Maseru	ISP-I-20-01	Inspection of Embassy Maseru, Lesotho	10/2/2019	5	Embassy Maseru should implement standard operating procedures for managing mobile devices that include issuance, inventory, and disposition of devices.	Closed - Implemented	12/19/2019
21	Embassy Maseru	ISP-I-20-01	Inspection of Embassy Maseru, Lesotho	10/2/2019	7	Embassy Maseru should inventory, secure, monitor, and register its dedicated internet networks with the Bureau of Information Resource Management in accordance with Department standards.	Closed - Implemented	12/19/2019

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22	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	4	Embassy Nassau should comply with end use monitoring and recordkeeping requirements mandated in Bureau of International Narcotics and Law Enforcement Affairs guidance.	Closed - Implemented	12/31/2019
23	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	7	Embassy Nassau should delegate a contracting officer's representative for health insurance contract SBF50016D0002.	Closed - Implemented	12/31/2019
24	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	9	Embassy Nassau should implement local vehicle life-cycle schedules for official vehicles, in accordance with Department standards.	Closed - Implemented	12/31/2019
25	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	15	Embassy Nassau should establish internal controls for the administration and disbursement of Facility Management stock and supplies in accordance with Department standards.	Closed - Implemented	12/31/2019
26	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	17	Embassy Nassau should perform occupational safety, health, and environmental inspections of work areas in accordance with Department standards.	Closed - Implemented	12/31/2019
27	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	21	Embassy Nassau should conduct annual International Cooperative Administrative Support Services performance assessment surveys as required by Department guidelines.	Closed - Implemented	12/31/2019
28	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	23	Embassy Nassau should review and document the locally employed staff certifying activities in accordance with Department guidelines.	Closed - Implemented	12/31/2019
29	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	26	Embassy Nassau should require that the Information Systems Security Officer perform information systems security duties in accordance with Department standards.	Closed - Implemented	12/31/2019
30	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	28	Embassy Nassau should regularly test the emergency communications equipment in accordance with Department standards.	Closed - Implemented	12/31/2019
31	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	29	Embassy Nassau should implement standard operating procedures for account management operations.	Closed - Implemented	12/31/2019
32	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	30	Embassy Nassau should implement standard operating procedures for its unclassified pouch and diplomatic post office that comply with Department guidance.	Closed - Implemented	12/31/2019
33	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	31	Embassy Nassau should establish a records management program in accordance with Department standards.	Closed - Implemented	12/31/2019

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34	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	5	Embassy New Delhi should implement an annual training plan to prioritize and fund mission-wide training needs for all Public Affairs Section positions.	Closed - Implemented	12/31/2019
35	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	7	Embassy New Delhi should integrate SPAN into the Public Affairs Section's broader digital media activities.	Closed - Implemented	12/31/2019
36	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	18	Embassy New Delhi should require that all chauffeurs and incidental drivers under Chief of Mission authority comply with applicable Department overseas motor vehicle safety requirements.	Closed - Implemented	12/31/2019
37	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	23	Embassy New Delhi, in coordination with the Bureau of South and Central Asian Affairs and the Bureau of Administration, should ratify all unauthorized commitments in accordance with Department standards.	Closed - Implemented	12/31/2019
38	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	30	Embassy New Delhi should establish roles and responsibilities for the mission's Information Systems Security Officers in accordance with Department standards.	Closed - Implemented	12/30/2019
39	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	36	Embassy New Delhi should assign roles and responsibilities for management of the centralized classified networks.	Closed - Implemented	12/30/2019
40	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	39	Embassy New Delhi should implement a plan to conduct initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities in the embassy and Consulate General Hyderabad.	Closed - Implemented	12/30/2019
41	Embassy Santo Domingo	ISP-I-19-17	Inspection of Embassy Santo Domingo, Dominican Republic	7/1/2019	10	Embassy Santo Domingo should track and pay invoices in accordance with the Prompt Payment Act and Department standards.	Closed - Implemented	12/23/2019
42	Embassy Tirana	ISP-I-19-26	Inspection of Embassy Tirana, Albania	8/7/2019	1	Embassy Tirana, in coordination with the Bureau of Consular Affairs, should adapt the work spaces of all Fraud Prevention Unit employees to allow for required line-of-sight supervision.	Closed - Implemented	12/13/2019
43	Embassy Tirana	ISP-I-19-26	Inspection of Embassy Tirana, Albania	8/7/2019	3	Embassy Tirana, in coordination with the Bureau of Consular Affairs, should post adequate signage for the embassy's public areas to assist and direct consular clients.	Closed - Implemented	12/13/2019

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44	Embassy Tirana	ISP-I-19-26	Inspection of Embassy Tirana, Albania	8/7/2019	5	Embassy Tirana should secure and account for all leftover construction materials in accordance with Department standards.	Closed - Implemented	12/13/2019
45	Office of Acquisitions Management	AUD-MERO-19-19	Lessons Learned from Office of Inspector General Audits Concerning the Review and Payment of Contractor Invoices Supporting Overseas Contingency Operations	4/1/2019	3	OIG recommends that, in exercising option years of task orders under the new Diplomatic Platform Support Services contract, the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, review relevant considerations, including the security situation, and engage in an appropriate cost benefit analysis to determine if it would be feasible to convert cost reimbursable task order elements to firm-fixed-price elements.	Closed - Implemented	12/13/2019
46	Office of the Procurement Executive	AUD-MERO-19-19	Lessons Learned from Office of Inspector General Audits Concerning the Review and Payment of Contractor Invoices Supporting Overseas Contingency Operations	4/1/2019	2	OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, require contractors responding to task order solicitations under the new Diplomatic Platform Support Services contract to propose performance metrics against which they will be measured in the execution of the task order.	Closed - Implemented	12/13/2019
47	Office of the Procurement Executive	AUD-MERO-19-39	Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines	9/20/2019	6	OIG recommends that the Bureau of Administration, Office of the Procurement Executive, assess and update the Federal Assistance Directive to ensure monitoring plan requirements align with the mandatory monitoring plan template.	Closed - Implemented	12/11/2019
48	Office of U.S. Foreign Assistance Resources	AUD-MERO-19-27	Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism	6/26/2019	9	OIG recommends that the Office of U.S. Foreign Assistance Resources, in coordination with the Bureau of Counterterrorism and Countering Violent Extremism, develop and implement procedures to differentiate Economic Support Fund funding managed by the Department of State and the U.S. Agency for International Development (USAID) in reports on countering violent extremism foreign assistance spending.	Closed - Implemented	12/13/2019

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49	Office to Monitor and Combat Trafficking in Persons	AUD-MERO-19-39	Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines	9/20/2019	7	OIG recommends that the Office to Monitor and Combat Trafficking in Persons review performance progress reports within 30 days of receipt in the official Federal award files, as required by the Federal Assistance Directive, for both the Child Protection Compact–Improving the Government of the Philippines’ Responses to Online Sexual Exploitation of Children and Child Labor Trafficking and the Protecting At-risk children Vulnerable to Exploitation cooperative agreements.	Closed - Implemented	12/30/2019
50	Office to Monitor and Combat Trafficking in Persons	AUD-MERO-19-39	Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines	9/20/2019	19	OIG recommends that the Office to Monitor and Combat Trafficking in Persons develop policies and procedures to ensure that the budget amendment approval process for all future awards is completed in accordance with the Federal Assistance Directive.	Closed - Implemented	12/30/2019
51	Office to Monitor and Combat Trafficking in Persons	AUD-MERO-19-39	Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines	9/20/2019	20	OIG recommends that the Office to Monitor and Combat Trafficking in Persons conduct and document reviews of quarterly financial reports for the Child Protection Compact–Improving the Government of the Philippines’ Responses to Online Sexual Exploitation of Children and Child Labor Trafficking and Protecting At-risk children Vulnerable to Exploitation awards in the official files, as required by the Federal Assistance Directive.	Closed - Implemented	12/30/2019
52	Office to Monitor and Combat Trafficking in Persons	AUD-MERO-19-39	Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines	9/20/2019	21	OIG recommends that the Office to Monitor and Combat Trafficking in Persons (a) determine the allowability of the costs of \$7,500 identified that were used to pay salaries for staff who were not supporting the Protecting At-risk children Vulnerable to Exploitation cooperative agreement, (b) recover any costs determined to be unallowable, and (c) verify that the funds have been returned.	Closed - Implemented	12/30/2019
53	Office to Monitor and Combat Trafficking in Persons	AUD-MERO-19-39	Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines	9/20/2019	23	OIG recommends that the Office to Monitor and Combat Trafficking in Persons develop and implement policies and procedures in accordance with the Federal Assistance Directive to employ a robust financial monitoring process including a review of supporting financial documentation when potential misuse of award funds is identified.	Closed - Implemented	12/30/2019

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54	Office to Monitor and Combat Trafficking in Persons	AUD-MERO-19-39	Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines	9/20/2019	25	OIG recommends that the Office to Monitor and Combat Trafficking in Persons identify and implement minimum training and education requirements on the Department of State's monitoring and evaluation policy and concepts for the Bureau Evaluation Coordinator position.	Closed - Implemented	12/30/2019
55	Under Secretary for Political Affairs	ESP-19-05	Review of Allegations of Politicized and Other Improper Personnel Practices in the Bureau of International Organization Affairs	8/15/2019	1	The Under Secretary for Political Affairs should within 60 days develop a corrective action plan to address the leadership and management deficiencies within the Bureau of International Organization Affairs.	Closed - Implemented	12/10/2019
56	Under Secretary for Political Affairs	ESP-19-05	Review of Allegations of Politicized and Other Improper Personnel Practices in the Bureau of International Organization Affairs	8/15/2019	2	The Under Secretary for Political Affairs should consider whether disciplinary action is appropriate for the conduct described in this report.	Closed - Implemented	12/10/2019