

Monthly Recommendations Report

March 31, 2020



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

Recommendation Status

As of March 31, 2020, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	614	46*	699**
	USAGM	16	14	
Closed within Month	State	56	0*	56
	USAGM	0	0	
Newly Issued	State	16	0	16
	USAGM	0	0	

*Classified recommendations are not included in these totals because of delays in preparing classified materials due to OIG’s effort to maximize telework and social distancing during the COVID-19 pandemic.

**This total includes the following recommendations associated with the IBWC: Open Unclassified: + 1 and Open Sensitive: +8.

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 March 2020
Unclassified

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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of Administration	ISP-I-19-04	Inspection of Embassy Banjul, The Gambia	11/21/2018	6	The Bureau of Administration, in coordination with Embassy Banjul, should conduct a staff assistance visit to address contract administration deficiencies.	Closed - Implemented	3/4/2020
2	Bureau of Consular Affairs	ISP-I-19-36	Inspection of the Bureau of Consular Affairs, Kentucky Consular Center	8/27/2019	2	The Bureau of Consular Affairs should require the Kentucky Consular Center to centralize all Contracting Officer's Representative files for the prime labor contract and provide file access to all Contracting Officer's Representatives and Government Technical Monitors designated on the contract.	Closed - Implemented	3/4/2020
3	Bureau of Consular Affairs	ISP-I-19-36	Inspection of the Bureau of Consular Affairs, Kentucky Consular Center	8/27/2019	5	The Bureau of Consular Affairs should require the Kentucky Consular Center to conduct oversight of the quality assurance contract in accordance with Department standards.	Closed - Implemented	3/3/2020
4	Bureau of Diplomatic Security	ISP-I-19-36	Inspection of the Bureau of Consular Affairs, Kentucky Consular Center	8/27/2019	1	The Bureau of Diplomatic Security, in coordination with the Bureau of Consular Affairs, should modify the performance rating structure for the Diplomatic Security Investigative Unit supervisor to include the Kentucky Consular Center Director as the rater or	Closed - Acceptable Alternative	3/23/2020
5	Bureau of Near Eastern Affairs	AUD-MERO-19-10	Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq	11/29/2018	8	OIG recommends that the Bureau of Near Eastern Affairs develop and implement a process that requires Contracting Officer's Representatives and Government Technical Monitors whose contract administration and oversight duties entail 25 percent or more of their workload to establish work commitments in annual performance evaluations that are aligned with their delegated contracting administration and oversight responsibilities and consistent with 14 Foreign Affairs Handbook-2 H-114, "COR Work Commitments."	Closed - Implemented	3/23/2020
6	Bureau of Near Eastern Affairs	AUD-MERO-19-10	Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq	11/29/2018	9	OIG recommends that the Bureau of Near Eastern Affairs develop and implement procedures that require rating officials of Contracting Officer's Representatives to solicit performance input from the Contracting Officer via email or memorandum for related work commitments when the Contracting Officer's Representatives' duties entail 25 percent or more of their workload, as required by 14 Foreign Affairs Handbook-2 H-114, "COR Work Commitments."	Closed - Implemented	3/23/2020
7	Bureau of Overseas Buildings Operations	ISP-I-19-07	Inspection of Embassy Majuro, Republic of the Marshall Islands	2/4/2019	10	Embassy Majuro should relocate the telecommunications demarcation point outside the information systems server room in accordance with Department standards.	Closed - Implemented	3/4/2020

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8	Bureau of South and Central Asian Affairs	AUD-MERO-17-47	Audit of the Bureau of South and Central Asian Affairs Invoice Review Process for the Afghanistan Life Support Services Contract	6/30/2017	1	OIG recommends that the Bureau of South and Central Asian Affairs direct its Afghanistan Life Support Services contract contracting officers' representatives to record performance for each distinct performance standard in the Afghanistan Life Support Services contract food services task order quality assurance report to further ensure that each performance standard is satisfactorily achieved and any identified deficiencies	Closed - Implemented	3/18/2020
9	Bureau of South and Central Asian Affairs	AUD-MERO-17-47	Audit of the Bureau of South and Central Asian Affairs Invoice Review Process for the Afghanistan Life Support Services Contract	6/30/2017	2	OIG recommends that the Bureau of South and Central Asian Affairs develop and implement training to fully prepare and familiarize newly assigned contracting officer's representatives charged with overseeing the Afghanistan Life Support Services contract with the unique features of the contract.	Closed - Implemented	3/18/2020
10	Embassy Beirut	AUD-MERO-20-19	Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process	1/30/2020	7	OIG recommends that Embassy Beirut, Lebanon, establish and implement fuel receiving procedures in accordance with the Federal Acquisition Regulation requirements that require Contracting Officers or Contracting Officer's Representatives to accept fuel on behalf of the Government.	Closed - Implemented	3/5/2020
11	Embassy Guatemala City	ISP-I-18-16	Inspection of Embassy Guatemala City, Guatemala	5/16/2018	2	Embassy Guatemala City, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should develop and monitor benchmarks for its Bureau of International Narcotics and Law Enforcement Affairs aviation program to improve administrative, technical, and operational capabilities of Guatemala's aviation operations.	Closed - Implemented	3/20/2020
12	Embassy Helsinki	ISP-I-20-08	Inspection of Embassy Helsinki, Finland	12/31/2019	1	Embassy Helsinki should develop and implement a First- and Second-Tour program that complies with Department standards.	Closed - Implemented	3/9/2020
13	Embassy Helsinki	ISP-I-20-08	Inspection of Embassy Helsinki, Finland	12/31/2019	3	Embassy Helsinki should implement standard operating procedures for managing user account management operations in accordance with Department standards.	Closed - Implemented	3/9/2020
14	Embassy Maseru	ISP-I-20-01	Inspection of Embassy Maseru, Lesotho	10/2/2019	4	Embassy Maseru should require that Information Systems Security Officers perform their duties in accordance with Department guidance.	Closed - Implemented	3/19/2020
15	Embassy Maseru	ISP-I-20-01	Inspection of Embassy Maseru, Lesotho	10/2/2019	6	Embassy Maseru should protect its network devices in accordance with Department standards.	Closed - Implemented	3/19/2020
16	Embassy Mbabane	ISP-I-20-03	Inspection of Embassy Mbabane, Eswatini	10/3/2019	1	Embassy Mbabane should implement internal controls for residential generator fuel deliveries in accordance with Department standards.	Closed - Implemented	3/19/2020

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17	Embassy Mbabane	ISP-I-20-03	Inspection of Embassy Mbabane, Eswatini	10/3/2019	3	Embassy Mbabane should require that the Information Systems Security Officer perform information systems security duties in accordance with Department guidance.	Closed - Implemented	3/19/2020
18	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	8	Embassy Nairobi should prepare an annual acquisition plan and obtain input from the U.S. Mission to Somalia on its plan.	Closed - Implemented	3/3/2020
19	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	13	Embassy Nairobi should establish a comprehensive corrective action plan to certify all residences for occupancy in accordance with Department standards.	Closed - Implemented	3/3/2020
20	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	14	Embassy Nairobi should renegotiate all residential leases that do not comply with Department guidance and use the model lease as required by Department standards.	Closed - Implemented	3/3/2020
21	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	19	Embassy Nairobi should terminate official payments for private domestic staff without legally obligating documentation.	Closed - Implemented	3/3/2020
22	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	27	Embassy Nairobi, in coordination with the Bureau of Diplomatic Security and the Bureau of Information Resource Management, should remediate all physical cybersecurity recommendations from Department reviews.	Closed - Implemented	3/3/2020
23	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	32	Embassy Nairobi should implement its standard operating procedures for managing and tracking mobile devices and encrypted flash drives, as required by Department standards.	Closed - Implemented	3/3/2020
24	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	33	Embassy Nairobi should dispose of obsolete sensitive information processing equipment, in accordance with Department guidance.	Closed - Implemented	3/3/2020
25	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	2	Embassy Nassau, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should comply with metrics, monitoring, and reporting requirements for Bureau of International Narcotics and Law Enforcement Affairs-funded projects.	Closed - Implemented	3/24/2020
26	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	5	Embassy Nassau should bring its public diplomacy grants program into compliance with Department standards.	Closed - Implemented	3/24/2020
27	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	10	Embassy Nassau should verify and document that vehicle maintenance and repair costs of \$244,533 were necessary and recover any funds that were not used for the intended purposes.	Closed - Not Implemented	3/24/2020
28	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	11	Embassy Nassau should bring all professional drivers and incidental operators into compliance with the Department's Overseas Motor Vehicle Safety Management Program.	Closed - Implemented	3/24/2020
29	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	13	Embassy Nassau should bring its two living quarters allowance residences into compliance with Department standards.	Closed - Implemented	3/24/2020

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30	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	22	Embassy Nassau, in coordination with the Bureau of Overseas Buildings Operations, should use the proper funding source to pay utility costs for the new embassy compound, in accordance with Department guidance.	Closed - Implemented	3/24/2020
31	Embassy Nassau	ISP-I-19-19	Inspection of Embassy Nassau, The Bahamas	8/1/2019	24	Embassy Nassau should implement procedures to suspend the hardship differential in accordance with Department standards.	Closed - Implemented	3/24/2020
32	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	1	Embassy New Delhi should implement functional training plans for incumbent and incoming staff in the mission's Political Sections.	Closed - Implemented	3/25/2020
33	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	2	Embassy New Delhi, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should develop and implement an end-use monitoring plan to conduct required end-use monitoring checks in accordance with Department standards.	Closed - Implemented	3/25/2020
34	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	6	Embassy New Delhi, in coordination with the Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs and the Bureau of International Information Programs, should develop audience and impact metrics for the Public Affairs Section's magazine, SPAN.	Closed - Implemented	3/25/2020
35	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	10	Embassy New Delhi should provide a closed-circuit TV monitoring system or other means to enable consular managers to visually observe activities at nonimmigrant and immigrant visa windows within the Consular Section.	Closed - Implemented	3/25/2020
36	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	14	Embassy New Delhi, in coordination with the Bureau of South and Central Asian Affairs and the Bureau of the Comptroller and Global Financial Services, should reprogram additional Diplomatic and Consular Program-funded Information Management positions to International Cooperative Administrative Support Services-funded positions in order to put funds of \$81,331 per position to better use.	Closed - Implemented	3/25/2020
37	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	19	Embassy New Delhi should bring its motor vehicle fleet into compliance with Department standards.	Closed - Implemented	3/25/2020
38	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	38	Embassy New Delhi should annually test the information technology contingency plans for the unclassified and classified networks in the embassy and Consulate General Hyderabad in accordance with Department standards.	Closed - Implemented	3/25/2020
39	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	3	Embassy Port-au-Prince should comply with Department standards for acceptance of all fuel deliveries.	Closed - Implemented	3/3/2020

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40	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	5	Embassy Port-au-Prince, in coordination with the Bureau of Western Hemisphere Affairs and the Bureau of Global Public Affairs, should create a social media strategy and a crisis communication plan in accordance with Department guidance.	Closed - Implemented	3/3/2020
41	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	12	Embassy Port-au-Prince, in coordination with the Bureau of Overseas Buildings Operations, should implement a corrective action plan to reduce the number of preventable motor vehicle mishaps.	Closed - Implemented	3/3/2020
42	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	35	Embassy Port-au-Prince should conduct initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities in accordance with Department standards.	Closed - Implemented	3/3/2020
43	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	37	Embassy Port-au-Prince should comply with Department standards for records management.	Closed - Implemented	3/3/2020
44	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	38	Embassy Port-au-Prince should require that Information Systems Security Officers perform information systems security duties in accordance with Department standards.	Closed - Implemented	3/3/2020
45	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	42	Embassy Port-au-Prince should comply with Department standards for mobile device inventory.	Closed - Implemented	3/3/2020
46	Embassy Stockholm	ISP-I-20-06	Inspection of Embassy Stockholm, Sweden	12/9/2019	1	Embassy Stockholm, in coordination with the Bureau of Human Resources, should implement an acceptable method to maintain and account for Community Liaison Office funds.	Closed - Implemented	3/3/2020
47	Embassy Stockholm	ISP-I-20-06	Inspection of Embassy Stockholm, Sweden	12/9/2019	2	Embassy Stockholm should comply with Department standards for Interagency Residential Housing Board operations and responsibilities.	Closed - Implemented	3/3/2020
48	Embassy Stockholm	ISP-I-20-06	Inspection of Embassy Stockholm, Sweden	12/9/2019	3	Embassy Stockholm should comply with Department standards for receipt of nonexpendable property.	Closed - Implemented	3/3/2020
49	Embassy Tirana	ISP-I-19-26	Inspection of Embassy Tirana, Albania	8/7/2019	4	Embassy Tirana should establish internal controls to safeguard and control the Facility Management Office's expendable supplies in accordance with Department standards.	Closed - Implemented	3/25/2020
50	Embassy Tirana	ISP-I-19-26	Inspection of Embassy Tirana, Albania	8/7/2019	10	Embassy Tirana, in coordination with the Bureau of Human Resources, should update its local compensation plan to reflect current Government of Albania labor law.	Closed - Implemented	3/25/2020

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51	Near Eastern Affairs and South and Central Asian Affairs Executive Office	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	7	OIG recommends that the Bureaus of Near Eastern Affairs and South and Central Asian Affairs Executive Office direct the Regional Contract Support Office in Frankfurt, Germany, to provide Contracting Officer's Representative training support to the Bureau of South and Central Asian Affairs staff performing at U.S. Mission Afghanistan.	Closed - Implemented	3/19/2020
52	Office of Acquisitions Management	AUD-MERO-19-25	(U) Management Assistance Report: Noncompliance with Federal and Department Procurement Policy at U.S. Embassy Kabul, Afghanistan, Needs Attention	4/18/2019	1	(U) OIG recommends that the Bureau of Administration's Office of Acquisitions Management, in collaboration with the Bureau of Diplomatic Security and the Bureau of Overseas Buildings Operations, establish and implement a process to prioritize and expedite procurements in support of mission-critical, urgent physical security construction projects at Embassy Kabul and other high-threat posts.	Closed - Implemented	3/23/2020
53	Office of Acquisitions Management	AUD-CGI-20-21	Audit of Selected Bureau of Administration, Office of Operations, Office of Facilities Management Services, Contracts	3/17/2020	2	OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are monitoring Contracting Officer's Representative files in accordance with Procurement Information Bulletin No. 2014-10.	Closed - Implemented	3/17/2020
54	Office of the U.S. Permanent Representative to the Organization of American States	ISP-I-19-37	Inspection of the U.S. Mission to the Organization of American States	9/24/2019	1	The U.S. Mission to the Organization of American States should develop a strategic plan in accordance with Department standards.	Closed - Implemented	3/20/2020
55	Office of the U.S. Permanent Representative to the Organization of American States	ISP-I-19-37	Inspection of the U.S. Mission to the Organization of American States	9/24/2019	2	The U.S. Mission to the Organization of American States should implement reporting requirements for mission staff as required by Department standards.	Closed - Implemented	3/20/2020
56	Office of the Under Secretary for Management	ESP-19-04	Evaluation of the Bureau of Diplomatic Security's Aegis Construction Contract at Camp Eggers, Afghanistan	7/26/2019	3	OIG recommends that the Under Secretary for Management review the decision to expend \$103.2 million on the Camp Eggers project and make a determination as to whether the expenditure was necessary or reasonable considering the lack of benefit to the Department of State.	Closed - Implemented	3/30/2020