

# Monthly Recommendations Report

May 29, 2020



Office of Inspector General

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

## Recommendation Status

As of May 29, 2020, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	577	47*	662**
	USAGM	15	14	
Closed within Month	State	53	0*	55
	USAGM	2	0	
Newly Issued	State	60	2*	62
	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 May 2020  
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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	3	The Bureau of African Affairs should document its foreign assistance business processes, including administrative responsibilities and internal control procedures for project planning, funds management, human resources, contract and grants management, and risk management.	Closed - New Report	5/14/2020
2	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	4	The Bureau of African Affairs should identify duplicative and fragmented administrative functions related to monitoring and evaluation, invoice reviews, and procurement, and consolidate functions to improve program efficiency.	Closed - Implemented	5/14/2020
3	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	5	The Bureau of African Affairs should develop a bureau-wide process to reclassify foreign assistance funds before the funds cancel.	Closed - New Report	5/14/2020
4	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	6	The Bureau of African Affairs should implement mechanisms to track information on foreign assistance programs and provide financial and program reports to the bureau's senior leadership on core program management responsibilities.	Closed - Implemented	5/14/2020
5	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	7	The Bureau of African Affairs should implement risk management policies and procedures for foreign assistance that incorporate measures to further reduce the likelihood that foreign assistance will inadvertently finance terrorist activities.	Closed - Implemented	5/14/2020
6	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	9	The Bureau of African Affairs, in coordination with the Bureau of Administration, should develop a customized risk assessment template for Federal financial assistance to accurately assess and mitigate risks specific to programs in Africa.	Closed - Implemented	5/14/2020
7	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	10	The Bureau of African Affairs should complete required monitoring and evaluation reports, as specified in individual Federal assistance monitoring plans.	Closed - Implemented	5/14/2020
8	Bureau of Diplomatic Security	AUD-SI-17-21	Audit of the Bureau of Diplomatic Security's Administration of the Armored Vehicle Program	2/10/2017	20	(U) OIG recommends that the Bureau of Diplomatic Security, in conjunction with the Overseas Security Policy Board, develop an action plan to modify or replace the non-Overseas Security Policy Board standard armored vehicles currently in use at overseas posts so that the vehicles meet Overseas Security Policy Board	Closed - Implemented	5/12/2020
9	Bureau of Information Resource Management	ISP-I-20-03	Inspection of Embassy Mbabane, Eswatini	10/3/2019	2	The Bureau of Information Resource Management, in coordination with Embassy Mbabane, should repair or replace equipment to restore effective radio communications at the embassy.	Closed - Implemented	5/18/2020

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10	Bureau of Overseas Buildings Operations	AUD-CGI-19-38	Management Assistance Report: Outstanding Construction Deliverables and Deficiencies Need Attention at New Embassy Compound The Hague, the Netherlands	8/29/2019	1	OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with Embassy The Hague, prior to issuing the Certificate of Final Acceptance, verify completion of the two outstanding punch list items (tie-in to the main roadway and correcting bench seat lighting) related to construction of the New Embassy Compound in The Hague.	Closed - Implemented	5/19/2020
11	Bureau of Overseas Buildings Operations	AUD-MERO-20-20	Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan	2/25/2020	2	OIG recommends that the Bureau of Overseas Buildings Operations take the following actions: (a) assess its supervisory oversight of its project managers to ensure that all required project documentation is maintained in the official project file and (b) design and implement internal control activities that ensure that project managers achieve agency objectives and that hold project managers accountable for implementing their internal control responsibilities.	Closed - Implemented	5/7/2020
12	Bureau of the Comptroller and Global Financial Services	AUD-FM-17-53	Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services	9/7/2017	3	OIG recommends that the Bureau of the Comptroller and Global Financial Services determine whether the Bureau of Consular Affairs violated the Antideficiency Act, 31 U.S. Code § 1341, for each year in which it spent funds from any fee collections in excess of cost, and report any violations as required by 31 U.S. Code § 1351 and in accordance with Office of Management and Budget Circular A-11, Section 145.	Closed - Implemented	5/5/2020
13	Embassy Addis Ababa	ISP-I-18-18	Inspection of Embassy Addis Ababa, Ethiopia	5/25/2018	26	Embassy Addis Ababa should conduct annual information technology contingency plan testing of the unclassified and classified networks, in accordance with Department standards.	Closed - Implemented	5/28/2020
14	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	2	Embassy Canberra should implement procedures to review staffing levels in accordance with Department standards for the National Security Decision Directive 38 process.	Closed - Implemented	5/13/2020
15	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	3	Embassy Canberra should conduct its mission-wide First- and Second-Tour employee program in accordance with Department guidance.	Closed - Implemented	5/13/2020
16	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	4	Embassy Canberra, in coordination with the Office of Civil Rights, should nominate Equal Employment Opportunity counselors in accordance with Department guidance.	Closed - Implemented	5/13/2020
17	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	5	Embassy Canberra should conduct records retirement in accordance with Department records management standards.	Closed - Implemented	5/13/2020

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18	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	6	Embassy Canberra should update its standard operating procedures and checklist and provide staff training in order to maintain grant files as required by Department and Federal assistance guidance.	Closed - Implemented	5/13/2020
19	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	10	Embassy Canberra should establish a schedule that allows the alternate cashier at each post to work as the principal cashier, in accordance with Department guidelines.	Closed - Implemented	5/13/2020
20	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	13	Embassy Canberra should bring the mission's fire protection program into compliance with Department standards.	Closed - Implemented	5/13/2020
21	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	14	Embassy Canberra should document nonexpendable property transfers in accordance with Department standards.	Closed - Implemented	5/13/2020
22	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	16	Embassy Canberra should periodically verify the accuracy of its mission-wide motor vehicle fleet databases in accordance with Department standards.	Closed - Implemented	5/13/2020
23	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	18	Embassy Canberra should submit all retail price surveys to the Bureau of Administration's Office of Allowances in accordance with Department guidelines.	Closed - Implemented	5/13/2020
24	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	19	Embassy Canberra should conduct the mission's information systems security officer program, including training, in accordance with Department standards.	Closed - Implemented	5/13/2020
25	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	21	Embassy Canberra 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	5/13/2020
26	Embassy Canberra	ISP-I-20-07	Inspection of Embassy Canberra and Constituent Posts, Australia	2/18/2020	22	Embassy Canberra should perform its local information technology configuration control board responsibilities in accordance with Department standards.	Closed - Implemented	5/13/2020
27	Embassy Copenhagen	ISP-I-18-23	Inspection of Embassy Copenhagen, Denmark	4/23/2018	7	Embassy Copenhagen, in coordination with the Bureaus of Diplomatic Security and Overseas Buildings Operations, should complete the installation of the mail screening facility and implement a procedure for processing incoming local mail in accordance with Department standards.	Closed - Implemented	5/19/2020
28	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	6	Embassy Djibouti, in coordination with the Bureau of Consular Affairs and the Bureau of Overseas Buildings Operations, should renovate the Consular Section to expand consular processing capabilities, improve management controls, and accommodate anticipated increased staffing.	Closed - Implemented	5/13/2020

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29	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	7	Embassy Djibouti, in coordination with the Bureau of Administration and the Bureau of African Affairs, should bring the embassy's property program into full compliance with Department standards.	Closed - Implemented	5/13/2020
30	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	10	Embassy Djibouti should update its vehicle policy to be compliant with Department standards.	Closed - Implemented	5/13/2020
31	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	12	Embassy Djibouti should prohibit locally employed staff mechanics from repairing personally owned vehicles on U.S. Government property or with U.S. Government equipment.	Closed - Implemented	5/13/2020
32	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	18	Embassy Djibouti should charge agencies and personnel appropriately for official and personal phone calls.	Closed - Implemented	5/13/2020
33	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	19	Embassy Djibouti should use electronic funds transfer for taxi and medical reimbursements over \$25 to local employees.	Closed - Implemented	5/13/2020
34	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	13	Embassy Libreville should implement strategies for engaging with the media and using social media, as required by Department standards.	Closed - Implemented	5/4/2020
35	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	14	Embassy Libreville should update its consular crisis preparedness plans in accordance with Department standards.	Closed - Implemented	5/4/2020
36	Embassy Libreville	ISP-I-19-16	Inspection of Embassy Libreville, Gabon	6/19/2019	21	Embassy Libreville should implement management controls for its motor vehicle program in accordance with Department standards.	Closed - Implemented	5/4/2020
37	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	5	Embassy Nairobi should close out its outstanding grants awards in compliance with Department standards.	Closed - Implemented	5/29/2020
38	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	25	Embassy Nairobi should submit the hotel and restaurant report for all listed localities in Kenya to the Office of Allowances.	Closed - Implemented	5/29/2020
39	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	9	Embassy Port-au-Prince should use the Bureau of Consular Affairs' management framework to comply with Department guidance for processing and accommodating consular customers.	Closed - Implemented	5/19/2020
40	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	10	Embassy Port-au-Prince should monitor Global Support Services to verify the accuracy and quality of information provided to visa applicants in accordance with Department standards.	Closed - Implemented	5/19/2020
41	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	14	Embassy Port-au-Prince should complete its fleet reports in accordance with Department standards.	Closed - Implemented	5/19/2020
42	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	15	Embassy Port-au-Prince should document nonexpendable property transfers in accordance with Department standards.	Closed - Implemented	5/19/2020
43	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	18	Embassy Port-au-Prince should require all contracting officer's representatives to administer their contracts in accordance with Department standards.	Closed - Implemented	5/19/2020

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44	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	25	Embassy Port-au-Prince, in coordination with the Bureau of Overseas Buildings Operations, should resolve the mission's fire protection deficiencies and bring the program into full compliance with Department standards.	Closed - Implemented	5/19/2020
45	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	34	Embassy Port-au-Prince should complete annual tests of the information technology contingency plans for unclassified and classified networks in accordance with Department standards.	Closed - Implemented	5/19/2020
46	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	36	Embassy Port-au-Prince should require its local Information Technology Configuration Control Board to comply with Department standards.	Closed - Implemented	5/19/2020
47	Embassy Port au Prince	ISP-I-19-18	Inspection of Embassy Port-au-Prince, Haiti	6/17/2019	39	Embassy Port-au-Prince should implement standard operating procedures for systems administrators in accordance with Department standards.	Closed - Implemented	5/19/2020
48	Office of Acquisitions Management	AUD-MERO-18-31	Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention	3/5/2018	1	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$3.55 million in questioned basic daily food allowance costs that OIG identified under the base year of Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 was allowable per the contract terms and conditions, and (b) recover all costs determined to be unallowable.	Closed - Not Implemented	5/27/2020
49	Office of Acquisitions Management	AUD-MERO-18-31	Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention	3/5/2018	2	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$37.4 million in questioned basic daily food allowance costs paid to PAE Government Services, Inc. during option years 1, 2, and 3 of Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 as identified by OIG are allowable, and (b) recover any costs determined to be unallowable.	Closed - Not Implemented	5/27/2020
50	Office of Acquisitions Management	AUD-SI-18-34	Management Assistance Report: Contract Administration Practices Involving the Construction of the New Office Compound Taipei, Taiwan, Require Attention	3/20/2018	1	OIG recommends that the Office of Acquisitions Management develop a plan to issue an annual reminder to Contracting Officers that, if a contractor requests the issuance of a Limited or final Notice to Proceed, the Contracting Officer should consult with the Contracting Officer's Representative and formally respond to the contractor's request by either authorizing the construction project to proceed or notify the contractor in writing the reasons why the Notice to Proceed is being withheld and the actions the contractor needs to complete before the Notice to Proceed can be granted.	Closed - Implemented	5/5/2020

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51	Office to Monitor and Combat Trafficking in Persons	AUD-IP-12-02	Audit of Bureau of East Asian and Pacific Affairs Compliance With Trafficking in Persons Requirements	10/20/2011	1	We recommend that the Office to Monitor and Combat Trafficking in Persons include, in the Foreign Affairs Manual, the U.S. Government policy regarding trafficking in persons (TIP) to include the definition of TIP activity and information on the prohibition against involvement in acts of TIP for Department of State personnel and contractors, the associated penalties for violations, and the mechanism to report such violations.	Closed - Not Implemented	5/12/2020
52	Office to Monitor and Combat Trafficking in Persons	AUD-IP-12-02	Audit of Bureau of East Asian and Pacific Affairs Compliance With Trafficking in Persons Requirements	10/20/2011	2	We recommend that the Office to Monitor and Combat Trafficking in Persons, in consultation with the Office of the Legal Adviser and the Director General of Human Resources, develop and include a trafficking in persons policy in the Department of State Standards of Conduct.	Closed - Not Implemented	5/12/2020
53	Under Secretary for Civilian Security, Democracy, and Human Rights	AUD-ACF-15-43	Management Assistance Report: Action Still Needed To Update the Department's Standards of Conduct as They Relate to Trafficking in Persons and To Comply With a Related Recommendation	9/15/2015	2	OIG recommends that the Under Secretary for Civilian Security, Democracy, and Human Rights provide a plan of action to complete corrective actions, including appropriate milestones, to address Recommendations 1 and 2 from Audit Report AUD/IP-12-02.	Closed - Not Implemented	5/12/2020
54	U.S. Agency for Global Media	ISP-IB-19-22	Targeted Inspection of the Governance of the United States Agency for Global Media	4/12/2019	2	The U.S. Agency for Global Media, in coordination with the Office of the Under Secretary for Public Diplomacy and Public Affairs, should develop a clear policy and accompanying standard operating procedures to meet its statutory requirement to present U.S. policy on Voice of America through editorials and other means.	Closed - Implemented	5/4/2020
55	U.S. Agency for Global Media	ISP-IB-19-22	Targeted Inspection of the Governance of the United States Agency for Global Media	4/12/2019	5	The U.S. Agency for Global Media should implement a policy to enforce compliance with mandatory Equal Employment Opportunity and Notification and Federal Employee Antidiscrimination and Retaliation training.	Closed - Implemented	5/4/2020