

# Monthly Recommendations Report

September 30, 2020



Office of Inspector General

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

## Recommendation Status

As of September 30, 2020, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	590	46*	673**
	USAGM	14	14	
Closed within Month	State	41	1*	58
	USAGM	1	0	
Newly Issued	State	96	0*	97***
	USAGM	1	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.

\*\*\*This total excludes: 1 unclassified DOS report with 6 recommendations, all of which 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 September 2020  
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Use CTRL+F to Enter Search Terms

#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Aviation Governing Board	AUD-SI-18-59	Audit of the Department of State's Administration of its Aviation Program	9/25/2018	3	OIG recommends that the Aviation Governing Board, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop and implement a detailed strategic plan for all of the Department of State's aviation needs, including medical needs and country-specific needs like those of Embassy Bogota. The plan should have clear goals and attainable objectives, both at the headquarters level and for each country of operation.	Closed - Implemented	9/22/2020
2	Bureau of African Affairs	AUD-MERO-20-45	Audit of Department of State Foreign Assistance Grants and Cooperative Agreements in Somalia	9/18/2020	4	OIG recommends that the Bureau of African Affairs document the official Federal award file to indicate the review and approval of the Performance Progress Report within 30 days of receipt, as required by the Federal Assistance Directive, for the Mentorship and Training for the Somali National Army and the African Union Mission in Somalia award (SLMAQM17CA1018) and the Stipends Support for the Somali National Army award (SLMAQM18GR2254).	Closed - Implemented	9/18/2020
3	Bureau of Consular Affairs	ISP-I-17-04	Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology	12/9/2016	24	The Bureau of Consular Affairs should direct the Office of Consular Systems and Technology to review the \$18.54 million of unliquidated obligations for contracts that require close out and document justifications of remaining prior year balances.	Closed - Implemented	9/23/2020
4	Bureau of Consular Affairs	ISP-C-20-27	Compliance Follow-Up Review: Targeted Review of Leadership and Management at the National Passport Center	6/24/2020	1	The Bureau of Consular Affairs, in coordination with Office of Civil Rights, should investigate the expressed concerns within the National Passport Center workforce of sexual harassment and discrimination.	Closed - Implemented	9/18/2020
5	Bureau of Counterterrorism and Countering Violent Extremism	ISP-I-20-14	Inspection of the Bureau of Counterterrorism's Foreign Assistance Program Management	6/1/2020	4	The Bureau of Counterterrorism should include standard language on closeout procedures in each interagency agreement, in accordance with Department standards.	Closed - Implemented	9/28/2020
6	Bureau of Counterterrorism and Countering Violent Extremism	ISP-I-20-14	Inspection of the Bureau of Counterterrorism's Foreign Assistance Program Management	6/1/2020	5	The Bureau of Counterterrorism should comply with Department standards for Federal assistance award files documentation.	Closed - Implemented	9/28/2020

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7	Bureau of Counterterrorism and Countering Violent Extremism	ISP-I-20-14	Inspection of the Bureau of Counterterrorism's Foreign Assistance Program Management	6/1/2020	6	The Bureau of Counterterrorism should implement a process to identify and reclassify foreign assistance funds at risk of cancellation, in accordance with Department standards.	Closed - Implemented	9/28/2020
8	Bureau of Counterterrorism and Countering Violent Extremism	AUD-MERO-20-45	Audit of Department of State Foreign Assistance Grants and Cooperative Agreements in Somalia	9/18/2020	2	OIG recommends that the Bureau of Counterterrorism review and update the annual risk assessments for the Somali Law Enforcement: Local Policing and Protection award (SLMAQM18CA2066) and the Building an Effective, Fit-for-Purpose Financial Reporting Centre in Somalia award (SLMAQM17CA2025) as required by the Federal Assistance Directive.	Closed - Implemented	9/18/2020
9	Bureau of Global Talent Management	ISP-I-20-02	Inspection of Embassy N'Djamena, Chad	11/7/2019	18	The Bureau of Human Resources should respond to Embassy N'Djamena's request for proposed changes to the local compensation plan.	Closed - Implemented	9/9/2020
10	Bureau of Information Resource Management	AUD-FM-16-31	Audit of the Department of State Process To Select and Approve Information Technology Investments	3/23/2016	23	OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, include information on reporting reimbursable costs in the annual training provided to investment managers and budget analysts on how to report IT investment data in iMatrix.	Closed - Implemented	9/25/2020
11	Bureau of International Narcotics and Law Enforcement Affairs	AUD-MERO-18-30	Audit of the Bureau of International Narcotics and Law Enforcement Affairs Invoice Review Process for Contracts in Afghanistan	2/9/2018	1	OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs fill the permanent Contracting Officer's Representative vacancies in Kabul, Afghanistan, to ensure adequate oversight of its Afghanistan contracts.	Closed - Implemented	9/14/2020
12	Bureau of Overseas Buildings Operations	AUD-CGI-18-54	Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program	8/29/2018	4	OIG recommends that the Bureau of Overseas Buildings Operations develop and implement procedures to verify that the current value engineering database is updated with accurate and current value engineering information when value engineering documentation and data are received.	Closed - Implemented	9/3/2020

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13	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	2	OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with Embassy The Hague, prior to issuing the Certificate of Final Acceptance, obtain from Caddell Construction Company, Inc., all contractually required spare parts for major building systems to facilitate maintenance of embassy systems at Embassy The Hague.	Closed - Implemented	9/2/2020
14	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	3	OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with Embassy The Hague, correct the deficiency in the irrigation system (pumping and filtration) and report to OIG the amount expended to correct the defect.	Closed - Implemented	9/2/2020
15	Bureau of Overseas Buildings Operations	AUD-MERO-20-39	Audit of Bureau of Overseas Buildings Operations Process To Identify and Apply Best Practices and Lessons Learned to Future Construction Projects	9/2/2020	3	OIG recommends that the Bureau of Overseas Buildings Operations issue an Administration Bulletin reemphasizing the importance of ensuring that reporting on construction project status is accurate and internally consistent.	Closed - Implemented	9/2/2020
16	Bureau of Overseas Buildings Operations	AUD-CGI-20-43	Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects	9/18/2020	1	OIG recommends that the Bureau of Overseas Buildings Operations establish and implement procedures that require Project Directors assigned to execute a construction project to establish attainable project milestones and update those milestones when contract modifications are executed to ensure all major building systems are tested and commissioned before issuing the Certificate of Substantial Completion.	Closed - Implemented	9/18/2020
17	Bureau of Overseas Buildings Operations	AUD-CGI-20-43	Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects	9/18/2020	5	OIG recommends that the Bureau of Overseas Buildings Operations establish and implement staffing plans for all capital construction projects, especially those projects that are complex, large scale, and costly (such as New Embassy Compound London) to ensure that the staff assigned are available and onsite at key junctures of the construction project to ensure quality assurance is effectively performed and project milestones are met.	Closed - Implemented	9/18/2020

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18	Bureau of Overseas Buildings Operations	AUD-CGI-20-43	Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects	9/18/2020	7	OIG recommends that the Bureau of Overseas Buildings Operations develop or adopt guidance and contract requirements used by the U.S. Army Corps of Engineers for as-built drawings and documentation to ensure complete and accurate final as-built drawings are consistently obtained.	Closed - Implemented	9/18/2020
19	Bureau of Overseas Buildings Operations	AUD-CGI-20-43	Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects	9/18/2020	8	OIG recommends that the Bureau of Overseas Buildings Operations establish and implement procedures that require Project Directors involved with the execution of a construction project to verify that the contractor populates the Global Maintenance Management System in accordance with contract requirements prior to issuing substantial completion.	Closed - Implemented	9/18/2020
20	Bureau of Overseas Buildings Operations	AUD-CGI-20-43	Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects	9/18/2020	9	OIG recommends that the Bureau of Overseas Buildings Operations establish and implement procedures, when circumstances warrant deviation from standard construction project closeout procedures, that require the Project Director to justify and document the decision to issue the Certificate of Substantial Completion before the contractor completes the population of the Global Maintenance Management System in accordance with contract requirements.	Closed - Implemented	9/18/2020
21	Bureau of Western Hemisphere Affairs	ISP-I-20-05	Inspection of the Bureau of Western Hemisphere Affairs	11/15/2019	1	The Bureau of Western Hemisphere Affairs should delineate the roles and responsibilities of the Office of Andean Affairs and the Venezuela Working Group with regard to the Venezuela crisis and communicate that information to all appropriate Department stakeholders.	Closed - Implemented	9/28/2020
22	Bureau of Western Hemisphere Affairs	ISP-I-20-05	Inspection of the Bureau of Western Hemisphere Affairs	11/15/2019	4	The Bureau of Western Hemisphere Affairs should implement and enforce written service standards for the Human Resources Unit that comply with Department standards.	Closed - Implemented	9/28/2020
23	Bureau of Western Hemisphere Affairs	ISP-I-20-05	Inspection of the Bureau of Western Hemisphere Affairs	11/15/2019	5	The Bureau of Western Hemisphere Affairs should implement a records management program in accordance with Department standards.	Closed - Implemented	9/28/2020
24	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	18	Embassy Bogota should close out procurement files in accordance with Department standards.	Closed - Implemented	9/28/2020

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25	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	27	Embassy Bogota, in coordination with the Bureau of Overseas Buildings Operations, should bring Embassy Branch Office Cartagena's safety, health, and environmental management program into compliance with Department standards.	Closed - Implemented	9/28/2020
26	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	36	Embassy Bogota should implement a patch management process for locally approved software operating on its networks, in accordance with Department standards.	Closed - Implemented	9/28/2020
27	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	37	Embassy Bogota should implement standard operating procedures for knowledge management that outline how it will capture, share, transfer, and retain information related to its information management programs.	Closed - Implemented	9/28/2020
28	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	2	Embassy Dhaka should implement a training plan for the Public Diplomacy Section in accordance with Department standards.	Closed - Implemented	9/28/2020
29	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	6	Embassy Dhaka should implement formal training plans for Consular Section officers in accordance with Department standards.	Closed - Implemented	9/28/2020
30	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	7	Embassy Dhaka should implement a cross-training program for Consular Section locally employed staff, in accordance with Department standards.	Closed - Implemented	9/28/2020
31	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	8	Embassy Dhaka should create consular crisis preparedness plans in accordance with Department standards.	Closed - Implemented	9/28/2020
32	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	10	Embassy Dhaka should correct line-of-sight issues in the Consular Section to comply with Department guidance for consular officers to visually monitor all consular operations.	Closed - Implemented	9/28/2020
33	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	12	Embassy Dhaka should prohibit locally employed staff mechanics from servicing personally owned vehicles on U.S. Government property or with U.S. Government equipment, in accordance with Federal regulations.	Closed - Implemented	9/28/2020
34	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	16	Embassy Dhaka should submit all hotel and restaurant reports to the Bureau of Administration in accordance with Department guidelines.	Closed - Implemented	9/28/2020
35	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	19	Embassy Dhaka should bring its residential fire protection program into compliance with Department standards.	Closed - Implemented	9/28/2020

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36	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	20	Embassy Dhaka should submit its hardship differential survey in accordance with Department guidelines.	Closed - Implemented	9/28/2020
37	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	21	Embassy Dhaka should manage the American Embassy Employees Association in accordance with Department standards.	Closed - Implemented	9/28/2020
38	Embassy Helsinki	ISP-I-20-08	Inspection of Embassy Helsinki, Finland	12/31/2019	4	Embassy Helsinki should establish and implement a policy for requesting audio and visual support services for outreach events held at the embassy.	Closed - Implemented	9/21/2020
39	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	18	Embassy Nairobi should ensure that all residential inventories are accounted for and documented in its files in accordance with Department guidelines.	Closed - Implemented	9/9/2020
40	Office of Acquisitions Management	AUD-MERO-20-39	Audit of Bureau of Overseas Buildings Operations Process To Identify and Apply Best Practices and Lessons Learned to Future Construction Projects	9/2/2020	4	OIG recommends that the Bureau of Administration, Office of Acquisitions Management issue guidance requiring contracting officers who prepare construction contract modifications to (a) fully address all cost and time impacts associated with changes to the scope of work as required by the Foreign Affairs Handbook and (b) consistently include a contractor release statement as prescribed by the Federal Acquisition Regulation to avoid exposing the Department to increased financial risk.	Closed - Implemented	9/29/2020
41	Office of the Procurement Executive	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	2	OIG recommends that the Bureau of Administration's Office of the Procurement Executive review and consider updating the Department of State Acquisition Regulation Part 606.302-6 to establish a mechanism to support justifications for other than full and open competition when citing national security considerations that do not relate to information security.	Closed - Implemented	9/28/2020
42	U.S. Agency for Global Media	AUD-CGI-IB-20-14	Management Assistance Report: United States Agency for Global Media Travel Card Policy Is Not in Compliance With Federal Travel Regulations	1/13/2020	1	OIG recommends that the United States Agency for Global Media update its Travel Charge Cardholder Policy to implement requirements found in the Federal Travel Regulation, 41 C.F.R., §§ 301-51.1, 301-51.2, 301-51.3, and 301-51.4.	Closed - Implemented	9/9/2020