

# Monthly Recommendations Report

November 30, 2020



Office of Inspector General

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

## Recommendation Status

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

		Unclassified	Sensitive and Classified	Total
Open	State	531	48*	615**
	USAGM	14	14	
Closed within Month	State	40	0*	41***
	USAGM	0	0	
Newly Issued	State	19	0	19
	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 Sensitive: +8.

\*\*\* This total includes the following recommendations associated with the IBWC: Closed Unclassified: +1.

## 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 November.
- 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 November 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	AUD-MERO-20-29	Management Assistance Report: The Bureau of African Affairs Should Improve Performance Work Statements and Increase Subject Matter Expertise for Trans-Sahara Counterterrorism Partnership Projects	4/22/2020	3	OIG recommends that the Bureau of African Affairs review the decision to expend \$10,165,351 for the Regional Boat Capability Program in Cameroon to determine whether (a) the program is feasible and the equipment provided can be used to achieve the purpose of the award and b) the expenditure was reasonable or necessary.	Closed - Implemented	11/19/2020
2	Bureau of African Affairs	AUD-MERO-20-29	Management Assistance Report: The Bureau of African Affairs Should Improve Performance Work Statements and Increase Subject Matter Expertise for Trans-Sahara Counterterrorism Partnership Projects	4/22/2020	4	OIG recommends that the Bureau of African Affairs (a) suspend future obligations on the Regional Boat Capability Program until a review (Recommendation 3) of the program is complete and (b) determine whether the funding should be continued if the program is not feasible and the equipment provided cannot be used to achieve the intended purpose.	Closed - Implemented	11/19/2020
3	Bureau of African Affairs	AUD-MERO-20-29	Management Assistance Report: The Bureau of African Affairs Should Improve Performance Work Statements and Increase Subject Matter Expertise for Trans-Sahara Counterterrorism Partnership Projects	4/22/2020	5	OIG recommends that the Bureau of African Affairs establish and implement a policy to provide appropriate training to all contract personnel who contribute to the development of performance work statements, in accordance with the Foreign Affairs Manual, 14 FAM 221.6.d, "Performance-Based Statements of Work."	Closed - Implemented	11/19/2020
4	Bureau of African Affairs	ISP-C-20-23	Compliance Follow-Up Review: Bureau of African Affairs' Foreign Assistance Program Management	5/14/2020	1	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 - Implemented	11/3/2020
5	Bureau of African Affairs	ISP-C-20-23	Compliance Follow-Up Review: Bureau of African Affairs' Foreign Assistance Program Management	5/14/2020	3	The Bureau of African Affairs should develop an internal control system to ensure completion of all required grants officer representative evaluation reports, as outlined in the Federal Assistance Directive.	Closed - Implemented	11/3/2020

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6	Bureau of Diplomatic Security	AUD-SI-18-49	Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training	8/10/2018	1	OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, in coordination with the Bureau of Diplomatic Security, Countermeasures Directorate, Office of Physical Security Programs, Defensive Equipment and Armored Vehicle Division, complete and implement an action plan to record accountable property contained in the high-threat kits that are on hand, along with any new kits delivered, into the Department's Integrated Logistics Management System-Asset Management application, as required by Volume 14 of the Foreign Affairs Manual, Section 421.1(c), within 30 days after this Management Assistance Report has been issued.	Closed - Implemented	11/3/2020
7	Bureau of Diplomatic Security	AUD-SI-18-49	Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training	8/10/2018	2	OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, perform a physical inventory of its accountable property, as required by Volume 14 of the Foreign Affairs Manual, Section 426, once an action plan for recording this property (Recommendation 1) has been completed.	Closed - Implemented	11/3/2020
8	Bureau of Diplomatic Security	AUD-SI-18-49	Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training	8/10/2018	5	OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards (TPS), develop and implement an action plan to identify and record accountable property previously purchased and charged out or issued to employees from October 2015 to the present. This plan should include a reconciliation of the items to the invoices of items purchased to ensure completeness and should detail how TPS will update the asset management systems with information on accountable property.	Closed - Implemented	11/3/2020
9	Bureau of Overseas Buildings Operations	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	11	Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants at Consulate General Chengdu.	Closed - Not Implemented	11/18/2020

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10	Bureau of Overseas Buildings Operations	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	12	Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a privacy booth in the consular waiting room at Consulate General Chengdu.	Closed - Not Implemented	11/18/2020
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	1	OIG recommends that the Bureau of Overseas Buildings Operations develop and implement a formal process, including a checklist of required project documentation that must be maintained for each period of the construction planning process (the study period, the acquisitions period, and the operations period) to ensure that required project documentation is properly transferred when project managers depart or are reassigned.	Closed - Implemented	11/5/2020
12	Bureau of Overseas Buildings Operations	AUD-MERO-20-20	Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan	2/25/2020	5	OIG recommends that the Bureau of Overseas Buildings Operations (OBO), in coordination with the Office of Acquisitions Management and the Office of the Legal Advisor and following the determination specified in Recommendation 3(a), (regarding why the project managers acted outside their delegated authority to deviate from required contract deliverables), establish and implement appropriate policies and procedures that ensure that Contracting Officer's Representatives and other OBO personnel administering construction projects do not exceed their authority by deviating from the contract deliverables.	Closed - Implemented	11/5/2020
13	Embassy Djibouti	ISP-I-18-14	Inspection of Embassy Djibouti, Djibouti	4/18/2018	21	Embassy Djibouti, in coordination with the Bureau of Overseas Buildings Operations, should train its local staff in preventive maintenance or establish appropriate preventive maintenance contracts.	Closed - Implemented	11/30/2020
14	Embassy Kathmandu	ISP-I-20-22	Inspection of Embassy Kathmandu, Nepal	5/26/2020	3	Embassy Kathmandu should implement an annual training plan for public diplomacy staff in accordance with Department standards.	Closed - Implemented	11/23/2020
15	Embassy Kathmandu	ISP-I-20-22	Inspection of Embassy Kathmandu, Nepal	5/26/2020	7	Embassy Kathmandu should bring its property management procedures into compliance with Department standards.	Closed - Implemented	11/23/2020

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16	Embassy Kathmandu	ISP-I-20-22	Inspection of Embassy Kathmandu, Nepal	5/26/2020	8	Embassy Kathmandu should cease paying for cleaning locally employed staff uniforms.	Closed - Implemented	11/23/2020
17	Embassy Kathmandu	ISP-I-20-22	Inspection of Embassy Kathmandu, Nepal	5/26/2020	9	Embassy Kathmandu should close out procurement files in accordance with Department standards.	Closed - Implemented	11/23/2020
18	Embassy Kathmandu	ISP-I-20-22	Inspection of Embassy Kathmandu, Nepal	5/26/2020	11	Embassy Kathmandu should bring its cashier operations into compliance with Department standards.	Closed - Implemented	11/23/2020
19	Embassy Kathmandu	ISP-I-20-22	Inspection of Embassy Kathmandu, Nepal	5/26/2020	13	Embassy Kathmandu should require the Provident Fund Board of Trustees to manage the fund's operations in accordance with the fund's authorization requirements.	Closed - Implemented	11/23/2020
20	Embassy New Delhi	ISP-I-19-10	Inspection of Embassy New Delhi and Constituent Posts, India	12/21/2018	13	Embassy New Delhi should clear overdue travel advances in accordance with Department guidelines, and put funds up to \$52,385 to better use.	Closed - Implemented	11/18/2020
21	Embassy Prague	ISP-I-20-28	Inspection of Embassy Prague, Czech Republic	9/14/2020	5	Embassy Prague should monitor its motor vehicle operating costs in accordance with Department standards.	Closed - Implemented	11/20/2020
22	Embassy Riyadh	ISP-I-18-17	Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	5/11/2018	18	Embassy Riyadh, in coordination with the Bureau of Near Eastern Affairs, and the Bureau of the Comptroller and Global Financial Services, should reprogram at least one program-funded information management position to an International Cooperative Administrative Support Services-funded position to realize funds put to better use of up to \$153,480.	Closed - Implemented	11/18/2020
23	Embassy Yaounde	ISP-I-20-20	Inspection of Embassy Yaoundé, Cameroon	5/19/2020	4	Embassy Yaoundé should bring its safety, health, and environmental management program into compliance with Department standards.	Closed - Implemented	11/25/2020
24	Embassy Yaounde	ISP-I-20-20	Inspection of Embassy Yaoundé, Cameroon	5/19/2020	5	Embassy Yaoundé should bring its residential fire protection program into compliance with Department standards.	Closed - Implemented	11/25/2020
25	Embassy Yaounde	ISP-I-20-20	Inspection of Embassy Yaoundé, Cameroon	5/19/2020	8	Embassy Yaoundé should close procurement files in accordance with Department standards.	Closed - Implemented	11/25/2020
26	Embassy Yaounde	ISP-I-20-20	Inspection of Embassy Yaoundé, Cameroon	5/19/2020	9	Embassy Yaoundé should require potential contracting officers' representatives to apply for certification in the Federal Acquisition Certification for Contracting Officer's Representatives system in accordance with Department standards.	Closed - Implemented	11/25/2020

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27	Office of Acquisitions Management	AUD-MERO-20-46	Audit of Food Services Under the Afghanistan Life Support Services Contract	9/25/2020	3	OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, in coordination with U.S. Embassy Kabul and the Bureau of South and Central Asian Affairs, develop a mechanism to ensure that the CO is routinely monitoring COR performance for the ALISS food services task order.	Closed - Implemented	11/23/2020
28	Office of Facilities Management Services	AUD-CGI-20-21	Audit of Selected Bureau of Administration, Office of Operations, Office of Facilities Management Services, Contracts	3/17/2020	6	OIG recommends that the Bureau of Administration, Office of Operations, Office of Facilities Management Services, in coordination with the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, develop and implement procedures for Contracting Officers to develop appropriate quality assurance surveillance plans for all facilities management service contracts and for Contracting Officer's Representatives to execute quality assurance surveillance plans in accordance with the Federal Acquisition Regulation and Department of State guidance.	Closed - Implemented	11/25/2020
29	Office of Facilities Management Services	AUD-CGI-20-21	Audit of Selected Bureau of Administration, Office of Operations, Office of Facilities Management Services, Contracts	3/17/2020	9	OIG recommends that the Bureau of Administration, Office of Operations, Office of Facilities Management Services, in coordination with the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, develop and implement procedures that prescribe who is responsible for significant aspects of the acquisition plan including requirements, timeframes, and levels of oversight for acquisition planning in the administration of Facilities Management Services contracts.	Closed - Implemented	11/25/2020
30	Office of the Coordinator of U.S. Assistance to Europe and Eurasia	AUD-CGI-20-12	Audit of the Office of the Coordinator for Assistance to Europe and Eurasia's Oversight of Foreign Assistance Funds Transferred to Implementing Partners	3/16/2020	2	OIG recommends that the Bureau of European and Eurasian Affairs, Office of the Coordinator for Assistance to Europe and Eurasia, develop and implement an appropriate tool to maintain, track, and continually analyze foreign assistance programs under its purview.	Closed - Implemented	11/3/2020

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31	Office of the Coordinator of U.S. Assistance to Europe and Eurasia	AUD-CGI-20-12	Audit of the Office of the Coordinator for Assistance to Europe and Eurasia's Oversight of Foreign Assistance Funds Transferred to Implementing Partners	3/16/2020	4	OIG recommends that the Bureau of European and Eurasian Affairs, Office of the Coordinator for Assistance to Europe and Eurasia (ACE), include, within fund transfer agreements, specific information on the programs and projects the implementing partner is responsible for, the specific region goals that the implementing partner must address and report on performance outcomes, and how the funds provided by ACE achieved desired results.	Closed - Implemented	11/3/2020
32	Office of the Coordinator of U.S. Assistance to Europe and Eurasia	AUD-CGI-20-12	Audit of the Office of the Coordinator for Assistance to Europe and Eurasia's Oversight of Foreign Assistance Funds Transferred to Implementing Partners	3/16/2020	5	OIG recommends that the Bureau of European and Eurasian Affairs, Office of the Coordinator for Assistance to Europe and Eurasia (ACE), amend the draft "standards and practices" for implementing partners to include the standard operating procedures ACE will follow to verify that partners are conducting monitoring, such as developing performance indicators and monitoring plans, required by Department policy and issue once finalized.	Closed - Implemented	11/3/2020
33	Office of the Coordinator of U.S. Assistance to Europe and Eurasia	AUD-CGI-20-12	Audit of the Office of the Coordinator for Assistance to Europe and Eurasia's Oversight of Foreign Assistance Funds Transferred to Implementing Partners	3/16/2020	6	OIG recommends that the Bureau of European and Eurasian Affairs, Office of the Coordinator for Assistance to Europe and Eurasia (ACE), develop and implement standard operating procedures to periodically communicate to implementing partners (a) Department of State (Department) requirements about managing, monitoring, and evaluating the outcome(s) of funds provided by the Department and (b) expectations for reporting data and information to ACE for the purpose of verifying the sound management of the funds provided and for making informed decisions about program strategies and resource investments.	Closed - Implemented	11/3/2020
34	U.S. Mission to the United Nations and Other International Organizations in Geneva	ISP-I-20-16	Inspection of U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland	6/10/2020	1	Mission Geneva should prepare the Annual Chief of Mission Management Control Statement of Assurance in accordance with Department guidance.	Closed - Implemented	11/23/2020

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35	U.S. Mission to the United Nations and Other International Organizations in Geneva	ISP-I-20-16	Inspection of U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland	6/10/2020	2	Mission Geneva, in coordination with the Bureau of International Organization Affairs, should implement a standard operating procedure outlining requirements for official record reporting by all U.S. Government personnel participating in multilateral events.	Closed - Implemented	11/23/2020
36	U.S. Mission to the United Nations and Other International Organizations in Geneva	ISP-I-20-16	Inspection of U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland	6/10/2020	4	Mission Geneva, in coordination with the Bureaus of International Organization Affairs and Administration, should ratify unauthorized commitments totaling \$629,968, in accordance with Department standards.	Closed - Implemented	11/23/2020
37	U.S. Mission to the United Nations and Other International Organizations in Geneva	ISP-I-20-16	Inspection of U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland	6/10/2020	7	Mission Geneva should comply with Department overseas motor vehicle safety training and medical clearance requirements for chauffeurs and incidental drivers.	Closed - Implemented	11/23/2020
38	U.S. Mission to the United Nations and Other International Organizations in Geneva	ISP-I-20-16	Inspection of U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland	6/10/2020	8	Mission Geneva should bring leases for dedicated residences into compliance with Department standards.	Closed - Implemented	11/23/2020
39	U.S. Mission to the United Nations and Other International Organizations in Geneva	ISP-I-20-16	Inspection of U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland	6/10/2020	15	Mission Geneva should require Information Systems Security Officers to perform their duties in accordance with Department guidance.	Closed - Implemented	11/23/2020
40	U.S. Mission to the United Nations and Other International Organizations in Geneva	ISP-I-20-16	Inspection of U.S. Mission to the United Nations and Other International Organizations in Geneva, Switzerland	6/10/2020	19	Mission Geneva should implement a plan to conduct initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities.	Closed - Implemented	11/23/2020
41	International Boundary and Water Commission	AUD-CGI-20-15	Management Assistance Report: International Boundary and Water Commission, United States and Mexico, U.S. Section, Travel Policy Is Not in Compliance With Federal Travel Regulations	1/13/2020	1	OIG recommends that the International Boundary and Water Commission, United States and Mexico, U.S. Section, update its Directives Management System Manual 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	11/17/2020