

Monthly Recommendations Report

December 31, 2020



Office of Inspector General

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

Recommendation Status

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

		Unclassified	Sensitive and Classified	Total
Open	State	513	47	596*
	USAGM	14	14	
Closed within Month	State	36	1	37
	USAGM	0	0	
Newly Issued	State	12	0	12**
	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 excludes: 1 DOS report with 3 recommendations, all of which are resolved and 1 USAGM report with 4 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 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 December 2020
Unclassified

Use CTRL+F to Enter Search Terms

#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	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	2	The Bureau of Consular Affairs should assess the skills, knowledge, abilities, and conduct of the National Passport Center's current senior and mid-level management staff to determine whether they should remain in their positions.	Closed - Implemented	12/10/2020
2	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	3	The Bureau of Consular Affairs, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment of the National Passport Center's structure and responsibilities and implement appropriate recommendations.	Closed - Implemented	12/10/2020
3	Bureau of Counterterrorism and Countering Violent Extremism	ISP-I-20-13	Inspection of the Bureau of Counterterrorism	5/7/2020	1	The Bureau of Counterterrorism should implement a system to identify and mitigate internal control risks for its programs.	Closed - Implemented	12/11/2020
4	Bureau of Counterterrorism and Countering Violent Extremism	AUD-MERO-20-32	Follow-Up Audit of Department of State Efforts To Measure, Evaluate, and Sustain Antiterrorism Assistance Objectives in the Bureau of East Asian and Pacific Affairs	5/12/2020	1	OIG recommends that the Bureau of Counterterrorism, in coordination with the Bureau of Diplomatic Security, update the 2015 Memorandum of Agreement to clarify which bureau is responsible for collecting data on each type of performance indicator, including baselines, output measures, and long-term outcomes.	Closed - Implemented	12/9/2020
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	1	The Bureau of Counterterrorism should develop and implement a strategic planning process that includes all the bureau's counterterrorism foreign assistance programs and all partner agencies.	Closed - Implemented	12/11/2020
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	2	The Bureau of Counterterrorism should comply with Department standards for monitoring and evaluation of its foreign assistance programs.	Closed - Implemented	12/11/2020
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	3	The Bureau of Counterterrorism should comply with Department standards regarding the use of third-party contractors in its Office of Programs.	Closed - Implemented	12/11/2020
8	Bureau of European and Eurasian Affairs	ISP-I-20-15	Inspection of the Bureau of European and Eurasian Affairs	9/28/2020	6	The Bureau of European and Eurasian Affairs should complete and maintain organized records of required documentation for its information systems.	Closed - Implemented	12/12/2020
9	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	13	Embassy Bogota should complete its fleet reports in accordance with Department standards.	Closed - Implemented	12/9/2020

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10	Embassy Bogota	ISP-I-19-14	Inspection of Embassy Bogota, Colombia	4/17/2019	14	Embassy Bogota should comply with applicable Department overseas motor vehicle safety requirements for chauffeurs and incidental drivers under chief of mission authority.	Closed - Implemented	12/9/2020
11	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	1	Embassy Dhaka should comply with Department requirements for Federal assistance awards managed by the Political-Economic Section.	Closed - Implemented	12/21/2020
12	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	5	Embassy Dhaka should cease having locally employed staff answer routine visa inquiries and direct such inquiries to the vendor contracted by the Bureau of Consular Affairs.	Closed - Implemented	12/21/2020
13	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	11	Embassy Dhaka should comply with all Department Overseas Motor Vehicle Safety standards for chauffeurs and incidental drivers under chief of mission authority.	Closed - Implemented	12/21/2020
14	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	22	Embassy Dhaka should require that the Information Systems Security Officer perform information systems security duties in accordance with Department standards.	Closed - Implemented	12/21/2020
15	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	23	Embassy Dhaka, in coordination with the Regional Information Management Center Bangkok and the Bureau of Information Resource Management, should correct the embassy's network cabling infrastructure, in accordance with Department standards.	Closed - Implemented	12/21/2020
16	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	24	Embassy Dhaka should comply with Department standards for records management.	Closed - Implemented	12/21/2020
17	Embassy Dhaka	ISP-I-20-17	Inspection of Embassy Dhaka, Bangladesh	6/12/2020	26	Embassy Dhaka 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	12/21/2020
18	Embassy Pretoria	ISP-I-20-09	Inspection of Embassy Pretoria and Constituent Posts, South Africa	1/28/2020	4	Embassy Pretoria, in coordination with the Bureaus of African Affairs and Educational and Cultural Affairs, should repurpose the former Information Resource Centers in Consulates General Johannesburg, Cape Town, and Durban.	Closed - Implemented	12/12/2020
19	Embassy Pretoria	ISP-I-20-09	Inspection of Embassy Pretoria and Constituent Posts, South Africa	1/28/2020	5	Embassy Pretoria should comply with Department standards for the use of public diplomacy resources.	Closed - Implemented	12/12/2020

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20	Embassy Pretoria	ISP-I-20-09	Inspection of Embassy Pretoria and Constituent Posts, South Africa	1/28/2020	9	Embassy Pretoria should create and maintain disaster assistance kits and prepare for potential disasters in Durban by completing the Consular Crisis Preparedness Scorecard and the Consular Risk Assessment Tool in accordance with Department standards.	Closed - Implemented	12/12/2020
21	Embassy Pretoria	ISP-I-20-09	Inspection of Embassy Pretoria and Constituent Posts, South Africa	1/28/2020	14	Embassy Pretoria should correct all residential safety deficiencies.	Closed - Implemented	12/12/2020
22	Embassy Pretoria	ISP-I-20-09	Inspection of Embassy Pretoria and Constituent Posts, South Africa	1/28/2020	15	Embassy Pretoria should cease moving employees into residences that do not meet the Department's safety standards.	Closed - Implemented	12/12/2020
23	Embassy Pretoria	ISP-I-20-09	Inspection of Embassy Pretoria and Constituent Posts, South Africa	1/28/2020	19	Embassy Pretoria should complete and annually test the information technology contingency plans for the unclassified and classified networks in Consulates General Cape Town, Durban, and Johannesburg in accordance with Department standards.	Closed - Implemented	12/12/2020
24	Embassy Pretoria	ISP-I-20-09	Inspection of Embassy Pretoria and Constituent Posts, South Africa	1/28/2020	20	Embassy Pretoria should conduct initial and annual refresher information technology contingency training for staff with information technology contingency planning responsibilities in Consulates General Cape Town, Durban, and Johannesburg.	Closed - Implemented	12/12/2020
25	Major Events	AUD-CGI-17-07	Management Assistance Report: Department of State Conference Reporting	10/27/2016	3	OIG recommends that the Under Secretary for Management, Office of Management Policy, Rightsizing, and Innovation, develop and implement a communications strategy to periodically keep Department of State personnel informed of conference registration, approval, and reporting requirements to ensure the integrity of the data is accurately reported and errors are corrected in a timely manner.	Closed - Implemented	12/8/2020

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26	Office of Acquisitions Management	AUD-CGI-18-50	Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	8/13/2018	8	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify the formal designation and authorization of Contracting Officer's Representatives (COR) and Alternate CORs or Government Technical Monitors as necessary for each task order in writing and that the designation memoranda are tailored, as necessary, to identify specific duties, responsibilities, and limitations for each contract or task order administered.	Closed - Implemented	12/3/2020
27	Office of Acquisitions Management	AUD-CGI-18-50	Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	8/13/2018	17	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Grants Officers are monitoring Grants Officer Representatives oversight activities and reviewing grant files to verify completeness, retention, and accessibility of required documentation within the grant file in accordance with the Department of State's Federal Assistance Directive.	Closed - Implemented	12/3/2020
28	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	7	OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, develop and implement a communication strategy to emphasize Contracting Officers' responsibilities to tailor designation memoranda, as necessary, to identify specific duties, responsibilities, and limitations for each contract or task order administered.	Closed - Implemented	12/10/2020
29	Office of Civil Rights	ESP-20-06	Evaluation of the Department's Handling of Sexual Harassment Reports	9/30/2020	2	OIG recommends that OCR notify posts, bureaus, and offices at the beginning of sexual harassment investigations in accordance with OCR policy.	Closed - Implemented	12/21/2020
30	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	3	The Bureau of Human Resources, in coordination with the Office of Foreign Missions, should conduct an organizational assessment of the Office of Foreign Missions and implement any recommendations resulting from the assessment.	Closed - Implemented	12/23/2020

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31	Office of the Procurement Executive	AUD-MERO-20-45	Audit of Department of State Foreign Assistance Grants and Cooperative Agreements in Somalia	9/18/2020	1	OIG recommends that the Bureau of Administration, Office of the Procurement Executive reevaluate the weighting in the Risk Assessment Worksheet and the standardized questions to better account for the unique risks posed by certain high-threat environments.	Closed - Implemented	12/3/2020
32	Office of the Procurement Executive	AUD-MERO-20-45	Audit of Department of State Foreign Assistance Grants and Cooperative Agreements in Somalia	9/18/2020	6	OIG recommends that the Grants Officer from the Bureau of Administration, Office of the Procurement Executive, in coordination with the Grants Officer Representative from the Bureau of African Affairs, complete the Award File Checklist and update the official Federal award files with all required documentation for the Mentorship and Training for the Somali National Army and the African Union Mission in Somalia award (SLMAQM17CA1018) and Stipends Support for the Somali National Army award (SLMAQM18GR2254).	Closed - Implemented	12/11/2020
33	Office of the Procurement Executive	AUD-MERO-20-45	Audit of Department of State Foreign Assistance Grants and Cooperative Agreements in Somalia	9/18/2020	7	OIG recommends that the Grants Officer from the Bureau of Administration, Office of the Procurement Executive, in coordination with the Grants Officer Representative from the Bureau of Counterterrorism, complete the Award File Checklist and update the official Federal award file with all required documentation for the Somali Law Enforcement: Local Policing award (SLMAQM18CA2066).	Closed - Implemented	12/3/2020
34	Office of the U.S. Global AIDS Coordinator and Health Diplomacy	AUD-SI-20-17	Audit of the Department of State's Coordination and Oversight of the U.S. President's Emergency Plan for AIDS Relief	2/11/2020	3	OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy seek the assistance of an independent party to conduct an evaluation of the Country Operational Plan development process and provide options for adjustment to the timeline.	Closed - Implemented	12/9/2020

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35	Office of the Under Secretary for Management	AUD-MERO-20-35	Review of the Afghan Special Immigrant Visa Program	6/16/2020	4	OIG recommends that the Secretary of State or his designee, in consultation with the Secretary of Defense, the Administrator of U.S. Agency for International Development, and the Secretary of Homeland Security, re-examine options for establishing a unified database of information related to personnel conducting work on executive agency contracts, grants, or cooperative agreements that can be used to adjudicate special immigrant visas or, alternatively, use an existing database such as the Synchronized Predeployment and Operational Tracker.	Closed - Implemented	12/14/2020
36	Office of the Under Secretary for Management	AUD-MERO-20-35	Review of the Afghan Special Immigrant Visa Program	6/16/2020	6	OIG recommends that the Secretary of State or his designee, in consultation with the Secretary of Defense, the Administrator of U.S. Agency for International Development, and the Secretary of Homeland Security, examine whether and how protection could be provided for special immigrant visa applicants experiencing "imminent danger" as they await processing of their applications for immigration to the United States.	Closed - Implemented	12/14/2020