Monthly Recommendations Report
September 30, 2021

Recommendation Status
As of September 30, 2021, the OIG Management Information System (MIS) reported the following recommendation counts:

<table>
<thead>
<tr>
<th>Status</th>
<th>Unclassified</th>
<th>Sensitive and Classified</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>444</td>
<td>95*</td>
<td>610**</td>
</tr>
<tr>
<td>State</td>
<td>15</td>
<td>26</td>
<td></td>
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<tr>
<td>USAGM</td>
<td></td>
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<tr>
<td>Closed within Month</td>
<td>33</td>
<td>1*</td>
<td>35</td>
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<tr>
<td>State</td>
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<tr>
<td>USAGM</td>
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<tr>
<td>Newly Issued</td>
<td>31</td>
<td>0</td>
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<tr>
<td>State</td>
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<tr>
<td>USAGM</td>
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</tbody>
</table>

*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: +30.

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.
<table>
<thead>
<tr>
<th>#</th>
<th>ACTION OFFICE</th>
<th>REPORT NUMBER</th>
<th>REPORT TITLE</th>
<th>ISSUE DATE</th>
<th>REC NUMBER</th>
<th>RECOMMENDATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Assistant Secretary for the Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-21-24</td>
<td>Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</td>
<td>4/13/2021</td>
<td>1</td>
<td>OIG recommends that the Assistant Secretary for the Bureau of Near Eastern Affairs develop and execute an action plan that dedicates appropriate resources to implement Recommendations 1, 2, and 4 from OIG report Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-19-10, November 2018). The plan should outline the steps and resources necessary to determine the technical expertise in the contract subject matter for Contracting Officer’s Representatives (COR) and Government Technical Monitors (GTM), provide those determinations and requirements to Contracting Officers, and ensure only CORs and GTMs that meet the requirements of the updated study are nominated. The action plan should include milestones to ensure efficient and timely implementation considering the time that has elapsed since the recommendations were made in November 2018.</td>
</tr>
<tr>
<td>3</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a detailed vehicle program plan that (a) contains clear, measurable goals and objectives; (b) establishes internal controls within all facets of the motor vehicle program; and (c) defines areas of authority, roles, and responsibilities for personnel responsible for carrying out the motor vehicle program.</td>
</tr>
<tr>
<td>4</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Administration update the Foreign Affairs Manual to require use of the internal controls developed in response to Recommendation 1 in this OIG report.</td>
</tr>
</tbody>
</table>

Resolved
<table>
<thead>
<tr>
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<tr>
<td>5</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration (a) conduct a staffing study of its Office of Logistics Management, Office of Program Management and Policy, Overseas Fleet Division, to determine appropriate staffing levels, whether its staff have requisite fleet management expertise, and whether staff are in the right positions to perform the duties for which they are assigned; and (b) develop and implement a plan to address the results of the study.</td>
<td>Resolved</td>
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<tr>
<td>6</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>7</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement detailed standard operating procedures related to vehicle acquisitions. These procedures should, at a minimum, include (a) guidance to assist posts in understanding the vehicle allocation methodology and target fleet size to allow posts to more effectively determine an appropriate number of vehicles needed, (b) steps to be taken to address the average of fleet sizes, and (c) guidance on requesting and documenting waivers.</td>
<td>Resolved</td>
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<tr>
<td>7</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>8</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a formal process to oversea post’s motor vehicle acquisitions and to periodically perform an independent validation to determine whether posts are complying with vehicle acquisition requirements. This process should, at a minimum, include a review of post’s vehicle allocation methodology justifications for keeping vehicles that the Overseas Fleet Division determined were questionable or should be eliminated.</td>
<td>Resolved</td>
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<td>8</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department's Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>9</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a policy related to posts’ local acquisition of used vehicles. This policy should include the circumstances in which a used vehicle may be purchased locally, how to acquire it, and how to record it in the Integrated Logistics Management System.</td>
<td>Resolved</td>
</tr>
<tr>
<td>9</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department's Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>10</td>
<td>OIG recommends that the Bureau of Administration perform an analysis to determine whether (a) posts are legally allowed to standardize locally purchased foreign-made vehicles, (b) it would be cost-beneficial to allow such standardization, and (c) this type of standardization should be allowed.</td>
<td>Resolved</td>
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<tr>
<td>10</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department's Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>11</td>
<td>OIG recommends that, if the Bureau of Administration determines that posts will be allowed to standardize the acquisition of foreign-made vehicles (Recommendation 10), the Bureau of Administration update the Foreign Affairs Manual (14 FAM 436.4) and Department of State Acquisition Regulation (§ 606.370) to formalize this policy.</td>
<td>Resolved</td>
</tr>
<tr>
<td>11</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department's Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>12</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement (a) a policy to comply with 14 FAM 431.6-2(b)(6) and 14 FAM 436.5(a) to maintain all post vehicles in the Integrated Logistics Management System, including vehicles acquired without authorization; and (b) procedures for how posts should enter and track vehicles in the Integrated Logistics Management System that have been purchased without authorization or that exceed post's target fleet size, including used vehicles.</td>
<td>Resolved</td>
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<tr>
<td>12</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department's Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>13</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a method to accurately record and verify vehicle identification numbers in the Integrated Logistics Management System.</td>
<td>Resolved</td>
</tr>
<tr>
<td>#</td>
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<td>13</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>14</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, (a) conduct a study to determine effective mileage and utilization standards for the Department of State’s overseas fleet; and (b) develop and implement a plan to address the results of the study.</td>
<td>Resolved</td>
</tr>
<tr>
<td>14</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>15</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, (a) conduct a study of Form OF-108, Daily Vehicle Use Record, to determine an effective method for capturing the required vehicle information in accordance with the Foreign Affairs Manual (14 FAM 437.2); and (b) develop and implement a plan to address the results of the study.</td>
<td>Resolved</td>
</tr>
<tr>
<td>15</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>17</td>
<td>OIG recommends that the Bureau of Administration require responsible officials at overseas posts to use the Fleet Management Information System as a tracking mechanism for preventive maintenance for each unarmored motor vehicle.</td>
<td>Resolved</td>
</tr>
<tr>
<td>16</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>18</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a method to verify that posts perform preventive maintenance on vehicles at appropriate intervals and timely document the maintenance performed in the Fleet Management Information System.</td>
<td>Resolved</td>
</tr>
<tr>
<td>17</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>19</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement detailed standard operating procedures to assist posts in tracking and documenting vehicle maintenance in accordance with Department of State policies and procedures.</td>
<td>Resolved</td>
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<tr>
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<td>18</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department of State's Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>20</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a methodology for posts to use when considering the disposal of an unarmored motor vehicle and codify the methodology in the Foreign Affairs Manual. The methodology should include a quantitative minimum for vehicle age, use, and maintenance costs. The methodology should also require posts to conduct and document a disposal analysis to ensure the vehicle meets the necessary criteria for disposal.</td>
<td>Resolved</td>
</tr>
<tr>
<td>19</td>
<td>Bureau of Administration</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>21</td>
<td>OIG recommends that the Bureau of Administration complete the development of and implement detailed standard operating procedures to assist posts in completing vehicle disposals and forms. These procedures should include guidance on conducting periodic checks of disposal forms, entering information into the Integrated Logistics Management System, and performing disposal analyses (Recommendation 20).</td>
<td>Resolved</td>
</tr>
<tr>
<td>20</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Administration review its “Per Diem for Foreign Locations Standard Operating Procedures” for sufficiency and update the guidance as needed. As part of this effort, the Bureau of Administration should require the consistent application of the established methodology and should eliminate the contradictory guidance related to the calculation of the breakfast portion of the foreign per diem rate.</td>
<td>Resolved</td>
</tr>
<tr>
<td>21</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration formalize key requirements related to the foreign per diem rate-setting process in the Department of State Standardized Regulations, including information to be submitted by posts and how posts should collect the required data.</td>
<td>Resolved</td>
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<tr>
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<td>22</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Administration develop and implement (a) formal guidance related to which locations to designate to have automatic updates to their foreign per diem rates based on fluctuations in exchange rates and (b) a methodology for conducting periodic assessments of exchange rate adjusted locations, adding or deleting designations in accordance with the guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>23</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration review and update all foreign per diem locations designated in eAllowances as exchange rate adjusted in accordance with the guidance developed in response to Recommendation 3.</td>
<td>Resolved</td>
</tr>
<tr>
<td>24</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>5</td>
<td>Until Recommendations 11 and 12 are implemented, OIG recommends that the Bureau of Administration develop and institute a process to ensure that posts submit hotel and restaurant data for foreign per diem rate calculations on a biennial basis, as required by Department of State Standardized Regulations § 074.2.</td>
<td>Resolved</td>
</tr>
<tr>
<td>25</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>6</td>
<td>Once Recommendations 11 and 12 are implemented, for locations where independent economic data are unavailable, OIG recommends that the Bureau of Administration develop and institute a process to ensure that posts submit hotel and restaurant data for foreign per diem rate calculations on a biennial basis, as required by Department of State Standardized Regulations § 074.2.</td>
<td>Resolved</td>
</tr>
<tr>
<td>26</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>7</td>
<td>OIG recommends that the Bureau of Administration develop and implement internal controls to verify that managers validate the procedures and justifications used to support the recommended foreign per diem rate changes prior to final approval.</td>
<td>Started</td>
</tr>
<tr>
<td>#</td>
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<td>27</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>9</td>
<td>OIG recommends that the Bureau of Administration develop and implement (a) a policy requiring periodic assessments of the need for foreign per diem rates for multiple locations within one country and (b) a methodology for conducting the periodic assessments. The assessment policy and methodology should take other U.S. Government agency needs and interests into consideration.</td>
<td>Resolved</td>
</tr>
<tr>
<td>28</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>10</td>
<td>OIG recommends that the Bureau of Administration develop and implement a process to consolidate the number of foreign per diem rate locations in a country based on the assessments and methodology developed in response to Recommendation 9.</td>
<td>Started</td>
</tr>
<tr>
<td>29</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>11</td>
<td>OIG recommends that the Bureau of Administration review its methodology for determining foreign per diem rates to identify opportunities to streamline the process. At a minimum, the Bureau of Administration should consider whether the use of independent economic data would be more efficient and cost-effective for establishing foreign per diem rates.</td>
<td>Resolved</td>
</tr>
<tr>
<td>30</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>12</td>
<td>OIG recommends that the Bureau of Administration develop and implement a plan to revise the methodology for determining foreign per diem rates based on the results of Recommendation 11.</td>
<td>Started</td>
</tr>
<tr>
<td>31</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>13</td>
<td>After implementing Recommendation 12, OIG recommends that the Bureau of Administration recalculate the foreign per diem rates for the locations based on the revised methodology.</td>
<td>Resolved</td>
</tr>
<tr>
<td>32</td>
<td>Bureau of Administration</td>
<td>AUD-FM-21-31</td>
<td>Audit of Foreign Per Diem Rates Established by the Department of State</td>
<td>6/25/2021</td>
<td>14</td>
<td>OIG recommends that the Bureau of Administration complete its efforts to upgrade and update its eAllowances application. As part of this effort, the Bureau of Administration should ensure that posts are able to upload supporting documentation, such as reservation logs, into the application.</td>
<td>Resolved</td>
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<td>33</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-26</td>
<td>Inspection of the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, International Programs Division’s Grants Branch</td>
<td>7/1/2021</td>
<td>1</td>
<td>The Bureau of Administration should clarify grants officers’ responsibilities related to post-award management of Federal assistance awards and implement a process to assess grants officers’ completion of the required tasks.</td>
<td>Resolved</td>
</tr>
<tr>
<td>34</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-26</td>
<td>Inspection of the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, International Programs Division’s Grants Branch</td>
<td>7/1/2021</td>
<td>2</td>
<td>The Bureau of Administration should develop customer service standards for the Grants Branch, communicate them to customers, and implement internal controls to monitor the consistency and quality of service provided to customers.</td>
<td>Resolved</td>
</tr>
<tr>
<td>36</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-15</td>
<td>Inspection of the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, Diplomatic Security Contracts Division</td>
<td>7/20/2021</td>
<td>3</td>
<td>The Bureau of Administration should develop and implement a knowledge management strategy for the Diplomatic Security Contracts Division.</td>
<td>Resolved</td>
</tr>
<tr>
<td>37</td>
<td>Bureau of Administration</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>13</td>
<td>OIG recommends that the Bureau of Administration make records management training mandatory for all Department of State personnel who have responsibilities to create, manage, and preserve records that properly and adequately document the policies, decisions, and essential transactions of the Department of State, regardless of whether they have access to OpenNet.</td>
<td>Resolved</td>
</tr>
<tr>
<td>38</td>
<td>Bureau of Administration</td>
<td>AUD-IT-21-34</td>
<td>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments</td>
<td>8/6/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration develop and implement a methodology for identifying requisitions of or exceeding $10,000 that have not been properly identified as IT-related acquisitions.</td>
<td>Resolved</td>
</tr>
<tr>
<td>39</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-34</td>
<td>Inspection of the Bureau of Administration’s Property Management Division</td>
<td>9/1/2021</td>
<td>1</td>
<td>The Bureau of Administration should implement a plan to establish objectives and internal guidance and procedures to routinely monitor bureau and overseas mission compliance with Department property management standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>#</td>
<td>ACTION OFFICE</td>
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<td>40</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-34</td>
<td>Inspection of the Bureau of Administration’s Property Management Division</td>
<td>9/1/2021</td>
<td>2</td>
<td>The Bureau of Administration should implement and disseminate formal guidance requiring Property Management Division approval and oversight of all business units in the Integrated Logistics Management System, in accordance with Department guidelines.</td>
<td>Resolved</td>
</tr>
<tr>
<td>41</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-34</td>
<td>Inspection of the Bureau of Administration’s Property Management Division</td>
<td>9/1/2021</td>
<td>3</td>
<td>The Bureau of Administration should develop and implement internal controls for the review and validation of annual inventories, in accordance with Department standards.</td>
<td>Unresolved</td>
</tr>
<tr>
<td>42</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-34</td>
<td>Inspection of the Bureau of Administration’s Property Management Division</td>
<td>9/1/2021</td>
<td>4</td>
<td>The Bureau of Administration should review and update standards governing bulk fuel stock accountability, in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>43</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-34</td>
<td>Inspection of the Bureau of Administration’s Property Management Division</td>
<td>9/1/2021</td>
<td>5</td>
<td>The Bureau of Administration should require that the Property Management Division mandate the use of the Integrated Logistics Management System electronic scanners for overseas residential inventories.</td>
<td>Resolved</td>
</tr>
<tr>
<td>44</td>
<td>Bureau of Administration</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq</td>
<td>9/14/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Bureau of Near Eastern Affairs, discontinue its practice of awarding noncompetitive contracts for Operations Maintenance Support Services and Baghdad Life Support Services. The bureau should award Mission Iraq-specific task orders under the Diplomatic Platform Support Services contract or use an alternative mechanism to competitively replace the Operations and Maintenance Support Services and Baghdad Life Support Services contracts.</td>
<td>Resolved</td>
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<tr>
<td>45</td>
<td>Bureau of Administration</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning</td>
<td>9/14/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive (OPE), in accordance with the Federal Acquisition Regulation 7.104 “General procedures,” disseminate procedures that are described in Office of Acquisition Management Memorandum 15-10 to review acquisition plans with key stakeholders annually or whenever significant changes occur. OPE should also establish additional internal controls to ensure the procedures are followed, such as training personnel on the requirements and minimum documentation requirements for acquisition plan reviews.</td>
<td>Resolved</td>
</tr>
<tr>
<td>46</td>
<td>Bureau of Administration</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning</td>
<td>9/14/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in accordance with Government Accountability Office Standards for Internal Control in the Federal Government, establish procedures to conduct regular monitoring of internal controls, respond to schedule risks, and engage in effective communication with the program office to identify and address noncompliance with Federal and Department of State criteria, timeliness, and external coordination.</td>
<td>Resolved</td>
</tr>
<tr>
<td>47</td>
<td>Bureau of Administration</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning</td>
<td>9/14/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, implement controls to (a) achieve critical acquisition deadlines on time, including checking the acquisition’s progress and assessing changes in the operating environment and (b) identify contracts that have missed critical deadlines, including Diplomatic Platform Support Services, for Department of State (Department) leadership to review and take action as necessary. Controls should ensure that the Department prioritizes timely acquisitions to achieve cost savings, economies of scale, and efficiencies.</td>
<td>Resolved</td>
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<tr>
<td>48</td>
<td>Bureau of Administration</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq</td>
<td>9/14/2021</td>
<td>5</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Office of the Legal Adviser, review the $296,530,056 in questioned costs related to 29 noncompetitive contract actions to extend services on the Operations and Maintenance Support Services Contract, SAQMMA13D0120, between December 2018 and May 2021 to determine whether these costs were allowable. Specifically, the Office of the Legal Adviser should determine whether the justification to use the “unusual and compelling urgency” exception complies with the Competition in Contracting Act (41 U.S.C. §§ 3301, 3304) and the Federal Acquisition Regulation Subpart 6.1, “Full and Open Competition,” and 6.3, “Other than Full and Open Competition.” See Appendix B for an itemization of the costs.</td>
<td>Resolved</td>
</tr>
<tr>
<td>49</td>
<td>Bureau of Administration</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq</td>
<td>9/14/2021</td>
<td>6</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the Office of the Legal Adviser, review the $366,663,728 in questioned costs related to 36 noncompetitive contract actions to extend services on the Baghdad Life Support Services contract, SAQMMA12D0165, between October 2018 and May 2021 to determine whether these costs were allowable. Specifically, the Office of the Legal Adviser should determine whether the justification to use the “unusual and compelling urgency” exception complies with the Competition in Contracting Act (41 U.S.C. §§ 3301, 3304) and the Federal Acquisition Subpart 6.1, “Full and Open Competition” and 6.3, “Other than Full and Open Competition.” See Appendix C for an itemization of the costs.</td>
<td>Resolved</td>
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<td>50</td>
<td>Bureau of Admin.</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq</td>
<td>9/14/2021</td>
<td>7</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive (OPE), strengthen its review and approval process and oversight of noncompetitive contract actions awarded, based on Federal Acquisition Regulation 6.302-2, “Unusual and compelling urgency,” related to circumstances permitting other than full and open competition. OPE should put in place controls to ensure those actions are not excessive, such as enforcement of time limitations on the duration of the use of these actions, and use appropriate rationales, which exclude lack of advanced planning. In addition, OPE should provide training, as appropriate, to officials in the review process to ensure controls are followed.</td>
<td>Resolved</td>
</tr>
<tr>
<td>51</td>
<td>Bureau of Admin.</td>
<td>AUD-MERO-21-43</td>
<td>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq</td>
<td>9/14/2021</td>
<td>8</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management (AQM), in accordance with Government Accountability Office Standards for Internal Control in the Federal Government, strengthen internal controls related to improving cost-control measures for noncompetitive contract actions to extend services. The strengthened internal controls could include establishing and implementing procedures for a cost control monitoring system in which AQM performs ongoing monitoring and evaluation of price reasonableness determinations. Such strengthened internal controls should include, at a minimum, accountability for complying with Federal and Department of State requirements such as verifying that independent government cost estimates and certified cost or pricing data (or waivers) have been completed before contract award.</td>
<td>Resolved</td>
</tr>
<tr>
<td>52</td>
<td>Bureau of Admin.</td>
<td>ISP-I-21-32</td>
<td>Inspection of the Bureau of Administration, Office of Overseas Schools</td>
<td>9/27/2021</td>
<td>1</td>
<td>The Bureau of Administration should require that the Office of Overseas Schools implement standard operating procedures for key administrative processes.</td>
<td>Resolved</td>
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<tr>
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<td>ACTION OFFICE</td>
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<td>53</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-32</td>
<td>Inspection of the Bureau of Administration, Office of Overseas Schools</td>
<td>9/27/2021</td>
<td>2</td>
<td>The Bureau of Administration should require the Office of Overseas Schools to manage its Federal assistance awards in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>54</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-32</td>
<td>Inspection of the Bureau of Administration, Office of Overseas Schools</td>
<td>9/27/2021</td>
<td>3</td>
<td>The Bureau of Administration should require the Office of Overseas Schools to review its unliquidated obligations in accordance with Department guidelines and put up to $3.05 million in funds to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>55</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-32</td>
<td>Inspection of the Bureau of Administration, Office of Overseas Schools</td>
<td>9/27/2021</td>
<td>4</td>
<td>The Bureau of Administration should require the Office of Overseas Schools to comply with the requirements of the annual Management Control Statement of Assurances.</td>
<td>Resolved</td>
</tr>
<tr>
<td>56</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-32</td>
<td>Inspection of the Bureau of Administration, Office of Overseas Schools</td>
<td>9/27/2021</td>
<td>5</td>
<td>The Bureau of Administration should require the Office of Overseas Schools to establish and implement a records management program in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>57</td>
<td>Bureau of Administration</td>
<td>ISP-I-21-32</td>
<td>Inspection of the Bureau of Administration, Office of Overseas Schools</td>
<td>9/27/2021</td>
<td>6</td>
<td>The Bureau of Administration should review the Office of Overseas Schools’ unauthorized commitment to determine whether it should be ratified in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>58</td>
<td>Bureau of African Affairs</td>
<td>AUD-MERO-19-27</td>
<td>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</td>
<td>6/26/2019</td>
<td>1</td>
<td>OIG recommends that the Bureau of African Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.</td>
<td>Resolved</td>
</tr>
<tr>
<td>59</td>
<td>Bureau of African Affairs</td>
<td>AUD-MERO-20-42</td>
<td>Audit of the Department of State Bureau of African Affairs Monitoring and Coordination of the Trans-Sahara Counterterrorism Partnership Program</td>
<td>9/30/2020</td>
<td>2</td>
<td>OIG recommends that the Bureau of African Affairs develop and implement procedures that ensure personnel charged with monitoring and overseeing the Trans-Sahara Counterterrorism Partnership projects in the countries of performance are formally authorized to perform these functions through designation as a government technical monitor or alternate contracting officer’s representatives in accordance with the Foreign Affairs Handbook Section 14 FAH-2 H-140.</td>
<td>Resolved</td>
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<td>60</td>
<td>Bureau of African Affairs</td>
<td>AUD-MERO-20-42</td>
<td>Audit of the Department of State Bureau of African Affairs Monitoring and Coordination of the Trans-Sahara Counterterrorism Partnership Program</td>
<td>9/30/2020</td>
<td>9</td>
<td>OIG recommends that the Bureau of African Affairs develop a written framework and work with other Government entities to achieve a whole-of-government approach in the execution of the Trans-Sahara Counterterrorism Partnership program that includes elements such as roles and responsibilities, organizational structure, and coordination mechanisms.</td>
<td>Resolved</td>
</tr>
<tr>
<td>61</td>
<td>Bureau of African Affairs</td>
<td>AUD-MERO-20-42</td>
<td>Audit of the Department of State Bureau of African Affairs Monitoring and Coordination of the Trans-Sahara Counterterrorism Partnership Program</td>
<td>9/30/2020</td>
<td>10</td>
<td>OIG recommends that the Bureau of African Affairs establish and implement memoranda of understanding with the Office of Security Cooperation and other partners, as applicable, to describe roles and responsibilities for coordinating, executing, and monitoring Trans-Sahara Counterterrorism Partnership (TSCPTP) projects in the countries where TSCPTP is implemented, including establishment of a structure for communicating and coordinating in country.</td>
<td>Resolved</td>
</tr>
<tr>
<td>62</td>
<td>Bureau of African Affairs</td>
<td>AUD-MERO-20-42</td>
<td>Audit of the Department of State Bureau of African Affairs Monitoring and Coordination of the Trans-Sahara Counterterrorism Partnership Program</td>
<td>9/30/2020</td>
<td>11</td>
<td>OIG recommends that the Bureau of African Affairs, in coordination with relevant bureaus, establish, populate, and maintain a central repository of all Trans-Sahara Counterterrorism Partnership projects, accessible to those involved with the execution of projects, that includes project name and identification number, the project proposal, the award mechanism, a detailed description of the project, and project documentation needed for implementation.</td>
<td>Resolved</td>
</tr>
<tr>
<td>63</td>
<td>Bureau of Budget and Planning</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>5</td>
<td>OIG recommends that the Bureau of Budget and Planning, in coordination with the Office of Foreign Assistance and the regional bureaus, develop and implement guidance to ensure that those missions that have temporarily established operations outside of their respective host countries complete annual Mission Resource Requests that reflect both the ongoing operational needs in the host country as well as those of the remote mission.</td>
<td>Resolved</td>
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<tr>
<td>64</td>
<td>Bureau of Consular Affairs</td>
<td>ESP-19-01</td>
<td>Review of Allegations of Improper Passport Seizures at Embassy Sana’a, Yemen</td>
<td>10/31/2018</td>
<td>1</td>
<td>The Bureau of Consular Affairs, Office of Passport Services, in conjunction with the Bureau of Diplomatic Security, should develop centralized, searchable databases to track and manage passport revocation cases, as well as retentions of passports and other documents seized on suspicion of fraud when citizens apply for consular services, or under other circumstances, and to track confiscations of such documents if they are seized on grounds other than retention authority.</td>
<td>Resolved</td>
</tr>
<tr>
<td>65</td>
<td>Bureau of Consular Affairs</td>
<td>ESP-19-01</td>
<td>Review of Allegations of Improper Passport Seizures at Embassy Sana’a, Yemen</td>
<td>10/31/2018</td>
<td>3</td>
<td>The Bureau of Consular Affairs should coordinate with the Office of the Legal Adviser to issue guidance and, if necessary, amend the Foreign Affairs Manual to clarify (1) The differences between retention and confiscation of a passport and any other authority that exists to take a passport, the circumstances under which each is authorized, the types of documentation or data entries the Department must create and maintain in exercising each authority, the notifications and advisements that must be given to the document holders in each case, and the fact that retentions must be limited to a specific temporary period. (2) The circumstances in which individuals whose passports are retained, confiscated, or revoked while overseas are entitled to limited validity passports to return to the United States.</td>
<td>Resolved</td>
</tr>
<tr>
<td>66</td>
<td>Bureau of Consular Affairs</td>
<td>ISP-I-19-36</td>
<td>Inspection of the Bureau of Consular Affairs, Kentucky Consular Center</td>
<td>8/27/2019</td>
<td>6</td>
<td>The Bureau of Consular Affairs, in coordination with the Bureau of Administration, should conduct a space utilization study of the Kentucky Consular Center’s Appalachian Processing Center and implement a plan for its cost-effective use or repurposing.</td>
<td>Resolved</td>
</tr>
<tr>
<td>67</td>
<td>Bureau of Consular Affairs</td>
<td>ISP-21-08</td>
<td>Management Assistance Report: Deficiencies in Consular Physical Space at Overseas Missions</td>
<td>2/3/2021</td>
<td>1</td>
<td>The Bureau of Consular Affairs, in coordination with the Foreign Service Institute, should implement a plan to improve both training and the availability of resources on consular physical space standards for consular managers.</td>
<td>Resolved</td>
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<tr>
<td>68</td>
<td>Bureau of Consular Affairs</td>
<td>ISP-21-08</td>
<td>Management Assistance Report: Deficiencies in Consular Physical Space at Overseas Missions</td>
<td>2/3/2021</td>
<td>2</td>
<td>The Bureau of Consular Affairs, in coordination with the Bureaus of Diplomatic Security and Overseas Buildings Operations, should update Department standards and guidance to clarify the circumstances under which canopies or other shelters are required in consular waiting spaces.</td>
<td>Resolved</td>
</tr>
<tr>
<td>69</td>
<td>Bureau of Consular Affairs</td>
<td>ISP-21-08</td>
<td>Management Assistance Report: Deficiencies in Consular Physical Space at Overseas Missions</td>
<td>2/3/2021</td>
<td>3</td>
<td>The Bureau of Consular Affairs should update the Consular Package – Management Survey and the Annual Certification of Consular Management Controls to collect data on compliance with Department consular physical space standards and use the information to identify and correct physical space deficiencies.</td>
<td>Resolved</td>
</tr>
<tr>
<td>70</td>
<td>Bureau of Consular Affairs</td>
<td>AUD-SI-21-28</td>
<td>(U) Management Assistance Report: Accountability of Official and Diplomatic Passports of Separating Employees Needs Improvement</td>
<td>5/24/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Consular Affairs improve accountability over special-issuance passports by updating the Foreign Affairs Manual and any other relevant policy documents to require that (a) all Department of State bureaus and offices that participate in the Special Issuance Passport Program either (1) physically cancel special-issuance passports (including secondary passports) issued to a separating employee and email the Special Issuance Agency (SIA) a copy of the physically cancelled data page requesting that the passport(s) be electronically cancelled (along with returning the passport to SIA for destruction if not returned to the separating employee) or (2) if appropriate, file the special-issuance passport with SIA and (b) the Special Issuance Agency confirm that all special-issuance passports issued to the separating employee have been included in the cancellation request and electronically cancel all additional passport(s) as appropriate.</td>
<td>Resolved</td>
</tr>
<tr>
<td>71</td>
<td>Bureau of Consular Affairs</td>
<td>AUD-SI-21-40</td>
<td>(U) Audit of Official and Diplomatic Passport Records Maintained by the Bureau of Consular Affairs</td>
<td>8/17/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Consular Affairs develop and implement policies and procedures for reviewing data provided to external entities to ensure that the data are accurate and complete.</td>
<td>Resolved</td>
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<td>72</td>
<td>Bureau of Consular Affairs</td>
<td>ISP-I-21-17</td>
<td>Inspection of the Bureau of Consular Affairs' Passport Services Directorate</td>
<td>9/2/2021</td>
<td>2</td>
<td>The Bureau of Consular Affairs should implement procedures to regularly update the content of the Passport Services Directorate’s SharePoint site.</td>
<td>Resolved</td>
</tr>
<tr>
<td>73</td>
<td>Bureau of Consular Affairs</td>
<td>ISP-I-21-17</td>
<td>Inspection of the Bureau of Consular Affairs' Passport Services Directorate</td>
<td>9/2/2021</td>
<td>3</td>
<td>The Bureau of Consular Affairs should implement a process to store the Passport Services Directorate’s archived advisory opinions, so they are easily searchable and retrievable in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>74</td>
<td>Bureau of Counterterrorism and Countering Violent Extremism</td>
<td>ISP-I-19-10</td>
<td>Inspection of Embassy New Delhi and Constituent Posts, India</td>
<td>12/21/2018</td>
<td>3</td>
<td>Embassy New Delhi, in coordination with the Bureau of Counterterrorism and Countering Violent Extremism and the Bureau of South and Central Asian Affairs, should prepare a position description for the regional counterterrorism coordinator position, number 10262001, that contains an accurate statement of responsibilities.</td>
<td>Resolved</td>
</tr>
<tr>
<td>75</td>
<td>Bureau of Counterterrorism and Countering Violent Extremism</td>
<td>AUD-MERO-19-27</td>
<td>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</td>
<td>6/26/2019</td>
<td>4</td>
<td>OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism seek designation from the Secretary of State to be the controlling authority on countering violent extremism issues and policy.</td>
<td>Resolved</td>
</tr>
<tr>
<td>76</td>
<td>Bureau of Counterterrorism and Countering Violent Extremism</td>
<td>AUD-MERO-19-27</td>
<td>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</td>
<td>6/26/2019</td>
<td>5</td>
<td>OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of the Legal Adviser, provide written guidance for developing and implementing programs and projects intended to rehabilitate and reintegrate former violent extremists into society in a manner consistent with U.S. laws prohibiting material support to terrorists and terrorist organizations.</td>
<td>Resolved</td>
</tr>
<tr>
<td>77</td>
<td>Bureau of Counterterrorism and Countering Violent Extremism</td>
<td>AUD-MERO-19-27</td>
<td>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</td>
<td>6/26/2019</td>
<td>6</td>
<td>OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources (PPR), and the Bureau of Budget and Planning, develop and implement a single definition for what constitutes a countering violent extremism program or project.</td>
<td>Resolved</td>
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<td>78</td>
<td>Bureau of Counterterrorism and Countering Violent</td>
<td>AUD-MERO-19-27</td>
<td>Audit of the Department of State Implementation of Policies</td>
<td>6/26/2019</td>
<td>7</td>
<td>OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources, and the Bureau of Budget and Planning, establish a process to verify that grants and cooperative agreements awarded for the purpose of countering violent extremism comply with the definition established in Recommendation 6 as to what constitutes a countering violent extremism program or project.</td>
<td>Resolved</td>
</tr>
<tr>
<td>79</td>
<td>Bureau of Counterterrorism and Countering Violent</td>
<td>AUD-MERO-19-27</td>
<td>Audit of the Department of State Implementation of Policies</td>
<td>6/26/2019</td>
<td>8</td>
<td>OIG recommends that the Bureau of Counterterrorism and Countering Violent Extremism, in coordination with the Office of U.S. Foreign Assistance Resources, the Office of the Under Secretary of State for Public Diplomacy and Public Affairs, Office of Policy, Planning, and Resources, and the Bureau of Budget and Planning, develop and implement procedures to ensure that bureaus and missions report only awards and expenditures that meet the definition of a countering violent extremism established in Recommendation 6 as to what constitutes a countering violent extremism program or project.</td>
<td>Resolved</td>
</tr>
<tr>
<td>80</td>
<td>Bureau of Counterterrorism and Countering Violent</td>
<td>ISP-I-20-13</td>
<td>Inspection of the Bureau of Counterterrorism</td>
<td>5/7/2020</td>
<td>2</td>
<td>The Bureau of Counterterrorism should implement a plan to improve policy guidance, training, and administrative support for Regional Field Coordinators.</td>
<td>Resolved</td>
</tr>
<tr>
<td>81</td>
<td>Bureau of Counterterrorism and Countering Violent</td>
<td>ISP-I-20-13</td>
<td>Inspection of the Bureau of Counterterrorism</td>
<td>5/7/2020</td>
<td>4</td>
<td>The Bureau of Counterterrorism, in coordination with the Bureau of Administration, should designate an employee with substantive knowledge of contract 19AQM18F2561 as the contracting officer’s representative.</td>
<td>Resolved</td>
</tr>
<tr>
<td>82</td>
<td>Bureau of Counterterrorism and Countering Violent</td>
<td>ISP-I-20-13</td>
<td>Inspection of the Bureau of Counterterrorism</td>
<td>5/7/2020</td>
<td>8</td>
<td>The Bureau of Counterterrorism should comply with Department standards to prepare a bureau emergency action plan.</td>
<td>Resolved</td>
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<td>83</td>
<td>Bureau of Counterterrorism and Countering Violent Extremism</td>
<td>ISP-I-20-13</td>
<td>Inspection of the Bureau of Counterterrorism</td>
<td>5/7/2020</td>
<td>11</td>
<td>The Bureau of Counterterrorism should establish a records management program that complies with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>84</td>
<td>Bureau of Democracy, Human Rights, and Labor</td>
<td>AUD-MERO-17-01</td>
<td>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</td>
<td>11/10/2016</td>
<td>5</td>
<td>OIG recommends that the Bureau of Democracy, Human Rights, and Labor distribute the consolidated vetting guidance from Recommendation 1 to implementing partners to make them aware of Department vetting requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>85</td>
<td>Bureau of Democracy, Human Rights, and Labor</td>
<td>AUD-MERO-17-01</td>
<td>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</td>
<td>11/10/2016</td>
<td>6</td>
<td>OIG recommends that the Bureau of Democracy, Human Rights, and Labor develop and implement internal controls to verify that its implementing partners are submitting information on required individuals for vetting in accordance with the consolidated vetting guidance from Recommendation 1.</td>
<td>Resolved</td>
</tr>
<tr>
<td>86</td>
<td>Bureau of Democracy, Human Rights, and Labor</td>
<td>AUD-MERO-17-01</td>
<td>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</td>
<td>11/10/2016</td>
<td>7</td>
<td>OIG recommends that the Bureau of Democracy, Human Rights, and Labor include in future award agreements the vetting requirements for Syria programs.</td>
<td>Resolved</td>
</tr>
<tr>
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<td>90</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-SI-17-21</td>
<td>Audit of the Bureau of Diplomatic Security’s Administration of the Armored Vehicle Program</td>
<td>2/10/2017</td>
<td>28</td>
<td>OIG recommends that the Bureau of Diplomatic Security develop and implement guidance for overseas posts on the construction and use of shelters for armored vehicles.</td>
<td>Resolved</td>
</tr>
<tr>
<td>91</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-SI-17-21</td>
<td>Audit of the Bureau of Diplomatic Security’s Administration of the Armored Vehicle Program</td>
<td>2/10/2017</td>
<td>32</td>
<td>OIG recommends that the Bureau of Diplomatic Security update the current armored vehicle policy to define specifically what types of maintenance must be performed under an embassy employee’s observation.</td>
<td>Resolved</td>
</tr>
<tr>
<td>92</td>
<td>Bureau of Diplomatic Security</td>
<td>ESP-17-02</td>
<td>Evaluation of the Department of State’s Security Clearance Process</td>
<td>7/19/2017</td>
<td>2</td>
<td>The Bureau of Diplomatic Security, Office of Personnel Security and Suitability, in coordination with the Bureau of Human Resources, should establish clear responsibilities for the processing of security clearance requests in order to reduce or eliminate unnecessary delays in the clearance process and require appropriate training for all Human Resources personnel involved in the process.</td>
<td>Resolved</td>
</tr>
<tr>
<td>93</td>
<td>Bureau of Diplomatic Security</td>
<td>ESP-17-02</td>
<td>Evaluation of the Department of State’s Security Clearance Process</td>
<td>7/19/2017</td>
<td>3</td>
<td>The Bureau of Diplomatic Security should perform a workforce analysis of its employees who perform security clearance work to ensure that it has the proper staffing levels in place to meet its timeliness goals.</td>
<td>Resolved</td>
</tr>
<tr>
<td>94</td>
<td>Bureau of Diplomatic Security</td>
<td>ESP-17-02</td>
<td>Evaluation of the Department of State’s Security Clearance Process</td>
<td>7/19/2017</td>
<td>5</td>
<td>The Bureau of Diplomatic Security, Office of Personnel Security and Suitability should determine the actual cost of the security clearance work it performs for other Government agencies in order to fully recoup its expended funds, in accordance with the Economy Act and Department policy.</td>
<td>Resolved</td>
</tr>
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<tr>
<td>96</td>
<td>Bureau of Diplomatic Security</td>
<td>ESP-19-01</td>
<td>Review of Allegations of Improper Passport Seizures at Embassy Sana’a, Yemen</td>
<td>10/31/2018</td>
<td>4</td>
<td>The Bureau of Consular Affairs and the Bureau of Diplomatic Security should ensure that all ARSO-Is receive appropriate training on the clarifications described in Recommendation 3 and identify a single point of contact for ARSO-Is and other DS agents seeking legal guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>97</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-MERO-19-40</td>
<td>Audit of the Execution of Security-Related Construction Projects at U.S. Embassy Kabul, Afghanistan</td>
<td>9/20/2019</td>
<td>7</td>
<td>OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Overseas Buildings Operations, amend the 2015 Memorandum of Agreement Regarding Construction Services for Physical Security Upgrades in Kabul, Afghanistan, to more clearly define roles and responsibilities for physical security construction in Afghanistan with a specific focus on the types and locations of construction projects to be managed by each bureau as well as the Kabul Regional Security Office in Afghanistan.</td>
<td>Resolved</td>
</tr>
<tr>
<td>98</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-MERO-19-40</td>
<td>Audit of the Execution of Security-Related Construction Projects at U.S. Embassy Kabul, Afghanistan</td>
<td>9/20/2019</td>
<td>8</td>
<td>OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Overseas Buildings Operations, take steps to develop standardized designs for physical security structures for use at volatile posts in high-threat, high-risk areas around the world.</td>
<td>Resolved</td>
</tr>
<tr>
<td>99</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-MERO-20-40</td>
<td>Management Assistance Report: Additional Guidance Needed to Improve the Oversight and Management of Locally Employed Staff Serving at Remote Missions</td>
<td>9/25/2020</td>
<td>14</td>
<td>OIG recommends that the Bureau of Diplomatic Security develop an addendum to its January 2020 Overseas Vetting Guidelines, including instructions regarding how security certifications should be updated if key parts of the background investigation cannot be completed and how to proceed if security certifications lapse. The addendum should include instructions specific to updating security certifications for locally employed staff at missions in suspended operations status.</td>
<td>Resolved</td>
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<tr>
<td>100</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-SI-21-03</td>
<td>(U) Management Assistance Report: The Bureau of Diplomatic Security Did Not Always Conduct Post Security Program Reviews Within Required Timeframes</td>
<td>12/3/2020</td>
<td>1</td>
<td>OIG recommends that the Bureau of Diplomatic Security (a) evaluate the Post Security Program Review process, including the staffing structure (Foreign Service versus Civil Service) and levels (how many positions are needed to conduct Post Security Program Reviews in a timely manner) and (b) identify recommendations, as appropriate, for meeting required timeframes and the intent of the program.</td>
<td>Resolved</td>
</tr>
<tr>
<td>102</td>
<td>Bureau of Diplomatic Security</td>
<td>ISP-I-21-12</td>
<td>Inspection of the Bureau of Diplomatic Security’s Special Program for Embassy Augmentation and Response</td>
<td>1/14/2021</td>
<td>1</td>
<td>The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should provide training for Regional Security Office staff who support Special Program for Embassy Augmentation and Response units on the Integrated Logistics Management System.</td>
<td>Resolved</td>
</tr>
<tr>
<td>103</td>
<td>Bureau of Diplomatic Security</td>
<td>ISP-I-21-12</td>
<td>Inspection of the Bureau of Diplomatic Security’s Special Program for Embassy Augmentation and Response</td>
<td>1/14/2021</td>
<td>2</td>
<td>The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should publish and disseminate updated guidance for the management and inventory of Special Program for Embassy Augmentation and Response property overseas, including the respective responsibilities of General Services Officers and Regional Security Officers.</td>
<td>Resolved</td>
</tr>
<tr>
<td>104</td>
<td>Bureau of Diplomatic Security</td>
<td>ISP-I-21-12</td>
<td>Inspection of the Bureau of Diplomatic Security’s Special Program for Embassy Augmentation and Response</td>
<td>1/14/2021</td>
<td>3</td>
<td>The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should properly account for Special Program for Embassy Augmentation and Response loaned vehicles.</td>
<td>Resolved</td>
</tr>
<tr>
<td>105</td>
<td>Bureau of Diplomatic Security</td>
<td>ISP-I-21-12</td>
<td>Inspection of the Bureau of Diplomatic Security’s Special Program for Embassy Augmentation and Response</td>
<td>1/14/2021</td>
<td>4</td>
<td>The Bureau of Diplomatic Security, in coordination with the Bureau of Overseas Buildings Operations, should bring Special Program for Embassy Augmentation and Response motor vehicle operations into compliance with Department motor vehicle safety requirements.</td>
<td>Resolved</td>
</tr>
<tr>
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<tr>
<td>106</td>
<td>Bureau of Diplomatic Security</td>
<td>ISP-I-21-12</td>
<td>Inspection of the Bureau of Diplomatic Security's Special Program for Embassy Augmentation and Response</td>
<td>1/14/2021</td>
<td>5</td>
<td>The Bureau of Diplomatic Security should implement quality assurance surveillance plans for each contract that supports the Special Program for Embassy Augmentation and Response, in accordance with Federal regulations.</td>
<td>Resolved</td>
</tr>
<tr>
<td>108</td>
<td>Bureau of Diplomatic Security</td>
<td>ISP-I-21-12</td>
<td>Inspection of the Bureau of Diplomatic Security's Special Program for Embassy Augmentation and Response</td>
<td>1/14/2021</td>
<td>8</td>
<td>The Bureau of Diplomatic Security should complete the revision of the Foreign Affairs Handbook to clarify and define realistic conditions for transitioning a Special Program for Embassy Augmentation and Response unit to embassy management.</td>
<td>Resolved</td>
</tr>
<tr>
<td>110</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-SI-21-13</td>
<td>Audit of the Department’s Unarmored Overseas Motor Vehicle Fleet</td>
<td>1/25/2021</td>
<td>6</td>
<td>OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, (a) update any bureau-specific motor vehicle procedures in place to comply with the Foreign Affairs Manual and Bureau of Administration guidance within 90 days of final report issuance; and (b) establish a process to review and update these procedures, as appropriate, at least annually thereafter.</td>
<td>Resolved</td>
</tr>
<tr>
<td>111</td>
<td>Bureau of Diplomatic Security</td>
<td>ESP-21-02</td>
<td>Review of Allegations of Misuse of Department of State Resources</td>
<td>4/15/2021</td>
<td>2</td>
<td>The Bureau of Diplomatic Security should amend its Protection Handbook to include examples of appropriate and inappropriate requests to agents performing protective functions and direction concerning what to do and who to contact when the agent is tasked with a request that may be inappropriate.</td>
<td>Resolved</td>
</tr>
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<td>112</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-SI-21-39</td>
<td>(U) Audit of the Bureau of Diplomatic Security’s Process To Verify That Purchased Protective Equipment Complied With Performance and Contractual Requirements</td>
<td>8/17/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Diplomatic Security, within 90 days of final report issuance, (a) inspect the 400 body armor items acquired in FY 2018 for the Office of Antiterrorism Assistance, Special Program for Embassy Augmentation Response, that did not have serial numbers to determine whether they are of sufficient quality or need to be disposed of or replaced and (b) take appropriate action.</td>
<td>Resolved</td>
</tr>
<tr>
<td>114</td>
<td>Bureau of Diplomatic Security</td>
<td>ISP-I-21-33</td>
<td>Inspection of the Bureau of Diplomatic Security’s Overseas Security Advisory Council Program Office</td>
<td>8/26/2021</td>
<td>2</td>
<td>The Bureau of Diplomatic Security, in coordination with the Bureau of Administration, should request a contract modification for SAQMA17F3029 to clarify responsibility for providing Government-furnished equipment to contract staff.</td>
<td>Resolved</td>
</tr>
<tr>
<td>115</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-MERO-21-41</td>
<td>Management Assistance Report: Process To Report Department of State Security Clearance Data to the Office of the Director of National Intelligence Needs Improvement</td>
<td>9/14/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Diplomatic Security implement modifications to the recently deployed Integrated Security and Suitability System that responds to all Office of the Director of National Intelligence quarterly and annual reporting requirements involving Timeliness Data and National Security Metrics.</td>
<td>Resolved</td>
</tr>
<tr>
<td>116</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-MERO-21-41</td>
<td>Management Assistance Report: Process To Report Department of State Security Clearance Data to the Office of the Director of National Intelligence Needs Improvement</td>
<td>9/14/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Diplomatic Security develop and implement standard operating procedures that result in consistent and accurate reporting of Timeliness Data and National Security Metrics. The standard operating procedures at a minimum should include the methodology for identifying and exporting the data from the case management system and a process to verify that only relevant cases are included for quarterly and annual reporting to the Office of the Director of National Intelligence.</td>
<td>Resolved</td>
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<tr>
<td>117</td>
<td>Bureau of Diplomatic Security</td>
<td>AUD-MERO-21-41</td>
<td>Management Assistance Report: Process To Report Department of State Security Clearance Data to the Office of the Director of National Intelligence Needs Improvement</td>
<td>9/14/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Diplomatic Security (a) assign responsibilities to additional personnel for the collection and reporting of Timeliness Data and National Security Metrics and (b) require a secondary level of review prior to submitting the data reported to the Office of the Director of National Intelligence.</td>
<td>Resolved</td>
</tr>
<tr>
<td>118</td>
<td>Bureau of European and Eurasian Affairs</td>
<td>ISP-I-20-15</td>
<td>Inspection of the Bureau of European and Eurasian Affairs</td>
<td>9/28/2020</td>
<td>3</td>
<td>The Bureau of European and Eurasian Affairs should review and de-obligate any of the unliquidated obligations totaling $3.3 million without activity for over 1 year and put de-obligated funds to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>119</td>
<td>Bureau of European and Eurasian Affairs</td>
<td>ISP-I-20-15</td>
<td>Inspection of the Bureau of European and Eurasian Affairs</td>
<td>9/28/2020</td>
<td>4</td>
<td>The Bureau of European and Eurasian Affairs, in coordination with the Bureau of Administration, should evaluate the administrative professional services contract in accordance with Office of Acquisitions Management direction and Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>120</td>
<td>Bureau of Global Talent Management</td>
<td>ISP-I-17-12</td>
<td>Inspection of Embassy Monrovia, Liberia</td>
<td>5/24/2017</td>
<td>16</td>
<td>Embassy Monrovia, in coordination with the Bureau of Human Resources, should update its local employee staff human resources handbook and local compensation plan to reflect the Government of Liberia's labor law.</td>
<td>Resolved</td>
</tr>
<tr>
<td>121</td>
<td>Bureau of Global Talent Management</td>
<td>ISP-17-38</td>
<td>Management Assistance Report: Department Can Take Steps Toward More Effective Executive Direction of Overseas Missions</td>
<td>7/26/2017</td>
<td>3</td>
<td>The Director General of the Foreign Service and Director of Human Resources should issue additional Foreign Affairs Manual and Foreign Affairs Handbook guidance requiring all chiefs of mission and deputy chiefs of mission to implement structured First- and Second-Tour employee programs in collaboration with First- and Second-Tour employees at their posts.</td>
<td>Resolved</td>
</tr>
<tr>
<td>122</td>
<td>Bureau of Global Talent Management</td>
<td>ISP-I-18-22</td>
<td>Inspection of Embassy Lisbon and Consulate Ponta Delgada, Portugal</td>
<td>5/4/2018</td>
<td>3</td>
<td>The Bureau of Human Resources should respond to Embassy Lisbon’s request for proposed changes to the local compensation plan.</td>
<td>Resolved</td>
</tr>
<tr>
<td>123</td>
<td>Bureau of Global Talent Management</td>
<td>ISP-I-19-20</td>
<td>Inspection of Embassy Paramaribo, Suriname</td>
<td>7/24/2019</td>
<td>12</td>
<td>Embassy Paramaribo, in coordination with the Bureau of Human Resources, should correct the deficit in the locally employed staff pension plan in accordance with Department guidance.</td>
<td>Resolved</td>
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<tr>
<td>#</td>
<td>ACTION OFFICE</td>
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<td>124</td>
<td>Bureau of Global Talent</td>
<td>ESP-20-06</td>
<td>Evaluation of the Department’s Handling of Sexual Harassment Reports</td>
<td>9/30/2020</td>
<td>5</td>
<td>OIG recommends that GTM establish and implement timeliness standards for determining discipline for sexual harassment cases.</td>
<td>Resolved</td>
</tr>
<tr>
<td>125</td>
<td>Bureau of Global Talent</td>
<td>ISP-21-07</td>
<td>Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts</td>
<td>12/11/2020</td>
<td>1</td>
<td>The Bureau of Global Talent Management, in coordination with the Under Secretary for Management, the Bureau of Diplomatic Security and Information Resource Management, and the regional bureaus, should conduct an organizational assessment of the information systems security officer program to determine the feasibility of creating full-time overseas positions and implement the results of the assessment with an appropriate reporting structure for those positions.</td>
<td>Resolved</td>
</tr>
<tr>
<td>126</td>
<td>Bureau of Global Talent</td>
<td>ISP-21-14</td>
<td>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions</td>
<td>6/16/2021</td>
<td>1</td>
<td>The Director General of the Foreign Service and Director of Global Talent should institute annual surveys of U.S. direct-hire employees and locally employed staff to provide feedback on chief of mission performance.</td>
<td>Started</td>
</tr>
<tr>
<td>127</td>
<td>Bureau of Global Talent</td>
<td>ISP-21-14</td>
<td>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions</td>
<td>6/16/2021</td>
<td>4</td>
<td>The Director General of the Foreign Service and Director of Global Talent should issue Foreign Affairs Manual and Foreign Affairs Handbook guidance requiring all missions to implement structured mid-level development programs.</td>
<td>Started</td>
</tr>
<tr>
<td>129</td>
<td>Bureau of Global Talent</td>
<td>ISP-I-21-29</td>
<td>Review of the Bureau of Global Talent Management, Office of the Executive Director, Office of Technology Services’ Information System Processes</td>
<td>7/1/2021</td>
<td>4</td>
<td>The Bureau of Global Talent Management should regularly review and update iMatrix to accurately reflect the status of Office of Technology Services’ information systems.</td>
<td>Resolved</td>
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<tr>
<td>#</td>
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<td>131</td>
<td>Bureau of Global Talent</td>
<td>ISP-I-21-29</td>
<td>Review of the Bureau of Global Talent Management, Office of the Executive</td>
<td>7/1/2021</td>
<td>6</td>
<td>The Bureau of Global Talent Management should document management approvals for all Office of Technology Services’ information systems throughout the systems development lifecycle process in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td>Management</td>
<td></td>
<td>Director, Office of Technology Services’ Information System Processes</td>
<td></td>
<td></td>
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<tr>
<td>132</td>
<td>Bureau of Global Talent</td>
<td>ISP-I-21-29</td>
<td>Review of the Bureau of Global Talent Management, Office of the Executive</td>
<td>7/1/2021</td>
<td>7</td>
<td>The Bureau of Global Talent Management should define the central location to maintain project documentation for the Office of Technology Services’ systems development lifecycle projects.</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td>Management</td>
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<td>Director, Office of Technology Services’ Information System Processes</td>
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<td>133</td>
<td>Bureau of Global Talent</td>
<td>AUD-CGI-21-36</td>
<td>Audit of the Bureau of Global Talent Management, Office of Talent Services,</td>
<td>7/23/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Global Talent Management develop and implement an action plan for achieving the goals, objectives, and milestones/timeframes in the client bureau service-level agreements for completing position description classification actions within 20 business days and recruitment actions within 80 days, as prescribed by the Office of Personnel Management.</td>
<td>Resolved</td>
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<tr>
<td></td>
<td>Management</td>
<td></td>
<td>Fulfillment of Service-Level Agreement Requirements</td>
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<tr>
<td>134</td>
<td>Bureau of Global Talent</td>
<td>AUD-CGI-21-36</td>
<td>Audit of the Bureau of Global Talent Management, Office of Talent Services,</td>
<td>7/23/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Global Talent Management develop a contingency action plan that could be enacted quickly to optimize caseload management and facilitate operational continuity of human resources services during challenging periods, such as when a surge of hiring requests is received.</td>
<td>Resolved</td>
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<tr>
<td></td>
<td>Management</td>
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<td>Fulfillment of Service-Level Agreement Requirements</td>
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<td>135</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>10</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement a process to (a) identify and review all bureau-specific IT investment methodologies (ones currently in place as well as ones that will be developed in the future); (b) determine whether the bureau-specific IT investment methodologies comply with Office of Management and Budget Circular A-130; and, if they do not comply, (c) provide bureaus with guidance regarding the modifications needed to fully comply and verify that the methodologies were modified as necessary. This effort should include reviewing the standard forms used by each bureau during the IT selection process to ensure consistency and compliance with Office of Management and Budget Circular A-130.</td>
<td>Resolved</td>
</tr>
<tr>
<td>136</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>11</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to oversee and enforce requirements for bureaus and offices to avoid duplicative IT investments.</td>
<td>Resolved</td>
</tr>
<tr>
<td>137</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>20</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and issue a policy stating that bureaus must update the information on non-major investments in iMatrix quarterly, rather than only when the reports are due to be submitted to the Office of Management and Budget.</td>
<td>Resolved</td>
</tr>
<tr>
<td>138</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>22</td>
<td>OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to verify that all bureau and office IT investment managers and budget analysts complete the respective training courses related to IT capital planning and reporting that are provided annually.</td>
<td>Resolved</td>
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<td>139</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>25</td>
<td>OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the completeness of the data in iMatrix. At a minimum, this process should include an analysis of IT expenditures in the financial management system to ensure expenditures are reported in iMatrix, as needed.</td>
<td>Resolved</td>
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<tr>
<td>140</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>26</td>
<td>OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the accuracy of data in iMatrix. This could include developing and implementing analytical procedures to identify anomalies in iMatrix data.</td>
<td>Resolved</td>
</tr>
<tr>
<td>141</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>27</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement a policy requiring bureaus and offices to submit source documents to support the information entered into iMatrix.</td>
<td>Resolved</td>
</tr>
<tr>
<td>142</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-FM-16-31</td>
<td>Audit of the Department of State Process To Select and Approve Information Technology Investments</td>
<td>3/23/2016</td>
<td>28</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that bureaus and offices are submitting source documents to support the information entered into iMatrix in accordance with the policy developed that requires bureaus and offices to submit source documents that support the information entered into iMatrix.</td>
<td>Resolved</td>
</tr>
<tr>
<td>143</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-17-56</td>
<td>Management Assistance Report: The Process to Authorize and Track Information Technology Systems Needs Improvement</td>
<td>8/29/2017</td>
<td>7</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement a corrective action plan that addresses how the Department will comply with Department policy on the Systems Authorization Process. The corrective action plan should identify the root cause of compliance failures, action steps to resolve such compliance failures, improvement benchmarks and a timeframe for completion, and an escalation process to hold system owners accountable.</td>
<td>Resolved</td>
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<tr>
<td>144</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-17-64</td>
<td>Audit of the Department of State's Information Technology Configuration Control Board</td>
<td>9/27/2017</td>
<td>4</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement guidance for change requests to require and include: (a) minimum testing standards for change requests, (b) instructions that testing be performed in advance of the change request being submitted and that the testing documentation be submitted as part of the change request process, and (c) a clearly defined technical review of the testing documentation that is submitted to verify the documentation complies with minimum standards.</td>
<td>Resolved</td>
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<tr>
<td>145</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-17-64</td>
<td>Audit of the Department of State’s Information Technology Configuration Control Board</td>
<td>9/27/2017</td>
<td>10</td>
<td>OIG recommends that the Bureau of Information Resource Management define the roles, responsibilities, and technical skillsets for each technical review and voting area and develop and implement a vetting process to verify Technical Reviewers and Voters have the knowledge, skills, and abilities to perform their assigned duties related to the Information Technology Configuration Control Board process.</td>
<td>Resolved</td>
</tr>
<tr>
<td>146</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-17-64</td>
<td>Audit of the Department of State’s Information Technology Configuration Control Board</td>
<td>9/27/2017</td>
<td>12</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement complete and consistent policies and procedures and supplemental guidance, such as a Submitter’s Guide, for the Information Technology Configuration Control Board process. The policies, procedures, and guidance should, at a minimum, include guidance on roles and responsibilities, detailed procedure steps for submitters, minimum testing requirements, instructions on how Technical Reviewers and Voters should conduct their review, the appropriate use of “stops,” and established timelines for the process.</td>
<td>Resolved</td>
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<td>147</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-17-64</td>
<td>Audit of the Department of State’s Information Technology Configuration Control Board</td>
<td>9/27/2017</td>
<td>14</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement required, periodic, training for Information Technology Configuration Control Board management and personnel, Bureau Sponsors, Technical Reviewers, Voters, and change request submitters involved in the Information Technology Configuration Control Board process.</td>
<td>Resolved</td>
</tr>
<tr>
<td>148</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-17-64</td>
<td>Audit of the Department of State’s Information Technology Configuration Control Board</td>
<td>9/27/2017</td>
<td>16</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to hold officials accountable for failure to meet established deadlines in the Information Technology Configuration Control Board change request process. Once completed, the policies, procedures, and supplemental guidance discussed in Recommendation 12 should be updated.</td>
<td>Resolved</td>
</tr>
<tr>
<td>149</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-17-64</td>
<td>Audit of the Department of State’s Information Technology Configuration Control Board</td>
<td>9/27/2017</td>
<td>17</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement a formal process to periodically gather, assess, and report on its change request review process timeliness metrics and to make those results available to its stakeholders and customers in addition to appropriate bureau officials.</td>
<td>Resolved</td>
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### Open Recommendations - Unclassified

As of September 30, 2021

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<tbody>
<tr>
<td>152</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-19-36</td>
<td>Audit of the Department of State's Local Configuration Control Boards</td>
<td>7/24/2019</td>
<td>3</td>
<td>OIG recommends that the Bureau of Information Resource Management provide guidance to Local Configuration Control Boards on the documentation regarding IT configuration change requests that must be retained at a post.</td>
<td>Resolved</td>
</tr>
<tr>
<td>153</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-19-36</td>
<td>Audit of the Department of State's Local Configuration Control Boards</td>
<td>7/24/2019</td>
<td>4</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and issue standard operating procedures for overseas posts' Local Configuration Control Boards to follow when reviewing, approving, and implementing IT configuration change requests. These standard operating procedures should establish and implement a process that provides for the evaluation, approval, and documentation of IT change requests in accordance with Department of State policies and National Institute of Standards and Technology requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>154</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-19-36</td>
<td>Audit of the Department of State's Local Configuration Control Boards</td>
<td>7/24/2019</td>
<td>5</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement a methodology to oversee Local Configuration Control Board (LCCB) activities, including LCCB approval of IT configuration change requests at the local level. This methodology should include specific procedures for verification of the LCCB's testing of approved changes, security impact analyses, and retention of required documentation.</td>
<td>Resolved</td>
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<tr>
<td>156</td>
<td>Bureau of Information Resource Management</td>
<td>ISP-21-07</td>
<td>Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts</td>
<td>12/11/2020</td>
<td>3</td>
<td>The Bureau of Information Resource Management, in coordination with the Bureau of Diplomatic Security and regional bureaus, should define the roles and responsibilities for regional information systems security officers and liaisons and clarify the level of interaction and support these positions are to give to overseas information systems security officers, and update applicable Department standards as needed.</td>
<td>Started</td>
</tr>
<tr>
<td>158</td>
<td>Bureau of Information Resource Management</td>
<td>ISP-21-07</td>
<td>Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts</td>
<td>12/11/2020</td>
<td>5</td>
<td>The Bureau of Information Resource Management, in coordination with the Foreign Service Institute, should update the information systems security officer foundations training course to increase both hands-on exercises and discussion on how to perform specific tasks and use Department-provided tools.</td>
<td>Resolved</td>
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<td>164</td>
<td>Bureau of Information Resource Management</td>
<td>ISP-I-21-19</td>
<td>Inspection of the Bureau of Information Resource Management’s Office of Consolidated Customer Support</td>
<td>7/1/2021</td>
<td>6</td>
<td>The Bureau of Information Resource Management should establish a process to update operational level agreements when a new service is added to the bureau’s service catalog or an existing service is modified in a way that affects documented service targets.</td>
<td>Resolved</td>
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<tr>
<td>168</td>
<td>Bureau of Information Resource Management</td>
<td>ISP-I-21-19</td>
<td>Inspection of the Bureau of Information Resource Management’s Office of Consolidated Customer Support</td>
<td>7/1/2021</td>
<td>10</td>
<td>The Bureau of Information Resource Management, in coordination with the Bureau of Administration should, upon completion of the comprehensive cost model study, adjust the Office of Consolidated Customer Support’s desktop service fee, if necessary, and publish a pricing schedule for all customers.</td>
<td>Resolved</td>
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<td>169</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-21-34</td>
<td>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments</td>
<td>8/6/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures related to reviewing IT investment reorganizations conducted by all bureaus and offices to ensure that the resulting investments comply with Office of Management and Budget, Circular A-130, requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>170</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-21-34</td>
<td>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments</td>
<td>8/6/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Information Resource Management conduct an in-depth review of the entire agency IT portfolio to identify potential duplicative systems.</td>
<td>Resolved</td>
</tr>
<tr>
<td>171</td>
<td>Bureau of Information Resource Management</td>
<td>AUD-IT-21-34</td>
<td>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments</td>
<td>8/6/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Information Resource Management develop and implement, to the extent practicable, a strategy to combine, eliminate, or replace the duplicative systems identified during its review of the entire agency IT portfolio (Recommendation 2).</td>
<td>Resolved</td>
</tr>
<tr>
<td>173</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>1</td>
<td>The Bureau of Legislative Affairs, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to clarify staff roles and responsibilities and bureau organizational structure, and align them with bureau operational needs.</td>
<td>Resolved</td>
</tr>
<tr>
<td>174</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>2</td>
<td>The Bureau of Legislative Affairs should implement a system to identify and mitigate on a continuous basis the internal control risks to its programs and processes, in accordance with Department guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>175</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>3</td>
<td>The Bureau of Legislative Affairs should develop and implement an action plan to fully comply with Department policies related to threatening behavior.</td>
<td>Resolved</td>
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<tr>
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<td>ACTION OFFICE</td>
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<td>176</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>4</td>
<td>The Bureau of Legislative Affairs should develop and implement a plan for all employees to comply with Department mandatory training requirements for harassment prevention, supervision, and retaliation-related courses.</td>
<td>Resolved</td>
</tr>
<tr>
<td>177</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>5</td>
<td>The Bureau of Legislative Affairs should involve its employees in developing the Functional Bureau Strategy and brief them on the final product to establish organizational understanding of its mission, goals, objectives, resource requirements, and milestones, in accordance with Department guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>178</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>6</td>
<td>The Bureau of Legislative Affairs should submit an updated evaluation plan for its major processes to the Bureau of Budget and Planning and implement a performance management plan to measure organizational progress toward its strategic goals and objectives, in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>179</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>7</td>
<td>The Bureau of Legislative Affairs, in coordination with the Executive Secretariat, should reassume management of congressionally mandated reports and implement process improvements to prevent a backlog of the reports in the future, in accordance with Department guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>180</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>8</td>
<td>The Bureau of Legislative Affairs should address gaps in the correspondence tracking system’s functionality, and develop and implement a standard operating procedure, including well-defined process timelines, in order to meet Department requirements for correspondence response times.</td>
<td>Resolved</td>
</tr>
<tr>
<td>181</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>9</td>
<td>The Bureau of Legislative Affairs should implement a bureau-wide records management program and issue guidance for creating, maintaining, and retiring official bureau files and records, in accordance with Department guidance.</td>
<td>Resolved</td>
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<td>182</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>10</td>
<td>The Bureau of Legislative Affairs should establish and implement written service standards for the management services and administrative support provided by the Office of the Executive Director, including a system to record and monitor its services.</td>
<td>Resolved</td>
</tr>
<tr>
<td>183</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>11</td>
<td>The Bureau of Legislative Affairs should perform periodic assessments of its management services and administrative support and regularly communicate the results to bureau staff.</td>
<td>Resolved</td>
</tr>
<tr>
<td>184</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>12</td>
<td>The Bureau of Legislative Affairs should develop and implement a formal bureau-wide training policy and plan, in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>185</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>13</td>
<td>The Bureau of Legislative Affairs should implement standard operating procedures for disseminating Executive Office policies and notices, including a periodic review of policies and the use of a central repository for all such communications.</td>
<td>Resolved</td>
</tr>
<tr>
<td>186</td>
<td>Bureau of Legislative Affairs</td>
<td>ISP-I-21-20</td>
<td>Inspection of the Bureau of Legislative Affairs</td>
<td>6/4/2021</td>
<td>14</td>
<td>The Bureau of Legislative Affairs should implement the Managing State Projects methodology when developing MyData applications, in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>187</td>
<td>Bureau of Medical Services</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>13</td>
<td>OIG recommends that the Bureau of Medical Services develop and implement internal policies and procedures to guide the effective use of eMED to document the Special Needs Education Allowance application status. The policies and procedures should ensure accurate, real-time data are available to appropriate Department of State officials.</td>
<td>Resolved</td>
</tr>
<tr>
<td>188</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-17-01</td>
<td>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</td>
<td>11/10/2016</td>
<td>3</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs develop and implement internal controls to verify that its implementing partners are submitting information on required individuals for vetting in accordance with the consolidated vetting guidance from Recommendation 1.</td>
<td>Resolved</td>
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<td>189</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-17-01</td>
<td>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</td>
<td>11/10/2016</td>
<td>4</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs include in future award agreements the vetting requirements for Syria programs.</td>
<td>Resolved</td>
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<tr>
<td>190</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-17-16</td>
<td>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</td>
<td>12/12/2016</td>
<td>5</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs conduct a study to determine the appropriate numbers of trained, technically experienced, and certified oversight personnel required to oversee the Baghdad Life Support Services and Operations and Maintenance Support Services contracts, to include specific consideration of 2-year assignments, required Federal Acquisition Certification for Contracting Officer’s Representatives certification levels, and appointment of additional assistant contracting officer’s representatives.</td>
<td>Resolved</td>
</tr>
<tr>
<td>191</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-17-16</td>
<td>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</td>
<td>12/12/2016</td>
<td>6</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs use the results of the study from Recommendation 5 to nominate appropriate personnel so contracting officers with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, can assign qualified oversight personnel for those contracts and task orders.</td>
<td>Resolved</td>
</tr>
<tr>
<td>192</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-17-33</td>
<td>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</td>
<td>3/3/2017</td>
<td>2</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs, in coordination with the Bureau of Administration, provide sufficient resources to the Contract Management Office-Frankfurt to ensure all unallowable costs are identified and recovered in a timely manner. This review should begin with those invoices provisionally approved beginning in September 2014 and already identified as awaiting post-payment review and then going back to identify and review those provisionally approved invoices submitted before September 2014 that did not receive full review.</td>
<td>Resolved</td>
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<td>193</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-17-33</td>
<td>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</td>
<td>3/3/2017</td>
<td>7</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs, develop reliable, objective, clear, and measurable performance metrics and include these metrics in all current and future Bureau of Near Eastern Affairs Iraq contracts.</td>
<td>Resolved</td>
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<tr>
<td>194</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-18-55</td>
<td>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMMA14F0721</td>
<td>8/30/2018</td>
<td>2</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs incorporate requirements for food services cost controls and a contractor cost control plan into the new worldwide support services contract and develop an acquisition plan that addresses their implementation and comprehensive oversight.</td>
<td>Resolved</td>
</tr>
<tr>
<td>195</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-19-10</td>
<td>Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</td>
<td>11/29/2018</td>
<td>1</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs (a) analyze all contracts for which it assigns Contracting Officer’s Representatives and Government Technical Monitors and determine the appropriate level of Federal Acquisition Certification for Contracting Officer’s Representatives, the technical expertise, and other qualifications required; (b) document the analysis and determinations; (c) and provide the determinations to the Contracting Officers assigned to those contracts.</td>
<td>Resolved</td>
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<tr>
<td>196</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-19-10</td>
<td>Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</td>
<td>11/29/2018</td>
<td>2</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs compare Contracting Officer’s Representative and Government Technical Monitor nominee qualifications to the analysis conducted for the Bureau’s contracts as noted in Recommendation 1 and only nominate those with the necessary technical expertise and level of Federal Acquisition Certification for Contracting Officer’s Representatives to oversee the contract and hold contractors accountable for quality and cost performance in accordance with contract terms.</td>
<td>Resolved</td>
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<td>199</td>
<td>Bureau of Near Eastern Affairs</td>
<td>ISP-I-21-04</td>
<td>Inspection of the Libya External Office</td>
<td>11/2/2020</td>
<td>2</td>
<td>The Bureau of Near Eastern Affairs, in coordination with the Bureau of Overseas Buildings Operations and the Libya External Office, should conduct a cost-benefit analysis to determine whether the Department should continue to lease the interim embassy compound in Tripoli and put up to $7 million to better use if the decision is to terminate the lease.</td>
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<tr>
<td>201</td>
<td>Bureau of Near Eastern Affairs</td>
<td>AUD-MERO-21-24</td>
<td>Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</td>
<td>4/13/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Near Eastern Affairs develop and implement a process that includes a secondary review of Contracting Officer’s Representative and Government Technical Monitor written nominations to ensure that technical expertise in the contract subject matter is presented to the Contracting Officer, as required by 14 Foreign Affairs Handbook-2 H-143.2, “COR Appointment Procedures.”</td>
<td>Resolved</td>
</tr>
<tr>
<td>202</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-ACF-16-20</td>
<td>Compliance Follow-up Audit of the Process To Request and Prioritize Physical Security-Related Activities at Overseas Posts</td>
<td>12/15/2015</td>
<td>7</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Diplomatic Security, develop and implement formal standardized processes to prioritize physical security-related deficiencies at posts by category, such as major physical security upgrades, forced-entry/ballistic-resistant projects, and minor physical security upgrades. The prioritizations should be performed based on a comprehensive list of all physical security needs and should be periodically updated based on changes in risk factors or posts’ needs. The processes used to perform the prioritizations should be documented and repeatable. In addition, in developing the processes, consideration should be given to how the Overseas Security Policy Board standards will be utilized, what risk factors will be considered, and what impact upcoming major rehabilitation projects or new construction would have on the prioritized rankings.</td>
<td>Resolved</td>
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<td>203</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations’ Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>1</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations issue a Construction Alert defining which building equipment and systems must be fully commissioned prior to substantial completion and update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to include those requirements.</td>
<td>Resolved</td>
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<td>204</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations’ Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>2</td>
<td>OIG recommends the Bureau of Overseas Buildings Operations require project directors to certify that all required building equipment and systems are fully commissioned prior to issuing the certificate of substantial completion.</td>
<td>Resolved</td>
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<tr>
<td>205</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations’ Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>3</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations establish and implement internal controls to verify that all required documentation in support of commissioning testing is completed prior to substantial completion. This should include all pre-functional checks, functional performance tests, and integrated systems tests to ensure that building equipment and systems are functioning as intended.</td>
<td>Resolved</td>
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<tr>
<td>206</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations’ Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>5</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to include procedures for identifying and approving instances in which it is appropriate to issue the certificate of substantial completion before commissioning has been fully completed. Specifically, these protocols should include mechanisms that (a) require a formal waiver be issued by the construction executive to proceed with substantial completion and occupancy even though commissioning is not yet complete, (b) establish milestones for completing the commissioning process after substantial completion and occupancy, and (c) execute a contract modification requiring the contractor to grant an extended warranty for those systems that were not commissioned at the time of substantial completion.</td>
<td>Resolved</td>
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<td>207</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations’ Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>6</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;P&amp;O CM 01) as well as its Guide to Excellence in Diplomatic Facilities to ensure that references to the commencement of the warranty period are consistent with FAR 52.246-21, Warranty of Construction. Specifically, existing policies and procedures should be updated to indicate that the warranty period either begins at final acceptance unless the Government takes possession of any part of the work before final acceptance, in which case, the warranty shall begin at the date the Government takes possession. The Bureau of Overseas Buildings Operations should also explicitly define when the Government officially takes possession of the completed work, including whether possession occurs at substantial completion or at the time of occupancy.</td>
<td>Resolved</td>
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<tr>
<td>208</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations’ Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>7</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations establish requirements in its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;P&amp;O CM 01) for the preparation and submission of key project documents for newly constructed facilities, including (a) owner’s project requirements, (b) a Basis of Design document, (c) systems manuals, (d) a commissioning plan, and (e) a final commissioning report. These documents should be prepared and submitted at the appropriate interval of construction for each building or facility constructed by the Bureau of Overseas Buildings Operations. Additionally, the requirements should indicate the parties responsible for preparation, review, and approval of each of the key project documents.</td>
<td>Resolved</td>
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<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>8</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to require its project directors and facility managers to establish a memorandum of agreement 9 months prior to the estimated substantial completion target date to facilitate the building turnover process. This memorandum of agreement should, at a minimum, (a) define the type of access that Facility Management personnel and operations and management contractors should be given to new buildings prior to substantial completion; (b) specify relevant documentation, such as punch lists, lists of equipment to be maintained, and commissioning documentation that should be provided to facility managers and operations and management contractors; and (c) establish timelines for providing building access and documentation to facility personnel and operations and management contractors prior to substantial completion and occupancy.</td>
<td>Resolved</td>
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<td>210</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-18-17</td>
<td>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</td>
<td>1/30/2018</td>
<td>9</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to require its project directors and facility managers to hold a pre-turnover meeting approximately 60 days prior to substantial completion. The entire project team should be included in this meeting with participants discussing the status of construction, commissioning, required turnover documentation, and the planned schedule and outstanding actions required to ensure a smooth and successful turnover of facilities.</td>
<td>Resolved</td>
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<tr>
<td>212</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-19-31</td>
<td>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed</td>
<td>6/13/2019</td>
<td>1</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations (1) identify industry best practices for automating commissioning documentation, (2) develop an electronic commissioning platform, and (3) conduct a pilot program using the electronic platform that would allow commissioning tests to be created digitally and test results saved to an online repository.</td>
<td>Resolved</td>
</tr>
<tr>
<td>213</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-19-31</td>
<td>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed</td>
<td>6/13/2019</td>
<td>5</td>
<td>Until such time as Recommendation 3 is fully implemented, OIG recommends that the Bureau of Overseas Buildings Operations update its Construction Management Guidebook to include instructions on how to establish the file structure to organize construction project records. These instructions should address, for example, whether documents should be maintained in tabs or folders and what categories of documents should be included. These categories should include the contract award, contract modifications, payment records, progress schedules, submittals, and commissioning tests and related documents, and closeout documentation.</td>
<td>Resolved</td>
</tr>
<tr>
<td>214</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-19-31</td>
<td>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed</td>
<td>6/13/2019</td>
<td>6</td>
<td>Until such a time as Recommendation 3 is fully implemented, OIG recommends that the Bureau of Overseas Buildings Operations establish a centralized, Compact Disk library to maintain and manage the custody of construction project records submitted by commissioning agents on Compact Disks.</td>
<td>Resolved</td>
</tr>
<tr>
<td>215</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>ISP-I-19-18</td>
<td>Inspection of Embassy Port-au-Prince, Haiti</td>
<td>6/17/2019</td>
<td>20</td>
<td>The Bureau of Overseas Buildings Operations, in coordination with Embassy Port-au-Prince, should connect the “Stecher-Roumain” housing compound to the local power grid, and put funds of up to $3.03 million over 5 years to better use.</td>
<td>Resolved</td>
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<td>216</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>ISP-I-19-20</td>
<td>Inspection of Embassy Paramaribo, Suriname</td>
<td>7/24/2019</td>
<td>8</td>
<td>The Bureau of Overseas Buildings Operations, in coordination with Embassy Paramaribo, should address the roof leaks in the new embassy compound and mitigate the resulting health hazards within 180 days.</td>
<td>Resolved</td>
</tr>
<tr>
<td>217</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>ISP-I-20-02</td>
<td>Inspection of Embassy N’Djamena, Chad</td>
<td>11/7/2019</td>
<td>5</td>
<td>The Bureau of Overseas Buildings Operations, in coordination with Embassy N’Djamena and the Bureau of African Affairs, should develop and implement a strategy that prioritizes the disposal of Embassy N’Djamena’s excess real property, in order to put funds estimated at $7.1 million to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>218</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-20-20</td>
<td>Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan</td>
<td>2/25/2020</td>
<td>6</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Office of Acquisitions Management and the Office of the Legal Advisor, take the following actions: (a) assess whether Caddell Construction Co., LLC, is liable for damages for not fulfilling the terms and conditions of its contract and (b) recover all monetary damages for which Caddell is liable and report the final disposition of the recovery to the Office of Inspector General.</td>
<td>Resolved</td>
</tr>
<tr>
<td>219</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-MERO-20-20</td>
<td>Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan</td>
<td>2/25/2020</td>
<td>8</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations, following the Under Secretary for Management’s decision in Recommendation 7 to end the impasse regarding construction of the New Office Building on the New Embassy Compound in Ashgabat, Turkmenistan, take appropriate action to execute the decision and report to the Office of Inspector General the actual amount of funds, which could be as much as $125 million, placed under contract to finalize construction of the New Office Building.</td>
<td>Resolved</td>
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<td>220</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-CGI-20-36</td>
<td>Management Assistance Report: Execution of the New Embassy Compound London Construction Project Offers Multiple Lessons</td>
<td>7/14/2020</td>
<td>7</td>
<td>OIG recommends that, once an accurate consolidated schedule of defects is developed (Recommendation 6), the Bureau of Overseas Buildings Operations, in coordination with Embassy London, establish timeframes for completing all identified defects and verify completion before final acceptance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>221</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-CGI-20-43</td>
<td>Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects</td>
<td>9/18/2020</td>
<td>2</td>
<td>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 all major building systems are tested and commissioned, including how such decisions influence project milestones, the additional costs to be incurred, and the projected final acceptance date of the project.</td>
<td>Resolved</td>
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<tr>
<td>222</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-CGI-20-43</td>
<td>Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects</td>
<td>9/18/2020</td>
<td>3</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations establish and implement procedures requiring Project Directors assigned to execute a construction project to ensure that a complete and accurate punch list is provided to the contractor with the issuance of the Certificate of Substantial Completion.</td>
<td>Resolved</td>
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<tr>
<td>223</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-CGI-20-43</td>
<td>Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects</td>
<td>9/18/2020</td>
<td>4</td>
<td>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 Directors to justify and document the decision to issue the Certificate of Substantial Completion without promptly providing a consolidated, complete, and accurate punch list to the contractor, including the impact of such decisions on the projected final acceptance date of the project and the additional costs to be incurred as a result.</td>
<td>Resolved</td>
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<td>224</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-CGI-20-43</td>
<td>Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects</td>
<td>9/18/2020</td>
<td>6</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations establish and implement procedures, when circumstances warrant deviation from established staffing plans for capital construction projects, that require the Project Director to document the deviation from the staffing plan, including the effect of such decisions on project milestones, the additional costs to be incurred, and the projected final acceptance date of the project.</td>
<td>Resolved</td>
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<tr>
<td>225</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>AUD-CGI-20-43</td>
<td>Audit of the Bureau of Overseas Buildings Operations Process To Execute Construction Closeout Procedures for Selected Capital Construction Projects</td>
<td>9/18/2020</td>
<td>10</td>
<td>OIG recommends that the Bureau of Overseas Buildings Operations update the OBO Construction Management Guidebook to clarify that punch list items must be documented and tracked separately from warranty list items to avoid ambiguity.</td>
<td>Resolved</td>
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<td>233</td>
<td>Bureau of Overseas Buildings</td>
<td>ISP-I-21-21</td>
<td>Inspection of the Bureau of Overseas Buildings Operations’ Office of Safety,</td>
<td>4/22/2021</td>
<td>8</td>
<td>The Bureau of Overseas Buildings Operations should develop and implement a training program incorporating training objectives and materials for safety orientations and safety training for all employees at overseas posts.</td>
<td>Resolved</td>
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<tr>
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<td>237</td>
<td>Bureau of Overseas Buildings Operations</td>
<td>ISP-I-21-22</td>
<td>Inspection of the Bureau of Overseas Buildings Operations' Office of Fire Protection</td>
<td>5/19/2021</td>
<td>1</td>
<td>The Bureau of Overseas Buildings Operations, in coordination with the Bureau of the Comptroller and Global Financial Services, should incorporate in the Annual Statement of Assurance templates an attestation requiring overseas posts to have an effective fire protection program that complies with all applicable Department standards.</td>
<td>Resolved</td>
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<td>243</td>
<td>Bureau of South and Central Asian Affairs</td>
<td>AUD-MERO-19-27</td>
<td>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</td>
<td>6/26/2019</td>
<td>3</td>
<td>OIG recommends that the Bureau of South and Central Asian Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.</td>
<td>Resolved</td>
</tr>
<tr>
<td>244</td>
<td>Bureau of South and Central Asian Affairs</td>
<td>AUD-MERO-20-46</td>
<td>Audit of Food Services Under the Afghanistan Life Support Services Contract</td>
<td>9/25/2020</td>
<td>4</td>
<td>OIG recommends that the Bureau of South and Central Asian Affairs, in coordination with the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management incorporate a requirement for the contractor to develop a cost control plan into the Diplomatic Platform Support Services contract’s request for task order proposals for food services in Afghanistan.</td>
<td>Resolved</td>
</tr>
<tr>
<td>245</td>
<td>Bureau of South and Central Asian Affairs</td>
<td>AUD-MERO-20-46</td>
<td>Audit of Food Services Under the Afghanistan Life Support Services Contract</td>
<td>9/25/2020</td>
<td>5</td>
<td>OIG recommends that the Bureau of South and Central Asian Affairs, in coordination with the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management take appropriate steps to ensure a cost control plan is executed under the Diplomatic Platform Support Services contract’s food services task order in Afghanistan.</td>
<td>Resolved</td>
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<td>246</td>
<td>Bureau of South and Central Asian Affairs</td>
<td>AUD-MERO-21-42</td>
<td>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section</td>
<td>9/8/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of South and Central Asian Affairs revise, reinforce, and train its personnel on the standard operating procedures and internal controls over the process of vetting potential award recipients for corruption, human rights violations, or illicit narcotics production or trafficking when using Economic Support Funds in accordance with Department of State, Foreign Operations, and Related Programs Appropriation Act requirements beginning for Fiscal Year 2017.</td>
<td>Unresolved</td>
</tr>
<tr>
<td>247</td>
<td>Bureau of South and Central Asian Affairs</td>
<td>AUD-MERO-21-42</td>
<td>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section</td>
<td>9/8/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of South and Central Asian Affairs, Office of Press and Public Diplomacy, develop and implement internal controls designed to enforce or verify Grants Officers’ and Grants Officer’s Representatives’ compliance with reviewing and documenting risks annually using the Bureau of Administration, Office of the Procurement Executive-developed risk assessment worksheet, as required by the Federal Assistance Directive.</td>
<td>Unresolved</td>
</tr>
<tr>
<td>248</td>
<td>Bureau of South and Central Asian Affairs</td>
<td>AUD-MERO-21-42</td>
<td>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section</td>
<td>9/8/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of South and Central Asian Affairs develop and implement internal controls designed to enforce or verify Grants Officers’ and Grants Officer’s Representatives’ compliance with mitigating measures for risks identified in the risk assessments, as required by the Federal Assistance Directive.</td>
<td>Unresolved</td>
</tr>
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<td>249</td>
<td>Bureau of South and Central Asian Affairs</td>
<td>AUD-MERO-21-42</td>
<td>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section Administration of Grants and Cooperative Agreements</td>
<td>9/8/2021</td>
<td>6</td>
<td>OIG recommends that the Bureau of South and Central Asian Affairs, in coordination with the Bureau of Budget and Planning and the Office of U.S. Foreign Assistance Resources, determine the applicability of the Foreign Affairs Manual (18 FAM 301.4-4, “Evaluation,”) requirements to “large” awards that U.S. Embassy Kabul, Afghanistan, Public Affairs Section administers. If determined to be applicable, they should implement a policy requiring the Embassy Kabul Public Affairs Section to comply with the requirements set forth in 18 FAM 301.4-4, “Evaluation.”</td>
<td>Unresolved</td>
</tr>
<tr>
<td>250</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>AUD-CGI-16-48</td>
<td>Audit of the Department of State Travel Card Program</td>
<td>9/27/2016</td>
<td>1</td>
<td>OIG recommends that the Bureau of the Comptroller and Global Financial Services develop, implement, and publish policies in the Foreign Affairs Manual and/or Foreign Affairs Handbook governing cash advances on Department-issued travel cards, specifically regarding the timing and dollar value of cash advances that may be obtained.</td>
<td>Resolved</td>
</tr>
<tr>
<td>251</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>AUD-CGI-16-48</td>
<td>Audit of the Department of State Travel Card Program</td>
<td>9/27/2016</td>
<td>4</td>
<td>OIG recommends that the Bureau of the Comptroller and Global Financial Services establish controls to identify Department employees eligible to receive a travel card who travel more than two times in a 12-month period and verify that they obtain and use a Department-issued travel card for all official travel-related expenses.</td>
<td>Resolved</td>
</tr>
<tr>
<td>252</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>AUD-CGI-16-48</td>
<td>Audit of the Department of State Travel Card Program</td>
<td>9/27/2016</td>
<td>5</td>
<td>OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement split disbursement procedures as required by the Office of Management and Budget for all Department-issued travel card holders.</td>
<td>Resolved</td>
</tr>
<tr>
<td>253</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>ISP-C-17-32</td>
<td>Compliance Follow-up Review: Department of State Has Not Implemented Recommendations Pertaining to Official Residence Expense Staff Salaries</td>
<td>8/9/2017</td>
<td>1</td>
<td>The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should issue consistent guidance to overseas missions on the proper procedures for paying Official Residence Expense staff salaries within 30 days of the issuance of this report.</td>
<td>Resolved</td>
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</tbody>
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### Open Recommendations - Unclassified

As of September 30, 2021

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<tbody>
<tr>
<td>254</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>ISP-C-17-32</td>
<td>Compliance Follow-up Review: Department of State Has Not Implemented Recommendations Pertaining to Official Residence Expense Staff Salaries</td>
<td>8/9/2017</td>
<td>2</td>
<td>The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should revise and reissue consistent Foreign Affairs Manual and Foreign Affairs Handbook guidance on paying Official Residence Expense staff salaries within 6 months of the issuance of this report.</td>
<td>Resolved</td>
</tr>
<tr>
<td>255</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>ISP-I-18-17</td>
<td>Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia</td>
<td>5/11/2018</td>
<td>16</td>
<td>Embassy Riyadh, in coordination with the Bureau of the Comptroller and Global Financial Services, should implement procedures to require U.S. direct-hire employees to comply with Department of State Standard Regulation 532 a2) and collect overpayments made in cases of non-compliance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>259</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>8</td>
<td>OIG recommends that the Bureau of the Comptroller and Global Financial Services incorporate in the Foreign Affairs Manual or the Foreign Affairs Handbook required use of a Special Needs Education Allowance project code or a budget object code to record expenditures in the Department’s financial management system.</td>
<td>Resolved</td>
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<td>260</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>AUD-FM-21-27</td>
<td>Audit of Department of State Use of Appropriated Funds Prior to Expiration and Cancellation</td>
<td>4/14/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Comptroller and Global Financial Services develop and implement a process to maintain a list of all obligations that were automatically deobligated due to cancelling funds by bureau or office and provide that information to bureau and office representatives to improve fund management.</td>
<td>Resolved</td>
</tr>
<tr>
<td>261</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>AUD-FM-21-27</td>
<td>Audit of Department of State Use of Appropriated Funds Prior to Expiration and Cancellation</td>
<td>4/14/2021</td>
<td>5</td>
<td>OIG recommends that the Bureau of the Comptroller and Global Financial Services enhance the current processes for monitoring unliquidated obligations that are included in the Foreign Affairs Manual (4 FAM 225) to verify that allotment holders are performing periodic reviews of obligations.</td>
<td>Resolved</td>
</tr>
<tr>
<td>262</td>
<td>Bureau of the Comptroller and Global Financial Services</td>
<td>ISP-21-14</td>
<td>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions</td>
<td>6/16/2021</td>
<td>3</td>
<td>The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Consular Affairs, should add consular crisis preparedness to the management controls checklist distributed annually to assist missions in their internal reviews of management controls.</td>
<td>Resolved</td>
</tr>
<tr>
<td>263</td>
<td>Consulate General Hamilton</td>
<td>ISP-I-17-26</td>
<td>Inspection of Emergency Preparedness at Consulate General Hamilton, Bermuda</td>
<td>5/23/2017</td>
<td>3</td>
<td>Consulate General Hamilton, in coordination with the Regional Information Management Center in Ft. Lauderdale, should repair or replace the high-frequency radio at its alternate command center.</td>
<td>Resolved</td>
</tr>
<tr>
<td>264</td>
<td>Consulate General Hamilton</td>
<td>ISP-I-21-03</td>
<td>Inspection of Consulate General Hamilton, Bermuda</td>
<td>11/3/2020</td>
<td>5</td>
<td>Consulate General Hamilton should close out procurement files in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>265</td>
<td>Deputy Assistant Secretary for Passport Services</td>
<td>ISP-I-21-17</td>
<td>Inspection of the Bureau of Consular Affairs’ Passport Services Directorate</td>
<td>9/2/2021</td>
<td>1</td>
<td>The Bureau of Consular Affairs should implement project management processes for the Passport Services Directorate’s information technology modernization projects in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>266</td>
<td>Embassy Addis Ababa</td>
<td>ISP-I-18-18</td>
<td>Inspection of Embassy Addis Ababa, Ethiopia</td>
<td>5/25/2018</td>
<td>11</td>
<td>Embassy Addis Ababa, in coordination with the Bureau of Administration, should implement property management internal controls, in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
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<tr>
<td>267</td>
<td>Embassy Addis Ababa</td>
<td>ISP-I-18-18</td>
<td>Inspection of Embassy Addis Ababa, Ethiopia</td>
<td>5/25/2018</td>
<td>12</td>
<td>Embassy Addis Ababa should implement a real property management program that is fully compliant with Department requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>269</td>
<td>Embassy Addis Ababa</td>
<td>ISP-I-18-18</td>
<td>Inspection of Embassy Addis Ababa, Ethiopia</td>
<td>5/25/2018</td>
<td>29</td>
<td>Embassy Addis Ababa should stop managing personal internet service for embassy employees and collect $99,324 from employees who had internet service at their residences that was paid by the embassy in FY 2017 and put those funds to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>270</td>
<td>Embassy Banjul</td>
<td>ISP-I-19-04</td>
<td>Inspection of Embassy Banjul, The Gambia</td>
<td>11/21/2018</td>
<td>5</td>
<td>Embassy Banjul, in coordination with the Bureau of the Comptroller and Global Financial Services, should collect outstanding salary advances of $2,000 due from former employees and put those funds to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>271</td>
<td>Embassy Beirut</td>
<td>AUD-MERO-20-19</td>
<td>Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process</td>
<td>1/30/2020</td>
<td>15</td>
<td>OIG recommends that Embassy Beirut, Lebanon, purchase and install a fuel flow meter to independently verify the quantity of fuel delivered by the contractor.</td>
<td>Resolved</td>
</tr>
<tr>
<td>272</td>
<td>Embassy Beirut</td>
<td>AUD-MERO-20-19</td>
<td>Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process</td>
<td>1/30/2020</td>
<td>19</td>
<td>OIG recommends that Embassy Beirut, Lebanon, establish and implement procedures in the quality assurance surveillance plans for its fuel contracts that require oversight officials to (a) independently verify the quantity of fuel delivered using Department of State-owned flow meters and (b) detail the process that should be followed if fuel does not meet quality standards or if the volume of fuel measured by the embassy’s flow meters does not match the quantity measured by the contractor’s flow meters.</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
## Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process

**OIG recommends that Embassy Beirut, Lebanon, review the contract files for all fuel contracts to assess the file quality in accordance with the Bureau of Administration, Office of the Procurement Executive, Procurement Information Bulletin 2014-10, “Contract Files and COR File Checklist” (Updated June 4, 2015) and implement corrective actions necessary to maintain complete contract files.**

- **Resolved**

## Audit of Mission Turkey and Embassy Beirut Fuel Oversight and Payment Process

**OIG recommends that Embassy Beirut, Lebanon, direct its Contracting Officers to immediately review the Contracting Officer’s Representatives’ files for gasoline and diesel fuel for completeness and include the results of this review in the contract files.**

- **Resolved**

## Inspection of Embassy Bern, Switzerland

**Embassy Bern, in coordination with the Bureau of Overseas Buildings Operations, should provide accommodations for consular applicants in accordance with Department standards.**

- **Resolved**

## Inspection of Embassy Bern, Switzerland

**Embassy Bern, in coordination with the Bureau of Global Talent Management, should update its local compensation plan to comply with Government of Switzerland labor law, in accordance with Department standards.**

- **Resolved**

## Inspection of Embassy Bogota, Colombia

**Embassy Bogota should comply with Department standards for the use of public diplomacy funds.**

- **Resolved**

## Inspection of Embassy Bogota, Colombia

**Embassy Bogota should clear overdue travel advances in accordance with Department guidelines and put funds up to $1,451,820 to better use.**

- **Resolved**

## Inspection of Embassy Bogota, Colombia

**Embassy Bogota, in coordination with the Bureau of Overseas Buildings Operations, should implement an action plan to resolve the mission's fire protection deficiencies and bring the program into full compliance with Department standards.**

- **Resolved**
<table>
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<tr>
<td>280</td>
<td>Embassy Bogota</td>
<td>ISP-I-19-14</td>
<td>Inspection of Embassy Bogota, Colombia</td>
<td>4/17/2019</td>
<td>29</td>
<td>Embassy Bogota should remove the KACTUS database from the dedicated internet network and conduct a risk assessment based on the National Institute of Standards and Technology’s Risk Management Framework.</td>
<td>Resolved</td>
</tr>
<tr>
<td>281</td>
<td>Embassy Bogota</td>
<td>ISP-I-19-14</td>
<td>Inspection of Embassy Bogota, Colombia</td>
<td>4/17/2019</td>
<td>30</td>
<td>Embassy Bogota, in coordination with the Bureau of Western Hemisphere Affairs, should relocate the telecommunications demarcation point outside the limited access communications rooms.</td>
<td>Resolved</td>
</tr>
<tr>
<td>282</td>
<td>Embassy Bogota</td>
<td>ISP-I-19-14</td>
<td>Inspection of Embassy Bogota, Colombia</td>
<td>4/17/2019</td>
<td>39</td>
<td>Embassy Bogota should test the information technology contingency plans for unclassified and classified networks in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>283</td>
<td>Embassy Canberra</td>
<td>ISP-I-20-07</td>
<td>Inspection of Embassy Canberra and Constituent Posts, Australia</td>
<td>2/18/2020</td>
<td>7</td>
<td>Embassy Canberra, in coordination with the Bureaus of Overseas Buildings Operations and East Asian and Pacific Affairs, should dispose of property numbers R48 and R49 at Kalgoorlie Crescent in accordance with Department guidelines and put up to $896,849 to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>284</td>
<td>Embassy Dhaka</td>
<td>ISP-I-20-17</td>
<td>Inspection of Embassy Dhaka, Bangladesh</td>
<td>6/12/2020</td>
<td>9</td>
<td>Embassy Dhaka should install a closed-circuit television monitoring system or other means to enable consular managers to visually observe the activities within the Consular Section cashier booth.</td>
<td>Resolved</td>
</tr>
<tr>
<td>285</td>
<td>Embassy Dhaka</td>
<td>ISP-I-20-17</td>
<td>Inspection of Embassy Dhaka, Bangladesh</td>
<td>6/12/2020</td>
<td>14</td>
<td>Embassy Dhaka should dismantle and remove its shipping containers and portable structures in accordance with Department requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>286</td>
<td>Embassy Dhaka</td>
<td>ISP-I-20-17</td>
<td>Inspection of Embassy Dhaka, Bangladesh</td>
<td>6/12/2020</td>
<td>15</td>
<td>Embassy Dhaka should close out procurement files in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>287</td>
<td>Embassy Dhaka</td>
<td>ISP-I-20-17</td>
<td>Inspection of Embassy Dhaka, Bangladesh</td>
<td>6/12/2020</td>
<td>17</td>
<td>Embassy Dhaka, in coordination with the Bureau of Overseas Buildings Operations, should conduct a technical review of the design plans for the two structures used as warehouses on the embassy annex compound and submit the survey for approval, in accordance with Department standards.</td>
<td>Resolved</td>
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<tr>
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<td>288</td>
<td>Embassy Dhaka</td>
<td>ISP-I-20-17</td>
<td>Inspection of Embassy Dhaka, Bangladesh</td>
<td>6/12/2020</td>
<td>18</td>
<td>Embassy Dhaka, in coordination with the Bureau of Overseas Buildings Operations, should complete all elevator repairs needed to obtain a current certificate of use for each elevator, in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>289</td>
<td>Embassy Djibouti</td>
<td>ISP-I-18-14</td>
<td>Inspection of Embassy Djibouti, Djibouti</td>
<td>4/18/2018</td>
<td>8</td>
<td>Embassy Djibouti should implement a comprehensive residential fuel delivery program that complies with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>290</td>
<td>Embassy Djibouti</td>
<td>ISP-I-18-14</td>
<td>Inspection of Embassy Djibouti, Djibouti</td>
<td>4/18/2018</td>
<td>25</td>
<td>Embassy Djibouti should conduct annual information technology contingency plan testing of the unclassified and classified networks in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>291</td>
<td>Embassy Georgetown</td>
<td>ISP-I-18-19</td>
<td>Inspection of Embassy Georgetown, Guyana</td>
<td>5/16/2018</td>
<td>23</td>
<td>Embassy Georgetown should vacate the U.S. Government-owned warehouse and notify the Bureau of Overseas Buildings Operations so it can be sold.</td>
<td>Resolved</td>
</tr>
<tr>
<td>292</td>
<td>Embassy Guatemala City</td>
<td>ISP-I-18-16</td>
<td>Inspection of Embassy Guatemala City, Guatemala</td>
<td>5/16/2018</td>
<td>9</td>
<td>Embassy Guatemala City, in coordination with the Bureau of Human Resources, should complete updates to the local compensation plan.</td>
<td>Resolved</td>
</tr>
<tr>
<td>293</td>
<td>Embassy Guatemala City</td>
<td>ISP-I-18-16</td>
<td>Inspection of Embassy Guatemala City, Guatemala</td>
<td>5/16/2018</td>
<td>11</td>
<td>Embassy Guatemala City, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>294</td>
<td>Embassy Kabul</td>
<td>AUD-MERO-19-40</td>
<td>Audit of the Execution of Security-Related Construction Projects at U.S. Embassy Kabul, Afghanistan</td>
<td>9/20/2019</td>
<td>4</td>
<td>OIG recommends that Embassy Kabul take steps to ensure that a qualified Project Manager with relevant construction expertise is assigned to oversee the day-to-day management of each physical security project initiated at post to confirm that the project meets relevant construction standards, building codes, and physical security requirements.</td>
<td>Resolved</td>
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<tr>
<td>295</td>
<td>Embassy Kabul</td>
<td>AUD-MERO-21-42</td>
<td>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section Administration of Grants and Cooperative Agreements</td>
<td>9/8/2021</td>
<td>2</td>
<td>OIG recommends that U.S. Embassy Kabul, Afghanistan, vet all active award recipients of Public Affairs Section awards funded by Economic Support Funds, including those identified in this report as not being vetted, for corruption, human rights violations, or illicit narcotics production or trafficking in accordance with the Department of State, Foreign Operations, and Related Programs Appropriation Act requirements beginning for Fiscal Year 2017.</td>
<td>Unresolved</td>
</tr>
<tr>
<td>296</td>
<td>Embassy Kabul</td>
<td>AUD-MERO-21-42</td>
<td>Audit of U.S. Embassy Kabul, Afghanistan, Public Affairs Section Administration of Grants and Cooperative Agreements</td>
<td>9/8/2021</td>
<td>5</td>
<td>OIG recommends that U.S. Embassy Kabul, Afghanistan, establish and document measures to mitigate programmatic and organizational risks identified in the risk assessments for future Public Affairs Section awards it administers, as required by the Federal Assistance Directive.</td>
<td>Unresolved</td>
</tr>
<tr>
<td>297</td>
<td>Embassy Kathmandu</td>
<td>ISP-I-20-22</td>
<td>Inspection of Embassy Kathmandu, Nepal</td>
<td>5/26/2020</td>
<td>4</td>
<td>Embassy Kathmandu should comply with all Department overseas motor vehicle safety standards for chauffeurs and incidental drivers under chief of mission authority.</td>
<td>Resolved</td>
</tr>
<tr>
<td>298</td>
<td>Embassy Kathmandu</td>
<td>ISP-I-20-22</td>
<td>Inspection of Embassy Kathmandu, Nepal</td>
<td>5/26/2020</td>
<td>14</td>
<td>Embassy Kathmandu should comply with the Department’s accounting standards for the local employee retirement Provident Fund.</td>
<td>Resolved</td>
</tr>
<tr>
<td>299</td>
<td>Embassy Kolonia</td>
<td>ISP-I-19-05</td>
<td>Inspection of Embassy Kolonia, Federated States of Micronesia</td>
<td>2/4/2019</td>
<td>9</td>
<td>Embassy Kolonia, in coordination with Embassy Manila, should review $707,000 in unliquidated obligations and deobligate any funds that are no longer needed.</td>
<td>Resolved</td>
</tr>
<tr>
<td>300</td>
<td>Embassy Koror</td>
<td>ISP-I-19-06</td>
<td>Inspection of Embassy Koror, Republic of Palau</td>
<td>2/4/2019</td>
<td>1</td>
<td>Embassy Koror should implement a standard operating procedure for conducting supervisory reviews of nonimmigrant visa adjudications in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>301</td>
<td>Embassy Koror</td>
<td>ISP-I-19-06</td>
<td>Inspection of Embassy Koror, Republic of Palau</td>
<td>2/4/2019</td>
<td>2</td>
<td>Embassy Koror should take actions to prepare for a consular crisis according to Department guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>302</td>
<td>Embassy Koror</td>
<td>ISP-I-19-06</td>
<td>Inspection of Embassy Koror, Republic of Palau</td>
<td>2/4/2019</td>
<td>3</td>
<td>Embassy Koror should assess and test its warden system in accordance with Department standards.</td>
<td>Resolved</td>
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<tr>
<td>303</td>
<td>Embassy Koror</td>
<td>ISP-I-19-06</td>
<td>Inspection of Embassy Koror, Republic of Palau</td>
<td>2/4/2019</td>
<td>11</td>
<td>Embassy Koror, in coordination with Embassy Manila, should review all unliquidated obligations, deobligate any funds that are no longer needed, and put up to $823,547 to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>304</td>
<td>Embassy Koror</td>
<td>ISP-I-19-06</td>
<td>Inspection of Embassy Koror, Republic of Palau</td>
<td>2/4/2019</td>
<td>13</td>
<td>Embassy Koror, in coordination with Embassy Manila, should update and conduct annual information technology contingency plan testing of the unclassified and classified networks in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>305</td>
<td>Embassy Libreville</td>
<td>ISP-I-19-16</td>
<td>Inspection of Embassy Libreville, Gabon</td>
<td>6/19/2019</td>
<td>12</td>
<td>Embassy Libreville should verify and document that grant recipients were eligible to receive $272,600 in foreign assistance funds and that the funds were used for the intended purpose. If the recipients are deemed ineligible or funds were not used for the intended purpose, Embassy Libreville should recover the funds in accordance with the grant agreements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>306</td>
<td>Embassy Libreville</td>
<td>ISP-I-19-16</td>
<td>Inspection of Embassy Libreville, Gabon</td>
<td>6/19/2019</td>
<td>16</td>
<td>Embassy Libreville should update its consular internet pages to ensure the information complies with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>307</td>
<td>Embassy Lima</td>
<td>AUD-SI-18-59</td>
<td>Audit of the Department of State’s Administration of its Aviation Program</td>
<td>9/25/2018</td>
<td>25</td>
<td>OIG recommends that Embassy Lima, Peru, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.</td>
<td>Resolved</td>
</tr>
<tr>
<td>308</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>4</td>
<td>Embassy London should install a closed-circuit television monitoring system or other means to enable Consular Section managers to visually observe the activities within the American citizen services cashier booth.</td>
<td>Resolved</td>
</tr>
<tr>
<td>309</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>6</td>
<td>Embassy London, in coordination with the Bureau of Overseas Buildings Operations, should bring Consulate General Edinburgh’s consular waiting room into compliance with current Department standards.</td>
<td>Resolved</td>
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<tr>
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<tr>
<td>310</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>9</td>
<td>Embassy London, in coordination with the Bureaus of the Comptroller and Global Financial Services, Global Talent Management, and European and Eurasian Affairs, should implement a plan to fund current liabilities and reduce future liabilities in the locally employed staff defined benefit pension plan in order to comply with local labor law and address long-term funding concerns.</td>
<td>Resolved</td>
</tr>
<tr>
<td>311</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>10</td>
<td>Embassy London, in coordination with the Bureaus of European and Eurasian Affairs and 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 accordance with Department standards, in order to put funds of $243,993 over 3 years, per position, to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>312</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>12</td>
<td>Embassy London should dispose of excess nonexpendable property in accordance with Department guidelines.</td>
<td>Resolved</td>
</tr>
<tr>
<td>313</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>13</td>
<td>Embassy London should complete and document safety certifications of all mission residences in the Post Occupational Safety and Health Officer Certification Application, in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>314</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>14</td>
<td>Embassy London should close out procurement files in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>316</td>
<td>Embassy London</td>
<td>ISP-I-20-12</td>
<td>Inspection of Embassy London and Constituent Posts, United Kingdom</td>
<td>8/10/2020</td>
<td>21</td>
<td>Embassy London should complete the systems authorization process for its locally developed applications as required by Department standards.</td>
<td>Resolved</td>
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<tr>
<td>317</td>
<td>Embassy London</td>
<td>ISP-I-21-03</td>
<td>Inspection of Consulate General Hamilton, Bermuda</td>
<td>11/3/2020</td>
<td>1</td>
<td>Embassy London should request that the Department of Homeland Security initiate National Security Decision Directive 38 procedures to either retain or abolish its Customs and Border Protection positions at Consulate General Hamilton that have been vacant for at least 2 years.</td>
<td>Resolved</td>
</tr>
<tr>
<td>318</td>
<td>Embassy Luanda</td>
<td>ISP-I-17-19</td>
<td>Inspection of Embassy Luanda, Angola</td>
<td>6/1/2017</td>
<td>6</td>
<td>Embassy Luanda, in coordination with the Bureau of Overseas Buildings Operations, should relocate employees to residences that meet Department fire standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>319</td>
<td>Embassy Luanda</td>
<td>ISP-I-17-19</td>
<td>Inspection of Embassy Luanda, Angola</td>
<td>6/1/2017</td>
<td>7</td>
<td>Embassy Luanda should strengthen its controls over residential fuel deliveries in accordance with Department standards to include establishing a receiving clerk to oversee deliveries.</td>
<td>Resolved</td>
</tr>
<tr>
<td>320</td>
<td>Embassy Maseru</td>
<td>ISP-I-20-01</td>
<td>Inspection of Embassy Maseru, Lesotho</td>
<td>10/2/2019</td>
<td>2</td>
<td>The Bureau of Overseas Buildings Operations, in coordination with Embassy Maseru, should bring the doors in the President’s Emergency Plan for AIDS Relief building into compliance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>321</td>
<td>Embassy Nassau</td>
<td>ISP-I-19-19</td>
<td>Inspection of Embassy Nassau, The Bahamas</td>
<td>8/1/2019</td>
<td>12</td>
<td>Embassy Nassau should establish a comprehensive corrective action plan and certify all residences for occupancy in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>323</td>
<td>Embassy Nassau</td>
<td>ISP-I-19-19</td>
<td>Inspection of Embassy Nassau, The Bahamas</td>
<td>8/1/2019</td>
<td>20</td>
<td>Embassy Nassau should review its unliquidated obligations in accordance with Department guidelines and put up to $2.3 million to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>324</td>
<td>Embassy Nassau</td>
<td>ISP-I-19-19</td>
<td>Inspection of Embassy Nassau, The Bahamas</td>
<td>8/1/2019</td>
<td>25</td>
<td>Embassy Nassau, in coordination with the Regional Information Management Center Ft. Lauderdale and the Bureau of Western Hemisphere Affairs, should remediate the embassy’s computer network infrastructure to improve network performance.</td>
<td>Resolved</td>
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<td>325</td>
<td>Embassy New Delhi</td>
<td>ISP-I-19-10</td>
<td>Inspection of Embassy New Delhi and Constituent Posts, India</td>
<td>12/21/2018</td>
<td>12</td>
<td>Embassy New Delhi should reconcile transactions in the Suspense Deposit Abroad account in accordance with Department guidelines, and put funds of $65,772 to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>326</td>
<td>Embassy New Delhi</td>
<td>ISP-I-19-10</td>
<td>Inspection of Embassy New Delhi and Constituent Posts, India</td>
<td>12/21/2018</td>
<td>25</td>
<td>Embassy New Delhi, in coordination with the Bureau of Overseas Buildings Operations, should implement an action plan to resolve the mission’s safety, health, and environmental management deficiencies and bring the program into full compliance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>327</td>
<td>Embassy Nouakchott</td>
<td>ISP-I-20-04</td>
<td>Inspection of Embassy Nouakchott, Mauritania</td>
<td>11/20/2019</td>
<td>1</td>
<td>Embassy Nouakchott, in coordination with the Bureaus of Diplomatic Security, Information Resource Management, and Overseas Buildings Operations, should bring the American Center in the new embassy compound into compliance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>328</td>
<td>Embassy Nouakchott</td>
<td>ISP-I-20-04</td>
<td>Inspection of Embassy Nouakchott, Mauritania</td>
<td>11/20/2019</td>
<td>3</td>
<td>Embassy Nouakchott should comply with Department standards for the use of public diplomacy funds.</td>
<td>Resolved</td>
</tr>
<tr>
<td>329</td>
<td>Embassy Nouakchott</td>
<td>ISP-I-20-04</td>
<td>Inspection of Embassy Nouakchott, Mauritania</td>
<td>11/20/2019</td>
<td>12</td>
<td>Embassy Nouakchott should close-out procurement files in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>330</td>
<td>Embassy Ouagadougou</td>
<td>ISP-I-20-18</td>
<td>Inspection of Embassy Ouagadougou, Burkina Faso</td>
<td>9/24/2020</td>
<td>1</td>
<td>Embassy Ouagadougou should retire its official records in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>331</td>
<td>Embassy Ouagadougou</td>
<td>ISP-I-20-18</td>
<td>Inspection of Embassy Ouagadougou, Burkina Faso</td>
<td>9/24/2020</td>
<td>2</td>
<td>Embassy Ouagadougou should comply with applicable Department overseas motor vehicle safety standards for chauffeurs and incidental drivers under chief of mission authority.</td>
<td>Resolved</td>
</tr>
<tr>
<td>332</td>
<td>Embassy Ouagadougou</td>
<td>ISP-I-20-18</td>
<td>Inspection of Embassy Ouagadougou, Burkina Faso</td>
<td>9/24/2020</td>
<td>5</td>
<td>Embassy Ouagadougou should conduct annual reviews of its blanket purchase agreements in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>333</td>
<td>Embassy Ouagadougou</td>
<td>ISP-I-20-18</td>
<td>Inspection of Embassy Ouagadougou, Burkina Faso</td>
<td>9/24/2020</td>
<td>6</td>
<td>Embassy Ouagadougou should implement procedures to conduct acquisition and property management in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>334</td>
<td>Embassy Ouagadougou</td>
<td>ISP-I-20-18</td>
<td>Inspection of Embassy Ouagadougou, Burkina Faso</td>
<td>9/24/2020</td>
<td>10</td>
<td>Embassy Ouagadougou should terminate personal internet and television support to American embassy employees in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
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<td>335</td>
<td>Embassy Port au Prince</td>
<td>ISP-I-19-18</td>
<td>Inspection of Embassy Port-au-Prince, Haiti</td>
<td>6/17/2019</td>
<td>1</td>
<td>Embassy Port-au-Prince should conduct project and program evaluations in accordance with Department guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>336</td>
<td>Embassy Port au Prince</td>
<td>ISP-I-19-18</td>
<td>Inspection of Embassy Port-au-Prince, Haiti</td>
<td>6/17/2019</td>
<td>17</td>
<td>Embassy Port-au-Prince should close out procurement files in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>337</td>
<td>Embassy Port au Prince</td>
<td>ISP-I-19-18</td>
<td>Inspection of Embassy Port-au-Prince, Haiti</td>
<td>6/17/2019</td>
<td>22</td>
<td>Embassy Port-au-Prince, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>338</td>
<td>Embassy Port au Prince</td>
<td>ISP-I-19-18</td>
<td>Inspection of Embassy Port-au-Prince, Haiti</td>
<td>6/17/2019</td>
<td>26</td>
<td>Embassy Port-au-Prince should clear overdue travel advances in accordance with Department guidelines, and put up to $146,557 to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>339</td>
<td>Embassy Prague</td>
<td>ISP-I-20-28</td>
<td>Inspection of Embassy Prague, Czech Republic</td>
<td>9/14/2020</td>
<td>2</td>
<td>Embassy Prague, in coordination with the Bureau of Overseas Buildings Operations, should bring its safety, health, and environmental management program into compliance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>340</td>
<td>Embassy Prague</td>
<td>ISP-I-20-28</td>
<td>Inspection of Embassy Prague, Czech Republic</td>
<td>9/14/2020</td>
<td>3</td>
<td>Embassy Prague, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>341</td>
<td>Embassy Prague</td>
<td>ISP-I-20-28</td>
<td>Inspection of Embassy Prague, Czech Republic</td>
<td>9/14/2020</td>
<td>4</td>
<td>Embassy Prague should comply with Department standards for residential safety and security certifications.</td>
<td>Resolved</td>
</tr>
<tr>
<td>342</td>
<td>Embassy Prague</td>
<td>ISP-I-20-28</td>
<td>Inspection of Embassy Prague, Czech Republic</td>
<td>9/14/2020</td>
<td>8</td>
<td>Embassy Prague should conduct refresher information technology contingency training for employees with information technology contingency planning responsibilities in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>343</td>
<td>Embassy Pretoria</td>
<td>ISP-I-20-09</td>
<td>Inspection of Embassy Pretoria and Constituent Posts, South Africa</td>
<td>1/28/2020</td>
<td>2</td>
<td>Embassy Pretoria should conduct end-use monitoring checks of defense, dual-use, or sensitive equipment in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>344</td>
<td>Embassy Santo Domingo</td>
<td>ISP-I-19-17</td>
<td>Inspection of Embassy Santo Domingo, Dominican Republic</td>
<td>7/1/2019</td>
<td>8</td>
<td>Embassy Santo Domingo should review its unliquidated obligations in accordance with Department guidance, and put up to $1.3 million to better use.</td>
<td>Resolved</td>
</tr>
<tr>
<td>345</td>
<td>Embassy Santo Domingo</td>
<td>ISP-I-19-17</td>
<td>Inspection of Embassy Santo Domingo, Dominican Republic</td>
<td>7/1/2019</td>
<td>11</td>
<td>Embassy Santo Domingo should close out procurement files in accordance with Department standards.</td>
<td>Resolved</td>
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<td>346</td>
<td>Embassy Tel Aviv</td>
<td>ISP-I-17-20</td>
<td>Inspection of Embassy Tel Aviv, Israel</td>
<td>5/5/2017</td>
<td>18</td>
<td>Embassy Tel Aviv should update all outdated locally employed staff position descriptions.</td>
<td>Resolved</td>
</tr>
<tr>
<td>347</td>
<td>Embassy Tirana</td>
<td>ISP-I-19-26</td>
<td>Inspection of Embassy Tirana, Albania</td>
<td>8/7/2019</td>
<td>2</td>
<td>Embassy Tirana, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a wheelchair-accessible interview window for consular clients as required by Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>348</td>
<td>Embassy Tirana</td>
<td>ISP-I-19-26</td>
<td>Inspection of Embassy Tirana, Albania</td>
<td>8/7/2019</td>
<td>6</td>
<td>Embassy Tirana, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of embassy residential properties in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>349</td>
<td>Foreign Service Institute</td>
<td>ISP-21-14</td>
<td>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions</td>
<td>6/16/2021</td>
<td>2</td>
<td>The Foreign Service Institute, in coordination with the Bureau of the Comptroller and Global Financial Services, should develop and execute more comprehensive training on management control responsibilities and procedures for conducting management control reviews in its classes for chief of mission candidates and deputy chiefs of mission.</td>
<td>Resolved</td>
</tr>
<tr>
<td>350</td>
<td>Global Engagement Center</td>
<td>AUD-MERO-20-26</td>
<td>(U) Audit of Global Engagement Center Federal Assistance Award Management and Monitoring</td>
<td>4/22/2020</td>
<td>2</td>
<td>OIG recommends that the Global Engagement Center implement to the extent feasible the results of the staffing needs assessment conducted in response to Recommendation 1.</td>
<td>Resolved</td>
</tr>
<tr>
<td>351</td>
<td>Libya External Office</td>
<td>ISP-I-21-04</td>
<td>Inspection of the Libya External Office</td>
<td>11/2/2020</td>
<td>5</td>
<td>The Libya External Office should assess the progress of U.S. Government foreign assistance programs operating in Libya to ensure alignment with current policy and planning requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>352</td>
<td>Libya External Office</td>
<td>ISP-I-21-04</td>
<td>Inspection of the Libya External Office</td>
<td>11/2/2020</td>
<td>6</td>
<td>The Libya External Office should update its guidance for monitoring foreign assistance programs that benefit Libya.</td>
<td>Resolved</td>
</tr>
<tr>
<td>353</td>
<td>Libya External Office</td>
<td>ISP-I-21-04</td>
<td>Inspection of the Libya External Office</td>
<td>11/2/2020</td>
<td>7</td>
<td>The Libya External Office, in coordination with the Bureau of Near Eastern Affairs and the Bureau of Administration, should develop and publish a formal risk management policy for foreign assistance programs operating in Libya, including updating current risks and outlining the process for identifying and managing risk.</td>
<td>Resolved</td>
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<td>354</td>
<td>Office of Acquisitions Management</td>
<td>AUD-CGI-18-50</td>
<td>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</td>
<td>8/13/2018</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are monitoring Contracting Officer’s Representatives files in accordance with Procurement Information Bulletin No. 2014-10.</td>
<td>Resolved</td>
</tr>
<tr>
<td>355</td>
<td>Office of Acquisitions Management</td>
<td>AUD-CGI-18-50</td>
<td>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</td>
<td>8/13/2018</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are developing quality assurance surveillance plans for all service contracts and monitoring Contracting Officers Representatives adherence to the quality assurance surveillance plans.</td>
<td>Resolved</td>
</tr>
<tr>
<td>356</td>
<td>Office of Allowances</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>14</td>
<td>OIG recommends that the Bureau of Administration, Deputy Assistant Secretary for Operations, Office of Allowances, develop and implement internal controls to ensure the Special Needs Education Allowance rates are reviewed annually, as required by Office of Allowances standard operating procedures.</td>
<td>Resolved</td>
</tr>
<tr>
<td>357</td>
<td>Office of Allowances</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>15</td>
<td>OIG recommends that the Bureau of Administration, Deputy Assistant Secretary for Operations, Office of Allowances, update its methodology for calculating the Special Needs Education Allowance school at post and school away from post rates to require the use of actual Special Needs Education Allowance expenditures as the basis for the establishing rates.</td>
<td>Resolved</td>
</tr>
<tr>
<td>358</td>
<td>Office of Civil Rights</td>
<td>ESP-20-06</td>
<td>Evaluation of the Department’s Handling of Sexual Harassment Reports</td>
<td>9/30/2020</td>
<td>4</td>
<td>OIG recommends that OCR formalize its newly established timeliness standards for investigating reports of sexual harassment and assess whether the office is able to meet the standards.</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
## Open Recommendations - Unclassified

As of September 30, 2021

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<thead>
<tr>
<th>#</th>
<th>ACTION OFFICE</th>
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<tbody>
<tr>
<td>359</td>
<td>Office of Defense Trade Controls Licensing</td>
<td>AUD-SI-19-07</td>
<td>(U) Audit of Department of State Directorate of Defense Trade Controls Export Licensing Processes</td>
<td>2/5/2019</td>
<td>2</td>
<td>OIG recommends that, once its license application review standard operating procedures have been updated (Recommendation 1), the Office of Defense Trade Controls Licensing (a) train all Licensing Officers in the new procedures and (b) develop and implement an annual refresher training program for its Licensing Officers on the procedures.</td>
<td>Resolved</td>
</tr>
<tr>
<td>361</td>
<td>Office of Defense Trade Controls Licensing</td>
<td>AUD-SI-19-07</td>
<td>(U) Audit of Department of State Directorate of Defense Trade Controls Export Licensing Processes</td>
<td>2/5/2019</td>
<td>4</td>
<td>OIG recommends that the Office of Defense Trade Controls Licensing (a) determine the capacity of its Licensing Officers to meet the license application workload, (b) establish the appropriate Licensing Officer staffing level needed to meet that workload, and (c) develop and implement an action plan to attain the established Licensing Officer staffing level and related resources needed to be successful.</td>
<td>Resolved</td>
</tr>
<tr>
<td>363</td>
<td>Office of Defense Trade Controls Licensing</td>
<td>AUD-SI-19-07</td>
<td>(U) Audit of Department of State Directorate of Defense Trade Controls Export Licensing Processes</td>
<td>2/5/2019</td>
<td>8</td>
<td>OIG recommends that the Office of Defense Trade Controls Licensing develop and implement controls for license applications that are referred to other Department bureaus and offices, as required.</td>
<td>Resolved</td>
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<tr>
<td>#</td>
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<tr>
<td>365</td>
<td>Office of Defense Trade Controls Policy</td>
<td>AUD-SI-19-07</td>
<td>(U) Audit of Department of State Directorate of Defense Trade Controls Export Licensing Processes</td>
<td>2/5/2019</td>
<td>10</td>
<td>OIG recommends that the Office of Defense Trade Controls Policy (a) establish and maintain a database of all current Blue Lantern Officers, their expected arrival and departure dates from assigned posts, and the date when they received Blue Lantern Program training and (b) develop and implement a process to notify posts when a Blue Lantern Officer will be departing in order to begin the reassignment process.</td>
<td>Resolved</td>
</tr>
<tr>
<td>367</td>
<td>Office of Foreign Assistance</td>
<td>AUD-MERO-19-39</td>
<td>Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines</td>
<td>9/20/2019</td>
<td>24</td>
<td>OIG recommends that the Office of U.S. Foreign Assistance Resources enforce evaluation policies by developing and implementing an oversight plan to verify that bureaus and offices that are administering foreign assistance funding are implementing and adhering to the Foreign Aid Transparency and Accountability Act of 2016, the Foreign Affairs Manual (18 FAM 301.4), and the corresponding Guidance for the Design, Monitoring and Evaluation Policy at the Department of State, January 2018. This plan should include, at a minimum, a requirement to verify that definitions of “programs” and “large programs” are consistent with the FAM and a requirement to verify that Bureau Evaluation Plans are developed and implemented in accordance with existing guidance and by the established deadlines.</td>
<td>Resolved</td>
</tr>
<tr>
<td>368</td>
<td>Office of Global Criminal Justice</td>
<td>ISP-I-21-27</td>
<td>Inspection of the Office of Global Criminal Justice</td>
<td>6/22/2021</td>
<td>1</td>
<td>The Office of Global Criminal Justice should develop and implement a strategic plan in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
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<td>370</td>
<td>Office of Global Criminal Justice</td>
<td>ISP-I-21-27</td>
<td>Inspection of the Office of Global Criminal Justice</td>
<td>6/22/2021</td>
<td>3</td>
<td>The Office of Global Criminal Justice should bring the War Crimes Rewards Program into compliance with Department program design standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>371</td>
<td>Office of Global Women’s Issues</td>
<td>ISP-I-21-10</td>
<td>Inspection of the Office of Global Women’s Issues</td>
<td>1/27/2021</td>
<td>1</td>
<td>The Office of Global Women’s Issues, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to align its organizational structure with operational needs.</td>
<td>Resolved</td>
</tr>
<tr>
<td>372</td>
<td>Office of Global Women’s Issues</td>
<td>ISP-I-21-10</td>
<td>Inspection of the Office of Global Women’s Issues</td>
<td>1/27/2021</td>
<td>2</td>
<td>The Office of Global Women’s Issues, in coordination with the Office of the Secretary’s Executive Secretariat’s Executive Office, should follow Department guidelines outlined in the Foreign Affairs Manual to establish the Women’s Global Development and Prosperity Unit as a subordinate bureaucratic entity.</td>
<td>Resolved</td>
</tr>
<tr>
<td>374</td>
<td>Office of Global Women’s Issues</td>
<td>ISP-I-21-10</td>
<td>Inspection of the Office of Global Women’s Issues</td>
<td>1/27/2021</td>
<td>4</td>
<td>The Office of Global Women’s Issues, in coordination with the Office of the Secretary’s Executive Secretariat’s Executive Office, should review and staff its public diplomacy operation to comply with Department guidelines.</td>
<td>Resolved</td>
</tr>
<tr>
<td>375</td>
<td>Office of Global Women’s Issues</td>
<td>ISP-I-21-10</td>
<td>Inspection of the Office of Global Women’s Issues</td>
<td>1/27/2021</td>
<td>6</td>
<td>The Office of Global Women’s Issues should close out Federal assistance awards as required by Department and Federal standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>#</td>
<td>ACTION OFFICE</td>
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<td>377</td>
<td>Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs</td>
<td>ESP-19-02</td>
<td>Management Assistance Report: Use of Personal Social Media Accounts to Conduct Official Business</td>
<td>2/4/2019</td>
<td>3</td>
<td>The Office of Policy, Planning, and Resources, in coordination with the Bureau of Public Affairs and the Bureau of International Information Programs, should review the personal Twitter accounts of ambassadors and other senior Department officials and take appropriate action to remedy any violations of Department policy.</td>
<td>Resolved</td>
</tr>
<tr>
<td>378</td>
<td>Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs</td>
<td>ISP-I-21-24</td>
<td>Review of the Public Diplomacy Staffing Initiative</td>
<td>4/20/2021</td>
<td>1</td>
<td>The Office of Policy, Planning, and Resources, in coordination with the regional bureaus, should develop and implement a plan for responding to Public Diplomacy Sections’ needs for increased salary costs and severance pay, in accordance with Department guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>379</td>
<td>Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs</td>
<td>ISP-I-21-24</td>
<td>Review of the Public Diplomacy Staffing Initiative</td>
<td>4/20/2021</td>
<td>2</td>
<td>The Office of Policy, Planning, and Resources, in coordination with the Bureau of Global Talent Management, should review and issue worldwide guidance for Public Diplomacy Sections seeking to revise locally employed staff position descriptions before the Public Diplomacy Staffing Initiative is implemented at their embassy.</td>
<td>Resolved</td>
</tr>
<tr>
<td>380</td>
<td>Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs</td>
<td>ISP-I-21-24</td>
<td>Review of the Public Diplomacy Staffing Initiative</td>
<td>4/20/2021</td>
<td>3</td>
<td>The Office of Policy, Planning, and Resources should evaluate the classification of senior press locally employed staff positions at missions that have completed the Public Diplomacy Staffing Initiative implementation process, make any necessary adjustments to the framework job descriptions so that classification of these positions is consistent with similar positions at other missions, and apply any lessons-learned for missions awaiting implementation.</td>
<td>Resolved</td>
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<td>381</td>
<td>Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs</td>
<td>ISP-I-21-24</td>
<td>Review of the Public Diplomacy Staffing Initiative</td>
<td>4/20/2021</td>
<td>4</td>
<td>The Office of Policy, Planning, and Resources, in coordination with the regional bureaus, should establish two-way communication procedures and create and distribute Public Diplomacy Staffing Initiative briefing materials to all public diplomacy officers, including to public affairs officers before beginning their overseas assignments, and to locally employed staff.</td>
<td>Resolved</td>
</tr>
<tr>
<td>382</td>
<td>Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs</td>
<td>ISP-I-21-24</td>
<td>Review of the Public Diplomacy Staffing Initiative</td>
<td>4/20/2021</td>
<td>5</td>
<td>The Office of Policy, Planning, and Resources should provide regional bureau public diplomacy offices complete information on the Public Diplomacy Staffing Initiative, including monitoring and evaluation results and budgetary implications, in accordance with Department guidance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>383</td>
<td>Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs</td>
<td>ISP-I-21-24</td>
<td>Review of the Public Diplomacy Staffing Initiative</td>
<td>4/20/2021</td>
<td>6</td>
<td>The Office of Policy, Planning, and Resources, in coordination with the Foreign Service Institute, should develop and implement a training plan with short-, medium-, and long-term objectives that address how to train public diplomacy officers and locally employed staff in core competencies based on new position descriptions for Public Diplomacy Staffing Initiative implementation.</td>
<td>Resolved</td>
</tr>
<tr>
<td>384</td>
<td>Office of the Legal Adviser</td>
<td>ESP-21-02</td>
<td>Review of Allegations of Misuse of Department of State Resources</td>
<td>4/15/2021</td>
<td>1</td>
<td>The Office of the Legal Adviser should amend its existing ethics and travel guide to include written guidance as to whether it is appropriate to use Department funds for personal gifts to U.S. citizens and whether it is appropriate for Department employees to arrange personal dinners and entertainment for the Secretary of State.</td>
<td>Resolved</td>
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<tr>
<td>385</td>
<td>Office of the Procurement Executive</td>
<td>ESP-18-02</td>
<td>Management Assistance Report: Incorporation of Clause Requiring Contractor Cooperation with the Office of Inspector General</td>
<td>3/1/2018</td>
<td>1</td>
<td>The Bureau of Administration, Office of the Procurement Executive, should amend the Department of State Acquisition Regulation to require contracting officers to include a provision requiring contracting officers to insert a clause in all current and future contracts stating: &quot;(a) This contract incorporates by reference 1 FAM 053.2-5, which mandates the contractor’s and/or any subcontractor’s duty to cooperate fully with Office of Inspector General personnel. (b) Cooperation includes: (1) Complete, prompt, and free access to all files (in any format), documents, premises, and employees, except as limited by law, including access to records, premises, and employees; (2) Statements, both oral and written, including statements under oath or affirmation; (3) Technical consultation, examination, and assistance regarding information or evidence being collected or developed; (4) Such other information and assistance as may be requested in order to complete the OIG activity.&quot;</td>
<td>Resolved</td>
</tr>
<tr>
<td>386</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-20-24</td>
<td>Management Assistance Report: Legal Determination Concerning Department of State Non-Acquisition Interagency Agreements is Needed</td>
<td>4/15/2020</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, update Procurement Information Bulletin 2014-05 and other Department of State policy governing non-acquisition interagency agreements, once it receives the legal determination resulting from Recommendation 1, regarding the use of a notice to proceed to extend the period of performance for a non-acquisition interagency agreement, to incorporate the policy and communicate the determination to all relevant stakeholders.</td>
<td>Resolved</td>
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<tr>
<td>387</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-20-24</td>
<td>Management Assistance Report: Legal Determination Concerning Department of State Non-Acquisition Interagency Agreements Is Needed</td>
<td>4/15/2020</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, update Procurement Information Bulletin 2014-05 and other Department of State policy governing non-acquisition interagency agreements, once it receives the legal determination and ratification procedures resulting from Recommendation 3, to incorporate the policy and communicate the ratification procedures to all relevant stakeholders.</td>
<td>Resolved</td>
</tr>
<tr>
<td>388</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-18</td>
<td>Audit of the Department’s Risk Assessments and Monitoring of Voluntary Contributions to Public International Organizations</td>
<td>3/3/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive update the Federal Assistance Directive to require specific, measurable objectives to be identified in voluntary contribution award documents consistent with Standards for Internal Control in the Federal Government requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>389</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-18</td>
<td>Audit of the Department’s Risk Assessments and Monitoring of Voluntary Contributions to Public International Organizations</td>
<td>3/3/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive update the Federal Assistance Directive to require awarding offices to conduct risk assessments consistent with Standards for Internal Control in the Federal Government requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>390</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-18</td>
<td>Audit of the Department’s Risk Assessments and Monitoring of Voluntary Contributions to Public International Organizations</td>
<td>3/3/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive update the Federal Assistance Directive to require that bureaus issuing voluntary contributions incorporate monitoring activities tied to voluntary contribution objectives as terms and conditions in award documents, consistent with Standards for Internal Control in the Federal Government requirements.</td>
<td>Resolved</td>
</tr>
<tr>
<td>391</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-18</td>
<td>Audit of the Department’s Risk Assessments and Monitoring of Voluntary Contributions to Public International Organizations</td>
<td>3/3/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive update the Federal Assistance Directive to require that bureaus issuing voluntary contributions document the results of ongoing monitoring, consistent with Standards for Internal Control in the Federal Government requirements.</td>
<td>Resolved</td>
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<td>393</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-35</td>
<td>Management Assistance Report: Financial Monitoring of Foreign Assistance Grants and Cooperative Agreements in Somalia Needs Improvement</td>
<td>7/22/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in conjunction with the Bureau of African Affairs, develop and implement a process to ensure that the United Nations Office of Project Services submit all required quarterly Federal Financial Reports in accordance with the terms and conditions of the award.</td>
<td>Resolved</td>
</tr>
<tr>
<td>394</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-35</td>
<td>Management Assistance Report: Financial Monitoring of Foreign Assistance Grants and Cooperative Agreements in Somalia Needs Improvement</td>
<td>7/22/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in conjunction with the Bureau of Counterterrorism, develop and implement a process to ensure that Valar and the International Development Law Organization submit all required quarterly Federal Financial Reports in accordance with the terms and conditions of the awards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>395</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-35</td>
<td>Management Assistance Report: Financial Monitoring of Foreign Assistance Grants and Cooperative Agreements in Somalia Needs Improvement</td>
<td>7/22/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Bureau of African Affairs, develop and implement a process that ensures the Grants Officer and Grants Officer Representative for the Stipends Support for the Somali National Army award (SLMAQM18GR2254) review the Federal Financial Reports and document the review in the award file within 30 days of receipt, as required by the Federal Assistance Directive.</td>
<td>Resolved</td>
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<tr>
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<td>ACTION OFFICE</td>
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<tr>
<td>396</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-35</td>
<td>Management Assistance Report: Financial Monitoring of Foreign Assistance Grants and Cooperative Agreements in Somalia Needs Improvement</td>
<td>7/22/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Bureau of Counterterrorism, develop and implement a process that ensures the Grants Officer and Grants Officer Representative 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) review the Federal Financial Reports and document the review in the award file within 30 days of receipt, as required by the Federal Assistance Directive.</td>
<td>Resolved</td>
</tr>
<tr>
<td>397</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-35</td>
<td>Management Assistance Report: Financial Monitoring of Foreign Assistance Grants and Cooperative Agreements in Somalia Needs Improvement</td>
<td>7/22/2021</td>
<td>6</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with the Bureau of African Affairs (a) determine the allowability of the $311,834 in questioned costs (consisting of $22,511 in unallowable prepaid calling cards, $4,983 in unallowable interpreter fees, $92,600 in unallowable fuel, $176,268 in unallowable meals and $15,472 in unallowable other costs as detailed in Table 3) incurred by Bancroft Global Development under the Mentorship and Training for the Somali National Army and the African Union Mission in Somalia award (SLMAQM17CA1018) and (b) recover all costs determined to be unallowable.</td>
<td>Resolved</td>
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<td>399</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-37</td>
<td>Management Assistance Report: Improved Guidance and Acquisition Planning is Needed to Reduce the Use of Bridge Contracts in Afghanistan and Iraq</td>
<td>7/22/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive amend the Foreign Affairs Handbook to include a subsection in 14 FAH-2 H-320, Acquisition Planning, providing direct guidance on sole source noncompetitive contracts or contract extensions with an existing contractor to bridge the time between the original end of that contractor’s contract and the competitive award of a follow-on contract, including providing definitions to the terms: “bridge contract” or “bridge actions,” the parameters under which these sole source noncompetitive contracts and extensions can be used, and a requirement to provide additional information necessary to justify consecutive uses of a noncompetitive sole source award.</td>
<td>Resolved</td>
</tr>
<tr>
<td>400</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-37</td>
<td>Management Assistance Report: Improved Guidance and Acquisition Planning is Needed to Reduce the Use of Bridge Contracts in Afghanistan and Iraq</td>
<td>7/22/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop and implement a process to identify and elevate to the Assistant Secretary of Administration, who serves as the appointed agency Chief Acquisition Officer, instances when the acquisition planning process is adversely impacted due to insufficient program office participation so the Chief Acquisition Officer can engage with the impacted program office bureau’s assistant secretary to resolve delays in pursuing full and open competition for contracts in overseas contingency environments.</td>
<td>Resolved</td>
</tr>
<tr>
<td>401</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-37</td>
<td>Management Assistance Report: Improved Guidance and Acquisition Planning is Needed to Reduce the Use of Bridge Contracts in Afghanistan and Iraq</td>
<td>7/22/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, revise its Justification for Other than Full and Open Competition (JOFOC) Guide to require that written justification for using less than full and open competition for awarding bridge contracts include information on why and how the delay occurred, what measures have or will be undertaken to resolve the delay, and the milestones to achieving full and open competition.</td>
<td>Resolved</td>
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<td>402</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-38</td>
<td>Audit of Department of State Compliance With Requirements Relating to Undefinitized Contract Actions</td>
<td>7/27/2021</td>
<td>1</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in coordination with Bureau of the Comptroller and Global Financial Services and the General Services Administration (a) determine the feasibility and cost-effectiveness of establishing a process to transfer all relevant data, including undefinitized contract actions, directly from Global Financial Management System to the Federal Procurement Data System – Next Generation; and (b) if determined to be feasible and cost-effective, take the necessary actions to establish the process.</td>
<td>Resolved</td>
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<tr>
<td>403</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-38</td>
<td>Audit of Department of State Compliance With Requirements Relating to Undefinitized Contract Actions</td>
<td>7/27/2021</td>
<td>2</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop guidance for the manual entry of procurement information into the Federal Procurement Data System – Next Generation to reduce the likelihood that inaccurate information related to undefinitized contract actions is recorded.</td>
<td>Resolved</td>
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<tr>
<td>404</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-38</td>
<td>Audit of Department of State Compliance With Requirements Relating to Undefinitized Contract Actions</td>
<td>7/27/2021</td>
<td>3</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive revise and reissue Office of Acquisition Management, &quot;Definitization of Letter Contracts/Undefinitized Contract Actions (UCA),&quot; AQM Memorandum 17-01, September 2019, to (a) clarify the definition of what constitutes an undefinitized contract action and distinguishes it from similar contracting instruments, to include unpriced change orders and (b) emphasize, at a minimum, that UCAs must be approved by the head of contracting activity and are required to contain a negotiated definitization schedule including, among other requirements, a target date for definitization, which shall be the earliest practicable date, but at least within 180 days after the date of the UCA or before completion of 40 percent of the work to be performed, whichever occurs first.</td>
<td>Resolved</td>
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<td>405</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-38</td>
<td>Audit of Department of State Compliance With Requirements Relating to Undefinitized Contract Actions</td>
<td>7/27/2021</td>
<td>4</td>
<td>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop and execute training on undefinitized contract actions to ensure that contracting personnel understand their issuing requirement, as well as the distinction between undefinitized contract actions and similar contracting instruments, such as unpriced change orders.</td>
<td>Resolved</td>
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<tr>
<td>406</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>8</td>
<td>OIG recommends that the Bureau of Administration, in coordination with the regional bureaus, establish and implement a process to (a) identify additional internal controls over the procurement of goods and services that can be used to improve oversight and accountability in those countries where there are no U.S. direct-hire staff to oversee the procurement process and (b) share them with those missions that temporarily establish operations outside of their respective host countries.</td>
<td>Resolved</td>
</tr>
<tr>
<td>407</td>
<td>Office of the Procurement Executive</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>16</td>
<td>OIG recommends that the Bureau of Administration update the Federal Assistance Directive to require that risk assessments for foreign assistance awards be updated within 90 days of a significant change in security circumstances, such as a suspension of operations, in the country where the award is being implemented.</td>
<td>Resolved</td>
</tr>
<tr>
<td>408</td>
<td>Office of the Science and Technology Adviser</td>
<td>ISP-I-21-30</td>
<td>Inspection of the Office of the Science and Technology Adviser to the Secretary</td>
<td>8/18/2021</td>
<td>1</td>
<td>The Office of the Science and Technology Adviser to the Secretary should develop and communicate to staff a plan to implement its Functional Bureau Strategy in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>409</td>
<td>Office of the Science and Technology Adviser</td>
<td>ISP-I-21-30</td>
<td>Inspection of the Office of the Science and Technology Adviser to the Secretary</td>
<td>8/18/2021</td>
<td>2</td>
<td>The Office of the Science and Technology Adviser to the Secretary should develop, implement, and train staff on coordination and clearance procedures in accordance with Department guidelines.</td>
<td>Resolved</td>
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<tr>
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<td>410</td>
<td>Office of the Science and Technology Adviser</td>
<td>ISP-I-21-30</td>
<td>Inspection of the Office of the Science and Technology Adviser to the Secretary</td>
<td>8/18/2021</td>
<td>3</td>
<td>The Office of the Science and Technology Adviser to the Secretary, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should develop procedures that delineate and deconflict the roles and responsibilities of both Regional Technology Officers and Regional Environmental, Science, Technology, and Health Officers in accordance with Department guidelines.</td>
<td>Resolved</td>
</tr>
<tr>
<td>411</td>
<td>Office of the Science and Technology Adviser</td>
<td>ISP-I-21-30</td>
<td>Inspection of the Office of the Science and Technology Adviser to the Secretary</td>
<td>8/18/2021</td>
<td>4</td>
<td>The Office of the Science and Technology Adviser to the Secretary, in coordination with the Offices of the Under Secretary for Economic Growth, Energy, and the Environment, the Deputy Secretary of State, and the Deputy Secretary of State for Management and Resources, should submit a statement of its policy areas of responsibilities in accordance with Department standards.</td>
<td>Resolved</td>
</tr>
<tr>
<td>412</td>
<td>Office of the Science and Technology Adviser</td>
<td>ISP-I-21-30</td>
<td>Inspection of the Office of the Science and Technology Adviser to the Secretary</td>
<td>8/18/2021</td>
<td>5</td>
<td>The Office of the Science and Technology Adviser to the Secretary should nominate a qualified Contracting Officer’s Representative for the American Association for the Advancement of Science and Jefferson Science Fellowship contracts.</td>
<td>Resolved</td>
</tr>
<tr>
<td>413</td>
<td>Office of the U.S. Global AIDS Coordinator and Health Diplomacy</td>
<td>AUD-SI-19-43</td>
<td>Audit of Cooperative Agreement Sub-Award Recipients Supporting the U.S. President’s Emergency Plan for AIDS Relief</td>
<td>9/25/2019</td>
<td>2</td>
<td>OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy—to the extent practicable and for the purpose of fulfilling the vocational training related to the Mercy Corps Determined, Resilient, Empowered, AIDS-free, Mentored, and Safe Partnership Innovation Challenge project in Uganda—provide supply vouchers to the young women who successfully completed the vocational training.</td>
<td>Resolved</td>
</tr>
<tr>
<td>414</td>
<td>Office of the U.S. Global AIDS Coordinator and Health Diplomacy</td>
<td>AUD-SI-20-17</td>
<td>Audit of the Department of State’s Coordination and Oversight of the U.S. President’s Emergency Plan for AIDS Relief</td>
<td>2/11/2020</td>
<td>4</td>
<td>OIG recommends that the Office of the U.S. Global AIDS Coordinator and Health Diplomacy, in coordination with the Bureau of Human Resources, develop and implement a plan to hire full-time Civil Service U.S. President’s Emergency Plan for AIDS Relief Country Coordinators.</td>
<td>Resolved</td>
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<tr>
<td>416</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-AOQC-19-35</td>
<td>Management Assistance Report: Open Audit Recommendations Awaiting Final Action and Closure</td>
<td>9/5/2019</td>
<td>1</td>
<td>OIG recommends that the Under Secretary for Management (a) direct the Department entities responsible for the recommendations identified in this report to respond to OIG within 30 days of the issuance of this report with the status of actions taken to implement the recommendations and (b) periodically, but no more than every 90 days thereafter, follow up with those entities on the status of their corrective actions with recommendations that have yet to be implemented and closed.</td>
<td>Resolved</td>
</tr>
<tr>
<td>417</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-MERO-20-20</td>
<td>Review of Delays Encountered Constructing the New Embassy Compound in Ashgabat, Turkmenistan</td>
<td>2/25/2020</td>
<td>7</td>
<td>OIG recommends that the Under Secretary for Management, in coordination with the Bureau of Overseas Buildings Operations and the Office of the Legal Advisor, take action to end the impasse regarding the construction of the New Office Building on the New Embassy Compound in Ashgabat, Turkmenistan.</td>
<td>Resolved</td>
</tr>
<tr>
<td>418</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-MERO-20-35</td>
<td>Review of the Afghan Special Immigrant Visa Program</td>
<td>6/16/2020</td>
<td>5</td>
<td>OIG recommends that the Secretary of State or his designee direct an evaluation to determine if legacy systems should be updated or made interoperable or if a new system should instead be developed to minimize redundancy in data entry. The evaluation results should include (a) deployment dates for the updated, modified, or new system or an explanation as to why these improvements would not be prudent to execute and (b) other improvements that can be made to promote the efficacy of the Afghan Special Immigrant Visa program. The results of this evaluation should be provided to OIG and, as appropriate, incorporated into congressional reporting.</td>
<td>Resolved</td>
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<td>419</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>1</td>
<td>OIG recommends that the Under Secretary for Management designate the “M Family Special Needs Committee” as a permanent coordinating body to complete implementation of the Special Needs Education Allowance reform remedies and to identify and execute additional internal controls that are necessary to effectually administer the Special Needs Education Allowance. The Foreign Affairs Manual should be updated to reflect the formal establishment of the committee, its membership, and responsibility for Special Needs Education Allowance administration.</td>
<td>Resolved</td>
</tr>
<tr>
<td>420</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>2</td>
<td>OIG recommends that the Under Secretary for Management develop and publish specific guidance in the Foreign Affairs Manual to clarify guidance on obtaining a medical clearance based on educational needs, as it relates to the Special Needs Education Allowance. At a minimum, the guidance should describe the process to obtain medical clearances for children with special needs.</td>
<td>Resolved</td>
</tr>
<tr>
<td>421</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>3</td>
<td>OIG recommends that the Under Secretary for Management develop and incorporate specific guidance in the Foreign Affairs Manual for the Special Needs Education Allowance eligibility determination process. At a minimum, the guidance should describe the process to determine eligibility for the allowance and a process to appeal an ineligible determination.</td>
<td>Resolved</td>
</tr>
<tr>
<td>422</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>4</td>
<td>OIG recommends that the Under Secretary for Management incorporate in the Foreign Affairs Manual the guidance outlined in the Department of State Standardized Regulations concerning the allowability of special needs children to reside at post when not in school.</td>
<td>Resolved</td>
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<td>423</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>5</td>
<td>OIG recommends that the Under Secretary for Management update guidance in the Foreign Affairs Manual, 3 FAM 3284, “Required Documentation,” to include specific, detailed, required contents of an Individual Learning Plan for children with special needs that mirror the requirements prescribed by the Individuals with Disabilities Education Improvement Act for an individualized education program.</td>
<td>Resolved</td>
</tr>
<tr>
<td>424</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>6</td>
<td>OIG recommends that the Under Secretary for Management update guidance in the Foreign Affairs Manual, 3 FAM 3285, “Department of State Policy,” to establish parameters and guidance for decision makers regarding the term “as flexibly as possible” used in reference to authorizing the Special Needs Education Allowance so that it complies with the requirements of the Department of State Standardized Regulations.</td>
<td>Resolved</td>
</tr>
<tr>
<td>425</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>10</td>
<td>OIG recommends that the Under Secretary for Management (a) direct the “M Family Special Needs Committee” (as designated in Recommendation 1) to develop and implement monitoring activities for administering the Special Needs Education Allowance that, at a minimum and in accordance with the Standards for Internal Control in the Federal Government, include establishing a baseline, monitoring internal controls, and evaluating the results and (b) incorporate the responsibilities for monitoring the Special Needs Education Allowance in the Foreign Affairs Manual.</td>
<td>Resolved</td>
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<td>426</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-FM-20-33</td>
<td>Audit of Selected Internal Controls for the Special Needs Education Allowance</td>
<td>6/24/2020</td>
<td>11</td>
<td>OIG recommends that the Under Secretary for Management (a) direct the “M Family Special Needs Committee” (as designated in Recommendation 1) to develop and implement a process to identify, evaluate, and remediate deficiencies identified with the Special Needs Education Allowance, that at a minimum and in accordance with the Standards for Internal Control in the Federal Government, include the reporting of issues, evaluations of issues, and corrective action documentation and (b) incorporate the responsibilities for the processes in the Foreign Affairs Manual.</td>
<td>Resolved</td>
</tr>
<tr>
<td>427</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-MERO-21-24</td>
<td>Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</td>
<td>4/13/2021</td>
<td>2</td>
<td>OIG recommends that the Under Secretary of State for Management (a) direct the Bureau of Administration, Office of the Procurement Executive to coordinate with the Bureau of Global Talent Management, Office of Organization and Talent Analytics to conduct a skills assessment for contract oversight personnel overseeing “complex contracts” that require significant contractor oversight and include robust contract administration requirements to identify skills gaps to attract and retain qualified Contracting Officer’s Representatives with technical expertise in the contract subject matter and (b) develop an action plan to implement the results for all complex Department of State contracts, with a high-priority on contracts in Iraq.</td>
<td>Resolved</td>
</tr>
<tr>
<td>428</td>
<td>Office of the Under Secretary for Management</td>
<td>ESP-21-02</td>
<td>Review of Allegations of Misuse of Department of State Resources</td>
<td>4/15/2021</td>
<td>3</td>
<td>The Under Secretary for Management should draft and publish guidance on the use of a subordinate’s time for tasks of a personal nature, including examples of appropriate vs. inappropriate requests and direction concerning what to do and who to contact when a Department employee is tasked with a request that may be inappropriate.</td>
<td>Resolved</td>
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<td>429</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-AOQC-21-32</td>
<td>Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Open Office of Audits Recommendations</td>
<td>6/16/2021</td>
<td>2</td>
<td>OIG recommends that the Under Secretary for Management verify periodically, but no less than quarterly, that those entities with recommendations that have yet to be implemented and closed are providing status updates and responses to OIG in a timely manner, as required.</td>
<td>Resolved</td>
</tr>
<tr>
<td>430</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>1</td>
<td>OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement guidance to include criteria, standards, and other direction, as appropriate, for opening and closing those missions that may temporarily establish operations outside of their respective host countries. The guidance should include criteria and standards to inform when, where, and how such missions should be established.</td>
<td>Resolved</td>
</tr>
<tr>
<td>431</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>2</td>
<td>OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop guidance requiring regional bureaus to implement a process to periodically reevaluate the status of those missions that have temporarily established operations outside of their respective host countries to determine whether those missions should continue to exist in their current form.</td>
<td>Resolved</td>
</tr>
<tr>
<td>432</td>
<td>Office of the Under Secretary for Management</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>3</td>
<td>OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus and the Office of the Legal Adviser, develop and implement guidance regarding the creation, content, and periodic reevaluation of memoranda of understanding to facilitate working relationships and resource sharing agreements between those missions that have temporarily established operations outside of their host countries and their respective host missions.</td>
<td>Resolved</td>
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<td>433</td>
<td>Office of the Under Secretary</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and</td>
<td>7/28/2021</td>
<td>4</td>
<td>OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement a template for the memoranda of understanding that can be used to facilitate working relationships and resource sharing agreements between those missions that have temporarily established operations outside of their host countries and their respective host missions.</td>
<td>Resolved</td>
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<td>for Management</td>
<td></td>
<td>Operating Remote Diplomatic Missions</td>
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<tr>
<td>434</td>
<td>Office of the Under Secretary</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and</td>
<td>7/28/2021</td>
<td>7</td>
<td>OIG recommends that the Under Secretary for Management, in coordination with the Office of the Legal Adviser and the Bureau of the Comptroller and Global Financial Services, develop and implement guidance in the Foreign Affairs Handbook, 12 FAH-1 Addendum 2.1, for those missions that have temporarily established operations outside of their host countries to consult with the Office of the Legal Adviser, and Bureaus of the Comptroller and Global Financial Services and Overseas Buildings Operations for legal, financial, and operational information to determine retention or disposition of leased property.</td>
<td>Resolved</td>
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<tr>
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<td>435</td>
<td>Office of the Under Secretary</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and</td>
<td>7/28/2021</td>
<td>14</td>
<td>OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement guidance regarding the day-to-day operations of remote missions with a focus on those functions that may be impacted by operating remotely such as the provision of consular services, security operations, and managing diplomatic relations.</td>
<td>Resolved</td>
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<td>436</td>
<td>Secretary of State</td>
<td>ESP-19-01</td>
<td>Review of Allegations of Improper Passport Seizures at Embassy</td>
<td>10/31/2018</td>
<td>2</td>
<td>The Secretary of State should clarify the role of the Office of the Legal Adviser as the senior legal authority for the Department and consider whether attorneys in other offices should report directly to the Legal Adviser.</td>
<td>Resolved</td>
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<td>Sana’a, Yemen</td>
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<td>437</td>
<td>Secretary of State</td>
<td>ESP-20-01</td>
<td>Review of Allegations of Politicized and Other Improper Personnel Practices Involving the Office of the Secretary</td>
<td>11/12/2019</td>
<td>1</td>
<td>The Bureau of Human Resources should ensure that all political and presidential appointees receive training on prohibited personnel practices and related Department policies.</td>
<td>Resolved</td>
</tr>
<tr>
<td>439</td>
<td>Under Secretary for Political Affairs</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>15</td>
<td>OIG recommends that the Under Secretary for Political Affairs, in coordination with the Bureaus of African Affairs, Western Hemisphere Affairs, and Near Eastern Affairs, develop and implement a process to collect, compile, and share best practices, lessons learned, and advice to inform the establishment and operations of future missions that have temporarily established operations outside of their respective host countries.</td>
<td>Resolved</td>
</tr>
<tr>
<td>441</td>
<td>Yemen Affairs Unit</td>
<td>AUD-MERO-20-40</td>
<td>Management Assistance Report: Additional Guidance Needed to Improve the Oversight and Management of Locally Employed Staff Serving at Remote Missions</td>
<td>9/25/2020</td>
<td>8</td>
<td>OIG recommends that the Yemen Affairs Unit 1) review all current locally employed staff titles and positions, 2) identify those that do not accurately reflect current titles and duties, and 3) revise locally employed staff titles, position descriptions, and workplans, as appropriate.</td>
<td>Resolved</td>
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<tr>
<td>442</td>
<td>Yemen Affairs Unit</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>10</td>
<td>OIG recommends that the Yemen Affairs Unit provide Counterintelligence Awareness briefings in accordance with the Foreign Affairs Manual, 13 FAM 301.1-2, “Counterintelligence and Insider Threat Training,” to locally employed staff based in Yemen or seek a waiver from the Bureau of Diplomatic Security if it is not feasible to provide the briefings.</td>
<td>Resolved</td>
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## Open Recommendations - Unclassified

### As of September 30, 2021

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<tr>
<td>443</td>
<td>Yemen Affairs Unit</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>11</td>
<td>OIG recommends that the Yemen Affairs Unit provide Annual Cybersecurity Awareness for Users with Restricted Access briefings in accordance with the Foreign Affairs Handbook, 12 FAH-10 H-212, “Cybersecurity Awareness and Training Security Controls,” to locally employed staff based in Yemen or seek a waiver from the Bureau of Diplomatic Security if it is not feasible to provide the briefings.</td>
<td>Resolved</td>
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<tr>
<td>444</td>
<td>Yemen Affairs Unit</td>
<td>AUD-MERO-21-33</td>
<td>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</td>
<td>7/28/2021</td>
<td>12</td>
<td>OIG recommends that the Yemen Affairs Unit, in coordination with the Bureau of Administration, obtain guidance on and implement corrective actions for archiving relevant messages transmitted via locally employed staffs’ unofficial email accounts.</td>
<td>Resolved</td>
</tr>
<tr>
<td>445</td>
<td>International Broadcasting Bureau</td>
<td>ISP-IB-17-09</td>
<td>Inspection of the Broadcasting Board of Governors’ Middle East Broadcasting Networks</td>
<td>2/8/2017</td>
<td>2</td>
<td>The International Broadcasting Bureau Office of Chief Financial Officer should implement an action plan to close out expired Middle East Broadcasting Networks grants.</td>
<td>Resolved</td>
</tr>
<tr>
<td>446</td>
<td>International Broadcasting Bureau</td>
<td>ISP-IB-17-09</td>
<td>Inspection of the Broadcasting Board of Governors’ Middle East Broadcasting Networks</td>
<td>2/8/2017</td>
<td>8</td>
<td>The International Broadcasting Bureau Office of Security, in coordination with the Middle East Broadcasting Networks, should establish a written protocol to comply with Article X of the grant agreement.</td>
<td>Resolved</td>
</tr>
<tr>
<td>447</td>
<td>International Broadcasting Bureau</td>
<td>ISP-IB-17-21</td>
<td>Inspection of Radio Free Europe/Radio Liberty</td>
<td>5/19/2017</td>
<td>7</td>
<td>The International Broadcasting Bureau, in coordination with Radio Free Europe/Radio Liberty, should establish a written protocol on background investigations to comply with the grant agreement.</td>
<td>Resolved</td>
</tr>
<tr>
<td>448</td>
<td>Office of Cuba Broadcasting</td>
<td>ISP-IB-21-06</td>
<td>Targeted Inspection of the U.S. Agency for Global Media: Journalistic Standards and Principles</td>
<td>12/28/2020</td>
<td>1</td>
<td>The Office of Cuba Broadcasting, in coordination with the U.S. Agency for Global Media, should prepare and communicate with its staff a comprehensive plan for timely implementation of the editorial oversight reforms, including annual program reviews.</td>
<td>Resolved</td>
</tr>
<tr>
<td>449</td>
<td>Office of Cuba Broadcasting</td>
<td>ISP-IB-21-06</td>
<td>Targeted Inspection of the U.S. Agency for Global Media: Journalistic Standards and Principles</td>
<td>12/28/2020</td>
<td>3</td>
<td>The Office of Cuba Broadcasting should develop an updated version of its journalistic standards and communicate those standards in English and Spanish to its internal workforce and external audiences.</td>
<td>Resolved</td>
</tr>
<tr>
<td>#</td>
<td>ACTION OFFICE</td>
<td>REPORT NUMBER</td>
<td>REPORT TITLE</td>
<td>ISSUE DATE</td>
<td>REC NUMBER</td>
<td>RECOMMENDATION</td>
<td>REC STATUS</td>
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<tr>
<td>450</td>
<td>U.S. Agency for Global Media</td>
<td>AUD-IT-IB-16-25</td>
<td>Management Assistance Report: Broadcasting Board of Governors Incident Response and Reporting</td>
<td>1/15/2016</td>
<td>1</td>
<td>OIG recommends that the Broadcasting Board of Governors Office of Technology, Services, and Innovation amend and implement the Computer Security Incident Response Policy and the Computer Security Incident Response Procedure to reflect all elements of an effective incident response and reporting program in accordance with National Institute of Standards and Technology Special Publication 800-61, Revision 2.</td>
<td>Resolved</td>
</tr>
<tr>
<td>451</td>
<td>U.S. Agency for Global Media</td>
<td>ISP-IB-17-21</td>
<td>Inspection of Radio Free Europe/Radio Liberty</td>
<td>5/19/2017</td>
<td>6</td>
<td>The Broadcasting Board of Governors should revise its grant agreement with Radio Free Europe/Radio Liberty to include specific requirements for security policies.</td>
<td>Resolved</td>
</tr>
<tr>
<td>453</td>
<td>U.S. Agency for Global Media</td>
<td>AUD-FM-IB-18-28</td>
<td>Management Assistance Report: The Broadcasting Board of Governors Did Not Fully Address Invalid Unliquidated Obligations Identified During the FY 2016 Financial Statements Audit</td>
<td>2/21/2018</td>
<td>1</td>
<td>OIG recommends that the Broadcasting Board of Governors develop and implement annual training for allotment holders emphasizing their responsibility to monitor and deobligate invalid unliquidated obligations, as prescribed in the Broadcasting Administrative Manual.</td>
<td>Resolved</td>
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<td>ACTION OFFICE</td>
<td>REPORT NUMBER</td>
<td>REPORT TITLE</td>
<td>ISSUE DATE</td>
<td>REC NUMBER</td>
<td>RECOMMENDATION</td>
<td>REC STATUS</td>
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<td>457</td>
<td>U.S. Agency for Global Media</td>
<td>AUD-FM-IB-20-10</td>
<td>Audit of the U.S. Agency for Global Media’s FY 2019 Implementation of the Digital Accountability and Transparency Act of 2014</td>
<td>12/18/2019</td>
<td>4</td>
<td>OIG recommends that the U.S. Agency for Global Media revise its Data Quality Plan (DQP) to more thoroughly document items required by Office of Management and Budget’s Circular A-123, Appendix A. At a minimum, the revised DQP should provide details of the testing plan (which elements are tested and how often the testing will occur), details of the results of testing (errors identified for individual data elements), information on data elements that are at a higher risk of being reported incorrectly, and actions that are needed and have been taken to address the risk of misreported data.</td>
<td>Resolved</td>
</tr>
<tr>
<td>459</td>
<td>Voice of America</td>
<td>ISP-IB-21-06</td>
<td>Targeted Inspection of the U.S. Agency for Global Media: Journalistic Standards and Principles</td>
<td>12/28/2020</td>
<td>2</td>
<td>Voice of America, in coordination with the United States Agency for Global Media, should schedule and conduct a program review of each of its language services at least once per year.</td>
<td>Resolved</td>
</tr>
</tbody>
</table>