

March 2018
OFFICE OF INSPECTIONS
Bureau of Western Hemisphere Affairs

Inspection of Embassy Managua, Nicaragua

What **OIG** Found

- Employees credited the Ambassador with providing a clear strategic vision of U.S. priorities in Nicaragua, focused on the prosperity, security, and governance pillars contained in the U.S. Strategy for Engagement in Central America.
- Embassy Managua section chiefs generally managed their sections well and used resources in support of the Integrated Country Strategy.
- Embassy information management operations needed improvement in the areas of information security and contingency planning and testing.
- The embassy lacked a written mechanism to measure the American Space's overall performance to ensure Department-funded public diplomacy programs were achieving objectives.
- Embassy Managua estimated that a solar power array contract would cost \$1.76 million in unanticipated costs over five years. An updated cost-benefit study was needed before proceeding with a possible second-phase expansion of the contract.
- Embassy sections met Department of State standards for crisis preparedness, but additional planning steps were warranted because of elevated risks of natural disasters such as earthquakes and hurricanes.
- Spotlight on Success: The embassy's commercial promotion activities and its initiative for regional coordination on export promotion generated noteworthy results.
- Spotlight on Success: The Consular Section developed an innovative training program for wardens that improved its ability to assist American citizen victims of crime.

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What **OIG** Inspected

OIG inspected the executive direction, program and policy implementation, management controls, and resource management operations of Embassy Managua.

What **OIG** Recommended

This report includes eight recommendations. **OIG** made seven recommendations to improve Embassy Managua's public diplomacy, general services, and information management operations. **OIG** made one recommendation to the Bureau of Overseas Buildings Operations regarding a cost-benefit analysis of Embassy Managua's solar power contract.

In its comments on the draft report, the Department concurred with all eight recommendations. **OIG** considers the recommendations resolved. The Department's response to each recommendation, and **OIG**'s reply, can be found in the Recommendations section of this report. The Department's formal written responses are reprinted in their entirety in Appendix B.