



OIG HIGHLIGHTS

ISP-I-18-15

What OIG Inspected

OIG inspected the Office of Governance, Resource, and Performance Management in the Bureau of Information Resource Management.

What OIG Recommended

OIG made 14 recommendations to improve operations in the Office of Governance, Resource, and Performance Management. The report addressed 11 recommendations to the Bureau of Information Resource Management, 2 recommendations to the Bureau of Administration, and 1 recommendation to the Bureau of Human Resources.

In its comments on the draft report, the Department concurred with all 14 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.

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April 2018

OFFICE OF INSPECTIONS

Domestic Operations and Special Reports

Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management

What OIG Found

- The Office of Governance, Resource, and Performance Management's unclear strategic vision, goals, and priorities impeded the office's ability to meet its objectives.
- The office's formal organizational structure, roles, and responsibilities did not align with its actual functions.
- A single employee oversaw 14 contracts worth more than \$130 million per year in FY16 and FY17, which resulted in deficient oversight of contractor performance, vendor payments, and contract files.
- The Office of Governance, Resource, and Performance Management did not maintain a centralized inventory of the Department of State's information technology software purchases—amounting to \$230 million and \$205 million in FY16 and FY17, respectively.
- Department policies did not consistently identify the Office of Governance, Resource, and Performance Management as responsible for managing the Department's Information Technology Configuration Control Board.
- The office lacked authority to enforce requirements that bureaus and posts worldwide register dedicated internet networks.
- The six process management working groups lacked standard operating procedures for collaboration, documentation, and performance measures, which hindered their effectiveness.

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