



OIG HIGHLIGHTS

ISP-I-18-16

May 2018

OFFICE OF INSPECTIONS

Bureau of Western Hemisphere Affairs

Inspection of Embassy Guatemala City, Guatemala

What OIG Found

- The Ambassador and the Deputy Chief of Mission set an inclusive, positive tone and promoted strong coordination among country team members focused on Embassy Guatemala City's strategic goals of countering the flow of narcotics to the United States and dealing with good governance, prosperity, and security issues.
- Embassy Guatemala City experienced 44 percent growth in authorized Department of State American positions and 63 percent growth in authorized American positions of other agencies from 2008 through 2017. Insufficiently coordinated staffing growth placed at risk the Department's ability to successfully plan and execute construction of a new embassy compound.
- The Bureau of International Narcotics and Law Enforcement Affairs' aviation program in Guatemala failed to achieve program goals.
- Internal control deficiencies existed across embassy sections in contract, grants, property management, and occupational health and safety.
- Significant issues in the embassy Information Management operations created cybersecurity risks. These concerns stemmed from ineffective information technology configuration control and inadequate monitoring of the embassy's computer networks.

What OIG Inspected

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

What OIG Recommended

This report includes 24 recommendations. OIG made 23 recommendations to Embassy Guatemala City to improve Public Diplomacy, International Narcotics and Law Enforcement, Consular, General Services, Human Resources, and Information Management operations. OIG also made one recommendation to the Bureau of Diplomatic Security regarding the embassy's Sensitive But Unclassified computer network.

In its comments on the draft report, the Department concurred with all 24 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 response is reprinted in its entirety in Appendix B.