



# OIG HIGHLIGHTS

ISP-I-18-17

May 2018  
OFFICE OF INSPECTIONS  
Bureau of Near Eastern Affairs

Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia

## What OIG Found

- The Chargé d’Affaires and the acting Deputy Chief of Mission worked as a team, leading the embassy’s country team in pursuing the administration’s priorities for a key bilateral relationship. However, staff reported the Chargé limited his communications to a small group of employees and did not always include all relevant offices in meetings he chaired.
- Embassy Riyadh lacked procedures to review sensitive threat information related to the safety of both official and nonofficial Americans living and working in Saudi Arabia.
- Embassy reporting met policy makers’ needs and supported the mission’s Integrated Country Strategy goals.
- Public diplomacy programming promoted strategic goals in a challenging environment that limited mixed-gender social interaction and required host government approval for most outreach activities.
- During the inspection, the embassy began to address weaknesses in passport audits, the visa referral program, fraud prevention, and crisis preparedness.
- Spotlight on Success: Public diplomacy programming promoting study in the United States reached 80 percent of local social media users.
- Spotlight on Success: Innovations in the Facilities Management Section improved oversight and could save the U.S. Government more than \$3 million.
- Spotlight on Success: An embassy-developed procedure for monitoring unclassified equipment and network performance improved customer service and productivity.

## What OIG Inspected

OIG inspected the executive direction, program and policy implementation, management controls, and resource management operations of Embassy Riyadh. The inspection included Consulates General Dhahran and Jeddah.

## What OIG Recommended

This report includes 29 recommendations. OIG made 27 recommendations to Embassy Riyadh to improve embassy operations; one to the Bureau of Consular Affairs regarding handling of security threat information; and one to the Bureau of Educational and Cultural Affairs regarding the educational advising center in Dhahran.

In its comments on the draft report, the Department concurred with 28 recommendations and disagreed with 1. OIG considers all 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.