



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-19-21

What OIG Inspected

OIG inspected the Office of Foreign Missions' executive leadership, staffing and organizational structure, strategic planning, and information technology operations.

What OIG Recommends

OIG made 13 recommendations to improve the office's operations, including 9 to address deficiencies in the development and deployment of information technology systems and information systems security.

In its comments on the draft report, the Department concurred with all 13 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.

May 2019

OFFICE OF INSPECTIONS
DOMESTIC OPERATIONS

Inspection of the Office of Foreign Missions

What OIG Found

- Department of State and other Federal agency officials praised the Office of Foreign Missions' acting Director for his expertise and institutional knowledge that enabled him to successfully use reciprocity to ensure U.S. mission staff serving overseas receive equivalent treatment as their foreign counterparts based in the United States. However, lengthy gaps in key leadership positions, including the Director and Deputy Director, overburdened the acting Director and contributed to deficiencies in internal management and communications.
- Development of The Office of Foreign Missions Information System (TOMIS) had been underway for two decades, at an approximate cost of \$48 million to date. Significant issues with TOMIS development, including an invalid authorization to operate, an inability to verify data accuracy, and inadequate user access controls, warrant urgent management attention.
- The Office of Foreign Missions had neither a strategic planning process nor a Functional Bureau Strategy.
- The office's organizational structure was not well aligned, resulting in an uneven workload and unclear lines of supervision.
- The contract administration for TOMIS did not comply with Department requirements.
- Standard operating procedures for fee collections did not meet Department procedures.