



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-20-13

What OIG Inspected

OIG inspected the Bureau of Counterterrorism's executive direction, policy and program management, administrative operations, and information management and information security activities.

What OIG Recommended

OIG made 11 recommendations to the Bureau of Counterterrorism.

In its comments on the draft report, the Bureau of Counterterrorism concurred with all 11 recommendations. OIG considers all 11 recommendations resolved. The bureau's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The bureau's formal written response is reprinted in its entirety in Appendix B.

May 2020

OFFICE OF INSPECTIONS

DOMESTIC OPERATIONS

Inspection of the Bureau of Counterterrorism

What OIG Found

- The Coordinator for Counterterrorism exhibited decisive leadership, marked by setting clear strategic goals and communicating them effectively to staff. This enabled the Bureau of Counterterrorism to navigate major shifts in its mission since 2016.
- At times, the Coordinator engaged in conduct that negatively affected employee morale and productivity.
- The bureau established effective internal policy coordination and communication processes.
- Employees from other Department of State bureaus and Federal agencies expressed differing opinions about the bureau's effectiveness in promoting its policy goals in interagency processes.
- The Bureau of Counterterrorism did not provide sufficient policy guidance, training, and administrative support to overseas employees responsible for coordinating and reporting on regional counterterrorism issues.
- Vacancies in 22 percent of the bureau's Civil Service positions hampered operations.
- The bureau's Office of the Executive Director did not have systems in place to measure the results of key administrative activities and efficiently communicate with customers. As a result, bureau staff expressed dissatisfaction with the administrative and support services delivered by the office.
- The bureau did not follow Department procedures for software development.
- The lack of information technology contingency plans placed at risk the bureau's ability to support these functions in the event of an unplanned disruption.