



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-20-15

What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of the Bureau of European and Eurasian Affairs.

What OIG Recommends

OIG made 6 recommendations: 5 to the Bureau of European and Eurasian Affairs and 1 to the Bureau of Information Resource Management.

In its comments on the draft report, the Department concurred with 5 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers 5 recommendations resolved and 1 recommendation unresolved. 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.

September 2020

OFFICE OF INSPECTIONS

DOMESTIC OPERATIONS

Inspection of the Bureau of European and Eurasian Affairs

What OIG Found

- The Bureau of European and Eurasian Affairs successfully supported Department of State policies and its overseas missions.
- While recognizing that the acting Assistant Secretary had a demanding travel and meeting schedule, bureau staff sought more opportunities to hear from him as the head of the bureau.
- Organizational structure and chronic understaffing impeded the mission of the Special Envoy for Holocaust Issues.
- The bureau did not review \$3.3 million in unliquidated obligations with no activity in over 1 year in a timely manner.
- An outdated service level agreement between the Bureau of Information Resource Management and the Bureau of European and Eurasian Affairs Information Technology helpdesk adversely affected customer service.
- The bureau's information management group lacked sufficient documentation for its application development activities.
- The Office of Public Diplomacy created templates for overseas posts to use in drafting and reporting their digital media strategies to better integrate digital media into their programming and provide for a higher level of coordination on policy messaging and countering disinformation.
- Spotlight on Success: The Office of Western European Affairs initiated an orientation program for new desk officers on topics such as bureau culture, the briefing paper process, working with the National Security Council, and handling high-level meetings.