



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-20-21

What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of Embassy Bern. The inspection included Consular Agencies Geneva and Zurich.

What OIG Recommended

OIG made 10 recommendations to Embassy Bern.

In its comments on the draft report, Embassy Bern concurred with all 10 recommendations. OIG considers all 10 recommendations resolved. The embassy's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The embassy's formal written response is reprinted in its entirety in Appendix B.

May 2020

OFFICE OF INSPECTIONS

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

Inspection of Embassy Bern, Switzerland

What OIG Found

- The Ambassador and the Deputy Chief of Mission led Embassy Bern in a professional and collaborative manner.
- The embassy did not evaluate whether Consular Agencies Geneva and Zurich were cost effective to maintain.
- Embassy Bern's Fiscal Year 2019 Annual Chief of Mission Management Control Statement of Assurance included deficiencies regarding the embassy compound and its facilities. However, the review process failed to identify other management control issues.
- The Political-Economic Section's lack of an approved reporting plan created uncertainty about priorities and led to wasted effort on preparing cable reporting that the Ambassador and the Deputy Chief of Mission did not approve.
- The Political-Economic and Public Diplomacy Sections both produced Swiss news summaries with duplicative content, an inefficient use of staff.
- Embassy Bern's Consular Section had a unique workload that included American citizen services for U.S. citizens living in Iran and staff support for the World Economic Forum, but the embassy had not analyzed the effect of these services on the section's workload.
- While the information management staff met customer needs, they did not focus on information security, placing the Department of State's information at risk of compromise.