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Office of Inspector General
United States Department of State

ISP-I-20-29

Office of Inspections

April 2020

Inspection of Embassy Vilnius, Lithuania

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

UNCLASSIFIED



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-20-29

What OIG Inspected

OIG inspected the executive direction, consular, resource management, and information management operations of Embassy Vilnius.

What OIG Recommends

OIG made six recommendations to Embassy Vilnius to improve operations.

In its comments on the draft report, Embassy Vilnius concurred with all six recommendations. OIG considers all six 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.

April 2020

OFFICE OF INSPECTIONS

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

Inspection of Embassy Vilnius, Lithuania

What OIG Found

- After being without an Ambassador since July 2019, Embassy Vilnius experienced a change in leadership during the inspection with the arrival of a new Ambassador in January 2020.
- The new Ambassador quickly communicated his vision for a "happy, healthy, and productive" embassy, setting a positive, ethical, and inclusive tone for the mission.
- Officials in the Bureau of European and Eurasian Affairs reported they were satisfied with the embassy's performance under the direction of the Chargé d'Affaires, who led Embassy Vilnius from July 2019 to January 2020.
- The Management Section generally implemented required processes and procedures in accordance with applicable laws and Department of State guidance, with one exception in Facilities Management.
- The Information Resource Management Office's unclassified server room did not meet the safety standards of the Department of State and the Occupational Safety and Health Administration.

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CONTEXT

Lithuania is the largest of the three Baltic states, with a population of nearly 3 million. Slightly larger than West Virginia, the country lies on the eastern shore of the Baltic Sea. Lithuania's neighbors are Latvia to the north, Belarus to the east and south, and Poland and the Kaliningrad region of the Russian Federation to the south and southwest. Capping a long history of occupation and repression, Lithuania, annexed by the Soviet Union in 1940, spent 50 years as a Soviet Republic. The country reclaimed its independence when its new, democratically elected Supreme Council voted on March 11, 1990, to reestablish the Lithuanian Republic. The United States, which never recognized Lithuania's forced incorporation into the Soviet Republic, resumed diplomatic relations with the Lithuanian Government in September 1991.

Lithuania and the United States enjoy cooperative and mutually beneficial relations rooted in shared values and common interests. Lithuania's accession to the North Atlantic Treaty Organization (NATO) and the European Union (EU) in 2004 cemented its commitment to democracy and market economies. In 2018, Lithuania reached the NATO target of dedicating 2.0 percent of a country's gross domestic product to defense and is using those funds to modernize its armed forces and improve interoperability with NATO allies. Lithuania also contributes to counterterrorism operations abroad, through the Global Coalition to Defeat the Islamic State of Iraq and Syria, the U.S.-led Operation Inherent Resolve in Iraq, and the Resolute Support Mission in Afghanistan.

In 2017, the United States was Lithuania's seventh largest trading partner, with more than \$2 billion in total trade. In FY 2019, the United States was Lithuania's 16th largest investor, with 13,000 Lithuanian residents employed by U.S. companies. Lithuania joined the Eurozone in 2015 and the Organization for Economic Cooperation and Development in 2018 and was working to grow its economy by establishing an environment favorable to innovation, start-up businesses, and foreign direct investment.

In FY 2019, the United States provided Lithuania with approximately \$44 million in security assistance to help it develop its defensive capabilities, increase the NATO interoperability of its forces, and educate its military officers.

The overarching goals of U.S. involvement with Lithuania, as identified in the Integrated Country Strategy (ICS) the Department of State (Department) approved on January 2, 2019, are:

- For Lithuania to continue as a strong transatlantic partner within NATO and in support of broader U.S. efforts to enhance security and stability in Europe.
- To advance strong and balanced bilateral trade that benefits U.S. businesses and exports and promotes energy diversification and security.
- To reinforce the shared U.S.-Lithuania commitment to democratic principles and values as part of the transatlantic alliance.

At the time of the inspection, Embassy Vilnius had 52 authorized direct-hire American positions, 136 locally employed (LE) staff positions, of which 126 were filled, and 11 eligible family member positions. Of the 52 American staff members, 33 worked for the Department and 19 for the Department of Defense.

OIG conducted this inspection of Embassy Vilnius consistent with Section 209 of the Foreign Service Act of 1980.¹ Using its risk-based approach to inspections, OIG identified the embassy as a relatively lower risk mission and therefore limited the scope of this inspection to executive direction, consular, resource management, and information management operations. The companion classified inspection report discusses the embassy's security program, as well as several sensitive information management findings.

EXECUTIVE DIRECTION

For this targeted inspection, OIG assessed Embassy Vilnius' leadership based on interviews, staff questionnaires, and OIG's review of documents and observations of embassy meetings and activities during the on-site portion of the inspection.

Tone at the Top and Standards of Conduct

The previous Ambassador left Embassy Vilnius on July 19, 2019. At that time, the Deputy Chief of Mission (DCM), who arrived in August 2018, became the Chargé d'Affaires (Chargé). The Chargé designated the Political-Economic Section chief, who also arrived in August 2018, to serve as acting DCM. Both the Chargé and the acting DCM served in those positions until the new career Ambassador arrived on January 22, 2020, a week before the on-site phase of OIG's inspection began. The Ambassador, a career member of the Senior Foreign Service, previously served as Deputy Chief of Mission in Stockholm, Sweden, and in Tallinn, Estonia, and as Director of Nordic and Baltic Affairs in the Bureau of European and Eurasian Affairs. The DCM (formerly Chargé) also a career member of the Senior Foreign Service, previously served as Consul General in Yekaterinburg, Russia, and as Deputy Chief of Mission in Chisinau, Moldova.

Officials in the Bureau of European and Eurasian Affairs told OIG they were satisfied with the Chargé's leadership during the 6-month gap between ambassadors. The incoming Ambassador praised the Chargé for directing the embassy's swift production of the briefing materials he needed for his successful Senate confirmation. Prior to the on-site portion of the inspection, the Chargé told OIG his management philosophy was to model the Department's leadership and management principles and to assess the condition of the embassy's performance and morale on a continuous basis through formal and informal interactions with both direct-hire and LE staff. Through interviews with embassy employees and observations, OIG confirmed the Chargé's (now DCM's) assertion that he, together with the newly arrived Ambassador, demonstrated the traits embodied in 3 Foreign Affairs Manual (FAM) 1214.

¹ See Appendix A.

OIG found the newly constituted Front Office was engaged and aware of challenges facing the embassy. For example, during their introductory meeting with OIG, the Ambassador and the DCM said they were addressing a leadership issue affecting morale in one embassy section and that they had been in communication on this issue prior to the Ambassador's arrival. Subsequent OIG interviews throughout the embassy confirmed the existence of this challenge and the Ambassador's commitment to address it.

Prior to his February 4, 2020, presentation of credentials to the President of Lithuania, the Ambassador was not permitted to participate in official acts outside of the embassy. He instead focused his attention within the embassy community. The Ambassador held his first town hall meeting the day after arriving, where he shared his vision of a "happy, healthy, and productive" embassy. In his first meeting with LE staff, the Ambassador announced that the Department had approved a 4.4 percent salary increase for all LE staff, a decision that represented the culmination of an intensive campaign by previous and current embassy leadership.

When he presented his credentials to the President of Lithuania on February 4, 2020, the Ambassador further demonstrated his commitment to inclusivity and respect for all his embassy colleagues by including the LE staff committee's chairperson in his small delegation to the Presidential Palace. The following day, the Ambassador embarked on a full schedule of official meetings and public affairs events.

Execution of Foreign Policy Goals and Objectives

Department officials told OIG the embassy's ICS appropriately reflected policy priorities unique to Lithuania. The new Ambassador hosted an ICS review shortly after his arrival that included Washington and interagency participants. The Ambassador told OIG he intended to focus on the ICS goal of security as a top priority, as well as leveraging Lithuania's expertise in countering foreign-sourced disinformation. During his swearing-in speech in the Department on January 13, 2020, the Ambassador emphasized the latter priority. He noted that Lithuania had developed one of the most effective systems for countering foreign-sourced disinformation in the world and that he intended not only to reinforce those efforts but to examine how Lithuanian expertise could be applied regionally and even globally.

Consistent with his responsibilities to maintain close official relations and represent the interests of the United States, as described in 2 FAM 113.1c(1) and (7), the Ambassador met with the Prime Minister, the Speaker of Parliament, the Ministers of Defense, Foreign Affairs, and Energy, and various members of the diplomatic corps in the days following his credentialing.

Adherence to Internal Controls

In accordance with 2 FAM 022.7(1), which requires chiefs of mission to develop and maintain appropriate systems of management control of their organizations, the Chargé prepared the 2019 Annual Chief of Mission Management Control Statement of Assurance in collaboration with the acting DCM and the acting Management Officer. The Statement of Assurance, which

the Chargé signed in August 2019, noted no material or significant internal control deficiencies. However, OIG expressed concern to the Ambassador and the DCM that the space limitations of the server room failed to meet the Occupational Safety and Health Administration's emergency exit standards and that the Statement of Assurance did not identify this as a post level deficiency. The Ambassador told OIG the embassy was preparing a cable to highlight to the Department this deficiency and to request action. This issue is discussed in more detail later in this report.

Security and Emergency Planning

The embassy updated its Emergency Action Plan in September 2019 and posted a link to it on its SharePoint site. Responses to OIG's questionnaires showed that almost all American and LE staff were familiar with the plan and knew what to do in case of emergency, which OIG's interviews confirmed. In November 2019, the Front Office supported and participated in a successful embassy-wide crisis management exercise that included a drill where virtually all mission personnel were accounted for in 15 minutes. The Ambassador demonstrated his commitment to the embassy security program by reviewing and signing all embassy security directives during his first week. The companion classified inspection report contains additional discussion of the embassy's security program.

Equal Employment Opportunity

OIG determined the embassy's Equal Employment Opportunity (EEO) program complied with Department guidance in 3 FAM 1514.2. The embassy had one trained EEO counselor and two trained LE staff EEO liaisons. During one all-American staff meeting OIG observed, the Ambassador emphasized to the staff the priority he placed on EEO principles and reiterated the names of the counselor and LE staff liaisons. The embassy also posted program information on facility message boards. OIG discussed with the Ambassador and the DCM additional strategies to communicate program information to staff, such as posting EEO policies on the embassy SharePoint site.

Developing and Mentoring Foreign Service Professionals

The embassy's small group of First- and Second-Tour (FAST) employees met on an ad-hoc basis, a schedule to which they agreed. The FAST employees presented OIG with a list of month-by-month discussion topics they had developed. During his introductory meeting with OIG, the Ambassador expressed his commitment to supporting and maintaining an active mentoring program for FAST personnel and expanding it to include mid-level personnel. The FAST employees told OIG they supported this initiative. The DCM mentored the FAST group by sharing his experiences and guidance on skills such as Foreign Service writing. He also held a one-on-one meeting with each FAST employee. Overall, OIG concluded the DCM's efforts were consistent with 3 FAM 2242.4 and the Department's leadership principles in 3 FAM 1214b(8), which require leaders to value and develop people through mentoring, coaching, and other opportunities.

CONSULAR AFFAIRS

OIG reviewed consular operations, including American citizen services, crisis preparedness, management controls, visa services and processing, outreach, and anti-fraud programs. OIG determined that, overall, the experienced consular team handled its workload professionally and followed Department guidance in 7 FAM, 9 FAM, 7 Foreign Affairs Handbook (FAH), and other policies and applicable statutes. OIG noted two issues, as detailed below.

Embassy's Public Entrance Lacked Required Signage

The embassy's public entrance for consular visitors did not have a signboard with information about consular services, such as normal operating hours, emergency after-hours phone numbers, the embassy's internet address, and holiday schedules. Guidance in 7-FAH-1 H-263.8b states that consular sections should use outside signs to provide directions and information about consular services to visitors.² Consular staff told OIG they did not know why the Department or embassy had not installed a signboard at the public entrance. Without providing accurate and up-to-date information at the section's public entrance, there may be delays for people seeking emergency assistance.

Recommendation 1: Embassy Vilnius, in coordination with the Bureau of Consular Affairs, should install signage at the Consular Section's public entrance with all information required in Department guidance. (Action: Embassy Vilnius, in coordination with CA)

Embassy Had No Wheelchair Accessible Consular Interview Window

The Consular Section lacked a wheelchair accessible interview window. Guidance in 7 FAH-1 H-282(1)(l) calls for consular sections to provide an interview window low enough for wheelchairs. During the 2002 design of Embassy Vilnius's Consular Section, the Bureau of Overseas Buildings Operations did not anticipate the need for an interview window that could accommodate wheelchair users. The lack of an interview window at a height suitable for clients using wheelchairs prevents equal access to the embassy, reflects poorly on the U.S. Government, and makes it difficult for consular officers to interview applicants in wheelchairs.

Recommendation 2: Embassy Vilnius, in coordination with the Bureaus of Overseas Buildings Operations and Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants in accordance with Department standards. (Action: Embassy Vilnius, in coordination with OBO and CA)

² Department guidance in 7 FAH-1 H-263.8b states, "[u]se outside signs to provide directions and information. At a minimum, signs outside should indicate the consular entrance(s), operating hours, telephone and facsimile number(s) for consular information and after-hours American Citizens Services (ACS) emergency service, and internet addresses if available."

RESOURCE MANAGEMENT

OIG reviewed internal control systems in the facilities management, general services, financial management, and human resources offices of the Management Section at Embassy Vilnius. OIG found the Management Section generally implemented required processes and procedures in accordance with applicable laws and Department guidance. OIG found one exception, noted below under Facilities Management. The Management Section corrected three internal control issues during the inspection. Specifically:

- The Ambassador authorized accommodation exchange services, in accordance with 4 FAH-3 H-361.2a.
- The Contracting Officer closed out the backlog of procurement files in the Department's electronic filing system, in accordance with 14 FAH-2 H-573.2b.
- The Vehicle Accountable Officer updated, and the Ambassador approved, the embassy's motor vehicle policy, in accordance with 14 FAM 435.1a.

Facilities Management

Embassy Did Not Document Safety Inspection Findings

OIG found that the Post Occupational Safety and Health Officer did not document inspection findings of all hazardous conditions in workplace areas annually and "increased risk" work areas and operations twice a year as mandated in 15 FAM 962c.³ According to 15 FAM 963a, the embassy must maintain the inspection findings for 5 years. Embassy staff told OIG they carried out the required safety inspections but failed to document them as required because of workload and competing priorities. Failure to document safety inspections increases the risk that staff will overlook or not correct workplace hazards.

Recommendation 3: Embassy Vilnius should document safety inspections of office workplace areas and increased risk areas and operations in accordance with Department guidelines. (Action: Embassy Vilnius)

INFORMATION MANAGEMENT

OIG reviewed the embassy's classified, unclassified, and dedicated internet network operations; physical protection of IT assets; emergency communication preparedness; radio and telephone programs; mail and pouch services; and records management. OIG determined the Information Resource Management Office's programs and services generally met the day-to-day computing and communications needs of the embassy, with the exception of three issues noted below. Additionally, the companion classified report includes a discussion of three sensitive information management internal control issues.

³ According to 15 FAM 962e, an "increased risk" work area is a workplace or environment with a high potential for mishaps or occupational illnesses, including activities involving machines, electrical or electronic functions, construction, maintenance, and repair.

Information Systems Security Officers Did Not Perform All Duties

The embassy's Information Systems Security Officers (ISSO) did not perform all required information systems security duties. According to 12 FAM 613.4 and 5 FAH-11 H-116a(1), ISSOs are responsible for implementing 12 FAM 600 cybersecurity policies and procedures for information systems and using the ISSO checklist to document all required duties. Specifically, OIG found that the ISSOs did not review or analyze information systems audit logs for inappropriate or unusual activity and did not conduct user account and remote processing reviews, random audits, and security control monitoring. The failure to perform ISSO duties occurred due to competing priorities. OIG issued a report in May 2017 that highlighted widespread Department failures to perform ISSO duties.⁴ In a subsequent Department cable,⁵ the Bureau of Information Resource Management requested that embassies worldwide work with ISSOs to ensure performance of their duties by prioritizing resources to make sure cybersecurity needs were met and documented. Failure to perform required ISSO responsibilities leaves Department networks vulnerable to potential unauthorized access and malicious activity.

Recommendation 4: Embassy Vilnius should require its Information Systems Security Officers to perform information systems security duties in accordance with Department standards. (Action: Embassy Vilnius)

Server Room Did Not Meet Safety Standards

OIG found that the embassy's unclassified server room did not meet the Department of Labor's Occupational Safety and Health Administration standards as required by 1 FAM 287.6(1-2). Occupational Safety and Health Administration standard 1910.36(g)(2) requires a minimum exit route width of 28 inches. However, due to the room's small size and the amount of IT equipment located there, the server room had only 12 inches of egress in several areas. OIG also found the embassy incorrectly placed the emergency power-off control outside, rather than inside the server room, as required by 12 FAH-10 H-272.8.1(2). Staff told OIG the embassy reduced the size of the server room to add an elevator and an access ramp required by the Americans with Disabilities Act. Inadequate emergency exit routes in the server room increase the risk of employee injury.

Recommendation 5: Embassy Vilnius, in coordination with the Bureau of Overseas Buildings Operations, should implement short- and long-term strategies to mitigate and resolve server room deficiencies that violate Department and Occupational Safety and Health Administration standards. (Action: Embassy Vilnius, in coordination with OBO)

⁴ OIG, *Management Assistance Report: Non-Performance of Information Systems Security Officer Duties by Overseas Personnel* (ISP-17-24, May 2017).

⁵ Cable 17 STATE 104970, "Documenting Information Systems Security Officer (ISSO) Duties," October 18, 2017.

Records Retirement Practices Did Not Comply With Department Standards

The embassy's records management program did not comply with Department standards. According to the Department's Global Information Services Annual Post Retirement Report, the embassy had not retired political, economic, and public diplomacy program files since 2013. Guidance in 5 FAM 414.5a requires the principal officer at each post to implement and administer records policies, standards, systems, and procedures issued by the Department's Records Officer. In addition, 5 FAM 433a-b requires posts to maintain an active, continuing retirement program and retire records in accordance with records disposition schedules. This issue occurred due to a lack of Front Office oversight. Without an effective records management program, the embassy risks the loss of unarchived data necessary for research and historical insight into policy analysis and decision-making.

Recommendation 6: Embassy Vilnius should implement a records management program that complies with Department standards. (Action: Embassy Vilnius)

RECOMMENDATIONS

OIG provided a draft of this report to Department stakeholders for their review and comment on the findings and recommendations. OIG issued the following recommendations to Embassy Vilnius. The embassy's complete response can be found in Appendix B.

Recommendation 1: Embassy Vilnius, in coordination with the Bureau of Consular Affairs, should install signage at the Consular Section's public entrance with all information required in Department guidance. (Action: Embassy Vilnius, in coordination with CA)

Management Response: In its April 2, 2020, response, Embassy Vilnius concurred with this recommendation.

OIG Reply: OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Vilnius installed signage with the required information at the Consular Section's public entrance.

Recommendation 2: Embassy Vilnius, in coordination with the Bureaus of Overseas Buildings Operations and Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants in accordance with Department standards. (Action: Embassy Vilnius, in coordination with OBO and CA)

Management Response: In its April 2, 2020, response, Embassy Vilnius concurred with this recommendation.

OIG Reply: OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Vilnius provided a wheelchair-accessible interview window for consular applicants in accordance with Department standards.

Recommendation 3: Embassy Vilnius should document safety inspections of office workplace areas and increased risk areas and operations in accordance with Department guidelines. (Action: Embassy Vilnius)

Management Response: In its April 2, 2020, response, Embassy Vilnius concurred with this recommendation.

OIG Reply: OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation of Embassy Vilnius' safety inspections of office workplace areas and increased risk areas and operations in accordance with Department guidelines.

Recommendation 4: Embassy Vilnius should require its Information Systems Security Officers to perform information systems security duties in accordance with Department standards. (Action: Embassy Vilnius)

Management Response: In its April 2, 2020, response, Embassy Vilnius concurred with this recommendation.

OIG Reply: OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Vilnius Information Systems Security Officers perform information systems security duties in accordance with Department standards.

Recommendation 5: Embassy Vilnius, in coordination with the Bureau of Overseas Buildings Operations, should implement short- and long-term strategies to mitigate and resolve server room deficiencies that violate Department and Occupational Safety and Health Administration standards. (Action: Embassy Vilnius, in coordination with OBO)

Management Response: In its April 2, 2020, response, Embassy Vilnius concurred with this recommendation. The embassy noted expected completion by the end of 2021.

OIG Reply: OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Vilnius implemented short- and long-term strategies to mitigate and resolve server room deficiencies that violate Department and Occupational Safety and Health Administration standards.

Recommendation 6: Embassy Vilnius should implement a records management program that complies with Department standards. (Action: Embassy Vilnius)

Management Response: In its April 2, 2020, response, Embassy Vilnius concurred with this recommendation.

OIG Reply: OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Vilnius implemented a records management program that complies with Department standards.

PRINCIPAL OFFICIALS

Title	Name	Arrival Date
Chiefs of Mission:		
Ambassador	Robert S. Gilchrist	1/2020
Deputy Chief of Mission	Marcus R. Micheli ^a	8/2018
Chiefs of Sections:		
Management	Kwang H. Kim	8/2019
Consular	David W. Warner	8/2017
Political-Economic	Heidi R. Grutz ^b	8/2018
Public Affairs	Sara V. Stealy	8/2019
Regional Security	Andres A. Barcnas	6/2017
Other Agencies:		
Department of Defense	Robert A. McVey	5/2018

Source: Generated by OIG from data provided by Embassy Vilnius.

^a Marcus Micheli served as Chargé d’Affaires from July 19, 2019 to January 22, 2020.

^b Heidi Grutz served as acting Deputy Chief of Mission from July 19, 2019 to January 22, 2020.

APPENDIX A: OBJECTIVES, SCOPE, AND METHODOLOGY

This inspection was conducted from January 2 to February 18, 2020, in accordance with the Quality Standards for Inspection and Evaluation, as issued in 2012 by the Council of the Inspectors General on Integrity and Efficiency, and the Inspections Handbook, as issued by the Office of Inspector General (OIG) for the Department and the U.S. Agency for Global Media (USAGM).

Objectives and Scope

The Office of Inspections provides the Secretary of State, the Chief Executive Officer of USAGM, and Congress with systematic and independent evaluations of the operations of the Department and USAGM. Inspections cover three broad areas, consistent with Section 209 of the Foreign Service Act of 1980:

- **Policy Implementation:** whether policy goals and objectives are being effectively achieved and U.S. interests are accurately and effectively represented; and whether all elements of an office or mission are being adequately coordinated.
- **Resource Management:** whether resources are being used and managed with maximum efficiency, effectiveness, and economy; and whether financial transactions and accounts are properly conducted, maintained, and reported.
- **Management Controls:** whether the administration of activities and operations meets the requirements of applicable laws and regulations; whether internal management controls have been instituted to ensure quality of performance and reduce the likelihood of mismanagement; and whether instances of fraud, waste, or abuse exist and whether adequate steps for detection, correction, and prevention have been taken.

Methodology

In conducting inspections, OIG uses a risk-based approach to prepare for each inspection; reviews pertinent records; circulates surveys and compiles the results, as appropriate; conducts interviews with Department and on-site personnel; observes daily operations; and reviews the substance of the report and its findings and recommendations with offices, individuals, and organizations affected by the review. OIG uses professional judgment, along with physical, documentary, testimonial, and analytical evidence collected or generated, to develop findings, conclusions, and actionable recommendations.

APPENDIX B: MANAGEMENT RESPONSE



Embassy of the United States of America
U.S. Embassy, Vilnius

April 2, 2020

UNCLASSIFIED

THRU: EUR-IO/EX – Brian Wilson

TO: OIG – Sandra Lewis, Assistant Inspector General for Inspections

FROM: Embassy Vilnius - Robert S. Gilchrist, Ambassador

SUBJECT: Response to Draft OIG Report – Inspection of Embassy Vilnius

Embassy Vilnius has reviewed the draft OIG inspection report. We provide the following comments in response to the recommendations provided by OIG:

OIG Recommendation 1: Embassy Vilnius, in coordination with the Bureau of Consular Affairs, should install signage at the Consular Section’s public entrance with all information required in Department guidance. (Action: Embassy Vilnius, in coordination with CA)

Management Response: Embassy Vilnius concurs with the recommendation. Post will install a sign with the required information at the front CAC on the exit door window. (Note that COVID-19 crisis has delayed installation of permanent signage. Post will install the permanent sign as soon as we are able to obtain the necessary parts.)

OIG Recommendation 2: Embassy Vilnius, in coordination with the Bureaus of Overseas Buildings Operations and Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants in accordance with Department standards. (Action: Embassy Vilnius, in coordination with OBO and CA)

Management Response: Embassy Vilnius concurs with the recommendation. Post has designed a countertop change that will comply with Department standards and submitted this to OBO. We are currently waiting for OBO approval to move forward with the project.

OIG Recommendation 3:

Embassy Vilnius should document safety inspections of office workplace areas and increased risk areas and operations in accordance with Department guidelines. (Action: Embassy Vilnius)

Response: Embassy Vilnius concurs with the recommendation. We will immediately implement the proper recording of POSHO inspection findings concerning all hazardous conditions in workplace areas annually and “increased risk” work areas and operations twice a year.

OIG Recommendation 4: Embassy Vilnius should require its Information Systems Security Officers (ISSO) to perform information systems security duties in accordance with Department standards. (Action: Embassy Vilnius)

Response: Embassy Vilnius concurs with the recommendation. Post management will ensure that the ISSO is formally appointed by the system owner (the DCM) and designated in writing, as required. The ISSO duties will be included in the incumbents’ work requirements statement. In addition:

- The ISSO will be required to coordinate with the Regional ISSO and Regional Computer Security Officer (RCSO) to obtain necessary checklists as well as recommended tools and techniques for performance of ISSO duties.
- The ISSO will establish and implement a standard operating procedure so that ISSO duties are performed regularly.
- The ISSO will be required to provide monthly activity reports to the RISSO based in RIMC Frankfurt for review and comment.
- Completed checklists, with supporting documentation such as system logs and activities, will be reviewed by the Management Officer on a quarterly basis to ensure compliance.
- Checklists and duties will further include the use of SPLUNK, a common software-based tool, in order to ensure:
 - The monthly review and analysis of information systems audit logs for inappropriate or unusual activity;
 - Monthly random audits and security access controls; and
 - Monthly user account and remote access reviews.
- Post will request RISSO and RCSO follow-up visits on an annual basis for verification of job completion, to be shared with Post management in order to ensure that RISSO and RCSO recommendations are addressed. Additional training for Embassy Vilnius ISSO personnel will be scheduled as recommended by RIMC Frankfurt.

OIG Recommendation 5: Embassy Vilnius, in coordination with the Bureau of Overseas Buildings Operations, should implement short- and long-term strategies to mitigate and resolve server room deficiencies that violate Department and Occupational Safety and Health Administration standards. (Action: Embassy Vilnius, in coordination with OBO)

Response: Embassy Vilnius concurs with the recommendation. Post strategies include:

- Short-term: To mitigate the various safety issues, IRM staff were directed not to enter the server room alone.
- Medium-term: Post sent 20 Vilnius 118 on February 20, 2020, documenting the issues with the server room and requesting immediate assistance, funding, and resources to relocate the room. Embassy Vilnius' Facilities Manager, IRM staff, GSO, and Management Officer identified and agreed upon a suitable location on the 2nd floor of the Admin Building for the proposed new location. RIMC technicians visited post, reviewed and surveyed the proposed site, performed a feasibility study of the suitability of the proposed location, and began developing a scope of work and plan of action for future installation teams. We have provided OBO with building schematics and drawings showing the proposed location, and Post has requested a building modification to meet the requirements for a new server room. Post has requested an additional \$1,000,000 funding from Bureau resources to implement this project.
- Long-term: OBO must complete a load survey of the proposed location and will send a site survey team in spring/summer 2020 to develop construction plans. The Bureau has conditionally earmarked funds for the project. RIMC is coordinating the technical aspects and will work with OBO to ensure standards are met. The server room relocation is expected to be completed by the end of 2021.

OIG Recommendation 6: Embassy Vilnius should implement a records management program that complies with Department standards. (Action: Embassy Vilnius)

Response: Embassy Vilnius concurs with the recommendation. Post will:

- In coordination with the Bureau of Administration, implement procedures to maintain and retire official records in accordance with Department of State standards.
- Implement a system for mission employee compliance with the requirement to use the State Messaging and Archive Retrieval Toolset software system to archive email and other correspondence.
- Comply with Department guidance and preserve record correspondence by using the record email system.
- Require Political/Economic Section staff to store their completed work documents in the section's common-use folders.

Post Management and IRM staff have distributed information and guidance to all Embassy sections regarding records management. Additional Management notices will be sent as timely reminders so that sections can ensure deadlines are met and procedures comply with guidance. Executive management support and oversight will ensure compliance.

The point of contact for this memorandum is Deputy Chief of Mission Marcus Micheli.

ABBREVIATIONS

DCM	Deputy Chief of Mission
EEO	Equal Employment Opportunity
FAH	Foreign Affairs Handbook
FAM	Foreign Affairs Manual
FAST	First- and Second-Tour
ICS	Integrated Country Strategy
ISSO	Information Systems Security Officer
LE	Locally Employed

OIG INSPECTION TEAM MEMBERS

Lisa Bobbie Schreiber Hughes, Team Leader

Timothy Wildy, Team Manager

Michael McDonald

Paul Sanders

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Erik Winther

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