



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-21-12

What OIG Inspected

OIG inspected the Special Program for Embassy Augmentation and Response, which is located under the Office of Antiterrorism Assistance in the Bureau of Diplomatic Security.

What OIG Recommends

OIG made 9 recommendations: 8 to the Bureau of Diplomatic Security and 1 to the Bureau of Administration.

In its comments on the draft report, the Department concurred with all 9 recommendations. OIG considers all 9 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.

January 2021

OFFICE OF INSPECTIONS
DOMESTIC OPERATIONS

Inspection of the Bureau of Diplomatic Security's Special Program for Embassy Augmentation and Response

What OIG Found

- The Special Program for Embassy Augmentation and Response was succeeding in its mission to enhance protection of overseas U.S. facilities and personnel.
- The Bureau of Diplomatic Security's Specialized Programs Division did not provide clear, updated guidance or sufficient training to overseas staff on the use of the Integrated Logistics Management System for management of property assigned to the Special Program for Embassy Augmentation and Response.
- The program's motor vehicle operations did not comply with all Department of State guidelines and processes.
- The contracts supporting the program lacked quality assurance surveillance plans and formal contractor performance assessment reports.
- Third-party contractors performed inherently governmental functions while providing support to the Special Program for Embassy Augmentation and Response.
- Program management guidance contained unrealistic goals for the transition of Special Program for Embassy Augmentation and Response units to embassy control.