



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-21-19

What OIG Inspected

OIG inspected executive direction, IT operations, and management operations of the Bureau of Information Resource Management's Office of Consolidated Customer Support.

What OIG Recommends

OIG made 10 recommendations to the Bureau of Information Resource Management.

In its comments on the draft report, the Bureau of Information Resource Management concurred with 8 recommendations and disagreed with 2 recommendations. OIG considers 9 recommendations resolved and 1 recommendation unresolved. The Bureau of Information Resource Management'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.

July 2021

OFFICE OF INSPECTIONS
DOMESTIC OPERATIONS

Inspection of the Bureau of Information Resource Management's Office of Consolidated Customer Support

What OIG Found

- The Office of Consolidated Customer Support's Office Director and the Deputy Director modeled the Department of State's leadership and management principles.
- The master service level agreement between the Office of Consolidated Customer Support and its customers was out of date, did not accurately reflect current IT needs, and did not distinguish the respective roles and responsibilities of the office and its customers.
- The master service level agreement did not include a policy for calculating incident and service request resolution times.
- The Department's technology modernization purchasing policies created challenges for the Office of Consolidated Customer Support to comply with the master level service agreement and risked creating security vulnerabilities on the Department's enterprise network.
- The Bureau of Information Resource Management did not conduct semiannual customer feedback surveys as required by the master service level agreement.
- The Office of Consolidated Customer Service and the Bureau of Administration's Executive Office, Working Capital Fund Division did not conduct comprehensive cost model studies to justify the \$1,790 per desktop service fee charged to customers.