



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-21-28

What OIG Inspected

OIG inspected the operations of the Office of 1CA: Leadership, Management, and Innovation in the Bureau of Consular Affairs.

What OIG Recommended

OIG made 1 recommendation to the Bureau of Consular Affairs.

In its comments on the draft report, the Bureau of Consular Affairs concurred with the recommendation. OIG considers the recommendation resolved. The Bureau of Consular Affairs response to the recommendation, and OIG's reply, can be found in the Recommendation 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 Consular Affairs, Office of 1CA: Leadership, Management, and Innovation

What OIG Found

- The Office of 1CA: Leadership, Management, and Innovation generally performed its mission in accordance with Department of State standards.
- The office did not promote its programs and resources adequately to domestic consular employees.
- 1CA did not conduct periodic, systematic reviews of the Leadership and Management Tenets and Management Framework that guide consular operations.
- 1CA successfully promoted innovation and the use of metrics by consular employees.