What OIG Inspected
OIG inspected information technology services, evaluation report tracking, and resource management operations of the Bureau of Administration, Office of the Executive Director.

What OIG Recommends
OIG made 12 recommendations to the Bureau of Administration.

In its comments on the draft report, the Bureau of Administration concurred with all 12 recommendations. OIG considers all 12 recommendations resolved. The bureau’s response to each recommendation, and OIG’s reply, can be found in the Recommendations section of this report. The bureau’s formal response is reprinted in its entirety in Appendix B.

What OIG Found

- Overall, the Bureau of Administration’s Office of the Executive Director was fulfilling its mission in compliance with Department of State requirements. However, there were some significant information technology challenges that required management attention.

- The Information Technology Services Division had expanded its roles and responsibilities beyond those outlined in the Foreign Affairs Manual due to lack of internal controls. As a result of its expanded scope of functions without a commensurate increase in resources, the staff was unable to maintain routine, daily information management operations and maintenance, which contributed to information technology security vulnerabilities.

- Although the office met and sometimes exceeded the requirement to conduct annual evaluations of its programs and operations, it did not implement a system to track recommendations made in its evaluation reports which weakened the positive impact of the bureau’s otherwise robust evaluation process, including the identification of possible cost savings.

- The Human Resources Division was unable to meet its customer service standards as a result of a 43 percent vacancy rate in U.S. direct-hire positions.

- The office had approximately $8 million in unliquidated obligations with no activity for more than 1 year.