What OIG Inspected
OIG inspected the operations of the Diplomatic Courier Service in the Bureau of Diplomatic Security.

What OIG Recommends
OIG made 4 recommendations: 3 to the Bureau of Diplomatic Security and 1 to the Bureau of Administration.

In its comments on the draft report, the Department concurred with 3 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers all 4 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 response is reprinted in its entirety in Appendix B.

May 2022
OFFICE OF INSPECTIONS
DOMESTIC OPERATIONS
Inspection of the Bureau of Diplomatic Security’s Diplomatic Courier Service
What OIG Found

- The Diplomatic Courier Service’s Director and Deputy Director generally communicated well with staff and modeled Department of State leadership principles.
- There was a perception among some Diplomatic Courier Service staff, which had not been addressed, that favoritism was a factor in determining assignments.
- Department guidance on reporting security incidents involving classified pouches was unclear and sometimes contradictory, resulting in inconsistent reporting.
- Information systems security was not fully integrated into the Classified Pouch Modernization Effort, and the Diplomatic Courier Service did not maintain modernization project documentation in a Department-owned location.
- Spotlight on Success: The Bangkok Regional Diplomatic Courier Division created a COVID-19 Status Guide that increased efficiency in planning diplomatic courier missions by consolidating needed information on travel requirements.