



U.S. Embassy Baghdad and Constituent Post, Iraq

January 2024

MAKING A DIFFERENCE

In January, the second subject in a conspiracy scheme was sentenced to 5 years of probation and ordered to pay restitution of \$184,773 and a \$100 special assessment.

A month earlier, the co-conspirator was sentenced for conspiring to steal U.S. government property. OIG, Defense Criminal Investigative Service, and the Department of the Army Criminal Investigation Division special agents determined the two subjects conspired to steal property, including night vision devices, at a U.S. military installation and sell them to prohibited international buyers.

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OIG issued a report in July 2017 to improve the Department of State’s (Department) review process for change requests submitted to the Information Technology Configuration Control Board (ITCCB). Bureau of Information Resource Management made concerted efforts to implement all 17 recommendations outlined in the *Audit of the Department’s Information Technology Configuration Control Board* ([AUD-IT-17-64](#)). Such efforts included the bureau developing and implementing: (1) a detailed program plan for the ITCCB process, (2) guidance for change requests, (3) a quality assurance statements assessment process for all change requests going through ITCCB, and (4) required, periodic, training for personnel involved in the ITCCB process. The implementation of all 17 recommendations would enable the Department to consistently apply and control configuration process, as well as be less exposed to network vulnerabilities due to the timely processing of change requests.

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In the August 2019 report *Inspection of Embassy Nassau, The Bahamas* ([ISP-I-19-19](#)), OIG recommended that Embassy Nassau review its unliquidated obligations totaling \$2.3 million and put de-obligated funds to better use. In response, Embassy Nassau provided documentation showing it had reviewed all its unliquidated obligations in current and prior years, identified expensed funds, and reprogrammed funds where necessary. Embassy Nassau confirmed that it ensured program offices had reconciled all outstanding

RECOMMENDATIONS STATUS

as of January 31, 2024

1,076*

Open
Recommendations

23**

Recommendations
Closed During January

[View Recommendations](#)

* Includes 53 recommendations associated with the U.S. International Boundary and Water Commission (USIBWC).

** Includes 5 recommendations closed on OIG’s classified network.

[Reports](#)

[Ongoing Work](#)

unliquidated obligations and de-obligated and closed all outstanding claims. This resulted in \$1.02 million being put to better use.

SPOTLIGHT ON SUCCESS

Embassy Baghdad and USAID Iraq Coordinated Social Media Efforts Increase Outreach and Engagement (*Inspection of Embassy Baghdad and Constituent Post, Iraq*, [ISP-I-24-06](#))

Embassy Baghdad and U.S. Agency for International Development (USAID) Iraq formalized methods for increased public diplomacy cooperation. They signed a memorandum of understanding for information sharing, combined posting efforts on a single Instagram account to reduce duplication, and used new social media platform tools to leverage international organization partners. This collaboration supported the mission-wide focus on outreach, increased whole-of-government visibility, and reduced the burden of generating new content. The collaboration also allowed the embassy and USAID Iraq to focus on content quality rather than quantity, so each could create complementary social media content. Moreover, USAID Iraq’s content elicited increasingly positive responses from online audiences and above-average engagement rates for the embassy Instagram account.

Information Management Section Developed Application for Personnel Accountability (*Inspection of Embassy Baghdad and Constituent Post, Iraq*, [ISP-I-24-06](#))

Tracking mission personnel arriving and departing Iraq for security, safety, and internal control reasons proved to be a challenge for Mission Iraq, especially for accountability of “boots on the ground.” To meet this challenge, in 2021 the information management staff worked with staff from the General Services Office, the Regional Security Office, and the Human Resources Office to develop a custom application called the Management Accountability and Collaboration System on the Department’s ServiceNow platform. The application helps track anyone arriving or departing Mission Iraq. It provides real-time personnel accountability with modules that track housing assignments, travel arrangements, and tiers of personnel in case of evacuation or mission drawdown. The application also generates reports, supports on-demand data calls, and provides embassy management with dashboards.

NOTABLE OPEN RECOMMENDATION

In the September 2016 report *Audit of the Department of State Travel Card Program* ([AUD-CGI-16-48](#)), OIG recommended that the Department develop and implement split disbursement procedures as required by the Office of Management and Budget for all Department-issued travel card holders. In October 2023, the Bureau of the Comptroller and Global Financial Services informed OIG that the implementation of this recommendation is scheduled to be completed within the third quarter of FY 2024. OIG is concerned that taking more than 7 years to implement procedures related to a recommendation prevents the Department from reducing delinquencies and increasing the Department’s quarterly productivity refund.

REPORTS ISSUED

- *Audit of Select Contract Administration Processes Related to the Construction of New Embassy Compound Mexico City, Mexico* ([AUD-CGI-24-09](#))
- *Inspection of Embassy Baghdad and Constituent Post, Iraq* ([ISP-I-24-06](#))
- *Inspection of the U.S. Mission to the Organization for Security and Cooperation in Europe* ([ISP-I-24-05](#))

UKRAINE AND AFGHANISTAN OVERSIGHT

In January, OIG issued *Inspection of United States Mission to the Organization for Security and Cooperation in Europe* ([ISP-I-24-05](#)). OIG found that the work of the U.S. Mission to the Organization of Security and Cooperation in Europe’s sections was aligned with its Integrated Mission Strategy, including the goal of maintaining support for Ukraine’s sovereignty and territorial integrity. OIG made two recommendations in the report.

OIG also issued its inaugural [Quarterly Fact Sheet](#), which highlights critical information for Congress and the U.S. taxpayer, noting that over 100 OIG personnel, including auditors based in Kyiv, are supporting Ukraine response oversight efforts. In 2023, OIG had issued 18 Ukraine-related reports with 72 recommendations.

For complete lists of such work for Ukraine, go [here](#).

For complete lists of completed, ongoing, and planned work related to Afghanistan, go [here](#).

- *Classified Inspection of Embassy Baghdad and Constituent Post, Iraq* (ISP-S-24-06)

NEW WORK STARTED

- *Audit of the Department of State FY 2024 Information Security Program for Sensitive Compartmented Information Systems*
- *Inspection of Embassy Bangui, Central African Republic*
- *Inspection of Embassy Bucharest, Romania*
- *Inspection of Embassy Malabo, Equatorial Guinea*
- *Review of the Bureau of Diplomatic Security’s Waivers and Exceptions Process*
- *Review of the Bureau of Information Resource Management’s Cloud Services Management*
- *Compliance Follow-Up Review of a Classified Management Assistance Report*
- *Special Review of the Handling of the Security Clearance Suspension of the Special Envoy for Iran*



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