



# HIGHLIGHTS

Office of Inspector General  
United States Department of State

ISP-I-25-03

## What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of Mission Germany. The inspection included Embassy Berlin and Consulates General Dusseldorf, Frankfurt, Hamburg, Leipzig, and Munich.

## What OIG Recommends

OIG made 26 recommendations: 24 to Embassy Berlin and 2 to the Bureau of Overseas Buildings Operations. In its comments on the draft report, the Department concurred with all 26 recommendations. OIG considers all 26 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 responses are reprinted in their entirety in Appendix B.

December 2024

OFFICE OF INSPECTIONS

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

## Inspection of Embassy Berlin and Constituent Posts, Germany

### What OIG Found

- Mission Germany's leadership team generally modeled the Department of State's leadership principles, and the Ambassador and Deputy Chief of Mission emphasized diversity and inclusion.
- The mission's Political and Economic Sections advanced Integrated Country Strategy and Department priorities.
- Mission Germany's Public Diplomacy Sections supported the Integrated Country Strategy goals and integrated public diplomacy efforts throughout the embassy and five constituent posts.
- Mission Germany's Consular Sections, despite increased demand, had one of the lowest nonimmigrant visa wait times compared to other U.S. embassy consular sections in neighboring countries.
- The mission had consular issues related to visa adjudications, line of sight, the lack of protective coverings for applicants, and the microphone system.
- Embassy Berlin and Consulate General Frankfurt had multiple unresolved safety, fire protection, and facilities problems.
- Mission Germany had management issues related to facilities management, general services, financial management, and human resources programs.
- The mission had information management issues related to the server rooms, local information technology configuration control board, records management, diplomatic notes, network cabling, telephone rooms, non-enterprise networks, and information systems management.