



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-24-04

What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of Embassy Vienna.

What OIG Recommends

OIG made 15 recommendations to Embassy Vienna.

In its comments on the draft report, the embassy concurred with all 15 recommendations. OIG considers all 15 recommendations resolved. The embassy's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The embassy's formal response is reprinted in its entirety in Appendix B.

December 2023

OFFICE OF INSPECTIONS

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

Inspection of Embassy Vienna, Austria

What OIG Found

- The Ambassador and the Deputy Chief of Mission led Embassy Vienna in a professional and strategic manner. The Ambassador consistently supported diversity values and programs.
- The Political-Economic Section collaborated with other offices and agencies to advance the Integrated Country Strategy and Department of State priorities. However, the embassy did not hold required interagency Deal Team meetings to coordinate commercial advocacy.
- Consular Section leadership instituted operational changes to adjust to the higher workload following the COVID-19 pandemic, Russia's full-scale invasion of Ukraine, and staffing shortages.
- Overall, the Joint Management Office provided equitable services to its customers despite internal control shortcomings related to personal property, residential leasing, motor pool, the contracting officer's representative program, time and attendance, and residential fire safety.
- The organizational structure of Embassy Vienna's information management program did not meet Department standards.
- Spotlight on Success: Embassy Vienna's engagement with the government of Austria led to restarting a resettlement program for Iranian minorities.
- Spotlight on Success: The Public Diplomacy Section coordinated with the embassy's Commercial Service office to revitalize the embassy's social media outreach.
- Spotlight on Success: The Joint Management Office collaborated with the Department to create an outreach program to share information on services and opportunities for employment with Tri-Mission Vienna's current and incoming eligible family members.
- Spotlight on Success: Facility management staff instituted a tracking system to monitor compliance with monthly fire extinguisher checks using quick response, or QR, codes and electronic questionnaires.