



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-24-06

What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of Embassy Baghdad. The inspection included Consulate General Erbil.

What OIG Recommends

OIG made 37 recommendations: 35 to Embassy Baghdad, 1 to the Bureau of Near Eastern Affairs, and 1 to the Bureau of Overseas Buildings Operations.

In its comments on the draft report, the Department concurred with 36 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers all 37 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.

January 2024

OFFICE OF INSPECTIONS

BUREAU OF NEAR EASTERN AFFAIRS

Inspection of Embassy Baghdad and Constituent Post, Iraq

What OIG Found

- The Ambassador and Deputy Chief of Mission led Mission Iraq in a professional and collaborative manner consistent with Department of State leadership and management principles.
- The mission's coordination of foreign assistance programs did not systematically include bureau program managers.
- Consular operations did not meet Department standards for crisis preparedness and lacked American Liaison Network coverage.
- Embassy Baghdad used power generation that was costlier than procuring power locally.
- The embassy's property management practices did not comply with Department standards for expendable property and fuel deliveries.
- Embassy Baghdad and the Baghdad Diplomatic Support Center's safety, health, and environmental management program did not comply with standards.
- Mission Iraq did not fully comply with the Department's guidance for employment of third-country national staff.
- Spotlight on Success: Mission integration of public diplomacy drove comprehensive outreach and transparency in bilateral dialogue.
- Spotlight on Success: Embassy Baghdad and the U.S. Agency for International Development in Iraq coordinated social media efforts through the use of a shared platform, which increased public diplomacy outreach and engagement.
- Spotlight on Success: The Information Management Section staff developed a database application that enhanced personnel accountability.