



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-24-07

What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of the American Institute in Taiwan-Taipei. The inspection included the Kaohsiung Branch Office.

What OIG Recommends

OIG made 18 recommendations: 16 to the American Institute in Taiwan-Taipei, 1 to the American Institute in Taiwan, Washington Headquarters, and 1 to the Bureau of East Asian and Pacific Affairs. In its comments on the draft report, the Department concurred with 17 recommendations and partially concurred with 1 recommendation. OIG considers all 18 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.

November 2023

OFFICE OF INSPECTIONS

BUREAU OF EAST ASIAN AND PACIFIC AFFAIRS

Inspection of the American Institute in Taiwan-Taipei and Kaohsiung

What OIG Found

- The Director and Deputy Director led the American Institute in Taiwan-Taipei and the Kaohsiung Branch Office in a professional and collaborative manner consistent with Department of State leadership and management principles.
- The American Center in the American Institute in Taiwan-Taipei did not meet standards for the number of required programs per month.
- American Institute in Taiwan-Taipei used an inefficient payroll process that produced inaccurate data despite a 2022 action memo from the Under Secretary for Management approving a streamlined process.
- Spotlight on Success: American Institute in Taiwan-Taipei's Information Management staff developed a Front Office task tracker, accessible from a desktop or mobile device, to assign and monitor tasks in real time.