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**Office of Inspector General**  
**United States Department of State**

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ISP-I-25-19

Office of Inspections

August 2025

**Inspection of Embassy Port of Spain,  
Trinidad and Tobago**

BUREAU OF WESTERN HEMISPHERE AFFAIRS

UNCLASSIFIED



# HIGHLIGHTS

Office of Inspector General  
United States Department of State

ISP-I-25-19

## What OIG Inspected

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

## What OIG Recommends

OIG made 18 recommendations to Embassy Port of Spain. In its comments on the draft report, the embassy concurred with 2 recommendations, neither agreed nor disagreed with 15 recommendations, and disagreed with 1 recommendation. OIG considers all 18 recommendations resolved. The embassy's formal response is reprinted in its entirety in Appendix B.

August 2025

OFFICE OF INSPECTIONS

BUREAU OF WESTERN HEMISPHERE AFFAIRS

## Inspection of Embassy Port of Spain, Trinidad and Tobago

### What OIG Found

- Embassy Port of Spain's Front Office generally complied with Department of State standards for tone at the top and standards of conduct, execution of foreign policy goals and objectives, security and emergency planning, and equal employment opportunity. Embassy staff praised the Chargé d'Affaires' self-awareness, communication skills, and ability to plan strategically.
- The embassy had deficiencies in residential safety, the contracting officer's representative program, and the furniture and appliance pool.
- The Chargé d'Affaires and the acting Deputy Chief of Mission did not conduct required reviews of nonimmigrant visa adjudications performed by the Consular Section chief.
- Embassy Port of Spain had deficiencies related to the security of information systems and information technology assets, mobile device management, and telephone operations.

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## INTRODUCTION

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The Office of Inspector General (OIG) evaluated the executive direction, policy and program implementation, resource management, and information management operations of Embassy Port of Spain, Trinidad and Tobago, consistent with Section 209 of the Foreign Service Act of 1980.<sup>1</sup> A related classified inspection report includes discussion of the security program, issues affecting the safety of embassy personnel and facilities, and one information management finding.

On January 21, 2025, the Secretary of State issued guidance to the Department of State (Department) on the administration's priorities.<sup>2</sup> The Department subsequently disseminated initial guidance on foreign assistance, public diplomacy, consular operations, personnel evaluation, planning and policy documents, and other Department activities. At the time of this inspection, the Department was developing detailed implementation guidance for these and other policy initiatives. Therefore, OIG did not assess the embassy's implementation of the new guidance as part of this inspection.

## BACKGROUND

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**Figure 1:** Map of Trinidad and Tobago (Source: CIA World Factbook, May 2025).

The two islands that compose the nation of Trinidad and Tobago are just off the coast of Venezuela and cover an area slightly smaller than Delaware. Initially under Spanish and then British colonial rule, Trinidad and Tobago achieved independence in 1962. The United States is Trinidad and Tobago's largest trading partner. In 2022, Trinidad and Tobago exported \$5.4 billion of goods to and imported \$3.5 billion from the United States. Top exports to the United States are iron and energy products.

The two countries share a commitment to democracy, mutually beneficial trade, energy security, and security cooperation through the Caribbean Basin Security Initiative.<sup>3</sup> In December 2024, Trinidad and Tobago signed the multi-national Treaty of San Jose that aims to

combat trafficking illicit drugs in the Caribbean.

At the time of this inspection, the embassy had 41 authorized U.S. direct-hire positions for the Department and 12 U.S. direct-hire employees working for other U.S. government agencies: the Departments of Agriculture, Defense, Homeland Security, Health and Human Services, and

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<sup>1</sup> See Appendix A.

<sup>2</sup> Cable 25 STATE 5156, "New Administration Priorities," January 21, 2025.

<sup>3</sup> The Caribbean Basin Security Initiative brings members of the Caribbean Community, also known as CARICOM, and the Dominican Republic together to collaborate on regional security with the United States as a partner.

Justice. The embassy had 121 locally employed (LE) staff, of whom 115 worked for the Department and 6 worked for other agencies. Additionally, the embassy had eight eligible family member employees.

## INSPECTION RESULTS

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OIG found Embassy Port of Spain's Front Office generally complied with Department standards for tone at the top and standards of conduct,<sup>4</sup> execution of foreign policy goals and objectives, adherence to internal controls, security and emergency planning, professional development for first- and second-tour professionals, and equal employment opportunity. The Chargé d'Affaires (Chargé), a Senior Foreign Service officer, assumed leadership of the embassy after the January 2025 departure of the former Ambassador. At that time, the embassy's Management Counselor became the acting Deputy Chief of Mission (DCM). OIG found the Chargé, who had served as the DCM since August 2023 before assuming her current role, effectively engaged with host nation authorities on a variety of law enforcement and national security issues, including a new Status of Forces Agreement with the Trinidad and Tobago government. In interviews with OIG and responses to OIG questionnaires, embassy U.S. direct-hire and LE staff praised the Chargé's self-awareness, communication skills, and ability to plan strategically. In particular, U.S. direct-hire staff welcomed the Chargé's efforts to improve relationships among the Country Team members, which had regressed because of interpersonal and policy differences. In addition, LE staff told OIG the Chargé was attentive to their concerns.

OIG assessed Embassy Port of Spain's Political-Economic-International Narcotics and Law Enforcement Section's leadership and management, policy implementation, reporting and advocacy, and Leahy vetting,<sup>5</sup> and found the section functioned according to Department standards. OIG also determined Embassy Port of Spain's coordination of foreign assistance and end-use monitoring<sup>6</sup> complied with Department standards. OIG reviewed the Public Diplomacy Section's leadership, strategic planning and reporting, resource and knowledge management, grants management, program management and exchanges, media engagement, and oversight

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<sup>4</sup> The Department's leadership and management principles outlined in 3 Foreign Affairs Manual (FAM) 1214b are (1) model integrity, (2) plan strategically, (3) be decisive and take responsibility, (4) communicate, (5) learn and innovate constantly, (6) be self-aware, (7) collaborate, (8) value and develop people, (9) manage conflict, and (10) foster resilience.

<sup>5</sup> The Leahy Amendment to the Foreign Assistance Act of 1961 prohibits the United States from furnishing certain assistance to a unit of a foreign security force if the Department has credible information that the unit has committed a gross violation of human rights. See 22 U.S. Code (U.S.C.) § 2378d and 9 FAM 303.8-5(B). Leahy vetting is the process of determining if the Department has credible information that units or individuals proposed to benefit from certain assistance have committed a gross violation of human rights. The Department helps implement a similar law applicable to "amounts made available to the Department of Defense" for assistance to foreign security forces. See 10 U.S.C. § 362.

<sup>6</sup> The Department requires certain property purchased with foreign assistance funds or through commercial defense exports be monitored to ensure the property is used for its intended purposes, known as end-use monitoring. Such end-use monitoring fulfills the requirements of Section 484(b) of the Foreign Assistance Act of 1961, as amended; Chapter 3A, Sections 38 and 40A of the Arms Export Control Act; and the International Traffic in Arms Regulations. See 22 U.S.C. § 2291c(b) and 22 U.S.C. § 2785.

of the embassy's American Spaces,<sup>7</sup> and found the section generally complied with Department standards.

During this inspection, the embassy addressed the following issues:

- The Public Diplomacy Section closed 17 expired grants, identified pending actions to close the remaining 9 expired grants, updated online files to document monitoring and evaluation, and established a new standard operating procedure to institutionalize grants operations.
- The Financial Management Office reconciled \$1.4 million of unliquidated obligations and targeted approximately \$300,000 for deobligation.
- The Financial Management Office closed approximately \$33,000 in overdue travel advances.
- The General Services Office updated all expired driver safety training certificates and 22 expired medical clearances, improving data quality in the Department's Fleet Management Information System.<sup>8</sup>
- The Diplomatic Technology (DT) unit:
  - Conducted tabletop exercises of IT contingency plans on Sensitive But Unclassified and classified networks.
  - Tested the alternate command center's IT equipment.
  - Organized the embassy's communications security working files.
  - Created and added inventory lists to the emergency destruction plan.
  - Created and posted mail screening standard operating procedures in the mail screening facility.

OIG found deficiencies in certain aspects of the embassy's consular operations, resource management, and information management operations, as detailed in the Findings section of this report.

OIG provided a draft of this report to Department stakeholders for review and comment on the findings and recommendations. OIG issued 18 recommendations to Embassy Port of Spain. The embassy's complete response can be found in Appendix B.

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<sup>7</sup> American Spaces are Department operated or supported public diplomacy facilities designed to attract and engage targeted foreign audiences with activities such as English language programs, policy and cultural dialogues, and digital resources. Embassy Port of Spain oversees an American Center in the embassy.

<sup>8</sup> The Fleet Management Information System, a module within the Integrated Logistics Management System (ILMS), is the Department's enterprise system for managing all fleet operations. It is designed to capture key operational data on vehicle dispatch, maintenance, and fuel.

## Findings

Resource Management: Facility Management	
<b>Issue</b>	<p><b><i>Embassy Did Not Conduct Seismic Safety Evaluations for All Residences</i></b></p> <p>OIG found 82 percent of the embassy’s residential properties did not have a seismic hazard rating assessment. According to 15 Foreign Affairs Manual (FAM) 252.6b(1), embassies in high-seismic areas, such as Port of Spain, should evaluate the seismic safety of their residential buildings using one or more approved methods. The Bureau of Overseas Buildings Operations (OBO) rates the occurrence or frequency of earthquakes in Port of Spain as “very high.” OIG noted approximately 75 percent of the embassy’s properties have been acquired since the bureau’s last seismic assessment survey was conducted in June 2016.</p>
<b>Criteria</b>	15 FAM 252.6b(1)
<b>Significance</b>	Failure to conduct seismic evaluations and mitigate identified deficiencies risks the life and safety of residents and could result in fatalities or serious injuries in the event of an earthquake.
Recommendation 1	
Embassy Port of Spain, in coordination with the Bureau of Overseas Buildings Operations, should evaluate all residential properties for seismic risk in accordance with Department standards. (Action: Embassy Port of Spain, in coordination with OBO)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it is coordinating funding for the required seismic surveys of unassessed properties with OBO and will pursue seismic surveys of proposed new property acquisitions.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain evaluated all residential properties for seismic risk in accordance with Department standards.

<b>Resource Management: Facility Management</b>	
<b>Issue</b>	<p><b><i>Embassy Did Not Visually Inspect Residential Fire Extinguishers and Smoke Alarms Monthly</i></b></p> <p>The embassy's fire protection program did not fully comply with Department standards. Specifically, OIG found the embassy did not ensure residents conducted monthly visual inspections of residential fire extinguishers and smoke alarms.</p>
<b>Criteria</b>	15 FAM 843d, 15 FAM 842b
<b>Significance</b>	A noncompliant fire protection program increases the risk of fire hazards that could lead to injury or loss of life.
<b>Recommendation 2</b>	
Embassy Port of Spain should visually inspect its fire extinguishers and smoke alarms in accordance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it developed a quick response (QR) code application to track fire extinguisher and smoke alarm safety inspection compliance, conducted an initial visual inspection of fire extinguishers and smoke alarms, and informed residents of their responsibility to perform and confirm subsequent inspections through the QR code application.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain visually inspected its fire extinguishers and smoke alarms in accordance with Department standards.

Resource Management: General Services	
<b>Issue and Criteria</b>	<p><b><i>Contracting Officer's Representative Program Did Not Comply With Department and Federal Standards</i></b></p> <p>OIG found Embassy Port of Spain's contracting officer's representative (COR) program did not comply with Department and federal standards.<sup>9</sup> Specifically, OIG found:</p> <ul style="list-style-type: none"> <li>• None of the CORs had a current certification (14 Foreign Affairs Handbook (FAH)-2 H-143a).</li> <li>• None of the CORs had a COR delegation memorandum prepared by the contracting officer (14 FAH-2 H-143.2a(2)).</li> <li>• None of the CORs maintained complete COR files in the Integrated Logistics Management System (ILMS)<sup>10</sup> (14 FAH-2 H-142b(16)(b)).</li> <li>• Neither the CORs nor the contracting officer completed mandatory contractor performance assessments in the Contractor Performance Assessment Reporting System<sup>11</sup> as required (14 FAH-2 H-142b(21); 14 FAH-2 H-572a, c, d, f; Federal Acquisition Regulation 42.1502(a), (b)).</li> </ul>
<b>Significance</b>	A noncompliant COR program increases the risk of contract mismanagement. However, despite the problems described above, OIG's interviews with embassy staff, as well as reviews of other documentation, showed the embassy monitored contracts, received goods and services for which it had contracted, and addressed contract performance when issues arose.
Recommendation 3	
Embassy Port of Spain should bring its contracting officer's representative program into compliance with Department and federal standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it corrected the issues identified in this finding.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain's COR program complied with Department and federal standards.

<sup>9</sup> The embassy had five contracting officer's representatives who oversaw six contracts worth approximately \$2.4 million.

<sup>10</sup> ILMS is an integrated web-based system that encompasses all Department supply chain functions in one system. ILMS is designed to upgrade Department supply chain management by improving operations in areas such as purchasing, procurement, warehousing, transportation, property management, personal effects, and diplomatic pouch and mail.

<sup>11</sup> The Contractor Performance Assessment Reporting System, or CPARS, is the government-wide evaluation reporting tool for all past performance reports on contracts and orders. An annual performance assessment must be completed in the system for each contract above the simplified acquisition threshold of \$250,000. See Federal Acquisition Regulation (FAR) 2.101's definition of simplified acquisition threshold and FAR 42.1502(a) and (b).

Resource Management: General Services	
<b>Issue</b>	<p><b><i>Furniture and Appliance Pool Program Did Not Comply With Department Standards</i></b></p> <p>The embassy's furniture and appliance pool program<sup>12</sup> did not comply with Department standards. Specifically, OIG found 78 misclassified furniture and appliance pool assets in ILMS valued at \$42,753. This included 43 items valued at \$22,370 issued to unauthorized locations including offices and designated residences.<sup>13</sup> The remaining assets, valued at approximately \$20,000, should have been classified as furniture and appliance pool assets but were classified under different agency codes.</p>
<b>Criteria</b>	6 FAH-5 H-514.1d(2), 6 FAH-5 H-514.1d(3)
<b>Significance</b>	Issuing furniture and appliance pool assets to unapproved locations risks inflating International Cooperative Administrative Support Services (ICASS) <sup>14</sup> costs charged to agencies.
Recommendation 4	
Embassy Port of Spain should bring its furniture and appliance pool program into compliance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it is returning the misplaced furniture and appliance pool items to the warehouse and is working with the ILMS help desk to change codes to enable proper classification. The embassy noted an estimated completion date of September 30, 2025.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain's furniture and appliance pool program complied with Department standards.

<sup>12</sup> A furniture and appliance pool program includes the purchase, replacement, refurbishment, maintenance, inventory control, warehousing, pickup and delivery, and eventual disposal of nonexpendable residential furniture, furnishings, appliances, and equipment. The program can achieve economies of scale and greatly reduce the time and effort required to oversee and manage residential furnishings.

<sup>13</sup> Designated residences include the residences for the Ambassador, Deputy Chief of Mission, and Marine Security Guards. Furniture and furnishings for designated housing and offices are funded through other allotments.

<sup>14</sup> ICASS is the principal means by which U.S. government agencies share the cost of common administrative support services at most diplomatic and consular posts overseas. Through the ICASS working capital fund, service providers recover the cost of delivering administrative support services to other agencies at overseas missions.

Policy and Program Implementation: Consular Operations	
<b>Issue</b>	<b><i>Front Office Did Not Review Visa Adjudications Performed by Consular Chief</i></b> Neither the Chargé nor the acting DCM performed the required reviews of nonimmigrant visa adjudications done by the Consular Section chief. OIG found the Chargé and acting DCM were aware of the requirement to conduct the reviews but did not establish responsibility for the task.
<b>Criteria</b>	9 FAM 403.12-1a, c, d; 9 FAM 403.12-2
<b>Significance</b>	Failure to conduct timely and complete reviews of nonimmigrant visa adjudications compromises the integrity of the visa process.
<b>Recommendation 5</b>	
Embassy Port of Spain should conduct nonimmigrant visa adjudication reviews in accordance with Department guidance. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it has established responsibility and set a monthly appointment for the acting DCM to conduct the required reviews, and the acting DCM reviewed visa adjudications for June 2025 on July 1, 2025.
<b>OIG Reply</b>	OIG considers this recommendation resolved. OIG acknowledges the embassy's efforts to implement a process for conducting nonimmigrant visa adjudication reviews. However, OIG notes that Department guidance in 9 FAM 403.12-1d requires prompt reviews and a set monthly appointment may not address the timeliness factor. OIG revised the finding to add this requirement. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain conducted nonimmigrant visa adjudication reviews in accordance with Department guidance.

<b>Policy and Program Implementation: Consular Operations</b>	
<b>Issue</b>	<b><i>Embassy Lacked Consular Signage Listing Hours or Contact Information</i></b> The Consular Section lacked public signage listing operating hours and after-hours emergency contact information for U.S. citizens.
<b>Criteria</b>	7 FAH-1 H-263.8b
<b>Significance</b>	Clear consular signage informs U.S. citizens and visa applicants when and how they may seek services from the Consular Section.
<b>Recommendation 6</b>	
Embassy Port of Spain should install consular signage that complies with Department guidance. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it installed proper consular signage.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain's consular signage complied with Department standards.

<b>Information Management: General Management</b>	
<b>Issue and Criteria</b>	<p><b><i>Diplomatic Technology Unit Lacked Budget and Training Plans</i></b> Embassy Port of Spain did not manage the DT unit in accordance with Department standards. Specifically, the embassy did not:</p> <ul style="list-style-type: none"> <li>• Have a budget plan that included replacement costs for the DT unit's program- and ICASS-funded equipment and actual or future projects identified in the embassy's Mission Resource Request (5 FAM 124.2b(1)).</li> <li>• Have a training policy or individual development plans for DT unit staff (13 FAM 101.2-2(E), 3 FAH-2 H-135.5, 5 FAM 124.4c(3)(a), 5 FAM 124.2b(3)(d)).</li> </ul>
<b>Significance</b>	Without a budget plan for equipment and a functional training plan that includes a training policy and individual development plans for DT unit staff, the embassy risks operational inefficiencies, security vulnerabilities, and service disruptions that can hinder productivity, increase costs, and compromise IT operations.
<b>Recommendation 7</b>	
Embassy Port of Spain should create budget and training plans for the Diplomatic Technology unit. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Concurred. The embassy noted an estimated completion date of September 30, 2025.

Information Management: Information Systems Security	
<b>Issue and Criteria</b>	<p><b><i>Information Systems Security Officer Did Not Perform All Required Duties</i></b></p> <p>The designated primary Information Systems Security Officer (ISSO) did not consistently perform ISSO duties for Embassy Port of Spain’s classified, OpenNet, and non-enterprise networks (NEN).<sup>15</sup> Specifically, the ISSO did not:</p> <ul style="list-style-type: none"> <li>• Review classified, OpenNet, and NEN user access annually to verify if access was still needed or had been updated (12 FAH-10 H-112.1-3b, c).</li> <li>• Brief employees on cybersecurity responsibilities prior to granting access to classified, OpenNet, and NEN resources (12 FAH-10 H-212.1-3(1)).</li> <li>• Apply the principle of least privilege to LE staff system administrators who had full, unmonitored access to every section’s shared files (12 FAH-10 H-112.5, National Institute of Standards and Technology (NIST) Special Publication 800-53, Section AC-6<sup>16</sup>).</li> <li>• Review and ensure there were no password files saved on OpenNet shared folders (12 FAH-10 H-132.4-2(8), 12 FAH-10 H-132.4-3).</li> <li>• Use the ISSO checklist, which describes all ISSO duties (5 FAH-11 H-116a).</li> </ul> <p>An August 2023 Bureau of Diplomatic Security, Computer Security Assessment<sup>17</sup> identified similar issues with the embassy’s ISSO program. Additionally, OIG issued reports in May 2017 and December 2020 that highlighted widespread Department failures to perform ISSO duties.<sup>18</sup></p>
<b>Significance</b>	Failure to perform required ISSO responsibilities leaves Department networks vulnerable to potential unauthorized access and malicious activity.
<b>Recommendation 8</b>	
Embassy Port of Spain should require the Information Systems Security Officer to perform all duties in accordance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it corrected the issues identified in this finding.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain’s ISSO performed all duties in accordance with Department standards.

<sup>15</sup> OpenNet is the Department’s Sensitive But Unclassified network. A NEN is a Department-procured and locally managed computing environment.

<sup>16</sup> NIST defines least privilege as “allowing only authorized accesses for users (or processes acting on behalf of users) that are necessary to accomplish assigned organizational tasks.” See NIST Special Publication 800-53, Revision 5, “Security and Privacy Controls for Information Systems and Organizations,” page 36 (December 2020).

<sup>17</sup> Bureau of Diplomatic Security, “Cybersecurity Assessment US Embassy Port of Spain – Port of Spain ESC FRC 2023-013,” August 2023.

<sup>18</sup> OIG, *Management Assistance Report: Non-Performance of Information Systems Security Officer Duties by Overseas Personnel* (ISP-17-24, May 2017); *Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts* (ISP-21-07, December 2020).

<b>Information Management: Emergency Communications</b>	
<b>Issue and Criteria</b>	<p><b><i>Embassy's Secure and Emergency Communications Operations Did Not Meet Department Standards</i></b></p> <p>The embassy's secure and emergency communications operations did not meet Department standards. Specifically, OIG found:</p> <ul style="list-style-type: none"> <li>• No evidence the embassy conducted monthly tests of the emergency and evacuation radio system or satellite phones (5 FAH-2 H-733, 5 FAH-2 H-655).</li> <li>• Emergency Action Committee radios were not kept in a secure location but were instead stored in an LE staff member's unsecured office (5 FAH-2 H-735.1a, c).</li> </ul>
<b>Significance</b>	Emergency communications programs that do not meet Department standards raise the risk emergency communications will not be available or will be severely limited in functionality in an actual emergency.
<b>Recommendation 9</b>	
Embassy Port of Spain should bring its emergency communications program into compliance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Disagreed. The embassy noted that, prior to the OIG inspection, it conducted monthly tests of the emergency and evacuation radio system and quarterly tests of its satellite phones. The embassy also stated it moved the Emergency Action Committee radios to a secure location.
<b>OIG Reply</b>	OIG considers the recommendation resolved. OIG acknowledges the embassy's efforts to conduct regular testing of the emergency and evacuation radio system and satellite phones. However, as noted in this finding, during this inspection, OIG found no evidence that the embassy conducted monthly tests of the emergency and evacuation radio system or satellite phones. Furthermore, Department standards in 5 FAH-2 H-655 require monthly, rather than quarterly, testing of satellite phones. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain's emergency communications program complied with Department standards.

<b>Information Management: Knowledge Management</b>	
<b>Issue</b>	<p><b><i>Embassy Lacked a Knowledge Management Process for Managing Diplomatic Technology Operations</i></b></p> <p>The embassy lacked a knowledge management process, including up-to-date and consistent documentation necessary to manage its computer, telephone, and radio operations. OIG found that although DT unit staff were familiar with systems duties, they did not maintain documentation to ensure continuity and consistency and mitigate the risk of inconsistent service quality, ineffective IT support, and disruption of service. As described in other Information Management findings in this report, OIG found multiple issues that could have been mitigated by a knowledge management process to ensure procedures were applied consistently and shared among staff.</p>
<b>Criteria</b>	5 FAM 867
<b>Significance</b>	Absence of documentation to manage knowledge affects internal controls and diminishes the effectiveness of DT operations.
<b>Recommendation 10</b>	
Embassy Port of Spain should implement a knowledge management process for capturing, sharing, transferring, and retaining information for managing computer, telephone, and radio operations. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Concurred. The embassy noted an estimated completion date of October 1, 2025.

<b>Information Management: Internal Control</b>	
<b>Issue and Criteria</b>	<p><b><i>Embassy Did Not Manage Mobile Devices in Accordance With Department Standards</i></b></p> <p>The embassy did not manage its mobile devices in accordance with Department standards. Specifically, OIG found:</p> <ul style="list-style-type: none"> <li>• The embassy did not have a written procedure that addressed receiving, inspecting, and accepting mobile devices into the inventory (14 FAH-1 H-312g). OIG observed the same staff members who received mobile devices also kept property records and had inventory and property disposal duties (14 FAH-1 H-112.2j(2), (4)).</li> <li>• The embassy did not have an accurate accounting or inventory of embassy-owned smart phones (12 FAH-10 H-163.1e).</li> <li>• The DT unit's accountable property officer did not conduct quarterly unannounced spot checks to verify the accuracy of mobile device property records in ILMS (14 FAM 411.2-2b(8)).</li> <li>• The embassy did not have an updated mobile device policy that outlined user responsibilities, including personal use costs (5 FAM 526.1c).</li> <li>• Devices were loaned more than 90 days at a time without the approval of the DT unit's accountable property officer (14 FAM 412.4-2c).</li> <li>• At least five laptops were not encrypted as required (14 FAM 414.3b(1)(b), 14 FAM 414.3b(3)).</li> </ul>
<b>Significance</b>	Failure to implement the Department's mobile device management standards increases the risk of compromise of Department information and loss of U.S. government property.
<b>Recommendation 11</b>	
Embassy Port of Spain should manage the mobile devices program in accordance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it corrected five of the six issues identified in this finding and it is developing a new cell phone policy, which will be published after a new cell phone contract is awarded in September 2025.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain managed the mobile devices program in accordance with Department standards.

<b>Information Management: Communications Security</b>	
<b>Issue and Criteria</b>	<p><b><i>Embassy's Communications Security Program Did Not Meet Standards</i></b></p> <p>The embassy's communications security program did not meet Department standards. Specifically, OIG found:</p> <ul style="list-style-type: none"> <li>• Emergency destruction drills were not conducted once every 3 months (5 FAH-6 H-432d).</li> <li>• The embassy did not have an updated list signed by the Regional Security Officer that authorized the use of secure voice equipment<sup>19</sup> and described the classification levels (5 FAH-6 H-251c).</li> <li>• The embassy had only one, instead of the required two, functioning voice-over-internet-protocol secure voice equipment (cable 24 STATE 13980).<sup>20</sup></li> </ul>
<b>Significance</b>	Without effective communications security program maintenance, secure communications can be compromised or non-functional when needed.
<b>Recommendation 12</b>	
Embassy Port of Spain should bring its communications security program into compliance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it corrected the issues identified in this finding.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain's communications security program complied with Department standards.

<sup>19</sup> According to 5 FAH-6 H-251a, secure voice equipment uses encryption to protect communications transmitted via voice-based methods.

<sup>20</sup> Cable 24 STATE 13980, "ACOMS 2024-007 - COMSEC MATERIAL MANAGEMENT - MANDATORY vIPers - FNB E21," February 12, 2024.

<b>Information Management: Information Security</b>	
<b>Issue</b>	<p><b><i>Embassy Did Not Have a Functioning Local Configuration Management Protocol</i></b></p> <p>Although the embassy had a local IT Configuration Control Board Charter (local configuration management protocol)<sup>21</sup> dated March 2016, OIG found no evidence the embassy used the protocol to verify the hardware, software, or network components installed on its networks did not adversely affect the local IT infrastructure under the embassy’s operational control. OIG observed locally procured, unapproved network devices on NENs, as well as locally developed applications being used without local approval.</p>
<b>Criteria</b>	5 FAM 114.6-2a, 5 FAM 862.1b, 5 FAM 864c
<b>Significance</b>	Without a functioning local configuration management protocol, the embassy cannot manage risks to the Department’s information stemming from unapproved hardware and software on its networks.
<b>Recommendation 13</b>	
Embassy Port of Spain should implement its local configuration management protocol in accordance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted the ISSO is updating the local IT Configuration Control Board Charter and is in the process of reviewing embassy hardware, software, and network component changes.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain implemented its local configuration management protocol in accordance with Department standards.

<sup>21</sup> In November 2024, the Department updated FAM references to the “local IT configuration control board” to “local configuration management protocol.” For example, see 5 FAM 114.6-2, “Local Configuration Management.” At the time of this inspection, the references in 5 FAM 862.1b and 5 FAM 864c, last updated in June 2024 and October 2018, respectively, continued to refer to the “local IT configuration control board.”

<b>Information Management: Information Security</b>	
<b>Issue and Criteria</b>	<p><b><i>Embassy Developed Applications Without a Life Cycle Management Plan</i></b> The embassy developed applications without implementing an application life cycle management plan. Specifically, OIG found the embassy:</p> <ul style="list-style-type: none"> <li>• Used Microsoft’s Access database to create at least 15 applications, such as a voucher log, representation database, and July 4th embassy celebration tracker, for the Management Section without local approval or creating any documentation or standard operating procedures for the applications (12 FAH-10 H-222.1-1b(3); 5 FAM 867(1), (2), (4); 12 FAH-10 H 342.2-1).</li> <li>• Developed applications that stored personally identifiable information without conducting a privacy impact assessment<sup>22</sup> (5 FAM 466.2a, c).</li> </ul>
<b>Significance</b>	Not having an application life cycle management plan increases risk to the security, compliance, and sustainability of Department information.
<b>Recommendation 14</b>	
Embassy Port of Spain should implement a life cycle management plan for the applications it develops, in accordance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted the ISSO is reviewing the 15 Microsoft Access database applications for continued relevance. The embassy will obtain IT configuration control board approval, create standard operating procedures for active applications, and remove obsolete applications.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain implemented a life cycle management plan for the applications it developed, in accordance with Department standards.

<sup>22</sup> According to 5 FAM 463, a privacy impact assessment is “[a]n analysis of how [personally identifiable information] is handled to ensure handling conforms to applicable legal, regulatory, and policy requirements regarding privacy; to determine the risks and effects of creating, collecting, using, processing, storing, maintaining, disseminating, disclosing, and disposing of information in identifiable form in an electronic information system; and to examine and evaluate protections and alternative processes for handling information to mitigate potential privacy concerns.”

Information Management: Information Security	
<b>Issue and Criteria</b>	<p><b><i>Embassy Did Not Manage Its Non-Enterprise Networks in Accordance With Department Standards</i></b></p> <p>The embassy did not manage its NENs in accordance with Department standards. Specifically, OIG found the embassy:</p> <ul style="list-style-type: none"> <li>• Operated NENs with unapproved wireless devices (5 FAM 872.3c).</li> <li>• Established wireless networks on NENs at the American Center, warehouse, Chief of Mission Residence, and Deputy Chief of Mission Residence that did not meet Bureau of Diplomatic Security standards or were not approved (12 FAH-10 H-152.1a).</li> <li>• Did not have identity and access control procedures (12 FAH-10 H-112.1-1a(2)).</li> <li>• Did not ensure system administrators and ISSOs reviewed NENs for prohibited activity (12 FAH-10 H-112.9-2, 12 FAH-10 H-312.5-2, 12 FAH-10 H-312.5-3).</li> </ul> <p>An August 2023 Bureau of Diplomatic Security Cybersecurity Assessment<sup>23</sup> identified similar issues with the embassy's NENs.</p>
<b>Significance</b>	Failure to secure and monitor NENs increases the embassy's vulnerability to cyberattacks.
<b>Recommendation 15</b>	
Embassy Port of Spain should manage its non-enterprise networks in accordance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it corrected the issues identified in this finding.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain managed its non-enterprise networks in accordance with Department standards.

<sup>23</sup> Bureau of Diplomatic Security, "Cybersecurity Assessment US Embassy Port of Spain, ESC Frankfurt 2023-013," August 2023.

<b>Information Management: Telephone Operations</b>	
<b>Issue and Criteria</b>	<p><b><i>Embassy's Management of Telephone Operations Did Not Meet Department Standards</i></b></p> <p>The embassy's management of telephone operations did not meet Department standards. Specifically, OIG found:</p> <ul style="list-style-type: none"> <li>• The embassy configured a call accounting system<sup>24</sup> to identify, and seek repayment for, personal calls made from desk telephones but did not use it for at least 18 months prior to this inspection (5 FAM 527a, c).</li> <li>• The embassy did not have an access list identifying who had access to the main private branch exchange room, and the room did not have an alarm or access and maintenance logs (12 FAH-6 H-651.5-2c(2), 12 FAH-6 H-651.5-6c, 12 FAH-6 H-651.5-6i).</li> <li>• Passwords for the telephone system administrator accounts did not meet password guidelines and were stored electronically on the telephone computer system (12 FAH-10 H-132.4-1c, 12 FAH-10 H-132.4-2(8)).</li> <li>• Chief of Mission Residence and Deputy Chief of Mission Residence telephone closets or racks were not locked to prevent unauthorized access (12 FAH-10 H-272.3-1(1)).</li> </ul>
<b>Significance</b>	By not adhering to the Department's telecommunications management standards, the embassy risks undermining the efficiency of its telephone systems operations, wasting government funds to pay for personal use, and allowing unauthorized access to telephone usage data.
<b>Recommendation 16</b>	
Embassy Port of Spain should bring its management of telephone operations into compliance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it corrected the issues identified in this finding.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain's management of telephone operations complied with Department standards.

<sup>24</sup> According to 5 FAM-2 H-114, call accounting is the process by which call detail records for specific, or groups of, telephone extensions are collected and recorded for billing and traffic monitoring purposes.

<b>Information Management: Physical Protection of IT Assets</b>	
<b>Issue and Criteria</b>	<p><b><i>Embassy's Physical Protection of the Radio Office and the Mailroom Did Not Meet Department Standards</i></b></p> <p>The embassy's physical protection of the radio office and mailroom did not meet Department standards. Specifically, OIG found:</p> <ul style="list-style-type: none"> <li>• The embassy did not lock the door to the radio room, where it stored radios and other sensitive communications equipment, during the work day to prevent unauthorized access and equipment loss (5 FAH-2 H-735.1c).</li> <li>• The mailroom did not have a lock to prevent unauthorized access, and it was often left unattended (14 FAH-4 H-122.2a).</li> </ul>
<b>Significance</b>	Without proper access control to these spaces, the risk of theft and loss of official and personal property is increased.
<b>Recommendation 17</b>	
Embassy Port of Spain should install and use locks on the doors to the radio office and the mailroom in accordance with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it corrected the issues identified in this finding.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain installed and used locks on the doors to the radio office and the mailroom in accordance with Department standards.

<b>Information Management: Records Management</b>	
<b>Issue</b>	<b><i>Records Management Program Did Not Comply With Department Standards</i></b> The embassy's records management program did not comply with Department standards for oversight and retirement. The records coordinator did not regularly review the embassy's records systems and records management practices, did not regularly apply the appropriate records disposition schedules to the embassy's files, and did not establish guidance and procedures to advise management of the records held within each section. According to data from the Department's Records Management Office and OIG's on-site review, Embassy Port of Spain had not archived political and economic records since 1999. The embassy also had not retired chief of mission records for 2019 and 2021. Finally, the Department's Records Management Office reported that the embassy had not sent any personnel records <sup>25</sup> to the Department. OIG issued a management assistance report in 2022 that highlighted issues with the Department's records retirement process. <sup>26</sup>
<b>Criteria</b>	5 FAM 418.9-3, 5 FAM 451b, 5 FAH-4 H-312.1b, 5 FAH-4 H-312.2
<b>Significance</b>	Without a records management program that follows Department requirements for organization, records retirement, disposition, and oversight, the embassy is vulnerable to inefficient information retrieval and loss of critical documentation.
<b>Recommendation 18</b>	
Embassy Port of Spain should implement a records management program that complies with Department standards. (Action: Embassy Port of Spain)	
<b>Management Response</b>	Neither agreed nor disagreed. The embassy noted it publishes management notices detailing records management procedures annually, conducted embassy-wide records management training in 2024, and retired chief of mission files when the Ambassador departed in January 2025. In addition, the embassy's Human Resources Office is archiving, taking inventory of, reviewing, and disposing 20 boxes of retired LE staff personnel files.
<b>OIG Reply</b>	OIG considers this recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that Embassy Port of Spain implemented a records management program that complies with Department standards.

<sup>25</sup> When an embassy is the personnel office for a separated employee, the employee's personnel files must be sent to the Department's Records Management Records Service Center 1 year after the employee's separation date. The Department then manages and disposes the personnel files as required by the appropriate records control schedule.

<sup>26</sup> OIG, *Management Assistance Report: The Department of State's Records Retirement Process* (ISP-22-20, June 2022).

## PRINCIPAL OFFICIALS

Agency/Section/Title	Name	Arrival Date
<b>Chiefs of Mission:</b>		
Ambassador	Vacant	
Deputy Chief of Mission	Jenifer Neidhardt de Ortiz <sup>a</sup>	8/2023
<b>Chiefs of Sections:</b>		
Consular	Michael Fitzpatrick	8/2023
Management	Charlie J. Franta III <sup>b</sup>	8/2022
Political/Economic/International Narcotics and Law Enforcement	Scott Hansen	5/2024
Public Diplomacy	Kirsten Michener	6/2021
Regional Security	Kit Rosenstein	8/2022
<b>Other Agency Representatives:</b>		
Drug Enforcement Administration	Josh Gonzalez	8/2022
Department of Homeland Security, Customs and Border Protection	Carl Jaigobind	2/2022
Department of Justice Federal Bureau of Investigation	Derek Kreitenstein	3/2022
Department of Justice Bureau of Alcohol, Tobacco, Firearms, and Explosives	Michael Graham	5/2022
Senior Defense Official/Defense Attaché	Richard Reyes	2/2023

<sup>a</sup> Jenifer Neidhart de Ortiz became Chargé d’Affaires on January 20, 2025, after the Ambassador departed Embassy Port of Spain.

<sup>b</sup> At the time of this inspection, Charlie J. Franta III was serving as the acting Deputy Chief of Mission.

**Source:** Generated by OIG from personnel data provided by Embassy Port of Spain.

## APPENDIX A: OBJECTIVES, SCOPE, AND METHODOLOGY

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This inspection was conducted from January 2 to April 1, 2025, in accordance with the Quality Standards for Inspection and Evaluation, as issued in 2020 by the Council of the Inspectors General on Integrity and Efficiency, and the Inspections Handbook, as issued by the Office of Inspector General (OIG) for the Department and the U.S. Agency for Global Media (USAGM).

### Objectives and Scope

The Office of Inspections provides the Secretary of State, the Chief Executive Officer of USAGM, and Congress with systematic and independent evaluations of the operations of the Department and USAGM. Inspections cover three broad areas, consistent with Section 209 of the Foreign Service Act of 1980:

- **Policy Implementation:** whether policy goals and objectives are being effectively achieved and U.S. interests are accurately and effectively represented; and whether all elements of an office or mission are being adequately coordinated.
- **Resource Management:** whether resources are being used and managed with maximum efficiency, effectiveness, and economy; and whether financial transactions and accounts are properly conducted, maintained, and reported.
- **Management Controls:** whether the administration of activities and operations meets the requirements of applicable laws and regulations; whether internal management controls have been instituted to ensure quality of performance and reduce the likelihood of mismanagement; and whether instances of fraud, waste, or abuse exist and whether adequate steps for detection, correction, and prevention have been taken.

### Methodology

OIG used a risk-based approach to prepare for this inspection. OIG conducted portions of the inspection remotely and relied on audio- and video-conferencing tools in addition to in-person interviews with Department and other personnel. OIG also reviewed pertinent records; circulated surveys and compiled the results; and discussed the substance of this report and its findings and recommendations with offices, individuals, and organizations affected by the inspection. OIG used professional judgment and analyzed physical, documentary, and testimonial evidence to develop its findings, conclusions, and actionable recommendations.

OIG assessed executive direction based on interviews, staff questionnaires, and OIG's review of documents and observations of embassy meetings and activities during the on-site portion of the inspection. OIG assessed the embassy's policy and program implementation, which includes political and economic, public diplomacy, foreign assistance, and consular operations, through a review of the embassy's advocacy and analysis work, section leadership, strategic planning and reporting, knowledge management, grants administration, program management and exchanges, media engagement, and oversight of American spaces. OIG also reviewed Embassy Port of Spain's provision of U.S. citizen services, crisis preparedness, management controls, visa services and processing, and fraud prevention programs. To address resource management,

OIG reviewed internal control systems in facility management, general services, financial management, and human resources. Finally, OIG assessed Embassy Port of Spain's computer network operations, information systems and administration of mobile computing devices, mail and pouch services, cybersecurity practices, records management, and telephone and emergency communications systems.

## APPENDIX B: MANAGEMENT RESPONSE

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U.S. Embassy Port of Spain

July 3, 2025

UNCLASSIFIED

THRU: WHA Executive Director Janine Young

TO: OIG – Lisa Rodely, Acting Assistant Inspector General for Inspections

FROM: Chargé d' Affaires Jenifer Neidhart de Ortiz, U.S. Embassy Port of Spain

SUBJECT: Response to Draft OIG Report – Inspection of Embassy Port of Spain, Trinidad and Tobago, ISP-I-25-19

U.S. Embassy Port of Spain has reviewed the draft OIG inspection report. We provide the following comments in response to the recommendations provided by OIG:

**OIG Recommendation 1:**

Embassy Port of Spain, in coordination with the Bureau of Overseas Buildings Operations, should evaluate all residential properties for seismic risk in accordance with Department standards. (Action: Embassy Port of Spain, in coordination with OBO)

**Management Response:** This response was developed in coordination with OBO. In May 2023 an OBO structural engineering team visited Post and screened 29 residences. The result of this survey can be found in a report dated May 8, 2023 (ref: 23 STATE 87910). Post compared the results of this report and OBO's 2016 seismic report against Post's current housing portfolio and identified 16 unassessed properties. Seismic surveys conducted by OBO via contracts with U.S.-based engineering consultants are means to satisfy the 15 FAM 252.6(b) requirement to conduct seismic surveys. However, after consulting with OBO it was agreed that Post could comply with this recommendation more expeditiously by working with OBO to contract with local engineers to conduct the surveys as allowed in 15 FAM 252.6(b)(1a)). As a result, Post is coordinating funding for the required seismic surveys of unassessed properties with OBO and will pursue seismic surveys of proposed new property acquisitions using this approach going forward. Post housing portfolio residences that do not meet the current SBA score provided by OBO will be phased out over time as leases expire. Post will continue to partner closely with OBO to manage the seismic risk of Post' portfolio.

**OIG Recommendation 2:**

Embassy Port of Spain should visually inspect its fire extinguishers and smoke alarms in accordance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** Post FAC developed a QR code program to address fire extinguisher and fire alarm safety inspection compliance to align with 15 FAM 840, 15 FAM 843d, 15 FAM 842b. FAC conducted visual inspections of fire extinguishers and smoke alarms when the program was instituted on May 23, 2025, per Management Notice 25-036. FAC informed residents through training programs, periodic management notices, and individual compliance checks of their responsibility to perform visual inspections and how to confirm inspections were conducted via the QR Code app, as well as report problems via the newly instituted program. This program allows the POSHO to track program compliance through submitted responses. The Front Office has required monthly compliance reports.

Post requests this recommendation be closed.

**OIG Recommendation 3:**

Embassy Port of Spain should bring its contracting officer's representative program into compliance with Department and federal standards. (Action: Embassy Port of Spain)

**Management Response:**

The concerns raised in the "Issues and Criteria" section of the OIG report associated with this recommendation have been addressed and corrected. Since the time of inspection, every Contract Officer Representative (COR) obtained current certification, and all COR's assigned to contracts were issued a delegation memorandum prepared by the Contracting Officer (CO). CORs are currently using ILMS to maintain COR files. The CO and COR completed contractor performance assessments in the Contractor Performance Assessment Reporting System.

Post requests this recommendation be closed.

**OIG Recommendation 4:**

Embassy Port of Spain should bring its furniture and appliance pool program into compliance with Department standards. (Action: Embassy Port of Spain)

Post identified the misplaced furniture and appliance pool (FAP) items which were loaned to the CMR, DCMR, and offices and is in the process of returning them to the warehouse. GSO is working with ILMS help desk to change transfer codes to enable proper classification. These items were classified as FAP due to an error in the funding source.

Post expects to have this recommendation fully resolved by September 30, 2025.

**Management Response:**

**OIG Recommendation 5:**

Embassy Port of Spain should conduct nonimmigrant visa adjudication reviews in accordance with Department guidance. (Action: Embassy Port of Spain)

**Management Response:** The acting DCM was identified as the primary person responsible for conducting the required reviews, with the Chargé covering in absence of the acting DCM. The Chargé and acting DCM have been trained on the use of the appropriate CONS software for conducting reviews. A monthly appointment to conduct reviews has been set with the Consular Chief. The acting DCM reviewed visa adjudications for the month of June 2025 on July 1, 2025, and will continue to conduct monthly reviews.

Post requests this recommendation be closed.

**OIG Recommendation 6:**

Embassy Port of Spain should install consular signage that complies with Department guidance. (Action: Embassy Port of Spain)

**Management Response:** Proper consular signage has been installed that complies with Department guidance.

Post requests this recommendation be closed.

**OIG Recommendation 7:**

Embassy Port of Spain should create budget and training plans for the Diplomatic Technology unit. (Action: Embassy Port of Spain)

**Management Response:** U.S. Embassy Port of Spain concurs with the recommendation. The embassy is developing budget and training plans for the Diplomatic Technology unit.

The expected completion date is September 30, 2025.

**OIG Recommendation 8:**

Embassy Port of Spain should require the Information Systems Security Officer to perform all duties in accordance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** After an 18-month gap caused by factors unrelated to Post, a new Diplomatic Technology Officer arrived March 2025. The officer completed required ISSO training, was designated ISSO for Post (ref: 25 Port of Spain 214) and is properly maintaining and keeping current the ISSO checklist. All specific deficiencies referenced in the issue and criteria section of the discrepancy have been addressed and corrected.

Post requests this recommendation be closed.

**OIG Recommendation 9:**

Embassy Port of Spain should bring its emergency communications program into compliance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** Post does not concur with this recommendation. Post had been conducting monthly E&E radio network tests for all users prior to the OIG inspection. The results of these tests are reviewed by the RSO and DT Chief monthly. The test results are reported and updated on the DT Crisis Communications power app site. Tests of post's satellite phones and BGAN kits are, and have been, conducted quarterly. Test results are reported to the WHA/EX/IM Executive Office site and on the DT/EI/NT/GTC Global Tactical Communications site. Post's Emergency Action Committee spare radios were moved and are stored inside the LAA secure Telephone Switch room.

**OIG Recommendation 10:**

Embassy Port of Spain should implement a knowledge management process for capturing, sharing, transferring, and retaining information for managing computer, telephone, and radio operations. (Action: Embassy Port of Spain)

**Management Response:** U.S. Embassy Port of Spain concurs with the recommendation and is developing comprehensive Standard Operating Procedures (SOPs) for all of DT.

We expect completion of these SOPs by October 1, 2025.

**OIG Recommendation 11:**

Embassy Port of Spain should manage the mobile devices program in accordance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** Five of the six specific deficiencies identified in the "Issue & Criteria" section of the OIG report associated with the recommendation have been addressed and corrected. DTO developed a SOP related to procedures for receiving, inspecting and accepting mobile devices into inventory. DTO updated the inventory of embassy-owned smart phones and commenced spot checks. DTO corrected the inventory of loaned devices and updated and corrected all laptops. DTO is developing a new cell phone policy and plans to publish that policy after awarding of new cell phone contract in September 2025.

Post requests this recommendation be closed.

**OIG Recommendation 12:**

Embassy Port of Spain should bring its communications security program into compliance with Department Standards. (Action: Embassy Port of Spain)

**Management Response:** All issues identified in the "Issue & Criteria" section of the OIG report associated with the recommendation have been addressed and corrected. Except for one quarterly emergency destruction drill, all other quarterly drills for 2024 and 2025 were conducted and documented. Post had an authorized secure voice equipment memo signed by RSO for 2024 and has since updated secure voice equipment memo for 2025 (there was no change from the '24 memo). One non-functioning VOIP secure voice phone is being evaluated for repair or replacement. Since the OIG was conducted in February 2025, post hosted a formal

COMSEC audit and inspection on 12-13 June 2025 and passed the audit with a score of Satisfactory, cable has not yet been released by COMSEC COR.

Post requests this recommendation be closed.

**OIG Recommendation 13:**

Embassy Port of Spain should implement its local configuration management protocol in accordance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** Post experienced an 18-month staffing gap between ISSOs. The recently-arrived ISSO is updating the local IT Configuration Control Board Charter. She scheduled quarterly meetings of the local ITCCB and is in the process of reviewing embassy hardware, software and network component changes.

Post recommends this recommendation be closed.

**OIG Recommendation 14:**

Embassy Port of Spain should implement a life cycle management plan for the applications it develops in accordance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** The ISSO identified and is reviewing 15 Microsoft Access database applications for continued relevance and recommending the applications still in active use for ITCCB approval and creation of SOPs on use. Obsolete applications are being removed.

Post recommends this recommendation be closed.

**OIG Recommendation 15:**

Embassy Port of Spain should manage its non-enterprise networks in accordance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** The issues identified in the "Issue & Criteria" section of the OIG report associated with the recommendation have been addressed and corrected. Unapproved wireless devices have been removed from existing NENs and wireless networks on NENs at the American Center, warehouse, CMR and DCMR have been registered and are going through the necessary approval process. ISSO has incorporated review of NENs into their ISSO checklist.

Post believes this recommendation can be closed.

**OIG Recommendation 16:**

Embassy Port of Spain should bring its management of telephone operations into compliance with Department Standards. (Action: Embassy Port of Spain)

**Management Response:** DTO corrected the four deficiencies identified in the "Issue & Criteria" section of the OIG report associated with the recommendation.

Post requests this recommendation be closed.

**OIG Recommendation 17:**

Embassy Port of Spain should install and use locks on the doors to the radio office and the mailroom in accordance with Department standards. (Action: Embassy Port of Spain)

**Management Response:** DTO corrected the two specific deficiencies identified in the “Issue & Criteria” section of the OIG report associated with the recommendation. First, the radio room is now locked when not in use. Second, DTO installed a lock on the mailroom; it remains locked when not in use.

Post requests this recommendation be closed.

**OIG Recommendation 18:**

Embassy Port of Spain should implement a records management program that complies with Department standards. (Action: Embassy Port of Spain)

**Management Response:** Post Management publishes Management Notices detailing records management procedures annually. The DT Chief conducted Mission wide records management training in 2024. Post retired COM files when the Ambassador departed in January 2025. The Human Resources is currently archiving, inventory, review, and disposition of 20 boxes of retired LE Staff personnel files, with a planned completion date of July 15, 2025.

Post recommends this recommendation be closed.

The point of contact for this memorandum is Acting MGT Officer, Charles Scarlett.



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