

# CONGRESSIONAL BUDGET JUSTIFICATION



**Appendix 3:**  
**Status of Open Government Accountability Office (GAO) and Office of the  
Inspector General (OIG) Recommendations:**  
**Department of State and US Agency for International Development**

**Fiscal Year 2020**

## Overview

The Department of State and USAID continue responding to oversight recommendations from the Government Accountability Office (GAO) and the Office of Inspector General (OIG). Pursuant to Public Law 115-414, *Good Accounting Obligation in Government Act*, this package is supplemental to the Department and USAID's FY 2020 Congressional Budget Justifications (CBJ), and provides details surrounding the status of all identified open recommendations, to include anticipated timelines for implementation, or otherwise corrective action(s). The appendix is presented in four categories, each sorted by the public release date of the report, from most recent to oldest:

- 1. GAO open recommendations: U.S Department of State;**
- 2. OIG open recommendations: U.S. Department of State;**
- 3. GAO open recommendations: USAID;**
- 4. OIG open recommendations: USAID.**

DEPARTMENT OF STATE – GAO OPEN  
RECOMMENDATIONS  
FY 2020  
(April 2019)

GAO Report Title	GAO Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
Information Technology: Agencies Need to Involve Chief Information Officers in Reviewing Billions of Dollars in Acquisitions	GAO-18-42	Jan 10, 2018	The Secretary of State should ensure that the office of the CAO is involved in the process to identify IT acquisitions.	A	The Office of the Procurement Executive (OPE), on behalf of the Chief Acquisition Officer (CAO), is working with the Department's Chief Information Officer (CIO) to develop a revised memorandum detailing CAO and CIO roles in the process to identify IT acquisitions. OPE and CIO expect to have the revised memorandum issued prior to the end of FY 2019.
Information Technology: Agencies Need to Involve Chief Information Officers in Reviewing Billions of Dollars in Acquisitions	GAO-18-42	Jan 10, 2018	The Secretary of State should ensure that IT acquisition plans or strategies are reviewed and approved according to OMB's guidance.	IRM	In April 2018, the Department's Chief Information Officer (CIO) issued a memorandum stating that the Office of Acquisitions Management will not process IT acquisitions without the approval from the CIO. An acquisition strategy template has been created and instructions for acquisition planners is expected to be finalized in Spring 2019.
Democracy Assistance: State Should Improve Accountability Over Funding; USAID Should Assess Whether New Processes Have Improved Award Documentation	GAO-18-136	Dec 14, 2017	<b>(Priority)</b> The Secretary of State should direct the Bureau of International Narcotics and Law Enforcement Affairs to identify and address factors that affect the reliability of its democracy assistance data, such as miscoded or missing data.	INL	The Bureau of International Narcotics and Law Enforcement Affairs (INL) collaborated with the Bureau of the Comptroller and Global Financial Services (CGFS) to establish new processes in the accounting system to improve data reliability, to include ensuring current and future transactions would maintain coding integrity. In February 2019, INL submitted a letter to GAO documenting how they identified issues causing some of the democracy assistance data to be unreliable and actions taken. INL will be meeting with GAO in April 2019 to discuss and clarify how INL's accounting changes address the data reliability concerns noted in the recommendation.
Democracy Assistance: State Should Improve Accountability	GAO-18-136	Dec 14, 2017	The Secretary of State should direct the Director of the Office of U.S. Foreign Assistance Resources to implement a process to improve the reliability, accessibility, and	F	The Department's democracy assistance data for all bureaus-including the Bureaus of European and Eurasian Affairs (EUR) and South and Central Asian Affairs (SCA)-are being tracked and its quality is being improved through the Department's Foreign Assistance Data Review (FADR) process, an ongoing

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Over Funding; USAID Should Assess Whether New Processes Have Improved Award Documentation			standardization of democracy assistance data across the geographic regions of the Bureaus of European and Eurasian Affairs and South and Central Asian Affairs, such as utilizing a centralized database for award data.		<p>process chartered in September 2014 to understand and document the Department's challenges with capturing all foreign assistance activities from budget planning and allocation through obligation and disbursement in multiple State-owned budget, financial, and program management systems. Through the FADR process, the Office of U.S. Foreign Assistance Resources (F) has been working with the Bureau of the Comptroller and Global Financial Services (CGFS), the Bureau of Administration (A), and bureaus that administer Foreign Assistance to better capture transaction data for all types of foreign assistance—including democracy, human rights, and governance data.</p> <p>With the progress State has made with FADR over the past few years, more data and data of higher quality has been reported onto ForeignAssistance.gov. For instance, in FY 2016, fewer than 2,500 democracy-related financial transactions were published and totaled just \$93 million in combined obligations and disbursements. However, including data that is scheduled to be published in the next month on ForeignAssistance.gov, the published value will have increased to over 16,000 transactions totaling over \$555 million in combined obligations and disbursements for FY 2018 thus far.</p> <p>Additionally, the 13 U.S. Embassy Public Affairs Sections in EUR that receive assistance funding to carry out democracy programs and all 11 posts in SCA are recording their assistance funding awards in the centralized State Assistance Management System (SAMS), which is one of the Department's financial management systems that is used for reporting foreign assistance transactions to ForeignAssistance.gov.</p> <p>As part of the FY 2019 appropriation, State was tasked with submitting a report on FADR progress to the Congressional committees on appropriation. After the report is sent to Congress in Spring 2019, we would be happy to provide GAO the final report as well.</p>
Syrian Refugees: U.S. Agencies Conduct	GAO-18-58	Oct 31, 2017	State's Bureau of Population, Refugees and Migration (PRM) should identify and implement a mechanism to conduct in-person	PRM	<b>Implemented and under GAO review for closure</b>

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Financial Oversight Activities for Humanitarian Assistance but Should Strengthen Monitoring			monitoring visits in countries where security conditions limit such visits by PRM officials.		
Federal Contracting: Additional Management Attention and Action Needed to Close Contracts and Reduce Audit Backlog	GAO-17-738	Sep 28, 2017	To enhance management attention to closing out contracts, the Secretary of State should develop a means at the agency level to track data on the entirety of the number and type of contracts eligible for closeout, where the contracts are in the closeout process, and establish goals and performance measures for closing contracts.	A	The Department continues to utilize its contracting system to manually identify and close inactive contracts. Plans for the Department to expand the system in the future to include tracking of contract administration and closeout milestones, and estimates to implement the tracking functionality remain a priority, though implementation has been delayed into calendar year 2020. We are conducting a large scanning, archiving and massive contract close-out effort of hard-copy files for contracts expired in 2014 or prior in preparation for a building relocation at the end of calendar year 2019. Our weekly activity report is chronicling the close out files inventoried and closed manually weekly. That said, completed enhancements to the Department's contract writing system allow data on new contracts to be tracked for eligibility and confirmation of closeout going forward which we hope to eventually automate in 2020.
Overseas Allowances: State Should Assess the Cost-Effectiveness of Its Hardship Pay Policies	GAO-17-715	Sep 13, 2017	The Director of the Office of Allowances (ALS) should clearly document how the conditions at relevant posts meet the criteria for Director Points to ensure that hardship pay rates for overseas posts are consistently determined across posts and tenures of ALS Directors.	A	As of April 2019, the Director of the Office of Allowances (ALS) has not granted any Director Points since the subject GAO review was completed. Should points be necessary in the future, ALS will document why the conditions at relevant posts require the use of Director Points connected with hardship pay rates.
Overseas Allowances: State Should Assess the Cost-	GAO-17-715	Sep 13, 2017	<b>(Priority)</b> The Undersecretary of Management should assess the cost-effectiveness of State's policies and procedures for stopping and starting hardship pay	CGFS and M/PRI	The Department continues to review this issue and is now engaging a broader number of internal equities to assess cost-effectiveness of current policy and implementation of hardship pay starts and stops and what changes in policy and/or execution would bring about greater efficiencies to the Department.

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Effectiveness of Its Hardship Pay Policies			for employees who temporarily leave their assigned overseas posts.		
Overseas Allowances: State Should Assess the Cost-Effectiveness of Its Hardship Pay Policies	GAO-17-715	Sep 13, 2017	<b>(Priority)</b> The Department's Comptroller should analyze available diplomatic cable data from overseas posts to identify posts at risk of improper payments for hardship pay, identify any improper payments, and take steps to recover and prevent them.	CGFS	The Department continues to identify, document, and seek repayment of the overpayment of allowances and differences as they occur as part of the notification of arrivals and departments. We continue to communicate the importance of timely actions to the regional bureaus and posts to insure underpayments and overpayments do not occur. As arrival and departure data is critical to identifying and recovering improper payments, the Bureau of the Comptroller and Global Financial Services (CGFS) supports the roll out of the Bureau of Human Resources Overseas Personnel System (OPS). OPS centralizes the collection of this data and allows for the possibility of faster digestion of the arrival and departure information in CGFS for calculation or formulation of improper payment notification and risk analysis.
Data Center Optimization: Agencies Need to Address Challenges and Improve Progress to Achieve Cost Savings Goal	GAO-17-448	Aug 15, 2017	The Secretaries of Agriculture, Commerce, Defense, Homeland Security, Energy, HHS, Interior, Labor, State, Transportation, Treasury, and VA; the Attorney General of the United States; the Administrators of EPA, GSA, and SBA; the Director of OPM; and the Chairman of NRC should take action to, within existing OMB reporting mechanisms, complete plans describing how the agency will achieve OMB's requirement to implement automated monitoring tools at all agency-owned data centers by the end of fiscal year 2018.	IRM	The Department has performed an analysis of tools, including shared services and commercial-off-the-shelf products. We are also developing an acquisition strategy based on its research and planned to pursue a commercially available product. Budgetary constraints, however, may delay the acquisition until fiscal year 2019 or later. The updated Data Center Optimization Initiative (DCOI) strategic plan is expected to be completed in Spring 2019.
Data Center Optimization: Agencies Need to Complete	GAO-17-388	May 18, 2017	The following 17 agencies (the Secretaries of the Departments of Commerce, Defense, Energy, Health and Human Services,	IRM	The updated Data Center Optimization Initiative (DCOI) strategic plan is expected to be completed in Spring 2019.

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Plans to Address Inconsistencies in Reported Savings			Interior, Labor, State, Transportation, Treasury, and Veterans Affairs; the Attorney General; and the Administrators of the Environmental Protection Agency, National Aeronautics and Space Administration, Small Business Administration, and U.S. Agency for International Development; the Chairman of the Nuclear Regulatory Commission; and the Commissioner of the Social Security Administration) should each take action to complete the missing elements in their respective DCOI strategic plan, including addressing any identified challenges, and submit their completed strategic plan to OMB.		
Data Center Optimization: Agencies Need to Complete Plans to Address Inconsistencies in Reported Savings	GAO-17-388	May 18, 2017	Finally, the following 11 agencies (the Secretaries of the Departments of Commerce, Education, Health and Human Services, Interior, Labor, State, Transportation, and Treasury; the Administrators of the Environmental Protection Agency, General Services Administration, and the U.S. Agency for International Development) should also each take action to ensure that the amounts of achieved data center cost savings and avoidances are consistent across all reporting mechanisms, including the quarterly data submissions and DCOI strategic plans.	IRM	The updated Data Center Optimization Initiative (DCOI) strategic plan is expected to be completed in Spring 2019. Further, OMB's new targets have not been finalized and the Department is awaiting guidance from OMB.



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Department of State: Foreign Language Proficiency Has Improved, but Efforts to Reduce Gaps Need Evaluation	GAO-17-318	Mar 22, 2017	To strengthen State's ability to address persistent gaps in foreign language proficiency at overseas posts and make informed future resource investments, the Secretary of State should evaluate the effectiveness of efforts implemented under the "Strategic Plan for Foreign-Language Capabilities."	DGHR	<b>Implemented and under GAO review for closure</b>
Cuba: U.S. Policy Changes Increased Engagement with Private Sector, but Agency Information Collection Is Limited	GAO-17-201	Dec 15, 2016	To ensure that all relevant U.S. agencies have information on the effect of changes in U.S. policy related to Cuba, the Secretary of State, in consultation with the Department of Commerce, Department of the Treasury, U.S. Department of Agriculture, and other relevant agencies, should take steps to identify and begin to collect the information that would allow them to monitor changes in economic engagement, including with the Cuban private sector.	WHA	The Department continues to monitor and report on Cuba's economic sector, including private sector developments. We plan to provide documentation to GAO in the near future to close the recommendation.
Human Trafficking: State Has Made Improvements in Its Annual Report but Does Not Explicitly Explain Certain Tier Rankings or Changes	GAO-17-56	Dec 5, 2016	To improve the transparency and clarity of the Trafficking in Persons Report and improve its usefulness as a diplomatic tool to encourage countries to address trafficking, the Secretary of State should improve explanations in narratives for Tier 1 rankings, including using consistent language, as feasible, in the Trafficking in Persons Report.	J/TIP	GAO analyzed the Department's 2017 Trafficking in Persons (TIP) Report and found improvements in the explanations in narratives for Tier 1 countries. However, GAO noted on their website that narratives for some Tier 1 countries did not clearly explain their placement, including language that seemed contradictory to certain standards and criteria and ambiguous language that meant we were unable to determine how State had determined whether certain standards and criteria were met. The Department remains committed to ensuring the TIP Report is as accurate and consistent as possible and has made it a priority in the production of the 2018 TIP Report to address any inconsistencies contained in past reports. GAO will continue to monitor the clarity of explanations in narratives for Tier 1 countries.

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Human Trafficking: State Has Made Improvements in Its Annual Report but Does Not Explicitly Explain Certain Tier Rankings or Changes	GAO-17-56	Dec 5, 2016	To improve the transparency and clarity of the Trafficking in Persons Report and improve its usefulness as a diplomatic tool to encourage countries to address trafficking, the Secretary of State should take actions, such as tracking the recommendations in the Trafficking in Persons Report, to assess the effectiveness of the report as a tool to encourage countries to address human trafficking.	J/TIP	The Department is working to expand its formal monitoring of the Trafficking in Persons (TIP) Report's impact by measuring and evaluating its impact, which will include identifying specific objectives and indicators against which to do so. Also, the Department included an impact assessment into its budgeting for future years to ensure the necessary resources are requested or otherwise dedicated to assessing the impact of the TIP Report.
Diplomatic Security: State Should Enhance Its Management of Transportation-Related Risks to Overseas U.S. Personnel	GAO-17-124	Oct 4, 2016	<b>(Priority)</b> To enhance State's efforts to manage transportation-related security risks overseas, the Secretary of State should direct DS to clarify whether or not the FAH's armored vehicle policy for overseas posts is that every post must have sufficient armored vehicles, and if DS determines that the policy does not apply to all posts, articulate the conditions under which it does not apply.	DS	The updated armored vehicle policy will be published in the Foreign Affairs Handbook by December 31, 2019.
Diplomatic Security: State Should Enhance Its Management of Transportation-Related Risks to Overseas U.S. Personnel	GAO-17-124	Oct 4, 2016	<b>(Priority)</b> To enhance State's efforts to manage transportation-related security risks overseas, the Secretary of State should direct DS to develop monitoring procedures to ensure that all posts comply with the FAH's armored vehicle policy for overseas posts once the policy is clarified.	DS	The updated armored vehicle policy will be published in the Foreign Affairs Handbook by December 31, 2019.

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Diplomatic Security: State Should Enhance Its Management of Transportation-Related Risks to Overseas U.S. Personnel	GAO-17-124	Oct 4, 2016	<b>(Priority)</b> To enhance State's efforts to manage transportation-related security risks overseas, the Secretary of State should direct DS to improve guidance for RSOs, in coordination with other relevant State offices and non-State agencies as appropriate, on how to promote timely communication of threat information to post personnel and timely receipt of such information by post personnel.	IRM	MyStatus (SAFE) deployment is currently 28% ahead of schedule and on track for November 2019 completion.
Information Technology: Agencies Need to Improve Their Application Inventories to Achieve Additional Savings	GAO-16-511	Sep 29, 2016	To improve federal agencies' efforts to rationalize their portfolio of applications, the heads of the Departments of Agriculture, Commerce, Education, Energy, Health and Human Services, Housing and Urban Development, the Interior, Labor, State, Transportation, the Treasury, and Veterans Affairs; and heads of the Environmental Protection Agency; National Aeronautics and Space Administration; National Science Foundation; Nuclear Regulatory Commission; Office of Personnel Management; Small Business Administration; Social Security Administration; and U.S. Agency for International Development should direct their Chief Information Officers (CIOs) and other responsible officials to improve their inventories by taking steps to fully address the practices we identified as being partially met	IRM	The Department conducted a department-wide data call to obtain information on all IT assets and applications from each bureau, including aligning the assets and applications to a business function. GAO has requested evidence demonstrating how the business function is reflected in the Department's IT asset inventory and evidence demonstrating that the I-Matrix process has been implemented to ensure the reliability of the IT asset inventory, to close this recommendation.

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			or not met.		
Combating Wildlife Trafficking: Agencies Are Taking a Range of Actions, but the Task Force Lacks Performance Targets for Assessing Progress	GAO-16-717	Sep 22, 2016	To provide a basis for comparing actual results with intended results that can generate more meaningful performance information, the Secretaries of the Interior and State and the Attorney General of the United States should jointly work with the Task Force to develop performance targets related to the National Strategy for Combating Wildlife Trafficking Implementation Plan.	OES	The agencies remain committed to implementation and are working to have targets developed ahead of preparation of the 2019 Eliminate, Neutralize, and Disrupt (END) Wildlife Trafficking Report that is due to Congress in October 2019.
Federal Chief Information Security Officers: Opportunities Exist to Improve Roles and Address Challenges to Authority	GAO-16-686	Aug 26, 2016	To ensure that the role of the CISO is defined in department policy in accordance with FISMA 2014, the Secretary of State should define the CISO's role in department policy for ensuring that the department has procedures for incident detection, response, and reporting.	M/PRI	The Foreign Affairs Manual was updated and provided to GAO in July 2017. However, GAO responded that it does not identify the CISO's role in ensuring procedures for cybersecurity incident detection, response, and reporting since that role currently falls under another State bureau (Diplomatic Security). A new Chief Information Officer (CIO) took office in March 2019 and the Department is weighing options.
Foreign Assistance: Actions Needed to Improve Transparency and Quality of Data on ForeignAssistance.gov	GAO-16-768	Aug 24, 2016	<b>(Priority)</b> To improve the quality of the data published on ForeignAssistance.gov and help ensure consistency in published information, the Secretary of State should, in consultation with the Director of OMB and the USAID Administrator, undertake a review of the efforts to date on ensuring data quality.	F	The Department completed a joint report with USAID on efforts to consolidate processes and data collection efforts to maximize efficiencies. No decisions have been made regarding the report, but improvements have been made on quality. Over the past several years, data quality has significantly improved on ForeignAssistance.gov. The site continues to publish agency-approved data for 20 of 22 countries listed in OMB Bulletin 12-01 as required to report their data to the site; the remaining two agencies will be added by FY 2019 Q3. Where there are gaps in quality, only a few agencies stand out. One of those agencies is State itself, and these data quality issues are being addressed under the Foreign Assistance Data Review (FADR) process among the Office of U.S. Foreign Assistance Resources (F), the Bureau of the Comptroller and Global Financial Services (CGFS), the Bureau of Administration (A), and other bureaus

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					that administer foreign assistance. F is actively engaging with agencies identified by OMB as not meeting some or all of the compliance requirements in its Report to Congress on the Implementation of the Foreign Aid Transparency and Accountability Act (FATAA) to improve data quality, and USAID is included in these discussion as well. State and USAID are also working on coordinating processes, guidance, and agency-reporting to better align data in our publication systems.
Foreign Assistance: Actions Needed to Improve Transparency and Quality of Data on ForeignAssistance.gov	GAO-16-768	Aug 24, 2016	<b>(Priority)</b> To improve the quality of the data published on ForeignAssistance.gov and help ensure consistency in published information, the Secretary of State should, in consultation with the Director of OMB and the USAID Administrator, develop additional guidance that takes into consideration current challenges to updating ForeignAssistance.gov with verified data.	F	In January 2017, State co-hosted an interagency meeting with OMB and USAID to discuss data quality and reporting requirements. As mentioned above, F and USAID are actively engaging with agencies identified by OMB as not meeting some or all of the compliance requirements in its Report to Congress on the Implementation of FATAA to improve data quality. Standard guidance that is given to agencies that inform them how to enter data into a template to align with ForeignAssistance.gov-related reporting requirements have been superseded by more recent hands-on engagement in an effort to improve data quality upon entry. At State, for example, efforts have been undertaken to improve accuracy, relevance, and quality of Award Titles and Award Descriptions. For Titles, users who provide data entry are told to convey the main purpose of the award, write it with people unfamiliar with foreign assistance in mind, and include the associated program or initiative. Similarly, Descriptions should expand on Titles by providing an explanation of the purpose of the award and primary activities associated with it. Users are also discouraged from listing the general functions of their Bureau as Descriptions, and they are also discouraged from referencing internal systems, bureau or office names, jargon, acronyms, implementing partners, or personally-identifiable information (PII). These items can confuse laypersons and also often require more redaction for sensitivities than should be necessary (redaction rules are outlined in the Foreign Aid Transparency and Accountability Act of 2016).
Female Genital Mutilation/Cutti	GAO-16-645	Jun 30, 2016	To increase awareness of the health and legal consequences of	CA	The Foreign Affairs Manual was updated in May 2016, as well as in October 2018, and additions to the online nonimmigrant

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ng: Existing Federal Efforts to Increase Awareness Should Be Improved			FGM/C among visa recipients, the Secretary of State should update the Foreign Affairs Manual to require posts located in countries where FGM/C is commonly practiced to directly provide information about FGM/C to nonimmigrant visa recipients in the same manner as is done for immigrant visa recipients.		visa (NIV) application system with a link to the Female Genital Mutilation/Cutting Fact Sheet were approved by OMB and deployed in the system in February 2018. The additions to the online immigrant visa (IV) application system were recently approved by OMB, and CA is working to implement them. With those changes, NIV and IV applicants will be required to certify that they have read the information before being able to complete the application, and would fully implement the recommendation.
Female Genital Mutilation/Cutting: Existing Federal Efforts to Increase Awareness Should Be Improved	GAO-16-645	Jun 30, 2016	To increase awareness of the health and legal consequences of FGM/C among visa recipients, the Secretary of State should update the Foreign Affairs Manual to require posts located outside of the countries where FGM/C is commonly practiced to directly provide information on FGM/C to immigrant and nonimmigrant visa recipients who are nationals of countries where FGM/C is commonly practiced.	CA	The Foreign Affairs Manual was updated in May 2016, as well as in October 2018, and additions to the online nonimmigrant visa (NIV) application system with a link to the Female Genital Mutilation/Cutting Fact Sheet were approved by OMB and deployed in the system in February 2018. The additions to the online immigrant visa (IV) application system were recently approved by OMB, and CA is working to implement them. With those changes, NIV and IV applicants will be required to certify that they have read the information before being able to complete the application, and would fully implement the recommendation.
IT Dashboard: Agencies Need to Fully Consider Risks When Rating Their Major Investments	GAO-16-494	Jun 2, 2016	To better ensure that the Dashboard ratings more accurately reflect risk, the Secretaries of the Departments of Agriculture, Education, Energy, Health and Human Services, the Interior, State, and Veterans Affairs; and the Director of the Office of Personnel Management should direct their CIOs to factor active risks into their IT Dashboard CIO ratings.	IRM	GAO has requested additional documentation showing how risk exposure calculations are factored into CIO ratings. The Bureau of Information Resource Management (IRM) is developing a policy and guidance on how CIO risk ratings are calculated, which is expected to be finalized by June 2019.
IT Dashboard: Agencies Need to Fully	GAO-16-494	Jun 2, 2016	To better ensure that the Dashboard ratings more accurately reflect risk, the Secretaries of the	IRM	GAO has requested additional documentation showing how risk exposure calculations are factored into CIO ratings. IRM is developing a policy and guidance on how CIO risk ratings are

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Consider Risks When Rating Their Major Investments			Departments of Agriculture, Commerce, Defense, Education, Energy, Health and Human Services, Homeland Security, State, Transportation, the Treasury, Veterans Affairs; the Administrator of the Environmental Protection Agency; and the Commissioner of the Social Security Administration should direct their CIOs to ensure that their CIO ratings reflect the level of risk facing an investment relative to that investment's ability to accomplish its goals.		calculated, which is expected to be finalized by June 2019.
Information Technology: Federal Agencies Need to Address Aging Legacy Systems	GAO-16-468	May 25, 2016	<b>(Priority)</b> To address obsolete IT investments in need of modernization or replacement, the Secretaries of Agriculture, Commerce, Defense, Energy, Health and Human Services, Homeland Security, State, the Treasury, Transportation, and Veterans Affairs; the Attorney General; and the Commissioner of Social Security should direct their respective agency CIOs to identify and plan to modernize or replace legacy systems as needed and consistent with OMB's draft guidance, including time frames, activities to be performed, and functions to be replaced or enhanced.	IRM	The Department's IT strategic plan, which addresses obsolete IT investments in need of modernization or replacement, was approved by the CIO in early March 2019. The Department plans to modernize and migrate each eligible system to the cloud by the end of FY 2019. GAO has requested a copy of the IT modernization plan, expected to be completed in Summer 2019, to close this recommendation.
Security Assistance: U.S. Government	GAO-16-435	Apr 12, 2016	<b>(Priority)</b> To strengthen compliance with the Leahy laws and implementation of State's human rights vetting process and	DRL	In April 2017, State finalized guidance on vetting Egyptian recipients of Foreign Military Financing-funded equipment to Embassy Cairo. These procedures have been incorporated into a revised version of Embassy Cairo's guide for conducting

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Should Strengthen End-Use Monitoring and Human Rights Vetting for Egypt			to help ensure that U.S. funded assistance is not provided to Egyptian security forces that have committed gross violations of human rights, as State works to implement a revised version of the International Vetting and Security Tracking system (INVEST) system that is expected to help facilitate equipment vetting, the Secretary of State should develop time frames for establishing corresponding policies and procedures to implement a vetting process to help enable the U.S. government to provide a more reasonable level of assurance that equipment is not transferred to foreign security forces, including those in Egypt, when there is credible information that a unit has committed a gross violation of human rights.		human rights vetting. In June 2017, State added new features to INVEST to help facilitate vetting of equipment recipients. The global equipment procedures are expected to be published in Summer 2019 and would fully implement the recommendation.
Data Center Consolidation: Agencies Making Progress, but Planned Savings Goals Need to Be Established [Reissued on March 4, 2016]	GAO-16-323	Mar 3, 2016	The Secretaries of the Departments of Agriculture, Commerce, Defense, Education, Energy, Health and Human Services, Homeland Security, Housing and Urban Development, the Interior, Labor, State, Transportation, the Treasury, and Veterans Affairs; the Attorney General of the United States; the Administrators of the Environmental Protection Agency, General Services Administration, National Aeronautics and Space Administration, and U.S. Agency for International Development; the Director of the Office of Personnel	IRM	The Department meets the Power Usage Effectiveness (PUE) metric and GAO is expected to close this recommendation when the Facility Utilization metric is met.



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			Management; the Chairman of the Nuclear Regulatory Commission; and the Commissioner of the Social Security Administration should take action to improve progress in the data center optimization areas that we reported as not meeting OMB's established targets, including addressing any identified challenges.		
Information Technology Reform: Billions of Dollars in Savings Have Been Realized, but Agencies Need to Complete Reinvestment Plans	GAO-15-617	Sep 15, 2015	To improve the department's IT savings reinvestment plans, the Secretary of State should direct the CIO, as part of any future update to the department's IRM strategic plan or equivalent document, to include information regarding the approach to reinvesting savings from the consolidation of commodity IT resources (including data centers) in accordance with OMB's guidance.	IRM	The IT strategic plan (ITSP), which addresses how the Department would reinvest any resulting IT savings, was approved by the CIO in early March 2019. GAO has requested an updated cost savings file or other documentation that links the achieved savings with ITSP plans/goals to close this recommendation.
Diplomatic Security: State Department Should Better Manage Risks to Residences and Other Soft Targets Overseas	GAO-15-700	Jul 9, 2015	<b>(Priority)</b> To enhance State's efforts to manage risks to residences, schools, and other soft targets overseas, the Secretary of State should direct the Bureau of Diplomatic Security (DS) to institute procedures to improve posts' compliance with requirements for conducting residential security surveys.	DS	The Department has developed a global standardized residential survey program and the residential security standards are expected to be published in Summer 2019.
Diplomatic Security: State Department Should Better Manage Risks to Residences	GAO-15-700	Jul 9, 2015	<b>(Priority)</b> To enhance State's efforts to manage risks to residences, schools, and other soft targets overseas, the Secretary of State should direct DS to take steps to clarify existing standards and	DS	The Department conducted a review of existing standards and identified numerous gaps and inconsistencies. The Bureau of Diplomatic Security (DS) has developed a residential security certification tool and a demonstration with three posts was completed in March 2019. Testing will continue for the next several weeks or until DS is confident that the product is ready

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and Other Soft Targets Overseas			security-related guidance for residences. For example, DS could conduct a comprehensive review of its various standards and security-related guidance for residences and take steps to identify and eliminate gaps and inconsistencies.		for full deployment. DS has offered to demonstrate the “certified” application to GAO, upon request.
Diplomatic Security: State Department Should Better Manage Risks to Residences and Other Soft Targets Overseas	GAO-15-700	Jul 9, 2015	<b>(Priority)</b> To enhance State's efforts to manage risks to residences, schools, and other soft targets overseas, the Secretary of State should direct DS to develop procedures for ensuring that all residences at posts overseas either meet applicable standards or have required exceptions on file.	DS	The Department has developed a global standardized residential survey program and the residential security standards are expected to be published in Summer 2019.
Managing for Results: Agencies Report Positive Effects of Data-Driven Reviews on Performance but Some Should Strengthen Practices	GAO-15-579	Jul 7, 2015	To help ensure that agency review processes provide frequent, regular opportunities to assess progress on agency priority goals (APG), and are conducted in a manner consistent with GPRA Modernization Act of 2010 (GPRAMA) requirements, OMB guidance, and leading practices, the Secretary of State should work with the COO and PIO to modify the Department's review processes to ensure that progress on each APG is reviewed in an in-person review meeting at least quarterly.	BP	<p>The Department’s process for reporting progress on Agency Priority Goals (APGs) continues to be consistent with the GPRA Modernization Act of 2010. This reporting is approved by the Department’s PIO, Under Secretary for Management (COO), and the Office of the Deputy Secretary. There are multiple opportunities for the Department’s senior leadership to review progress on APGs through the existing budget and performance processes. This includes regular reporting to OMB and the Public on the Department’s Agency Priority Goals and Annual Performance Plan/Annual Performance Report (APP/APR) performance goals (APGs are a subset of the APP/APR). Updates, whether quarterly or annual for both the APGs and performance goals, are reviewed by the PIO and OMB before they are finalized and published. The Department’s APGs are reported out on quarterly to OMB and the public, as well as annually via the Annual Performance Plan and Report (APP/APR).</p> <p>For the quarterly updates:</p> <ul style="list-style-type: none"> <li>• Bureaus provide quarterly updates cleared by the goal lead(s)</li> <li>• Review and clearances from the Deputy PIO and PIO</li> </ul>

GAO Report Title	GAO Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
					<ul style="list-style-type: none"> <li>• Submit State and joint State/USAID APG quarterly updates to OMB via the performance portal on MAX.gov</li> <li>• Incorporate feedback from OMB, and resubmit final State and joint State/USAID APG quarterly updates via the performance portal on MAX.gov</li> <li>• OMB publishes final quarterly updates on performance.gov.</li> </ul> <p>Annual APP/APR process, in addition to steps above:</p> <ul style="list-style-type: none"> <li>• Submit draft APP/APR to OMB for review/feedback</li> <li>• Concurrently clearing through State leadership offices including: Deputy Secretary, Under-Secretary for Management, Under-Secretary for Political Affairs, and the Secretary’s Office of Policy Planning.</li> <li>• Publish final APP/APR on external State and USAID websites</li> <li>• Email State/USAID links to OMB</li> <li>• Submit final APP/APR on the State/USAID performance portal on MAX.gov</li> </ul>
<p>Managing for Results: Agencies Report Positive Effects of Data-Driven Reviews on Performance but Some Should Strengthen Practices</p>	<p>GAO-15-579</p>	<p>Jul 7, 2015</p>	<p>To help ensure that agency review processes provide frequent, regular opportunities to assess progress on agency priority goals (APG), and are conducted in a manner consistent with GPRA Modernization Act of 2010 (GPRAMA) requirements, OMB guidance, and leading practices, the Secretary of State should work with the COO and PIO to modify the Department's review processes to ensure that the reviews are led by the agency head or COO.</p>	<p>BP</p>	<p>The Department’s process for reporting progress on Agency Priority Goals (APGs) continues to be consistent with the GPRA Modernization Act of 2010. This reporting is approved by the Department’s PIO, Under Secretary for Management (COO), and the Office of the Deputy Secretary. There are multiple opportunities for the Department’s senior leadership to review progress on APGs through the existing budget and performance processes. This includes regular reporting to OMB and the Public on the Department’s Agency Priority Goals and Annual Performance Plan/Annual Performance Report (APP/APR) performance goals (APGs are a subset of the APP/APR). Updates, whether quarterly or annual for both the APGs and performance goals, are reviewed by the PIO and OMB before they are finalized and published. The Department’s APGs are reported out on quarterly to OMB and the public, as well as</p>

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					<p>annually via the Annual Performance Plan and Report (APP/APR).</p> <p>For the quarterly updates:</p> <ul style="list-style-type: none"> <li>• Bureaus provide quarterly updates cleared by the goal lead(s)</li> <li>• Review and clearances from the Deputy PIO and PIO</li> <li>• Submit State and joint State/USAID APG quarterly updates to OMB via the performance portal on MAX.gov</li> <li>• Incorporate feedback from OMB, and resubmit final State and joint State/USAID APG quarterly updates via the performance portal on MAX.gov</li> <li>• OMB publishes final quarterly updates on performance.gov.</li> </ul> <p>Annual APP/APR process, in addition to steps above:</p> <ul style="list-style-type: none"> <li>• Submit draft APP/APR to OMB for review/feedback</li> <li>• Concurrently clearing through State leadership offices including: Deputy Secretary, Under-Secretary for Management, Under-Secretary for Political Affairs, and the Secretary’s Office of Policy Planning.</li> <li>• Publish final APP/APR on external State and USAID websites</li> <li>• Email State/USAID links to OMB</li> <li>• Submit final APP/APR on the State/USAID performance portal on MAX.gov</li> </ul>
Nonproliferation: State Should Minimize Reporting Delays That May Affect Sanctions on Trade with Iran,	GAO-15-519	May 22, 2015	The Secretary of State should reconsider State's INKSNA process to ensure that it (1) complies with INKSNA's 6-month reporting cycle, and (2) minimizes delays in its ability to opt to impose sanctions.	ISN	In July 2016, the Department sent a letter to update GAO that it had transmitted three INKSNA reports covering three years of activity within 18 months. In 2017, the Department further streamlined the decision-making process to reduce the workload in making sanctions determinations by modifying the INKSNA decision and background memo to consolidate certain cases on which the interagency has achieved consensus recommendations. In April 2018, the Department submitted to

GAO Report Title	GAO Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
North Korea, and Syria					Congress the INKSNA report covering calendar year 2015. The next report, covering calendar year 2016, is expected to be transmitted in Spring 2019.
Telecommunications: Agencies Need Better Controls to Achieve Significant Savings on Mobile Devices and Services	GAO-15-431	May 21, 2015	To help the department effectively manage spending on mobile devices and services, the Secretary of State should ensure an inventory of mobile devices and services is established department-wide (i.e., all components' devices and associated services are accounted for).	IRM	The Department is implementing a Telecom Expense Management System, expected to be completed by February 2020.
Telecommunications: Agencies Need Better Controls to Achieve Significant Savings on Mobile Devices and Services	GAO-15-431	May 21, 2015	To help the department effectively manage spending on mobile devices and services, the Secretary of State should ensure a reliable department-wide inventory of mobile service contracts is maintained.	IRM	The Department is implementing a Telecom Expense Management System, expected to be completed by February 2020.
Telecommunications: Agencies Need Better Controls to Achieve Significant Savings on Mobile Devices and Services	GAO-15-431	May 21, 2015	To help the department effectively manage spending on mobile devices and services, the Secretary of State should ensure procedures to monitor and control spending are established department-wide. Specifically, ensure that (1) procedures include assessing devices for zero, under, and over usage; (2) personnel with authority and responsibility for performing the procedures are identified; and (3) the specific steps to be taken to perform the process are documented.	IRM	The Department is implementing a Telecom Expense Management System, expected to be completed by February 2020. Included will be a web interface that will display device use, services, contact information, and guidance for cost center managers.

GAO Report Title	GAO Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
Summer Work Travel Program: State Department Has Taken Steps to Strengthen Program Requirements, but Additional Actions Could Further Enhance Oversight	GAO-15-265	Feb 11, 2015	To enhance State's efforts to protect SWT participants from abuse and the SWT program from misuse, the Secretary of State should direct the Bureau of Education and Cultural Affairs to establish a mechanism to ensure that sponsors provide complete and consistent lists of fees that participants must pay.	ECA	The fee study will take place in 2019 to cover the period of 2018. The final Summer Work Travel (SWT) rule is on track to be published by July 2019.
Summer Work Travel Program: State Department Has Taken Steps to Strengthen Program Requirements, but Additional Actions Could Further Enhance Oversight	GAO-15-265	Feb 11, 2015	To enhance State's efforts to protect SWT participants from abuse and the SWT program from misuse, the Secretary of State should direct the Bureau of Education and Cultural Affairs to establish a mechanism to ensure that information about these participant fees is made publicly available.	ECA	The Department published a notice for proposed rulemaking on January 12, 2017. When finalized, this would require each sponsor to include in its recruiting material, and post on its main Web site (e.g., with a visible link to such a page on the sponsors homepage), examples of the typical monthly budgets of exchange visitors placed in various regions of the United States to illustrate wages (based on the required weekly minimum of 32-hours of work at a typical host placement) balanced against itemized fees and estimated costs. The final SWT rule is on track to be published by June 2019, pending OMB approval.
Summer Work Travel Program: State Department Has Taken Steps to Strengthen Program Requirements, but Additional Actions Could Further Enhance	GAO-15-265	Feb 11, 2015	To enhance State's efforts to protect SWT participants from abuse and the SWT program from misuse, the Secretary of State should direct the Bureau of Education and Cultural Affairs to establish detailed criteria that will allow State to assess the sufficiency and appropriateness of opportunities for cultural activities outside the workplace that sponsors provide to SWT	ECA	The Department published a notice for proposed rulemaking on January 12, 2017. When finalized, this would require sponsors and their host entities to create cultural opportunities at least once per month. The proposed rule also notes that State will issue guidance outlining best practices for cross-cultural programming. The final SWT rule is on track to be published by June 2019, pending OMB approval.

GAO Report Title	GAO Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
Oversight			participants.		
Critical Technologies: Agency Initiatives Address Some Weaknesses, but Additional Interagency Collaboration Is Needed	GAO-15-288	Feb 10, 2015	To ensure a consistent and more collaborative approach to the protection of critical technologies, the Secretaries of Commerce, Defense, Homeland Security, State, and the Treasury; as well as the Attorney General of the United States, who have lead and stakeholder responsibilities for the eight programs within the critical technologies portfolio, should take steps to promote and strengthen collaboration mechanisms among their respective programs while ongoing initiatives are implemented and assessed. These steps need not be onerous; for example, they could include conducting an annual meeting to discuss their programs, including the technologies they are protecting, their programs' intent, any new developments or changes planned for their programs, as well as defining consistent critical technologies terminology and sharing important updates.	PM	GAO has credited State with having collaboration mechanisms within individual programs. However, the Department's understanding is another agency was expected to take the lead for high-level interagency coordination on critical technologies. Therefore, this recommendation will remain open.
Federal Software Licenses: Better Management Needed to Achieve Significant Savings Government-	GAO-14-413	May 22, 2014	To ensure the effective management of software licenses, the Secretary of State should provide software license management training to appropriate agency personnel addressing contract terms and conditions, negotiations, laws and regulations, acquisition, security	IRM	The Department continues to work on a training plan to meet the requirements as outlined in the MEGABYTE Act.

GAO Report Title	GAO Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
Wide			planning, and configuration management.		
Countering Overseas Threats: Gaps in State Department Management of Security Training May Increase Risk to U.S. Personnel	GAO-14-360	Mar 10, 2014	<b>(Priority)</b> To strengthen State's ability to ensure that U.S. civilian personnel are in compliance with the FACT training requirement, the Secretary of State should take steps to ensure that management personnel responsible for assigning personnel to designated high-threat countries consistently verify that all assigned U.S. civilian personnel under chief-of-mission authority who are required to complete FACT training have completed it before arrival in the designated high-threat countries.	HR and M/PRI	The Department has processes in place that allow Department assignments personnel to verify the assignments of State employees only. When an assignments officer in Human Resources (HR)/Career Development and Assignments panels an individual into a permanent change of station or long-term assignment, the officer verifies whether the individual has completed Foreign Affairs Counter Threat (FACT) training. Prior to receiving travel authorizations to post, HR/Executive Office (HR/EX) verifies that the individual is registered for FACT training. After the individual has completed FACT, HR/EX records it in Employee Profile. The Department is developing additional measures that together with the current processes will enable management personnel to consistently verify FACT compliance. In addition, the Department will revise language in the messaging of the Travel Messages.
Countering Overseas Threats: Gaps in State Department Management of Security Training May Increase Risk to U.S. Personnel	GAO-14-360	Mar 10, 2014	<b>(Priority)</b> To strengthen State's ability to ensure that U.S. civilian personnel are in compliance with the FACT training requirement, the Secretary of State should monitor or evaluate overall levels of compliance with the FACT training requirement among U.S. civilian personnel under chief-of-mission authority who are subject to the requirement.	HR	The Department has identified a means of generating a report that shows compliance with this training requirement and is finalizing monitoring responsibilities of this report.
Information Technology: Additional OMB and Agency Actions Are Needed to Achieve Portfolio Savings	GAO-14-65	Nov 6, 2013	To improve the department's implementation of PortfolioStat, in future reporting to OMB, the Secretary of State should direct the CIO to fully describe the following PortfolioStat action plan elements: (1) consolidate commodity IT spending under the agency CIO; (2) establish targets for commodity IT spending reductions and	IRM	The Department has addressed these action plan elements. Supporting documentation was provided to GAO to close this recommendation.



GAO Report Title	GAO Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
			deadlines for meeting those targets; (3) move at least two commodity IT areas to shared services; (4) target duplicative systems or contracts that support common business functions for consolidation; and (5) establish a process to identify those potential investments and a schedule for eliminating them from the portfolio.		
Nonproliferation and Disarmament Fund: State Should Better Assure the Effective Use of Program Authorities	GAO-13-83	Nov 30, 2012	To more effectively manage NDF's resources, increase program accountability, and ensure that NDF has the information necessary to improve program performance, the Secretary of State should direct ISN and NDF to periodically and systematically conduct and document program evaluations of NDF.	ISN	GAO requires additional evidence to support that the Department is “periodically and systematically” conducting and document program evaluations of the Nonproliferation and Disarmament Fund (NDF). The Bureau of International Security and Nonproliferation (ISN) plans to conduct another evaluation upon completion of the Libya evaluation that it had submitted to GAO in 2018 and which is currently listed on the Department’s Program Evaluation Registry database for ISN. Our notional plan is to conduct an organizational evaluation of NDF, which is one of the types of evaluations included in the Department’s evaluation policy. Such an evaluation could include, but not be limited to, examining NDF’s business operations, policies, procedures, and personnel resources. This type of evaluation could result in recommendations to aid NDF and ISN in executing its missions more efficiently and effectively, including informing their strategies to effectively support both near-term and long-range planning. The Department believes this supports GAO’s recommendation to evaluate periodically and systematically.
Organizational Transformation: Enterprise Architecture Value Needs to Be Measured and Reported	GAO-12-791	Sep 26, 2012	To enhance federal agencies’ ability to realize enterprise architecture benefits, the Secretaries of the Departments of Agriculture, the Air Force, the Army, Commerce, Defense, Education, Energy, Homeland Security, the Interior, Labor, the	IRM	The enterprise architecture plan is expected to be finalized in Spring 2019.

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			<p>Navy, State, Transportation, the Treasury, and Veterans Affairs; the Attorney General; the Administrators of the Environmental Protection Agency, General Services Administration, National Aeronautics and Space Administration, and Small Business Administration; the Commissioners of the Nuclear Regulatory Commission and Social Security Administration; and the Directors of the National Science Foundation and the Office of Personnel Management should fully establish an approach for measuring enterprise architecture outcomes, including a documented method (i.e., steps to be followed) and metrics that are measurable, meaningful, repeatable, consistent, actionable, and aligned with the agency's enterprise architecture's strategic goals and intended purpose.</p>		
<p>Organizational Transformation: Enterprise Architecture Value Needs to Be Measured and Reported</p>	<p>GAO-12-791</p>	<p>Sep 26, 2012</p>	<p>To enhance federal agencies' ability to realize enterprise architecture benefits, the Secretaries of the Departments of Agriculture, the Air Force, the Army, Commerce, Defense, Education, Energy, Homeland Security, the Interior, Labor, the Navy, State, Transportation, the Treasury, and Veterans Affairs; the Attorney General; the Administrators of the Environmental Protection Agency,</p>	<p>IRM</p>	<p>The enterprise architecture plan is expected to be finalized in Spring 2019.</p>

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			<p>General Services Administration, National Aeronautics and Space Administration, and Small Business Administration; the Commissioners of the Nuclear Regulatory Commission and Social Security Administration; and the Directors of the National Science Foundation and the Office of Personnel Management should periodically measure and report enterprise architecture outcomes and benefits to top agency officials (i.e., executives with authority to commit resources or make changes to the program) and to OMB.</p>		

DEPARTMENT OF STATE – OIG OPEN  
RECOMMENDATIONS  
FY 2020  
(April 2019)

OIG Report Title	OIG Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
Audit of the Department of State's Administration of its Aviation Program	AUD-SI-18-59	9/25/2018	OIG recommends that the Aviation Governing Board, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, update the Aviation Governing Board Charter to align with its role and responsibilities outlined in Volume 2 of the Foreign Affairs Manual 800, and implement procedures to effectively manage and use Department aviation resources that support foreign affairs requirements overseas, including updating the voting Board members.	Aviation Governing Board	The Aviation Governing Board (AGB) working group completed its work and sent a revised charter to the Board for approval. The AGB approved the new charter electronically, and it is now in effect.

OIG Report Title	OIG Report Number	Publicly Released	Recommendation	Bureau	Status and Timeline
Audit of the Department of State's Administration of its Aviation Program	AUD-SI-18-59	9/25/2018	OIG recommends that the Aviation Governing Board, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop and implement procedures requiring that a cost-benefit analysis is performed and its results considered before deciding whether to acquire an aircraft and begin or end aviation operations in a country.	Aviation Governing Board	INL Response (January 2019): The revised AGB charter (section V.B.ii.) includes policy and procedures requiring the conduct of a cost-benefit analysis and Board approval prior to acquiring an aircraft and beginning new programs/contracts. These procedures will be included, and expanded on as necessary, when the AGB revises 2 FAM 800 in response to recommendation 8 below. (OIG response still pending)

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Aviation Governing Board (AGB), in coordination with the Bureau of International Narcotics and Law Enforcement Affairs (INL), revise Volume 2 of the Foreign Affairs Manual (FAM) 800 to clarify that INL is the sole provider of aviation services for the Department of State and any requests for exceptions to, or waiver of this policy, along with a written justification, must be submitted to and approved by the AGB. The FAM revision should include a requirement for a periodic review of the decision to determine whether it remains beneficial.</p>	<p>Aviation Governing Board</p>	<p>INL Response (January 2019): A discussion to agree on a path forward to address this recommendation is on the agenda for the next AGB meeting. The AGB has not met since the audit was published due to postponements that resulted from schedule conflicts and the partial government shutdown. The meeting will be rescheduled, and INL should be able to describe corrective actions planned and underway when it provides the next compliance reporting update.</p> <p>(OIG response still pending)</p>
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<p>Audit of Department of State Strategic Sourcing Efforts</p>	<p>AUD-FM-16-47</p>	<p>9/7/2016</p>	<p>OIG recommends that the Bureau of Administration, in coordination with the Strategic Sourcing Council (Recommendation 1), develop and implement controls to prohibit users from ordering office supplies from vendors other than the approved Federal Strategic Sourcing Initiative office supply vendors without obtaining a valid waiver.</p>	<p>Bureau of Administration</p>	<p>The Department discussed an action plan proposal with the OIG in December 2018. The key elements are:</p> <ol style="list-style-type: none"> <li>1. Track the compliance of active Category Management contract vehicles for Office Supplies Third Generation (OS3) on a monthly basis.</li> <li>2. Any time a noncompliant purchase is identified during the monthly tracking, identify the purchaser and send an email to inquire the reasoning for the purchase.</li> <li>3. Compliance Report for the Bureau will be conducted on a bi-annual basis, every half of a fiscal year.</li> </ol> <p>With approval of the action plan, the SOP will be revised accordingly.</p>
<p>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</p>	<p>AUD-MERO-17-33</p>	<p>3/3/2017</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement a) a methodology to calculate the cost associated with the contractor not meeting performance metrics and b) a process to reduce payment to the contractor when contractual requirements are not being met. This methodology and process should be included in all current and future Bureau of Near Eastern Affairs Iraq contracts.</p>	<p>Bureau of Administration</p>	<p>The Department is researching government best practices associated with calculating costs associated with a contractor not meeting performance metrics. The Department expects to have the research complete by the 3rd QTR FY 19. The Department is also reviewing the FAR and best practices to determine feasibility and how to implement the recommendation or to propose an alternative action that will meet the intent of the recommendation. Resolving this specific recommendation requires analysis of complex contract requirements, and requires special attention to the constraints imposed by contingency operations environments. The cost/price team is also assisting to develop a strategy to review feasibility of implementing performance metrics and training in all current and future NEA contracts.</p>



Management Assistance Report: Improved Oversight Needed to Standardize the Use of Risk Assessments and Monitoring Plans for Overseas Grants	ISP-17-33	7/10/2017	The Bureau of Administration, in coordination with the Foreign Service Institute, should accelerate development of updated online training that adequately explains risk assessment and monitoring plan requirements for grants and cooperative agreements. (Action: A, in coordination with FSI)	Bureau of Administration	The online training module addressing risk assessment and monitoring plan requirements for grants and cooperative agreements is complete and undergoing beta testing before launch. The Department anticipates the module will be added to the online course catalog during FY19 Q3.
Inconsistent Guidance Governing Property Controls Over Mobile Devices Left Department at Risk of Wasteful Spending	ISP-17-31	8/14/2017	The Bureau of Administration should publish specific, clear and consistent guidance and procedures for the management, inventory, and tracking of smart phones and similar mobile devices. (Action: A)	Bureau of Administration	The Department has dedicated more resources to update 14 FAM 400, and the publication goal is by the end of calendar year 2019.
Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas	AUD-FM-17-51	8/31/2017	OIG recommends the Bureau of Administration develop and implement a plan to use independent economic data to determine post allowance rates where such data for post exist.	Bureau of Administration	<p>The bureau needs to engage with an outside company to obtain independent economic data. Research on the best procurement method for doing this has highlighted several challenges. First is the regulatory requirement to utilize Washington D.C. as the basis for determining allowances. Many companies do not do this. Secondly, as the Department's allowance rates are made publicly available, many companies do not want to publish their proprietary data for public consumption.</p> <p>The Department is continuing to revamp its procurement approach and conduct additional market research with these limitations now in mind. Additionally, the bureau is pursuing funding approaches for this new requirement.</p>

<p>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</p>	<p>AUD-FM-17-51</p>	<p>8/31/2017</p>	<p>OIG recommends the Bureau of Administration re-determine and update by the end of FY 2018 post allowance rates using independent economic data where such data for post exist. Once the rates have been updated, the Bureau of Administration should determine the amount saved by implementing the new rates. OIG determined that using independent, economic data would have saved the Department approximately \$18.2 million between FY 2013 and FY 2015 for six posts tested (that is, funds that could have been put to better use).</p>	<p>Bureau of Administration</p>	<p>The bureau needs to engage with an outside company to obtain independent economic data. Research on the best procurement method for doing this has highlighted several challenges. First is the regulatory requirement to utilize Washington D.C. as the basis for determining allowances. Many companies do not do this. Secondly, as the Department's allowance rates are made publicly available, many companies do not want to publish their proprietary data for public consumption.</p> <p>The Department is continuing to revamp its procurement approach, and conduct additional market research with these limitations now in mind. Additionally, the bureau is pursuing funding approaches for this new requirement.</p>
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<p>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</p>	<p>AUD-FM-17-51</p>	<p>8/31/2017</p>	<p>For cases in which independent cost-of-living indexes are not available to establish post allowance rates, OIG recommends that the Bureau of Administration revise and distribute updated policies and procedures to posts related to the post allowance rate methodology that provide detailed procedures for (a) collecting and summarizing living pattern questionnaires in eAllowances, and (b) collecting prices that reflect the requirements outlined in the Department of State Standardized Regulations on the retail price schedule Parts 3 and 4.</p>	<p>Bureau of Administration</p>	<p>The bureau needs to engage with an outside company to obtain independent economic data. Research on the best procurement method for doing this has highlighted several challenges. First is the regulatory requirement to utilize Washington D.C. as the basis for determining allowances. Many companies do not do this. Secondly, as the Department's allowance rates are made publicly available, many companies do not want to publish their proprietary data for public consumption.</p> <p>The Department is continuing to revamp its procurement approach, and conduct additional market research with these limitations now in mind. Additionally, the bureau is pursuing funding approaches for this new requirement.</p>
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<p>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</p>	<p>AUD-FM-17-51</p>	<p>8/31/2017</p>	<p>For cases in which independent cost-of-living indexes are not available to establish post allowance rates, OIG recommends that the Bureau of Administration revise and distribute updated internal procedures for calculating post allowances to include detailed instructions to (a) verify post living pattern questionnaire summary information in eAllowances with hard copies provided by post, and (b) remove inappropriate or unreasonable prices from the retail price schedule in a consistent manner across all subcategories of goods, including the use of independent data when available.</p>	<p>Bureau of Administration</p>	<p>The bureau needs to engage with an outside company to obtain independent economic data. Research on the best procurement method for doing this has highlighted several challenges. First is the regulatory requirement to utilize Washington D.C. as the basis for determining allowances. Many companies do not do this. Secondly, as the Department's allowance rates are made publicly available, many companies do not want to publish their proprietary data for public consumption.</p> <p>The Department is continuing to revamp its procurement approach, and conduct additional market research with these limitations now in mind. Additionally, the bureau is pursuing funding approaches for this new requirement.</p>
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<p>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</p>	<p>AUD-FM-17-51</p>	<p>8/31/2017</p>	<p>For cases in which independent cost-of-living indexes are not available to establish post allowance rates, OIG recommends that the Bureau of Administration conduct and formally document an analysis to determine how to make the Washington, DC, prices used in the post allowance rate calculations reflective of the consumption patterns of the average salary level for a post employee stationed in a foreign area so that data are comparable between Washington, DC, and the overseas post. The Bureau of Administration should implement changes as necessary as a result of its analysis.</p>	<p>Bureau of Administration</p>	<p>The bureau needs to engage with an outside company to obtain independent economic data. Research on the best procurement method for doing this has highlighted several challenges. First is the regulatory requirement to utilize Washington D.C. as the basis for determining allowances. Many companies do not do this. Secondly, as the Department's allowance rates are made publicly available, many companies do not want to publish their proprietary data for public consumption.</p> <p>The Department is continuing to revamp its procurement approach, and conduct additional market research with these limitations now in mind. Additionally, the bureau is pursuing funding approaches for this new requirement.</p>
<p>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</p>	<p>AUD-FM-17-51</p>	<p>8/31/2017</p>	<p>OIG recommends the Bureau of Administration revise the Department of State Standardized Regulations for changes in the post allowance methodology as a result of implementing recommendations from this report.</p>	<p>Bureau of Administration</p>	<p>The bureau needs to engage with an outside company to obtain independent economic data. Research on the best procurement method for doing this has highlighted several challenges. First is the regulatory requirement to utilize Washington D.C. as the basis for determining allowances. Many companies do not do this. Secondly, as the Department's allowance rates are made publicly available, many companies do not want to publish their proprietary data for public consumption.</p> <p>The Department is continuing to revamp its procurement approach, and conduct additional market research with these limitations now in mind. Additionally, the bureau is pursuing funding approaches for this new requirement.</p>

<p>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</p>	<p>AUD-FM-17-51</p>	<p>8/31/2017</p>	<p>OIG recommends that the Bureau of Administration develop and implement standard operating procedures to specify how analysts maintain and update the base schools list.</p>	<p>Bureau of Administration</p>	<p>In order to set an education allowance rate for a location, there must be a school the Office of Allowances bases the allowance calculation on, i.e. the base school. As a result, all posts listed as having education allowance have a base school and those schools, once established, are listed on the Allowances website. An SOP exists on selecting base schools. For various reasons, such as adequacy or cost, the base school(s) at a post may change and the SOP provides guidance on determining which school(s) should be selected as the base school(s). This is specifically addressed on page 3 of the SOP.</p>
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<p>Audit of the Department of State's Process to Identify and Transfer Excess Working Capital Funds</p>	<p>AUD-FM-18-44</p>	<p>6/27/2018</p>	<p>OIG recommends that the Bureau of Administration revise and update policies and procedures for determining appropriate Working Capital Fund fees for each cost center. The updated policies and procedures should include, at a minimum, guidance on how to estimate the amount of funds needed to maintain operations for each cost center, including revenue, expenses, and overhead amounts. The procedures should also include guidance on determining appropriate target carry forward fund amounts for each cost center, estimated costs of capital improvements, instructions on documenting and retaining analyses and calculations, and documentation for establishing a reasonable maximum threshold for carry forward balances for each cost center.</p>	<p>Bureau of Administration</p>	<p>The Bureau of Administration is currently drafting an official policy to address all the specifics noted in the recommendation. The Bureau of Budget and Planning (BP) completed its Working Capital Fund (WCF) Carryforward Policy and Procedures Handbook in December 2018, and the Bureau of Administration is working to incorporate BP's Department policies into the Bureau of Administration's more specific policies and procedures. The Bureau of Administration is meeting with BP officials to review documentation for pricing and carryforward targets at the service center level. The Bureau of Administration anticipates completing its policy and procedures along with signed budget/pricing/carry forward target memos with each service center by May 31, 2019.</p>
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<p>Audit of the Department of State's Process to Identify and Transfer Excess Working Capital Funds</p>	<p>AUD-FM-18-44</p>	<p>6/27/2018</p>	<p>OIG recommends that the Bureau of Administration develop and implement a policy for maintaining historical documentation of fees charged for goods and services of the Working Capital Fund and carry forward fund amount determinations. The policy, at a minimum, should include keeping a documented list of previous fees and carry forward fund amounts and the basis by which they were determined, as required by the Government Accountability Office's Standards for Internal Control in the Federal Government and the Department of State Domestic Records Disposition Schedule.</p>	<p>Bureau of Administration</p>	<p>The documentation of historical pricing is being included in the policy and procedures that is scheduled to be completed by May 31, 2019.</p>
<p>Audit of the Department of State's Process to Identify and Transfer Excess Working Capital Funds</p>	<p>AUD-FM-18-44</p>	<p>6/27/2018</p>	<p>OIG recommends that the Bureau of Administration, as part of its annual review of the Working Capital Fund cost centers and in coordination with the Bureau of Budget and Planning, determine the amount of excess earnings in the Working Capital Fund for FY 2018, report the results to OIG, and remit the identified excess to the U.S. Department of the Treasury, as required by 22 U.S. Code § 2684.</p>	<p>Bureau of Administration</p>	<p>A/EX/WCF is currently working with the Service Centers and the Bureau of Budget and Planning to document whether there are any excess earnings that need to be returned to Treasury. Memos are currently being signed with each of the Service Centers to document this process. These memos will then be shared with the Bureau of Budget and Planning. A/EX/WCF anticipates providing the OIG with appropriate supporting documentation by May 31, 2019.</p>



<p>Management Assistance Report: Dispersal of Contracting Officer Representatives Creates Oversight Challenges</p>	<p>ISP-I-18-33</p>	<p>8/14/2018</p>	<p>The Bureau of Administration should issue guidance to require contracting officer representatives to maintain contract files in the electronic contracting officer representative filing system within 180 days of the final issuance of this report. (Action: A)</p>	<p>Bureau of Administration</p>	<p>The Department is developing guidance to contracting officer representatives to maintain contract files in the CORE-filing system. The guidance will mandate the use for offices where the CORE-filing system is currently deployed and will mandate the use of the system for other offices as the system is deployed to them with full deployment expected by FY20 for domestic users.</p>
<p>Inspection of U.S. Mission to Somalia</p>	<p>ISP-I-19-09</p>	<p>10/29/2018</p>	<p>The Bureau of Administration, in coordination with the U.S. Mission to Somalia and the Bureau of African Affairs, should finalize all risk mitigation plans for third-party contracts as required by Department guidance. (Action: A, in coordination with U.S. Mission to Somalia and AF)</p>	<p>Bureau of Administration</p>	<p>A Bureau continues to coordinate in the development of statutory required risk mitigation plans per Department policy. In addition, A Bureau continues to seek to identify and resolve issues preventing finalization of risk mitigation plans Department-wide. Implementation of the recommendation is dependent on multiple stakeholders and factors which require significant coordination effort and resources.</p>

Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	The Bureau of Administration, in coordination with Embassy Banjul, should conduct a staff assistance visit to address contract administration deficiencies. (Action: A, in coordination with Embassy Banjul)	Bureau of Administration	<p>The Department plans a staff assistance visit (SAV) with Embassy Banjulas part of a joint SAV with Embassy Accra in FY2020. The Department conducted a teleconference with post staff in November 2018 to identify and start to resolve any challenges with contract administration at post.</p> <p>As of March 2019 the Department has followed up with Post to schedule a second teleconference to continue remedying contract administration challenges. The Department advised on strategy to ensure post needs are met.</p>
Review of the Bureau of Administration, Office of Logistics Management, Critical Environment Contract Analysis Staff's Counterterrorism Vetting Function (Risk Analysis and Management)	ISP-I-18-27	8/27/2018	The Bureau of Administration should establish a counterterrorism vetting fee based on actual costs and establish a schedule for periodic review of the fee, in accordance with Department guidance. (Action: A)	Bureau of Administration	The Bureau of Administration continues to gather additional data during FY2019 to meet the intent of the recommendation. The Bureau of Administration further continues to seek and identify an appropriate contract vehicle to hire an independent third party. If funding from the collection of vetting fees is available, the Bureau of Administration plans to launch the cost review in the fourth quarter of FY 2019.

Audit of Department of State Selection and Positioning of Contracting Officer's Representatives	AUD-CG-14-07	1/31/2014	OIG recommends that the Bureau of African Affairs not use contractors to perform contract administration and oversight tasks to avoid assigning inherently governmental, critical, or closely related functions to contractors, as prohibited by the Federal Acquisition Regulation.	Bureau of African Affairs	The Department is working on providing documentation showing that government employees are performing oversight responsibilities previously held by contract site coordinators in Mali and the DRC, and establishing mitigation factors for Somalia site coordinators to ensure they do not perform inherently governmental functions.
Audit of the Administration and Oversight of Contracts and Grants Within the Bureau of African Affairs	AUD-CG-14-31	8/12/2014	OIG recommends that the Bureau of African Affairs discontinue the use of site coordinators in locations that allow Government personnel to work within that country and develop and implement processes to ensure that contracting officer's representatives and government technical monitors with the appropriate levels of Federal Acquisition Certification for Contracting Officer's Representatives are officially delegated to conduct oversight of their assigned contracts.	Bureau of African Affairs	The Department is working on providing documents demonstrating oversight by government employees and mitigation factors such that contract site coordinators in Mali, the DRC, and Somali no longer perform inherently governmental functions.

Audit of the Administration and Oversight of Contracts and Grants Within the Bureau of African Affairs	AUD-CG-14-31	8/12/2014	OIG recommends that Bureau of African Affairs Grants Officer Representatives (GOR) assess the risk of ongoing grants and identify and re-classify high-risk grant recipients. For each high-risk recipient, GORs should develop a risk mitigation strategy that includes changes to oversight and a corrective action plan.	Bureau of African Affairs	The Department is working on producing documentation of the re-classification of high-risk grant recipients and on mitigation strategies.
Inspection of the Bureau of African Affairs	ISP-I-18-01	10/19/2017	The Bureau of African Affairs, in coordination with the Office of the U.S. Global AIDS Coordinator and Health Diplomacy, should update the President's Emergency Plan for AIDS Relief agreement to define roles and responsibilities for funds control, staffing, and financial reporting. (Action: AF, in coordination with S/GAC)	Bureau of African Affairs	The collective Regional Bureau MOU with the Office of U.S. Global AIDS Coordinator and Health Diplomacy is circulating and is awaiting its agreement or counter-proposals. The Department will forward the MOU when there is a signed MOU.
Inspection of the Bureau of African Affairs	ISP-I-18-01	10/19/2017	The Bureau of African Affairs should require the designated Domestic Information Systems Security Officers to regularly perform and document their information systems security officer responsibilities and complete required training. (Action: AF)	Bureau of African Affairs	The Department will provide documentation confirming these designations at the same time it provides its response to Recommendation 5.

Inspection of the Bureau of African Affairs	ISP-I-18-01	10/19/2017	The Bureau of African Affairs should implement a records management program that complies with Department standards. (Action: AF)	Bureau of African Affairs	The draft records management instruction is currently circulating with the Department for clearance and will be issued shortly. When issued, a copy will be provided to OIG.
Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should undertake a review of its foreign assistance programs to align policy, planning, resources, and program decision-making. (Action: AF)	Bureau of African Affairs	There are many reviews already underway: Joint Strategic Plan, Joint Regional Strategy, the ICS, and the BRR and MRR processes as well as the Performance Plan Report. The next review was held April 4, 2019 and will be chaired by the P/DAS. The Africa Bureau will hold future annual reviews each year timed before the submission of the Performance Plan Report.
Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should strengthen oversight of foreign assistance program offices by realigning responsibilities to provide coordinated senior-level leadership over foreign assistance program management. (Action: AF)	Bureau of African Affairs	This recommendation is under active review.
Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should document its foreign assistance business processes, including administrative responsibilities and internal control procedures for project planning, funds management, human resources, contract and grants management, and risk management. (Action: AF)	Bureau of African Affairs	The African Bureau is updating its Standard Operating Procedures and will share copies by no later than Spring 2019.

Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should identify duplicative and fragmented administrative functions related to monitoring and evaluation, invoice reviews, and procurement, and consolidate functions to improve program efficiency. (Action: AF)	Bureau of African Affairs	The position description of Grants and Contracting Officer and Bureau Evaluation Officer were provided to the OIG. These two positions will be charged with reviewing and eliminating duplicative and fragmented procedures.
Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should develop a bureau-wide process to reclassify foreign assistance funds before the funds cancel. (Action: AF)	Bureau of African Affairs	The positions of Grants and Contractions Officer responsibilities includes the requirement to identify funding that is scheduled to be canceled and to work with the appropriate office to ensure that funds are reclassified. Once this position is hired, the work commitments document will reflect that responsibility.
Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should implement mechanisms to track information on foreign assistance programs and provide financial and program reports to the bureau's senior leadership on core program management responsibilities. (Action: AF)	Bureau of African Affairs	AF/EX/BFO is providing quarterly reports to the Front Office other offices in the Africa Bureau.
Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should implement risk management policies and procedures for foreign assistance that incorporate measures to further reduce the likelihood that foreign assistance will inadvertently finance terrorist activities. (Action: AF)	Bureau of African Affairs	The Department has issued an annual cable to posts reminding them of this responsibility.

Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs, in coordination with the Bureau of Administration, should develop a customized risk assessment template for Federal financial assistance to accurately assess and mitigate risks specific to programs in Africa. (Action: AF, in coordination with A)	Bureau of African Affairs	The Department has completed its work on a template and issued it to the field. A copy will be provided to the OIG in the Spring.
Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	ISP-I-18-02	10/26/2017	The Bureau of African Affairs should complete required monitoring and evaluation reports, as specified in individual Federal assistance monitoring plans. (Action: AF)	Bureau of African Affairs	This is an ongoing requirement. As of April 1, all monitoring and evaluation reports are now complete.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	The Bureau of African Affairs, in coordination with Embassy Djibouti, should restructure the staffing of the Political-Economic Section to more effectively support the embassy's Integrated Country Strategy goals (Action: AF, in coordination with Embassy Djibouti)	Bureau of African Affairs	The Department will work this requirement into Mission Resource Requirements 2021.

<p>Audit of the Department of State's Process to Identify and Transfer Excess Working Capital Funds</p>	<p>AUD-FM-18-44</p>	<p>6/27/2018</p>	<p>OIG recommends that the Bureau of Budget and Planning develop and implement procedures for determining excess earnings within the Working Capital Fund on an annual basis, as required by 22 U.S. Code § 2684. The procedures, at a minimum, should include a methodology to determine the amount of excess earnings in the Working Capital Fund, a process to communicate the determination to the Secretary of State, and the manner in which excess earnings will be remitted to the U.S. Department of the Treasury when determined to be in excess to the needs of the fund.</p>	<p>Bureau of Budget and Planning</p>	<p>The Department developed new procedures based on the recommendations by the OIG, which were implemented via a new WCF carryover policy in December 2018.</p>
<p>Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology</p>	<p>ISP-I-17-04</p>	<p>12/9/2016</p>	<p>The Bureau of Consular Affairs should direct the Office of Consular Systems and Technology to review the \$18.54 million of unliquidated obligations for contracts that require close out and document justifications of remaining prior year balances. (Action: CA)</p>	<p>Bureau of Consular Affairs</p>	<p>The Department provided the OIG an updated ULO status spreadsheet that includes explanations for the remaining ULOs and the total sum that has been de-obligated (\$366,074.63) since the previous response. The spreadsheet includes target closure dates for ULOs that are still outstanding (\$1,010,475.37). Documentation to support deobligation in the amount of \$366,074.63 was also provided.</p>



<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of Consular Affairs immediately set the fee amounts charged for Machine Readable Visas in accordance with Office of Management and Budget Circular A-25 and applicable fee statutes.</p>	<p>Bureau of Consular Affairs</p>	<p>The Bureau of Consular Affairs achieved significant milestones since the previous response. The Deputy Under Secretary of State for Management approved the fee recommendations on September 6. On September 28, CA/C briefed OMB on the Cost of Service Model results and fee recommendations and initiated the required rulemaking process.</p> <p>CA completed the necessary steps to close this recommendation. The fee recommendations, including those for the fees examined in this audit, will be updated in accordance with OMB Circular A-25 and applicable fee statutes following the prescribed rulemaking process, consistent with the Department's prior process in updating these fees. The Bureau requested that OIG close this recommendation.</p>
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<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, (a) propose legislative changes, as suggested by Office of Management and Budget Circular A-25, to allow it to retain all consular fees collected or (b) seek appropriated funds during the annual budgeting process for any projected funding shortfalls created by not being allowed to retain all consular fees collected.</p>	<p>Bureau of Consular Affairs</p>	<p>The Department’s earlier responses to this recommendation detailed efforts to work with Congress on legislation to promote a more sustainable funding structure for the Bureau. Given that past efforts to work with Congress on legislation that would permit full fee retention have not succeeded and particularly in light of the current budgetary environment, CA seeks to address this recommendation via acceptable alternative corrective actions to full fee retention or annual appropriations, so that retained revenue equals the cost of services.</p> <p>To highlight their importance and the continued need, CA resubmitted to H four of the previously mentioned proposals from the FY 2019 CBSP budget request to be included in the FY 2020 budget. (See Management response above from 04/06/2018 for more details). These proposals are: expanded authority for H and L Fraud Prevention and Detection Fee, fee increase in the Border Crossing Card for Mexican minors, permanent fee authority for the Western Hemisphere Travel Initiative (WHTI), and expanded fee authority for the Passport Security Surcharge. All four of these proposals were approved by OMB for inclusion in the FY 2020 President’s Budget.</p> <p>The Department will continue to advance viable legislative proposals which further the goal of a more sustainable funding structure for the Bureau. The Department will engage and work with OMB and Congress on these proposals, as appropriate.</p>
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<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of Consular Affairs conduct an analysis to determine and formally document in its procedures, a reasonable maximum threshold for carry forward balances for each consular fee. Carry forward balances should be adequately precise and adequately explained estimates of actual costs. This determination should consider known and anticipated Consular and Border Security Program costs.</p>	<p>Bureau of Consular Affairs</p>	<p>The Department completed an analysis to determine a reasonable maximum threshold for carry forward balances for each consular fee, taking into account known and anticipated Consular and Border Security Program costs. The Department provided detailed information on the criteria and methodology used in the analysis.</p>
<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of Consular Affairs design, implement, and formally document a procedure to review prior-year net financial results annually to determine whether the fee-setting methodology should be adjusted. The procedure should include a process to determine the effect of excess revenue and carry forward balances on the fee levels.</p>	<p>Bureau of Consular Affairs</p>	<p>The formal review of prior year net financial results required to close this recommendation has not been completed at this time. The analysis for a reasonable threshold for carry forward balances (Recommendation 4) is a critical component to the review of prior year net financial results and will be used as part of the analysis for this recommendation. An analysis of FY 2018 financial results will be completed in FY 2019. This review and the documented procedures for conducting this review on an annual basis will be provided to OIG in a future response. At this time, the target completion date remains on or before July 1, 2019.</p>

<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of Consular Affairs develop standardized reports within the Travel Documents Issuance System and Consular Consolidated Database to ensure the complete, accurate, and consistent generation of workload counts related to providing consular services.</p>	<p>Bureau of Consular Affairs</p>	<p>The Bureau of Consular Affairs is actively working to improve the standardized reporting required for the Cost of Service Model. CA/CST reports that CLEAR is undergoing a phased deployment. In the past few months, releases addressed specific data domains, including NIV, IV, SAO, and OCS workloads. CLEAR reporting capability for passport workload data is scheduled to be released sometime in CY 2019. The CLEAR portal will provide front-end access to data, reports, and data visualizations. It will replace the CCD ad hoc reports for Cost of Service Model purposes. CLEAR is designed to give CA offices the ability to develop their own reports directly from CA data, without the current requirement of requesting individualized ad hoc reports from CST. However, the Cost of Service Model team will still conduct data validation with VO, PPT, and other stakeholders to ensure the accuracy of the data reports pulled from CLEAR.</p> <p>As part of the Cost of Service Model team's efforts to standardize processes and procedures, the team updated its SOP for standardizing CCD and TDIS reports. The SOP states how reports are generated, received, and stored for use within the Cost of Service Model.</p> <p>At this time, CA has completed the necessary steps to close this recommendation. As such, CA requested that OIG close this recommendation.</p>
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Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services	AUD-FM-17-53	9/7/2017	OIG recommends that the Bureau of Consular Affairs develop and implement procedures to include only actual expenditures in the Cost of Service Model and eliminate non-expenditure items (such as obligations and allotments) from the cost inputs entered into the model.	Bureau of Consular Affairs	<p>The Department recently completed an in-depth statistical analysis comparing a Cost of Service Model (CoSM) using current methodology, which uses expenditures, obligations, and allotments, to an expenditures-only model. The results of this analysis show that relying solely on expenditure data increases the risk of error in determining accurate unit costs and fees. The Department provided the OIG detailed information about this analysis.</p> <p>The Department has been and remains committed to accuracy and the use of best practices in costing methodology and fee setting practices. While reconciling to expenditures is an important, routine year-end exercise, using out year budgets, which factor unliquidated obligations as part of budget formulation, and predictive workloads are required to adequately set fees to fund future budgets. Future budgets included in the Cost of Service Model are approved by the President and Congress, to ensure the financial security and operational capacity of the Bureau. As this analysis demonstrates, the current Cost of Service Model methodology that includes expenditures, obligations, and allotments is a more accurate methodology than relying solely on expenditure data.</p> <p>The Bureau requested that OIG close this recommendation.</p>
Inspection of Embassy Beijing and Constituent Posts, China	ISP-I-18-04	12/11/2017	The Bureau of Consular Affairs should issue guidance in 9 Foreign Affairs Manual for consular officers explaining how to determine potential visa ineligibilities under 8 U.S.C. 1182e. (Action: CA)	Bureau of Consular Affairs	The Department issued guidance in 9 FAM for consular officers explaining how to determine potential visa ineligibilities under 8 U.S.C. 1182e. The guidance has been published at 9 FAM 302.7-9.

Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	The Bureau of Consular Affairs, in coordination with Embassy Riyadh and the Bureaus of Diplomatic Security, Intelligence and Research, and Near Eastern Affairs, should establish a process for assessing sensitive security threat information that appropriately addresses the requirements of the no double standard policy in Saudi Arabia. (Action: CA, in coordination with Embassy Riyadh, DS, INR and NEA)	Bureau of Consular Affairs	The Department is developing an SOP on assessing security threat information to comply with the no double standard policy.
Inspection of the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs	ISP-I-18-28	6/7/2018	The Bureau of Consular Affairs, in coordination with the Bureau of Human Resources, should align the organizational structure of the Office of Policy Coordination and Public Affairs in a manner consistent with Department standards. (Action: CA, in coordination with DGHR)	Bureau of Consular Affairs	The Department's proposed plan will realign CA/P's six teams into three teams and chart a strategic course forward.
Inspection of the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs	ISP-I-18-28	6/7/2018	The Bureau of Consular Affairs should implement a strategic plan for internal reforms in the Office of Policy Coordination and Public Affairs. (Action: CA)	Bureau of Consular Affairs	The Department's proposed plan will realign CA/P's six teams into three teams and chart a strategic course forward.

Inspection of the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs	ISP-I-18-28	6/7/2018	The Bureau of Consular Affairs should consolidate the Office of Policy Coordination and Public Affairs congressional functions into a single organizational component. (Action: CA)	Bureau of Consular Affairs	This work is underway, and an update to the OIG is forthcoming.
Inspection of the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs	ISP-I-18-28	6/7/2018	The Bureau of Consular Affairs, in coordination with the Bureau of Human Resources, should verify the proper classification of its Congressional Liaison Officer positions. (Action: CA, in coordination with DGHR)	Bureau of Consular Affairs	The Department reviewed the existing Congressional Liaison Officer position descriptions, currently graded at FS-01. The Department is in the process of downgrading one of the position descriptions to FS-02. The Department expects this action to be completed shortly.

Inspection of the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs	ISP-I-18-28	6/7/2018	The Bureau of Consular Affairs should require that the Office of Policy Coordination and Public Affairs monitor and document the performance of its labor-hour contractors and provide feedback to the Contracting Officer's Representative, in accordance with Department guidance. (Action: CA)	Bureau of Consular Affairs	The Bureau of Consular Affairs is planning to provide Bureau-wide training to all Contracting Officer's Representatives and Government Task Monitors to further support them in understanding their roles and responsibilities. Furthermore, the Department will supplement this training with a random sampling tool to help track billed hours and ensure an oversight mechanism is in place.
Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	ISP-I-18-42	8/24/2018	The Bureau of Consular Affairs should require the Office of Fraud Prevention Programs to implement procedures to evaluate internal programs and products. (Action: CA)	Bureau of Consular Affairs	The Bureau of Consular Affairs established standard operating procedures and a program assessment form developed in consultation with CA's Office of the Comptroller to evaluate internal programs and products.
Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	ISP-I-18-42	8/24/2018	The Bureau of Consular Affairs should require that the Office of Fraud Prevention Programs administer contracts in accordance with Department standards. (Action: CA)	Bureau of Consular Affairs	The Department provided guidance and the Government Task Monitor has implemented that guidance via the random sampling methodology suggested.
Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	ISP-I-18-42	8/24/2018	The Bureau of Consular Affairs should implement access controls and information security oversight procedures for the Office of Fraud Prevention Programs' standalone data analytics test network as required by Department standards. (Action: CA)	Bureau of Consular Affairs	The Bureau identified the needed access controls and information security oversight procedures required by Department of State policies and federal regulations. The Bureau expects to complete the review of the controls by January 2019.



Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	ISP-I-18-42	8/24/2018	The Bureau of Consular Affairs should perform an assessment to determine the security categorization of the Office of Fraud Prevention Programs' case management system and implement required security controls in accordance with Federal standards. (Action: CA)	Bureau of Consular Affairs	The Department initiated a security categorization form (SCF) to assess the risk level of FPP's case management system. The ISSO met with FPP/CID and both parties approved the "high" categorization. The Department anticipates this process being completed by February 2019.
Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	ISP-I-18-42	8/24/2018	The Bureau of Consular Affairs should implement a website content management process for the Office of Fraud Prevention Programs that includes a dedicated team responsible for the regular updating of website content. (Action: CA)	Bureau of Consular Affairs	In October 2018, the Department established and implemented an SOP for website management.

<p>Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen</p>	<p>ESP-19-01</p>	<p>10/31/2018</p>	<p>The Bureau of Consular Affairs, Office of Passport Services, in conjunction with the Bureau of Diplomatic Security, should develop centralized, searchable databases to track and manage passport revocation cases, as well as retentions of passports and other documents seized on suspicion of fraud when citizens apply for consular services, or under other circumstances, and to track confiscations of such documents if they are seized on grounds other than retention authority.</p>	<p>Bureau of Consular Affairs</p>	<p>Project 6, a phase of CA's ConsularOne modernization effort, includes a systems-based solution that will include a centralized, searchable database for managing passport revocation cases as well as tracking retained passports and other travel documents. Work is scheduled after the requirements for Project 6 are gathered.</p>
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<p>Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen</p>	<p>ESP-19-01</p>	<p>10/31/2018</p>	<p>The Bureau of Consular Affairs should coordinate with the Office of the Legal Adviser to issue guidance and, if necessary, amend the Foreign Affairs Manual to clarify (1) The differences between retention and confiscation of a passport and any other authority that exists to take a passport, the circumstances under which each is authorized, the types of documentation or data entries the Department must create and maintain in exercising each authority, the notifications and advisements that must be given to the document holders in each case, and the fact that retentions must be limited to a specific temporary period. (2) The circumstances in which individuals whose passports are retained, confiscated, or revoked while overseas are entitled to limited validity passports to return to the United States.</p>	<p>Bureau of Consular Affairs</p>	<p>The Bureau will identify and circulate to these offices all the relevant and related sections of 8 FAM that are within the scope of this recommendation.</p> <p>The Bureau identified points of contact and conducted a preliminary review of 12 FAM to identify sections requiring potential update in light of this recommendation. The Department will develop a plan by March 2019 to ensure that all updates to the pertinent sections are consistent with recommendation 3 and the framework developed for the 8 FAM.</p>
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<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, (a) propose legislative changes, as suggested by Office of Management and Budget Circular A-25, to allow it to retain all consular fees collected or (b) seek appropriated funds during the annual budgeting process for any projected funding shortfalls created by not being allowed to retain all consular fees collected.</p>	<p>Bureau of Consular Affairs</p>	<p>The Department’s earlier responses to this recommendation detailed efforts to work with Congress on legislation to promote a more sustainable funding structure for the Bureau. Given that past efforts to work with Congress on legislation that would permit full fee retention have not succeeded and particularly in light of the current budgetary environment, CA seeks to address this recommendation via acceptable alternative corrective actions to full fee retention or annual appropriations.</p> <p>To highlight their importance and the continued need, CA resubmitted to H four of the previously mentioned proposals from the FY 2019 CBSP budget request to be included in the FY 2020 budget. (See Management response above from 04/06/2018 for more details). These proposals are: expanded authority for H and L Fraud Prevention and Detection Fee, fee increase in the Border Crossing Card for Mexican minors, permanent fee authority for the Western Hemisphere Travel Initiative (WHTI), and expanded fee authority for the Passport Security Surcharge.</p> <p>The Department will continue to advance viable legislative proposals, including as part of the development of the FY 2020 budget, which further the goal of a more sustainable funding structure for the Bureau. The Department will engage and work with OMB and Congress on these proposals, as appropriate.</p>
<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of Consular Affairs remit unobligated balances that exceed the carry forward threshold (Recommendation 4), which OIG reported as \$284 million in funds that could be put to better use for FY 2017, to the Department of the Treasury.</p>	<p>Bureau of Consular Affairs</p>	<p>The Department provided the results of the analysis to determine a reasonable maximum threshold for carry forward balances for each consular fee. This analysis is the first steps in showing that the Bureau of Consular Affairs' carry forward balances no longer exceed the thresholds mentioned in an earlier recommendation. The Department will provide additional data and analysis to support closing this recommendation in a future response.</p>

Management Assistance Report: Challenges Remain in Monitoring and Overseeing Antiterrorism Assistance Program Activities in Pakistan	AUD-MERO-17-37	5/31/2017	OIG recommends that the Bureau of Counterterrorism, in coordination with the Bureau of Diplomatic Security, implement a monitoring and evaluation system to include measuring performance in accordance with the requirements outlined in the Department's Performance Management Guidebook and the Memorandum of Agreement executed between the Bureaus of Counterterrorism and Diplomatic Security's Office of Antiterrorism Assistance.	Bureau of Counterterrorism and Countering Violent Extremism	The Department is developing more robust contract and program monitoring protocols to address the OIG recommendations.
Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor should institute a formal, periodic process to develop policy goals, monitor results, and align resources with priorities. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	The Bureau of Democracy, Human Rights, and Labor (DRL) has taken a number of steps to implement this recommendation. DRL office directors contributed to and cleared the Functional Bureau Strategy (FBS) and the Operations Plan, which was subsequently sent out to everyone in the bureau. DRL disseminated to all staff the FBS and DRL's hiring plan, showing the alignment of positions with priorities. A SharePoint site is now functional, and all offices have a designated person to keep updated on policy issues.
Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance	AUD-MERO-17-01	11/10/2016	OIG recommends that the Bureau of Democracy, Human Rights, and Labor distribute the consolidated vetting guidance from Recommendation 1 to implementing partners to make them aware of Department vetting requirements.	Bureau of Democracy, Human Rights, and Labor	The Department will provide OIG further documentation for final resolution of the stated recommendations following final codification and release of the Department-wide Vetting Policy.

Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance	AUD-MERO-17-01	11/10/2016	OIG recommends that the Bureau of Democracy, Human Rights, and Labor develop and implement internal controls to verify that its implementing partners are submitting information on required individuals for vetting in accordance with the consolidated vetting guidance from Recommendation 1.	Bureau of Democracy, Human Rights, and Labor	The Department will provide OIG further documentation for final resolution of the stated recommendations following final codification and release of the Department-wide Vetting Policy.
Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance	AUD-MERO-17-01	11/10/2016	OIG recommends that the Bureau of Democracy, Human Rights, and Labor include in future award agreements the vetting requirements for Syria programs.	Bureau of Democracy, Human Rights, and Labor	The Department will provide OIG further documentation for final resolution of the stated recommendations following final codification and release of the Department-wide Vetting Policy.

Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor should direct the Office of International Religious Freedom to complete development of curriculum for mandatory training on international religious freedom required by the Frank R. Wolf International Religious Freedom Act. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	The Foreign Service Institute (FSI) and the Office of International Religious Freedom (IRF) completed development of the course curriculum and finalized the mandatory religious freedom distance learning course in mid-December 2018. Rollout of the course was then delayed 4-6 weeks by the government shutdown. In early March 2019, a cable to all diplomatic and consular posts and a Department Notice were posted announcing the course and requiring all Foreign Service officers to complete it within 90 days (i.e. no later than May 1). IRF and FSI will monitor compliance based on enrollment data, and will send follow-up communications as necessary to ensure those legally required to take the course have done so.
Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor should develop internal control procedures for the Leahy program and monitor compliance with the procedures. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	DRL drafted a policy detailing the requirement for post or the implementing agency to take attendance at the start of every assistance event to verify the identities and approved Leahy status of participants. The policy details the need to make host governments aware that providing training or other assistance to security force members who have not been Leahy vetted, or whose unit has not been vetted, will jeopardize future assistance. In March 2019, this policy will be published in a bulletin on the INVEST homepage. DRL also identified a standard operating procedure for contacting posts with standardized questions for data collection. As a follow-up, DRL will contact embassies in countries where host governments have units with rejections on the finalized list verification that the embassy complied with duty to inform. Responses will be logged and reported to DRL leadership. Finally, DRL identified two points of contact (POC) to conduct weekly assurance tests to spot check 10% of DC vetting cases. One POC will conduct open source checks to verify DRL vetter work. The other POC will conduct classified source checks to verify regional bureau vetter work.

Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor should develop performance and workload metrics to inform resource requirements for the Office of Security and Human Rights. (Action DRL)	Bureau of Democracy, Human Rights, and Labor	<p>DRL will create a “Daily Leahy Vetting Quality Assurance” report of 100 randomly selected INVEST cases completed in the prior 30 days. Based up on the Leahy Guide, DRL/SHR Leahy Advisers will daily re-vet (using open source data) 20% of the cases in the report (and on a weekly basis, re-vet 5% of a daily report caseload in INR). DRL/SHR also will undertake a vetting quality assurance procedure through random “spot checks” of 10% of DC vetting cases every week. The Leahy Advisers will bring errors to the attention of the appropriate offices, posts, and vetters, and will ensure appropriate corrective action, which may include, e.g., re-training or updating INVEST case notes.</p> <p>Management monitors all vetting workloads, and vetter capacity and performance, in weekly Leahy vetter meetings (which encompass post and regional vetter workload, capacity, and performance); monthly meetings include regional bureau vetters.</p> <p>On a quarterly basis, management reviews a detailed report of INVEST cases totals; comparison with the prior caseloads helps build an estimate of expected vetting demand for the next quarter.</p> <p>A report will be prepared annually in January on the previous calendar year’s vetting data, which will form the basis of a recommendations to DRL leadership on spending requirements for the next fiscal year. DRL and the Department’s regional bureaus will annually discuss staffing requirements to ensure post and regional bureau vetters are effectively processing their workloads.</p>
Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor should identify and train dedicated staff to fulfill its statutory responsibilities to provide timely human rights assessments in connection with visa processing. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	The Bureau of Democracy, Human Rights, and Labor (DRL) received approval to hire two full time contractors to provide research, drafting, and clearance support for human rights assessments required for visas and sanctions authorities. The Department anticipates these two staff members will join the office by mid-April, significantly improving the throughput rate.



Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should monitor and document the performance of its labor-hours contracts in accordance with Department standards. (Action: DRL, in coordination with OES)	Bureau of Democracy, Human Rights, and Labor	DRL-OES/EX has created a performance template for contractor performance and has asked the requirements office to produce these reports during the active period of performance. DRL and OES contracting officer's representative's (CORs) will use this template to document progress reports or status reports, contractor outputs, or customer feedback on contract staff performance. These reports have been completed for all contracts that recently had the option year exercised.
Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should develop a project plan for the INVESTc project to meet Department and Federal information technology budget planning standards. (Action: DRL, in coordination with OES)	Bureau of Democracy, Human Rights, and Labor	In August 2018, DRL and IRM signed the fourth amendment to the memorandum of agreement (MOA) on the development of INVESTc. This fourth amendment details the project plan and deliverables schedule to be met by the contract developers through the end of INVESTc's development and projected costs. The MOA was sent to OIG as part of a package in November 2018.

Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should appoint a technically qualified direct-hire project manager to oversee the INVESTc project to ensure it meets Department information technology standards. (Action: DRL, in coordination with OES)	Bureau of Democracy, Human Rights, and Labor	A qualified direct-hire technical advisor with project manager experience has been identified and assigned to oversee the INVESTc project to ensure it meets Department and federal standards with regard to information technology.
Inspection of the Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	10/24/2018	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Oceans and International Environmental and Scientific Affairs, should update the INVEST system's authorization to operate, in accordance with Department standards. (Action: DRL, in coordination with OES)	Bureau of Democracy, Human Rights, and Labor	The Bureau of Democracy, Human Rights, and Labor is having meetings with the Bureau of Information Resource Management (IRM) regarding the INVEST system. IRM has not scheduled a date to begin the authorization to operate (ATO) process, because the replacement system (INVESTc) is being scheduled for an ATO, and INVEST will be decommissioned shortly after INVESTc receives its ATO. This is currently scheduled for May 2019.

Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	ISP-I-19-12	10/29/2018	The Bureau of Democracy, Human Rights, and Labor should implement quality control procedures to regularly update risk assessments and monitoring plans in accordance with the Federal Assistance Directive. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	DRL provided documentation to the OIG on November 29, 2018. Through the DRL Performance Analyst Tool (PAT), DRL has the ability to track and monitor risk assessments to ensure they are updated on an annual basis. DRL's Global Programs office (DRL/GP) will incorporate a review of risk assessments on a quarterly basis; the team meeting agenda check-list has been updated accordingly. In addition, DRL/GP conducted its annual mandatory training for the entire Global Programs office on November 13-14, 2018, which included a session dedicated to the requirements for annual risk assessments and monitoring plan updates for awards with a period of performance of more than one year.
Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	ISP-I-19-12	10/29/2018	The Bureau of Democracy, Human Rights, and Labor should implement quality control procedures to plan, conduct, and document site visits in accordance with grant monitoring plans and the Federal Assistance Directive. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	DRL provided documentation to the OIG on November 29, 2018. DRL is in the process of strengthening its internal controls by updating site visit and monitoring plan templates. DRL's Global Programs office (DRL/GP) now requires all employees to outline their travel plans, including budget, for the year based upon the monitoring plan. In addition, the management team now requires the requestor to attach the most recent trip report for review before new travel is approved.
Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	ISP-I-19-12	10/29/2018	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Administration, should finalize a service level agreement clarifying the Bureau of Administration's responsibilities for grants support. (Action: DRL, in coordination with A)	Bureau of Democracy, Human Rights, and Labor	DRL continues to work with the Bureau of Administration on developing service level agreements between the two bureaus. In addition, the bureaus are working on potential alternative processes and staffing models that would accommodate the needs of both bureaus. DRL will update the OIG again in May 2019.

Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	ISP-I-19-12	10/29/2018	The Bureau of Democracy, Human Rights, and Labor should implement a process to identify and reclassify foreign assistance funds before they cancel that includes a review of obligations on unexpired awards. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	DRL provided documentation to the OIG on November 29, 2018. The third-party contractor in DRL's shared Executive Office with the Bureau of Oceans and International Environmental and Scientific Affairs who facilitates the reclassification process is now attending weekly meetings with DRL/GP staff to better coordinate with the office and help ensure the de-ob/re-ob process is initiated and completed in a timely manner; the incumbent contractor began attending the weekly meetings with DRL/GP on October 16, 2018. DRL/GP assigned a program specialist to focus solely on close outs and de-ob/re-ob process, including ensuring that DRL re-obligates expiring funds. DRL/GP has updated its SOPs and associated documents to clearly indicate the process and timeline for timely reclassification of expiring funds.
Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	ISP-I-19-12	10/29/2018	The Bureau of Democracy, Human Rights, and Labor should modify its grants processes to accurately record expenditures in the Department's financial system. (Action: DRL)	Bureau of Democracy, Human Rights, and Labor	DRL provided documentation to the OIG on November 29, 2018. A third-party contractor who facilitates the reclassification process now attends weekly meetings with DRL's Global Programs office (DRL/GP) to better coordinate and help ensure the de-obligation/re-obligation process is initiated and completed in a timely manner. DRL/GP assigned a program specialist to focus solely on close outs and de-ob/re-ob process, including ensuring that DRL re-obligates expiring funds. DRL/GP has updated its SOPs and associated documents to clearly indicate the process and timeline for timely reclassification of expiring funds.

Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management	ISP-I-19-12	10/29/2018	The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of the Comptroller and Global Financial Services and the Office of the Legal Adviser, should determine whether grants payment irregularities identified for award number S-LMAQM-17-CA-1232 constitute a violation of the Anti-Deficiency Act and, if so, report the violation. (Action: DRL, in coordination with CGFS and L)	Bureau of Democracy, Human Rights, and Labor	DRL is working with the Bureau of the Comptroller and Global Financial Services (CGFS) and the Office of the Legal Adviser (L) to finalize this issue. CGFS will make the final determination. The retirement of the Comptroller and Deputy Comptroller in late 2018 have slowed action. The Department will provide the OIG another update by the end of May.
Evaluation of the Department of State's Security Clearance Process	ESP-17-02	7/19/2017	The Bureau of Diplomatic Security, Office of Personnel Security and Suitability, in coordination with the Bureau of Human Resources, should establish clear responsibilities for the processing of security clearance requests in order to reduce or eliminate unnecessary delays in the clearance process and require appropriate training for all Human Resources personnel involved in the process.	Bureau of Diplomatic Security	The Department is moving ahead with training on security clearances and finalizing written guidance. In addition, the online training component on security clearances for HR users has been developed and should be implemented in early 2019. DS' timeliness is better than the government average.

Evaluation of the Department of State's Security Clearance Process	ESP-17-02	7/19/2017	The Bureau of Diplomatic Security should perform a workforce analysis of its employees who perform security clearance work to ensure that it has the proper staffing levels in place to meet its timeliness goals.	Bureau of Diplomatic Security	The Department is working to staff the relevant office in Diplomatic Security. Due to the overall U.S. government (USG) backlog of background investigations (USG wide backlog is over 700,000 cases), the entire security clearance and suitability/fitness process is being reviewed by the personnel security community and a number of interim changes to the process have been implemented. This will complicate DS' ability to determine the dynamic cost model as well as complete an accurate workforce study.
Evaluation of the Department of State's Security Clearance Process	ESP-17-02	7/19/2017	The Bureau of Diplomatic Security, Office of Personnel Security and Suitability should determine the actual cost of the security clearance work it performs for other Government agencies in order to fully recoup its expended funds, in accordance with the Economy Act and Department policy.	Bureau of Diplomatic Security	The Department is continuing to hire new staff, and once those staff are in place, in conjunction with the workforce analysis above, it can initiate the development of a dynamic cost model.
Management Assistance Report: Deficiencies Reported in Cyber Security Assessment Reports Remain Uncorrected	ISP-17-39	7/26/2017	The Bureau of Diplomatic Security, in coordination with the Bureau of Information Resource Management and regional bureaus, should require implementation of Cyber Security Assessment report recommendations and establish a process to track and verify that overseas posts comply with those recommendations. (Action: DS, in coordination with IRM, AF, EAP, EUR, NEA, SCA, and WHA)	Bureau of Diplomatic Security	Development of the Deficiencies Notification Automation Governor (D-NAG) is progressing with the next phases of coding scheduled to address administrative functions within the Diplomatic Security SharePoint platform. The Department is adding the capability into the platform where a specific finding can be assigned to a "responsible post entity" (i.e., GSO, IPC, RSO, LEGAT, other/text-enterable field, etc.) for remediation. This capability will allow for better identification of issues and provide effective trending analysis and tracking of CSA findings. The Department is currently working towards a fully operational D-NAG tool by the fourth quarter of FY 2019.

<p>Audit of the Process To Approve, Disburse, and Report Rewards for Justice Payments</p>	<p>AUD-SI-17-48</p>	<p>7/28/2017</p>	<p>OIG recommends that the Bureau of Diplomatic Security, in conjunction with the Bureau of Legislative Affairs, (a) identify the detailed steps and action entities needed to prepare and submit reports on reward payments made within 30 days of the payment of such rewards; (b) determine the amount of time for each step, including the amount of time the Bureau of Legislative Affairs needs to finalize and send each report to Congress; and (c) redesign the flow and processes to meet the 30-day reporting requirement.</p>	<p>Bureau of Diplomatic Security</p>	<p>Last year, the Rewards for Justice (RFJ) Coordinator transmitted to all RFJ staff via email a new process codified in RFJ's Standard Operating Procedure (SOP) for ensuring the timely reporting of RFJ payments to Congress. An additional update to the OIG is forthcoming.</p>
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<p>Audit of the Process To Approve, Disburse, and Report Rewards for Justice Payments</p>	<p>AUD-SI-17-48</p>	<p>7/28/2017</p>	<p>OIG recommends that the Bureau of Diplomatic Security (a) develop and implement a process to follow up with the nominating agencies on the status of the reward payment receipts to help expedite the submittal of Reward Payment Reports within the mandated 30-day reporting timeline and (b) consider entering into formal agreements (that is, Letters of Agreement) with the nominating agencies to strengthen the joint commitments toward timely submissions of reports to Congress.</p>	<p>Bureau of Diplomatic Security</p>	<p>Last year, the Rewards for Justice (RFJ) Coordinator transmitted to all RFJ staff via email a new process codified in RFJ's Standard Operating Procedure (SOP) for ensuring the timely reporting of RFJ payments to Congress.</p>
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<p>Audit of the Process To Approve, Disburse, and Report Rewards for Justice Payments</p>	<p>AUD-SI-17-48</p>	<p>7/28/2017</p>	<p>OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Legislative Affairs, establish and implement a process to (a) identify the expenses necessary to operate the Rewards for Justice Program, (b) compile and accumulate data on operating expenses annually, (c) prepare the annual report, and (d) submit the report to the Bureau of Legislative Affairs within timeframes as agreed to by the Bureau of Legislative Affairs to meet the requirement to submit the annual report no later than 60 days after the end of each fiscal year.</p>	<p>Bureau of Diplomatic Security</p>	<p>The Department will submit the annual report to Congress as required and codified in the relevant section of the Rewards for Justice (RFJ) new policies, which now addresses the information noted in the recommendation.</p>
<p>Management Assistance Report: The Process to Authorize and Track Information Technology Systems Needs Improvement</p>	<p>AUD-IT-17-56</p>	<p>8/29/2017</p>	<p>OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Information Resource Management, fully comply with Department policy by completing the Systems Authorization Process with an authorization memorandum for the SY Namecheck.</p>	<p>Bureau of Diplomatic Security</p>	<p>The Department signed the Authorization to Operate (ATO) Memorandum for the SY Namecheck in August. The item is currently under review by OIG.</p>

<p>Inspection of Embassy Guatemala City, Guatemala</p>	<p>ISP-I-18-16</p>	<p>5/16/2018</p>	<p>The Bureau of Diplomatic Security, in coordination with the Bureau of Information Resource Management and Embassy Guatemala City, should audit the embassy's Sensitive But Unclassified network to ensure it complies with Department standards. (Action: DS, in coordination with IRM and Embassy Guatemala City)</p>	<p>Bureau of Diplomatic Security</p>	<p>The Department performed a scheduled Cyber Security Assessment (CSA) at Post in October 2018. The CSA report is currently undergoing internal review and the Department will provide a copy of the final report to the OIG after it has been cleared for release.</p>
<p>Management Assistance Report: Medical Personnel Assigned to Protective Movement Details at U.S. Embassy Baghdad, Iraq, Lack Access to Needed Medications</p>	<p>AUD-MERO-18-53</p>	<p>8/2/2018</p>	<p>OIG recommends that the Bureau of Diplomatic Security, in conjunction with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, assess the issues preventing the importation of the five controlled medications—Ketamine, Diazepam, Midazolam, Morphine, and Oxycodone—and take appropriate action to facilitate the acquisition of the medications necessary to support the efforts of paramedics assigned to protective movement details at U.S. Embassy Baghdad.</p>	<p>Bureau of Diplomatic Security</p>	<p>Paramedics assigned to protective movement details at U.S. Embassy Baghdad have received the required medicines.</p>

<p>Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training</p>	<p>AUD-SI-18-49</p>	<p>8/10/2018</p>	<p>OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, in coordination with the Bureau of Diplomatic Security, Countermeasures Directorate, Office of Physical Security Programs, Defensive Equipment and Armored Vehicle Division, complete and implement an action plan to record accountable property contained in the high-threat kits that are on hand, along with any new kits delivered, into the Department's Integrated Logistics Management System-Asset Management application, as required by Volume 14 of the Foreign Affairs Manual, Section 421.1(c), within 30 days after this Management Assistance Report has been issued.</p>	<p>Bureau of Diplomatic Security</p>	<p>The Department has developed an action plan to record accountable property contained in the high-threat kits that are on hand, along with any new kits delivered, into the Department's Secure Integrated Logistics Management System (s-ILMS).</p>
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<p>Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training</p>	<p>AUD-SI-18-49</p>	<p>8/10/2018</p>	<p>OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, perform a physical inventory of its accountable property, as required by Volume 14 of the Foreign Affairs Manual, Section 426, once an action plan for recording this property (Recommendation 1) has been completed.</p>	<p>Bureau of Diplomatic Security</p>	<p>The Department completed the physical inventory and is in the process of scanning and uploading this documentation to its secure logistics management tracking system.</p>
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<p>Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training</p>	<p>AUD-SI-18-49</p>	<p>8/10/2018</p>	<p>OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards (TPS), in coordination with the Bureau of Diplomatic Security, Countermeasures Directorate, Office of Physical Security Programs, Defensive Equipment and Armored Vehicle Division, complete its joint effort to develop and implement a process to manage accountable property in the high-threat kits in accordance with requirements in Volume 14 of the Foreign Affairs Manual, Sections 420 and 426, and the Property Accountability requirements in Section 5-25 of TPS's Standard Operating Procedures. This process should (a) identify and record all accountable property in high-threat kits when the kits have been received and issued and returned and (b) provide steps for performing annual inventories.</p>	<p>Bureau of Diplomatic Security</p>	<p>The Department has developed a process to manage accountable property in the high-threat kits described in the action plan. Going forward, kits will be delivered to and issued by the Department directly to the student. The action plan describes the process to identify and record all accountable property when the kits are received by the Department, issued to an individual, and returned to the Department. The Department will provide updated standard operating procedures in the next response to the OIG.</p>
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<p>Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training</p>	<p>AUD-SI-18-49</p>	<p>8/10/2018</p>	<p>OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards, in coordination with the Bureau of Diplomatic Security, Countermeasures Directorate, Office of Physical Security Programs, Defensive Equipment and Armored Vehicle Division, develop and implement an action plan to develop procedures that require property issued to employees for an extended period of time comply with charge out policies included in Volume 14 of the Foreign Affairs Manual, Section 425.3-4(c). At a minimum, these procedures should include recording data related to issuing the property (e.g., the date of issuance, the name and signature of the individual responsible for the property, and the item serial numbers, as appropriate) and factors related to performing periodic checks on location or condition of the property and on returning the equipment (e.g., the date of return and the condition of the property).</p>	<p>Bureau of Diplomatic Security</p>	<p>When the Department issues a high-threat kit to an individual, the date of issuance, name, and signature of the individual responsible for the property, and item serial numbers are recorded in a secure logistics management tracking system, with the accompanying forms. When equipment is turned in to the Department, the date of return and condition of the property is also recorded. Periodic checks on location and condition of the property will be checked annually, as required by the 14 FAM 425.3-4(c), during the annual inventory process and during the post transfer pouching process.</p>
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<p>Management Assistance Report: The Bureau of Diplomatic Security's Office of Training and Performance Standards Should Improve Property Management Over Equipment Provided During High-Threat Training</p>	<p>AUD-SI-18-49</p>	<p>8/10/2018</p>	<p>OIG recommends that the Bureau of Diplomatic Security, Training Directorate, Office of Training and Performance Standards (TPS), develop and implement an action plan to identify and record accountable property previously purchased and charged out or issued to employees from October 2015 to the present. This plan should include a reconciliation of the items to the invoices of items purchased to ensure completeness and should detail how TPS will update the asset management systems with information on accountable property.</p>	<p>Bureau of Diplomatic Security</p>	<p>Guidance will be sent to DS agents that they will be required to report any body armor, tactical helmets, and/or GPS units in their possession during the inventory conducted during Q1 of FY 2019. Information gathered during this data call will be verified against the invoices the Department has for purchased equipment. The Department anticipates finalizing the FY 2018 inventory by March 2019, at which point the data can be reconciled.</p>
<p>Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen</p>	<p>ESP-19-01</p>	<p>10/31/2018</p>	<p>The Bureau of Consular Affairs and the Bureau of Diplomatic Security should ensure that all ARSO-Is receive appropriate training on the clarifications described in Recommendation 3 and identify a single point of contact for ARSO-Is and other DS agents seeking legal guidance.</p>	<p>Bureau of Diplomatic Security</p>	<p>Upon completion of revision to the Foreign Affairs Manual guidance on confiscation/retention of passports, all ARSO-Is will be required to complete in-person or virtual training as soon as operationally feasible. The Bureau of Diplomatic Security will update all DS Agent and ARSO-I training programs to reflect the updated guidance and create a strategy to ensure compliance with the requirement once the training is developed.</p> <p>The Department is also in the process of creating an initiative to establish a list-serve (Legal-Passport-Retention-Or-Confiscation-DL) as a single point of contact for all ARSO-Is and DSS Agents in need of legal guidance on confiscation or retention of passports. Implementation will take place following revision to the FAM.</p> <p>This item is currently with OIG for review.</p>

Review of Selected Internal Investigations Conducted by the Bureau of Diplomatic Security	ESP-15-01	10/16/2014	The Department should take steps (as previously recommended in OIG's report on the 2012 inspection (ISP-I-13-18)), to enhance the integrity of DS's internal investigations process by implementing safeguards to prevent the appearance of, or actual, undue influence and favoritism by Department officials.	Bureau of Diplomatic Security	Recommendations was reissued through ESP-15-01, and the Department took steps to satisfy the intent of the report.
Inspection of Consulate General Hong Kong, China	ISP-I-18-06	11/30/2017	The Bureau of East Asian and Pacific Affairs, in coordination with Consulate General Hong Kong and the Bureau of Human Resources, should determine the number and levels for language designated positions at Consulate General Hong Kong in accordance with Department standards, and put up to \$2 million to better use. (Action: EAP, in coordination with Consulate General Hong Kong and DGHR)	Bureau of East Asian and Pacific Affairs	In agreement with OIG, Bureau and Post will reply to OIG after the triennial Language Review set for Q2 2019.



<p>Audit of the Administration of Selected Cooperative Agreements Awarded to the Institute of International Education by the Bureau of Educational and Cultural Affairs</p>	<p>AUD-CGI-18-15</p>	<p>2/9/2018</p>	<p>OIG recommends that the Bureau of Educational and Cultural Affairs (a) determine whether the unsupported cost-sharing contributions of \$14,829,120 for cooperative agreement S-ECAGD-14-CA-1017 (October 1, 2013, through September 30, 2016) are supported and (b) reduce, for any cost-sharing contribution determined to be unsupported, the Department of State's funding for the agreement accordingly, as stipulated in the agreement.</p>	<p>Bureau of Educational and Cultural Affairs</p>	<p>The Department identified unsupported cost-sharing distributions, and took actions to amend the award by reducing the value of the unsupported costs identified. The Department will issue an award amendment when it receives confirmation by the OIG that it agrees with this course of action.</p>
<p>Audit of the Administration of Selected Cooperative Agreements Awarded to the Institute of International Education by the Bureau of Educational and Cultural Affairs</p>	<p>AUD-CGI-18-15</p>	<p>2/9/2018</p>	<p>OIG recommends that the Bureau of Educational and Cultural Affairs (a) determine whether the unsupported cost-sharing contributions of \$19,153,955 for cooperative agreement S-ECAGD-15-CA-1015 (December 11, 2014, through September 30, 2016) are supported and (b) reduce, for any cost-sharing contribution determined to be unsupported, the Department of State's funding for the cooperative agreement accordingly, as stipulated in the agreement.</p>	<p>Bureau of Educational and Cultural Affairs</p>	<p>The Department identified unsupported cost-sharing distributions, and took actions to amend the award by reducing the value of the unsupported costs identified. The Department will issue an award amendment when it receives confirmation by the OIG that it agrees with this course of action.</p>

<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs develop and implement procedures to monitor and verify the completeness, accessibility, retention, and review of Contracting Officer's Representatives files in accordance with the Federal Acquisition Regulation 1.604(c), the Foreign Affairs Handbook 14 FAH-2 H-142(b), and 14 FAH-2 H-517(a-b).</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>The Department has initiated its migration of contract files to COR efile, including email correspondence, administrative tasks and notes, invoices etc. Additionally, each COR and GTM has respective electronic contract correspondence files (task orders/modifications/funding documents/emails). The Department will notify and provide documentation to OIG when these actions are complete.</p>
<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs, in coordination with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement a communications strategy to ensure that Contracting Officer's Representatives are aware that a quality assurance surveillance plan is required for contracts and task orders.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>The Department is in communication with the contracting officer to develop such a plan appropriate for service delivery contracts. It will inform OIG when this template plan is complete and CORs are notified. EUR-IO/EX/GSD and EUR-IO/EX/IM will work with the Office of Acquisitions (AQM) to develop a Quality Assurance Surveillance Plan (QASP) for ensuring our service delivery contracts meet requirements. AQM has agreed to send us templates to help aid in this process.</p>

Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	AUD-CGI-18-50	8/13/2018	OIG recommends that the Bureau of European and Eurasian Affairs, develop and implement procedures detailing the required use of COR eFiling.	Bureau of European and Eurasian Affairs	The Department has initiated the migration of contract files to COR eFiling and staff have completed relevant training.
Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	AUD-CGI-18-50	8/13/2018	OIG recommends that the Bureau of European and Eurasian Affairs, in coordination with Bureau of Administration, Office of the Procurement Executive, develop and implement procedures for Contracting Officer's Representatives and Government Technical Monitors for (a) reviewing various types of invoices, (b) obtaining sufficient supporting documentation, (c) confirming that labor hours billed are supported by contractor timesheets and charged to the corresponding task order, and (d) verifying that expense reports are included and are supported by attached receipts.	Bureau of European and Eurasian Affairs	The Department has reviewed internal processes and made corrections to ensure CORs and GTMs are trained and educated in obtaining, reviewing, validating and executing contractor invoices with appropriate supporting documentation. Copies of the A/COR designations and invoice processing procedures will be provided for OIG's review.

<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs develop and implement procedures to ensure that it complies with the Bureau of Administration, Office of the Procurement Executive's guidance to nominate eligible Federal Acquisition Certification for Contracting Officer's Representative candidates to the Contracting Officer (CO) for official designation as a Contracting Officer's Representative (COR), Alternate Contracting Officer's Representative (A/COR), and Government Technical Monitor (GTM) and ensure that other COR, A/COR, or GTM candidates do not fulfill this role without the CO's concurrence and written designation.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>All delegation letters for COR, ACOR and GTMs are on file with the Contracting Officer. Copies of delegation letters will be provided to the OIG. Documentation of procedures is ongoing and will be provided to OIG when complete.</p>
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<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs, in coordination with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement guidelines requiring supervisors of Contracting Officer's Representatives (COR) and Government Technical Monitors (GTM) to obtain formal feedback from Contracting Officers regarding employee performance and incorporate this feedback into COR and GTM performance evaluations.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>The Department is developing a policy that complies with this recommendation and will provide OIG a copy of the policy when complete.</p>
<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs develop and implement standard operating procedures to require and verify that grant awards include appropriate and clearly defined performance indicators with all required components to measure the progress of a grant award in accordance with the Department of State's Federal Assistance Directive.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>The bureau had already been operating in accordance with SOPs for grant management, but made amendments to those SOPs in order to address recommendations from this audit. The bureau undertook a review of best practices and compliance procedures between July-September 2018 to ensure they would be able to adopt new measures. The amended SOPs will become final upon clearance by the Office of Acquisitions. Additionally, EUR's Coordinator for U.S. Assistance will approve of the SOPs. New grants issued since this report include the use of F indicators, as recommended by A/OPE and AQM, where applicable. In the case of grants where F indicators were not applicable, EUR identified indicators in the grant. Separately, the bureau, produced checklists, required training for staff, and strengthened the performance component of their annual meetings with grantees to meet 18 FAM 300 requirements.</p>

<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs develop and implement a process to verify that Grants Officer Representatives develop and use monitoring plans that include all required elements to conduct surveillance activities in accordance with the Department of State's Federal Assistance Directive.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>The Department has been using approved monitoring plans since 2015. It has also reviewed active grants for compliance, including for monitoring plans and surveillance activities. It has also adopted the practice of identifying milestones and/or target dates as an element of new grant monitoring plans. The bureau is developing a compliance team to undertake routine checks to ensure compliance with the monitoring plan.</p>
<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs develop and implement a process to verify Grants Officer Representatives compliance with requirements to perform and document reviews of performance and financial reports within 30 days of receipt of reports, which is consistent with the Department of State's Federal Assistance Directive.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>The Department has developed and implemented a process to effectively verify and routinely check grant officer representative (GOR) compliance, through post-award activities reports through a system that produces a quarterly report with this information. Upon receipt of these reports, the bureau will follow-up with GORs to ensure they have reviewed the grantee performance and financial reports and documented that review for the grants officer. This process, along with automated reminders from the system on post-award performance, financial, and/or GOR report submissions, will assist with compliance. Lastly, the bureau has developed a new GOR evaluation template to provide consistent GOR feedback on performance and financial reports to the grants officer. This template should also improve the quality and consistency of end-of-grant and other reporting.</p>

<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs develop and implement a process to require and verify that Grants Officer Representatives perform and document site visits for each grant recipient commensurate with the complexity and value of the grant and as outlined in the monitoring plan for the grant.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>The Bureau of European and Eurasian Affairs has been conducting routine site visits to activities and grantees for many years. The Bureau has now adopted measures to ensure that it makes visits on a regular schedule and produces trip reports that are shared with appropriate actors. A new, more complete site visit form is under design, as are more robust visit standards. Site visit reports will be included in official grant files in a tracking platform. Internally, documentation of site visits will be included in the internal grants reports submitted to the bureau quarterly as a part of the new SOPs. The new site visit form includes areas specifically to record progress on previously established indicators, where possible.</p>
<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of European and Eurasian Affairs, in coordination with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement guidelines requiring supervisors of Grants Officer Representatives (GOR) to obtain formal feedback from Grants Officers regarding GOR performance and incorporate this feedback into GOR performance evaluations.</p>	<p>Bureau of European and Eurasian Affairs</p>	<p>Supervisors in both annual and mid-year assessments explicitly cover these responsibilities. The Bureau reached out to grants officers this fall and winter to elicit feedback on GORs' performance for the CY 2018 mid-year and end of year performance reviews.</p>

Audit of the Department of State Travel Card Program	AUD-CGI-16-48	9/27/2016	OIG recommends that the Office of the Director General for Human Resources, in conjunction with the Bureau of the Comptroller and Global Financial Services, develop and implement administrative and disciplinary procedures related to the Travel Card Program to include misuse, non-usage, and abuse.	Bureau of Human Resources	The new Travel Card table of actions is now available on the Travel Card SharePoint as well as the CGFS Knowledge Base Tool. The OIG has requested clarification and additional documentation in order to close out the recommendation. The information requested includes information on non-usage, and CGFS is working on a tool to identify and address non-use.
Department of State Has Administrative Leave Policies but Lacks Complete and Accurate Data on the Use of Leave	ESP-16-04	9/30/2016	The Bureau of Human Resources, in conjunction with the Bureau of the Comptroller and Global Financial Services, should identify and remedy the causes of the discrepancy with its administrative leave records.	Bureau of Human Resources	The Department agrees with this recommendation and an update to the OIG is forthcoming.
Management Assistance Report: Department Can Take Steps Toward More Effective Executive Direction of Overseas Missions	ISP-17-38	7/26/2017	The Director General of the Foreign Service and Director of Human Resources should institute annual surveys of American and locally employed staff to provide feedback on Chief of Mission performance. (Action: DGHR)	Bureau of Human Resources	The Department sent an updated compliance response on March 27, 2019. The Department does not concur with this recommendation and will not be requiring feedback surveys at this time. The Department conducted a similar survey in 2014 and as a result is focusing on leadership development and training to address unconscious bias and cultivation of more inclusive cultural norms. Further, the Department has a post-initiated, voluntary leadership assessment survey and engagement process, Mission Possible. It is designed to provide Chiefs of Mission and Chargés with a way to assess their leadership effectiveness, recognize the organization's strengths and identify areas of improvement.



Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Human Resources, in coordination with the Bureau of Information Resource Management, should conduct an organizational assessment of the Office of Governance, Resource, and Performance Management, including a review of its organizational structure, roles, and responsibilities, and reallocate or reprogram resources as necessary. (Action: DGHR, in coordination with IRM)	Bureau of Human Resources	The Department has completed its assessment of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management (GRP) and is finalizing the review report, which is centered on functions, organizational structure, and an accurate policy for other relevant entities in the organization. The report will be released to the OIG as soon as possible.
Inspection of Embassy Lisbon and Consulate Ponta Delgada, Portugal	ISP-I-18-22	5/4/2018	The Bureau of Human Resources should respond to Embassy Lisbon's request for proposed changes to the local compensation plan. (Action: DGHR)	Bureau of Human Resources	The Bureau of Human Resources and Post continue to work on updates to the local compensation plan. Some of the requested LCP updates are complete and the LCP revisions have been formally authorized. The Bureau has not yet received a formal request for revision detailing the required LCP change for the Reduction in Force plan (RIF). Most of the remainder of the LCP revisions are projected to be completed by mid-February 2019, but others will not be completed until later as the Department completes their review of the complex Portuguese labor law with local counsel input.
Inspection of the Bureau of Consular Affairs' Office of Fraud Prevention Programs	ISP-I-18-42	8/24/2018	The Bureau of Human Resources, in coordination with the Bureau of Consular Affairs, should conduct a maintenance review of the Office of Fraud Prevention Programs' position descriptions. (Action: DGHR, in coordination with CA)	Bureau of Human Resources	The Bureau of Human Resources is obtaining, reviewing, and updating as necessary all relevant position descriptions for the Office of Fraud Prevention Programs. This review will be concluded in May 2019.

<p>Management Assistance Report: Department Can Take Steps Toward More Effective Executive Direction of Overseas Missions</p>	<p>ISP-17-38</p>	<p>7/26/2017</p>	<p>The Director General of the Foreign Service and Director of Human Resources should issue additional Foreign Affairs Manual and Foreign Affairs Handbook guidance requiring all chiefs of mission and deputy chiefs of mission to implement structured First- and Second-Tour employee programs in collaboration with First- and Second-Tour employees at their posts. (Action: DGHR)</p>	<p>Bureau of Human Resources</p>	<p>The Department agrees with the substance of this recommendation. The Department continues to offer guidance and outreach on training and development programs and manages mentoring programs for First- and Second-Tour (FAST) employees. The Department currently offers a Foreign Service mentoring program to support professional growth among entry-level employees. HR will issue additional Foreign Affairs Manual and Foreign Affairs Handbook guidance, as appropriate, recommending that all Chiefs of Mission and Deputy Chiefs of Mission implement structured First- and Second-Tour (FAST) employee programs and ensure appropriate supervisory oversight of all untenured employees.</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management update the Capital Planning and Investment Control Program Guide to comply with Office of Management and Budget requirements. Specifically, the definition of an IT investment should be modified and a requirement to perform a review for duplicative investments across the agency, Federal Government, and private sector should be included.</p>	<p>Bureau of Information Resource Management</p>	<p>The Department's alternative analysis template is used to summarize costs, benefits, and risks associated with various investment options. This ensures investment managers and decision makers are able to analyze the total return on investment for various investment opportunities and optimize resource decisions and must include consideration of shared services per OMB guidance.</p> <p>The Department has updated guidance, developed new templates, increased training, and engaged stakeholders to build awareness of its selection processes. The Department has also implemented several new management controls to increase compliance with CPIC guidance.</p>

<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a strategy to enforce the requirement that bureaus and offices must consult with and receive guidance from the Bureau of Information Resource Management prior to initiating an IT investment.</p>	<p>Bureau of Information Resource Management</p>	<p>The Department of State's CIO approved and disseminated a memo to all Executive Directors and Regional and Functional Bureaus about the FY2018 policy and process for IT acquisitions exceeding \$10,000. Furthermore, the Department sent reinforcing guidance that requires bureaus to seek approval for IT acquisitions in its Notice regarding planning for the FY2021 IT Budget submission.</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management establish and implement a plan to review IT investment reorganizations that occurred since FY 2010 to ensure that the investments resulting from the reorganizations comply with Office of Management and Budget requirements for information technology investments.</p>	<p>Bureau of Information Resource Management</p>	<p>The Department ordered an IT Systems Review, directing all bureaus to provide information about their IT assets and spending in July 2017. The Department completed the IT Systems Review in February 2018. The Department updates and reports on its progress executing its agency performance goals on a quarterly basis to OMB.</p>

<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a process to (a) identify and review all bureau-specific IT investment methodologies (ones currently in place as well as ones that will be developed in the future); (b) determine whether the bureau-specific IT investment methodologies comply with Office of Management and Budget Circular A-130; and, if they do not comply, (c) provide bureaus with guidance regarding the modifications needed to fully comply and verify that the methodologies were modified as necessary. This effort should include reviewing the standard forms used by each bureau during the IT selection process to ensure consistency and compliance with Office of Management and Budget Circular A-130.</p>	<p>Bureau of Information Resource Management</p>	<p>The Department's policy complies with OMB's A-130 with respect to the evaluation of IT investments. Per Department policy, bureaus must use methodologies that comply with the FAM. Building on the existing requirements of Department policy, development of an IT assessment framework is underway. Criteria related to OMB's requirements, the Department's existing policy and, as appropriate, bureau-specific methodologies will receive consideration during the development of the Department's IT investment assessment framework.</p>
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<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to oversee and enforce requirements for bureaus and offices to avoid duplicative IT investments.</p>	<p>Bureau of Information Resource Management</p>	<p>The Department is developing an assessment framework for IT investments. This is part of IRM's ongoing efforts to ensure bureaus and offices avoid duplicative IT. The assessment framework is part of the CPIC process and institutes a regular schedule of periodic reviews for the Department's IT portfolio.</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a process to perform periodic, but no less than annual, reviews of the entire agency IT portfolio to enforce bureau accountability and identify potential duplicative systems.</p>	<p>Bureau of Information Resource Management</p>	<p>The Department is developing an assessment framework for IT investments. This is part of IRM's ongoing efforts to ensure bureaus and offices avoid duplicative IT. The assessment framework is part of the CPIC process and institutes a regular schedule of periodic reviews for the Department's IT portfolio.</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>For duplicative systems that are identified by the new process implemented to perform periodic reviews of the entire agency IT portfolio (Recommendation 12), OIG recommends that the Bureau of Information Resource Management develop and implement a strategy to combine, eliminate, or replace duplicative systems, as practicable.</p>	<p>Bureau of Information Resource Management</p>	<p>One of the Department's Agency Priority Goals (APG) is IT Modernization, specifically to upgrade the IT portfolio investments and systems modernization using a new enterprise architecture and service delivery model. OMB collects and tracks performance quarterly with timelines for expected completion. The strategies in the APG are under development. Once completed, IRM will develop the appropriate architecture to execute its strategy to implement the APG. The timeline for completion of the IT Modernization APG is contained in the Department's third quarter update to OMB.</p>

<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a strategy to perform semiannual or more frequent reviews of bureau-funded IT contracts to identify new IT investments developed as part of the contracts.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM updated the Acquisitions Section of its CPIC guide to ensure each bureau has guidance to comply with FITARA guidelines. IRM and A Bureau are working to develop a solution to flag potential IT purchases that have not been cleared through the Department's CPIC IT selection process. The solution will use common, agreed-upon business rules to automatically notify the purchase requester that they must enter the CPIC process before their purchase can be approved. IRM is developing an IT Acquisition Strategy to outline the vision for future activities related to IT acquisitions management and review. This strategy is anticipated to be completed by FY2019 Q2.</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management (a) develop and implement a policy requiring bureaus and offices to provide details of IT investments, programs, and projects in iMatrix and (b) develop and disseminate guidance specifying the level of detail necessary for each investment, including general descriptions and technical capabilities.</p>	<p>Bureau of Information Resource Management</p>	<p>Through the IT budget submission, IRM reviews the information submitted by bureaus for IT investments to ensure the Department's system of record contains complete and accurate information.</p>

<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement controls in iMatrix to require that the investment manager and budget analyst revalidate data when financial information for an investment in iMatrix is modified.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM implemented changes to iMatrix by restricting control of budget information to budget officers. IT investment managers must use the numbers entered by budget officers, and investment managers cannot update their investment plans without the budget officer's numbers. This clearly separates the roles and responsibilities for budget and planning.</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and issue a policy stating that bureaus must update the information on non-major investments in iMatrix quarterly, rather than only when the reports are due to be submitted to the Office of Management and Budget.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM continues to create multiple touchpoints for all investments throughout the year. IRM plans to institute quarterly updates for all investments by the next fiscal year. This effort is a part of the Department's implementation of Technology Business Management (TBM) to transform the portfolio into a service-based portfolio. As part of TBM, IRM is identifying mechanisms to streamline budget formulation with execution and accounting to automate processes and improve data quality. The IT CQ is how bureaus notify IRM of new projects even if those projects are considered by the bureaus to be part of existing non-major investments.</p>

<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to verify that all bureau and office IT investment managers and budget analysts complete the respective training courses related to IT capital planning and reporting that are provided annually.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM continues to provide IT investment managers with training appropriate for the management of major and non-major IT investments. IRM remains committed to ensuring budget officers receive training that will help them understand the OMB requirements and congressional intent behind the FITARA's CIO authorities. IRM is ready to provide budget analysts training and requested to speak at the budget officer training. IRM hopes to do this in FY 2019. IRM requires investment managers to complete their Federal Acquisition Certification for Program and Project Managers (FAC-PPM) for major IT investments and requires the Managing State Projects – Information Technology (MSP-IT) training for non-major investment managers.</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, include information on reporting reimbursable costs in the annual training provided to investment managers and budget analysts on how to report IT investment data in iMatrix.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM directs investment managers to speak to their budget officers, and if necessary to work with the Bureau of Budget and Planning (BP) on their specific scenarios. IRM and BP are collaborating to include formal guidance in the upcoming Bureau Resource Request that communicates the requirement regarding reimbursable costs.</p>



<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the completeness of the data in iMatrix. At a minimum, this process should include an analysis of IT expenditures in the financial management system to ensure expenditures are reported in iMatrix, as needed.</p>	<p>Bureau of Information Resource Management</p>	<p>To ensure resource information submitted for the IT Portfolio Summary is accurate and consistent with information captured in the financial management system, E-Gov Program Management Office (PMO) and BP work together through multiple means of communication and analysis. For the initial submission of the IT Portfolio investment managers are instructed to include a blend of expenditures and projections for the remainder of the fiscal year. Passback, budget analysts are required to update the recently completed fiscal year with the true actuals as reported through the Department's financial management system. Bureau Executive Director is required to confirm the completeness and accuracy of their IT investments and IT resources as part of the annual budget submission</p>
<p>Audit of the Department of State Process To Select and Approve Information Technology Investments</p>	<p>AUD-FM-16-31</p>	<p>3/23/2016</p>	<p>OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the accuracy of data in iMatrix. This could include developing and implementing analytical procedures to identify anomalies in iMatrix data.</p>	<p>Bureau of Information Resource Management</p>	<p>During the FY 2020 IT Budget submission cycle, each Bureau Executive Director was required to approve the completeness and accuracy of their respective IT portfolios in an effort to better inform senior bureau leadership of their respective IT portfolios. IRM communicated the information missing from each investment during the FY 2020 IT budget submission process. The CIO and Director of BP, on behalf of the CFO, jointly sign and submit the Department's IT Resource Statement to OMB, per FITARA and OMB requirements.</p>

Audit of the Department of State Process To Select and Approve Information Technology Investments	AUD-FM-16-31	3/23/2016	OIG recommends that the Bureau of Information Resource Management develop and implement a policy requiring bureaus and offices to submit source documents to support the information entered into iMatrix.	Bureau of Information Resource Management	IRM is working to obtain better access to source documents through increased systems interoperability and process automation. IRM has already obtained access to the Department's financial systems so that it can review source documents related to contract actions in relation to the data entered in iMatrix. IRM is also working with A Bureau to automate IT acquisition review and ensure IRM has access to the information to support the data bureaus have entered in iMatrix. IRM expects these improvements to be implemented in FY 2019.
Audit of the Department of State Process To Select and Approve Information Technology Investments	AUD-FM-16-31	3/23/2016	OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that bureaus and offices are submitting source documents to support the information entered into iMatrix in accordance with the policy developed that requires bureaus and offices to submit source documents that support the information entered into iMatrix.	Bureau of Information Resource Management	IRM is working to obtain better access to source documents through increased systems interoperability and process automation. IRM has already obtained access to the Department's financial systems so that it can review source documents related to contract actions in relation to the data entered in iMatrix. IRM is also working with A Bureau to automate IT acquisition review and ensure IRM has access to the information to support the data bureaus have entered in iMatrix. IRM expects these improvements to be implemented in FY 2019.
Audit of the Department of State Process To Select and Approve Information Technology Investments	AUD-FM-16-31	3/23/2016	OIG recommends that the Bureau of Information Resource Management determine the information for non-major investments that should be included in iMatrix and develop a policy to implement that determination.	Bureau of Information Resource Management	IRM will review the FAM in FY 2019 to determine if additional updates are needed to clarify the information that is required for non-major investments.

<p>Management Assistance Report: The Process to Authorize and Track Information Technology Systems Needs Improvement</p>	<p>AUD-IT-17-56</p>	<p>8/29/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a corrective action plan that addresses how the Department will comply with Department policy on the Systems Authorization Process. The corrective action plan should identify the root cause of compliance failures, action steps to resolve such compliance failures, improvement benchmarks and a timeframe for completion, and an escalation process to hold system owners accountable.</p>	<p>Bureau of Information Resource Management</p>	<p>The Department has made steady progress in addressing the systems authorization backlog via streamlined processes, risk based prioritization and common controls.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a detailed program plan for the Information Technology Configuration Control Board process that includes clear goals and attainable objectives and defines areas of authority and responsibility.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM is still developing a detailed program plan for the Information Technology Configuration Control Board process that includes clear goals and attainable objectives and defines areas of authority and responsibility. IRM anticipates ITCCB Charter update to be completed by FY 2019 Q3.</p>

<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a process to establish and periodically update a list of system, product, or software owners who will be authorized to make change requests for their system, product, or software. The list should be made available to users and members of the Information Technology Configuration Control Board through the Information Technology Configuration Control Board website or applicable policies and procedures outlined in Recommendation 12.</p>	<p>Bureau of Information Resource Management</p>	<p>Closing this recommendation is contingent on completing recommendation #1 in this same report (see above). IRM will incorporate this list into the ITCCB User Manual and ITCCB Standard Operating Procedures.</p> <p>IRM plans to have an approved process developed and implemented by FY 2019 Q4.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management determine what documentation is needed to support a change request and modify the policies and procedures outlined in Recommendation 12 or other guidance, such as the submitters guide, provided to change request submitters to reflect the documentation that is required for a complete and accurate change request submission.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM continues to develop the IRM VITCC version 4 User guide with anticipated implementation scheduled for FY 2019 Q4.</p>

<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement guidance for change requests to require and include: (a) minimum testing standards for change requests, (b) instructions that testing be performed in advance of the change request being submitted and that the testing documentation be submitted as part of the change request process, and (c) a clearly defined technical review of the testing documentation that is submitted to verify the documentation complies with minimum standards.</p>	<p>Bureau of Information Resource Management</p>	<p>IRM continues to develop an IT CCB User Manual, including information and guidance about testing, and to require technical reviews to provide links to detailed testing protocols or example documentation for their review area. Once all documentation is finalized, the website will be updated and all artifacts will be made available to OIG for review. The IRM VITCC version 4 User guide implementation is scheduled for FY 2019 Q4.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management remove the default proceed ability for Technical Reviewers in the Virtual Information Technology Configuration Control Board application.</p>	<p>Bureau of Information Resource Management</p>	<p>This recommendation is contingent upon recommendation #1, once all documentation is finalized, the website will be updated and all artifacts will be made available to OIG for review. IRM anticipates completion of the updated process by FY 2019 Q4.</p>

<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management formally notify all Technical Reviewers that default proceeds are no longer allowed and that all Technical Reviewers must review all change requests and either approve, stop, or reject the change request. Policies and procedures outlined in Recommendation 12 or other guidance should be updated to reflect this change to the process.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a quality assurance assessment process for all change requests going through the enterprise-wide Information Technology Configuration Control Board. At a minimum, the quality assurance process should include periodic evaluation of open "stops," reviews to ensure retention of all relevant documentation, and a final check prior to adding change to the baseline to ensure all pertinent process controls occurred at a minimum.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>

<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management verify, no later than 30 days after the final issuance of this report, that all Technical Reviewers and Voters that participate in the Information Technology Configuration Control Board process are formally appointed.</p>	<p>Bureau of Information Resource Management</p>	<p>All Technical Reviewers and Voters that participate in the Information Technology Configuration Control Board process are formally appointed. A link to a list of all members and supporting documentation was provided to the OIG on October 28, 2018.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a process to formally appoint new Technical Reviewers and Voters who participate in the Information Technology Configuration Control Board process.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>

<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management define the roles, responsibilities, and technical skillsets for each technical review and voting area and develop and implement a vetting process to verify Technical Reviewers and Voters have the knowledge, skills, and abilities to perform their assigned duties related to the Information Technology Configuration Control Board process.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that Technical Reviewers and Voters have formally appointed alternatives.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>



<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement complete and consistent policies and procedures and supplemental guidance, such as a Submitter's Guide, for the Information Technology Configuration Control Board process. The policies, procedures, and guidance should, at a minimum, include guidance on roles and responsibilities, detailed procedure steps for submitters, minimum testing requirements, and instructions on how Technical Reviewers and Voters should conduct their review, the appropriate use of "stops," and established timelines for the process.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>
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<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a process to periodically review and validate the accuracy and completeness of the data in the Virtual Information Technology Configuration Control Board database and to correct data integrity, omissions and inaccuracies existing between the new and old databases and when identified going forward. As part of this effort, the Bureau of Information Resource Management should ensure that the old database is available solely as a read-only reference resource and that new data cannot be entered into that database.</p>	<p>Bureau of Information Resource Management</p>	<p>All new submissions can only utilize the new V-ITCCB v4 application. The old application has been archived and is no longer available to the user community. This information was provided to the OIG on October 28, 2018.</p>
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<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement required, periodic, training for Information Technology Configuration Control Board management and personnel, Bureau Sponsors, Technical Reviewers, Voters, and change request submitters involved in the Information Technology Configuration Control Board process.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a formal process to (a) monitor the status of all change requests throughout each stage of the change request process and (b) notify stakeholders when a request is nearing the end of a deadline or when an event occurs that may affect the deadline for a change request.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>

<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to hold officials accountable for failure to meet established deadlines in the Information Technology Configuration Control Board change request process. Once completed, the policies, procedures, and supplemental guidance discussed in Recommendation 12 should be updated.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>
<p>Audit of the Department of State's Information Technology Configuration Control Board</p>	<p>AUD-IT-17-64</p>	<p>9/27/2017</p>	<p>OIG recommends that the Bureau of Information Resource Management develop and implement a formal process to periodically gather, assess, and report on its change request review process timeliness metrics and to make those results available to its stakeholders and customers in addition to appropriate bureau officials.</p>	<p>Bureau of Information Resource Management</p>	<p>Documentation is still being finalized and IRM anticipates completion of the updated process by FY 2019 Q4.</p>

Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management, in coordination with the Bureau of Human Resources, should update all employee-supervisor assignments to reflect current roles and responsibilities within the Office of Governance, Resource, and Performance Management. (Action: IRM, in coordination with DGHR)	Bureau of Information Resource Management	IRM is planning on realigning GRP in accordance with OIG's recommendations. An update to the OIG is forthcoming.
Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should require that Contracting Officer's Representatives in the Office of Governance, Resource, and Performance Management receive proof of receipt of goods from overseas posts prior to approving invoices for payments. (Action: IRM)	Bureau of Information Resource Management	IRM has been working directly with the Office of Acquisitions (AQM) to resolve these issues. AQM has engaged directly with the Department of State payment processing office in Charleston, SC. Based on their direction, language will be developed and included in all new Enterprise Licensing contract vehicles that will allow for direct processing by Charleston of payments for all Overseas Post invoices. By the end of FY 19 Q3, this will be implemented for Microsoft invoices, which directly impact IRM/BMP/GRP.
Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should implement a tool to centrally track information technology software acquisitions Department-wide. (Action: IRM)	Bureau of Information Resource Management	IRM has acquired ServiceNow with an enterprise software license management tool module to fulfill this recommendation. ServiceNow is an IT Software-As-A-Service (SAAS) management platform. The procurement of this product and the resulting implementation of this module has resulted in the GAO raising our MEGABYTE Score from and F to an A. IRM is in the deployment phase for this ServiceNow module and full implementation is planned to be completed by the end of FY 2020 Q1.

Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should implement procedures to centrally authorize and register Dedicated Internet Networks. (Action: IRM)	Bureau of Information Resource Management	IRM continues to develop a project plan which will include details on all work, costs, and timeline required to implement this recommendation. IRM is on target for completing this deliverable by the end of FY 2019 Q2.
Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should implement procedures to ensure regularly scheduled reviews and updates to the Department's information technology management policies and procedures in Volume 5 of the Foreign Affairs Manual and its associated Foreign Affairs Handbooks. (Action: IRM)	Bureau of Information Resource Management	IRM is working to establish and implement procedures to regularly review and update the Department's information technology management policies and procedures in Volume 5 of the Foreign Affairs Manual and Foreign Affairs Handbooks.  IRM plans to have this established by the end of FY 2019 Q4.
Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should revise and promulgate the bureau process for timely handling of responses to U.S. Government Accountability Office recommendations. (Action: IRM)	Bureau of Information Resource Management	IRM has drafted policy and is currently in the process of finalizing. An update to the OIG is forthcoming.

Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should update all Department guidance to reflect the Office of Governance, Resource, and Performance Management's responsibility for the Information Technology Configuration Control Board. (Action: IRM)	Bureau of Information Resource Management	As per Recommendations 1 and 2 of the OIG ISP-I-18-15 Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management report, GRP is still undergoing an organizational assessment. Discussion of location and ownership of the IT CCB to move outside of GRP is still under discussion with senior Management. Until the organizational structure is aligned to actual functions and lines of supervision, GRP is unable to clearly articulate FAM/FAH changes.
Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should require the Office of Governance, Resource, and Performance Management to perform its bureau records coordinator responsibilities in accordance with Department standards. (Action: IRM)	Bureau of Information Resource Management	IRM officially designated Bureau Records Coordinators (BRC) and BRCs responsibilities in a notice sent to all IRM bureau employees.  This notice will be provided to the OIG as evidence in the next scheduled reporting period to close this recommendation.
Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	ISP-I-18-15	4/24/2018	The Bureau of Information Resource Management should implement standard operating procedures for process management working groups that include guidance on collaboration, documentation, and performance measures. (Action: IRM)	Bureau of Information Resource Management	IRM provided the OIG with the signed SOP on March 07, 2019 and requested this recommendation be closed.

<p>Inspection of Embassy Nairobi, Kenya</p>	<p>ISP-I-19-08</p>	<p>10/26/2018</p>	<p>The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with Embassy Nairobi, should determine if the defective renovations identified in the building intended for the Kenyan police unit can be classified as latent defects, fraud, or gross mistakes amounting to fraud, as outlined in the contract terms and conditions, and if so, require the contractor to correct the deficiencies at no cost to the U.S. Government, in accordance with the Federal Acquisition Regulation. (Action: INL, in coordination with Embassy Nairobi)</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>After thorough review of all documentation and discussions with the vendor, the Bureau of International Narcotics and Law Enforcement Affairs (INL) determined that the government does not have sufficient evidence to hold the vendor accountable for the deficiencies outlined in the Construction Management Report. This decision in part is based on the fact that the Government inspected and accepted the renovation by signing a Certificate of Acceptance on February 14, 2017. The Certificate of Acceptance clearly states this project is complete in full and alleviates the vendor from all responsibility to maintain accountability over the site until phase II has commenced.</p>
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<p>Compliance Follow-Up Audit of Bureau of International Narcotics and Law Enforcement Affairs Programs in Pakistan</p>	<p>AUD-MERO-17-46</p>	<p>7/24/2017</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs develop and implement new program descriptions, goals, objectives, and performance measures for the Law Enforcement and Border Security program to be inserted as Amendments to the Letter of Agreement and the Project Implementation Letters between the U.S. Government and the Government of Pakistan.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>Amended Letter of Agreement (ALOA) 79 was delivered to the Government of Pakistan (GOP) on May 23, 2018. The ALOA was returned to the Bureau of International Narcotics and Law Enforcement Affairs (INL) on October 23, 2018 with suggested minor changes from the GOP regarding program descriptions, consultations, and annual performance reviews. INL concurred with the GOP's suggested changes and resubmitted the ALOA to the GOP. While INL has already aligned its Project Implementation Letters (PILs) to reflect the updated ALOA language, INL is awaiting a final clearance from the Ministry of the Interior (MOI). INL has requested to meet with the Ministry to discuss any questions or concerns they may have regarding the document, but the MOI has canceled the meetings repeatedly. INL will continue to follow up with the MOI and update the OIG on the status of the ALOA on at least a quarterly basis.</p>
<p>Compliance Follow-Up Audit of Bureau of International Narcotics and Law Enforcement Affairs Programs in Pakistan</p>	<p>AUD-MERO-17-46</p>	<p>7/24/2017</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs develop and implement new program descriptions, goals, objectives, and performance measures for the Counternarcotics and Rule of Law Programs for future Amendments to the Letter of Agreement and Project Implementation Letters between the U.S Government and the Government of Pakistan.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>ALOA 79 was delivered to the Government of Pakistan (GOP) on May 23, 2018. The ALOA was returned to INL/AP on October 23, 2018 with suggested minor changes from the GOP regarding program descriptions, consultations, and annual performance reviews. INL/AP concurred with the GOP's suggested changes and resubmitted the ALOA to the GOP. While INL has already aligned its PILs to reflect the updated ALOA language, INL is awaiting a final clearance from the Ministry of the Interior (MOI). INL has requested to meet with the ministry to discuss any questions or concerns they may have regarding the document, but the MOI has canceled every meeting INL has attempted to schedule. INL will continue to follow up with the MOI and update the OIG on the status of the ALOA on at least a quarterly basis.</p>

<p>Audit of the Bureau of International Narcotics and Law Enforcement Affairs Invoice Review Process for Contracts in Afghanistan</p>	<p>AUD-MERO-18-30</p>	<p>2/9/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs fill the permanent Contracting Officer's Representative vacancies in Kabul, Afghanistan, to ensure adequate oversight of its Afghanistan contracts.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>One COR departed Post in December 2018. The Technical Evaluation Panel for this position has concluded, and INL hopes to deploy this individual by Spring 2019. The fourth COR's security clearance is still in process. INL will continue to provide OIG with updates on these two CORs.</p>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs (INL) update the "INL Financial Management Handbook" to include guidance related to recording assets purchased with INL project funding or transferred to INL from another agency that are not being donated to a host government in the Integrated Logistics Management System.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL recognizes OIG's concern that aviation property assets not owned by INL/A should have Bureau-wide visibility and be recorded in the Integrated Logistics Management System (ILMS). To that end, INL recently funded an ILMS upgrade to accommodate recording of aviation property and end use monitoring (EUM) for Posts that may have air assets not owned by INL/A. The execution of that contract is in process. The system upgrade to ILMS is scheduled for implementation sometime between December 2019 and February 2020. At that time, INL will issue a cable to all Posts instructing them that aviation assets not owned by INL/A must be recorded in ILMS. INL continues to believe it is more appropriate to include the requirement to record all aviation property in ILMS in the INL Aviation Program Policies and Procedures Handbook, given its general guidance regarding the recording of these types of assets. This handbook, which applies to all INL aviation programs (not just INL/A), will be updated to reflect the more specific guidance when the ILMS software upgrade occurs.</p>

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs (INL) implement a process to ensure it performs Property Management System Analysis inspections of INL operations in all countries with aviation programs.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL is developing a process to ensure that Property Management System Analysis inspections are conducted in countries with INL aviation programs, and expects to have a documented policy and begin implementation by mid-July 2019.</p>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of Administration, develop and implement a policy and implementing guidance on the process for overseas aviation asset disposal, which should include clear instructions on the appropriate forms and approvals that are needed.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL is in the process of developing policy and procedures outlining the process for domestic aviation asset disposals that can then be cleared with the Bureau of Administration and implemented. INL expects completion by mid-July 2019.</p>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of Administration, develop and implement a policy and implementing guidance on the process for domestic aviation asset disposal, which should include clear instructions on the appropriate forms and approvals that are needed.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL is in the process of developing policy and procedures outlining the process for domestic aviation asset disposals that can then be cleared with A Bureau and implemented. INL expects completion by mid-July 2019.</p>

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and implement an action plan to use the \$8,303,020 identified in this report as funds that could be put to better use to replace similar property needed at other locations.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>Previous correspondence with the OIG described INL's decisions regarding all but \$3,807,940 of the funds identified by OIG that could have potentially been put to better use. After further research, INL has determined that the remaining \$3,807,940 (associated with the DC-3 sale) cannot be used. The DC-3 aircraft was sold because there was no longer a mission in the Department for which the aircraft was needed and/or for which there was funding available for operations and maintenance. In accordance with FMR 102-39.65(a), for the proceeds of sale from the DC-3 to be usable under the Exchange/Sale program, the Department would have had to identify property that it needed to procure that was similar to the DC-3, as further defined in §102-39.20. No such requirement was ever identified. Moreover, §102-39.80 states that "except as otherwise authorized by law, all exchange allowances or proceeds of sale under this part will be available during the fiscal year in which the property was exchanged or sold and for one fiscal year thereafter for the purchase of replacement property. Any proceeds of sale not applied to replacement purchases during this time must be deposited in the United States Treasury as miscellaneous receipts." Since the DC-3 sold in May of 2017, the funds expired on September 30, 2018.</p>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and implement guidance to use proceeds of sale from aviation assets for replacement property.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL is developing a policy that can then be cleared with CGFS and implemented. INL expects completion no later than July 2019.</p>

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs develop and implement a methodology for obtaining systematic input from each Senior Aviation Advisor and Government Technical Monitor when developing statements of requirements, performance standards, and the quality assurance plan for contractors performing maintenance of aircraft and incorporating, as appropriate, the input into the new worldwide aviation support services contract.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL made the following changes to INL's Aviation office (INL/A) policy, guidance, and methodology to address this recommendation:</p> <ul style="list-style-type: none"> <li>• The Contracts Branch standard operating procedure (SOP) has been revised in Sections F.7, F.8, and J.4, as well as in Figure 8, to incorporate requirements for systematically obtaining input from SAAs and GTMs.</li> <li>• Section G.2 of the Quality Assurance Surveillance Plan SOP has been similarly revised.</li> <li>• INL/A is finalizing the revision of its Program Directive. The following language is being added to the description of the responsibilities of the Contracts Branch Chief (Section 2.10): "Obtain, and consider incorporating where appropriate, written input from each affected Functional Manager (FM), SAA, and Government Technical Monitor (GTM) for the development and/or revision of aviation support requirements and related performance standards." The Program Directive this revision will be part of is expected to be completed and approved by the end of January 2019.</li> </ul>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs develop and implement policies and procedures requiring that all country-specific aviation programs use SeeSOR for quality assurance oversight.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL will publish a Bureau-wide Administrative Notice stating that all INL-contracted aviation programs must abide by the INL/A Quality Assurance Surveillance Plan (QASP) SOP. The INL/A QASP SOP necessitates the use of SeeSOR for contractual quality assurance oversight. The Administrative Notice will be published by Spring 2019, and will also be made available via SharePoint.</p>

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of International Narcotics and Law Enforcement Affairs develop and implement policies and procedures requiring that all foreign assistance aviation programs have documented nationalization plans with clear goals and attainable objectives, both at the headquarters level and for each country of operation.</p>	<p>Bureau of International Narcotics and Law Enforcement Affairs</p>	<p>INL has continued internal discussions regarding the development and implementation of policies and procedures requiring documented plans with clear goals and attainable objectives for foreign assistance aviation programs. INL is gradually shifting its business model from direct participation in operations and maintenance of aircraft to one emphasizing host government capacity building, accelerating the transfer of aircraft titles to foreign partners, and ultimately strengthening the long-term capacity of partner nations to utilize aviation assets in support of shared security goals. INL recognizes the need to refine the criteria for title transfer and to systematize follow-on capacity building procedures. INL projects finalizing a new policy by the end of June 2019.</p>
<p>Inspection of Embassy Nairobi, Kenya</p>	<p>ISP-I-19-08</p>	<p>10/26/2018</p>	<p>The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with Embassy Nairobi, should designate a contracting officer representative with the appropriate technical experience required to review and certify construction work in Kenya in accordance with Department standards. (Action: INL, in coordination with Embassy Nairobi)</p>	<p>Bureau of International Security and Nonproliferation</p>	<p>The Department intends to pursue remediation at the site through the execution of a Letter of Agreement with an International Organization (IO-LOA). IO-LOAs carry their own unique set of oversight authorities, in which an agreement officer representative bears responsibility for maintaining oversight of the project. As this particular IO LOA involves construction, the Department's construction expert and engineer will personally review and approve all project documents at the outset. Additionally, the proposed IO currently operates in Kenya and has demonstrated experience and expertise carrying out construction work in Kenya and other countries in the region.</p>

<p>Audit of Task Orders for the Union III Compound Awarded Under the Operations and Maintenance Support Services Contract</p>	<p>AUD-MERO-16-41</p>	<p>7/8/2016</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs develop and implement a Quality Assurance Surveillance Plan in accordance with Federal Acquisition Regulation 46.4, "Government Contract Quality Assurance," and the revised Performance Work Statements, to guide oversight of all ongoing and future revitalization, transition, and sustainment requirements for task orders SAQMMA15F0567 and SAQMMA15F1245.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The Department is working to resolve this recommendation.</p>
<p>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</p>	<p>AUD-MERO-17-01</p>	<p>11/10/2016</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs distribute the consolidated vetting guidance from Recommendation 1 to implementing partners to make them aware of Department vetting requirements.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The review and update of Departmental policy on assessing the risk that U.S. government funding could inadvertently benefit terrorist groups or supporters is ongoing. The Department provided a detailed timeline to the OIG as to steps taken to close the recommendation.</p>

Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance	AUD-MERO-17-01	11/10/2016	OIG recommends that the Bureau of Near Eastern Affairs develop and implement internal controls to verify that it's implementing partners are submitting information on required individuals for vetting in accordance with the consolidated vetting guidance from Recommendation 1.	Bureau of Near Eastern Affairs	The review and update of Departmental policy on assessing the risk that U.S. government funding could inadvertently benefit terrorist groups or supporters is ongoing. The Department provided a detailed timeline to the OIG as to steps taken to close the recommendation.
Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance	AUD-MERO-17-01	11/10/2016	OIG recommends that the Bureau of Near Eastern Affairs include in future award agreements the vetting requirements for Syria programs.	Bureau of Near Eastern Affairs	The review and update of Departmental policy on assessing the risk that U.S. government funding could inadvertently benefit terrorist groups or supporters is ongoing. The Department provided a detailed timeline to the OIG as to steps taken to close the recommendation.



<p>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</p>	<p>AUD-MERO-17-16</p>	<p>12/12/2016</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs conduct a study to determine the appropriate numbers of trained, technically experienced, and certified oversight personnel required to oversee the Baghdad Life Support Services and Operations and Maintenance Support Services contracts, to include specific consideration of 2-year assignments, required Federal Acquisition Certification for Contracting Officer's Representatives certification levels, and appointment of additional assistant contracting officer's representatives.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The Department has drafted a study and it is in final stages of review with senior leadership. Report will be provided to OIG to close out recommendation.</p>
<p>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</p>	<p>AUD-MERO-17-16</p>	<p>12/12/2016</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs use the results of the study from Recommendation 5 to nominate appropriate personnel so contracting officers with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, can assign qualified oversight personnel for those contracts and task orders.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The Department has selected a potential hires for contract officers and as soon as the hiring action is complete, the Department will share documentation demonstrating qualifications of the ACOR.</p>

<p>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</p>	<p>AUD-MERO-17-16</p>	<p>12/12/2016</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs, a) in coordination with the contracting officer in the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, contractually require PAE Government Services, Inc., to obtain operation and maintenance manuals for all fuel storage and distribution equipment and machinery, to include the manufacturers' recommended maintenance schedules; and b) include steps for inspecting these requirements in the corresponding quality assurance surveillance plans.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The Department has been working on the Quality Assurance Surveillance Plan for OMSS, and it is currently in clearance. The Department expects it to be completed by April, and will forward the document to the OIG.</p>
<p>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</p>	<p>AUD-MERO-17-16</p>	<p>12/12/2016</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs review all requirements included in the fuel-related task orders under the Baghdad Life Support Services and Operations and Maintenance Support Services contracts, and develop and implement quality assurance surveillance plans that address key requirements and high-risk areas related to all fuel acquisition and services.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The QASP for BLiSS and OMSS are in final clearance. Once cleared the Department will forward to OIG.</p>

<p>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</p>	<p>AUD-MERO-17-33</p>	<p>3/3/2017</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs, in coordination with the Bureau of Administration, provide sufficient resources to the Contract Management Office-Frankfurt to ensure all unallowable costs are identified and recovered in a timely manner. This review should begin with those invoices provisionally approved beginning in September 2014 and already identified as awaiting post-payment review and then going back to identify and review those provisionally approved invoices submitted before September 2014 that did not receive full review.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The Department identified \$870k of potentially unallowable costs. Letters regarding these potentially unallowable costs will be sent to the respective contractors within the next 30 days, and that contractors will have 30 days to respond.</p>
<p>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</p>	<p>AUD-MERO-17-33</p>	<p>3/3/2017</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs, develop reliable, objective, clear, and measurable performance metrics and include these metrics in all current and future Bureau of Near Eastern Affairs Iraq contracts.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The Department has incorporated metrics into the BLiSS and OMSS QASPs and will provide documentation and target dates to OIG in April.</p>

Inspection of Yemen Affairs Unit	ISP-I-18-21	3/6/2018	The Bureau of Near Eastern Affairs, in coordination with the Office of Management Policy, Rightsizing, and Innovation and the Yemen Affairs Unit, should assess the Yemen Affairs Unit's location, functions, and staffing. In doing so, it should consider lessons learned since the Yemen Affairs Unit opened in 2015 and expected future requirements to meet U.S. foreign policy objectives in Yemen. (Action: NEA, in coordination with M/PRI and YAU)	Bureau of Near Eastern Affairs	The Department has abolished the three support positions.
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Inspection of Yemen Affairs Unit	ISP-I-18-21	3/6/2018	<p>The Bureau of Near Eastern Affairs, in coordination with the Bureaus of Overseas Buildings Operations and Diplomatic Security and the Yemen Affairs Unit, should (a) conduct a cost-benefit analysis to determine whether the Department should continue to lease, maintain, and secure the Diplomatic Transit Facility and, (b) if the Bureau of Near Eastern Affairs does not continue to lease, maintain, and secure the Diplomatic Transit Center, it should put \$23.5 million in projected future costs to run the facility to better use.</p> <p>(Action: NEA, in coordination with OBO, DS, and YAU)</p>	Bureau of Near Eastern Affairs	The total payment amount to the LGF – all funded by ICASS/DS - for the period from January 1, 2018 – June 20, 2018 was \$3,564,684.
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<p>Audit of Food Safety Controls Under Baghdad Life Support Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-38</p>	<p>5/3/2018</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs review the Hazard Assessment and Critical Control Point plans developed by PAE Government Services, Inc. and Taylors International Services, Inc. referenced in Recommendation 1. The review should, at a minimum, use the Food and Drug Administration's Hazard Assessment and Critical Control Point Verification Inspection Checklist to verify that the plans for each site comply with Food and Drug Administration guidance based on Hazard Assessment and Critical Control Point principles. The review should also ensure the plans are revised, as needed, for any deficiencies identified.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The site-specific plans were provided to the U.S. Army on February 26, where Force Health Protection personnel are reviewing them for compliance.</p>
<p>Audit of Food Safety Controls Under Baghdad Life Support Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-38</p>	<p>5/3/2018</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs, within 60 days of its approval of the Hazard Assessment and Critical Control Point plans, incorporate the plans' requirements into the Baghdad Life Support Service food service inspection checklist.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>NEA will incorporate site-specific HACCP requirements into the BLiSS food service inspection checklist once the HACCP plans are approved following SME review.</p>

<p>Audit of Food Safety Controls Under Baghdad Life Support Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-38</p>	<p>5/3/2018</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs develop and implement food safety training for all current and future personnel assigned to conduct oversight of food services in Iraq, including training on Hazard Analysis and Critical Control Point principles.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>NEA is coordinating with the U.S. Army to have the incoming BLiSS COR attend “Food Services Contract Management” the week of June 17. If it is successful, it will be incorporated for future incoming food service oversight personnel.</p>
<p>Audit of Food Safety Controls Under Baghdad Life Support Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-38</p>	<p>5/3/2018</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs develop a comprehensive quality assurance surveillance plan for food services task order SAQMMA14F0721 in accordance with Federal Acquisition Regulation 46.4, “Government Contract Quality Assurance” and implement the quality assurance surveillance plan upon the review and approval of the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management. The plan should, at a minimum, include measurable and structured performance standards and align with the key performance indicators and metrics defined in the Baghdad Life Support Services contract.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>Mission Iraq has finalized the Quality Assurance Surveillance Plan for the BLiSS contract.</p>

<p>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-55</p>	<p>8/30/2018</p>	<p>OIG recommends that the Bureau of Near Eastern Affairs incorporate requirements for food services cost controls and a contractor cost control plan into the new worldwide support services contract and develop an acquisition plan that addresses their implementation and comprehensive oversight.</p>	<p>Bureau of Near Eastern Affairs</p>	<p>The Department will aim to incorporate requirements for food services cost controls and a contractor cost control plan into the acquisition plan and Task Order Request for Proposals for the new food services task order by that date.</p>
<p>Department of State Stabilization Programs in Syria Funded Under the Further Continuing and Security Assistance Appropriations Act, 2017</p>	<p>ISP-I-18-29</p>	<p>9/26/2018</p>	<p>The Bureau of Near Eastern Affairs, in coordination with the Bureau of Diplomatic Security, should prepare a memorandum for the Secretary that identifies lessons learned from opening the Syria Transition Assistance Response Team Forward office in Syria and proposals for developing permanent interagency institutional mechanisms to facilitate deployment of Department personnel for future stabilization missions. (Action: NEA, in coordination with DS)</p>	<p>Bureau of Near Eastern Affairs</p>	<p>In 2018 the Department undertook a comprehensive review of the creation of START-FWD and other cases of deploying State Department personnel to conflict areas for stabilization missions. Work continues integrating lessons from these deployment cases into Department procedures.</p>



<p>Compliance Follow-up Audit of the Process To Request and Prioritize Physical Security-Related Activities at Overseas Posts</p>	<p>AUD-ACF-16-20</p>	<p>12/15/2015</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Diplomatic Security, develop and implement formal standardized processes to prioritize physical security-related deficiencies at posts by category, such as major physical security upgrades, forced-entry/ballistic-resistant projects, and minor physical security upgrades. The prioritizations should be performed based on a comprehensive list of all physical security needs and should be periodically updated based on changes in risk factors or posts' needs. The processes used to perform the prioritizations should be documented and repeatable. In addition, in developing the processes, consideration should be given to how the Overseas Security Policy Board standards will be utilized, what risk factors will be considered, and what impact upcoming major rehabilitation projects or new construction would have on the prioritized rankings.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO and DS continue their joint effort to categorize and resolve security deficiencies, though additional deficiencies continue to be identified from collective reporting from Facility Security Surveys, official trip reports to Post, front channel cables requesting physical security projects/funding, waivers and exceptions requests, and informal requests from Regional and Post Security Officers. These deficiencies are added to the DS deficiency database on the classified system, to which both DS and OBO authorized users have access.</p> <p>Analysis of the deficiency data with the recently developed prioritization criteria is also underway. The prioritization matrix uses the post-specific threat ratings, the relative benefit and protective impact values of specific upgrades, and weighting levels for countermeasure effectiveness. Host nation considerations, including any construction restrictions, must also be factored into USG decisions. The prioritization matrix provides an objective, repeatable score for each deficiency. Applying the prioritization matrix criteria for each deficiency, OBO is analyzing the deficiency data and initiating efforts to identify high priority deficiencies that can be rapidly addressed.</p> <p>OBO and DS are meeting biweekly to identify further deficiency categories to be addressed, to identify future major upgrade projects that will bundle numerous deficiencies, and to develop standardized processes based on the analysis of the deficiencies and corresponding prioritization rankings.</p>
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<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations implement actions to replace and correct all plumbing installations in the Staff Diplomatic Apartment-1 found not to conform to the contract requirements.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The term “S trap” describes both a physical configuration and a functional issue. The addition of the Air Admittance Valves (AAV) will require an additional piece of pipe after the trap weir to install the AAV, thereby changing the physical configuration. Functionally, the addition of the AAV eliminates the possibility of siphoning the trap. The system will be in compliance with the IPC after the addition of the AAV’s at every S-trap location. P.3 OBO/PDCS/DE/ME is recommending that the OBO-IPC be amended to require kitchen janitor’s sinks to be included on the grease waste system. However, since the floors are theoretically mopped each day, grease will be introduced into the waste system directly as the code is currently written. As with any amendment to the codes, OBO will amend the OBO-IPC after thorough peer review of the proposed change. P.5 Circumstances dictate that the system shall remain as-is. There have not been any failures or obstructions noted since the building was turned over to Post. Therefore OBO, as the Authority Having Jurisdiction, will accept the system as installed. P.8 Caddell will provide OBO with the TAB reports in early 2019. Presently, the TAB contractor is balancing SDA-2 and 3 and will finalize all of the TAB reports concurrently. OBO will forward the TAB reports to the OIG immediately following receipt.</p>
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<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations have a qualified professional experienced in the installation of electrical systems conduct a full inspection, analysis, and recommissioning of electrical systems in both the New Office Annex and Staff Diplomatic Apartment-1. This inspection should include a comprehensive review of all submittals, plans, and specifications, as well as all installation methods and materials.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO's Electrical Engineers have reviewed all submittals, plans, specifications of the project, installation methods and materials; this is noted in their responsibilities of performing Quality Assurance. Caddell has also conducted an inspection of the electrical system as part of their responsibilities of performing Quality Control. OBO will provide the OIG with a copy of the electrical punch list after contract completion and final acceptance of the facility.</p>
<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations implement actions to replace and correct all electrical system installations in the New Office Annex and Staff Diplomatic Apartment-1 found not to conform to the contract requirements.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO concurs with the OIG's analysis. The next update will include photographic documentation of the seal-off installation. This will be available once the installation has been completed and verified.</p>

<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that, prior to issuing the certificate of final acceptance for the New Office Annex and Staff Diplomatic Apartment-1, the Bureau of Overseas Buildings Operations establish guidance for hydronic water systems in both buildings, including specifying recommended concentrations of tolytriazole (40–50 parts per million) and nitrite (600–1,000 parts per million).</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>Due to security concerns and TDY housing shortages, OBO is still coordinating travel to post and is working diligently to find space to conduct the ultrasonic and copper pipe testing, as well as complete testing of potential pipe scaling or corrosion. OBO will provide supporting documentation on a full examination once the Corrosion Control Expert delivers test data and a final report to OBO. Travel is tentatively scheduled for April 2019.</p>
<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that, prior to issuing the certificate of final acceptance for the New Office Annex and Staff Diplomatic Apartment-1, the Bureau of Overseas Buildings Operations require Caddell to conduct an examination of existing copper pipe in both buildings by removing samples of the piping or by ultrasound testing and submit the results for independent laboratory analysis to verify whether scaling, corrosion, or other life-expectancy impacts are detected from the high pH operating conditions.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>Due to security concerns and TDY housing shortages, OBO is still coordinating travel to post and is working diligently to find space to conduct the ultrasonic and copper pipe testing, as well as complete testing of potential pipe scaling or corrosion. OBO will provide supporting documentation on a full examination once the Corrosion Control Expert delivers test data and a final report to OBO. Travel is tentatively scheduled of April 2019.</p>

<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that if the independent laboratory analysis verifies the existence of pipe scaling or corrosion in the New Office Annex or Staff Diplomatic Apartment-1, the Bureau of Overseas Buildings Operations implement actions to remedy any damage to hydronic pipes.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>Due to security concerns and TDY housing shortages, OBO is still coordinating travel to post and is working diligently to find space to conduct the ultrasonic and copper pipe testing, as well as complete testing of potential pipe scaling or corrosion. OBO will provide supporting documentation on a full examination once the Corrosion Control Expert delivers test data and a final report to OBO. Travel is tentatively scheduled for April 2019.</p>
<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations develop and implement protocols to verify that its water treatment programs are in compliance with industry best practices, including (a) determining the best possible treatment to effectively protect copper piping, (b) conducting regular testing based on the specialized requirements of each system, (c) conducting quarterly quality-assurance testing performed by an independent industrial water treatment lab, and (d) installing a corrosion testing system.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The intent of OBO's Water Testing Program is based on industry best practices. OBO has provided portable water testing labs to 240 locations. The portable water quality test kit, also known as the HACH Test Kit, can analyze for 26 parameters indicating general conditions for the supply and finished treated water serving compounds overseas. OBO provides periodic training on the use of the kit, as well as basic and advanced water operator training. The use of local certified test labs is funded and encouraged at least on an annual basis. The test data is collected in a central enterprise database system, FAC APPS, which monitors and flags errant test results for follow-up by program staff with each post that submits sample results. These elements tie into OBO's "Certificate to Operator Program" for water systems, which includes triennial sanitary surveys, operator certification, and training. OBO requested that the OIG close this recommendation.</p>

<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations implement actions to correct all heating, ventilation, and air conditioning system installations in the New Office Annex and Staff Diplomatic Apartment-1 that do not conform to the contract requirements, including the specific examples OIG cited in this report.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO concurs with the OIG's analysis. Although many of the previously unmarked dampers have been marked, it was discovered through photographs that a certain subset had been missed. OBO now considers this as partially resolved and will continue to pursue the marking to completion.</p>
<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations identify and relocate all inaccessible smoke detectors in the New Office Annex and Staff Diplomatic Apartment-1 so that they can be accessed for periodic testing and maintenance.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO, along with a certified fire protection engineer, conducted a site visit in November 2017. Also, OBO and a representative from PAE conducted a survey of both SDA-1 and the NOX to locate and verify the code compliance of the smoke detectors in the facilities. OBO identified one smoke detector which was inaccessible in the NOX. The non-code compliant smoke detector was relocated and verified to be compliant on a site visit in March 2018. OBO requested that the OIG close this recommendation.</p>

<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations have a qualified professional experienced in the certification of fire safety systems conduct a full inspection of the New Office Annex and Staff Diplomatic Apartment-1 elevator lobby fire doors and the Staff Diplomatic Apartment-1 efficiency suite connector door frames to determine whether they meet National Fire Protection Association code standards. This inspection should include a comprehensive review of all submittals, plans, and specifications, as well as all installation methods and materials.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>All elevator lobby doors have been installed in compliance with International Building Code (IBC) and do not need a fire rating. OBO confirms that all astragals in SDA-1 and the NOX have been installed in accordance with NFPA 80 and the IBC. OBO requested that the OIG close this recommendation.</p>
<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations implement actions to replace and correct all elevator lobby doors and efficiency suite connector doors in the New Office Annex and Staff Diplomatic Apartment-1 found not to conform to the contract requirements or National Fire Protection Association standards.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO confirms that all elevator lobby doors in SDA-1 and the NOX are in compliance with the contract as installed and meet the astragal requirements of NFPA 80. The doors were confirmed during a site visit in March 2018. Also, apartment connector doors in SDA-1 were confirmed to comply with contract requirements and NFPA 80. This was verified in the OBO response to OIG Recommendation 12, dated May 2017. OBO requested that the OIG close this recommendation.</p>

<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations assign a project manager to oversee all efforts related to the inspection, analysis, recommissioning, and required repairs of existing installations in the New Office Annex and Staff Diplomatic Apartment-1. This project manager should help to prioritize corrective actions to address identified deficiencies and coordinate with key stakeholders in order to ensure that they are completed in a timely, cost-effective, and efficient manner.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Staff Diplomatic Apartment-1 (SDA-1) Investigation report has been updated to show completed milestones. Any outstanding items are expected to be completed by the end of CY19. However, due to logistical difficulties, the anticipated date may be extended. Regarding the New Office Annex (NOX), the Senior Mechanical Engineer has reviewed the drawings and specifications and has conducted spot inspections throughout the building. A review of the punch list for the building shows no outstanding items, and has not revealed any systemic concerns. All outstanding items have been changed or repaired at no cost to the government. The Sr. Mechanical Engineer completed the inspection on or about July 2018. OBO requested that OIG close this recommendation.</p>
<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations either a) require Caddell Construction, Inc. to replace and correct all work in the New Office Annex and Staff Diplomatic Apartment-1 found to be defective or non-conforming to contract requirements or b) seek an appropriate adjustment in contract price for all instances where, in the public interest, the Bureau of Overseas Buildings Operations consents to accept work that is defective or does not conform to contract requirements.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO will provide any documentation of work found to be defective or non-conforming to contract requirements once available. Supporting documentation showing that deficiencies were fixed at no cost to the USG will not be available until completion of the contract in CY 2019.</p>



<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that, in all cases where the Bureau of Overseas Buildings Operations conducts an inspection, analysis, or recommissioning of existing installations in the New Office Annex and Staff Diplomatic Apartment-1 and finds the work to be defective or nonconforming in any material respect due to the fault of the contractor or its subcontractors, the Bureau of Overseas Buildings Operations should a) determine the cost of all inspections, analysis, or recommissioning of existing installations and b) recover this amount from Caddell Construction, Inc.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO will provide supporting documentation showing that deficiencies were fixed at no cost to the USG once the contract is completed in CY 2019.</p>
<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations issue a Construction Alert defining which building equipment and systems must be fully commissioned prior to substantial completion and update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to include those requirements.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO is updating P&amp;PD CM 01, to reflect that all "critical systems" will be commissioned prior to substantial completion. The updated P&amp;PD will also include a definition of what "critical systems" encompasses and the extent of commissioning required to achieve substantial completion. When the P&amp;PD is updated, OBO will issue a Construction Alert advising of the new language.</p>

<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends the Bureau of Overseas Buildings Operations require project directors to certify that all required building equipment and systems are fully commissioned prior to issuing the certificate of substantial completion.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO will require Project Directors to certify in the letter of substantial completion, that all critical systems have been commissioned and are functioning as intended. This language will also be included in Construction Management Policy and Procedures Document 01.</p>
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<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) as well as its Guide to Excellence in Diplomatic Facilities to ensure that references to the commencement of the warranty period are consistent with FAR 52.246-21, Warranty of Construction. Specifically, existing policies and procedures should be updated to indicate that the warranty period either begins at final acceptance unless the Government takes possession of any part of the work before final acceptance, in which case, the warranty shall begin at the date the Government takes possession. The Bureau of Overseas Buildings Operations should also explicitly define when the Government officially takes possession of the completed work, including whether possession occurs at substantial completion or at the time of occupancy.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>Clarification on when the warranty period begins will be included in the updated P&amp;PD CM 01.</p>
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<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to require its project directors and facility managers to establish a memorandum of agreement 9 months prior to the estimated substantial completion target date to facilitate the building turnover process. This memorandum of agreement should, at a minimum, (a) define the type of access that Facility Management personnel and operations and management contractors should be given to new buildings prior to substantial completion; (b) specify relevant documentation, such as punch lists, lists of equipment to be maintained, and commissioning documentation that should be provided to facility managers and operations and management contractors; and (c) establish timelines for providing building access and documentation to facility personnel and operations and management contractors prior to substantial completion and occupancy.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO has dedicated a full time staff position reporting to the Project Director to facilitate the type of access, documentation, project participation, and deliverables required by this recommendation. OBO will revise the P&amp;PD CM 01 to (a) define post Facility Management access and participation throughout the construction and commissioning effort, (b) identify all project documentation to be provided to the FM staff, and (c) establish timelines for providing building access and documentation to facility personnel prior to occupancy of the new facility.</p>
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<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations develop requirements mandating the use of a phased approach for projects that involve the construction of multiple buildings or facilities. This approach should outline specific phasing requirements for each building or facility constructed, including separate and distinctive commissioning, substantial completion, turnover, and acceptance requirements. This approach should also include protocols for a phased operations and management turnover process, requiring the contractor to provide key operations and management deliverables at the completion of each building if multiple buildings or facilities are being constructed under a single Bureau of Overseas Buildings Operations construction contract.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>OBO will work with the Office of Acquisitions to address this recommendation for projects that involve taking possession of multiple buildings in phases.</p>
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Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	The Bureau of Overseas Buildings Operations, in coordination with Embassy Djibouti, should implement a plan to evaluate all residences in the embassy housing pool for seismic risks and take action to address the deficiencies. (Action: OBO, in coordination with Embassy Djibouti)	Bureau of Overseas Buildings Operations	The Bureau of Overseas Building Operations' Natural Hazards Program continues to assist Post in their efforts to transition to more seismically-sound housing. Djibouti is specifically challenged in terms of available structural engineers experienced in seismic design. Addressing and reducing seismic risk is a long-term process and OBO recognizes that seismic considerations are an important element of acquisition and lease renewal/new lease activities.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	The Bureau of Overseas Buildings Operations, in coordination with Embassy Addis Ababa, should implement a plan to address the findings from its 2016 seismic report. (Action: OBO, in coordination with Embassy Addis Ababa)	Bureau of Overseas Buildings Operations	The Department authorized Post to execute the conditional lease for 65 apartments in a multi-unit housing development that meet the seismic and safety standards required by the U.S. government. Additionally, Post will continue to follow the guidance provided in the residential Seismic Survey Report for Addis Ababa, and OBO's Natural Hazards Program web page referenced in the preface of the report for further lease guidance.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	The Bureau of Overseas Buildings Operations, in coordination with Embassy Addis Ababa, should implement a plan to address the embassy's safety, health, and environmental management deficiencies. (Action: OBO, in coordination with Embassy Addis Ababa).	Bureau of Overseas Buildings Operations	Post continues to make progress on the POSHO Certification of residences. To date, they have certified 39 residences, but still have 114 residences outstanding. The goal is to inspect the remaining 114 residences by February 28, 2019. During the inspections, Post management has prioritized residences for repairs including those that are in the make-ready process and by their lease renewal dates.  Post reports 85% complete with the electrical grounding inspections and estimates completion of the remaining residences within 30 days. Additionally, Post is incorporating the Residential Safety, Health, and Fire Protection Checklist in their residential inspection process.

<p>Audit of the Bureau of Overseas Buildings Operations Process for Reviewing Invoices for the Construction of the U.S. Embassy in Islamabad, Pakistan</p>	<p>AUD-MERO-18-46</p>	<p>6/20/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations require the Contracting Officer's Representative assigned to multi-year construction projects to include documentation in the invoice file that supports the amount requested by the contractor. Documentation should include quality assurance and work progress inspection records, meeting minutes with the contractor, and daily records of the contractor's activities, including hours worked and activities completed.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department will continue to work with the CORs to ensure that required documentation is received and archived appropriately per the contract and referenced FAR clauses. To support the current process in place, the Department will also release a Construction Alert emphasizing that project files must contain detailed information supporting the percentage of completion requested by the contractor.</p>
<p>Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program</p>	<p>AUD-CGI-18-54</p>	<p>8/29/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations develop and implement a communications strategy to periodically keep Bureau of Overseas Buildings Operations personnel informed of the purpose and requirements of the value engineering program and respective roles in maintaining value engineering program data.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department is continuing with its effort to update the Risk and VE Policy Directive and Standard Operating Procedures. OBO is currently in the process of hiring additional staff for the OBO VE program, and this will help expedite OBO's effort to update the VE policy and procedure directives.</p>

<p>Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program</p>	<p>AUD-CGI-18-54</p>	<p>8/29/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations (a) develop standards to assess adherence to value engineering program requirements and (b) insert those standards into the work commitments and annual performance evaluations of all personnel substantially involved with the value engineering program.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department's effort to develop standards that assess adherence to value engineering program requirements continues. As indicated in recommendation 1, OBO is currently in the process of hiring additional staff for the OBO VE program to help implement OBO's plans of action reported in our previous responses to OIG.</p>
<p>Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program</p>	<p>AUD-CGI-18-54</p>	<p>8/29/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations develop and implement a quality assurance process to periodically (and no less than bi-annually) validate that it is: (a) implementing value engineering study recommendations that are considered reasonable and that offer a potential for cost savings, cost avoidances, and expenditures; (b) considering all value engineering study recommendations offered and documenting the basis for rejecting recommendations; and (c) informing the Director of the Bureau of Overseas Buildings Operations about the results of the quality assurance review.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department's effort to develop and implement a quality assurance process continues. It is estimated that the Department will produce the first semiannual report by the end of June 2019.</p>



Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program	AUD-CGI-18-54	8/29/2018	OIG recommends that the Bureau of Overseas Buildings Operations develop and implement procedures to verify that the current value engineering database is updated with accurate and current value engineering information when value engineering documentation and data are received.	Bureau of Overseas Buildings Operations	The Department expects to start implementing the policy that will send a specific request, after award, to inquire whether there are any updates in the previously reported data and verify that the current value engineering database is updated with accurate and current value engineering information when value engineering documentation and data are received early this year.
Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program	AUD-CGI-18-54	8/29/2018	OIG recommends that the Bureau of Overseas Buildings Operations develop and implement a central repository to maintain complete and accurate value engineering program information to include, at a minimum: value engineering studies, implementation spreadsheets, implementation memoranda, requests for and approval of waivers, calculations regarding value engineering cost savings and cost avoidances for recommendations implemented, and the justifications for rejecting value engineering study recommendations.	Bureau of Overseas Buildings Operations	The Department's effort to develop a software application that will enable all of OBO to access the VE files in order to look up project specific Risk/VE project information without the ability to manipulate the data itself continues. The Department estimates to have this application fully on line by January 2020.

<p>Audit of the Bureau of Overseas Buildings Operations' Value Engineering Program</p>	<p>AUD-CGI-18-54</p>	<p>8/29/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations annually post to its public internet site the results of the value engineering program to highlight successful uses of value engineering and to demonstrate that the Bureau of Overseas Buildings Operations is committed to identifying and removing nonessential capital and operating costs from its construction projects and is prudently using U.S. taxpayer funds to advance its mission.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department estimates to start implementing the actions reported in the previous response by January 2021.</p>
<p>Inspection of Embassy Banjul, The Gambia</p>	<p>ISP-I-19-04</p>	<p>11/21/2018</p>	<p>The Bureau of Overseas Buildings Operations, in coordination with Embassy Banjul and the Bureau of Consular Affairs, should renovate Embassy Banjul's Consular Section to comply with Department standards. (Action: OBO, in coordination with Embassy Banjul and CA)</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department will coordinate with post a review of the potential solutions to the issues raised in subject recommendation. Once a solution and funding are identified, the Department will be able to assist post in addressing the issue.</p>

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	The Bureau of Overseas Buildings Operations should conduct a technical review of the design plans for property numbers X01021 in New Delhi; X9990, X9991, X9992, X9993, X9999, and X29001 in Kolkata; and R1007 and R1012 in Mumbai, in accordance with Department standards, and work with Embassy New Delhi to remedy any modifications that OBO is unable to retroactively approve. (Action: OBO, in coordination with Embassy New Delhi)	Bureau of Overseas Buildings Operations	The Department will conduct technical reviews of design documents for unapproved modifications to the properties in New Delhi, Kolkata, and Mumbai. Once Post provides documents for review, the Department will comply with standard review and permitting timelines for each project--two weeks for review and, upon receipt of satisfactorily corrected documents, two weeks for permit approval.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	The Bureau of Overseas Buildings Operations, in coordination with Embassy New Delhi, should install access controls for Consulate General Mumbai's on-compound warehouse, in accordance with Department standards. (Action: OBO, in coordination with Embassy New Delhi)	Bureau of Overseas Buildings Operations	The Department will support Post in selecting an appropriate means of restricting access to the warehouse.

<p>Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention</p>	<p>AUD-MERO-17-44</p>	<p>6/27/2017</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations establish and implement standards for quality assurance and oversight for construction projects, including (a) a minimum number of staff members assigned to provide management oversight, administration, and quality assurance on the basis of the size and complexity of the project and (b) minimum requirements for quality assurance staff regarding years of experience and technical qualifications.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department has provided documentation detailing the process used to staff projects. The Department tracks staffing numbers through the CM Project Supervision spreadsheet, which is a tool used to determine the minimum number of staff members assigned to provide management oversight, administration, and quality assurance on the basis of the size and complexity of the project.</p>
<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations establish and implement internal controls to verify that all required documentation in support of commissioning testing is completed prior to substantial completion. This should include all pre-functional checks, functional performance tests, and integrated systems tests to ensure that building equipment and systems are functioning as intended.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department will require that documentation of commissioning testing of critical systems is complete prior to issuance of the certificate of occupancy. This language will be included in the P&amp;PD CM 01.</p>

<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations move responsibility for oversight and management of commissioning agents from the Office of Construction Management to the Office of Facility Management. Specifically, the Office of Facility Management should oversee all aspects of the commissioning process, including (a) ensuring that commissioning agents have fulfilled the terms outlined in the statement of work; (b) verifying that all building systems are designed, installed, and tested to meet the Department's contract requirements; and (c) ensuring that commissioning of all major systems is done before the project is declared substantially complete.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department does not agree with this recommendation, and is willing to provide a briefing with the relevant subject matter experts to provide more information.</p>
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<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to include procedures for identifying and approving instances in which it is appropriate to issue the certificate of substantial completion before commissioning has been fully completed. Specifically, these protocols should include mechanisms that (a) require a formal waiver be issued by the construction executive to proceed with substantial completion and occupancy even though commissioning is not yet complete, (b) establish milestones for completing the commissioning process after substantial completion and occupancy, and (c) execute a contract modification requiring the contractor to grant an extended warranty for those systems that were not commissioned at the time of substantial completion.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>If it is determined to be in the best interest of the U.S. government to move personnel into new facilities prior to achieving substantial completion, the Department will require an Action Memorandum from the Project Director to the bureau Director providing justification for the early transition, which is contractually termed as beneficial occupancy. Beneficial occupancy is defined as the stage of construction of a building or facility, before final completion, at which an owner can occupy it for the purpose it was intended. This requirement will be included in the updated P&amp;PD CM 01.</p>
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<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations establish requirements in its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) for the preparation and submission of key project documents for newly constructed facilities, including (a) owner's project requirements, (b) a Basis of Design document, (c) systems manuals, (d) a commissioning plan, and (e) a final commissioning report. These documents should be prepared and submitted at the appropriate interval of construction for each building or facility constructed by the Bureau of Overseas Buildings Operations. Additionally, the requirements should indicate the parties responsible for preparation, review, and approval of each of the key project documents.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department will revise the P&amp;PD CM 01 to include language that requires the preparation and submission of key project documents for newly constructed facilities, the appropriate project interval for its submission, and the parties responsible for the preparation, review and acceptance of key project document.</p>
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<p>Audit of Bureau of Overseas Buildings Operations' Oversight of New Construction Projects at the U.S. Embassy in Kabul, Afghanistan</p>	<p>AUD-MERO-18-17</p>	<p>1/30/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations update its Policy and Procedures Directive for the Commissioning and Transition to Occupancy of Overseas Facilities (P&amp;PD CM 01) to require its project directors and facility managers to hold a pre-turnover meeting approximately 60 days prior to substantial completion. The entire project team should be included in this meeting with participants discussing the status of construction, commissioning, required turnover documentation, and the planned schedule and outstanding actions required to ensure a smooth and successful turnover of facilities.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department will revise Policy and Procedures Directive CM 01 to require the project director to coordinate a specific pre-turnover meeting approximately 60 days prior to substantial completion. The meeting shall include relevant project team members to discuss the status of construction, commissioning, required turnover documentation, remaining work and the planned schedule and outstanding actions required to ensure a smooth and successful turnover of facilities.</p>
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<p>Audit of the Bureau of Overseas Buildings Operations Process for Reviewing Invoices for the Construction of the U.S. Embassy in Islamabad, Pakistan</p>	<p>AUD-MERO-18-46</p>	<p>6/20/2018</p>	<p>OIG recommends that the Bureau of Overseas Buildings Operations develop and implement a Standard Operating Procedure similar to those promulgated by the U.S. Army Corps of Engineers for reviewing invoices for multi-year, multi-million-dollar construction projects.</p>	<p>Bureau of Overseas Buildings Operations</p>	<p>The Department continues to improve guidance on contract payments. The requirements can be found in the contracts themselves. Although the U.S. Army Corps of Engineers' SOP is comprehensive and suitable to DoD procedures, the Department has a Standard Operating Procedure (SOP) for invoice processing which is better suited to its diverse project context and is adapted to construction missions overseas. The Department's SOP is documented in P&amp;PD FM 01: Vendor Processing Approval and Processing, in conjunction with portions of the Construction Management Guidebook. The current processes in place ensure that projects are completed in a timely fashion, eliminating redundancy and/or unnecessary delays in construction.</p>
<p>Audit of Foreign Assistance for Internally Displaced Persons in Iraq</p>	<p>AUD-MERO-18-56</p>	<p>8/22/2018</p>	<p>OIG recommends that the Bureau of Population, Refugees, and Migration provide training to its program officers responsible for managing voluntary contributions for internally displaced persons in Iraq on adhering to its guidance on uploading and managing files in the State Assistance Management System Domestic.</p>	<p>Bureau of Population, Refugees, and Migration</p>	<p>PRM updates Standard Operating Procedures (SOPs) annually based on the bureau-wide Policy and Program Review Committee (PPRC) policy established for implementing revisions to guidance. The Acting Assistant Secretary approved the 2019 guidance, which included changes for streamlining the PPRC process on January 22, 2019. This included a major new work stream to consolidate and streamline the Bureau's existing instructions and SOPs for preparing funding actions. Accordingly, PRM requires additional time to fully implement this recommendation. The FY 2019 review of the current SOP is still in process with a revised implementation date of April 2019.</p>

Audit of Foreign Assistance for Internally Displaced Persons in Iraq	AUD-MERO-18-56	8/22/2018	OIG recommends that the Bureau of Population, Refugees, and Migration develop and implement a process to validate periodically, at least annually, that the required documentation associated with the voluntary contributions for internally displaced persons in Iraq is recorded and maintained in the State Assistance Management System Domestic.	Bureau of Population, Refugees, and Migration	The Bureau is in the process of working with funded International Organizations to determine the best mechanisms for ensuring required documentation is directly uploaded into the State Assistance Management System Domestic (SAMS Domestic). The revised implementation date for this recommendation is April 2019.
Audit of Foreign Assistance for Internally Displaced Persons in Iraq	AUD-MERO-18-56	8/22/2018	OIG recommends that the Bureau of Population, Refugees, and Migration obtain written clarification from the Director, Office of U.S. Foreign Assistance Resources, that approval of the PRM financial plan is in accordance with language included in Delegation of Authority 293-2 regarding approval of Migration and Refugee Assistance Act funding.	Bureau of Population, Refugees, and Migration	The Bureau is in the midst of developing the Fiscal Year 2019 Financial Plan, including obtaining the necessary clearances and approvals from the Office of U.S. Foreign Assistance Resources (F) and the Office of the Legal Advisor (L). The completion of this process will provide the required approval documentation. The target date is April 2019.
Management Assistance Report— Termination of Construction Grants to Omran Holding Group	AUD-CG-14-37	9/18/2014	OIG recommends that the Bureau of South and Central Asian Affairs immediately terminate grant agreements S-AF200-13-CA-012 and S-AF200-13-CA-014 with Omran Holding Group and deobligate the \$5,092,874 in remaining funds.	Bureau of South and Central Asian Affairs	In an email to OIG on 2/6/19, the Department requested that OIG close this recommendation based on actions taken. Action is currently with OIG.

Management Assistance Report— Termination of Construction Grants to Omran Holding Group	AUD-CG-14-37	9/18/2014	OIG recommends that the Bureau of South and Central Asian Affairs direct Omran Holding Group to reimburse the Department for the \$1,203,426 in unspent funds related to grant agreements S-AF200-13-CA-012 and S-AF200-13-CA-014, and verify that the Department has received reimbursement for all unspent funds.	Bureau of South and Central Asian Affairs	In an email to OIG on 2/6/19, the Department requested that OIG close this recommendation. Action is currently with OIG.
Management Assistance Report— Termination of Construction Grants to Omran Holding Group	AUD-CG-14-37	9/18/2014	OIG recommends that the Bureau of South and Central Asian Affairs require the grants officer to determine the allowability of \$502,890 in potentially unallowable costs identified by OIG, direct Omran Holding Group to refund the Department any costs determined to be unallowable, and verify that funds have been refunded.	Bureau of South and Central Asian Affairs	The Department sent a closeout letter to Omran Holding Group in February 2015. All unexpended funds were deobligated. The Department is meeting with the OIG April 2, 2019 to clarify what remaining documentation is needed to close this recommendation.

<p>Audit of Department of State Grants and Cooperative Agreements Awarded to Kennesaw State University</p>	<p>AUD-SI-17-43</p>	<p>6/22/2017</p>	<p>OIG recommends that the Bureau of South and Central Asian Affairs (a) determine whether the \$229,405 in unallowable costs and \$565,046 in unsupported costs related to awards SAF20013CA024, SPK33013CA051, and SIN65014GR053 (see tables B.1, B.5 and B.6 in Appendix B) are allowable and supported, and (b) recover any costs determined to be unallowable or unsupported.</p>	<p>Bureau of South and Central Asian Affairs</p>	<p>SCA believes this recommendation is closed, and emailed the OIG on 2/6/19 to confirm closure.</p>
<p>Audit of the Bureau of South and Central Asian Affairs Invoice Review Process for the Afghanistan Life Support Services Contract</p>	<p>AUD-MERO-17-47</p>	<p>6/30/2017</p>	<p>OIG recommends that the Bureau of South and Central Asian Affairs direct its Afghanistan Life Support Services contract contracting officers' representatives to record performance for each distinct performance standard in the Afghanistan Life Support Services contract food services task order quality assurance report to further ensure that each performance standard is satisfactorily achieved and any identified deficiencies are addressed accordingly.</p>	<p>Bureau of South and Central Asian Affairs</p>	<p>Delay was due to staffing turnovers in Kabul and within SCA. The bureau is working with Post to draft a response and will submit by Spring 2019. The OIG is aware that SCA is drafting the response.</p>

Audit of the Bureau of South and Central Asian Affairs Invoice Review Process for the Afghanistan Life Support Services Contract	AUD-MERO-17-47	6/30/2017	OIG recommends that the Bureau of South and Central Asian Affairs develop and implement training to fully prepare and familiarize newly assigned contracting officer's representatives charged with overseeing the Afghanistan Life Support Services contract with the unique features of the contract.	Bureau of South and Central Asian Affairs	Delay was due to staffing turnovers in Kabul and within SCA. The bureau is working with Post to draft a response and will submit by Spring 2019. The OIG is aware that SCA is drafting the response.
Inspection of the Bureau of South and Central Asian Affairs	ISP-I-18-11	2/21/2018	The Bureau of South and Central Asian Affairs should institute a formal, periodic process to measure program and policy performance against strategic goals. (Action: SCA)	Bureau of South and Central Asian Affairs	The Department has worked with the NSC to develop a new policy framework for foreign assistance that will be incorporated into the Department's business model for measuring results. The Department anticipates fully instituting the strategic review process by June 1, 2019.
Inspection of the Bureau of South and Central Asian Affairs	ISP-I-18-11	2/21/2018	The Bureau of South and Central Asian Affairs should conduct a second, more comprehensive review of its staffing and skills inventory to achieve a balance among meeting mission needs, delivering efficient service, and managing employees effectively. (Action: SCA)	Bureau of South and Central Asian Affairs	The Director General of Human Resources has approved the SCA re-organization, and SCA is implementing the associated changes.

Inspection of the Bureau of South and Central Asian Affairs	ISP-I-18-11	2/21/2018	The Bureau of South and Central Asian Affairs should implement a bureau-wide process to track foreign assistance that fully obligates foreign assistance appropriations and identifies and reclassifies foreign assistance funds before the funds cancel. (Action: SCA)	Bureau of South and Central Asian Affairs	Foreign assistance funds managed by SCA/PPD are transferred to, managed by, and obligated by the Public Affairs Sections at SCA posts. The PAS sections maintain spreadsheets tracking all foreign assistance awards, regardless of the agency providing the funds. For foreign assistance funds managed by SCA/STA, STA has created a dashboard to track all funds under its office's operating unit. With input from SCA/EX, the dashboard has the ability to track expenditures, which enables STA to identify funds for reclassification and reprogramming. As a result of this new tool, earlier this year STA was able to identify and recover expiring FY13 funds that STA subsequently reprogrammed to support emerging foreign assistance priorities in the Indo-Pacific, and STA is already preparing for FY14 recoveries. Finally, STA is now able to closely track all FY17 and FY18 obligations to ensure all foreign assistance appropriations are fully obligated.
Inspection of the Bureau of South and Central Asian Affairs	ISP-I-18-11	2/21/2018	The Bureau of South and Central Asian Affairs should require all Government Technical Monitors to complete mandatory training. (Action: SCA)	Bureau of South and Central Asian Affairs	NEA-SCA/EX verifies all SCA GTMs completed required training and are designated FAC-COR certified by A/OPE. NEA-SCA/EX requests recommendation 6 be closed.
Inspection of the Bureau of South and Central Asian Affairs	ISP-I-18-11	2/21/2018	The Bureau of South and Central Asian Affairs should complete the nine remaining Civil Service performance appraisals for the 2016 rating cycle. (Action: SCA)	Bureau of South and Central Asian Affairs	SCA continues to consult with L and DGHR on the proper approach to closing out the pending appraisal and will notify OIG when they have definitive guidance.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	The Bureau of South and Central Asian Affairs, in coordination with Embassy Kabul and Embassy New Delhi, should revise the Service Level Agreement to establish clear roles for the supervision of the Kabul Support Unit. (Action: SCA, in coordination with Embassy Kabul and Embassy New Delhi)	Bureau of South and Central Asian Affairs	The Department completed the requirements for this recommendation on 2/13/19 and requested that this be closed.
Audit of the Department of State Travel Card Program	AUD-CGI-16-48	9/27/2016	OIG recommends that the Bureau of the Comptroller and Global Financial Services develop, implement, and publish policies in the Foreign Affairs Manual and/or Foreign Affairs Handbook governing cash advances on Department-issued travel cards, specifically regarding the timing and dollar value of cash advances that may be obtained.	Bureau of the Comptroller and Global Financial Services	The Department anticipates finalizing these policy revisions by the end of the third quarter FY19.
Audit of the Department of State Travel Card Program	AUD-CGI-16-48	9/27/2016	OIG recommends that the Bureau of the Comptroller and Global Financial Services establish controls to identify Department employees eligible to receive a travel card who travel more than two times in a 12-month period and verify that they obtain and use a Department-issued travel card for all official travel-related expenses.	Bureau of the Comptroller and Global Financial Services	The Department is developing a tool to identify Department employees who have traveled and are eligible to receive a travel card and either did not have a card or, if they did have a card, did not use the government issued card. Target date for deploying this tool is the second quarter of FY 2019.

Audit of the Department of State Travel Card Program	AUD-CGI-16-48	9/27/2016	OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement split disbursement procedures as required by the Office of Management and Budget for all Department-issued travel card holders.	Bureau of the Comptroller and Global Financial Services	The Department continues to work with Carlson Wagonlit (CWT) and Citibank regarding split disbursements for travel. Once SmartPay3 is live and other outstanding issues from the transition have been completed, we will work with CWT on split pay under the new SmartPay 3 settings.
Audit of Department of State FY 2016 Compliance With Improper Payments Requirements	AUD-FM-17-42	5/12/2017	OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a method to obtain information regarding the collection status of improper payments identified in OIG reports for the applicable fiscal year.	Bureau of the Comptroller and Global Financial Services	The Department performed the necessary procedures, and submitted a status update on March 6, 2019 with supporting documentation as a basis for the OIG to close the recommendation.
Audit of Department of State FY 2016 Compliance With Improper Payments Requirements	AUD-FM-17-42	5/12/2017	OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a method to obtain information regarding the collection status of improper payments identified in Defense Contract Audit Agency reports for the applicable fiscal year.	Bureau of the Comptroller and Global Financial Services	The Department performed the necessary procedures, and submitted a status update on March 6, 2019 with supporting documentation as a basis for the OIG to close the recommendation.



<p>Audit of Department of State FY 2016 Compliance With Improper Payments Requirements</p>	<p>AUD-FM-17-42</p>	<p>5/12/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a method to obtain information on improper payments identified and recovered by other Department of State bureaus and offices through contract and grant oversight activities, such as contract and grant closeout procedures, during the applicable fiscal year.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department performed the necessary procedures, and submitted a status update on March 6, 2019 with supporting documentation as a basis for the OIG to close the recommendation.</p>
<p>Audit of Department of State FY 2016 Compliance With Improper Payments Requirements</p>	<p>AUD-FM-17-42</p>	<p>5/12/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a process to report all improper payments identified by sources outside payment recapture audits for the applicable period in the annual Agency Financial Report. The process should require the Bureau of the Comptroller and Global Financial Services to present this information even if corresponding collection information is not readily available, unless written instructions advising otherwise is obtained from the Office of Management and Budget.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department performed the necessary procedures, and submitted a status update on March 6, 2019 with supporting documentation as a basis for the OIG to close the recommendation.</p>

<p>Department of State Has Administrative Leave Policies but Lacks Complete and Accurate Data on the Use of Leave</p>	<p>ESP-16-04</p>	<p>9/30/2016</p>	<p>The Bureau of the Comptroller and Global Financial Services, in conjunction with the Bureau of Human Resources, should ensure that its new payroll systems have the ability to collect information regarding the justification for why administrative leave is granted.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>For portions of the Administrative Leave Act where guidance has been issued by OPM, specifically the new Weather and Safety administrative leave, the Department has created reason codes in the remarks section of the legacy domestic Time and Attendance System, TATEL. For the overseas Time and Attendance System, WINT&amp;A, new codes have been created to capture the new Weather and Safety administrative leave codes. Implementation guidance for the use of the remarks and new codes have been provided to timekeepers.</p>
<p>Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas</p>	<p>AUD-FM-17-51</p>	<p>8/31/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement uniform guidance for use by overseas posts to identify education allowance payments by student to comply with Department of State Standardized Regulations. This process, at a minimum, should include setting up individual obligations by student for the education allowance and include documentation requirements. The process instructions should be disseminated to all posts and then formalized in relevant Foreign Affairs Manual or Foreign Affairs Handbook sections, accordingly.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department has formalized education allowance payment guidance and drafted changes to 4 FAM 443.2. These documents will be circulated for clearance. Upon full clearance, 4 FAM 443.2 will be officially updated and guidance will be released to the field. Incorporated into the guidance and FAM change is the requirement to establish individual obligations to identify education allowance payments by student.</p>

<p>Compliance Follow-up Review: Department of State Has Not Implemented Recommendations Pertaining to Official Residence Expense Staff Salaries</p>	<p>ISP-C-17-32</p>	<p>8/9/2017</p>	<p>The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should issue consistent guidance to overseas missions on the proper procedures for paying Official Residence Expense staff salaries within 30 days of the issuance of this report. (Action: CGFS, in coordination with DGHR)</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department is developing communication to advise posts to inform the Department of any legal or host country law restrictions or prohibitions for the PR or Post as a result of the required changes, and advice Post management to provide guidance to PRs if they intend to use third parties (including resident managers). The Department is revisiting 4 FAM/FAH policy to determine if a way forward exists to accommodate the multitude of ORE operating environments that exist globally to ensure compliance with FAM policy going forward.</p>
<p>Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014</p>	<p>AUD-FM-18-03</p>	<p>11/6/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services complete the implementation of system interfaces and new procedures that are designed to improve financial data collection overseas.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department has continued efforts to implement system interfaces and new procedures for overseas activities that improve financial data being reported for the DATA Act. These efforts have aligned key data attributes, such as the PIID and the FAIN, across relevant Department source systems for procurement and financial assistance activity conducted overseas. As reported previously, the rollout of the overseas procurement systems integration services and the effort to provide integration between the relevant financial systems outlined in the DATA Act Implementation Plan were completed in FY 2017. The Department continues its rollout of a centralized grants management system (SAMS) for overseas assistance with real-time integration to the financial system. By the end of FY 2018, 85% of posts (224 of 264) are scheduled to be deployed. Completion of deployments is planned for FY 2019.</p>

<p>Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014</p>	<p>AUD-FM-18-03</p>	<p>11/6/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, update and issue guidance for Contracting Officers and Grants Officers related to entering accurate and complete procurement and financial assistance award transaction data into the Federal Procurement Data System – Next Generation and the Award Submission Portal.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department's procurement systems are integrated with the Department's financial systems and include integration with FPDS-NG. The integration with FPDS-NG generates a pre-populated form in FPDS-NG based on data from the procurement system that requires the contracting officer to review, enhance, and perfect the record before submitting it as final in FPDS-NG. Only those FPDS reports updated to 'Final' by the Contracting Officer are included in the Data Act File DI. The Department's grants systems are integrated or interfaced with the Department's financial systems and include interfaces with the Grants Database Management System (GDMS) in order to track and report relevant financial assistance transactions to the Award Submission Portal (known now as the Financial Assistance Broker Submission (FABS)).</p> <p>In the second quarter of FY 2018, the Department sent a cable to the Grants Management workforce reiterating the policy, training, and reference materials related to entering accurate and complete foreign assistance transaction data. In addition, the Department has procured a software application that will conduct 140 cross checks on FPDS data and notify the contracting officer by email of any suspected errors within 48 hours of an FPDS report going final. The email provides guidance and immediate training on the data element that may require a revision. This will enable the Department to reduce the FPDS-NG error rate. Deployment and training occurred in the third quarter of FY 2018.</p>
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<p>Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014</p>	<p>AUD-FM-18-03</p>	<p>11/6/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, modify existing quality control procedures to include a requirement to verify the accuracy of data contained in DATA Act Files D1 and D2 generated from the Federal Procurement Data System – Next Generation and the Award Submission Portal.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>In the third quarter of FY 2018, the Department updated its control objectives for the DATA Act and the associated control objectives matrix that measures the accuracy and completeness of data contained in D1 and D2 to include all data elements for the DATA Act. The Department will look to fully implement all elements of our control objectives matrix by Quarter 4 of FY 2018.</p>
<p>Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014</p>	<p>AUD-FM-18-03</p>	<p>11/6/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement procedures to verify that the quarterly DATA Act File C submission includes only transactions that occurred within the applicable quarter.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department's intra-quarter reconciliation process has been put in place to assess and over time continuously improve and enhance the quality of data submitted quarterly for the DATA Act. In order to continue to improve the timeliness of data, the Department in Quarter 3 of FY 2018 enhanced existing controls, and developed and implemented procedures to verify that the quarterly DATA Act File C submission includes only transactions that occurred within the applicable quarter.</p>

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop updated formal policies, procedures, and implementing guidance to ensure that Department of State aviation assets, including assets donated by other agencies, are accurately valued when initially obtained and the correct value is recorded in the accounting system.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department is working to improve formal policies, procedures, and guidance that is consistent with the U.S. Government Aircraft Cost Accounting Guide" (CAG) and confirms that the correct asset values are recorded in the accounting system.</p>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop policies, procedures, and implementing guidance to update the valuation of an aircraft after undergoing other-than-routine maintenance, including both programmed depot maintenance and phase maintenance.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Bureau of the Comptroller and Global Financial Services is reviewing/revising its existing Foreign Affairs Manual policy to comply with Cost Accounting Guide (CAG) guidance and is working with the Bureau of International Narcotics and Law Enforcement Affairs to develop formal policies, procedures, and guidance to update the valuation of an aircraft after undergoing other than routine maintenance, including both programmed depot maintenance and phase maintenance.</p>

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, develop and implement policies, procedures, and implementing guidance to determine when an aircraft should be considered "In Service" and "Not in Service" and to update the status of the aircraft in the Integrated Logistics Management System.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department is developing formal policies, procedures, and guidance to determine when an aircraft should be considered "In Service" and "Not in Service" and to update the status of the aircraft in the Integrated Logistics Management System</p>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, review and update all aircraft valuations, including accumulated depreciation, taking into account the acquisition value, the amount of any refurbishments, and the impact of any periods the aircraft was not in service.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department is reviewing and updating all aircraft valuations, including accumulated depreciation, taking into account the acquisition value, the amount of any refurbishments, and the impact of any periods the aircraft was not in service.</p>

<p>Compliance Follow-up Review: Department of State Has Not Implemented Recommendations Pertaining to Official Residence Expense Staff Salaries</p>	<p>ISP-C-17-32</p>	<p>8/9/2017</p>	<p>The Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Human Resources, should revise and reissue consistent Foreign Affairs Manual and Foreign Affairs Handbook guidance on paying Official Residence Expense staff salaries within 6 months of the issuance of this report. (Action: CGFS, in coordination with DGHR)</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>CGFS is revisiting Department policy to determine a way forward to accommodate the multitude of Official Residence Expense (ORE) operating environments that exist globally and ensure compliance with FAM policy.</p>
<p>Audit of the Bureau of Consular Affairs Fee-Setting Methodology for Selected Consular Services</p>	<p>AUD-FM-17-53</p>	<p>9/7/2017</p>	<p>OIG recommends that the Bureau of the Comptroller and Global Financial Services determine whether the Bureau of Consular Affairs violated the Ant deficiency Act, 31 U.S. Code § 1341, for each year in which it spent funds from any fee collections in excess of cost, and report any violations as required by 31 U.S. Code § 1351 and in accordance with Office of Management and Budget Circular A-11, Section 145.</p>	<p>Bureau of the Comptroller and Global Financial Services</p>	<p>The Department notes that consular fees established in accordance with the relevant statutory and regulatory authorities would not raise augmentation or anti-deficiency act concerns, even if the fee collections in any given year are in excess of total actual costs for that year. The Department continues to examine the cost-of-services models estimates for Consular and Border Security Program cost-recovery purposes, including MRV fees, for the years indicated in the Report, taking into account (but not limited to): (1) the various estimation and external factors that can affect the timing and pattern of spending and actual fee collections including revenue instability; (2) time lags caused by the rulemaking process; (3) the difficulties in setting fees in a way that results in revenue exactly equaling costs; and (4) operational needs for maintaining a reserve to address near term cost of operations and/or any sudden or temporary fluctuations in collections and/or costs.</p>



Inspection of Emergency Preparedness at Consulate General Hamilton, Bermuda	ISP-I-17-26	5/23/2017	Consulate General Hamilton, in coordination with the Regional Information Management Center in Ft. Lauderdale, should repair or replace the high-frequency radio at its alternate command center. (Action: Consulate General Hamilton, in coordination with RIMC Ft. Lauderdale)	Consulate General Hamilton	Radio Techs visited Post in February 2019 and recently sent their trip report, which included a recommendation to change the antennae at the CGR. The required parts were shipped to post and installation is being scheduled.
Inspection of Consulate General Hong Kong, China	ISP-I-18-06	11/30/2017	Consulate General Hong Kong should implement knowledge management procedures for capturing, sharing, transferring, and retaining information related to its information management programs. (Action: Consulate General Hong Kong)	Consulate General Hong Kong	Post forwarded requested information to OIG on March 4. Bureau is following up to close out recommendation.
Inspection of Consulate General Jerusalem	ISP-I-17-18	6/12/2017	Consulate General Jerusalem should establish safe and secure diplomatic mail and pouch sorting spaces. (Action: Consulate General Jerusalem)	Consulate General Jerusalem	Post completed the final stages to enclose the space below the pedestrian bridge adjacent to the mailroom. This space is accessed only by the mailroom staff and provides a secure location to sort and process mail. Post submitted pictures to OIG on the enclosure.
Inspection of Embassy Accra, Ghana	ISP-I-17-17	6/2/2017	Embassy Accra, in coordination with the Bureau of Overseas Buildings Operations, should reconfigure the Consular Section and neighboring office space in accordance with Department standards. (Embassy Accra, in coordination with OBO)	Embassy Accra	Project in process to install OBO-approved height extension of cubicles in the consular section that form a de facto internal hallway from the secondary entrance to the USCIS and MCC office space.

Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should update the memorandum of agreement between the Commander, U.S. Africa Command, and Chief of Mission, Embassy Addis Ababa, for security and force protection of Department of Defense elements and personnel in Ethiopia, in accordance with Department guidelines. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	Post has taken action and is waiting for the response from the OIG. MOU submitted to OIG.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa, in coordination with the Bureau of Consular Affairs and the Bureau of Overseas Buildings Operations, should replace the consular cashier booth door with one that meets Department standards. (Action: Embassy Addis Ababa, in coordination with CA and OBO)	Embassy Addis Ababa	Post received the door shipment on December 27, 2018 and expects the door to be installed prior to the next compliance update. Post has installed a consular cashier booth door with two windows that meets Department standards and submitted pictures to OIG.

Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa, in coordination with the Bureau of Administration, should implement property management internal controls, in accordance with Department standards. (Action: Embassy Addis Ababa, in coordination with A)	Embassy Addis Ababa	Post has sent four key LE Property personnel to technical training at FSI and Frankfurt and seeks additional training opportunities for Property personnel. Post has secured necessary funding and scheduled an ILMS Tune Up visit to be performed by A/LM in February 2019. Post is also collaborating with the Department's new venture Annual Inventory Modernization (AIM) subject to funding from AF/EX and is tentatively scheduled for launch in spring 2019. A sample GPS fuel monitoring unit was successfully installed and tested. All the remaining GPS units have been ordered and are expected to be installed and operational in the ICASS fleet by Q3 of FY19. Post is hosting an ILMS Tune-Up with the aim to learn best practices and design SOPs with the assistance of the subject matter expert (SME) trainers that will be on site. Approved SOPs will be completed by Q3 of FY19.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should implement a real property management program that is fully compliant with Department requirements. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	Post Facilities Manager prepared a schedule to perform electrical grounding and POSHO Inspections of all properties that are under make-ready for this transfer season. An IMAP electrical trainer is scheduled to visit post from September 25 to October 19 to conduct electrical grounding training and assist post to clear backlog on electrical grounding inspections. In addition, Post will conduct full POSHO inspections at all residences that are up for renewal. Post has also dramatically reduced lengthy stays in Temporary quarters from a previous 3-6 months down to now fewer than 30 days for most arriving employees (95% success rate for incoming employees). : Post has recently updated its Housing Handbook is hiring a new EFM to serve as a GSO Housing Make-Ready Coordinator. Facility Management has completed 51 of 150 (34%) POSHO inspections as of January 18, 2019 (see attachment 4) for completed inspections.

Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should bring its motor vehicle safety program into compliance with the Department's Overseas Motor Vehicle Safety Management Program. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	Post's Motor Vehicle Safety Program is in compliance with the Department's Overseas Motor Vehicle Safety Management Program. Copies of current training certificates and current medical clearances for drivers operating official vehicles, both as full time chauffeurs and part-time incidental drivers are kept on file with Post's Safe Driving Manager and are available on file. Documentation that drivers do not exceeded 10-hour shifts, in the form of Time and Attendance records and Overtime sheets, are on file with Human Resources and also available on file. Post's Motor Vehicle Safety Program is embedded within Post's Comprehensive Motor Vehicle Policy and submitted to OIG. Medical clearances for drivers currently in active status also provided to OIG. Post confirms that the 10-hour rule is not being violated, except in rare circumstances outside of management control and only with prior GSO or Management Officer's approval. Copies of Time and Attendance records are attached as evidence that drivers do not exceeded 10-hour shifts. For those whose driving privileges have been suspended, the tracking spreadsheets indicating current status and expected date of reinstatement, documentation is forthcoming to the OIG office. Post recommended closure based on partial compliance.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should bring its Contracting Officer's Representative files into compliance with Department standards. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	All active contracts now include COR designation memos naming CORs with up to date training certifications. All CORs have completed the required training and the GSO Contracting Officer is in possession of certificates of COR course completion. CORs who will soon be named to contracts are presently in the process of registering their COR certification with A/OPE's global database: COR files are now complete and in order. COR designation letters and COR training certifications sent to OIG. Post recommended closure of Recommendation 17.

Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa, in coordination with the Bureau of African Affairs, should conduct a detailed and thorough review of locally employed staff position descriptions. (Action: Embassy Addis Ababa, in coordination with AF)	Embassy Addis Ababa	Post is working closely with the AF Regional Classification Center in prioritizing position classifications. Post provided the OIG a list of position descriptions reviewed and finalized from July 2018 to December 2018.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa, in coordination with the Bureau of Human Resources, should update and translate its Local Employee Handbook in accordance with Department guidance. (Action: Embassy Addis Ababa, in coordination with DGHR)	Embassy Addis Ababa	The review of the Local Employee Handbook is in progress. Approximately 10% of the handbook has gone through first draft revision in the absence of TDY support as of January 2019. Post HR has a target completion date of April 2019.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should discontinue its support of the Lake Langano facility, put \$74,457 to better use, and require the American Employees' Recreation Association to assume full responsibility for the operation of the site. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	The Addis Ababa Employee Association (AMCOM) has taken over all Langano operations with the exception of the three Embassy employees that are working at the facility. The Management Office is working to establish the best method for either moving these employees to positions in Addis Ababa, or to terminate the positions. Payouts for the employees will total more than \$40,000, and it is uncertain whether these employees would entertain the idea of moving to Addis Ababa from their homes three hours away. Due to restrictions on travel during furlough, Post was unable to meet and discuss options with these employees but hopes to have this issue fully resolved by Spring 2019.

Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should conduct annual information technology contingency plan testing of the unclassified and classified networks, in accordance with Department standards. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	Post conducted a test of the contingency plans and sent copies of the plans to the OIG for review.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should stop managing personal internet service for embassy employees and collect \$99,324 from employees who had internet service at their residences that was paid by the embassy in FY 2017 and put those funds to better use. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	As of December 10, 2018, AMCOM assumed operation of the residential internet support program. With the exception of pass-through billing from Ethio Telecom to AMCOM, the Embassy is completely divested of this personal service. FMC reported \$99,324 pending for collection from employees for residential internet services. Nearly \$33,000 was collected, leaving a balance pending collection in the amount of \$66,938. In addition, the FMO assigned a voucher examiner full-time for cleaning all Accounts Receivables. Post is following the protocol of sending three official notices (4 FAM 493.1-2) to all employees before we proceed to make further collection through payroll deductions. The FMO worked with IRM to update and have in place the latest version of "QuickBooks" (Financial application to process all Accounts Receivables). The FMO brought QuickBooks consultants to post to teach and show the voucher examiner in charge of account receivables the best use of the application.
Inspection of Embassy Addis Ababa, Ethiopia	ISP-I-18-18	5/25/2018	Embassy Addis Ababa should establish a records management program in accordance with Department guidelines. (Action: Embassy Addis Ababa)	Embassy Addis Ababa	Post is working on implementation. IRM has been addressing the records management issue on a sequential basis and implemented a SharePoint based system to track and archive outgoing Diplomatic Notes.

Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan	AUD-MERO-18-33	3/23/2018	OIG recommends that Embassy Amman develop and implement procedures that safeguard Embassy Amman against unauthorized commitments when processing all types of requests for fuel.	Embassy Amman	Embassy Amman is currently creating a comprehensive Post specific SOP that incorporates and formally documents all the relevant steps that have been previously identified and implemented as internal procedures to safeguard the Embassy against unauthorized commitments when processing all types of requests for fuel. Post anticipates this SOP to be formalized and in use within the next 12 weeks, and no later than Spring, 2019.
Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan	AUD-MERO-18-33	3/23/2018	OIG recommends that Embassy Amman develop and implement training on contract file retention requirements as defined in Federal Acquisition Regulation 4.805, "Storage, Handling, and Contract Files," and the Foreign Affairs Handbook (FAH), 14 FAH-2 H-573.3, "Government Contract Files," and provide this training annually to all personnel within the General Services Office.	Embassy Amman	Embassy Amman is currently creating a Post specific training and testing course that incorporates all the relevant contract file retention requirements found in FAR 4.805, "Storage, Handling, and Contract Files" and 14 FAH-2 H-573.3, "Government Contract Files" for implementation as a yearly training requirement for all GSO personnel. Post anticipates this training to be formalized and in use within the next 12 weeks, and no later than Spring 2019.
Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan	AUD-MERO-18-33	3/23/2018	OIG recommends that Embassy Amman direct its Contracting Officers to immediately review the Contracting Officer's Representatives' files for contracts SJO10015D0003 and SJO10016D0017 for completeness and include in the contract files the results for this review.	Embassy Amman	Embassy Amman is currently creating a Post specific training and testing course that incorporates all the relevant contract file retention requirements found in FAR 4.805, "Storage, Handling, and Contract Files" and 14 FAH- 2 H-573.3, "Government Contract Files" for implementation as a yearly training requirement for all GSO personnel. Post anticipates this training to be formalized and in use within the next 12 weeks, and no later than Spring 2019.

<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that Embassy Amman provide training to Contracting Officers regarding their obligations to verify that all Contracting Officer's Representative (COR) candidates are certified at the appropriate level of the Federal Acquisition Certification for Contracting Officer's Representatives prior to appointing candidates as a COR.</p>	<p>Embassy Amman</p>	<p>Embassy Amman is currently developing a Post specific training and testing course that incorporates all the relevant CO obligations regarding the verification of COR candidates certifications per the Federal Acquisition Institute's FAC-COR standards for implementation as a yearly training requirement for all COs at Post. Post anticipates this training to be formalized and in use within the next 12 weeks, but no later than Spring 2019.</p>
<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that Embassy Amman review all invoices submitted by fuel contractors from October 2012 through January 2017 for contracts SJO10013D0001, SJO10015D0003, and SJO10016D0017 to (a) determine whether the \$1.9 million paid against those invoices and identified by OIG as unsupported costs are allowable, and (b) recover any costs determined to be unallowable.</p>	<p>Embassy Amman</p>	<p>Embassy Amman has reviewed all available FY-13 and FY-14 invoices submitted by fuel contractors for contracts SJO10013D0001, SJO10015D0003, and SJO10016D0017 and has determined all related costs were authorized. Post has three remaining fiscal years (FY-15, FY-16, and FY-17) to review to ascertain if amounts paid against those invoices are supported.</p>



<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that Embassy Amman review all invoices submitted by fuel contractors from October 2012 through January 2017 for contracts SJO10013D0001, SJO10015D0003, and SJO10016D0017 to (a) determine whether the \$6.4 million paid against those invoices and projected by OIG as unsupported costs are allowable, and (b) recover any costs determined to be unallowable.</p>	<p>Embassy Amman</p>	<p>Embassy Amman has reviewed all available FY-13 and FY-14 invoices submitted by fuel contractors for contracts SJO10013D0001, SJO10015D0003, and SJO10016D0017 and has determined all related costs were supported and allowable. Post has three remaining fiscal years (FY-15, FY-16, and FY-17) to review to ascertain if amounts paid against those invoices are supported and allowable. Embassy Amman anticipates finishing this review by Spring, 2019.</p>
<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that Embassy Amman develop and implement invoice review procedures that require, at a minimum, all fuel contractor invoices to be (1) stamped with the date they are received, (2) tracked throughout the review and approval process, and (3) automatically paid, with the interest penalties due to the contractor if the invoice is paid late, so that contractor payments can be made consistent with the requirements of the Prompt Payment.</p>	<p>Embassy Amman</p>	<p>Embassy Amman has revised its Voucher Examiner Checklist to include the language pertaining to the Prompt Payment Act as requested by OIG. The Voucher Examiner team has been instructed to comply with the new checklist.</p>

<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that Embassy Amman review all invoices paid against contracts SJO10013D0001, SJO10015D0003, and SJO10016D0017 and (a) determine the dates by which to start the prompt payment clock, (b) compare those dates to the dates the invoices were paid, (c) calculate interest penalties for those invoices that were paid after the 30-day requirement, and (d) determine if interest penalties should be paid to the contractors in accordance with prompt payment requirements in 5 Code of Federal Regulations § 1315.</p>	<p>Embassy Amman</p>	<p>Post has reviewed all available FY-13 and FY-14 fuel &amp; diesel payments and identified 40 instances in FY-13 and seven instances in FY-14 where Prompt Payment Act (PPA) interest penalty payments should have been paid but were not. Interest penalty payments, totaling \$352.22, were made on July 24, 2018 to settle the FY-14 invoices, and they are reflected on the attached chart and that includes the interest penalty voucher number. Interest penalty payments, totaling \$507.13, will be made to the vendor to settle the FY-13 invoices; voucher #44019MA0136A has been submitted and is in process. Supporting documents for six FY-13 and seven FY-14 vouchers could not be found after Post exhaustively searched all storage locations. Post has three remaining fiscal years (FY-15, FY-16, and FY-17) to review to ascertain if further interest penalty payments should be paid and is in the process of conducting this review. Embassy Amman anticipates finishing this review by Spring 2019. 5-No_24_FY13 PPA Penalties.xlsx.pdf</p>
<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that Embassy Amman (1) perform a reconciliation of all invoices submitted and paid against contracts SJO10013D0001, SJO10015D0003, and SJO10016D0017 to determine whether the contractors were overpaid or underpaid, and (2) either pursue reimbursement or pay any additional amounts owed to the contractors.</p>	<p>Embassy Amman</p>	<p>Embassy Amman has reviewed and reconciled all FY-13 and FY-14 invoices submitted by fuel contractors, and has determined for FY-13 and FY-14 all fuel contractors were correctly paid. Post has three remaining fiscal years (FY-15, FY-16, and FY-17) to review and reconcile to ascertain if amounts paid against those invoices are correct.</p>

Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should nominate an Equal Employment Opportunity Counselor in accordance with Department guidance. (Action: Embassy Banjul)	Embassy Banjul	Embassy Banjul nominated a 03 section head for training in Summer 2018, but the training was not approved by S/OCR. As funding is limited, we will aim to train an officer arriving in the Summer 2019 transfer season, should the nomination be approved by S/OCR.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should implement a formal training program for its locally employed staff in accordance with Department standards. (Action: Embassy Banjul)	Embassy Banjul	Post has implemented a formal training plan for locally employed staff in accordance with Department standards. At the beginning of the fiscal year, section supervisors reviewed and submitted training plans and travel budgets for review and approval by the Management Officer.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should revise its local compensation plan to define specific criteria that would warrant a salary advance and outline requirements for supporting documentation. (Action: Embassy Banjul)	Embassy Banjul	Post has defined specific criteria that would warrant a salary advance and has outlined requirements for supporting documentation in a June 2018 Mission Policy.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul, in coordination with the Bureau of the Comptroller and Global Financial Services, should collect outstanding salary advances of \$2,000 due from former employees and put those funds to better use. (Action: Embassy Banjul, in coordination with CGFS)	Embassy Banjul	Embassy Banjul accepts the recommendation and is coordinating with CGFS to collect the outstanding funds.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should implement an annual acquisition plan, in accordance with the Federal Acquisition Regulation. (Action: Embassy Banjul)	Embassy Banjul	Post implemented an annual acquisition plan for fiscal year 2019 budget preparations in November 2018.

Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should require that Information Systems Security Officers perform information systems security duties, in accordance with Department guidance. (Action: Embassy Banjul)	Embassy Banjul	Embassy Banjul has established a monthly ISSO Mandatory task checklist. The ISSO now, on a monthly basis, conducts the following: User Account Access Reviews; User Account Request History; Stale Account Remediation; Visitor Log reviews; Random Email Reviews; Random User Data Reviews; Network Shared Data Reviews; Remote Processing Reviews.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should implement standard operating procedures for supporting and maintaining dedicated internet networks in accordance with Department standards. (Action: Embassy Banjul)	Embassy Banjul	Post has received and installed firewall devices updated antivirus software on all DINs. A schedule has been established to update the definitions each quarter. Post is establishing standard operating procedures for DIN oversight.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should implement procedures to accurately bill for monthly telephone services in accordance with Department standards. (Action: Embassy Banjul)	Embassy Banjul	Post has implemented procedures to accurately bill for monthly telephone services in accordance with Department standards. Each month, the IMO and MO review phone bills and send charges to employees for review and reimbursement, if necessary, to the Budget & Fiscal office via Pay.gov. Post is also working to implement post-paid cell phone plans for all Embassy-issued cell phones and has eliminated issuance of pre-paid SIM cards.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should issue cell phones to locally employed staff members in accordance with Department standards. (Action: Embassy Banjul)	Embassy Banjul	Post updated the policy that governs the issuance of cell phones to locally employed staff, in accordance with 5 FAM 526.1.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should implement a cell phone policy that complies with Department standards (Action: Embassy Banjul)	Embassy Banjul	Post has updated the policy that governs the issuance of cell phones to locally employed staff, in accordance with 5 FAM 526.1. Per policy, only LE Staff with a demonstrated business need receive Embassy-issued cell phones.

Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should implement knowledge management procedures for capturing, sharing, transferring, and retaining information related to its information management programs. (Action: Embassy Banjul)	Embassy Banjul	Post has implemented knowledge management procedures for capturing, sharing, transferring, and retaining information related to its information management programs. Post also conducts monthly training and will issue management notices to provide additional information to the Mission community regarding these procedures on a consistent basis.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should test the information technology contingency plans for unclassified and classified networks in accordance with Department guidance. (Action: Embassy Banjul)	Embassy Banjul	Post has tested the information technology contingency plans for unclassified and classified networks in accordance with Department guidance.
Inspection of Embassy Banjul, The Gambia	ISP-I-19-04	11/21/2018	Embassy Banjul should implement a plan for conducting information technology contingency training for appropriate employees, in accordance with Department standards. (Action: Embassy Banjul)	Embassy Banjul	Post began implementing a plan for conducting information technology contingency training for appropriate employees, in accordance with Department standards, in early November 2018.

<p>Inspection of Embassy Beijing and Constituent Posts, China</p>	<p>ISP-I-18-04</p>	<p>12/11/2017</p>	<p>Embassy Beijing, in coordination with the Bureau of East Asian and Pacific Affairs, should determine whether Consulate General Shanghai requires a deputy principal officer, and if so, formally establish the position and delineate its duties, including supervisor responsibilities. (Action: Embassy Beijing, in coordination with EAP)</p>	<p>Embassy Beijing</p>	<p>Post provided updated work requirements to the OIG, who is now reviewing. The Department will follow up with OIG to close this recommendation.</p>
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Inspection of Embassy Beijing and Constituent Posts, China	ISP-I-18-04	12/11/2017	Embassy Beijing, in coordination with the Bureau of International Information Programs, should require the consulates general to develop annual resource development and program plans for their American Spaces. (Action: Embassy Beijing, in coordination with IIP).	Embassy Beijing	The latest completion date for the American Space in Wuhan is late spring 2019, with the actual opening of the space likely to be June-July 2019. Wuhan will begin developing an American Space annual plan for the remainder of the 2019 fiscal year in January 2019 once the final date is known for the construction completion and opening.
Inspection of Embassy Beijing and Constituent Posts, China	ISP-I-18-04	12/11/2017	Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants at Consulate General Chengdu. (Action: Embassy Beijing, in coordination with OBO and CA)	Embassy Beijing	The Department is planning on hiring an A&E firm to analyze and develop options for construction of a wheelchair-accessible interview window and is planning on traveling with the firm to post in December 2018.

Inspection of Embassy Beijing and Constituent Posts, China	ISP-I-18-04	12/11/2017	Embassy Beijing, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a privacy booth in the consular waiting room at Consulate General Chengdu. (Action: Embassy Beijing, in coordination with OBO and CA)	Embassy Beijing	The Department is planning on hiring an A&E firm to analyze and develop options for construction of a privacy booth in the consular waiting room and is planning on traveling with the firm to post in December 2018.
Audit of the Department of State's Administration of its Aviation Program	AUD-SI-18-59	9/25/2018	OIG recommends that Embassy Bogota, Colombia, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, identify all Department-owned aviation assets in Colombia that meet the definition of accountable property and record them in the Integrated Logistics Management System.	Embassy Bogota	Currently, Post is establishing a process for transferring all required accountable property data to the INL for inclusion in the ILMS-Asset Management module as soon as possible. Post has identified all of the department owned aviation assets and discussed the matter with the INL Property Manager. Post will request access to the Aviation Asset Module and populate all of the aircraft assets and equipment that require accountability within the next 30 days.



Inspection of Embassy Copenhagen, Denmark	ISP-I-18-23	4/23/2018	Embassy Copenhagen, in coordination with the Bureau of European and Eurasian Affairs, and the Bureau of the Comptroller and Global Financial Services, should reprogram at least one Diplomatic and Consular Program-funded Information Management position to an International Cooperative Administrative Support Services-funded position. (Action: Embassy Copenhagen, in coordination with EUR and CGFS)	Embassy Copenhagen	Post ICASS Council in September 2018 approved conversion of the Information Management Officer (IMO) position from D&CP. The conversion is has been adjusted in the IMO payroll fund cite.
Inspection of Embassy Copenhagen, Denmark	ISP-I-18-23	4/23/2018	Embassy Copenhagen, in coordination with the Bureau of Overseas Buildings Operations, should implement a preventive maintenance program that complies with Department standards. (Action: Embassy Copenhagen, in coordination with OBO)	Embassy Copenhagen	Post has initiated a preventive maintenance (PM) schedule, and is in the process of procuring PM contracts for equipment that cannot be maintained by in-house staff. This includes chillers, air-handling units, fan coil units, and heating systems. Post's Facilities Management (FAC) section has implemented a standard PM day each week, during which time is set aside for all technicians to work exclusively on PM work orders. Additionally, Post's new Work Order Clerk (hired in October 2018) has increased hours in FAC from eight to 20 hours per week. This will permit FAC to better track and record efforts made on PM tasks. (U) Post also expects to hire an additional Maintenance Technician in early 2019. This employee will assist the Facilities Management section in meeting the growing workload and allow for more PM time in the weekly schedule.

Inspection of Embassy Copenhagen, Denmark	ISP-I-18-23	4/23/2018	Embassy Copenhagen, in coordination with the Bureau of Overseas Buildings Operations, should implement an action plan to resolve the embassy's fire protection deficiencies and bring the program into full compliance with Department standards. (Action: Embassy Copenhagen, in coordination with OBO)	Embassy Copenhagen	The Department conducted a fire safety inspection and training visit to post in September 2018. Post received the report from that inspection on October 16, 2018. Separately, an OBO contractor completed annual inspection, testing, and maintenance of post's fire systems in mid-October 2018; Post awaits the report from that visit. Post will continue coordinating with OBO to implement recommendations from those inspections. Installation of keys for egress door with single-key dead bolts is ongoing; estimated target date for full completion is end of 2019.
Inspection of Embassy Copenhagen, Denmark	ISP-I-18-23	4/23/2018	Embassy Copenhagen, in coordination with the Bureaus of Diplomatic Security and Overseas Buildings Operations, should complete the installation of the mail screening facility and implement a procedure for processing incoming local mail in accordance with Department standards. (Action: Embassy Copenhagen, in coordination with DS and OBO)	Embassy Copenhagen	The installation of the mail screening facility has received final approval from Copenhagen city authorities. The EUR Regional Support Center (RSC) in Frankfurt has notified Post that procurement for the final installation will proceed via RSC's Procurement Office. Post will continue to coordinate within the Department to complete this project.
Inspection of Embassy Dakar, Senegal	ISP-I-18-18	11/8/2018	Embassy Dakar should formalize a reporting and oversight relationship between the Embassy's Public Affairs Officer and the Public Diplomacy Assistant at the Bissau Liaison Office. (Action: Embassy Dakar)	Embassy Dakar	The position description has been updated to reflect the reporting and oversight relationship.

Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should conduct nonimmigrant visa adjudication reviews in accordance with Department standards. (Action: Embassy Dakar)	Embassy Dakar	The reviews are now being conducted according to Department standards.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should eliminate the direct-hire Residence Manager position. (Action: Embassy Dakar)	Embassy Dakar	The position has been updated to remove supervisory responsibilities; now needs to be reclassified.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should implement an annual acquisition plan. (Action: Embassy Dakar)	Embassy Dakar	Post is working with non-State agencies to finalize the plan.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should implement a corrective action plan to bring all professional and incidental drivers into compliance with the Department's Overseas Motor Vehicle Safety Management Program. (Action: Embassy Dakar)	Embassy Dakar	Post is reaching out to each driver to ensure compliance.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should require that Information Systems Security Officers perform information systems security officer duties, in accordance with Department standards. (Action: Embassy Dakar)	Embassy Dakar	Post management is working with regional ISSOs and Department to mitigate burdens on post.

Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should implement a standard operating procedure to manage its Active Directory groups for its classified and unclassified networks in accordance with Department standards. (Action: Embassy Dakar)	Embassy Dakar	Post has drafted SOPs and is implementing them.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should inventory, baseline, and approve the information technology hardware and software operating on its dedicated internet networks. (Action: Embassy Dakar)	Embassy Dakar	Post has installed the Department's licensed dedicated internet network (DIN) management utility to inventory and baseline their DIN. Per 5 FAM 872.1, Post Management officer has approved the DINs established at post. And, per 5 FAM 872.3, all hardware and software has ITCCB or local ITCCB approval. Current DINS were approved via Posts recent LCCB minutes. A current inventory of equipment on-hand was provided. Post has placed on order the remainder of equipment (hardware) required to complete baseline standards as required per 5 FAM 872.3c. Post will install this equipment upon receipt. Once this is completed the baseline requirement should be complete.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should implement standard operating procedures for supporting and maintaining dedicated internet networks. (Action: Embassy Dakar)	Embassy Dakar	Post has implemented a standard operating procedure for establishing, approving, and maintaining dedicated internet networks. This SOP was drafted, coordinated and approved by post IRM. Guidelines are based on Department Requirements for DINs and ITCCB Standards.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should implement procedures to accurately bill embassy sections and employees for monthly telephone services. (Action: Embassy Dakar)	Embassy Dakar	Post is working to obtain accurate rates from the service provider in order to properly configure the call accounting system, and will implement procedures consistent with the current management procedure with regard to office review of calls and billing of personal calls. Spot checks will continue to be done on relative amounts and offices/lines with large bills. Pending bills were

					reconciled and routine in place by the end of last year.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should implement knowledge management procedures for capturing, sharing, transferring, and retaining information related to its Information Management programs. (Action: Embassy Dakar)	Embassy Dakar	Post is actively using OneNote to share information.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should test the information technology contingency plans for unclassified and classified networks in accordance with Department guidance. (Action: Embassy Dakar)	Embassy Dakar	The Embassy has adopted and is implementing a testing schedule.
Inspection of Embassy Dakar, Senegal	ISP-I-19-03	11/8/2018	Embassy Dakar should implement a plan for conducting initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities. (Action: Embassy Dakar)	Embassy Dakar	Embassy Dakar has established a training plan and is implementing it.

Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti, in coordination with the Bureau of Consular Affairs and the Bureau of Overseas Buildings Operations, should renovate the Consular Section to expand consular processing capabilities, improve management controls, and accommodate anticipated increased staffing. (Action: Embassy Djibouti, in coordination with CA and OBO)	Embassy Djibouti	Post is coordinating with Consular Affairs and OBO to renovate the section and expect to be done end of FY19.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti, in coordination with the Bureau of Administration and the Bureau of African Affairs, should bring the embassy's property program into full compliance with Department standards. (Action: Embassy Djibouti, in coordination with A and AF)	Embassy Djibouti	<p>Post has ordered signage to the warehouse and stopped LGF from entering the warehouse. Property records now include repair and maintenance data. The accountable property officer and the property management officer both now conduct spot checks of inventory. An AIM team is scheduled to come to post and create a system to improve spot checks. The FAC Storekeeper then receives the items from the GSO Warehouse in order to put them in the FAC Storeroom.</p> <p>The FAC Storekeeper now has approximately 40% of his stock entered into ILMS and a markedly more orderly storeroom.</p> <p>GSO Expendables excess stock were largely eliminated in an auction held this spring and eliminated excess expendables and non-expendables in both GSO and FAC.</p>

Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should implement a comprehensive residential fuel delivery program that complies with Department standards. (Action: Embassy Djibouti)	Embassy Djibouti	Post has installed automated measuring devices on approximately 60% of its residential fuel tanks and uses a fuel delivery truck that can be calibrated to record the fuel being dispensed. Post is establishing a system to adequately receive and charge for fuel deliveries. The Accountable Property Officer has designated a receiving clerk to check that deliveries match the amount of fuel dispensed. Complete reporting to TREES will be implemented in accordance with the schedule to be determined by OBO. With the installation of the new delivery monitoring system, Post will have adequate safeguards in place by using the records from the deliveries and calculating generator usage based on operating hours already recorded on the machine.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should comply with the Department's Motor Vehicle Safety Management Program policy on vehicle operator duty limits. (Action: Embassy Djibouti)	Embassy Djibouti	Post has hired three additional GSO Motor pool drivers, and is in the process of advertising for a fourth. Post is recruiting an additional Marine Security Guard (MSG) Driver to ensure MSG Other Authorized Use of GSO's motor pool is limited and thus avoids their demands on GSO drivers. In addition, post is unifying the Position Descriptions of the Ambassador's Body Guards and Drivers to create a larger pool of personnel who can drive him and thus limit driver hours during his intense travel schedule.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should update its vehicle policy to be compliant with Department standards. (Action: Embassy Djibouti).	Embassy Djibouti	Post is in the process of updating the vehicle policy to comply with Department standards.

Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should require all mission drivers to comply with the Overseas Motor Vehicle Safety Management Program. (Action: Embassy Djibouti)	Embassy Djibouti	Post has implemented a program to ensure all mission drivers comply with the Overseas Motor Vehicle Safety Management Program. Post verified that all personnel driving Embassy vehicles at any time have the appropriate licensure for the type of vehicle, driver's medical clearance, and have successfully completed Smith-System Driver training in order to safely operate US Government vehicles. All of these certifications are now automatically checked near their expiry dates for each driver and drivers are given an opportunity to update their records. Post asked that this recommendation be closed.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should prohibit locally employed staff mechanics from repairing personally owned vehicles on U.S. Government property or with U.S. Government equipment. (Action: Embassy Djibouti)	Embassy Djibouti	Post now prohibits locally employed staff mechanics from repairing personally owned vehicles on U.S. Government property or with U.S. Government equipment. Post asked that this recommendation be closed.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should implement a housing program that is fully compliant with Department standards. (Action: Embassy Djibouti)	Embassy Djibouti	Post has implemented a housing program that is fully compliant with Department Standards. Post hired a qualified Housing Coordinator who has begun collecting POSHO and RSO certification for new and existing properties. The RSO recently selected an EFM candidate for the Regional Security Coordinator position. Since the arrival of the Housing Coordinator, lengthy hotel stays and temporary quarter's usage has all but stopped. Since her start date, three new arrivals moved directly into their assigned housing, one was placed in a hotel for 14 days and another will be in temporary government housing for 60 days. Now that the Housing pool is an adequate size, post believes commissioning work will be minimized in the upcoming transfer season. The Interagency Housing Board (IAHB) is no longer chaired by an employee who answers to the Management Officer.



Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti, in coordination with Bureau of African Affairs, should implement a comprehensive program for updating locally employed staff position descriptions in accordance with Department standards. (Action: Embassy Djibouti, in coordination with AF)	Embassy Djibouti	Post has updated 70 of the 80 outdated Position Descriptions. The remaining 10 are being reclassified. The conditional employment offer letter for new drivers, as well as their Position Descriptions, now reflect their shift work.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti, in coordination with the Bureau of Human Resources, should update and translate into relevant language(s) its Locally Employed Staff Handbook. (Action: Embassy Djibouti, in coordination with DGHR)	Embassy Djibouti	Post is in the process of having the LES handbook translated into French and Arabic, the two official languages of Djibouti. Post has also been updating the most frequently contentious sections, starting with the policy on sick leave, severance pay, and the process of termination and is creating an EFM Special Projects Rover position to take on this project.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should implement a comprehensive policy outlining the requirements for vehicle third party liability coverage in accordance with Department standards. (Action: Embassy Djibouti)	Embassy Djibouti	Post has implemented a comprehensive policy outlining the requirements for vehicle third party liability coverage in accordance with Department standards and is now enforcing Department requirements to maintain continuous and adequate coverage. Reminder emails are sent every week for a month until the USDH driver pays their insurance. If the USDH driver has only a week left on their third party insurance and they have not paid, their Diplomatic License plates are removed from their vehicle and given to the DCM. The driver is then not able to drive until they schedule a meeting with the DCM to explain their failure to pay for insurance. A Management Policy was issued on this process.

Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti, in coordination with the Bureau of Administration, should submit updated post consumables and retail price surveys. (Action: Embassy Djibouti, in coordination with A)	Embassy Djibouti	Post has updated and submitted post consumables and retail price surveys.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should charge agencies and personnel appropriately for official and personal phone calls. (Action: Embassy Djibouti)	Embassy Djibouti	Post will bill residential phone charges to individual employees beginning in early 2019. For calls from the embassy land lines, post has installed new software to be able to track and charge agencies and personnel for official and personal phone calls appropriately.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should use electronic funds transfer for taxi and medical reimbursements over \$25 to local employees. (Action: Embassy Djibouti)	Embassy Djibouti	Post will require the use of electronic funds transfer for taxi and medical reimbursements to local employees. The FMO is currently researching options and developing an SOP to make this transition.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti, in coordination with the Bureau of Overseas Buildings Operations, should train its local staff in preventive maintenance or establish appropriate preventive maintenance contracts. (Action: Embassy Djibouti, in coordination with OBO)	Embassy Djibouti	Post in coordination with the Department has begun training its local staff in preventive maintenance. The Embassy has also engaged the Directed Maintenance Program for a focus in Electrical, Plumbing, HVAC and Generator training with classroom and hands on instructional training. Training sessions are in planning stages with a potential implementation in the 1st Quarter of FY2019. Post will continue to research possibilities to establish appropriate preventive maintenance contracts but, based on repeated poor experiences, does not anticipate finding any effective partners.

Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti, in coordination with the Bureau of Overseas Buildings Operations, should establish and implement a plan to appropriately store flammable materials. (Action: Embassy Djibouti, in coordination with OBO)	Embassy Djibouti	Post in coordination with the Department, has established and begun implementing a plan to ensure that flammable materials are stored appropriately. Post received the first tranche of OSHA approved flammable storage lockers and has stored its most volatile products. Remaining containers should be in place by 2nd Quarter FY2019.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should complete and record Information Systems Security Officer tasks as required by Department standards. (Action: Embassy Djibouti)	Embassy Djibouti	Post now completes and records Information Systems Security Officer tasks as required by Department standards.
Inspection of Embassy Djibouti, Djibouti	ISP-I-18-14	4/18/2018	Embassy Djibouti should conduct annual information technology contingency plan testing of the unclassified and classified networks in accordance with Department standards. (Action: Embassy Djibouti)	Embassy Djibouti	Post conducted the annual information technology contingency plan testing of the classified network on September 3, 2018 and for the unclassified network on October 6 in accordance with Department standards.
Inspection of Embassy Georgetown, Guyana	ISP-I-18-19	5/16/2018	Embassy Georgetown should correct line of sight issues in the Consular Section to comply with Department guidance for consular officers to visually monitor all consular operations. (Action: Embassy Georgetown)	Embassy Georgetown	OBO and CA conducted a site visit in December, 2018, and is preparing the results. Once CA and OBO provide their analysis and recommendations to Post, Post will provide their plan of action to correct line of sight issues to the OIG.

Inspection of Embassy Georgetown, Guyana	ISP-I-18-19	5/16/2018	Embassy Georgetown should implement procedures to review and manage its blanket purchase agreements, in accordance with Federal Acquisition Regulations. (Action: Embassy Georgetown)	Embassy Georgetown	Post has drafted a Standard Operating Procedure for Blanket Purchase Agreements, distributed it to Procurement staff, and saved it on their network for future use.
Inspection of Embassy Georgetown, Guyana	ISP-I-18-19	5/16/2018	Embassy Georgetown should implement a corrective action plan to bring all professional drivers and incidental operators into compliance with the Department's Overseas Motor Vehicle Safety Management Program. (Action: Embassy Georgetown)	Embassy Georgetown	Almost all incidental drivers have completed training and medical exams. Extenuating circumstances have delayed an update of the list to 100% completion, but it should be completed in the next month.
Inspection of Embassy Georgetown, Guyana	ISP-I-18-19	5/16/2018	Embassy Georgetown should vacate the U.S. Government-owned warehouse and notify the Bureau of Overseas Buildings Operations so it can be sold. (Action: Embassy Georgetown)	Embassy Georgetown	Post will commence the disposition process when the property is vacated, but it won't be vacated until the completion of the fire suppression project at the new warehouse. The Department reports that the design for the fire suppression system in the Georgetown BTL Warehouse is being finalized. There are outstanding deficiencies with the design that need to be resolved before the design can move into construction. The contractor has been requested by the Department to incorporate corrections into the final design submission and submit the design back to the Department. The contractor will mobilize and execute the work as soon as these corrections are incorporated and the design is accepted by the Department.
Inspection of Embassy Georgetown, Guyana	ISP-I-18-19	5/16/2018	Embassy Georgetown should implement standard operating procedures for installing network cabling system components. (Action: Embassy Georgetown)	Embassy Georgetown	Post improved the cabling system and infrastructure of the unclassified server room for better accessibility and management, according to specifications.

Inspection of Embassy Georgetown, Guyana	ISP-I-18-19	5/16/2018	Embassy Georgetown, in coordination with the Bureau of Information Resource Management and the Bureau of Western Hemisphere Affairs, should correct the network cabling infrastructure issues. (Action: Embassy Georgetown, in coordination with IRM and WHA)	Embassy Georgetown	Post has not yet received the ITIR survey, but is in frequent contact with the team lead. Some delays have been the result of cancellations of outgoing pouch shipments, which include materials the ITIR team needs to complete their survey. In the meantime, Post has improved the cabling system and infrastructure of the unclassified server room for better accessibility and management.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should develop and monitor benchmarks for its Bureau of International Narcotics and Law Enforcement Affairs aviation program to improve administrative, technical, and operational capabilities of Guatemala's aviation operations. (Action: Embassy Guatemala City, in coordination with INL)	Embassy Guatemala City	The Department has hired a Senior Aviation Officer (SAA) for the mission. The SAA will be critical to improving the administration, technical, and operational capabilities for the Guatemalan government as it pertains to the aviation program. The Department continues to work with the SAA to develop the performance benchmarks to measure the capabilities of the Guatemalan government.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City, in coordination with the Bureau of Human Resources, should complete updates to the local compensation plan. (Action: Embassy Guatemala City, in coordination with DGHR)	Embassy Guatemala City	Seven sections of the local compensation plan are still pending authorization by the Bureau of Human Resources. Once approved, the revisions will be implemented.

Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards. (Action: Embassy Guatemala City, in coordination with OBO)	Embassy Guatemala City	In July 2018, a seismic team conducted 37 seismic evaluations. To date, a total of 63 properties that have been reviewed. The remaining 29 units are in seven apartment buildings and 13 single-family residences. Post is requesting additional funds to complete the remaining seismic assessments.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should require that all chauffeurs and incidental drivers under Chief of Mission authority comply with applicable Department motor vehicle safety requirements. (Action: Embassy Guatemala City)	Embassy Guatemala City	Post provided a list of all current professional and incidental drivers under Chief of Mission authority, and confirms that they have received proper training and medical clearances. They are also in compliance with the 10 hour per day duty limit.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should require that Information Systems Security Officers perform duties specified in Department guidance. (Action: Embassy Guatemala City)	Embassy Guatemala City	Post has appointed five Information Systems Security Officers (ISSO) who have clearly defined duties defined in checklists, scanning and monitoring as well as the Department's Information Systems Center.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should require its local Information Technology Configuration Control Board to follow Department guidance. (Action: Embassy Guatemala City)	Embassy Guatemala City	Embassy Guatemala has established the Information Technology Configuration Control Board (ITCCB) through its ITCCB Charter and the ITCCB members regularly process ITCCB requests through Standard Operating Procedures.

Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should inventory, secure, monitor, and register its dedicated internet networks with the Bureau of Information Resource Management. (Action: Embassy Guatemala City)	Embassy Guatemala City	Post has inventoried and registered all Dedicated Internet Networks on the Department's iMatrix systems database.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should conduct an assessment of the Bureau of International Narcotics and Law Enforcement Affairs' wireless dedicated internet network based on the National Institute of Standards and Technology Risk Management Framework and implement appropriate controls to protect the information stored on the network. (Action: Embassy Guatemala City)	Embassy Guatemala City	Post assessed, inventoried, evaluated, registered and had the Regional Cybersecurity Officer inspect the Law Enforcement Affairs' wireless dedicated internet network.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should manage its classified and unclassified Active Directory groups in accordance with Department standards. (Action: Embassy Guatemala City)	Embassy Guatemala City	Post IT staff have created Standard Operating Procedures (SOP) as per State Department IT standards and are following these standards.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should implement standard operating procedures for managing its classified and unclassified networks. (Action: Embassy Guatemala City)	Embassy Guatemala City	Post IT staff have created Standard Operating Procedures (SOP) as per State Department IT standards and are following these standards.

Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should conduct annual tests of the information technology contingency plans for unclassified and classified networks in accordance with Department standards. (Action: Embassy Guatemala City)	Embassy Guatemala City	Embassy Guatemala IT staff conducted its first successful and comprehensive annual Contingency Plan Test last Spring and is scheduled to conduct another in the coming month.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should implement a plan for conducting initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities. (Action: Embassy Guatemala City)	Embassy Guatemala City	Embassy Guatemala IT Staff established and executed an IT Training plan.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should protect its network devices in accordance with the Department standards. (Action: Embassy Guatemala City)	Embassy Guatemala City	Post purchased and installed secure switch boxes, all network devices are protected in accordance with State Department standards.
Inspection of Embassy Guatemala City, Guatemala	ISP-I-18-16	5/16/2018	Embassy Guatemala City should relocate the telecommunications demarcation point outside the limited access main telephone frame room. (Action: Embassy Guatemala City)	Embassy Guatemala City	Embassy Guatemala IT Staff sought permission from the Facility Manager (FM) and the Regional Diplomatic Security Engineering Officer (SEO) from San Salvador to review the current demarcation arrangement and make recommendations to mitigate this issue. Both the SEO and the FM have made inspections and agree that the issue will be rectified with the completion of the new embassy compound.



<p>Improvements Needed To Strengthen Vehicle-Fueling Controls and Operations and Maintenance Contract at Embassy Kabul, Afghanistan</p>	<p>AUD-MERO-16-35</p>	<p>4/20/2016</p>	<p>OIG recommends that Embassy Kabul procure a new vehicle-fueling system (hardware and software) to replace the current outdated system.</p>	<p>Embassy Kabul</p>	<p>The Department is waiting for the new Vehicle Maintenance Facility (VMF) to open as part of the Kabul Extended East Compound (KEEC) project. The Qasemi VMF has now passed its FIRE inspection and is in the midst of handover to the Embassy. Pending outfitting the facility with tools and equipment, it will be in service. The Qasemi VMF will serve the bulk of the vehicles that leave the compound. The Qasemi VMF fuel point is outfitted with a modern fuel distribution system - Pneumercator 3000 – that will handle the distribution and tracking of those main fuel users. The Embassy Fuel Distribution point will remain open for vehicles and equipment that never leave the compound. This fuel distribution point can also serve normal vehicles on occasion, but the Qasemi location will become the primary refueling point for those vehicles.</p>
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<p>Improvements Needed To Strengthen Vehicle-Fueling Controls and Operations and Maintenance Contract at Embassy Kabul, Afghanistan</p>	<p>AUD-MERO-16-35</p>	<p>4/20/2016</p>	<p>OIG recommends that the Embassy Kabul motor pool manager review and reconcile the vehicle fuel transactions and the vehicle usage reports on a monthly basis to determine if any theft or improper use of fuel has occurred, in accordance with the Foreign Affairs Handbook, 14 FAH-1, H-814.2-2, "Motor Pool Manager Review."</p>	<p>Embassy Kabul</p>	<p>Embassy Kabul has continued to improve procedures to prevent fuel theft, including daily analysis of fuel use and CCTV coverage of the fuel point. Embassy Kabul has put internal control procedures in place at the Embassy's Fuel Distribution point that are, admittedly, stopgap in nature. However, these measures are effective in meeting the internal controls necessary to monitor and control the fuel distribution at this locked-down Embassy. As the current fuel distribution system will be replaced when the new KEEC VMF comes online, replacement of this system would also constitute a stopgap measure, which post believes is not cost effective. Our price quotes for a new fuel distribution system with installation, equivalent to the Qasemi VMF fuel system, is roughly \$100,000. Given that this expense would be for another stopgap measure, that is, in our opinion, excessive given that we do not believe that fuel theft is a significant issue at this location.</p> <p>We remind that controlling fuel theft at the distribution point at Embassy Kabul is less problematic than at other posts.</p> <ul style="list-style-type: none"> <li>o All employees are searched daily on entry and undergo random searches on exit.</li> <li>o No employees are allowed to bring personal vehicles on compound so they would have to walk out with jerry cans of fuel in order to steal.</li> <li>o USEK does not make fuel deliveries to residences as is common in many posts.</li> <li>o The vast majority of our vehicles (including the ATVs, the Bearcats, and the Lencos) do not leave the compound.</li> <li>o None of our non-metered equipment (portable generators, powered lights, etc.) leaves the compound.</li> <li>o A RSO-security escort accompanies all trips that include American passengers outside the compound.</li> <li>o All LE staff travel outside of the compound is closely monitored by the TOC using mandatory GPS devices, and any unexplained deviations in timing or route would draw their attention.</li> </ul> <p>Embassy Kabul has implemented additional internal</p>
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					<p>controls that seek to ensure only authorized vehicles and authorized users access the fuel distribution system, and also ensures the user and vehicle data are entered into FMIS for tracking purposes. While this system is labor intensive and requires constant oversight, we do believe that it meets the intent of the recommendations as well as has greatly improved the internal controls for vehicle fuel.</p>
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Inspection of Embassy Kinshasa, Democratic Republic of the Congo	ISP-I-16-19A	6/16/2016	Embassy Kinshasa, in coordination with the Bureau of International Information Programs and the Bureau of Educational and Cultural Affairs, should bring the appearance of the Information Resource Center into conformity with Department standards. (Action: Embassy Kinshasa, in coordination with IIP and ECA)	Embassy Kinshasa	Post is actively working to resolve this outstanding issue.
Audit of the Department of State's Administration of its Aviation Program	AUD-SI-18-59	9/25/2018	OIG recommends that Embassy Lima, Peru, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, identify all Department-owned aviation assets in Peru that meet the definition of accountable property and record them in the Integrated Logistics Management System.	Embassy Lima	Post and INL have completed a data call and inventoried all Department-owned aviation assets in ILMS. .
Audit of the Department of State's Administration of its Aviation Program	AUD-SI-18-59	9/25/2018	OIG recommends that Embassy Lima, Peru, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.	Embassy Lima	Post is prepared to implement the recommendation if and when the current bilateral letter of agreement with the host country allows. Embassy Lima and the Peruvian Ministry of the Interior are engaged in ongoing discussions on nationalization. If and when Peru agrees to accept INL's offer to nationalize the aircraft, a new LOA will be drafted setting the conditions, parameters, actions and timelines in order for nationalization to take place.

Inspection of Embassy Luanda, Angola	ISP-I-17-19	6/1/2017	Embassy Luanda, in coordination with the Bureau of Overseas Buildings Operations, should relocate employees to residences that meet Department fire standards. (Action: Embassy Luanda, in coordination with OBO)	Embassy Luanda	Post continues with transitioning our residences that do not meet Department fire safety standards to residences that are fully fire safety compliant. Since June 2017, Post has dropped 11 non-compliant residences from the housing pool. As of 12/12/2018, of the 41 residences that Post leases, 19 (46%) meet Department fire safety standards and 22 (54%) do not. Post estimates that the transition to properties that meet Department fire safety requirements will be complete by the end of the December 2020.
Inspection of Embassy Luanda, Angola	ISP-I-17-19	6/1/2017	Embassy Luanda should strengthen its controls over residential fuel deliveries in accordance with Department standards to include establishing a receiving clerk to oversee deliveries. (Action: Embassy Luanda)	Embassy Luanda	Residential fuel monitors have been received at Post. Installation is currently in progress. Post anticipates having monitoring system operational by April 2019.
Inspection of Embassy Managua, Nicaragua	ISP-I-18-12	3/5/2018	Embassy Managua should require that all drivers assigned to operate armored vehicles receive required training. (Action: Embassy Managua)	Embassy Managua	MSG drivers are now required to take the new Armored Vehicle Familiarization course. This course can only be offered by Certified Smith System Instructors (CSSI) who have received the additional armored vehicle driver training now incorporated in CSSI training. Because post's two CSSIs are not due for recertification until 2020, we cannot provide the training using local resources. In order to shorten the delay in training the two remaining MSG drivers, along with additional ICASS drivers who are occasionally required to serve as back-ups, post is exploring the possibility of borrowing an appropriately qualified CSSI from a neighboring post.

Inspection of Embassy Managua, Nicaragua	ISP-I-18-12	3/5/2018	Embassy Managua should require that all chauffeurs and incidental drivers under Chief of Mission authority receive Smith Safety driver training. (Action: Embassy Managua)	Embassy Managua	Seven of the nine drivers remaining to complete training had completed the training by February 28, 2019. Of the two drivers who still require training, both are other agency incidental drivers; one is scheduled to take the course in the coming weeks and Post management continues to work with the remaining agency to schedule the course.
Inspection of Embassy Monrovia, Liberia	ISP-I-17-12	5/24/2017	Embassy Monrovia should conduct a safety, health, environmental management inspection in accordance with Department guidelines and correct any deficiencies identified. (Action: Embassy Monrovia)	Embassy Monrovia	The Department is reviewing post's draft for a lock out/tag out policy that address every piece of equipment separately versus generically.

Inspection of Embassy Monrovia, Liberia	ISP-I-17-12	5/24/2017	Embassy Monrovia, in coordination with the Bureau of Human Resources, should update its local employee staff human resources handbook and local compensation plan to reflect the Government of Liberia's labor law. (Embassy Monrovia, in coordination with DGHR)	Embassy Monrovia	Post and the Department are working to finalize the last changes for the LCP.
Inspection of Embassy Monrovia, Liberia	ISP-I-17-12	5/24/2017	Embassy Monrovia, in coordination with the Bureau of Diplomatic Security, should train Information Management staff in accordance with Department guidance. (Action: Embassy Monrovia, in coordination with DS)	Embassy Monrovia	Post is working with DS on a training plan.

Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should review and update its process for preparing the annual Statement of Assurance prior to preparing its 2018 statement, in accordance with Department guidance. (Action: Embassy Nairobi)	Embassy Nairobi	Post prepared the 2018 statement of assurance using comprehensive checklists. In addition to frequently reminding supervisors of the need to take checklists seriously, the DCM met with all supervisors individually to discuss each individual checklist prior to submission.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi, in coordination with the Bureau of African Affairs, should develop a foreign assistance coordination process for use by the embassy and all Department bureaus to ensure all assistance programming receives chief of mission approval prior to implementation. (Action: Embassy Nairobi, in coordination with AF)	Embassy Nairobi	Post is conducting interagency discussion at post and with Washington to resolve this recommendation.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should close out its outstanding grants awards in compliance with Department standards. (Action: Embassy Nairobi)	Embassy Nairobi	Embassy Nairobi Public Affairs has worked diligently to close out grants from FY 2016 and FY 2017. Of the 71 grants issued in FY 2016, one remains active, 68 were closed and two are in the closeout process. For FY 2017, 120 grants were issued. 11 remain active, 80 were closed and 29 are in the closeout process.



Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should require Public Affairs Section supervisors to complete all locally employed staff performance evaluations in accordance with Department guidance. (Action: Embassy Nairobi)	Embassy Nairobi	All performance evaluations for PAS local staff are now up to date.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi, in coordination with the Bureau of African Affairs and the Bureau of the Comptroller and Global Financial Services, should reprogram one program-funded information management position to an International Cooperative Administrative Support Services-funded position in accordance with Department guidelines and put \$81,331 to better use. (Action: Embassy Nairobi, in coordination with AF and CGFS)	Embassy Nairobi	The Financial Management Center will coordinate with AF, CGFS and the ICASS council to move one PROG position to ICASS.

Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should prepare an annual acquisition plan and obtain input from the U.S. Mission to Somalia on its plan. (Action: Embassy Nairobi)	Embassy Nairobi	A priority list of acquisitions for fiscal year 2018, including input from Mission Somalia, was submitted to FMC based on Management's priorities. Procedures are in place to develop future annual acquisition plans.
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Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should require all contracting officer representatives to administer their contracts in accordance with Department standards. (Action: Embassy Nairobi)	Embassy Nairobi	Representatives from the Department visited post August 13-17, 2018 to meet with CORs to review files, provide training, and to tighten up current procedures. A follow-up visit is scheduled for early this calendar year. Additionally, there will be follow-up sessions via video conference. Lastly, GSO is conducting monthly progress checks with the contract officer representatives to ensure compliance with applicable regulations.
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Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should clear its electronic filing backlog in accordance with Department guidelines. (Action: Embassy Nairobi)	Embassy Nairobi	GSO Procurement continues to work to reduce the number of non-closed-out E-files. Additionally, FMC and Procurement have discussed a way forward regarding uploading invoices to the system. Expected completion date is by Spring 2019.
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Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should renegotiate the terms of the five make-ready contracts and lower the minimum number of residences guaranteed to each of the contractors. (Embassy Nairobi)	Embassy Nairobi	GSO Procurement reduced the number of make-ready vendors from five to four. This allows for 80 houses to be completed during the next fiscal year, down from 100 this year.
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Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should bring all professional drivers and incidental operators into compliance with the Department's standards for motor vehicle safety management. (Action: Embassy Nairobi)	Embassy Nairobi	GSO Motor Pool has established a process whereby all newly arrived Americans (who will drive GOVs) will be scheduled for a Health Unit visit to review their medical physical data to ensure compliance. For current American personnel in Nairobi, Motor Pool and the Health Unit are coordinating visits to review current medical physicals. All incidental local drivers and Motor Pool drivers are in compliance with current medical physicals and this information is suspended to ensure future medical physical updates.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should establish a comprehensive corrective action plan to certify all residences for occupancy in accordance with Department standards. (Action: Embassy Nairobi)	Embassy Nairobi	GSO Leasing is coordinating with FM and RSO on previous residences where POSHO and RSO certifications in RPA are not in the files. Moving forward, post has established a work flow whereby FM and RSO provide copies to Leasing to upload into RPA. Currently, we have certifications for 49 units, with another 148 remaining to be certified. The timeline to completion is September 2019. In June 2018, there were 242 residences needing certification memos. As of this date, 163 residences have been certified, and there are 105 residences remaining. In addition to regular residence turnover and lease renewal certifications, RSO is performing monthly inspections of these legacy leases, with an expected timeline to completion of September 30, 2019.

<p>Inspection of Embassy Nairobi, Kenya</p>	<p>ISP-I-19-08</p>	<p>10/26/2018</p>	<p>Embassy Nairobi should renegotiate all residential leases that do not comply with Department guidance and use the model lease as required by Department standards. (Action: Embassy Nairobi)</p>	<p>Embassy Nairobi</p>	<p>GSO Leasing had 90 leases not meeting the Model Lease required standard. Currently, 14 leases have been renegotiated, with another 76 units to be completed. Anticipated completion date is December 31, 2020.</p>
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Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should conduct a utilization survey and sell or dispose of excess inventory in accordance with Department standards, and put up to \$14 million to better use. (Action: Embassy Nairobi)	Embassy Nairobi	GSO Property has reduced its inventory and moved to a new warehouse. In conjunction with this move, Post held auctions on June 28, September 20, and October 25, 2018 to reduce the property holdings and to dispose of excess equipment and supplies. In addition, a follow-on scrap-sale auction was held on October 4, 2018, further reducing our inventory.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should conduct spot checks of all of its expendable and non-expendable property in accordance with Department standards prior to moving to its new warehouse. (Action: Embassy Nairobi)	Embassy Nairobi	This procedure is currently in place whereby the Assistant GSO for Property performs spot checks and annotates/documents these spot checks. Post also notes that ILMS will have a future feature to allow for spot checks.



Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should ensure that all residential inventories are accounted for and documented in its files in accordance with Department guidelines. (Action: Embassy Nairobi)	Embassy Nairobi	GSO Property currently reviews all check-in and check-out inventories, and the old files will be reviewed once transfer season is finished. Current percentage completed is 40%+.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should terminate official payments for private domestic staff without legally obligating documentation. (Action: Embassy Nairobi)	Embassy Nairobi	Effective September 30, 2018, Post terminated all official payments for private domestic staff without legally obligating documentation.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should develop and implement standard procedures to accurately track and record employee receivables in accordance with Department requirements. (Action: Embassy Nairobi)	Embassy Nairobi	FMC contacted multiple missions to locate a generally-accepted control system. Based on the response, Embassy Nairobi implemented the use of a control spreadsheet being used by a mission of similar size. FMC staff developed and reviewed Standard Operating Procedures (SOPs).
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should bring the subcashing program into compliance with Department requirements. (Action: Embassy Nairobi)	Embassy Nairobi	Embassy Nairobi has brought the subcashing program into compliance.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should implement written procedures to review unliquidated obligations, including deobligating all funds when offices do not provide documentation that the obligations are valid. (Action: Embassy Nairobi)	Embassy Nairobi	Post has reviewed, redesigned, and documented ULO SOPs. Furthermore, instructions to Serviced Offices now state that FMC requires confirmation of the ULO if less than two fiscal years old and if over two fiscal years old, a written justification is required.

Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should review all unliquidated obligations with no activity for over one year, deobligate those that are no longer valid in accordance with Department standards, and put up to \$1.7 million to better use. (Action: Embassy Nairobi)	Embassy Nairobi	Post is implementing the recommendation, noting that a significant portion of the issue was resolved in the process of resolving Recommendation 22 above. Since the OIG inspection, FMC has de-obligated or liquidated over \$7.2 million of FY 2017 and earlier ULOs. This consists of \$6.7 million (1,380 obligations) of State agency ULOs and \$0.5 million (555 obligations) of Serviced Agency ULOs.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should cease using the American Employee Association to provide payroll services for official residence staff until it has complied with the requirements of 6 Foreign Affairs Manual 500. (Action: Embassy Nairobi)	Embassy Nairobi	The American Employee Association began providing payroll services on a trial basis and did institute a fee for the service. The AEA board recently decided that it did not have the resources to provide this service to the entire community and voted to phase it out. Post asked that this recommendation be closed.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should submit the hotel and restaurant report for all listed localities in Kenya to the Office of Allowances. (Action: Embassy Nairobi)	Embassy Nairobi	Post will submit the hotel and restaurant report for all listed localities.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should perform all Information Systems Security Officer duties, including consistent reviews, in accordance with Department standards. (Action: Embassy Nairobi)	Embassy Nairobi	New ISSOs have been appointed for unclassified and classified enclaves. The new primary ISSO has completed training and set-up a stand-alone administrative workstation in IPC and is now working with the post Information Assurance officer on monitoring and response. Additionally, ISSO duties have been incorporated in their respective Work Requirements Statement. Post ISSO had his training renewed last month and he is now designated as the primary ISSO. He has an admin workstation in IPC to review and monitor as required. Post asked that this recommendation be closed.

Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi, in coordination with the Bureau of Diplomatic Security and the Bureau of Information Resource Management, should remediate all physical cybersecurity recommendations from Department reviews. (Action: Embassy Nairobi, in coordination with DS and IRM)	Embassy Nairobi	In coordination with ESO, all locations have been identified and corrective action taken except for one (R04).
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should implement a records management program that complies with Department standards. (Action: Embassy Nairobi)	Embassy Nairobi	Records Management Coordinators have been identified for every section. Training and familiarization sessions have been scheduled for all new coordinators as well as recommending that they all take PK-217 Records Management for Everyone online as well.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should upgrade the residential compound basement storage area to meet environmental standards or identify a suitable location for inactive records storage. (Action: Embassy Nairobi)	Embassy Nairobi	The Department is surveying the current facility to identify requirements at which point the procurement and installation plan will be submitted. Embassy expects completion NLT June 1, 2019.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should implement monthly testing of the emergency action committee radio network, in accordance with Department standards. (Action: Embassy Nairobi)	Embassy Nairobi	IRM has developed a Standard Operating Procedure for distribution to all EAC members on the use of an encrypted radio. IRM distributed EAC radios to all members. The EAC radio checks were initiated on November 17, 2018 and will continue monthly.

Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi, in coordination with the Bureau of Information Resource Management, should update the communications appendix in the emergency action plan. (Action: Embassy Nairobi, in coordination with IRM)	Embassy Nairobi	The communications appendix has been updated.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should implement its standard operating procedures for managing and tracking mobile devices and encrypted flash drives, as required by Department standards. (Action: Embassy Nairobi)	Embassy Nairobi	Post has developed a Standard Operating Procedure for future use. Mobile Computing is working with the GSO to ensure that all documented procedures are being followed. All mobile device inventories were moved to the ILMS loanable property module, except for the Iron keys, which are on a spreadsheet. GSO will work to complete the inventory and move it to loanable property modules.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should dispose of obsolete sensitive information processing equipment, in accordance with Department guidance. (Action: Embassy Nairobi)	Embassy Nairobi	The project has been assigned to the RIMC Technician, and the Embassy is also sending two more IMS personnel for training on destruction procedures. The two IMS personnel were scheduled to complete training December 2018. The task is expected to be completed once personnel are trained and certified.
Inspection of Embassy Nairobi, Kenya	ISP-I-19-08	10/26/2018	Embassy Nairobi should execute a new lease for the tactical holding facility in accordance with Department leasing procedures. (Action: Embassy Nairobi)	Embassy Nairobi	The Department did not accept this recommendation. The leasing office for post is working with the regional security officer (RSO) and the relevant contractor to rationalize this lease. The contractor has assumed payment of this lease from Washington, D.C. directly to the landlord, thereby removing Embassy Nairobi as the payment mechanism. Additionally, RSO has requested the contractor formally to amend this lease to remove Embassy Nairobi from the landlord/lessor relationship. Lastly, no COM personnel reside in this residence, and it is used solely for the Kenyan police force, a 100% local Kenyan force that provides security services to Embassy Nairobi and off-compound residential responses. There is therefore no requirement to bring this lease under standard Department leasing procedures.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should implement functional training plans for incumbent and incoming staff in the mission's Political Sections. (Action: Embassy New Delhi)	Embassy New Delhi	The Embassy is in the process of developing a training plan for incumbent staff for 2019. Funds permitting, this plan includes functional training for current staff, including three LES to attend Political Tradecraft courses offered in January, March, and September 2019.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should develop and implement an end-use monitoring plan to conduct required end-use monitoring checks in accordance with Department standards. (Action: Embassy New Delhi, in coordination with INL)	Embassy New Delhi	Conducting required end-use-monitoring checks in remote parts of India is dependent on staff and resources for travel. We will engage with INL during a mid-December visit to discuss this issue and identify potential resources and staffing. We will work with our consulates to coordinate end-use-monitoring elements in their limited travel to these difficult to reach areas of India.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi, in coordination with the Bureau of Counterterrorism and Countering Violent Extremism and the Bureau of South and Central Asian Affairs, should prepare a position description for the regional counterterrorism coordinator position, number 10262001 that contains an accurate statement of responsibilities. (Action: Embassy New Delhi, in coordination with CT and SCA)	Embassy New Delhi	The Counterterrorism bureau has been working to better define the responsibilities of its six counterterrorism coordinators around the world. The Embassy will consult with the CT bureau on this effort.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should implement an annual training plan to prioritize and fund mission-wide training needs for all Public Affairs Section positions. (Action: Embassy New Delhi)	Embassy New Delhi	Embassy New Delhi accepts the recommendation. The Embassy is preparing a training plan to prioritize Mission-wide training priorities. However, as training requirements for a large number of local employed positions will be defined when the implementation of the Locally Employed Staffing Initiative is completed, PAS India will be able to address only a limited number of training needs this fiscal year. Accordingly, implementation will begin in 2019, with a target completion in 2020.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi, in coordination with the Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs and the Bureau of International Information Programs, should develop audience and impact metrics for the Public Affairs Section's magazine, SPAN. (Action: Embassy New Delhi, in coordination with R/PPR and IIP)	Embassy New Delhi	The Embassy will work with R/PPR and IIP to develop audience and impact metrics for the Public Affairs Section's magazine, SPAN. This recommendation is expected to be completed in FY 2019.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should integrate SPAN into the Public Affairs Section's broader digital media activities. (Action: Embassy New Delhi)	Embassy New Delhi	The Embassy will develop a plan to integrate SPAN in the Public Affairs Section's broader digital media activities. Implementation of this recommendation will begin in Spring of 2019.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should conduct a review of the North India Office structure, staffing, and performance to determine whether it is sufficiently resourced and appropriately structured to carry out its stated mission, and implement any recommended changes resulting from the review. (Action: Embassy New Delhi)	Embassy New Delhi	Embassy New Delhi has already begun to address staffing and structure of the North India Office. The Office has developed a strategic plan for FY-19 to advance the Mission India Integrated Country Strategy (ICS) goals in northern India. The Office will review performance progress quarterly throughout FY-19 as part of the broader ICS review process and report those findings to the Executive Office.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should comply with the Department standards for crisis preparedness. (Action: Embassy New Delhi)	Embassy New Delhi	Mission India consular sections are in the process of updating orientation and training manuals to ensure that all consular employees are aware of their respective post's crisis preparedness plans and resources. Mission India consular sections are adopting Consulate General Chennai's crisis preparedness training program for all consular employees to develop the skills needed during a crisis. This will be completed by early 2019. Mission India crisis preparedness efforts are ongoing, including a recent Consulate General Mumbai-organized Mission-wide Consular Crisis Exercise in November 2018, with participation from all five posts and other sections and agencies.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should provide a closed-circuit TV monitoring system or other means to enable consular managers to visually observe activities at nonimmigrant and immigrant visa windows within the Consular Section. (Action: Embassy New Delhi)	Embassy New Delhi	Embassy New Delhi requested additional time for the Regional Security Office, in consultations with Diplomatic Security International Programs in Washington, to determine whether the Department of State allows for closed-circuit television coverage of internal work spaces. Embassy New Delhi notes that this workspace is not being used with the frequency that it once was as the majority of immigrant visa processing has been consolidated in Mumbai. While the windows are in use, as per 7 FAH-1 H-281e, consular managers periodically walk around to physically observe the work areas that lack direct line of sight.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should update the position descriptions for consular locally employed staff at Consulate General Kolkata in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	All position descriptions for Consulate General Kolkata consular section locally employed staff have been updated in accordance with Department standards. The Regional Classification Center completed their certification of the updated position descriptions and post is now collecting signatures on the updated position descriptions.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should reconcile transactions in the Suspense Deposit Abroad account in accordance with Department guidelines, and put funds of \$65,772 to better use. (Action: Embassy New Delhi)	Embassy New Delhi	The Financial Management Center (FMC) is developing a new Standard Operating Procedure (SOP) to facilitate the clearing of Suspense Deposit Abroad (SDA) account deposits as quickly as possible, in compliance with 4 FAH-3 H-322c(2). This SOP will be circulated to Mission stakeholders, including the General Services and Budget & Finance offices at the Embassy and the Consulates General, in December 2018. Following the June 2018 inspection, FMC had reduced the SDA account balance to \$9,654. Unfortunately, due to the nature of the SDA account, deposits received from outside entities may contain incomplete information requiring follow-up from non-responsive parties, creating a condition that prevents all deposits from always being cleared within 60 days.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should clear overdue travel advances in accordance with Department guidelines, and put funds up to \$52,385 to better use. (Action: Embassy New Delhi)	Embassy New Delhi	The FMC is preparing a new Mission-wide Management Notice to remind employees of the mandatory requirement to submit their completed travel vouchers within five business days of completing travel. The Management Notice, which will be published in December 2018, will communicate reduced tolerance for late voucher submissions and identify new collection procedures for repayment of outstanding advances, including potential repayment from personal funds, if a timely voucher is not submitted.



Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi, in coordination with the Bureau of South and Central Asian Affairs and the Bureau of the Comptroller and Global Financial Services, should reprogram additional Diplomatic and Consular Program-funded Information Management positions to International Cooperative Administrative Support Services-funded positions in order to put funds of \$81,331 per position to better use. (Action: Embassy New Delhi, in coordination with SCA and CGFS)	Embassy New Delhi	Subject to ICASS Council approval, Post will coordinate with the NEA/SCA budget office on the movement of one FP-04 Information Management Specialist position in New Delhi from Program to ICASS funding. Due to the need to obtain post-level ICASS Budget Committee and ICASS Council approval and the fact that the FY19 fiscal year has already started, this change will be accomplished in the FY20 ICASS budget.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should remove the Hindi language requirement from the Kabul Support Unit locally employed staff position descriptions. (Action: Embassy New Delhi)	Embassy New Delhi	Post removed the Hindi language requirement from the Kabul Support Unit locally employed staff position descriptions on November 27, 2018.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should update its locally employed staff handbook in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Post updated the locally employed staff handbook in accordance with Department standards and published it on October 11, 2018.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should submit all hardship differential surveys to the Bureau of Administration in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Consulate General Hyderabad submitted its hardship differential survey on September 4, 2018. Consulate General Kolkata's hardship differential will be submitted by December 31, 2018.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should require that all chauffeurs and incidental drivers under Chief of Mission authority comply with applicable Department overseas motor vehicle safety requirements. (Action: Embassy New Delhi)	Embassy New Delhi	Post is implementing a schedule to train all drivers in Smith System Safe Driver Training by 2020. The Embassy will also work with RSO and DS to provide training for armored vehicles. By Spring 2019, those drivers who are presently out-of-compliance will complete Medical and POSHO training. Post will ensure all drivers have medical certifications and review the physical examination schedule quarterly and comply with the 10-hour duty rule by December 2018.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should bring its motor vehicle fleet into compliance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Post is purchasing vehicles that meet the Department's vehicle safety standards for both passenger and utility vehicles. Vehicles that do not meet the safety standards are being auctioned off.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should review its fleet reports in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Since July 2018, the Embassy's motor pool supervisor has been reviewing, monitoring, and signing the monthly fleet summary report. This is documented in the monthly analytics report, which is reviewed by the U.S. direct-hire General Services Officer.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should document nonexpendable property transfers in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	As of May 2017, the Embassy has been using the DS-584 prior to pick-ups and delivery and, since March 2018, the Embassy has been using the iPhone scanners for all DS-584 simplified transactions furniture movements. If this technology is not available, GSO staff will produce the DS-584 in advance based on the submitted My Services request.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should bring expendable supplies management into compliance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Post integrated all Facilities Management Expendable Supplies into the Integrated Logistics Management System (ILMS) in August 2018. The Embassy's Property Section now tracks and distributes all expendable supplies through the official ILMS system.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi, in coordination with the Bureau of South and Central Asian Affairs and the Bureau of Administration, should ratify all unauthorized commitments in accordance with Department standards. (Action: Embassy New Delhi, in coordination with SCA and A)	Embassy New Delhi	Post is working with the Bureau of South and Central Asian Affairs and the Bureau of Administration on ratifying all unauthorized commitments. A revised ratification package was sent to the Post Management Officer for review and approval.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should submit its hotel and restaurant reports to the Bureau of Administration. (Action: Embassy New Delhi)	Embassy New Delhi	Post will conduct a hotel and restaurants market survey and submit it to the Bureau of Administration for approval.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi, in coordination with the Bureau of Overseas Buildings Operations, should implement an action plan to resolve the mission's safety, health, and environmental management deficiencies and bring the program into full compliance with Department standards. (Action: Embassy New Delhi, in coordination with OBO)	Embassy New Delhi	Post is working with the Consulates and OBO's Safety, Health and Environmental Management Division to develop plans to comply with Department safety standards.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should submit design plans to the Bureau of Overseas Buildings Operations for the unapproved modifications to property numbers X9990, X9991, X9992, X9993, X9999, and X29001 in Kolkata, and R1007 and R1012 in Mumbai. (Action: Embassy New Delhi)	Embassy New Delhi	Post initiated coordination with OBO regarding New Delhi's, Kolkata's, and Mumbai's unapproved modifications.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should bring its method and procedures for procuring fuel from the American Community Support Association into compliance with the Federal Acquisition Regulation. (Action: Embassy New Delhi)	Embassy New Delhi	Post accepts the recommendation and is working with the American Community Support Association Board and the Department's Office of Commissary and Recreation Affairs, and Office of Procurement Executive to obtain an exception to the Federal Acquisition Regulations.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should establish roles and responsibilities for the mission's Information Systems Security Officers in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Last Spring, the Post created Assistant Information Systems Security Officer (ISSO) accounts and IRM personnel were instructed to provide ISSO oversight roles on our various different Networks (Classified and Unclassified). Consulate ISSOs take an active role with required ISSO duties at their sites. The Regional ISSO provides cybersecurity consultative services, advice, coordination, and oversight for the Mission networks. Note: IRM Mission India ISSO coverage consists of a Regional ISSO as well as ISSOs and Alternate-ISSOs in New Delhi and our four Consulates.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should complete a security assessment and obtain an authorization to operate for each locally developed application in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	The ISC is migrating non-compliant applications to the Standard Operating Environment (SOE) tools, such as Access, Excel, or other approved platforms.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should implement a standard operating procedure for application development. (Action: Embassy New Delhi)	Embassy New Delhi	The ISC conducts application development only on SOE tools (see response for OIG Recommendation 31).
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should implement standard operating procedures to inventory, manage configurations, and monitor the mission's dedicated internet networks in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Post completed implementation in May 2018. New Delhi's dedicated internet networks (DIN) are both registered and follow required Department standards. Pursuant to the Embassy's Standard Operation Procedure, all existing hardware and software used on the Embassy's DIN's have been properly vetted through the Local Configuration Control Board (LCCB) or Department's Configuration Control Board (ITCCB). Devices and/or applications must be approved by our LCCB or the Department's ITCCB before purchase.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should implement a detailed plan that includes a cost-benefit analysis to consolidate its two print and graphics operations. (Action: Embassy New Delhi)	Embassy New Delhi	The process of consolidation was already in progress prior to the OIG visit to New Delhi in 2018. Post will provide a detailed plan of the benefits of consolidation by the end of first quarter 2019.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should assign roles and responsibilities for management of the centralized classified networks. (Action: Embassy New Delhi)	Embassy New Delhi	Post drafted a Memorandum of Understanding for roles and responsibilities for the Consulates with regard to the classified network centralized in New Delhi.

Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should develop and implement knowledge management procedures for capturing, sharing, transferring, and retaining information related to the mission's information management programs, in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Post is drafting standard operating procedures (SOPs) to implement knowledge management procedures for capturing, sharing, transferring, and retaining information for IT programs. Post has reorganized/streamlined its shared online folder, and is regularly updating the SOP to reflect any changes.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should annually test the information technology contingency plans for the unclassified and classified networks in the embassy and Consulate General Hyderabad in accordance with Department standards. (Action: Embassy New Delhi)	Embassy New Delhi	Post is putting into place an SOP for performing the Information Technology Contingency Plan (ITCP) test annually. ITCP unclassified New Delhi was tested in 2017. Concurrent ITCP classified tests in New Delhi and Consulates General Hyderabad and Kolkata began in February 2019. Consulates General Chennai and Mumbai are up-to-date on their annual testing.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	Embassy New Delhi should implement a plan to conduct initial and annual refresher information technology contingency training for employees with information technology contingency planning responsibilities in the embassy and Consulate General Hyderabad. (Action: Embassy New Delhi)	Embassy New Delhi	Post is drafting the SOP to cover the initial and annual refresher ITCP training (at both the Embassy and Consulate General Hyderabad) by the end of first quarter 2019.

Audit of the Department of State's Administration of its Aviation Program	AUD-SI-18-59	9/25/2018	OIG recommends that Embassy Panama City, Panama, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.	Embassy Panama City	The Department and Embassy Panama did not concur with the recommendation, citing current plans to sunset the aviation program in Panama by early calendar year 2019, with the aircraft being withdrawn.
Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	Embassy Riyadh should implement strategic plans to allocate mission-wide reporting, travel, and representation resources according to Integrated Country Strategy priorities. (Action: Embassy Riyadh)	Embassy Riyadh	In accordance with Department-wide instructions, we are in the process of updating our Integrated Country Strategy (ICS) goals and objectives, with final submissions due June 18. We will key off those revised goals/objectives and the updated Mission Resource Request (MRR) submitted on March 13 in allocating mission-wide reporting, travel and representation resources.
Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	Embassy Riyadh should implement a plan to eliminate duplication of the existing responsibilities of the Political/Military and Office of Program Management- Ministry of Interior Sections with the new Senior Defense Official/Defense Attaché position. (Action: Embassy Riyadh)	Embassy Riyadh	The Department has hired a visit coordinator who is the central point of contact for PolMil, the Defense Attaché Office (DAO), and the Office of Military Cooperation (OMC) for all military visitors; this has eliminated unnecessary redundancies related to the coordination of military visits. As for any duplication in coordinating the three U.S. security entities in Saudi Arabia, the SDO/DATT, OMC, and PolMil continue to streamline and deconflict their respective roles and responsibilities. Part of this effort involves SDO/DATT's coordination with CENTCOM and DIA to more clearly delineate the mission of the Office of Military Cooperation, which comprises the five new uniformed military positions established to support the SDO/DATT. The target for implementation of this recommendation remains September 2019.

Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	Embassy Riyadh should conduct required audits of adjudicated passport applications in accordance with Department guidance. (Action: Embassy Riyadh)	Embassy Riyadh	Embassy Riyadh is conducting regular audits of adjudicated passport applications. Post provided the OIG with the text of the Mission's SOP for performing passport audits in accordance with Department guidance.
Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	Embassy Riyadh, in coordination with the Bureau of the Comptroller and Global Financial Services, should implement procedures to require U.S. direct-hire employees to comply with Department of State Standard Regulation 532(a) (2) and collect overpayments made in cases of non-compliance. (Action: Embassy Riyadh, in coordination with CGFS)	Embassy Riyadh	Post has developed a tracking plan to ensure compliance with DSSR 532 (a) (2). Post contacted the Bureau of the Comptroller April 25 and requested further guidance on procedures to prevent overpayments in the future.
Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	Embassy Riyadh, in coordination with the Bureau of Near Eastern Affairs, and the Bureau of the Comptroller and Global Financial Services, should reprogram at least one program-funded information management position to an International Cooperative Administrative Support Services-funded position to realize funds put to better use of up to \$153,480. (Action: Embassy Riyadh, in coordination with NEA and CGFS)	Embassy Riyadh	Post Management has identified the Information Management Specialist program-funded position to be reprogrammed as an ICASS-funded position.



Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	Embassy Riyadh, in coordination with the Bureau of Human Resources, should determine the per employee cost of the homeward passage benefit and pay it to eligible employees through the payroll system to realize funds put to better use of \$361,773. (Action: Embassy Riyadh, in coordination with DGHR)	Embassy Riyadh	Embassy Riyadh has requested authorization to monetize homeward passage. The Department is working with post on its response.
Inspection of Embassy Riyadh and Constituent Posts, Saudi Arabia	ISP-I-18-17	5/11/2018	Embassy Riyadh should require all professional and incidental drivers under chief of mission authority to comply with applicable Department motor vehicle safety training requirements. (Action: Embassy Riyadh)	Embassy Riyadh	The Department is enforcing the post safe driver training requirement for all incidental drivers.
Inspection of Embassy San Jose, Costa Rica	ISP-I-18-13	4/26/2018	Embassy San Jose, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants (Action: Embassy San Jose, in coordination with OBO and CA)	Embassy San Jose	Post has validated that existing conditions of interview window and path leading from entrance of PAC allows for ADA access along the entire path. OBO Design is currently working on a design to lower a window, but to post's knowledge, the project is not yet funded. The project is now a requirement and DE has placed it on the 2019 planning list. Once design is completed, construction permit issued, and funding is allotted for this project, Post FM will be able to oversee the completion of the project.

Inspection of Embassy San Jose, Costa Rica	ISP-I-18-13	4/26/2018	Embassy San Jose, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Diplomatic Security, should provide accommodations for visa applicants in accordance with Department standards. (Action: Embassy San Jose, in coordination with OBO and DS)	Embassy San Jose	Post has explored funding options, and the relevant officers have discussed a simple pipe-and-canvas structure that will meet physical security requirements while providing adequate overhead protection from inclement weather. The Department is working with a local architect to develop and cost out a design that meets all requirements.
Inspection of Embassy San Jose, Costa Rica	ISP-I-18-13	4/26/2018	Embassy San Jose should implement a corrective action plan to bring all professional drivers and incidental operators under Chief of Mission authority into compliance with the Department's Motor Vehicle Safety Management Program for Overseas Posts. (Action: Embassy San Jose)	Embassy San Jose	Post will provide documentation that the remaining drivers have completed the refresher training. This documentation should include drivers' names, date training completed and confirm current medical clearances.

Inspection of Embassy San Jose, Costa Rica	ISP-I-18-13	4/26/2018	Embassy San Jose should clear all outstanding travel advances in accordance with Department standards. (Action: Embassy San Jose)	Embassy San Jose	Post has cleared advances for all finalized and vouchered trips. There are 11 outstanding travel advances over 30 days, most with unfiled vouchers. FMO is now targeting travelers to file vouchers in accordance with government travel regulations. Travelers' completion of final settlement will close out remaining open advances.
Inspection of Embassy San Jose, Costa Rica	ISP-I-18-13	4/26/2018	Embassy San Jose should implement a call accounting system and procedures to accurately bill for monthly telephone services. (Action: Embassy San Jose)	Embassy San Jose	Call accounting software (Call Bill) and appropriate licenses have been procured and are installed on Post's telephone network. Reports have been built that will pull data based on cost center, which are delivered to the Financial Management Office for cost recovery. However, the system is not yet operational due to technical issues. Post is working with RIMC Florida to work out the issues. Anticipate completion by Dec 31, 2018. Once the data is collected, post will need to develop a policy that accounts for the many variables (base rates, overage charges, personal calls, cell-to-cell, etc.) to accurately reflect usage and correctly bill each agency for telephone services. Anticipated completion is February 2019.

Inspection of Yemen Affairs Unit	ISP-I-18-21	3/6/2018	The Yemen Affairs Unit should review Embassy Sanaa's balance of \$4.89 million in unliquidated obligations and validate or de-obligate the funds to put them to better use as applicable. (Action: YAU)	Embassy Sanaa	The majority of the remaining unliquidated obligations from FY 2012-2015 at Embassy Sanaa have been de-obligated.
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Management Assistance Report: U.S. Embassy Tbilisi Employee Association Commissary Accounting Controls	INV-17-01	6/29/2017	OIG recommends that the Board Chair of the Tbilisi Embassy Employee Association develop and implement policies and procedures in accordance with 6 Foreign Affairs Manual (FAM) 531.2 to document, support and control the deleting of accounting transactions in the commercial off-the-shelf accounting software. At a minimum, those procedures should include monthly reviews of deleted transactions, comparisons of opening and closing balances, and review of documentation to support the deletion of transactions.	Embassy Tbilisi	Post has taken all necessary steps to close the recommendation and is drafting a cable response to OIG now.
Management Assistance Report: U.S. Embassy Tbilisi Employee Association Commissary Accounting Controls	INV-17-01	6/29/2017	OIG recommends that the Board Chair of the Tbilisi Embassy Employee Association develop and implement procedures in accordance with 6 FAM 531.2 to verify that: a) Daily cash receipts and deposits are reconciled monthly. b) Bank reconciliations are conducted. c) Monthly reconciliations are performed between the cash register sales and commercial off-the-shelf accounting software systems.	Embassy Tbilisi	Post has taken all necessary steps to close the recommendation and is drafting a cable response to OIG now.

<p>Management Assistance Report: U.S. Embassy Tbilisi Employee Association Commissary Accounting Controls</p>	<p>INV-17-01</p>	<p>6/29/2017</p>	<p>OIG recommends the Board Chair of the Tbilisi Embassy Employee Association develop and implement cash management procedures in accordance with the internal controls prescribed for cash collection and handling by embassy cashiers in 4 Foreign Affairs Handbook (FAH)-3 H- 396.1 (g) and 4 FAH-3 H-390. Specifically, these procedures should include requirements to: a) Prepare daily deposit slips for cash and negotiable instruments. b) Deposit cash daily, or as often as needed, to avoid excess "cash on hand" as defined by local accounting and cash management procedures.</p>	<p>Embassy Tbilisi</p>	<p>Post has taken all necessary steps to close the recommendation and is drafting a cable response to OIG now.</p>
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Management Assistance Report: U.S. Embassy Tbilisi Employee Association Commissary Accounting Controls	INV-17-01	6/29/2017	OIG recommends that the Board Chair of the Tbilisi Embassy Employee Association develop and implement policies and procedures to restrict access to the accounting system by: a) Requiring individual user IDs and strong passwords for all users. b) Restricting Administrator rights to appropriate staff.	Embassy Tbilisi	Post has taken all necessary steps to close the recommendation and is drafting a cable response to OIG now.
Management Assistance Report: U.S. Embassy Tbilisi Employee Association Commissary Accounting Controls	INV-17-01	6/29/2017	OIG recommends that the Management Officer at the U.S. Embassy - Tbilisi develop and implement on-going monitoring and conduct annual reviews of the Tbilisi Embassy Employee Association's management of the program.	Embassy Tbilisi	Post has taken all necessary steps to close the recommendation and is drafting a cable response to OIG now.
Inspection of Embassy Tel Aviv, Israel	ISP-I-17-20	5/5/2017	Embassy Tel Aviv, in coordination with the Bureau of Overseas Buildings Operations, should sell the Hassadot property and put the \$8 million in estimated sales proceeds to better use. (Action: Embassy Tel Aviv, in coordination with OBO)	Embassy Tel Aviv	The property is under active marketing and has been shown to prospective buyers on one occasion since the last update.

Inspection of Embassy Tel Aviv, Israel	ISP-I-17-20	5/5/2017	Embassy Tel Aviv should comply with the Department's Motor Vehicle Safety Management Program policy to not exceed the daily 10-hour limit on duty shifts. (Action: Embassy Tel Aviv)	Embassy Tel Aviv	Embassy Jerusalem continues to make progress toward this goal. We are balancing the imperative to support national security priorities within the constraints of limited resources. Post is closely monitoring driver hours.
Inspection of Embassy Tel Aviv, Israel	ISP-I-17-20	5/5/2017	Embassy Tel Aviv should update all outdated locally employed staff position descriptions. (Action: Embassy Tel Aviv)	Embassy Tel Aviv	Embassy Jerusalem is addressing the position descriptions (PDs) which do not match MClass or for which there is no MClass record in order to comply with the merger-accelerated rollout of the Overseas Personnel System. By the end of calendar year 2018, post will have addressed all PDs for which there is no MClass record. Post hopes to have addressed all remaining PDs which have a classification date of older than five years, or do not match MClass, by the end of fiscal year 2019. Post is working closely with NEA's regional classification center.
Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should, within 60 days, develop a corrective action plan to address the leadership and management deficiencies at the National Passport Center. At a minimum, the corrective action plan should address Recommendations 2 through 12 and include milestones and target implementation dates for the resolution of each. In addition, the action plan should be reviewed and approved by the Under Secretary for Management. (Action: CA, in coordination with M)	National Passport Center	The Bureau of Consular Affairs' Corrective Action Plan in response to the OIG's targeted review of the National Passport Center (NPC) was sent to OIG.



Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs, in coordination with the Office of Civil Rights, should investigate the expressed concerns within the National Passport Center workforce of sexual harassment and discrimination. (Action: CA, in coordination with S/OCR)	National Passport Center	Between July and November 2018, S/OCR conducted an independent review of EEO and harassment complaints at NPC. The Department will pursue disciplinary action in cases of misconduct.
Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should assess the skills, knowledge, abilities, and conduct of the National Passport Center's current senior and mid-level management staff to determine whether they should remain in their positions. (Action: CA)	National Passport Center	CA has reviewed the performance and training records and conduct of NPC's senior and mid-level managers, and it will determine whether they should remain in their positions.
Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should implement mechanisms to facilitate more frequent communication and feedback from National Passport Center management to employees. These mechanisms should include means of holding managers accountable for meeting with employees to discuss new passport adjudication guidance in accordance with Department standards. (Action: CA)	National Passport Center	CA has implemented a communications plan to increase the variety and frequency of communication within every management unit, as well as NPC leadership to and from staff. This includes resumption of monthly town hall meetings that are led by the Director (or acting Director), meetings within each Assistant Director organizational unit, meetings between Adjudication Manager and Supervisory Passport Specialist groups, discussions led by Adjudication Managers to review with staff new policy guidance, and the establishment and monitoring of an anonymous "suggestion and kudos box." In addition, CA established a new collateral "Communications Officer" role for one of the Assistant Directors at NPC to oversee the improvement of communication at NPC.

Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should develop a consistent method to document, communicate, and retain passport adjudication policy and procedure updates and guidance for employee reference. (Action: CA)	National Passport Center	CA has updated its guidance and has informed all Passport Services employees that all official guidance regarding adjudication policy is located in 8 FAM/FAH; this information is posted on CA Web. CA also posted on its website a link for employees to get interim guidance for policy yet to be included in 8 FAM/FAH. CA is in the process of developing a central repository for local guidance for NPC that addresses operational instructions not contained in 8 FAM/FAH or within CA's interim guidance; this includes having a centralized place for adjudication meeting notes and internal e-mails. <ul style="list-style-type: none"> <li>• On December 3, 2018, CA updated its website to make it easier for employees to find 8 FAM/FAH and interim passport adjudication guidance.</li> </ul>
Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs, in coordination with the Bureau of Human Resources, should conduct an organizational assessment of the National Passport Agency's structure and responsibilities and implement appropriate recommendations. (Action: CA, in coordination with DGHR)	National Passport Center	CA is researching appropriate vehicles to perform an organizational assessment of NPC's structure and responsibilities, and will implement appropriate recommendations.

Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should implement an effective model for providing human resource services to National Passport Center management and staff. (Action: CA)	National Passport Center	<p>CA is improving how human resources are provided to the National Passport Center management and staff. CA's Human Resources Division (HRD) has hired more staff members and will meet regularly with the Assistant Directors to provide case status updates and promptly address any HR matters. HRD also has a new case management tracking system to better inform management of the status of pending misconduct and performance-related actions. CA is in the process of documenting the fulfillment of this recommendation.</p> <ul style="list-style-type: none"> <li>• In November 2018, CA's Human Resources Division (HRD) hired three more staff members; a portion of their time will be spent in support of NPC's human resources needs.</li> <li>• In August 2018, HRD began using a new case management tracking system to better account for the status of cases pending employee relations actions.</li> <li>• In January 2019, HRD began meeting with the Director and Assistant Directors bi-weekly to discuss HR matters and provide status updates of employee relations cases.</li> </ul>
Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should require the National Passport Center to develop and publish policies, in compliance with applicable Department standards, that cover shift hours/core hours, flexible work schedules, awards program, and leave without pay. (Action: CA)	National Passport Center	The Department is in the process of developing and publishing policies, in compliance with applicable Department standards, that cover shift/core hours, flexible work schedules, awards program, and leave without pay.

Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should review the National Passport Center's use of the second shift and institute changes to provide for greater supervision of employees and minimize premium pay costs. (Action: CA)	National Passport Center	The Department will incorporate the review of NPC's duration of the evening shift into the organizational structure assessment to be performed in response to recommendation 7.
Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should require the National Passport Center management to follow Department standards for facility access control. (Action: CA)	National Passport Center	CA is in full compliance with this recommendation. <ul style="list-style-type: none"> <li>• By July 31, 2018, all turnstiles were fixed at NPC.</li> <li>• NPC immediately remedied the facility access control problem in July 2018 by applying Department policy.</li> <li>• On November 2, 2018, local Diplomatic Security (DS) sent a message to CA leadership at NPC, the National Visa Center (NVC), and the Mary Ryan Building to advise that all employees would be required to utilize their employee IDs for entry into buildings, and that any courtesy openings would be limited to overriding malfunctioning badges.</li> <li>• On January 15, 2019, DS provided CA with a facility access/exit report to show NPC's compliance; the reporting period covers July 31 – December 21, 2018.</li> </ul>
Targeted Review of Leadership and Management at the National Passport Center	ISP-I-19-13	11/26/2018	The Bureau of Consular Affairs should establish roles and responsibilities for the Regional and Assistant Director Information Systems Security Officers, in accordance with Department standards. (Action: CA)	National Passport Center	The Department has communicated the delineation of current Regional versus Assistant Director Information Systems Security Officer responsibilities to all Assistant Directors and Regional Information Systems Security Officers throughout the Bureau of Consular Affairs (CA), posted information on SharePoint, and has sent out a memo to the field. <ul style="list-style-type: none"> <li>• In November 2018, CA distributed a delineation of Regional versus Assistant Director Information Systems Security Officer duties to Assistant Directors nationwide, and conducted training at the Assistant Directors Workshop.</li> <li>• Effective January 2019, CA issued a memo delineating Regional versus Assistant Director Information Systems Security Officer duties and distributed it throughout Passport Services.</li> </ul>

<p>Audit of the Bureau of International Narcotics and Law Enforcement Affairs Aviation Support Services Contract in Iraq</p>	<p>AUD-MERO-15-35</p>	<p>7/9/2015</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, conduct a comprehensive review of all cost reimbursable contractor invoices related to Embassy Air-Iraq to determine whether the charges were allocable, allowable, and supportable.</p>	<p>Office of Acquisitions Management</p>	<p>DCAA completed its incurred cost audits for DynCorp's Calendar Years (CYs) 2013, 2014, 2015, and 2016. In the audit report DCAA took no exception to the incurred costs for identified invoices. Please note: The negotiation of proposed unallowable direct and indirect costs resulting in questioned costs are the responsibility of the cognizant Department of Defense (DoD) contracting officer in some instances and of and the DOD corporate administrative contracting officer in others. The Department recommends this recommendation be closed based on the DCAA findings.</p>
<p>Audit of the Bureau of International Narcotics and Law Enforcement Affairs Aviation Support Services Contract in Iraq</p>	<p>AUD-MERO-15-35</p>	<p>7/9/2015</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, Office of Aviation, require DynCorp International to provide documentation to INL that clearly, accurately, and completely supports all costs submitted on its invoices.</p>	<p>Office of Acquisitions Management</p>	<p>This audit was of the DynCorp contract and, since the report was published, a follow-on contract for INL's Global Aviation Support Services was awarded to AAR Airlift and is in full performance. The Department recommended to the OIG that it close this recommendation based on actions taken to date to address the weaknesses identified in this audit as well as actions planned to strengthen Department guidance regarding Contracting Officer Representative (COR) oversight and training to assist bureaus and posts. The follow-on contract includes provisions such as an Award Term Plan designed to evaluate contract performance and facilitate using the evaluation results to incentive AAR Airlift with extensions to the performance period of the contract.</p>

<p>Audit of the Bureau of International Narcotics and Law Enforcement Affairs Aviation Support Services Contract in Iraq</p>	<p>AUD-MERO-15-35</p>	<p>7/9/2015</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, Office of Aviation, develop a contract definitization process that identifies all scope of work requirements in advance of the period of performance and ensures that the contractor submits accurate price and technical proposals that incorporate the requirements in advance of the period of performance.</p>	<p>Office of Acquisitions Management</p>	<p>The Department requested that the OIG close this recommendation given extensive existing policy and regulation as well as copious internal trainings. The Bureau of Administration conducted internal training in 2016 and 2017 that included training on letter contracts, definitization, and effective communication. It intends to host another training event during calendar year 2019 and will provide the OIG a copy of the training presentation.</p>
<p>Audit of the Bureau of International Narcotics and Law Enforcement Affairs Aviation Support Services Contract in Iraq</p>	<p>AUD-MERO-15-35</p>	<p>7/9/2015</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management provide to the OIG its rationale and all documentation (e.g., written legal opinions, written business cases, emails, meeting minutes, and decision papers and memos) used to support the decisions to authorize and obligate \$25,886,861 for reimbursements to DynCorp International (DynCorp) for (1) the payment of DynCorp's employees'</p>	<p>Office of Acquisitions Management</p>	<p>At present, OIG has rejected A Bureau determinations on the allowability of costs. A Bureau and the Office of the Legal Advisor are working to provide the OIG requested documentation in support of the A Bureau determination that the costs were allowable. As this is an extremely detailed process, it will take substantial time to provide this information. A Bureau will continue to provide regular status updates to the OIG on this process.</p>

			personal income and Social Security tax liabilities to the Government of Iraq and (2) DynCorp's employer contributions to Iraq Social Security.		
Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 3 — Baghdad Embassy Security Force	AUD-MERO-16-28	2/22/2016	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, recover the \$13.6 million in deferred assessments from SOC.	Office of Acquisitions Management	Negotiations with the vendor are procurement sensitive, complex, and are ongoing to reach a global settlement with regards to these deferred assessments. Further, these negotiations require a significant number of resources to conduct, and the A Bureau has contracting officers and auditors actively working to resolve the OIG identified costs. A Bureau is also working with the Bureau of Diplomatic Security to negotiate a final settlement with SOC and achieve an amicable resolution this fiscal year.

<p>Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 3 — Baghdad Embassy Security Force</p>	<p>AUD-MERO-16-28</p>	<p>2/22/2016</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine the allowability of and recover, as appropriate, the \$652,061 in unallowed costs identified in this report.</p>	<p>Office of Acquisitions Management</p>	<p>Negotiations with the vendor are procurement sensitive, complex, and are ongoing to reach a global settlement with regards to audited incurred costs. Further, these negotiations require a significant number of resources to conduct, and the A Bureau has contracting officers and auditors actively working to resolve the OIG identified costs. A Bureau is also working with the Bureau of Diplomatic Security to negotiate a final settlement with SOC and achieve an amicable resolution this fiscal year.</p>
<p>Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 3 — Baghdad Embassy Security Force</p>	<p>AUD-MERO-16-28</p>	<p>2/22/2016</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine whether unsupported costs are allowable and recover, as appropriate, the \$6.5 million in unsupported costs identified in this report.</p>	<p>Office of Acquisitions Management</p>	<p>Negotiations with the vendor are procurement sensitive, complex, and are ongoing to reach a global settlement with regards to audited incurred costs. Further, these negotiations require a significant number of resources to conduct, and the A Bureau has contracting officers and auditors actively working to resolve the OIG identified costs. A Bureau is also working with the Bureau of Diplomatic Security to negotiate a final settlement with SOC and achieve an amicable resolution this fiscal year.</p>



<p>Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 8 — Security Services at U.S. Consulate Erbil</p>	<p>AUD-MERO-16-30</p>	<p>3/18/2016</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$10.8 million in questioned costs related to Worldwide Protective Services Task Order 8 expenses as identified in this audit are allowable or supported and (b) recover any costs determined to be unallowable or unsupported.</p>	<p>Office of Acquisitions Management</p>	<p>DynCorp continues to provide documentation to support the questioned costs for this recommendation. The Department continues to review all additional documentation provided to date. The estimated completion date for this review is May 31, 2019. The contracting officer will issue a determination describing the final assessment of disallowed cost upon completion of the review.</p>
<p>Audit of Bureau of Diplomatic Security Worldwide Protective Services Contract Task Order 8 — Security Services at U.S. Consulate Erbil</p>	<p>AUD-MERO-16-30</p>	<p>3/18/2016</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, in coordination with the Bureau of Diplomatic Security, conduct a comprehensive review of all Task Order 8 contractor invoices and supporting documentation to determine whether all costs, including those identified in this report, are allowable and supported.</p>	<p>Office of Acquisitions Management</p>	<p>DynCorp continues to provide documentation to support the questioned costs for this recommendation. The Department continues to review all additional documentation provided to date. The estimated completion date for this review is May 31, 2019. The contracting officer will issue a determination describing the final assessment of disallowed cost upon completion of the review.</p>

<p>Management Assistance Report: Contract Terms and Guidance for Approving Student Training Expenses Relating to the Justice and Corrections Programs in Afghanistan Require Attention</p>	<p>AUD-MERO-18-14</p>	<p>10/25/2017</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management review and, as appropriate, take action to recover that part of the \$5 million in student travel and venue rental expense payments that is determined to be unallowable.</p>	<p>Office of Acquisitions Management</p>	<p>A Bureau and INL continue to review invoices in order to identify all payments issued for student travel and venue rental expenses. Once all payments have been identified, A Bureau and INL may begin the process of auditing the payments utilizing a statistically valid sampling methodology. Ongoing efforts to close this recommendation require significant resources from multiple bureaus including program staff, contracting officers and auditors. The A Bureau audit process is expected to take several additional months, and once completed milestones may be established to facilitate final contracting officer decision on allowable and unallowable costs. Milestones will also be established to guide any resultant negotiations with the vendor to achieve an amicable final settlement.</p>
<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$3.55 million in questioned basic daily food allowance costs that OIG identified under the base year of Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 was allowable per the contract terms and conditions, and (b) recover all costs determined to be unallowable.</p>	<p>Office of Acquisitions Management</p>	<p>A Bureau and the Bureau of Near Eastern Affairs (NEA) continue to review the OIG identified questioned costs. Significant resources are engaged, to include contracting officers, auditors and program officials, to assist in the review of contract file, invoices, and Department policies in effort to identify appropriate supporting documentation for incurred costs. Once completed, milestones may be established to facilitate a contracting officer final determination and any required negotiations with the vendor to achieve an amicable settlement.</p>

<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$37.4 million in questioned basic daily food allowance costs paid to PAE Government Services, Inc. during option years 1, 2, and 3 of Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 as identified by OIG are allowable, and (b) recover any costs determined to be unallowable.</p>	<p>Office of Acquisitions Management</p>	<p>A Bureau and the Bureau of Near Eastern Affairs (NEA) continue to review the OIG identified questioned costs. Significant resources are engaged, to include contracting officers, auditors and program officials, to assist in the review of contract file, invoices, and Department policies in effort to identify appropriate supporting documentation for incurred costs. Once completed, milestones may be established to facilitate a contracting officer final determination and any required negotiations with the vendor to achieve an amicable settlement.</p>
<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management perform price reasonableness determinations prior to the exercise of future option years and bridge contracts for Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 to ensure that the Department receives a fair and reasonable price on food services in Iraq.</p>	<p>Office of Acquisitions Management</p>	<p>A Bureau issued a price reasonableness determination prior to exercising option year 4 of the task order, and provided this documentation to the OIG. The OIG has requested further price reasonableness determinations from A Bureau should a bridge contract be required in order to transition services to a follow-on task order. At this time a bridge contract is not contemplated to be necessary, and A Bureau will provide the OIG documentation demonstrating orderly transition to a successor task order once available. A Bureau expects this recommendation to be closed upon completion of transition to the follow-on task order.</p>

<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management establish and implement internal procedures for Contracting Officers to perform price reasonableness determinations prior to exercising each option year and use that analysis as a tool for negotiating price on the associated option year. The policy should also require the Contracting Officer to maintain the documentation and associated analyses in the contract file.</p>	<p>Office of Acquisitions Management</p>	<p>A Bureau has determined that establishing additional internal procedures requiring COs perform price reasonableness determination is unnecessary as Federal Acquisitions Regulation Subpart 17.207 (Exercise of Options) adequately identifies necessary procedure. Further, option periods are typically not renegotiated after award, and A Bureau is not inclined to disenfranchise Department contractors by implementing unnecessary reviews. A Bureau does agree with OIG that guidance should be issued to contracting officers of the procedures stipulated by the FAR regarding exercise of option periods. The guidance will also cover the filing requirements described by government wide and Department acquisitions policy. The guidance will not be policy but will be a mandatory training opportunity for A Bureau contracting officers.</p>
<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management instruct all Contracting Officers that they must comply with Federal Acquisition Regulation 17.207, "Exercise of Options," prior to the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management exercising all future option years or bridge contracts under Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721.</p>	<p>Office of Acquisitions Management</p>	<p>The Department will send an announcement that will remind all COs that they must follow the procedures stipulated in FAR 17 .207 (Exercise of Options) prior to exercising each option period in a contract, task order, or delivery order. The Department notes that FAR 17.207 normally does not apply to bridge contracts because they are not options per se. Because the FAR and DOSAR do not define "bridge contract," the Department has chosen to rely on the definition contained in Section 2.101 (Definitions) of the Defense Logistics Acquisition Directive (DLAD), which is the Department of Defense's Defense Logistics Agency's supplement to the FAR and DFARS (DOD's FAR supplement). Such definition reads, "'Bridge contract' means a non-competitive contract/order or contract/order extension with an existing contractor to bridge the time between the original end of that contractor's contract/order (following exercise of all options or extension provisions meeting the requirements of FAR 17.207) and the competitive award of a follow-on contract/order." However, the Department's reference to a contract, task order, and delivery order in its</p>

					pending announcement is designed to maximize the impact of OIG's recommendation.
Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention	AUD-MERO-18-31	3/5/2018	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management modify Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 to update the requirement for a point-of-sale cafeteria system in pertinent contractual documentation, once the results of the viability assessment from Recommendation 6 are determined.	Office of Acquisitions Management	The Department is coordinating with Post to review the contract to facilitate implementation of recommendation 6. Implementation has been partially delayed as the Department has simultaneously been working to award the follow-on IDIQ contract for Diplomatic Program Support Services.

<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management use contractual remedies under Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 and seek adjustment from PAE Government Services, Inc. for relieving them of the requirement to implement the point-of-sale cafeteria system, pending the viability assessment from Recommendation 6.</p>	<p>Office of Acquisitions Management</p>	<p>Based upon the viability study conducted by Embassy Baghdad, the Department will review the need for appropriate contractual remedies in order to determine adjustments as required.</p> <p>The Department continues to implement remedies and will update the OIG with documentation.</p>
<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management establish a contractual requirement for PAE Government Services, Inc. to maintain records of dining facility access by individuals not serving under chief of mission authority in Iraq.</p>	<p>Office of Acquisitions Management</p>	<p>A Bureau and the Bureau of Near Eastern Affairs are engaged with the vendor to ensure the maintenance of records of dining facility access by individuals not serving under Chief of Mission authority in Iraq. A Bureau will ensure the OIG is provided appropriate documentation that demonstrates the vendor is complying with A Bureau and NEA requirements. Compliance with this recommendation has been a priority for both contracts and program staff and its implementation is imminent.</p>

<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management (a) determine whether the \$4.1 million in questioned costs for unauthorized meals paid to PAE Government Services, Inc. under Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 as identified by OIG are allowable and (b) recover any costs determined to be unallowable.</p>	<p>Office of Acquisitions Management</p>	<p>The Bureau of Administration updated the OIG that AQM continues to determine whether the \$4.1 million in questioned costs for unauthorized meals paid to PAE Government Services, Inc. under Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721 as identified by OIG is accurate, determine if such are allowable and recover any costs determined to be unallowable. AQM expects to have a decision on this by the 2nd QTR of FY 19.</p>
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<p>Management Assistance Report: Contract Administration Practices Involving the Construction of the New Office Compound Taipei, Taiwan, Require Attention</p>	<p>AUD-SI-18-34</p>	<p>3/20/2018</p>	<p>OIG recommends that the Office of Acquisitions Management develop a plan to issue an annual reminder to Contracting Officers that, if a contractor requests the issuance of a Limited or final Notice to Proceed, the Contracting Officer should consult with the Contracting Officer's Representative and formally respond to the contractor's request by either authorizing the construction project to proceed or notify the contractor in writing the reasons why the Notice to Proceed is being withheld and the actions the contractor needs to complete before the Notice to Proceed can be granted.</p>	<p>Office of Acquisitions Management</p>	<p>The Department committed to include a discussion of Limited and Final Notice to Proceed (NTP) in a required annual training session conducted by the Business Operations Division (BD). The agenda for the training is currently under development, and the Department will seek a date in late Fiscal Year 2019.</p>
<p>Management Assistance Report: Contract Administration Practices Involving the Construction of the New Office Compound Taipei, Taiwan, Require Attention</p>	<p>AUD-SI-18-34</p>	<p>3/20/2018</p>	<p>OIG recommends that the Office of Acquisitions Management develop and implement a process that notifies Assessing Officials and Assessing Official Representatives when contractor performance evaluations are due and ensures the evaluations are recorded and approved in the Contractor Performance Assessment Reporting System in accordance with the Federal Acquisition Regulation.</p>	<p>Office of Acquisitions Management</p>	<p>The upcoming April 2019 GFMS release will include fields for the Assessing Official and the Assessing Officials Representatives. The Department is working on tying both of those fields to tables of contracting officers (AOs) and CORs (AORs) to ensure that the values are genuine and not temporarily placeholders. Further, The Department is working on validation logic to ensure that values are not unnecessarily required (i.e. if the award is below \$250, 00 then no AO/AOR value is acceptable).</p>



<p>Audit of Costs Invoiced Under the Afghanistan Life Support Services Contracts</p>	<p>AUD-MERO-18-35</p>	<p>4/13/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine the allowability of questioned costs of \$507,940 OIG identified in Tables 4 and 5 and Appendices B, C, and D as not being in accordance with contract requirements and recover all costs determined to be unallowable.</p>	<p>Office of Acquisitions Management</p>	<p>A Bureau contracting officers utilized the OIG findings to negotiate a settlement proposal resulting in an overall cost savings. The contracting officer supported the total amount of the settlement in reasonable detail in the file documentation. The OIG has requested a crosswalk identifying how the OIG identified questioned costs related to the settlement. A Bureau contract staff are working to provide such a crosswalk to satisfy the OIG in order to close the recommendation.</p>
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<p>Audit of Costs Invoiced Under the Afghanistan Life Support Services Contracts</p>	<p>AUD-MERO-18-35</p>	<p>4/13/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine the allowability of questioned costs of \$314,303 OIG identified in Tables 3 and 4 and Appendices B, C, and D as lacking supporting documentation and recover all costs determined to be unallowable.</p>	<p>Office of Acquisitions Management</p>	<p>The Department's December 2018 compliance update stated the OIG's findings assisted in the negotiation of the settlement proposal. The contracting officer used the OIG's findings to negotiate the questionable costs off of the final proposal. To negotiate the final settlement amount, the contracting officer discussed all matters raised by COR's, CO, SCA, and OIG; which were then settled by agreement. The final settlement proposal accepted resulted in an overall cost savings.</p> <p>As Per FAR 49.110, the contracting officer has at the conclusion of the negotiation, prepared a settlement negotiation memorandum describing the principal elements of the settlement for inclusion in the termination case file and for use by reviewing authorities. The pricing aspects were documented in accordance with FAR 15.406-3. The settlement was negotiated on the basis of individual items that were specified for each item within the OIG report and negotiation memorandum. Any items not mentioned were considered to be negotiated on an overall lump-sum basis, per FAR 49.110 the contracting officer need not evaluate each item or group of items individually. The contracting officer did support the total amount of the recommended settlement in reasonable detail in the settlement memo being provided.</p> <p>Now, OIG stated the recommendation will be closed when OIG receives and accepts documentation demonstrating that AQM has determined the allowability of the unsupported questioned costs and recovered all costs determined to be unallowable. The Department is working to issue a determination.</p>
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<p>Audit of Food Safety Controls Under Baghdad Life Support Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-38</p>	<p>5/3/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management review the quality assurance surveillance plan for food services task order SAQMMA14F0721 that is to be developed by the Bureau of Near Eastern Affairs in response to Recommendation 5 and approve it if the quality assurance surveillance plan complies with Federal Acquisition Regulation 46.4, "Government Contract Quality Assurance."</p>	<p>Office of Acquisitions Management</p>	<p>In the Department's July 2018 compliance update, it stated it will review the quality assurance surveillance plan (QASP) for food services under task order SAQMMA14F0721. The Bureau of Near Eastern Affairs (NEA) developed a draft QASP for the BLiSS contract. During a three month trial period beginning June 1, Mission Iraq's Contract Management Office tested the QASP and used the results of the trial period to modify the draft as necessary.</p> <p>The Department has taken significant actions toward closing this recommendation and is currently reviewing in order to approve the QASP for the food services task order.</p>
<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are monitoring Contracting Officer's Representatives files in accordance with Procurement Information Bulletin No. 2014-10.</p>	<p>Office of Acquisitions Management</p>	<p>The Department will randomly select files quarterly to check for COR file completeness against PIB 2014-10 beginning in the first quarter of 2020. The Department will work to identify resources and create a monitoring process to include this task during the remainder of the third and fourth quarter of 2019, and will share that monitoring plan before the end of the fourth quarter 2019.</p>

<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify the formal designation and authorization of Contracting Officer's Representatives (COR) and Alternate CORs or Government Technical Monitors as necessary for each task order in writing and that the designation memoranda are tailored, as necessary, to identify specific duties, responsibilities, and limitations for each contract or task order administered.</p>	<p>Office of Acquisitions Management</p>	<p>A draft solution is under development to modernize the COR and CO databases along with fixing the nomination, delegation, and administrative filing of these documents into a new application. The concept is being briefed in this quarter of FY2019, and the Bureau plans to make further progress in the third quarter of FY2019 after receiving approval and funding to proceed with an enhanced IT solution for all of the Department.</p>
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<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, require Contracting Officers to use the Contracting Officer's Representative Certification and Appointment Criteria Matrix in Volume 14 of the Foreign Affairs Handbook (FAH)-2 Exhibit H-143 to document their analyses of the training and experience of Contracting Officer's Representative nominees and their decision of the appropriateness of the Federal Acquisition Certification for Contracting Officer's Representative level needed for oversight of the Bureau of European and Eurasian Affairs task orders, as required by 14 FAH-2 H-143(b).</p>	<p>Office of Acquisitions Management</p>	<p>The draft solution under development to modernize the COR and CO databases for Recommendation 8 will include a feature set to implement this recommendation. The concept is being briefed in this quarter of FY2019, and the Bureau plans to make further progress in the third quarter of FY2019 after receiving approval and funding to proceed with an enhanced IT solution for all of the Department.</p>
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<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Grants Officers are monitoring Grants Officer Representatives oversight activities and reviewing grant files to verify completeness, retention, and accessibility of required documentation within the grant file in accordance with the Department of State's Federal Assistance Directive.</p>	<p>Office of Acquisitions Management</p>	<p>The Department will document in the domestic tracking system the grants officer's review of the GORs oversight activities. The Department now requires that all grants officers utilize the functionality in the tracking system to document this action. Grants officers will use the comment feature to make notes on award reporting, and other documents, as necessary, based on their review of GOR oversight activities and review of grant files. The requirement went into effect on October 1, 2018.</p>
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<p>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-55</p>	<p>8/30/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, (a) direct the Contracting Officer's Representative for Baghdad Life Support Services (BLiSS) food services task order SAQMMA14F0721 to update, within 30 days, the BLiSS food services inspection checklist to include steps for monitoring and documenting the contractor's compliance with all required elements of its cost control plan and (b) verify that the checklist has been updated and implemented.</p>	<p>Office of Acquisitions Management</p>	<p>The Department's contracting officer directed the BLiSS contracting officer's representative (COR) to perform a crosswalk review of the Contract Management Office's (CMO) updated BLiSS food services inspection checklist to the seven elements contained in PAE's Cost Control Plan (CCP). The purpose of the review was to ensure a comprehensive process is in place to hold PAE accountable in the annual contractor performance evaluation under the BLiSS food service task order. The COR reported the following upon completion of its crosswalk:</p> <p>a) Verified that the BLiSS food services inspection checklist has been updated since July 2018; and</p> <p>b) Determined the checklist captures specific questions to assure the contractor is monitoring and documenting compliance with 6 of 7 elements contained in the contractor's CCP. The crosswalk demonstrates that the inspection checklists (and by extension monthly COR report and recurring past performance evaluations) incorporated formal evaluations of PAE's compliance with CCP elements 1-6.</p>
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<p>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-55</p>	<p>8/30/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, assess the cause(s) of Contracting Officer noncompliance with definitization requirements—established in Federal Acquisition Regulation 16.603 and Memorandum 17-01, “Definitization of Letter Contracts/Undefined Contract Actions (UCA)” — and develop and implement a corrective action plan to prevent and deter future noncompliance.</p>	<p>Office of Acquisitions Management</p>	<p>AQM agreed to conduct an assessment and revise AQM policy based on the outcome of the assessment. In addition to using the guidance established at FAR 16.603 and AQM Memorandum 17-01, AQM will take into consideration the finding by OIG that the primary cause of noncompliance is a constant backlog of workload. AQM intends to identify and talk to a sampling of Contracting Officers who have set up letter contracts in the previous three years to seek causes for noncompliance with existing policy. Upon completion of this action AQM will draft a monitoring plan to deter noncompliance with policy and facilitate engagement with contracting officers at the time of their issuing letter contracts. AQM will use the next 60 to 90 days to formulate an action plan, after which a goal date may be set for issuance of the monitoring plan.</p>
<p>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721</p>	<p>AUD-MERO-18-55</p>	<p>8/30/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, update Memorandum 17-01, “Definitization of Letter Contracts/Undefined Contract Actions (UCA),” to outline administrative actions to be taken against Contracting Officers if they do not comply with Federal regulations and Department policy for timely definitization of letter contracts.</p>	<p>Office of Acquisitions Management</p>	<p>The Department agrees to update AQM Memorandum 17-01 based on the outcomes of actions taken under Recommendation 2 and will consider inclusion of an outline of administrative actions that may be taken against contracting officers as recommended. However, AQM strongly prefers to consider alternatives to meet the intent of this recommendation, and expects to provide the OIG a suitable alternative in the next 90 to 120 days.</p> <p>OPE appreciates the OIG's clarification and agreement that mentoring, guidance, and training are effective and preferred methods to improve and enhance employee performance. OPE further understands and accepts the OIG position that contracting officers be apprised of the potential consequences for failure to comply with regulations and internal policy and that contracting officers being fully informed of those potential consequences may help foster an environment of transparency and accountability within the Department’s contracting workforce. OPE believes</p>



					contracting officers by nature of their position are aware of and accept the responsibilities outlined at FAR 1.6 and upon receipt of an SF-1402. AQM has also scheduled briefings in past calendar years with OIG's Office of Investigations (INV) to highlight fraud, waste and abuse to include criminal actions by contracting officers, contract specialists, and procurement analysts. OPE also has a continuing relationship with INV to review and resolve hotline complaints, contractor whistleblower claims, and suspension and debarment referrals that transcend the Department's acquisitions and federal assistance workforce. OPE is committed to expending all needed resources to ensure all segments of the Department's workforce subject to OPE oversight are aware of and adhere to Federal regulation and is committed to expeditiously addressing any OIG concern identified as a persistent weakness.
Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants	AUD-CGI-18-50	8/13/2018	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are developing quality assurance surveillance plans for all service contracts and monitoring Contracting Officers Representatives adherence to the quality assurance surveillance plans.	Office of Acquisitions Management	The Department will need more time to address this recommendation. The size and scope of this request needs further analysis and discussion internally between the acquisitions office, program offices and units supporting these programs. The Department requested that the OIG allow it until the end of the third quarter of FY2019 to provide more information, with a potential implementation timeline the first quarter of FY2020.

Management Assistance Report: Department of State Conference Reporting	AUD-CGI-17-07	10/27/2016	OIG recommends that the Under Secretary for Management, Office of Management Policy, Rightsizing, and Innovation, develop and disseminate formal guidance regarding registering, approving, and reporting conferences in compliance with Federal requirements.	Office of Management Policy, Rightsizing, and Innovation	The Department developed and disseminated formal guidance regarding registering, approving, and reporting conferences in compliance with Federal requirements. The Department also drafted guidance language for the Foreign Affairs Manual/Foreign Affairs Handbook (FAM/FAH).
Management Assistance Report: Department of State Conference Reporting	AUD-CGI-17-07	10/27/2016	OIG recommends that the Under Secretary for Management, Office of Management Policy, Rightsizing, and Innovation, develop and implement a communications strategy to periodically keep Department of State personnel informed of conference registration, approval, and reporting requirements to ensure the integrity of the data is accurately reported and errors are corrected in a timely manner.	Office of Management Policy, Rightsizing, and Innovation	The Department created a communications plan. Key elements include the issuance of Department notices on a quarterly basis and briefings for bureau officials. Improvements to the conference tracking and approval system database are now in use, and there is now additional guidance on the database home page to help event organizers to complete submissions.
Capital Security Cost Sharing Program: Inconsistent Criteria for Managing Vacant Positions Resulted in Inaccurate Counts	ISP-I-17-30	8/9/2017	The Under Secretary for Management, in coordination with the Bureau of Human Resources, should implement consistent criteria for managing vacant positions overseas. (Action: M/PRI, in coordination with DGHR)	Office of Management Policy, Rightsizing, and Innovation	The Department is developing a policy, including consistent criteria, for the management of vacant positions overseas.

Review of Selected Internal Investigations Conducted by the Bureau of Diplomatic Security	ESP-15-01	10/16/2014	The Department should clarify and revise the Foreign Affairs Manual and should promulgate and implement additional protocols and procedures, in order to ensure that allegations of misconduct concerning Chiefs of Mission and other senior Department officials are handled fairly, consistently, and independently.	Office of Management Policy, Rightsizing, and Innovation	The OIG reported that it found no evidence of undue influence on DS investigations by Department management but noted that there was an appearance of undue influence. The Department modified the organizational and reporting structure of the Office of Special Investigations (OSI). The reorganization elevated OSI's position within the Department to the status of an office, thereby increasing its independence. The Foreign Affairs Manuals and Foreign Affairs Handbook referencing OSI were updated; these changes in Department policies and procedures will further ensure prevention of the appearance of undue influence or favoritism.
Inspection of Embassy New Delhi and Constituent Posts, India	ISP-I-19-10	12/21/2018	The Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs, in coordination with Embassy New Delhi and the Bureau of South and Central Asian Affairs, should update all public diplomacy position descriptions by implementing the Public Diplomacy Locally Employed Staff Initiative at Mission India in FY 2019. (Action: R/PPR, in coordination with Embassy New Delhi and SCA)	Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs	Post is already working with the Office of Policy, Planning, and Resources for Public Diplomacy and Public Affairs on a time frame to implement the Locally Employed Staff Initiative, which is scheduled for the Fall of 2019.
Inspection of the Bureau of the Comptroller and Global Financial Services' Office of Management Control	ISP-I-18-07	6/27/2018	The Deputy Secretary should determine which entity or entities should have responsibility for the Department's non-financial management controls and enterprise risk management program and ensure that sufficient resources are	Office of the Deputy Secretary of State	The Deputy Secretary established and chairs the Enterprise Risk Management Council (ERMC), comprised of all six Under Secretaries. The ERMC has met twice and reviewed the Department's draft enterprise risk profile. M/PRI chairs the enterprise risk management working group, with CGFS serving as a core member. The working group is developing the enterprise risk governance approach and policies. Draft revisions to 1 FAM 614.14 are currently in

			available to fully meet all relevant requirements. (Action: D)		the clearance process within CGFS. The shutdown contributed to delays.
Audit of the Contract Closeout Process for Contracts Supporting the U.S. Mission in Iraq	AUD-MERO-14-06	12/12/2013	OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in conjunction with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement an e-Filing policy and document management system to provide effective contract file inventory control and documentation standards while allowing for ready accessibility through a central locator system. The policy should include minimum guidance over the completeness of data contained in the files and a schedule of milestones identifying mandatory implementation dates.	Office of the Procurement Executive	<p>A Bureau is working to implement the recommendation through the development, deployment and mandated use of a procurement e-filing system for the Department. Implementation of the recommendation has been a challenge as it is resource intensive and subject to availability of funding.</p> <p>The enhancement and deployment of the e-filing system for the Department is not expected to be completed until FY2021. Upon completion of deployment a policy will be finalized and issued to mandate Department wide use of the repository. A Bureau is committed to providing the OIG incremental updates on progress toward implementation, and OIG has been receptive of the extended timeline in light of the resource challenges identified by A Bureau.</p>

<p>Management Assistance Report: Incorporation of Clause Requiring Contractor Cooperation with the Office of Inspector General</p>	<p>ESP-18-02</p>	<p>3/1/2018</p>	<p>The Bureau of Administration, Office of the Procurement Executive, should amend the Department of State Acquisition Regulation to require contracting officers to include a provision requiring contracting officers to insert a clause in all current and future contracts stating:  “(a) This contract incorporates by reference 1 FAM 053.2-5, which mandates the contractor’s and/or any subcontractor’s duty to cooperate fully with Office of Inspector General personnel.  (b) Cooperation includes:  (1) Complete, prompt, and free access to all files (in any format), documents, premises, and employees, except as limited by law, including access to records, premises, and employees;  (2) Statements, both oral and written, including statements under oath or affirmation;  (3) Technical consultation, examination, and assistance regarding information or evidence being collected or developed;  (4) Such other information and assistance as may be requested in order to complete the OIG activity.”</p>	<p>Office of the Procurement Executive</p>	<p>The Bureau of Administration is working with OIG and OMB on the OIG's proposed "examination of records" rule. The case number with OIRA is AE60. To date, OIG has not provided OMB a response to comments and questions, and L/M will notify coordinating offices when there is action to take.</p>
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<p>Management Assistance Report: Cost Controls for Food Services Supporting Department of State Operations in Iraq Require Attention</p>	<p>AUD-MERO-18-31</p>	<p>3/5/2018</p>	<p>OIG recommends that, if the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management does not seek reimbursement for \$4.1 million in unauthorized meals paid to PAE Government Services, Inc. in response to Recommendation 12, the Procurement Executive at the Bureau of Administration, Office of the Procurement Executive implement ratification procedures in accordance with Department of State Acquisition Regulations 601.602-3-70, “[Ratification] Procedures,” for Baghdad Life Support Services contract SAQMMA13D0120 food services task order SAQMMA14F0721.</p>	<p>Office of the Procurement Executive</p>	<p>The Bureau of Administration will work to implement ratification procedures if required based off of the review being conducted in Recommendation 12 of this report. AQM continues to review and will update the OIG with documentation that it has implemented recommended procedures or has proposed alternative action that will meet the intent of the recommendation.</p>
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<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that the Procurement Executive at the Bureau of Administration, Office of the Procurement Executive, examine fuel purchases to determine if ratification is warranted and, if so, implement ratification procedures in accordance with Department of State Acquisition Regulations 601.602-3-70, “[Ratification] Procedures,” for purchase orders SJO10014M0242, SJO10014M0317, SJO10015M0346, and SJO10015M0771 and delivery order SJO10016F0091, which were used to purchase diesel fuel and gasoline between January 15, 2014, and July 24, 2016.</p>	<p>Office of the Procurement Executive</p>	<p>The Department has determined that SJO10014M0317, SJO10015M0346, and SJO10016F0091 were not unauthorized commitments in accordance with 07/13/18 management response. The Department is still awaiting additional information for SJO10014M0242 and SJO10015M0771.</p>
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<p>Audit of the Administration and Oversight of Fuel Contracts at U.S. Embassy Amman, Jordan</p>	<p>AUD-MERO-18-33</p>	<p>3/23/2018</p>	<p>OIG recommends that the Procurement Executive at the Bureau of Administration, Office of the Procurement Executive, review all unauthorized commitments provided by Embassy Amman as a result of Recommendation 3 and, as needed, ratify the unauthorized commitments in accordance with Department of State Acquisition Regulations 601-602-3, "Ratification of Unauthorized Commitments."</p>	<p>Office of the Procurement Executive</p>	<p>At this time A Bureau has not received any unauthorized commitment ratification requests as a result of actions taken under Recommendation 3 yet. However, A Bureau is committed to review and make a determination on each request expeditiously once received. A Bureau will also engage with the embassy to provide assistance to ensure all unauthorized commitments are identified and ratification requests are submitted for review.</p>
<p>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</p>	<p>AUD-CGI-18-50</p>	<p>8/13/2018</p>	<p>OIG recommends that the Bureau of Administration, Office of the Procurement Executive, conduct a management review of grants administered by the Bureau of Europe and Eurasian Affairs to examine and reinforce adherence to the Department of State's Federal Assistance Directive.</p>	<p>Office of the Procurement Executive</p>	<p>A Bureau has been assisting the Bureau of European and Eurasian Affairs to identify weaknesses in federal assistance oversight practices and to assist in developing standard operating procedures to improve oversight practices. A Bureau participated in training for EUR staff during March 2019 and is developing a final report on training and oversight for EUR that will be issued during 3rd Quarter of FY2019. The report will meet the intent of the OIG recommendation and will be submitted as documentation of actions take to implement the recommendation.</p>



<p>Audit of the Department of State Vetting Process for Syrian Non-Lethal Assistance</p>	<p>AUD-MERO-17-01</p>	<p>11/10/2016</p>	<p>OIG recommends that the Under Secretary for Management consolidate and codify all current Syria vetting policies issued by the Department and bureaus into one detailed guidance explaining specifically how the vetting process should be carried out for Syrian awards. This consolidated guidance should be distributed to all bureaus once completed.</p>	<p>Office of the Under Secretary for Management</p>	<p>The Department and USAID submitted a report on the vetting pilot program to the Senate Appropriations Committee's Foreign Operations Subcommittee (SACFO). The Department will finalize a Department-wide counterterrorism-related risk management policy for contracts, grants, and foreign assistance and incorporate it into the Foreign Affairs Manual (FAM) after receiving a response from SACFO. The Department-wide policy will serve as the basis for the Syrian vetting policies.</p>
<p>Management Assistance Report: Cost of Information Management Staff at Embassies Should Be Distributed to Users of Their Services</p>	<p>ISP-17-23</p>	<p>4/27/2017</p>	<p>The Office of the Under Secretary for Management, in coordination with the Bureau of Budget and Planning and the Bureau of the Comptroller and Global Finance Services, should reprogram 52 information management staff positions to the International Cooperative Administrative Support Services Working Capital Fund in order to realize annual funds put to better use of \$4.23 million. (Action: M/PRI, in coordination with BP and CGFS)</p>	<p>Office of the Under Secretary for Management</p>	<p>The Department has been actively implementing the reprogramming of these IM positions since FY 2017, following established ICASS procedures and in consultation with the relevant posts. As of February 27, 2019, 48 of the 52 posts identified by OIG have been approved by the ICASS Budget Committee for reprogramming, and funding has been made available to support these IM conversions, ensuring compliance with the OIG report. Of the four remaining posts, two - Embassy Damascus and Embassy Tripoli - remain in evacuation status. Both are expected to reprogram at least one U.S. Direct Hire (USDH) IM position to ICASS funding once they reopen. Embassy Malabo plans to include the realignment of 1 USDH IM position in the upcoming FY 2019 final target, and Embassy Minsk has 1 USDH IM position in the Global Employment Management System (GEMS). According to 6 FAH-5 H-341.4-3, dated April 20, 2017, "At posts with a single IM USDH position, post may use the non-ICASS Dual feature in the ICASS software to share the costs of this position." In addition, 6 FAH-5 H-341.4-3 states: "At posts with multiple USDH IM officers, the first position is State-Program, and the second one is always ICASS."</p>

<p>Management Assistance Report: Further Department Attention Needed to Address Overdue Responses on Selected Open Recommendations</p>	<p>AUD-ACF-18-51</p>	<p>8/7/2018</p>	<p>OIG recommends that the Under Secretary for Management direct the applicable Department entity to notify OIG of the status of actions taken to implement the recommendations identified in this report and provide evidence demonstrating that the entity has taken actions that justify closing the recommendations. Department entities are to submit the status of actions taken and documented evidence to support closing the recommendations to <a href="mailto:audcompliance@stateoig.gov">audcompliance@stateoig.gov</a> within 30 days.</p>	<p>Office of the Under Secretary for Management</p>	<p>The Office of the Under Secretary for Management issued a memo to the responsible senior officials, directing them to notify the OIG of the status of the recommendations.</p>
<p>Management Assistance Report: Department of State Has Not Implemented the Required Value Engineering Program for Contracts Exceeding \$5 Million</p>	<p>AUD-CGI-18-52</p>	<p>8/9/2018</p>	<p>OIG recommends that the Office of the Under Secretary for Management designate a Senior Accountable Official at a level with sufficient authority to coordinate, oversee, and ensure the appropriate consideration and use of value engineering for new projects, programs, activities, and contracts, in accordance with Office of Management and Budget Circular A-131 requirements.</p>	<p>Office of the Under Secretary for Management</p>	<p>The following language has been developed to be inserted in 14 FAM 212 Acquisition Management, where the duties and authorities of the Head of Contracting Activity (HCA) are designated. The language is currently in the review and approval process. The expected completion date is April 30, 2019.</p> <p>"The HCA is additionally designated as the Senior Accountable Official for Value Engineering (VE) at the Department. As such, the HCA ensures consistent Department-wide implementation of VE policies and procedures in accordance with OMB Circular A-131 requirements."</p>

<p>Management Assistance Report: Department of State Has Not Implemented the Required Value Engineering Program for Contracts Exceeding \$5 Million</p>	<p>AUD-CGI-18-52</p>	<p>8/9/2018</p>	<p>OIG recommends that the Office of the Under Secretary for Management, once it has designated a Senior Accountable Official (Recommendation 1), consult with the designated official to develop and implement a Department-wide value engineering program and develop and implement guidelines and policies and procedures for the program, in accordance with Office of Management and Budget Circular A-131 requirements.</p>	<p>Office of the Under Secretary for Management</p>	<p>The Office of the Procurement Executive (OPE) has initiated a Value Engineering Program development team. The team is currently in a planning and data gathering phase, consulting with both internal Department and other Agency experts to collect and leverage best practices in implementing a Value Engineering Program. The results of this research will directly inform the development of Department-wide Value Engineering policies and procedures, in accordance with OMB Circular A-131 requirements. The expected timeframe for completing the development of the policies and procedures was the end of FY 19. Due to the partial government shutdown, the completion is now expected to be Q1 of FY20.</p>
<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Under Secretary for Management develop and implement a plan to enforce the centralized management and oversight of all Department aviation programs and assets, including oversight of and approval by the Aviation Governing Board, on all decisions related to providing aviation services, in accordance with the Foreign Affairs Manual.</p>	<p>Office of the Under Secretary for Management</p>	<p>The office of the Under Secretary for Management (M) is working with the bureaus that currently have aviation assets and responsibilities to develop and implement a plan to strengthen management and oversight of aviation programs. As part of this plan, M will instruct the Office of Acquisitions to inform the AGB's technical advisor (INL/A) of any proposed or pending acquisition actions related to aviation and ensure that appropriate cost-benefit analysis and AGB approval is obtained prior to execution. M will work closely with the AGB to ensure the content of that Board's charter sufficiently covers the requirement and process for obtaining approval for new aviation programs/contracts and other aviation services issues. M will carefully review proposed 2 FAM 800 changes developed in response to the OIG's other recommendations in this report for proper content with regard to centralized management and oversight of aviation programs, assets, and services. Finally, M will disseminate updated guidance on aviation management and associated roles and responsibilities.</p>

<p>Audit of the Department of State's Administration of its Aviation Program</p>	<p>AUD-SI-18-59</p>	<p>9/25/2018</p>	<p>OIG recommends that the Under Secretary for Management review the decision to expend \$1.2 million to acquire and refurbish three aircraft for the Philippines Coast Guard and make a determination as to whether the expenditure was necessary or reasonable considering the lack of benefit to the Department of State or the Philippine Coast Guard.</p>	<p>Office of the Under Secretary for Management</p>	<p>The Department believes this recommendation should be closed. The office of the Under Secretary for Management (M) reviewed documentation provided by the Bureau of International Narcotics and Law Enforcement Matters (INL) relating to the decisions to acquire and refurbish the excess C-23 airplanes. The acquisition of the airplanes was well intended and was a reasonable and cost effective approach at the time of its decision, based on information known at the time. INL made a correct and prudent decision to terminate the program rather than going over budget and investing funds in a program that was not likely to achieve the intended results when events occurred with respect to unexpected repair requirements and host government capabilities. Funds remaining after program closeout were then diverted to more beneficial purposes. INL acknowledged that it did not consult with the AGB on these plans and decisions at that time. INL considered these matters to be specific to INL foreign assistance programs and not of interest to the AGB, but will ensure the AGB is included in such deliberations in the future. M considers these actions sufficient to close the recommendation.</p>
<p>Audit of Bureau of East Asian and Pacific Affairs Compliance With Trafficking in Persons Requirements</p>	<p>AUD-IP-12-02</p>	<p>10/20/2011</p>	<p>We recommend that the Office to Monitor and Combat Trafficking in Persons include, in the Foreign Affairs Manual, the U.S. Government policy regarding trafficking in persons (TIP) to include the definition of TIP activity and information on the prohibition against involvement in acts of TIP for Department of State personnel and contractors, the associated penalties for violations, and the mechanism to report such violations.</p>	<p>Office to Monitor and Combat Trafficking in Persons</p>	<p>The Department updated 3 FAM 4377 (50) and 3 FAM 4545 (48). Below are links to the Foreign Affairs Manual (FAM) entries:  <a href="http://fam.a.state.gov/FAM/03FAM/03FAM4540.html">http://fam.a.state.gov/FAM/03FAM/03FAM4540.html</a>  <a href="http://fam.a.state.gov/FAM/03FAM/03FAM4370.html">http://fam.a.state.gov/FAM/03FAM/03FAM4370.html</a>  The Department will update 3 FAM 4130 in the latter part of 2019.</p>

Audit of Bureau of East Asian and Pacific Affairs Compliance With Trafficking in Persons Requirements	AUD-IP-12-02	10/20/2011	We recommend that the Office to Monitor and Combat Trafficking in Persons, in consultation with the Office of the Legal Adviser and the Director General of Human Resources, develop and include a trafficking in persons policy in the Department of State Standards of Conduct.	Office to Monitor and Combat Trafficking in Persons	The Department updated 3 FAM 4377 (50) and 3 FAM 4545 (48). Below are links to the Foreign Affairs Manual (FAM) entries: <a href="http://fam.a.state.gov/FAM/03FAM/03FAM4540.html">http://fam.a.state.gov/FAM/03FAM/03FAM4540.html</a> <a href="http://fam.a.state.gov/FAM/03FAM/03FAM4370.html">http://fam.a.state.gov/FAM/03FAM/03FAM4370.html</a> The Department will update 3 FAM 4130 in the latter part of 2019.
Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen	ESP-19-01	10/31/2018	The Secretary of State should clarify the role of the Office of the Legal Adviser as the senior legal authority for the Department and consider whether attorneys in other offices should report directly to the Legal Adviser.	Secretary of State	The Department agrees there should be greater coordination amongst the legal offices within the Department and the Office of the Legal Adviser. The Department stood up a team to consider the responsibilities and organization of other legal offices, and there was productive deliberation to identify options. Once a solution is chosen, the Department will revise the FAM to clarify these roles and develop an estimated time line for completion.
Inspection of U.S. Mission to Somalia	ISP-I-19-09	10/29/2018	The U.S. Mission to Somalia should review and correct its process for preparing the annual Chief of Mission Management Controls Statement of Assurance to identify vulnerabilities in accordance with Department guidance. (Action: U.S. Mission to Somalia)	U.S. Mission to Somalia, Nairobi	The proper officials were assigned to drafting the SOA. They continued to find systems that need improving, and began a process for documenting controls. They also instituted a process for compliance using the Management Control Checklist system. Checklists were sent to section and agency chiefs in charge of duties specified in the checklists, who then sent responses to the DCM for further discussions on areas of concern or challenges. The DCM/Acting DCM then holds quarterly meetings with responsible section and agency chiefs to review the checklist. Checklist progress is documented in the shared Administrative electronic folder for reference when it comes time to issue the COM Statement of Assurance. The first draft of checklists are already submitted to the Acting DCM or will be submitted in the next week. First meetings will take place by the end of October. Quarterly meetings will be January, April, July, and October.

Inspection of U.S. Mission to Somalia	ISP-I-19-09	10/29/2018	The U.S. Mission to Somalia should sign a memorandum of agreement for Security and Force Protection of Department of Defense elements and personnel with the Combatant Commander of United States Africa Command in accordance with Department standards. (Action: U.S. Mission to Somalia)	U.S. Mission to Somalia, Nairobi	The memo was signed and electronic documentation is saved among Mission Somalia shared documents.
Inspection of U.S. Mission to Somalia	ISP-I-19-09	10/29/2018	The U.S. Mission to Somalia, in coordination with the Bureau of African Affairs, should conduct a risk assessment to determine whether counterterrorism name-check vetting or other enhanced monitoring of foreign assistance to Somalia is warranted to mitigate terrorist finance risks. (Action: U.S. Mission to Somalia, in coordination with AF)	U.S. Mission to Somalia, Nairobi	Post is working with the Bureau of African Affairs on a risk assessment process.
Inspection of U.S. Mission to Somalia	ISP-I-19-09	10/29/2018	The U.S. Mission to Somalia, in coordination with the Bureau of Administration, should bring the outstanding FY 2016 grants awards into compliance with Department standards. (Action: U.S. Mission to Somalia, in coordination with A)	U.S. Mission to Somalia, Nairobi	Post completed the post award review and close out processes for FY 2016 grants. Post did not issue grants in FY17. In order to improve PD grants management, the current PAO/GO has approved two Public Affairs Locally Employed Staff to be Grants Officer Representatives and the Public Affairs team submitted FY18 grants through the ARIBA/ILMS/SAMS systems ensuring that at least basic controls are in place for grants management. Each FY18 grant has a monitoring plan and risk assessment.

Inspection of U.S. Mission to Somalia	ISP-I-19-09	10/29/2018	The U.S. Mission to Somalia should implement a records management program in accordance with Department standards. (Action: U.S. Mission to Somalia)	U.S. Mission to Somalia, Nairobi	The Management Officer has designated the Information Management Officer as the officer responsible for records management.
Inspection of U.S. Mission to Somalia	ISP-I-19-09	10/29/2018	The U.S. Mission to Somalia should appoint a post records coordinator in accordance with Department standards. (Action: U.S. Mission to Somalia)	U.S. Mission to Somalia, Nairobi	The Management Officer designated Post Information Management Officer as post records coordinator.
Inspection of the U.S. Mission to the African Union, Addis Ababa, Ethiopia	ISP-I-18-20	5/25/2018	The Bureau of African Affairs, in coordination with the U.S. Mission to the African Union, should implement mechanisms to obtain and track information on foreign assistance programs supporting the African Union. (Action: AF, in coordination with USAU)	U.S. Mission to the African Union	The Bureau of African Affairs' Budget and Strategic Planning team, in coordination with the AU desk will compile and send FACT Info Next Generation reports to post management and the USAID representative. This exercise will be conducted twice a year.

<p>Management Assistance Report: Action Still Needed To Update the Department's Standards of Conduct as They Relate to Trafficking in Persons and To Comply With a Related Recommendation</p>	<p>AUD-ACF-15-43</p>	<p>9/15/2015</p>	<p>OIG recommends that the Under Secretary for Civilian Security, Democracy, and Human Rights provide a plan of action to complete corrective actions, including appropriate milestones, to address Recommendations 1 and 2 from Audit Report AUD/IP-12-02.</p>	<p>Under Secretary for Civilian Security, Democracy, and Human Rights</p>	<p>The Department updated 3 FAM 4377 (50) and 3 FAM 4546 (48):</p> <p><a href="http://fam.a.state.gov/FAM/03FAM/03FAM4540.html">http://fam.a.state.gov/FAM/03FAM/03FAM4540.html</a></p> <p><a href="http://fam.a.state.gov/FAM/03FAM/03FAM4370.html">http://fam.a.state.gov/FAM/03FAM/03FAM4370.html</a></p> <p>Efforts will continue to update 3 FAM 4130 in 2019.</p>
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USAID – GAO OPEN RECOMMENDATIONS  
FY 2020  
(APRIL 2019)

GAO Report Title	GAO Report	Publicly Released	Recommendation	Bureau	Status and Timeline
INTERNATIONAL FOOD ASSISTANCE: USAID Has Controls for Implementation and Support Costs but Should Strengthen Financial Oversight	GAO-18-224	Publicly Released	USAID's financial oversight of implementing partners' spending to implement and support Title II development and emergency projects, the USAID Administrator should ensure that the USAID Administrator should ensure that its requirements for implementing partners to provide monitoring data on an ongoing basis on the use of 202(e) funding for cash transfers, food vouchers, and local and regional procurement are consistent for Title II development and emergency projects. (Rec #2)	DCHA/FFP	USAID/FFP award will not be available until the February support team has processed the FY 2019 PREP modification. This is due to the USAID/FFP's required actions. The new ADS 509s under implementing partner at the end of February. After the award has been processed, USAID/FFP plans to send
INFORMATION TECHNOLOGY: Agencies Need to Improve Certification of Controls for Development and Support Costs but Should Strengthen Financial Oversight	GAO-18-148	Nov 7, 2017	The Administrator of the U.S. Agency for International Development (USAID) should ensure that the USAID Administrator should ensure that its requirements for implementing partners to provide monitoring data on an ongoing basis on the use of 202(e) funding for cash transfers, food vouchers, and local and regional procurement are consistent for Title II development and emergency projects. (Rec #2)	M/CIO	This recommendation requires the final publication of ADS 509 to support verification of the management decision for comment and reviews. By June 30, 2019, FFP will be able to submit the completed report to completion date of Spring 2019.
INTERNATIONAL FOOD ASSISTANCE: USAID Has Controls for Implementation and Support Costs but Should Strengthen Financial Oversight	GAO-17-224	April 10, 2017	(Priority) To enhance USAID's financial oversight of implementing partners' spending to implement and support Title II development and emergency projects, the USAID Administrator should take steps to ensure that its requirements for implementing partners to provide monitoring data on an ongoing basis on the use of 202(e) funding for cash transfers, food vouchers, and local and regional procurement are consistent for Title II development and emergency projects. (Rec #1)	DCHA/FFP	At the end of April, USAID/FFP should support verification of the management decision for comment and reviews. By June 30, 2019, FFP will be able to submit the completed report to completion date of Spring 2019.
SYRIAN REFUGEES: U.S. Agencies Conduct Financial Oversight Activities for Humanitarian Assistance but Should Strengthen Monitoring	GAO-18-58	Oct 31, 2017	USAID's Office of Food for Peace (FFP) should identify and implement a mechanism to conduct in-person monitoring visits in countries where security conditions limit such visits by FFP officers. (Recommendation 2)	DCHA/FFP	Initial staff hiring for this recommendation was denied. New adjusted expected completion date will be June 30, 2019. Hiring of staff from this recommendation will have budget implications.
INTERNATIONAL FOOD ASSISTANCE: USAID Has Controls for Implementation and Support Costs but Should Strengthen Financial Oversight	GAO-17-224	April 10, 2017	(Priority) To enhance USAID's financial oversight of implementing partners' spending to implement and support Title II development and emergency projects, the USAID Administrator should develop, document, and implement a process for periodically conducting systematic, targeted financial reviews of Title II development and emergency projects. Such reviews should include efforts to verify that actual costs incurred for these projects align with planned budgets. (Rec #1)	DCHA/FFP	USAID/FFP has submitted closure document request to GAO on March 1, 2019. There are budget implications for USAID/FFP as a result of this audit, including hiring of additional staff and financial compliance reviews.



GAO Report Title	GAO Report	Publicly Released	Recommendation	Bureau	Status and Timeline
INTERNATIONAL FOOD ASSISTANCE: USAID Has Controls for Implementation and Support Costs but Should Strengthen Financial Oversight	GAO-17-224	April 10, 2017	To enhance USAID's financial oversight of implementing partners' spending to implement and support Title II development and emergency projects, the USAID Administrator should ensure that its requirements for implementing partners to provide monitoring data on an ongoing basis on the use of 202(e) funding for cash transfers, food vouchers, and local and regional procurement are consistent for Title II development and emergency projects. (Rec #2)	DCHA/FFP	Enhanced 202(e) reporting as related to cash/vouchers/LRP activities for a suitable USAID/FFP award will not be available until the Ethiopia country team has processed the FY 2019 PREP modification. This is due for countersignature with the implementing partner at the end of February. After the award has been processed, USAID/FFP plans to send it forward to GAO by 15-April-2019.
INTERNATIONAL FOOD ASSISTANCE: USAID Has Controls for Implementation and Support Costs but Should Strengthen Financial Oversight	GAO-17-224	April 10, 2017	<b>(Priority)</b> To enhance USAID's financial oversight of implementing partners' spending to implement and support Title II development and emergency projects, the USAID Administrator should take steps to ensure that it collects complete and consistent monitoring data from implementing partners for Title II development and emergency projects on the use of 202(e) funding for cash transfers, food vouchers, and local and regional procurement as well as data on the use of Title II funding for internal transportation, storage, and handling (ITSH) costs, in accordance with established requirements. (Rec #3)	DCHA/FFP	At the end April, USAID/FFP should receive the report for comment and review. By 15-June-2019, FFP will be able to submit the complete report to GAO.
INTERNATIONAL EDUCATION ASSISTANCE: USAID Has Implemented Primary Grade Reading Programs but Has Not Yet Measured Progress toward Its Strategic Goal	GAO-15-479	May 14, 2015	To improve USAID's ability to measure progress in achieving a quantitative reading goal in any future education strategy, the Acting USAID Administrator should ensure that the future strategy includes targets that will allow USAID to monitor interim progress toward its goal in comparison with planned performance.	E3	<b>This recommendation was closed, unimplemented.</b> USAID issued its new, publicly available USAID Education Policy -- versus a "strategy" -- in November 2018. The policy provides general priority direction for Agency education programs, but it does not contain topline targets. Therefore, this recommendation was no longer applicable because it pertains to targets that do not and will not exist. USAID will continue to monitor and evaluate the results of its education programs in compliance with standard operating procedures.

GAO Report Title	GAO Report	Publicly Released	Recommendation	Bureau	Status and Timeline
INTERNATIONAL FOOD AID: Better Agency Collaboration Needed to Assess and Improve Emergency Food Aid Procurement System	GAO-14-22	March 26, 2014	To improve the efficiency and accountability of the emergency food aid procurement process, the Secretary of Agriculture and Administrator of USAID should direct their staffs to work together to take steps to improve USDA's ability to account for U.S. government funds by ensuring that USAID provides USDA with accurate prepositioned commodity inventory data that USDA can independently verify.	DCHA/FFP	USAID/FFP has successfully run an accurate report using the Minimum Viable System for propositioning tracking. USAID/FFP is currently collecting clearance on an updated GAO Closure Request that includes this report, and plans to submit Spring 19. There are budget implications for USAID/FFP as a result of this audit for the procurement of the new system.
INTERNATIONAL FOOD AID: Prepositioning Speeds Delivery of Emergency Aid, but Additional Monitoring of Time Frames and Costs Is Needed	GAO-14-277	March 5, 2014	<b>(Priority)</b> To strengthen USAID's ability to help ensure that its food aid prepositioning program meets the goal of reducing delivery time frames in a cost-effective manner, the USAID Administrator should systematically collect, and ensure the reliability and validity of, data on delivery time frames for all emergency food aid shipments, including prepositioned food aid shipments. (Rec#1)	DCHA/FFP	The developer has a Minimally Viable System up and running on CIO systems with sufficient functionality to produce the USDA report and the development of a prepositioning tracking system will be complete by December 5, 2019. Expected completion date: Spring 2019. There are budget implications for USAID/FFP as a result of this audit for the procurement of the new system.
INTERNATIONAL FOOD AID: Prepositioning Speeds Delivery of Emergency Aid, but Additional Monitoring of Time Frames and Costs Is Needed	GAO-14-277	March 5, 2014	<b>(Priority)</b> To strengthen USAID's ability to help ensure that its food aid prepositioning program meets the goal of reducing delivery time frames in a cost-effective manner, the USAID Administrator should systematically monitor and assess costs associated with commodity procurement, shipping, and storage for prepositioned food aid shipments. (Rec#3)	DCHA/FFP	USAID/FFP has successfully run an accurate report using the Minimum Viable System for propositioning tracking that fulfills the recommendation. USAID/FFP is currently collecting clearance on an updated GAO Closure Request that includes this report, and plans to submit by Spring 2019.

USAID – OIG OPEN RECOMMENDATIONS  
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OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Title 2 CFR Part 200 Audit of the Jane Goodall Institute for Wildlife Research, Education and Conservation and Related Entity for the Fiscal Year Ended December 31, 2015	3-000-18-012-T-1	03/06/18	USAID's Office of Acquisition and Assistance, Cost, Audit and Support Division verify that the Jane Goodall Institute for Wildlife Research, Education and Conservation and Related Entity corrects Findings 2015-001 through 2015-004 (see pages I-22 through I-25 of the audit report).	M/OAA/CAS/CAM	Management decision has been issued and estimated closure date is 7/31/19.
Examination of Management's Assertions Over Incurred Cost Proposals by Futures Group for the Fiscal Years Ended December 31, 2006 Through 2008	3-000-18-025-I-1	03/01/18	USAID Office of Acquisition and Assistance, (OAA) Cost, Audit and Support (CAM) Division determine the allowability of \$23,157,935 in unsupported direct questioned costs on pages 2 and 13 - 24 of the report and recover any amount that is unallowable.	M/OAA/CAS/CAM	Additional supporting documentation from Futures Group is currently under review. A revised management decision will be issued for recommendation 1&2 once the review is completed. Estimated closure date is 8/28/19.
Examination of Management's Assertions Over Incurred Cost Proposals by Futures Group for the Fiscal Years Ended December 31, 2006 Through 2008	3-000-18-025-I-2	03/01/18	USAID Office of Acquisition and Assistance, Cost, Audit and Support Division verify that Futures Group corrects findings #1 through #4 on pages 13 - 24 of the report.	M/OAA/CAS/CAM	Additional supporting documentation from Futures Group is currently under review. A revised management decision will be issued for recommendation 1&2 once the review is completed. Estimated closure date is 8/28/19.
Closeout Audit of Costs Incurred by Chemonics To Pursue a Peaceful Transition to a Democratic and Stable Syria, Under Award AID-OAA-TO-13-00003, January 7, 2013, to October 6, 2016	3-000-18-008-N-4	02/20/18	We recommend that USAID's Office of Acquisition and Assistance, Cost Audit and Support Division determine the allowability of the \$5,588,215 in questioned costs identified as unsupported, and recover from Chemonics any amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria Conflict-Related Awards, 2013-2017	3-000-18-007-N-10	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Rescue Committee to follow the competitive bidding process and maintain all bidding documentation for the required retention period (page 34 of the report).	DCHA/OFDA	"USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria Conflict-Related Awards, 2013-2017	3-000-18-007-N-11	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Rescue Committee to purchase equipment and other inventory items that meet the approved specification or include the justification for acceptance from USAID (page 36 of the report).	DCHA/OFDA	"USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria Conflict-Related Awards, 2013-2017	3-000-18-007-N-2	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Rescue Committee to review the cash status of all USAID awards to ensure funds have not exceeded the immediate cash needs of the organization, and certify to USAID that interest on all excess cash for awards has been remitted (page 22 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.



OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria Conflict-Related Awards, 2013-2017	3-000-18-007-N-4	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch verify that International Rescue Committee maintains sufficient internal controls for the retention of original supporting documentation (page 26 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria Conflict-Related Awards, 2013-2017	3-000-18-007-N-5	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Rescue Committee to obtain supporting documentation for cash transactions and maintain sufficient internal controls for the retention of the documentation. Also, verify that International Rescue Committee perform and document anti-terrorism and excluded party checks on individuals before conducting cash transactions (page 27 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria	3-000-18-007-N-6	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch verify that International Rescue Committee conduct background checks on individuals before hiring and maintain adequate documentation to support the personnel employment records (page 28 & 29 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.

Conflict-Related Awards, 2013-2017					
OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria Conflict-Related Awards, 2013-2017	3-000-18-007-N-8	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Rescue Committee to enforce the policies and procedures for ensuring that supporting documentation for payroll disbursements are reviewed and charged to the correct award and also, verify that staff is properly trained on the completion and submission of payroll documentation (page 32 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.
Financial and Closeout Audit of Costs Incurred by International Rescue Committee in Liberia, Sierra Leone, Syria and Neighboring Countries Under Multiple Ebola-Related and Syria Conflict-Related Awards, 2013-2017	3-000-18-007-N-9	02/02/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch verify that International Rescue Committee is adhering to the policies and procedures which ensure disbursement personnel is properly approving and signing financial transactions at the appropriate level of authority prior to payment (page 33 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) has experienced delays implementing this management decision due to the extended government shutdown, therefore the Final Action Target Date has been changed to 5/31/19.
Audit of USAID Resources Managed by The President's Office, Ethics Secretariat, in Tanzania Under Grant Agreement No. 621-0014.08, Implementation	4-621-18-055-R-1	02/02/18	USAID/Tanzania determine the allowability of the \$125,634 in questioned costs (\$102,761 ineligible and \$22,873 unsupported) identified on pages 13 and 22 of the National Audit Office of Tanzania's audit report and recover from the Ethics Secretariat the amounts determined to be	BUREAU FOR AFRICA/TANZANIA	Office Acquisition and Assistance sent a letter to Ethics Secretariat on March 14, 2018 requesting an action plan and supporting documentation to address this recommendation. Estimated closure is 7/31/19.

Letter 1, January 1, 2013, to June 30, 2016			unallowable.		
<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of USAID Resources Managed by The President's Office, Ethics Secretariat, in Tanzania Under Grant Agreement No. 621-0014.08, Implementation Letter 1, January 1, 2013, to June 30, 2016	4-621-18-055-R-3	02/02/18	USAID/Tanzania verify that Ethics Secretariat corrects the two instances of material noncompliance detailed on pages 3 to 8 of the National Audit Office of Tanzania's management letter.	BUREAU FOR AFRICA/TANZANIA	Office Acquisition and Assistance sent a letter to Ethics Secretariat on March 14, 2018 requesting an action plan and supporting documentation to address this recommendation. Estimated closure is 7/31/19.
Audit of USAID Resources Managed by The President's Office, Ethics Secretariat, in Tanzania Under Grant Agreement No. 621-0014.08, Implementation Letter 1, January 1, 2013, to June 30, 2016	4-621-18-055-R-4	02/02/18	USAID/Tanzania assess the adequacy of internal control and compliance with the terms of its agreement with the Ethics Secretariat.	BUREAU FOR AFRICA/TANZANIA	Office of Acquisition and Assistance sent a letter to Ethics Secretariat on March 14, 2018 requesting an action plan and supporting documentation to address this recommendation. Estimated closure is 7/31/19.
Closeout Audit of Costs Incurred by Partners in Health in Liberia, Sierra Leone, and the United States Under Multiple Ebola-Related Awards, 2014-2015 - Re-	3-000-18-001-N-1	02/01/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch determine the allowability of the \$2,500,676 in questioned costs identified (\$2,064,252 as ineligible and \$436,424 as unsupported) on pages 20 and 21 of Davis and Associates'	M/OAA/CAS/CAM	Upon notification of the management decision, PIH provided voluminous information to support the Questioned Cost. Documentation is under review. Estimated final action date is 8/19/19.

issued			audit report, and recover from Partners in Health any amounts determined to be unallowable.		
<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Financial and Closeout Audit of Costs Incurred by International Medical Corps in Syria and Neighboring Countries, and in West Africa, Under Multiple Syria Conflict-Related and Ebola Virus Disease-Related Awards, 2012-2016	3-000-18-006-N-2	02/01/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Medical Corps to improve its controls over the maintenance of employee files by ensuring that employee contracts are kept current, all timesheets are retained and approved by supervisors, and payroll is aligned with the employee's approved compensation prior to disbursement of funds, as stated on page 17 of Williams Adley's audit report.	DCHA/OFDA	M/Office Acquisition and Assistance will transmit DCHA/OFDA's management decisions to IG for confirmation of questioned costs. Estimated closure date is 7/24/19.
Financial and Closeout Audit of Costs Incurred by International Medical Corps in Syria and Neighboring Countries, and in West Africa, Under Multiple Syria Conflict-Related and Ebola Virus Disease-Related Awards, 2012-2016	3-000-18-006-N-3	02/01/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Medical Corps to follow the Bid Summary Form's criteria by including all source selection requirements therein and provide training and support to field offices to ensure procurements are in accordance with company policies and procedures, as stated on page 19 of Williams Adley's audit report.	DCHA/OFDA	M/OAA will transmit DCHA/OFDA's management decisions to IG for confirmation of questioned costs. Estimated closure date is 7/24/19.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Financial and Closeout Audit of Costs Incurred by International Medical Corps in Syria and Neighboring Countries, and in West Africa, Under Multiple Syria Conflict-Related and Ebola Virus Disease-Related Awards, 2012-2016	3-000-18-006-N-5	02/01/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require International Medical Corps to obtain Generally Accepted Government Auditing Standards-compliant audit reports from its subrecipients, including confirmation that the auditors complied with the continuing professional education requirements that are part of a Generally Accepted Government Auditing Standards-compliant audit, as stated on page 22 of Williams Adley's audit report.	DCHA/OFDA	M/OAA will transmit DCHA/OFDA's management decisions to IG & will follow-up directly with them on cost findings. Estimated closure date is 7/24/19.
Financial and Closeout Audit of Costs Incurred by International Medical Corps in Syria and Neighboring Countries, and in West Africa, Under Multiple Syria Conflict-Related and Ebola Virus Disease-Related Awards, 2012-2016	3-000-18-006-N-6	02/01/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management (CAM) Branch require International Medical Corps to reimburse United States Agency for International Development \$12,091, amount determined subsequent to the audit report, for the non-compliant audit costs charged to the Agency's awards and obtain Generally Accepted Government Auditing Standards-compliant new audits of Jordan Health Aid Society for the period between 2012 and 2015, if the external auditors are unable to provide such existing audits of Jordan Health Aid Society,	M/OAA/CAS/CAM	The Agreement Officer has determined the \$12,091 in questioned costs is allowable. CAM will request APC closure of this recommendation. Estimated closure is 7/24/19.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
			as stated on page 22 of Williams Adley's audit report.		
Closeout Audit of Costs Incurred by GOAL in Liberia, Sierra Leone and Syria, Under Multiple Ebola Virus Disease-Related and Operation Inherent Resolve Awards, 2013-2017	3-000-18-003-N-1	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch determine the allowability of the \$133,885 in unsupported questioned costs identified on page (ii) of Bert Smith & Co.'s audit report, and recover from GOAL any amounts determined to be unallowable.	M/OAA/CAS/CAM	The Bill of Collection (BOC) is for \$5,124.00, BOC still has an outstanding balance as of today \$36.24. The CFO forwarded this to NPA. We are awaiting a response. Estimated final action date is 6/22/19.
Closeout Audit of Costs Incurred by GOAL in Liberia, Sierra Leone and Syria, Under Multiple Ebola Virus Disease-Related and Operation Inherent Resolve Awards, 2013-2017	3-000-18-003-N-2	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require GOAL to improve adherence to its policy regarding cost allocations. GOAL should retain documentation that substantiates its use of federal funds, so that records are readily available for examination, as stated on page 18 of Bert Smith & Co.'s audit report.	DCHA/OFDA	USAID/Office of U.S. Foreign Disaster Assistance (OFDA) has experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.
Closeout Audit of Costs Incurred by GOAL in Liberia, Sierra Leone and Syria, Under Multiple Ebola Virus Disease-Related and Operation Inherent Resolve Awards, 2013-2017	3-000-18-003-N-3	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require GOAL to review and revise its financial management system so that it is in accordance at a minimum with the federal financial management system requirements as stated on page 18 of Bert Smith & Co.'s audit report.	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Closeout Audit of Costs Incurred by GOAL in Liberia, Sierra Leone and Syria, Under Multiple Ebola Virus Disease-Related and Operation Inherent Resolve Awards, 2013-2017	3-000-18-003-N-5	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require GOAL to: (a) Review and improve the existing internal controls over the approval of expenses and implement both corrective actions and retraining of the personnel to ensure that the controls are clearly communicated; and (b) Implement the necessary steps to ensure that all documentation related to expenses be maintained for the period specified per the grant agreement, as stated on page 24 of Bert Smith & Co.'s audit report.	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.
Closeout Audit of Costs Incurred by GOAL in Liberia, Sierra Leone and Syria, Under Multiple Ebola Virus Disease-Related and Operation Inherent Resolve Awards, 2013-2017	3-000-18-003-N-6	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require GOAL to perform independent reviews of its procurement files periodically throughout its fiscal year to ensure that the organization's procurement policies and procedures are being adhered to by employees, as stated on page 27 of Bert Smith & Co.'s audit report.	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.
Closeout Audit of Costs Incurred by GOAL in Liberia, Sierra Leone and Syria, Under Multiple Ebola Virus Disease-Related and Operation Inherent	3-000-18-003-N-7	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division, Contract Audit Management Branch require GOAL to obtain signed subaward agreements from subgrantees before the subgrantees commence work under the subawards, as stated on page 28 of Bert Smith & Co.'s audit	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has

Resolve Awards, 2013-2017			report.		been changed to 5/31/19.
OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Closeout Audit of Costs Incurred by Catholic Relief Services in Syria Under Multiple USAID Agreements for the Periods, January 25, 2013, Through October 29, 2015; September 1, 2015, Through November 30, 2016, and January 29, 2015, Through December 31, 2016	3-000-18-005-N-3	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division Contract Audit Management Branch require Catholic Relief Services to review its process over related documentation and to ensure that related documentation is maintained and easily accessible (see page 16 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.
Closeout Audit of Costs Incurred by Catholic Relief Services in Syria Under Multiple USAID Agreements for the Periods, January 25, 2013, Through October 29, 2015; September 1, 2015, Through November 30, 2016, and January 29, 2015, Through December 31, 2016	3-000-18-005-N-4	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division Contract Audit Management Branch require Catholic Relief Services to review its process with regard to maintenance of payroll related documentation and revise as needed to ensure that related documentation is maintained and easily accessible (see page 18 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.



OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Closeout Audit of Costs Incurred by Catholic Relief Services in Syria Under Multiple USAID Agreements for the Periods, January 25, 2013, Through October 29, 2015; September 1, 2015, Through November 30, 2016, and January 29, 2015, Through December 31, 2016	3-000-18-005-N-6	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division Contract Audit Management Branch require Catholic Relief Services to review policies and procedures to ensure that equipment costs are properly reflected in its budget and that appropriate steps are taken to correct errors posted and obtain the necessary approvals from the cognizant USAID official prior to purchasing and transferring assets (see page 23 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.
Closeout Audit of Costs Incurred by Catholic Relief Services in Syria Under Multiple USAID Agreements for the Periods, January 25, 2013, Through October 29, 2015; September 1, 2015, Through November 30, 2016, and January 29, 2015, Through December 31, 2016	3-000-18-005-N-7	01/30/18	USAID's Office of Acquisition and Assistance, Cost Audit and Support Division Contract Audit Management Branch require Catholic Relief Services to obtain Single Audit Reports from subrecipients as required by contractual agreements and federal guidelines or proper authorization should be obtained from the cognizant agency, USAID, to perform alternative procedures (see page 25 of the report).	DCHA/OFDA	USAID/ <b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) have experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision; therefore the Final Action Target Date has been changed to 5/31/19.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of the Centre for International Studies and Cooperation Under Multiple USAID Agreements for the Fiscal Year Ended March 31, 2011	3-000-18-007-R-3	01/30/18	USAID's Office of Acquisition and Assistance, Cost, Audit and Support verify that the Centre for International Studies and Cooperation corrects the five material instances of noncompliance detailed on pages 11-1 and IV-1 through IV-5 of the audit report.	M/OAA/CAS/CAM	This is a repeat finding in the Fiscal Years 2012-2016 Recipient Contract Audit reports and therefore, closure is pending Inspector General/A/EFA review and acceptance of these subsequent reports. Estimated closure date is 4/25/19.
Performance Audit on the Adequacy of the Disclosure Statement, Revision 1 for Tetra Tech, Inc. Engineering Architectural Services	3-000-18-024-I-1	01/26/18	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that Tetra Tech, Inc. Engineering Architectural Services has implemented the auditor's recommendation for Finding #1 (see pages 6 through 9 of the report).	M/OAA/CAS/CAM	The Defense Contract Audit Agency (DCAA) conducted Tetra Tech EAS' follow-up audit on the adequacy of the Disclosure Statement, Revision 1 and the final audit report is pending. Estimated closure date is 5/4/19.
USAID/West Bank and Gaza Improved Conflict Mitigation Program Management but Has Not Completed an Evaluation	8-294-18-001-P-2	01/26/18	USAID/West Bank and Gaza take the following actions: Complete the evaluation of the Conflict Mitigation and Management Program that has been initiated, and implement an action plan to take action, as appropriate, on the evaluation's findings.	BUREAU FOR MIDDLE EAST/WEST BANK/GAZA	Please note the evaluation will be conducted in late 2018/early 2019, therefore, I set the targeted final action completion to June 2019.
Examination of Incurred Costs for The QED Group for the Fiscal Year Ended December 31, 2013	3-000-18-022-I-2	01/25/18	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that The QED Group has implemented the auditor's recommendation for Finding #1 (see pages 12 and 13 of the report).	M/OAA/CAS/CAM	The 2014 audit is scheduled to be completed in FY 2019. Estimated closure date is 8/22/19.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of USAID Resources Managed by Stellenbosch University in South Africa Under Multiple Agreements, January 1 to December 31, 2016	4-674-18-051-R-2	01/24/18	M/Office of Acquisition and Assistance (OAA )/CAS/CAM determine the allowability of the \$2,123 in ineligible questioned costs relating to cooperative agreements AID-OFDA-G-11-00215 and AID-OFDA-G-16-00115 identified on pages 18 to 19 of PricewaterhouseCoopers' audit report and recover from Stellenbosch University the amounts determined to be unallowable.	M/OAA/CAS/CAM	A bill of collection for \$2,545 was issued to Stellenbosch University, currently awaiting payment. Estimated closure is 6/26/19.
Audit of USAID Resources Managed by Stellenbosch University in South Africa Under Multiple Agreements, January 1 to December 31, 2016	4-674-18-051-R-4	01/24/18	M/OAA(OAA)/CAS/CAM verify that Stellenbosch University corrects the one instance of material noncompliance relating to cooperative agreements AID-OFDA-G-11-00215 and AID-OFDA-G-16-00115 detailed on pages 8 and 9 of PricewaterhouseCoopers' management letter.	M/OAA/CAS/CAM	Closure of Recommendation 4 is pending RIG Pretoria review and acceptance of the FY 2017 audit report. Estimated closure is 6/27/19.
Audit of USAID Resources Managed by Stellenbosch University in South Africa Under Multiple Agreements, January 1 to December 31, 2016	4-674-18-051-R-6	01/24/18	M/OAA (OAA)/CAS/CAM verify that Stellenbosch University provides Management Science for Health Inc. with a copy of PricewaterhouseCoopers' audit report and management letter the for their review and any appropriate action regarding the \$422 ineligible questioned costs identified related to subagreement LMG 16-002, as detailed on pages 18 and 19 of the report and pages 8 and 9 of the	M/OAA/CAS/CAM	Closure of Recommendation 6 is pending RIG Pretoria review and acceptance of the FY 2017 audit report. Estimated closure is 6/27/19.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-12	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning direct the development of an Agency-wide content management system where decisions, documents, and lessons can be tracked and accessed by staff to improve the consistency of records management.	M/OFFICE OF MANAGEMENT SERVICE/IRD	Recommendation closure request was sent to OIG on 8.6.18. Currently awaiting OIG closure confirmation.
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-13	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning direct the development of an Agency-wide system that tracks program awards and relevant contractors and partners implementing those awards to bring all systems together, reduce duplication, and increase collaboration and oversight.	M/CHIEF INFORMATION OFFICER	Recommendation closure request was sent to OIG on 5.25.18. Currently awaiting OIG closure confirmation.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-2	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning work with other U.S. agencies to clearly identify, and regularly test, roles and capabilities, and responsibilities for use in a future international public health emergency. This should include policy related to the Office of U.S. Foreign Disaster Assistance use of the Mission Tasking Matrix with the Department of Defense. And agreements should specify operational details; clearly define roles and responsibilities; and ensure a common understanding of standardized language.	DCHA/OFDA	USAID/OFDA and CDC continued involvement in the current Ebola response will continue into 2019, and USAID/OFDA will continue to attempt to coordinate with CDC. Revised Final Action Target Date is 12/31/19.
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-3	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning direct the creation and maintenance of an inventory, by country, of nongovernmental organizations and local actors who are involved in response, development, and other humanitarian activities; and determine which of these could potentially be called upon as implementing partners in an emergency.	BUREAU FOR GLOBAL HEALTH/BUREAU FOR GLOBAL HEALTH	The Final Action Target Date is revised to 3/31/19.
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-4	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning develop policies for rapid data and information sharing including with host governments, with the World Health Organization, and within the U.S. Government.	DCHA/OFDA	These findings are part of an Agency-wide audit and the response process is being managed by USAID Chief of Staff. Further action is needed from various USAID offices to revise the response and submit back to OIG. Estimate closure date is 10/31/2019.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-6	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning direct the development of and test procedures for integrating response, recovery, and transition activities during a complex whole-of-Agency humanitarian or health emergency.	BUREAU FOR POLICY, PLANNING, AND LEARNING/BUREAU OF POLICY, PLANNING, AND LEARNING (PPL)	The development of new ADS Chapter 107 authority is awaiting confirmation of the Congressional Notification. Estimated closure date is 3/31/19.
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-7	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning direct the Office of U.S. Foreign Disaster Assistance, in collaboration with Global Health and health officers from other bureaus, to develop policies for identifying health response triggers, deploying a small team to assess a health situation in collaboration with mission staff, and provide an initial needs assessment before a disaster declaration is made.	BUREAU FOR GLOBAL HEALTH/BUREAU FOR GLOBAL HEALTH	The final action is in coordination with OFDA - for a separate audit (9-000-18-002-P JANUARY 24, 2018) to be completed by January 2019. GH has assigned the Revised Target date as March 31, 2019.
Lessons From USAID's Ebola Response Highlight the Need for a Public Health Emergency Policy Framework	9-000-18-001-P-8	01/24/18	The Assistant to the Administrator for Policy, Planning and Learning direct all regional and functional bureaus to identify and maintain a listing of key staff who would be involved in a whole-of-Agency emergency response, and provide those staff with abbreviated training on the Office of U.S. Foreign Disaster Assistance Disaster Assistance Response Team and Response Management Team to build a stronger cadre of cross-sectoral teams.	DCHA/OFDA	USAID/OFDA has experienced delays implementing this management decision due to the extended government shutdown. USAID/OFDA resumed implementing its management decision when USAID and therefore the Final Action Target Date is 4/30/19.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Assessment and Oversight Gaps Hindered OFDA's Decision Making About Medical Funding During the Ebola Response	9-000-18-002-P-1	01/24/18	OFDA update policies and procedures to clearly define how staff should conduct initial and ongoing assessments and how the assessments should inform the development and modification of OFDA's strategic approach to disasters especially the longer-term, complex emergencies that are becoming more common.	DCHA/OFDA	USAID/OFDA experienced delays implementing this management decision due to the extended government shutdown, which continued for two weeks beyond our original revised target closure date request. USAID/OFDA requires additional time to finalize policy and obtain clearances. Revised Final Action Target Date is 4/1/19.
Assessment and Oversight Gaps Hindered OFDA's Decision Making About Medical Funding During the Ebola Response	9-000-18-002-P-2	01/24/18	OFDA require staff to document needs assessments, reassessments, the data used to inform these assessments, and any underlying assumptions.	DCHA/OFDA	A revised management decision was requested for this recommendation. Estimated final action date is 11/30/19.
Assessment and Oversight Gaps Hindered OFDA's Decision Making About Medical Funding During the Ebola Response	9-000-18-002-P-4	01/24/18	OFDA update policies and procedures on monitoring response effectiveness, specifying the parties responsible, the frequency, and the method for collecting, analyzing, documenting, and reporting the information necessary to oversee response activities.	DCHA/OFDA	A revised management decision for this recommendation. Estimated final action date is 11/30/19.
Assessment and Oversight Gaps Hindered OFDA's Decision Making About Medical Funding During the Ebola Response	9-000-18-002-P-6	01/24/18	<b>Office of U.S. Foreign Disaster Assistance</b> (OFDA) implement a strategy to provide proper monitoring and management of awards by agreement officer's representatives, especially when a disaster requires immediate oversight on a large scale.	DCHA/OFDA	USAID/OFDA experienced unforeseen technical issues related to the IT platform associated with this recommendation, which were further complicated by USAID/OFDA's inability to work on systems development during the lapse in appropriations and resulting partial government shutdown. Revised Final Action

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
					Target Date is 5/31/19.
Assessment and Oversight Gaps Hindered OFDA's Decision Making About Medical Funding During the Ebola Response	9-000-18-002-P-8	01/24/18	Office of U.S. Foreign Disaster Assistance (OFDA) include sections in the multiple response strategy on filling open positions, ensuring a sufficient surge roster, and attracting qualified individuals to work on response efforts.	DCHA/OFDA	Recommendation was sent to the OIG for closure on 12/20/18. Currently awaiting the OIG closure confirmation.
Performance Audit Over the Adequacy and Cost Accounting Standards Compliance of the Disclosure Statements, Revisions 3 and 4 for DAI Global, LLC	3-000-18-020-I-1	01/19/18	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that DAI Global, LLC has implemented the auditor's recommendation for Finding #1 (see pages 4 and 5 of the report).	M/OAA/CAS/CAM	Follow-up audit by Defense Contract Audit Agency (DCAA) is pending and estimated closure date is 6/30/19.
Audit of USAID Resources Managed by Alliance for a Green Revolution in Africa Under Multiple Agreements, January 1 to December 31, 2016	4-000-18-035-R-2	12/19/17	M/OAA/CAS/CAM verify that Alliance for a Green Revolution in Africa corrects the one material weakness in internal control detailed on pages 28 to 29 of PricewaterhouseCoopers' audit report.	M/OAA/CAS/CAM	Closure of the 2016 Recommendation 2 is pending IG/A/EFA review and acceptance the 2017 RCA Report. Estimated closure date is 4/25/19.
Audit of USAID Resources Managed by Alliance for a Green Revolution in Africa Under Multiple Agreements, January 1 to December 31, 2016	4-000-18-035-R-3	12/19/17	M/OAA/CAS/CAM verify that Alliance for a Green Revolution in Africa corrects the three instances of material noncompliance detailed on pages 33-37 of PricewaterhouseCoopers' audit report.	M/OAA/CAS/CAM	Closure of the 2016 Recommendation 3 is pending IG/A/EFA review and acceptance the 2017 RCA Report. Estimated closure date is 4/25/19.



OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Closeout Audit of USAID Resources Managed by the Intergovernmental Authority on Development in East Africa Under Limited Scope Grant Agreement LSGA6230009.02-3-60082 Through Multiple Implementation Letters, January 1, 2015, to December 31, 2016	4-623-18-037-R-3	12/19/17	USAID/Kenya and East Africa verify that Intergovernmental Authority on Development (IGAD) corrects the eight instances of material noncompliance detailed on pages 28, 29, 31 to 34, 37 and 38 of KPMG's audit report and page 6 of the management letter.	BUREAU FOR AFRICA/KENYA	Mission requested IGAD to communicate corrective actions planned or taken to address the three recommendations. Mission will follow up and ensure the recommendations are closed before April 2019.
OMB Circular A-133 Audit of Conservation Strategy Fund for the Fiscal Year Ended December 31, 2014	3-000-18-009-T-1	12/05/17	USAID Office of Acquisition and Assistance, Cost, Audit and Support, ensure that Conservation Strategy Fund has implemented the auditor's recommendations for Findings 2014-001 and 2014-002 (See pages 20 and 21 of the report).	M/OAA/CAS/CAM	Closure of Recommendation 1 is pending OIG review of the subsequent FY 2015 audit report. Estimated closure date is 4/30/19.
Audit of USAID Resources Managed by Caritas Rwanda Under Multiple Agreements, January 1 to December 31, 2016	4-696-18-020-R-1	12/04/17	USAID/Rwanda determine the allowability of the \$22,878 in questioned costs (\$22,404 ineligible and \$474 unsupported) identified on page 26 of GPO Partners audit report and page 6 of GPO Partners management letter and recover from the Caritas the amounts determined to be unallowable.	BUREAU FOR AFRICA/RWANDA	The final required action has two sub-activities with different timelines. Target action date is changed 4/10/19 to harmonize the final date for all sub-activities.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Agency-Contracted Audit of Locally Incurred Costs in USAID Resources Managed by African Development Solutions in Kenya Under Agreement AID-623-A-12-00026, August 14, 2012, to December 31, 2015	4-623-18-001-N-4	11/28/17	USAID/Kenya and East Africa determine the allowability of \$4,437,040 in unsupported questioned costs based upon Ernst & Young's disclaimer of opinion and recover from the African Development Solutions any amounts determined to be unallowable.	M/MPBP/COMP - APPEAL	Agency and Auditee are engaged in an active Appeal Process.
Audit of USAID's Financial Statements for Fiscal Years 2017 and 2016	0-000-18-004-C-1	11/15/17	The Office of the Chief Financial Officer continue to investigate the \$83 million differences between the Agency's Fund Balance With Treasury Account and Treasury fund balance to identify the root cause and, if appropriate, modify its business process to mitigate future occurrences.	M/CFO/CAR	Although a long-standing problem since FY 2011, Office of Management and Budget (OMB) recently provided clear guidance for taking discrete corrective action but is requiring GC endorsement. USAID's GC is engaged with OMB's legal counterparts and will assist M/CFO through this process. Per OMB, legislative approval is required to resolve the differences. The current Final Action Target date is April 2019.
Audit of USAID's Financial Statements for Fiscal Years 2017 and 2016	0-000-18-004-C-2	11/15/17	The Office of the Chief Financial Officer enhance its policies and procedures to ensure the subsidiary and general ledgers are completely reconciled and the causes of the differences are corrected.	M/CFO/CAR	M/CFO submitted the recommendation to IG on April 4, 2018 for closure and is currently awaiting OIG closure confirmation.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Audit of USAID Resources Managed by the Alliance for International Medical Action Under Multiple USAID Agreements Implemented in Multiple Countries, for the Fiscal Year Ended December 31, 2016	4-000-18-012-R-1	11/08/17	M/OAA/CAS/CAM verify that the Alliance for International Medical Action corrects the two instances of material noncompliance detailed on pages III-1 to III-2 of Gelman, Rosenberg & Freedman's audit report.	M/OAA/CAS/CAM	The FY 2017 RCA Audit contained unresolved findings from FY2016. Therefore, closure the 2016 findings and audit recommendation are pending until the IG reviews and accepts the 2017 Recipient Contract Audit report. Estimated closure date is 4/1/19.
Costs Incurred Audit of Iraq Provincial Economic Growth (PEG) Program of Louis Berger Group, Inc., USAID Contract 267-C-00-08-00500, February 1, 2009, Through March 31, 2013	8-267-18-001-D-1	11/02/17	USAID/Iraq determine the allowability, and collect as appropriate, \$910,027 in questioned costs, (\$99,253 ineligible, and \$810,774 unsupported), as detailed on pages 6 through 16 of the Defense Contract Audit Agency's report.	BUREAU FOR MIDDLE EAST/IRAQ	"Pursuant to ADS 302.3.18.4(d), the CO and LBGI are currently in negotiations over the remaining set of unallowable costs to reach a mutually acceptable settlement and to avoid potential appeals that drain limited Agency resources. This audit had several hundred cost issues in question, the majority of which have been resolved. Due to the complexity of the remaining issues and the large quantity of supporting documentation, LBGI is still searching their records. This along with competing high level Mission priorities has led to an extension of the target date to April 30, 2019."
Audit of Incurred Costs for AMEX International, Inc. for the Fiscal Years Ended December 31, 2008 Through 2010	3-000-18-003-I-1	10/30/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$3,169,020 in unsupported direct questioned costs and collect any disallowed amounts from AMEX International, Inc. (see pages 2, and	M/OAA/CAS/CAM	Additional documents submitted by AMEX International. Currently under review. Estimated final action date is 4/29/19.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
			11 through 15 of the report).		
Audit of Incurred Costs for Planning and Learning Technologies, Inc. for Fiscal Years Ended December 31, 2012 and 2013	3-000-18-004-I-1	10/30/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$86,648 in unsupported direct questioned costs and collect any disallowed amounts from Planning and Learning Technologies, Inc. (see pages 2, 10 and 11 of the report).	M/OAA/CAS/CAM	A closure request of this recommendation is pending upon receipt of the OIG acknowledgement of the revised management decision. Estimated closed date is 4/29/19.
Audit of Incurred Costs for Planning and Learning Technologies, Inc. for Fiscal Years Ended December 31, 2012 and 2013	3-000-18-004-I-2	10/30/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that Planning and Learning Technologies, Inc. has implemented the auditor's recommendation for Finding #1 (see pages 10 and 11 of the report).	M/OAA/CAS/CAM	A closure request of this recommendation is pending upon receipt of the OIG acknowledgement of the revised management decision. Estimated closed date is 4/29/19.
Title 2 CFR Part 200 Audit of Population Services International for the Fiscal Year Ended December 31, 2016	3-000-18-004-T-2	10/23/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support, ensure that Population Services International has implemented the auditor's recommendation for Findings 2016-001 through 2016-008 (see pages 51 through 71 of the report).	M/OAA/CAS/CAM	A management decision was accepted by IG. The procedural findings will be closed when the subsequent year's audit report is reviewed and forwarded to CAM. Estimated closure date is 4/23/19.
Audit of Incurred Costs for Futures Group for the Fiscal Years Ended December 31, 2009 Through 2011	3-000-18-002-I-2	10/17/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that Futures Group has implemented the auditor's recommendations for Findings #1 through #4 (see pages 14 through 25 of the report).	M/OAA/CAS/CAM	Currently waiting for the CPA Firm to complete subsequent FYs 2012-2015 audit to begin the closure process. Final audit report is due to be received by September 30, 2019. Estimated final action date is 10/31/19.
USAID Has Implemented Controls in Support of FISMA, but Improvements Are Needed	A-000-18-003-C-9	10/06/17	We recommend that the chief information officer document and implement a procedure to check for unauthorized software at established intervals.	M/CHIEF INFORMATION OFFICER	The recommendation was sent to the OIG for closure on 10.30.18. Currently awaiting the OIG closure confirmation.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Audit of USAID Resources Managed by Agribusiness in Sustainable Natural African Plant Product in Zambia Under Cooperative Agreement AID-611-A-12-00003, October 1, 2014, to September 30, 2015	4-611-17-165-R-1	09/20/17	USAID/Zambia determine the allowability of the \$156,500 in questioned costs (\$1,697 ineligible and \$154,803 unsupported) identified on pages 14 and 17 of Deloitte & Touche's audit report and recover from Agribusiness in Sustainable Natural African Plant Product the amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Closeout Audit of USAID Resources Managed by Agribusiness in Sustainable Natural African Plant Product in Zambia Under Cooperative Agreement AID-611-A-12-00003, October 1, 2015, to February 5, 2016	4-611-17-166-R-1	09/20/17	USAID/Zambia determine the allowability of the \$463,327 in unsupported questioned costs identified on pages 14 to 15 of Deloitte & Touche's audit report and recover from Agribusiness in Sustainable Natural African Plant Product the amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Audit of Incurred Costs for AMEX International, Inc. for the Fiscal Years Ended December 31, 2011 Through 2013	3-000-17-044-I-1	09/18/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$2,484,887 in unsupported direct questioned costs and collect any disallowed amounts from AMEX International, Inc. (see pages 2, 10 and 11 of the report).	M/OAA/CAS/CAM	There is \$2,484,887 in questioned costs; AMEX has provided support for \$1,191,328. A request was issued for additional documentation to support the remaining \$1,293,559 of questioned costs. No response from AMEX International has been received to date. It is anticipated that a follow-up management decision disallowing all remaining unsupported costs. Estimated final action date is 5/15/19.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Audit of Incurred Costs for Insight Systems Corporation for the Fiscal Year Ended December 31, 2013	3-000-17-042-I-1	08/30/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$445 in ineligible direct questioned costs and \$308,422 in unsupported direct questioned costs and collect any disallowed amounts from Insight Systems Corporation (see pages 3 and 13 through 19 of the report).	M/OAA/CAS/CAM	Additional supporting data is currently being reviewed. Estimated final action date is 5/31/19.
Audit of Incurred Costs for Insight Systems Corporation for the Fiscal Year Ended December 31, 2013	3-000-17-042-I-2	08/30/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$1,576 in reimbursements from Insight Systems Corporation (see pages 3 and 13 through 15 of the report).	M/OAA/CAS/CAM	Additional supporting data is currently being reviewed. Estimated final action date is 5/31/19.
Audit of Incurred Costs for Insight Systems Corporation for the Fiscal Year Ended December 31, 2013	3-000-17-042-I-3	08/30/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that Insight Systems Corporation has implemented the auditor's recommendations for Findings #1 through #3 (see pages 13 through 19 of the report).	M/OAA/CAS/CAM	Additional supporting data is currently being reviewed. Estimated final action date is 5/31/19.
Audit of USAID Resources Managed by the National Audit Office Tanzania Under Strategic Objective Grant Agreement 621-0014.08, July 1, 2013, to June 30, 2015	4-621-17-143-R-1	08/30/17	USAID/Tanzania determine the allowability of the \$354,929 in questioned costs (\$323,066 ineligible and \$31,863 unsupported) identified on pages 8 to 10 of RSM Eastern Africa's audit report and recover from the National Audit Office Tanzania the amounts determined to be unallowable.	BUREAU FOR AFRICA/TANZANIA	An Agency Contract Audit is being contracted to assist in resolving current questioned cost management decision discussions. Estimated closure is 9/30/19.
Audit of USAID Resources Managed by the National Audit Office Tanzania Under	4-621-17-143-R-2	08/30/17	USAID/Tanzania verify that National Audit Office Tanzania corrects the five significant deficiencies in internal control detailed on pages 15 to 21 of RSM	BUREAU FOR AFRICA/TANZANIA	An Agency Contract Audit is being contracted to assist in verifying resolution of the five internal control deficiencies. Estimated closure is 9/30/19.

Strategic Objective Grant Agreement 621-0014.08, July 1, 2013, to June 30, 2015			Eastern Africa's audit report.		
<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of Incurred Costs for JTJ Resources, Inc. for the Fiscal Years Ended December 31, 2011 Through 2013	3-000-17-041-I-1	08/22/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$88,285 in unsupported direct questioned costs and \$33,597 in ineligible direct questioned costs and collect any disallowed amounts from JTJ Resources, Inc. (see pages 12 through 20 of the report).	M/OAA/CAS/CAM	Additional supporting data is currently being reviewed. Estimated final action date is 5/31/19.
Audit of Incurred Costs for JTJ Resources, Inc. for the Fiscal Years Ended December 31, 2011 Through 2013	3-000-17-041-I-2	08/22/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that JTJ Resources, Inc. has implemented the auditor's recommendations for Findings #1 and #2 (see pages 12 through 20 of the report).	M/OAA/CAS/CAM	Additional supporting data is currently being reviewed. Estimated final action date is 5/31/19.
Audit of French Red Cross Under Multiple USAID Agreements for the Fiscal Year Ended December 31, 2016	3-000-17-031-R-1	08/11/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that French Red Cross has implemented the auditor's recommendation for the two significant deficiencies in the report on internal control, and two material instances of noncompliance in the report on compliance (see pages 11-1 and 111-1 of the report).	M/OAA/CAS/CAM	Recommendation 1 will be closed upon receipt of the 2017 RCA Report. Estimated final action date is 4/30/19.
Audit of Incurred Costs for AMEX International, Inc. for the Fiscal Year Ended December 31, 2014	3-000-17-037-I-1	08/11/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$323,946 in unsupported direct questioned costs and collect any disallowed amounts from AMEX International, Inc. (see pages 9	M/OAA/CAS/CAM	Revised management decision was issued on Feb. 28, 2019. Estimated closure date is 5/30/19.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
			through 10 of the report).		
Audit of Incurred Costs for CAMRIS International for the Fiscal Year Ended December 31, 2013	3-000-17-034-I-1	07/27/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$2,223,978 in unsupported direct questioned costs and collect any disallowed amounts from CAMRIS International (see pages 9 and 10 of the report).	M/OAA/CAS/CAM	Due to the Shutdown the Final Action Target Date was extended until 3/31/2019. Estimated final action date is 3/31/19.
Audit of Incurred Costs for CAMRIS International for the Fiscal Year Ended December 31, 2013	3-000-17-034-I-2	07/27/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that CAMRIS International has implemented the auditor's recommendations for Finding #1 (see pages 9 and 10 of the report).	M/OAA/CAS/CAM	Additional data is currently being reviewed. Estimated final action date is 5/30/19.
Audit of USAID Resources Managed by African Development Solutions in Kenya Under Multiple Agreements, January 1 to December 31, 2014	4-000-17-132-R-1	07/26/17	USAID Office of Acquisition and Assistance, Cost, Audit and Support Division determine the allowability of the \$3,054,996 in questioned costs (\$2,856,719 ineligible and \$198,277 unsupported) identified on pages I-21 and II-1 of Gelman, Rosenberg & Freedman's audit report and the difference between the indirect cost rate charges and the approved rate of 14.41 percent for agreements AID-OFDA-G-13-00165, AID-OFDA-G-13-00145, and AID-623-A-12-00026 on pages I-6 to I-7 and recover from the African Development Solutions (ADESO) the amounts determined to be unallowable.	M/OAA/CAS/CAM	Confirming costs appealed by ADESO on their REGAL award. Once confirmed, a bill of collection will be issued for the questioned costs that are not associated with the REGAL award. Estimated closure date is 5/30/19.



OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Audit of USAID Resources Managed by African Development Solutions in Kenya Under Multiple Agreements, January 1 to December 31, 2014	4-000-17-132-R-5	07/26/17	DCHA/FFP determine whether outstanding advances to African Development Solutions for agreement AID-FFP-G-14-00001 are excessive, and if so, request a refund for funds in excess of immediate disbursing needs in accordance with ADS 636.3.3.2.	BUREAU FOR DEMOCRACY, CONFLICT AND HUMANITARIAN ASSISTANCE/DCHA/FFP	Final Action Target Date changed to 3/09/2019 because the recommendation cannot be closed since the audit recommendations are tied to the Negotiated Indirect Cost Rate Agreement (NICRA) and the Agency is still negotiating it with the organization.
Audit of USAID Resources Managed by African Development Solutions in Kenya Under Multiple Agreements, January 1 to December 31, 2014	4-000-17-132-R-6	07/26/17	M/OAA/CAS/CAM follow up on unexpended funds that African Development Solutions owed to USAID from agreements that ended before December 31, 2013, as shown on pages I-13 to I-18 of Gelman, Rosenburg & Freedman's audit report and determine any actions necessary in accordance with the standard provisions for non-U.S., nongovernmental organizations, paragraph RAA1.h.	M/OAA/CAS/CAM	Confirming costs appealed by ADESO on their REGAL award. Only. Once confirmed, a bill of collection will be issued for the questioned costs that are not associated with the REGAL award. Estimated closure date is 5/30/19.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of Deutsche Welthungerhilfe e. V. Under Multiple USAID Agreements for the Fiscal Year Ended December 31, 2015	3-000-17-027-R-2	07/24/17	USAID's Office of Acquisition and Assistance, and Cost, Audit and Support ensure the twelve significant deficiencies in internal control, and thirteen material instances of noncompliance in the report on compliance are addressed (see Appendices 6 and 7 of the report).	M/OAA/CAS/CAM	CAM officially requested IG/A/EFA to review and accept the FY 2016 RCA Report to close the FY 2015 Recommendation 2, which is now over one year old. Therefore, closure of Rec 2 pending IG/A/EFA review and acceptance the 2016 RCA Report. Estimated final action date is 3/29/19.
Audit of USAID Resources Managed by Women and Law in Southern Africa Educational Trust in Zambia Under Agreement 611-A-13-00002, for the Fiscal Year Ended December 31, 2015	4-611-17-124-R-1	07/18/17	USAID/Zambia determine the allowability of the \$69,856 in ineligible questioned costs identified on page 17 of KPMG's audit report and recover from Women and Law in Southern Africa Educational Trust the amounts determined to be unallowable.	BUREAU FOR AFRICA/ZAMBIA	Bill Of Collection No. EO-611-19-001 was issued and the first BOC reminder was issued on 01-31-2019. The second reminder was issued on 03-01-2019. Estimated closure date is 6/3/19.
Audit of USAID Resources Managed by Regional AIDs Training Network in East Africa Under Cooperative Agreement AID-623-A-14-00007, From October 27,	4-623-17-118-R-1	07/18/17	USAID/Kenya and East Africa determine the allowability of the \$115,137 questioned costs (\$26,711 in ineligible and \$88,426 in unsupported questioned costs) identified on pages 18 and 43 of Grant Thornton's audit report and recover from the Regional AIDs Training Network the amounts	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.

2014, to March 31, 2016			determined to be unallowable.		
<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of Incurred Costs for Terra Therm, Inc. for the Fiscal Years Ended December 31, 2012 and 2013	3-000-17-032-I-2	07/17/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$160, 126 in reimbursements from Terra Therm, Inc. (see page 2 of the report).	M/OAA/CAS/CAM	Additional documentation provided on Oct. 27, 2018 and under review; however, because of other time-sensitive priorities and furlough, the review has been delayed. Once the review is completed, a revised management decision will be issued. Estimated final action date is 5/30/19.
Audit of Incurred Costs for Terra Therm, Inc. for the Fiscal Years Ended December 31, 2012 and 2013	3-000-17-032-I-3	07/17/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that Terra Therm, Inc. has implemented the auditor's recommendations for Finding #1 (see pages 11 through 15 of the report).	M/OAA/CAS/CAM	In order to close this finding, a subsequent audit to verify that the corrective action plan submitted by the contractor has been implemented and the findings have been corrected. If findings reoccur, the findings can be tracked through the subsequent audit. The completion of the Terra Therm FY 2014 audit is scheduled for FY 2019. Estimated final action date is 4/30/19.
Audit of Amex International, Inc.'s Accounting System Administration	3-000-17-027-I-1	06/29/17	USAID's Office of Acquisition and Assistance Cost, Audit and Support ensure that Amex International, Inc. has implemented the auditor's recommendations for Findings #1 through #5 (see pages 5 through 11 of the report).	M/OAA/CAS/CAM	A follow-up audit to verify that the corrective actions are complete and should be by the end of FY 19. The estimated recommendation closure date is 9/30/19.
Audit of Checchi & Co. Consulting, Inc.'s Accounting System Administration	3-000-17-025-I-1	06/09/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that Checchi & Co. Consulting, Inc. has implemented the auditor's recommendations for Findings #1 through #3 (see pages 5 through 9 of the report).	M/OAA/CAS/CAM	A follow-up audit was conducted of Checchi & Company on the adequacy of the Accounting System Administration. The due date of the final follow-up audit report was due February 28, 2019. Estimated Final Action date is 4/30/19.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of Incurred Costs for Bankworld, Inc. for the Fiscal Year Ended December 31, 2010	3-000-17-021-I-1	04/03/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$81,756 in unsupported direct questioned costs and collect any disallowed amounts from Bankworld, Inc. (see page 13 of the report).	M/OAA/CAS/CAM	Currently waiting for additional supporting documentation from Bankworld. Final Action date extended 4/30/19.
Audit of Incurred Costs for Bankworld, Inc. for the Fiscal Years Ended December 31, 2011, Through December 31, 2013	3-000-17-022-I-1	04/03/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$143,959 in unsupported direct questioned costs and collect any disallowed amounts from Bankworld, Inc. (see pages 10-12 of the report).	M/OAA/CAS/CAM	Currently waiting for additional supporting documentation from Bankworld. Final Action date extended 4/30/19.
Internal Control Gaps Hinder Oversight of U.S. Personal Services Contracts in Asia	5-000-17-001-S-1	03/20/17	USAID chief human capital officer conduct a needs assessment and, based on the results, implement a plan to staff development outreach and communications specialists in overseas missions.	OFFICE OF HUMAN CAPITAL AND TALENT MANAGEMENT/OFFICE OF HUMAN CAPITAL AND TALENT MANAGEMENT	HCTM has experienced delays implementing this management decision due to the extended government shutdown. , therefore the Final Action Target Date is changed to 4/30/19.
Audit of Social Impact's Accounting System Administration	3-000-17-013-I-1	03/08/17	USAID's Office of Acquisition and Assistance, Cost, Audit and Support ensure that Social Impact, has implemented the auditor's recommendation for Finding #1 (see page 4 of the report).	M/OAA/CAS/CAM	A follow-up audit to resolve the finding is needed and is scheduled to be completed under the next year's BPA Task Order. The estimated completion date is 3/29/19.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Closeout Audit of USAID Resources Managed by EQUIP Liberia Under the Emergency Protection in Host Communities of Nimba and Grand Gedeh Counties Program in Liberia, Cooperative Agreement No. AID-OFDA-G-12-00124, for the Period From June 1, 2012, Through May 31, 2013 - (originally issued 12/12/16; reissued 12/14/16)	4-669-17-019-R-1	12/14/16	Management Bureau/Office of Acquisition and Assistance/CAS/CAM determine the allowability of \$28,739 in questioned costs (\$16,270 ineligible and \$12,469 unsupported) identified on page 9 of Akus Consult's audit report and recover from EQUIP Liberia the amounts determined to be unallowable.	COLLECTIONS/RE-PAYMENT PLAN	Recommendation is under a RE-PAYMENT PLAN.
Audit of USAID's Financial Statements for Fiscal Years 2016 and 2015	0-000-17-001-C-1	11/15/16	The Office of the Chief Financial Officer resolve all unexplained differences between USAID's Fund Balance With Treasury account and the Department of the Treasury by December 31, 2016, and institutionalize the monthly reconciliation of the Fund Balance With Treasury account.	M/CFO/CAR	Although a long-standing problem since FY 2011, Office of Management and Budget (OMB) recently provided clear guidance for taking discrete corrective action but is requiring GC endorsement. USAID's GC is engaged with OMB's legal counterparts and will assist M/CFO through this process. Per OMB, legislative approval is required to resolve the differences. The current Final Action Target date is April 2019.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Working in Politically Sensitive Countries With Limited Resources Stymied Monitoring and Evaluation Efforts in Selected Middle East Missions	8-000-16-003-P-18	09/30/16	USAID/West Bank and Gaza develop a mission-wide performance management plan.	BUREAU FOR MIDDLE EAST/WEST BANK/GAZA	The Mission is currently clearing a memo to Regional Inspector General (RIG)/F for requesting a revised management decision. Once a revised management decision is reached with RIG/F, the Mission will submit a closing memo, should one be needed, to RIG/F through M/CFO/APC by April 2019.
PeacePlayers International and Affiliates, OMB Circular A-133 Audit Report for Fiscal Year Ended June 30, 2015	3-000-16-070-T-1	08/19/16	The U.S. Agency for International Development's Office of Acquisition and Assistance Cost, Audit and Support follow up with PeacePiayers International and Affiliates to ensure that PeacePiayers International and Affiliates has implemented the auditor's recommendations for Findings 2015-001 through 2015-004 (see pages 25 through 28 of the report).	M/OAA/CAS/CAM	Regional Inspector General/Cairo received the final signed report from the auditors and are currently working on issuing the transmittal memorandum to USAID. The estimated completion date is 4/30/19.
Africare, OMB Circular A-133 Audit Report for Fiscal Year Ended June 30, 2015	3-000-16-052-T-1	07/07/16	USAID's Office of Acquisition and Assistance, Cost, Audit and Support determine the allowability of \$1,262,423 in unsupported questioned costs and collect as appropriate any disallowed amounts from Africare.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Closeout Audit of USAID Resources Managed by the Church Alliance for Orphans Under Cooperative Agreement No. 674-A-00-11-00013-00 for the Year Ended February 28, 2014	4-674-16-071-R-1	05/03/16	USAID/Southern Africa determine the allowability of the \$20,057 in ineligible questioned costs comprised of \$5,597 in ineligible costs identified on page 27 of PricewaterhouseCoopers' audit report and the \$14,460 unexplained difference between the prior year ending fund balance and the current year opening balance included on page 29 and recover from the Church Alliance for Orphans the amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Report on Audit of Cost Incurred by DPW Training & Associates, LLC. Under Contract Numbers RLA-C-00-10-00007-00 and AID-OAA-C-10-00125 for the Period January 1, 2011, Through September 30, 2014	3-000-16-006-N-1	03/11/16	M/OAA/RM/LEMO determine the allowability of the \$2,658,301.45 in unsupported questioned costs and the \$150,668.35 in ineligible questioned costs and collect any amounts determined to be unallowable from the DPW Training & Associates, LLC.	OFFICE OF THE GENERAL COUNSEL/GC - APPEAL	Agency and Auditee are engaged in an active Appeal Process
Agency Contracted Audit of USAID Resources Managed by Agribusiness in Sustainable Natural African Plant Product (ASNAPP) Under Cooperative Agreement No. AID-611-A-12-	4-611-16-003-N-1	01/26/16	USAID/Zambia determine the allowability of the \$702,685 in questioned costs (\$6,731 ineligible and \$695,954 unsupported) identified on page 17 of Deloitte & Touche's audit report and recover from the Agribusiness in Sustainable Natural African Plant Product the amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.

00003 for the Period February 8, 2012, Through September 30, 2013					
<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Closeout Audit of USAID Resources Managed by Hope Worldwide Nigeria (HWWN) Under the assistance and Care for Children Orphaned and at Risk (ACCORD) Project (Agreement Number AID-620-A-00-08-00111) for the Period March 13, 2008, to October 11, 2013	7-620-15-001-N-2	09/23/15	USAID/Nigeria determine the allowability of \$399,198 in ineligible questioned costs (page 6 of the audit report) and recover from Hope Worldwide Nigeria the amount determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Closeout Audit of USAID Resources Managed by Hope Worldwide Nigeria (HWWN) Under the assistance and Care for Children Orphaned and at Risk (ACCORD) Project (Agreement Number AID-620-A-00-08-00111) for the Period March 13, 2008, to October 11, 2013	7-620-15-001-N-6	09/23/15	USAID/Nigeria verify that Hope Worldwide Nigeria liquidate the advances identified on page 4 of the report and recover from Hope Worldwide Nigeria the amount determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.



OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Audit of Marie Stopes International - Fund Accountability Statement Under USAID Multiple Agreements for the Year Ended December 31, 2013	3-000-15-033-R-2	05/26/15	USAID's Office of Acquisition and Assistance (OAA), Cost, Audit and Support (CAS) follow up with Marie Stopes International to ensure that the auditor's recommendations for the five instances of material noncompliance in the report on compliance have been implemented (see pages 34 through 42 of the report).	M/OAA /CAS/CAM	M/OAA provided USAID-OIG with the subsequent FY 2014 and 2015 audit reports of MSI. However, USAID-OIG rejected the reports because it did not comply with OIG's Guidelines for Financial Audits for Foreign Recipients. Therefore, Recommendation 2 will not be closed until IG reviews and accepts MSI's subsequent reports for 2014 and/or 2015. The estimated completion date is 3/29/19.
Audit of USAID's Financial Statements for Fiscal Years 2014 and 2013	0-000-15-001-C-2	11/17/14	USAID's Office of the Chief Financial Officer consult with the U.S. Treasury to obtain advice and approval for resolving unreconciled funds.	M/CFO/CAR	Although a long-standing problem since FY 2011, OMB recently provided clear guidance for taking discrete corrective action but is requiring GC endorsement. USAID's GC is engaged with OMB's legal counter parts and will assist M/CFO through this process. Per OMB, legislative approval is required to resolve the differences. The current Final Action Target date is April 2019.
Agency Contracted Audit of USAID Resources Managed by siyaJabula siyaKhula Under Cooperative Agreement No. AID-674-A-12-00025 for the Year Ended December 31, 2013	4-674-15-001-N-1	10/28/14	USAID/South Africa determine the allowability of the \$153,656 in questioned costs (\$9,524 ineligible and \$144,132 unsupported) identified on page 17 of Henk Prinsloo & Partners' audit report and recover from the siyaJabula siyaKhula the amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Southern Africa Enterprise Development Fund, OMB Circular A-133 Audit Report for Fiscal Year Ended September 30, 2012	3-000-14-001-E-3	12/04/13	USAID/Southern Africa's mission director determine the reasonableness of \$1.3 million in management fees SAEDF paid ICP and collect any amount determined to be unreasonable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Report on Financial Closeout Audit of USAID Resources Managed by the Rural Justice Center Field Office in Haiti Under Grant Agreement No. S21-G-00-09-00028-00 From June 9, 2009, to August 9, 2010	3-521-13-001-N-1	09/16/13	USAID/Haiti agreement officer determine the reasonableness of \$148,754 in questioned costs incurred for consultants and collect any disallowed amounts from the Rural Justice Center.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Report on Financial Closeout Audit of USAID Resources Managed by the Rural Justice Center Field Office in Haiti Under Grant Agreement No. S21-G-00-09-00028-00 From June 9, 2009, to August 9, 2010	3-521-13-001-N-2	09/16/13	USAID/Haiti agreement officer determine the allowability of \$161,315 in questioned unsupported costs and collect any disallowed amounts from the Rural Justice Center.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Report on Financial Closeout Audit of USAID Resources Managed by the Rural Justice Center Field Office in Haiti Under Grant Agreement No. S21-	3-521-13-001-N-3	09/16/13	USAID/Haiti agreement officer determine the allowability of \$40,000 in questioned costs incurred for legal services and collect any disallowed amounts from the Rural Justice Center.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.

G-00-09-00028-00 From June 9, 2009, to August 9, 2010					
<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Report on Financial Closeout Audit of USAID Resources Managed by the Rural Justice Center Field Office in Haiti Under Grant Agreement No. S21-G-00-09-00028-00 From June 9, 2009, to August 9, 2010	3-521-13-001-N-5	09/16/13	USAID/Haiti agreement officer determine the allowability of \$10,978 in ineligible questioned costs and collect any disallowed amounts from the Rural Justice Center.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Report on Financial Closeout Audit of USAID Resources Managed by the Rural Justice Center Field Office in Haiti Under Grant Agreement No. S21-G-00-09-00028-00 From June 9, 2009, to August 9, 2010	3-521-13-001-N-6	09/16/13	USAID/Haiti agreement officer determine the allowability of the \$93,555 in questioned actual cost over budget and collect any disallowed amounts from the Rural Justice Center.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Report on Financial Closeout Audit of USAID Resources Managed by the Rural Justice Center Field Office in Haiti Under Grant Agreement No. S21-G-00-09-00028-00 From June 9, 2009, to August 9, 2010	3-521-13-001-N-7	09/16/13	USAID/Haiti agreement officer determine the allowability of the \$16,291 in questioned costs incurred for grant funds received in excess of costs reported and collect any disallowed amounts from the Rural Justice Center.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt

<p>Closeout Audit of the Project "Operation of the Anti-Human Trafficking Halfway Houses, and Mobilizing and Building Capacity of Multi-Stakeholders in Philippine Southern Backdoors and Other Identified Trafficking Hotspots (PORT Project)," USAID/Philippines' Cooperative Agreement No. 492-A-00-05-00024-00, Managed by the Visayan Forum Foundation, Inc. (VFFI), for the Period From September 30, 2005, to December 31, 2011</p>	<p>5-492-13-028-R-1</p>	<p>07/18/13</p>	<p>USAID/Philippines determine the allowability and recover, as appropriate, questioned costs of \$1,412,114 (\$271,581 ineligible and \$1,140,533 unsupported) detailed on pages 2-3 of this memorandum.</p>	<p>M/MPBP/COMP - APPEAL</p>	<p>Agency and Auditee are engaged in an active Appeal Process.</p>
<p>Closeout Audit of the Project "Operation of the Anti-Human Trafficking Halfway Houses, and Mobilizing and Building Capacity of Multi-Stakeholders in Philippine Southern Backdoors and Other Identified Trafficking Hotspots (PORT Project)," USAID/Philippines' Cooperative</p>	<p>5-492-13-028-R-2</p>	<p>07/18/13</p>	<p>USAID/Philippines determine the allowability and recover, as appropriate, questioned cost-sharing contributions of \$671,298 (unsupported) and a shortfall in cost-sharing contributions of \$38,468 (ineligible) detailed in Finding No. 2 on pages 82- 84 of the report.</p>	<p>M/MPBP/COMP - APPEAL</p>	<p>Agency and Auditee are engaged in an active Appeal Process.</p>

Agreement No. 492-A-00-05-00024-00, Managed by the Visayan Forum Foundation, Inc. (VFFI), for the Period From September 30, 2005, to December 31, 2011					
<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
Audit of USAID's Internal Controls Over Prepositioned Food Assistance for the Horn of Africa	4-962-13-004-P-3	01/07/13	USAID's Office of Acquisition and Assistance's Transportation Division implement a system of internal controls to monitor and track losses more closely at warehouses, including procedures for recovering losses from warehouse contractors.	BUREAU FOR DEMOCRACY, CONFLICT AND HUMANITARIAN ASSISTANCE/DCHA/FFP	Final Action Target Date changed to 4/1/19 due to USAID/FFP has experienced delays implementing this management decision due to the extended government shutdown. USAID/FFP resumed implementing its management decision when USAID reopens."
Audit of USAID's Financial Statements for Fiscal Years 2012 and 2011	0-000-13-001-C-1	11/16/12	The Chief Financial Officer verify that all differences between USAID and the Department of Treasury are researched and resolved in a timely manner in accordance with Treasury financial manual reconciliation procedures.	M/CFO/CAR	Although a long-standing problem since FY 2011, Office of Management and Budget (OMB) recently provided clear guidance for taking discrete corrective action but is requiring General Counsel (GC) endorsement. USAID's GC is engaged with OMB's legal counter parts and will assist M/CFO through this process. Per OMB, legislative approval is required to resolve the differences. The current Final Action Target date is April 2019.

OIG Report Title	OIG Report	Publicly Released	Recommendation	Bureau/Office Responsible	Status and Timeline
Report on Agreed-Upon Forensic Procedures Performed on Procurement Costs Incurred by Rafi Peer Theatre Workshop to Implement Pakistan Children Television Project, USAID/Pakistan Agreement No. 391-A-00-10-01161-00, for the Period From May 07, 2010, to May 31, 2012	G-391-12-001-O-1	07/31/12	USAID/Pakistan determine the allowability and recover, as appropriate, unsupported questioned costs of \$2,030,417 identified in the report on pages 12 and 13, and further detailed in Findings on pages 16 through 43 of the agreed-upon procedures report.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
Audit of USAID Resources Managed by Light and Courage Centre Trust Under Agreement No. GHH-A-00-07-00017 for the 27 Months Ended September 30, 2010	4-936-12-051-R-1	02/27/12	M/OAA/CAS/CAM determine the allowability of the \$138,877 in questioned costs (\$85,065 ineligible and \$53,812 unsupported) identified on pages 25 and 56 of Grant Thornton's audit report and recover from Light and Courage Centre Trust the amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
CARE USA, OMB Circular A-133 Audit Report for Fiscal Year Ended June 30, 2010	0-000-11-122-T-1	09/16/11	USAID's Office of Acquisition and Assistance, Cost, Audit, and Support, determine the allowability of \$43,682 in questioned costs and collect, as appropriate, any disallowed amounts from CARE USA.	M/MPBP/COMP - APPEAL	Agency and Auditee are engaged in an active Appeal Process.

<b>OIG Report Title</b>	<b>OIG Report</b>	<b>Publicly Released</b>	<b>Recommendation</b>	<b>Bureau/Office Responsible</b>	<b>Status and Timeline</b>
CARE USA, OMB Circular A-133 Audit Report for Fiscal Year Ended June 30, 2009	0-000-11-019-T-1	12/09/10	USAID's Office of Acquisition and Assistance, Cost, Audit and Support, determine the allowability of \$325,275 in questioned costs and collect, as appropriate, any disallowed amounts from CARE USA.	M/MPBP/COMP - APPEAL	Agency and Auditee are engaged in an active Appeal Process.
Agency Contracted Closeout Audit of USAID Resources Managed by the Zambia Agricultural Commodities Agency Under Cooperative Agreement No. 690-A-00-04-00342-04 for the Period January 1, 2005, to June 30, 2007	4-611-10-003-N-1	07/23/10	USAID/Zambia determine the allowability of \$173,785 in questioned costs (\$18,890 ineligible, \$154,895 unsupported) detailed on page 7 of Pricewaterhouse Coopers' audit report, and recover from the Zambia Agricultural Commodities Agency any amounts determined to be unallowable.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt.
CARE USA, A-133 Audit Report for Fiscal Year Ended June 30, 2008	0-000-10-012-T-1	03/17/10	M/OAA/CAS determine the allowability of \$851,292 in questioned costs and collect, as appropriate, any disallowed amounts from CARE USA.	M/MPBP/COMP - APPEAL	Agency and Auditee are engaged in an active Appeal Process.
Audit Report on Audit of Incurred Costs at Plantados until Freedom and Democracy in Cuba for the Three Year Period Ending June 30, 2008	0-000-09-011-N-1	05/18/09	USAID Cuba Program Agreement Officer determine the allowability of the \$97,824 in questioned unsupported direct costs incurred and reimbursed and collect any disallowed amounts from Plantados until Freedom and Democracy in Cuba.	M/CFO/REFERRED TO CROSS SERVICING	Agency referred to Treasury for collection of debt

<p>Audit Report on Audit of Incurred Costs at Plantados until Freedom and Democracy in Cuba for the Three Year Period Ending June 30, 2008</p>	<p>0-000-09-011-N-2</p>	<p>05/18/09</p>	<p>USAID Cuba Program Agreement Officer determine the allowability of \$45,429 in questioned ineligible direct costs and collect any disallowed amounts from Plantados until Freedom and Democracy in Cuba.</p>	<p>M/CFO/REFERRED TO CROSS SERVICING</p>	<p>Agency referred to Treasury for collection of debt.</p>
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