

- **Records Management:** Foundational initiatives, including defining a policy and strategy, establishing the functional authority of the CIO and developing key performance indicators to measure progress were completed. As well, a knowledge-management approach to protect against the loss of corporate memory has been defined and implemented. The remaining actions related to information management practices continue to be tracked and reported to the Departmental Audit Committee.
- **Audit of Real Property:** Outstanding management actions continue to be tracked and reported to the Departmental Audit Committee.
- **Office of the Comptroller General Audit of IT Asset Management:** Outstanding management actions related to IT inventory continue to be tracked and reported to the Departmental Audit Committee.

All reports issued by the Office of the Chief Audit Executive are published on the Internet. Note that the Audit of IT Security is not published because it contains classified information.

Evaluation

During 2013–2014, the Evaluation Division of the Office of the Inspector General completed the Evaluation of the Regional Service Centres Initiative. The purpose of this evaluation was to assess the relevance and performance of RSCEMA and RSCEUS, as well as their efficiency and economy. This evaluation found that progress has been made on the regionalization of common service delivery but there is a need to reassess and reconfigure the regional model to improve progress toward expected outcomes, with a comprehensive implementation plan to move the initiative forward. Full details for this evaluation will be available on the website of the Office of the Inspector General in due course.

Mission Inspections

During 2013–2014, the Office of the Inspector General visited 12 missions compared with 15 in the previous year. In addition, remote inspections of two missions were also conducted. These inspections aim to provide DFATD senior management with an independent and objective review of performance at the activity and program levels. Inspectors examine leadership, management practices, and compliance with policies and regulations.

Recommendations in the inspection reports contribute to the effective management of missions and ensure appropriate support from headquarters. More in-depth information on mission inspections is posted to the website of the Office of the Inspector General.

FIGURE 27
Inspections in 2013–2014

Mission	2013–2014
Riyadh	April 2013
Abu Dhabi	April 2013
Kuwait	April 2013
New York	June 2013
New York (Permanent Mission to the UN)	June 2013
Taipei	September–October 2013
Seoul	October 2013
Singapore	October 2013
Denver (remote inspection)	November 2013
Boston (remote inspection)	December 2013
Brussels (Mission to EU)	February 2014
Brussels	March 2014
Brussels (Mission to NATO)	March 2014
Copenhagen	March 2014

Source: Mission Inspections Division.