



**United States Department of State  
and the Broadcasting Board of Governors  
Office of Inspector General**

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**Inspection of Embassy Vienna, Austria**



*Exterior of Embassy Vienna*

Embassy Vienna is a well-managed mission with good morale. The mission has maintained a close focus on overlapping counterterrorism issues, working to ensure that all agencies are informed of ongoing counterterrorism initiatives and are playing their mandated roles.

The Ambassador has moved Embassy Vienna toward more efficient operations by employing new communication technology for more effective, less-costly telephone service and initiating a management efficiency committee to identify ways to streamline operations.

The joint management office provides administrative services to Embassy Vienna, the U.S. Mission to International Organizations in Vienna (UNVIE), and the U.S. Mission to the

Organization for Security and Cooperation in Europe (USOSCE). The joint management office generally gets high marks from the tri-mission community, although satisfaction was not as high with human resource services. Attempts to fully consolidate motor pool services have not been successful, and more needs to be done to integrate UNVIE and USOSCE. Support for the Equal Employment Opportunity program has been deficient.

The Office of Inspector General team found one best practice involving the use of taxi credit cards to reduce the use of vehicles in the motor pool and cut costs.

Embassy Vienna pursues a broad public diplomacy program with active involvement by the Ambassador who has placed a high priority on the expansion of academic exchanges. The embassy's electronic information outreach program is robust and could serve some of the public diplomacy information needs of UNVIE and USOSCE as well.

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**OIG Report ISP-I-07-18A, Inspection of Embassy Vienna, Austria**

The fieldwork for this report was conducted by the Office of Inspections in Vienna, Austria, between October 2 and November 17, 2006. This is an unclassified summary of a full report, which receives limited official distribution. Both the report summary and the full report reflect the conditions reviewed during the fieldwork.

## Background: Austria



*Map of Austria*

Austria's eight million inhabitants enjoy a well-developed market economy and a high standard of living in a country slightly smaller than Maine. Trade with the United States accounts for some 5.7 percent of Austria's exports and 3.3 percent of imports. There are 370 U.S. firms active in Austria, largely in the automotive and telecommunications sectors. In 2005, U.S. direct investment in Austria was \$6.8 billion.

Although Austria's 1955 constitution committed the country to neutrality as a condition for the end of the post-World War II Allied occupation, in recent years the Austrian government has assumed a more activist role in the international arena. Austria joined the North Atlantic Treaty Organization's Partnership for Peace, entered the European Union in 1995, and adopted the Euro as its currency in 1999. Austrian leaders emphasize the unique role the country plays both as an East-West hub and as a moderator between industrialized and developing countries. Austria is active in the United Nations and experienced in UN peacekeeping efforts. It attaches great importance to participation in the Organization for Economic Cooperation and Development and other international economic organizations, and it has played an active role in the OSCE.

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### Office of Inspector General

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OIG's Office of Inspections provides systematic and independent evaluations of the operations of the Department of State, its posts abroad, and related activities. Inspections cover policy implementation, resource management, and management controls. As part of the inspection, particular attention is given to consular, security, and information technology operations.

March 7, 2007