This is the WaPo article and the following is the OIG report itself:


This report is the analysis of the agency-wide issues and outlines the issues with a traditional, user-based approach to performing records management actions on email (SMART).

The report touches on one of the changes State was undertaking to accomplish the M-12-18 goals and that are discussed in the recent State SAO reports; however, the State OIG takes a traditional approach in the recommendations to solving the problem (more staff training and fix SMART), but does not take a broader (more Capstone-like) approach to consider automating more of the process because there is too much decision making on the user.

Coincidentally, our oversight team is conducting an inspection (b) (5)