United States Department of State
*Bureau of Diplomatic Security*

# DIPLOMATIC SECURITY
## *Partnerships for a Safer World*

**2006** YEAR IN REVIEW

## OUR MISSION:

The Bureau of Diplomatic Security (DS), the law enforcement and security arm of the U.S. Department of State, provides a secure environment for the conduct of American diplomacy. To advance American interests and foreign policy, DS protects people, property, and information at more than 285 State Department missions worldwide. A leader in international investigations, threat analysis, cyber security, counterterrorism, and security technology, DS is the most widely represented U.S. security and law enforcement organization in the world.

# TABLE OF CONTENTS


INTRODUCTION . . . . . 1

INTERNATIONAL PROGRAMS DIRECTORATE:
ENSURING SAFETY OVERSEAS . . . . . 3

- PROTECTING AMERICANS AROUND THE WORLD . . . . . 4
- PROTECTING DIPLOMATS ON THE FRONTIERS OF DEMOCRACY . . . . . 4

OVERSEAS SECURITY ADVISORY COUNCIL:
PROTECTING AMERICAN INTERESTS ABROAD . . . . . 7

- INFORMATION SHARING DURING A CRISIS . . . . . 7

DIRECTORATE OF DOMESTIC OPERATIONS:
CAPTURING CRIMINALS AT HOME AND OVERSEAS . . . . . 9

- FIGHTING VISA AND PASSPORT FRAUD . . . . . 10
- REWARDS FOR JUSTICE . . . . . 11
- PROTECTING AMERICANS AT HOME AND ABROAD . . . . . 12

TRAINING DIRECTORATE:
BUILDING A GLOBAL NETWORK OF SECURITY PARTNERS . . . . . 15

- TRAINING OUR GLOBAL PARTNERS . . . . . 15

OFFICE OF FOREIGN MISSIONS:
PROTECTING U.S. DIPLOMATS WORLDWIDE BY HELPING DIPLOMATS IN AMERICA . . 17

COUNTERMEASURES:
BUILDING SECURITY TECHNOLOGY AND SYSTEMS . . . . . 19

- PROTECTING OUR PROPERTY OVERSEAS . . . . . 19
- PROTECTING OUR PROPERTY AT HOME . . . . . 20

SECURITY INFRASTRUCTURE DIRECTORATE:
PROTECTING INFORMATION AND BUILDING A SECURE WORK FORCE . . . . . 23

EXECUTIVE DIRECTORATE FOR RESOURCE MANAGEMENT:
THE BACKBONE OF SECURITY . . . . . 25

- IMPROVING FACILITIES FOR SECURITY OPERATIONS . . . . . 26

IN MEMORIAM . . . . . 28

## INTRODUCTION

The Bureau of Diplomatic Security (DS) works to advance the U.S. Department of State's vision of a more secure, democratic, and prosperous world for the benefit of the American people and the international community. In 2006, partnerships formed the cornerstone for many of DS's efforts and most successful endeavors. Partnerships with other law enforcement organizations and with other State Department bureaus provide DS with a fulcrum to enhance our financial resources, information, and our most abundant source of vigor and knowledge, our Special Agents, Diplomatic Couriers, Security Engineering Officers, Security Technical Specialists, civil servants, and contractors.

DS helped to resolve 126 international fugitive cases in 2006 working with the United States Marshals Service, the Federal Bureau of Investigation, the Department of Homeland Security, the Internal Revenue Service, the Drug Enforcement Administration, and local law enforcement authorities. DS's Antiterrorism Assistance (ATA) program developed Pakistan's Special Investigative Group into an elite counterterrorism unit, and the Albanian State Police ATA-trained Special Operations Unit played a key role in an operation directed against weapons trafficking. DS's partnership with Indonesian law enforcement authorities shut down a ring of 20 vendors of fraudulent travel documents used by members of the Indonesian terrorist group, Jamal Islamyia. In Iraq, DS developed an aviation hub to better protect diplomatic personnel throughout Iraq, including three regional embassy offices and three Provincial Reconstruction Teams. All of this work was accomplished while providing round-the-clock protection to U.S. Secretary of State Condoleezza Rice within the United States and as she traveled worldwide.

Like any Year in Review, this document highlights only the most salient projects and accomplishments of the Bureau of Diplomatic Security. The exceptional work performed day after day by DS employees is the foundation for the achievements and honors featured herein. All employees of DS contribute to—and share in—our success.

Richard J. Griffin
Assistant Secretary, Bureau of Diplomatic Security

AP / WIDE WORLD PHOTOS

## INTERNATIONAL PROGRAMS DIRECTORATE: ENSURING SAFETY OVERSEAS

The Bureau of Diplomatic Security is the most widely represented law enforcement organization in the world, with a vast security network of International Programs staff protecting people, facilities, and information at 285 State Department posts worldwide. Working closely with other DS and State Department employees, Marine Security Guards, U.S. Navy Seabees, and local law enforcement authorities, more than 420 DS Special Agents assigned to Regional Security Offices (RSO) strive to make the world safe for America's diplomats to represent our nation's interests abroad.

When political crises and social turmoil jeopardize the security of U.S. diplomats and their families abroad, DS agents take action. In May and June 2006, when a rupture between the national government and security services of East Timor resulted in heavy fighting, DS agents at the U.S. Embassy in Dili assisted with emergency preparedness and response, including the evacuation of U.S. citizens to Australia.

Later in the summer, DS agents on the ground in Beirut, Damascus, Ankara, Tel Aviv, and Nicosia planned and executed the evacuation of nearly 15,000 American citizens from Lebanon during the conflict between Israel and Hezbollah. Throughout the crisis, DS staff in Washington, D.C. monitored protests and a constant stream of threat reporting from the Near East while manning round-the-clock shifts on the State Department's Lebanon Task Force.

*Tuesday, July 18, 2006: DS Special Agent Frank Berrios escorts American citizens waiting to be evacuated to the heliport within the grounds of the U.S. Embassy, which sits at the northern edge of Beirut in Lebanon.*

## PROTECTING AMERICANS AROUND THE WORLD

In 2006, DS executed two particularly stirring rescues of American citizens abroad.

***Karachi***—DS agents in Karachi rescued a Detroit woman who had been lured to Pakistan by a man who promised her a lucrative job. Forced to marry the man, she was held captive for more than a year and threatened with death. In conjunction with the efforts of contacts in Pakistani law enforcement, the woman was rescued and safely returned to the United States.

By identifying individuals overseas who seek to perpetrate crimes against the United States and her diplomatic missions, DS contributes to America's war on terror–and helps protect U.S. borders.

***Surabaya***—DS Special Agents in Indonesia partnered with the State Department's Bureau of Consular Affairs and the Indonesian National Police on Operation Triple X, an investigation that shut down 12 major criminal syndicates that produced and sold counterfeit U.S. visas and other fraudulent documents for illegal entry into the United States. The investigation, which resulted in 84 arrests, including that of an Indonesian immigration official, revealed that more than 2,000 individuals had used the services of these criminal syndicates, which had ties to Islamic extremists. All 84 arrested individuals were charged and convicted under Indonesian fraud statutes.

## PROTECTING DIPLOMATS ON THE FRONTIERS OF DEMOCRACY

As part of Secretary Rice's Transformational Diplomacy initiative, U.S. diplomats increasingly find themselves working in remote locations that lack an embassy or consulate and where there is limited American presence. For example, Special Agents in Afghanistan and Iraq are responsible for protecting State Department employees who work on Provincial Reconstruction Teams, which provide grassroots support to Afghan and Iraqi citizens as they rebuild their countries. Providing protection for American diplomats and interests in such locations presents unprecedented challenges. In response to these challenges, DS is working to develop security standards for diplomatic operations in remote areas where a permanent U.S. diplomatic presence may not be needed.

Diplomatic Security's ability to safeguard U.S. diplomats worldwide is highly dependent on accurate intelligence and insightful analysis. According to the National Counterterrorism Center, the Diplomatic Security Daily, a compendium of intelligence and security information gathered from DS sources worldwide, is the second most widely read intelligence publication for the counterterrorism community and is routinely quoted in other government intelligence products.

*Monday, July 24, 2006: Secretary of State Condoleezza Rice is escorted by DS Special Agents to a U.S. Marine helicopter on the grounds of the U.S. Embassy in Beirut, Lebanon.*

*The United States is supporting the democratic aspirations of all people, regardless of their culture or their race or their religion….We are standing with people everywhere who desire…fundamental freedoms. We're standing with them all across the Middle East and we're standing with them shoulder-to-shoulder in Afghanistan and in Iraq.*

*Secretary of State Condoleezza Rice, June 14, 2006*

### International Programs in 2006

In Bangkok, DS Special Agent James Minor received honors from the U.S. Department of Justice's National Center for Missing and Exploited Children for locating a kidnapped six-year-old child in Thailand and returning him to his father in Texas.

In Surabaya, DS Special Agent Kevin Whitson and his colleagues were recognized by awards from both the Federal Law Enforcement Officers Association and the State Department for an undercover operation that shut down 12 major criminal syndicates with ties to Islamic extremists.

AP / WIDE WORLD PHOTOS

AP / WIDE WORLD PHOTOS

## OVERSEAS SECURITY ADVISORY COUNCIL: PROTECTING AMERICAN INTERESTS ABROAD

While the United States has bolstered security at our political, diplomatic, and military facilities overseas, terrorists increasingly are striking at targets that have symbolic value, including American businesses, schools and cultural institutions, and other nongovernmental facilities. Attacks on such facilities can generate many fatalities, intimidate civilian populations, and even influence politics. The shift from targeting military, diplomatic, and governmental personnel and facilities to private citizens and organizations presents DS–and the U.S. government as a whole–with very complex challenges.

With remarkable foresight, Secretary of State George Schultz established the Overseas Security Advisory Council (OSAC) in 1985 to address such challenges and to promote security cooperation and information sharing among private-sector organizations and the U.S. Department of State. The council is made up of 30 private-sector and four public-sector representatives who advise the Department and DS about security issues of concern to the U.S. private sector overseas.

### INFORMATION SHARING DURING A CRISIS

OSAC provides an information lifeline to Americans during crises overseas.

***Beirut***—In July and August 2006, OSAC played an important role in helping Americans and American organizations during the conflict between Israel and Hezbollah. In addition to responding to more than 600 requests from constituent members for information and assistance, OSAC funneled information to the State Department's Bureau of Consular Affairs and to DS's Regional Security Office in Beirut. In many cases, such information concerned special needs of Americans affected by the crisis, including serious medical and family circumstances that needed to be taken into account as part of the evacuation operation from Lebanon.

Through OSAC country councils active in some 100 nations worldwide, more than 3,500 American businesses, schools, museums, churches, and other organizations exchange timely information about the overseas security environment. The information they provide is used to plan and implement security programs that protect American organizations and their personnel worldwide, and to assist Americans and American organizations in crisis situations.

In 2006, OSAC launched an initiative to work in partnership with all other information-sharing organizations in the public sector. Through this initiative, organizations such as the New York City Police Department's Shield Unit, the Australian Security Intelligence Organization, and the United Nations Department of Safety and Security began to exchange security information.

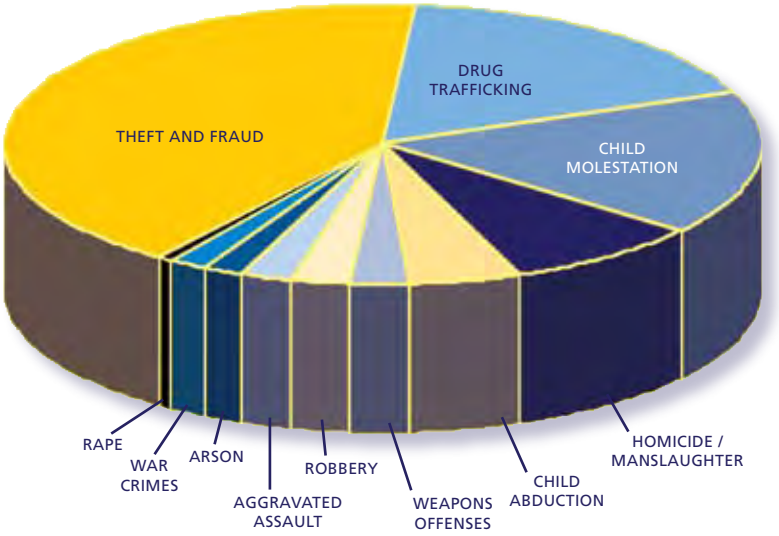
### OSAC in 2006

In response to the three suicide bombings that occurred in Western-owned hotels in Amman, Jordan, in November 2005, OSAC leveraged its private-sector contacts to support training in hotel security for the government of Jordan. This marked the first time that DS and the American private sector joined together to provide training to foreign governments.

## DIRECTORATE OF DOMESTIC OPERATIONS: CAPTURING CRIMINALS AT HOME AND OVERSEAS

By working with U.S. and foreign law enforcement organizations, Diplomatic Security's Domestic Operations combats crimes against U.S. interests around the world. Through such partnerships, DS investigates, apprehends, and prosecutes individuals suspected of crimes ranging from passport and visa fraud to human trafficking, espionage, and terrorism. DS also partners with local, state, federal, and foreign law enforcement and immigration authorities to locate, arrest, and extradite fugitives from American justice.

In 2006, DS logged more than 1,200 worldwide arrests including 512 arrests overseas in cooperation with foreign police. Working in partnership with the U.S. Marshals Service, the Federal Bureau of Investigation, the Department of Homeland Security, the Internal Revenue Service, the Drug Enforcement Administration, and local law enforcement offices, DS also helped resolve 126 international fugitive cases, returning fugitives from 47 nations. Many of these fugitives were considered armed and dangerous, with a majority having prior felony convictions.




*The fugitives were fleeing from such charges as child molestation (21), child abduction (6), homicide/manslaughter (11), drug trafficking (22), aggravated assault (3), rape (1), robbery (3), weapons offenses (3), war crimes (2), arson (2), and theft and fraud (52).*

## FIGHTING VISA AND PASSPORT FRAUD

The U.S. passport is the gold standard of identity documents, and the U.S. visa is similarly valuable as it also allows its bearer to enter the United States. As the attacks of September 11, 2001, have demonstrated, DS's responsibility to investigate passport and visa fraud is a vital part of U.S. national security. The Intelligence Reform and Terrorism Prevention Act of 2004 mandated that DS establish a Visa and Passport Security Program to safeguard the integrity of U.S. travel documents and provide a strategic plan to Congress.

In 2006, DS submitted the Visa and Passport Security Strategic Plan to Congress. The Strategic Plan outlines a coordinated international law enforcement strategy to detect and disrupt terrorist travel in order to defend the homeland and foreign partners from terrorism. Implementing the Strategic Plan will require increasing the number of Special Agents overseas who specifically concentrate on visa and passport fraud investigations. In 2006, DS's overseas investigations of visa fraud resulted in the revocation of 1,680 visas and 512 arrests. In addition, DS conducted training for 3,835 foreign-based officials worldwide.

DS also investigates visa and passport fraud within the United States. DS coordinates with U.S. Attorneys offices, and such agencies as the Bureau of Immigration and Customs Enforcement and the Social Security Administration's Office of Inspector General, to curtail identity fraud through improved detection and prosecution of these crimes. In 2006, the DS San Francisco Field Office obtained remarkable results from Operation Death Match, in which DS agents used data mining and information sharing with the Social Security Administration and various state vital records offices to find those who were using the identities of deceased individuals. DS agents arrested 50 imposters who obtained United States passports using the identities of deceased persons. The operation has served as a model for similar DS initiatives nationwide.

Diplomatic Security's Rewards for Justice (RFJ) program is one of America's most valuable assets in the global war on terrorism. Congress established the RFJ program in 1984 to assist in the prevention and resolution of acts of international terrorism and related crimes. Since its inception, RFJ has paid in excess of $62 million to more than 40 individuals who provided credible information leading to the location and capture of terrorists and other criminals. In 2006, RFJ offered five new rewards of $1 million each for key al-Qaeda leaders, including an offer for U.S.-born al-Qaeda terrorist Adam Gadahn, indicted on charges of treason. In addition, a total of $1.1 million in rewards were paid for the successful resolution of terrorist cases in Afghanistan and the Philippines.

## PROTECTING AMERICANS AT HOME AND ABROAD

In 2006, DS provided around-the-clock protection for U.S. Secretary of State Condoleezza Rice in the United States and as she traveled a record-setting 247,603 miles to visit 33 countries. In addition to protecting the Secretary of State, DS protected 326 foreign dignitaries visiting the United States–including former Iranian President Mohammad Khatami–as well as prominent Americans who attended events overseas.

***Turin***—DS, in partnership with Italian law enforcement authorities, protected 450 American athletes and delegation members at the 2006 Olympic and Paralympic Winter Games which were held over three weeks in February and March at seven venues in and around the city of Turin.

***New York City***—During the month of September, DS worked with counterparts in local law enforcement to protect the Secretary of State and provided 38 protective details to foreign diplomats attending the 61st United Nations General Assembly.

***Germany***—During four weeks in July, DS provided security for the U.S. Men's National Team at the 2006 Soccer World Cup, which was held in 12 cities across Germany.

AP / WIDE WORLD PHOTOS

### Domestic Operations in 2006

Seizing the ill-gotten gains of convicted criminals, DS deposited assets totaling more than $2.6 million into the Department of Justice Asset Forfeiture Fund in 2006.

New York Field Office Special Agents Donovan Williams and Kendall Beels were named Investigators of the Year by the Federal Law Enforcement Foundation for shutting down a large-scale visa fraud ring involved in some 350 sham marriages between U.S. citizens and Chinese nationals.

DS Special Agents worked around the clock to provide protection for dignitaries attending the 61st United Nations General Assembly in New York City.

DS was the lead federal agency for U.S. security and planning in coordination with Italian authorities at the Turin 2006 Olympic Winter Games and Paralympic Winter Games.

In Surabaya, DS and the Indonesian National Police shut down 20 vendors of fraudulent travel documents as part of Operation Triple X.

In Monrovia, DS Special Agents provided protection to Liberian President Ellen Johnson-Sirleaf and trained her presidential protective service.

DS personnel assisted in the evacuation of nearly 15,000 American citizens from Lebanon during the conflict between Israel and Hezbollah.

In Belize, DS Special Agents helped local authorities find, capture, and return 15 fugitives to the United States.

## TRAINING DIRECTORATE: BUILDING A GLOBAL NETWORK OF SECURITY PARTNERS

Through the Training Directorate, DS is building a global network of experts dedicated to combating terrorism and safeguarding the conduct of U.S. diplomacy, diplomatic personnel, facilities, and information around the world. At its Training Center in Virginia, DS promotes international security by developing the intellectual capital and skills of DS employees. In 2006, Special Agents received specialized training in high-threat tactics, and the DS Basic Special Agent and the Instructor Development courses were accredited by the Federal Law Enforcement Training Accreditation Board. In addition, a new training program for Regional Security Technicians was introduced to augment DS's Security Engineering Officer and Security Technical Specialist workforce.

### TRAINING OUR GLOBAL PARTNERS

Through training programs for foreign law enforcement and security professionals, DS builds alliances with security services worldwide and bolsters the counterterrorism capabilities of our foreign partners. In 2006, DS initiated a number of training programs for both DS and non-DS security and law enforcement professionals. Many of these efforts achieved synergy through a coalition of willing and able governmental and nongovernmental partners in the international law enforcement community.

***Indonesia***—DS-trained bomb technicians helped the Indonesian Special Detachment TF88 Unit in an operation in which two terror suspects were killed, one was wounded, and a fourth was taken into custody. The operation uncovered explosive backpacks, suicide vests, and other explosive devices and components. The explosives were rendered safe by DS-trained explosives experts.

***Pakistan***—Training and assistance from DS helped Pakistan's Special Investigative Group (SIG) develop into an elite counterterrorism force. In 2006, the SIG arrested a Belgian citizen in Lahore who was plotting a suicide attack against the president of the United States. In Peshawar, the SIG investigated and raided a terrorist financing office, uncovering evidence that can be used in the prosecution of suspected terrorists. The DS-trained SIG also helped the Federal Bureau of Investigation investigate the suicide bombing of the U.S. Consulate in Karachi, which resulted in the death of a Foreign Service Officer.

***Albania***—The DS-trained Special Operations Unit of the Albanian State Police played a key role in a joint investigation with the Albanian Organized Crime Directorate directed against weapons trafficking. The operation resulted in the detention of five individuals, including three police officers, and subsequent searches of nine residences for illegal weapons.

***Liberia***—In January 2006, DS began providing personal protection for the first democratically elected president in Africa, Ellen Johnson-Sirleaf, president of Liberia. Remaining in Monrovia until June 2006, DS agents also trained 325 Liberian personnel for that country's presidential protective service.

### Training Directorate in 2006

DS Special Agent Victoria Anzaldua was named Honor Graduate of the Year by the Federal Law Enforcement Training Center (FLETC), the first female federal agent to achieve this distinction. The award is given annually to the FLETC graduate with the highest average scores on academic exams, firearms testing, and physical efficiency testing. Special Agent Anzaldua topped more than 3,700 other federal agents who went through the training, and, in the process, she earned the Distinguished Fitness Award and the Firearms Outstanding Performance Award.

In partnership with the Foreign Service Institute, the Bureau of Human Resources, and Regional Bureaus, DS introduced a new course, Foreign Affairs Counter-Threat, which provides State Department employees at high-threat posts with skills that could save their lives—and the lives of others—in a crisis.

## OFFICE OF FOREIGN MISSIONS: PROTECTING U.S. DIPLOMATS WORLDWIDE BY HELPING DIPLOMATS IN AMERICA

Diplomatic Security's Office of Foreign Missions (OFM) is the diplomat's best advocate. While protecting the interests of American diplomats serving abroad, DS helps members of the foreign diplomatic community in Washington, D.C., and across the United States live and work comfortably and productively in this country.

Through reciprocal agreements with foreign governments, DS works to ensure that State Department personnel stationed abroad are treated in the same manner in which their foreign counterparts are treated in the United States. By assisting, advising, and regulating services for foreign diplomats, their dependents, and their staffs who reside in the United States, DS strengthens relationships between governments and promotes proper treatment of U.S. diplomats by foreign governments.

DS provides a wide range of services to the foreign diplomatic community. In 2006, DS processed more than 18,000 vehicle registrations and issued more than 12,000 driver's licenses for members of foreign missions and international organizations located in the United States. In addition to helping more than 2,000 high-level foreign dignitaries through U.S. airport and customs screening, DS reviewed and took action on more than 300 requests from foreign governments to purchase or lease properties in the United States for diplomatic or consular use.

### Office of Foreign Missions in 2006

Through OFM's Diplomatic Tax-Relief initiative, in 2006 DS saved the American taxpayer $73.3 million in foreign taxes associated with the construction of new embassies in Burkina Faso, Republic of the Congo, Djibouti, Ethiopia, Indonesia, Norway, Pakistan, and the Philippines. The tax-relief initiative is expected to save an estimated $184.5 million in taxes through reciprocal tax-relief arrangements negotiated with 30 foreign governments.

## COUNTERMEASURES: BUILDING SECURITY TECHNOLOGY AND SYSTEMS

America's embassies, like all State Department facilities, are symbols of America and American values. As such, they rank high as targets for some to express their hostility toward the United States. In recent decades, in many parts of the world, embassies and other State Department buildings have become prime targets for terrorists. Moreover, State Department facilities abroad are also perennial targets for spies. Trends in information technology, while contributing to efficiency, have sometimes created new vulnerabilities for the loss of sensitive information.

The challenge facing DS is to make these facilities secure without compromising the qualities of openness, transparency, and efficiency that make them conducive to the conduct of U.S. foreign policy and commercial and consular affairs. Fortunately, DS's Countermeasures program is primed to meet that challenge.

### PROTECTING OUR PROPERTY OVERSEAS

DS is responsible for the security of every building constructed, renovated, or acquired by the State Department in the United States and around the world. This involves ensuring the security of construction plans and sites for new facilities, defining security requirements and specifications for security systems and equipment at existing facilities, and using appropriate security technology to meet those requirements and specifications. DS determines the threat level at each overseas State Department post and develops security standards that are appropriate for each facility in light of its threat level. In 2006, DS completed more than 30 technical security upgrade projects at Department facilities overseas, including very large projects in London and Vienna.

Before any new construction or major renovation project is undertaken, the State Department, through DS, must take adequate measures to guarantee the security of the construction project, the protection of classified material, and the protection of personnel. Much of this work involves close collaboration between DS and the architects and engineers in the State Department's Office of Overseas Buildings Operations on the specification and design of physical and technical systems and countermeasures.

In 2006, DS made sure that security was sufficient for 20 construction projects for the building of new embassy, consulate, and office facilities in countries ranging from China to Iraq and Panama. This included post-construction auditing of physical and technical security infrastructure and certifying that eight recently completed new embassy compounds met security standards and were ready to be occupied by State Department employees.

## PROTECTING OUR PROPERTY AT HOME

DS is responsible for the security of personnel, information, and property at 107 State Department facilities within the United States. The DS Command Center maintains a sophisticated computer network that facilitates central monitoring of alarms and access controls at State Department facilities within the United States. A massive, multi-year project to modernize access to all domestic State Department facilities through the use of "smart card" technology was near completion by the end of 2006.

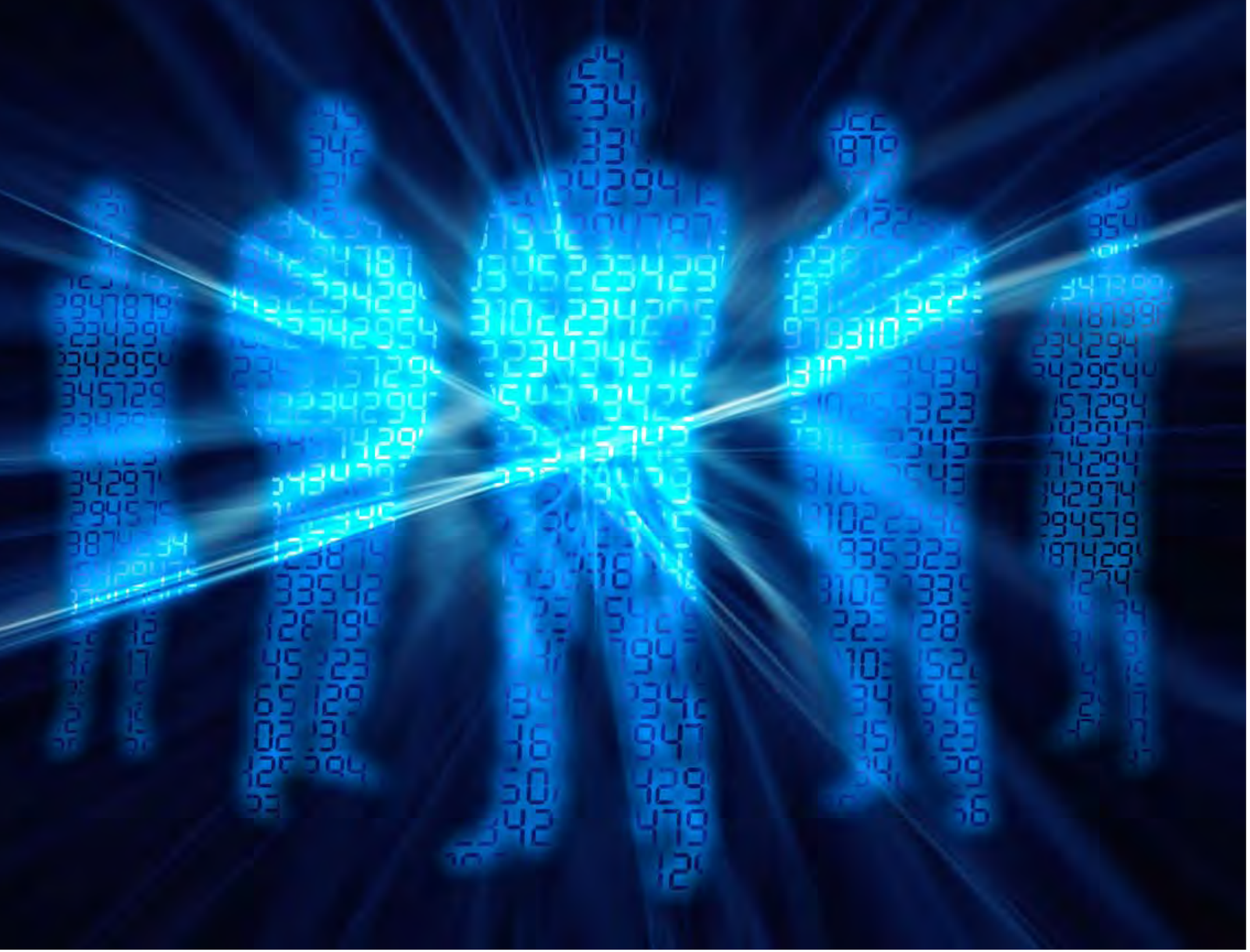
Washington, D.C. – In 2006, DS completed a renovation, begun in 1999, to strengthen security at the State Department's headquarters in Washington, D.C., the Harry S Truman building. This extensive renovation of more than 600,000 square feet of space included the structural strengthening of walls and installation of blast windows. The Truman building is now equipped with state-of-the art security, including a technically advanced electronic lock-down system. These security advances were achieved without detracting from the architectural character of the building. The renovated building also boasts a restored lobby with a first floor that houses a modern conference center. As part of the overall renovation plan, space has been allotted for a proposed museum on the history of U.S. diplomacy.

*Alone on the tarmac, a Diplomatic Courier waits for the ground crew to maneuver a jetliner into place so she can supervise the loading of classified materials.*

### Countermeasures in 2006

The DS Command Center expanded its technical capability, making it possible to monitor alarm, access control, and other systems at posts and view real-time video through the use of more than 4,000 security cameras. This enhanced video capability contributed to early awareness and analysis of major security incidents in Karachi, Damascus, and Athens.

DS's Diplomatic Couriers are responsible for transporting State Department property—from computer chips to construction materials—around the globe safely and securely. In 2006, classified diplomatic pouch service aboard cargo flights was launched to Mexico City, Tel Aviv, and Havana, substantially reducing the average per-kilo cost of transporting materials to those cities.



## SECURITY INFRASTRUCTURE DIRECTORATE: PROTECTING INFORMATION AND BUILDING A SECURE WORK FORCE

At the State Department's headquarters in Washington, D.C., and at more than 285 American embassies and consulates around the world, important information related to U.S foreign policy and global terrorism is exchanged on a daily basis. Such information is shared electronically and in face-to-face meetings. Guaranteeing that this information does not fall into the wrong hands is the work of DS's Security Infrastructure Directorate. Security Infrastructure does this by ensuring that the Department of State's worldwide computer network is secure and that the employees of the Department meet the highest ethical standards.

With more than 45,000 users, securing the State Department's computer systems is an extraordinary challenge. On any given day, employees generate as many as 800,000 e-mails, requiring DS to block more than 5,400 viruses and more than half a million spam e-mails on a daily basis. If robust computer security programs were not in place, as many as five computer viruses per minute could harm the State Department networks. Around the clock, DS monitors the State Department's network traffic for vulnerabilities, detects and responds to incidents, analyzes cyber-threat intelligence, and ensures that computer systems and e-mail meet federal and Department security standards. In 2006, DS blocked more than 2.5 million viruses.

Information systems are only as secure as the individuals who use them. In addition to safeguarding computer networks, software, and hardware from electronic tampering, DS ensures the State Department's human element by conducting background investigations of all Department employees and contractors. To attract and retain the highest quality workforce, such investigations must be conducted expeditiously and flawlessly.

In 2006, DS's Office of Personnel Security and Suitability was named the top security and employment suitability office in the federal government by the Office of Personnel Management, which presented the office with its Guardian Award. The award recognizes the fact that DS cut the average time for security investigations by more than half—from 184 days in 2002 to just 77 days in 2006—while simultaneously maintaining high quality through stringent quality assurance measures. This reduction in time was achieved despite a 28 percent increase in the number of investigations (since 2002) currently at 25,000 per year. This performance far exceeds federal benchmarks set by the Intelligence Reform and Terrorism Prevention Act of 2004.

### Security Infrastructure in 2006

In 2006, Federal Computer Week magazine presented DS's Chief of Cyber Threat Analysis, Chris Lukas, with its Rising Star Award, which recognizes the contributions of younger employees in the federal information technology community. Mr. Lukas conducted a specialized penetration test of the State Department's computer security that resulted in DS establishing new configuration schemes and operating standards, as well as improving the State Department's computer monitoring methods.

## EXECUTIVE DIRECTORATE FOR RESOURCE MANAGEMENT: THE BACKBONE OF SECURITY

The Executive Directorate for Resource Management directs the financial, human, and technological resources and services that enable DS to carry out its global security mission. In 2006, the Executive Directorate introduced a number of systems and participated in new initiatives designed to streamline essential administrative operations, including the funding of DS offices around the world and the hiring of new DS employees.

To expedite budgeting and funding for DS offices worldwide, the Executive Directorate adopted a new budget management system that allows each post to view all of its allotments through a single web-based location. The new system also enables DS to process financial allotments and operating allowances in a computer interface with the State Department's domestic accounting system. The processing time for allotments to posts was reduced from weeks to just days, and the human errors were greatly reduced.

In 2006, the Executive Directorate put DS on the cutting edge of technology by implementing a web-conferencing feature that allows the Overseas Security Advisory Council to expand outreach to its members through real-time, interactive presentation tools. Also upgraded were the Investigative Management System and the Security Incidents Management and Analysis System Crime Module, which facilitates worldwide tracking of criminal incidents.

## IMPROVING FACILITIES FOR SECURITY OPERATIONS

In 2006, the Executive Directorate improved and modernized DS facilities in a number of locations.

***San Francisco, CA***—Approximately 13,000 square feet of existing building space were renovated and new space was created to accommodate 35 staff for the San Francisco Field Office.

***Dallas, TX***—At the Dallas Resident Office, 3,300 square feet of office space were renovated, and a new area was built to house staff and provide room for special uses.

***Rosslyn, VA***—At DS headquarters, 5,200 square feet of office space were renovated for the Computer Investigations and Forensics Office, providing space for a new state-of-the-art laboratory that meets the rigorous operational demands of the office's worldwide investigations. The new laboratory, which is an industry model, is also used by DS to train foreign students in computer forensics "best practices."

***Dunn Loring, VA***—The Regional Security Officer classroom at the DS Training Center was modernized by installing a new computer system that enables agents to do real-time training on computer applications, while allowing them to access their e-mails and the internet.

### Executive Directorate in 2006

DS's Human Resources Management Division—in partnership with the Foreign Service Institute and the Bureaus of Administration, Consular Affairs, and Arms Control and International Security—was selected in 2006 as one of the State Department's first Human Resources Centers of Excellence. This selection reflects the size, complexity, and staffing authorities of DS's human resources operations.

In 2006, DS posted job announcements for Diplomatic Couriers, Security Engineering Officers, Security Technical Specialists, and Special Agents and processed applications from approximately 1,500 people for the Diplomatic Courier positions and 3,200 for the Special Agent positions.

## IN MEMORIAM

*In 2006, the Bureau of Diplomatic Security suffered the loss of two valued security colleagues. Thea'a Ekele and Wassan Habeeb served the United States at the diplomatic mission in Baghdad. As contract security professionals, they stood shoulder-to-shoulder with their DS colleagues to ensure the safety of America's diplomats. Like too many of their DS colleagues, they died at the hands of terrorists: Mr. Ekele was killed during a bomb attack while off-duty in Baghdad, and Mr. Habeeb was targeted in a drive-by shooting while off-duty.*

*The DS community mourns the loss of these two men, and we give thanks for their service to DS and to the cause of freedom for their fellow Iraqi citizens. We know that the most fitting homage we can pay to them and to all those who have lost their lives to terrorism is a renewed commitment to combat terrorist forces overseas—and to prevent terrorists from perpetrating violence within our borders.*

EYEWIRE, INC.

Office of Public Affairs
Bureau of Diplomatic Security
U.S. Department of State
Washington, D.C. 20522-2008

Publication No. 11423
Released June 2007

*www.diplomaticsecurity.state.gov*