



Office of Inspector General United States Department of State

ISP-I-22-08

Office of Inspections

March 2022

(U) Inspection of the Bureau of Diplomatic Security, Domestic Operations, Office of Protection

DOMESTIC OPERATIONS

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HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-22-08

(U) What OIG Inspected

(U) OIG inspected the Office of Protection, which is located under Domestic Operations in the Bureau of Diplomatic Security.

(U) What OIG Recommends

(U) OIG made three recommendations to the Bureau of Diplomatic Security.

(U) In its comments on the draft report, the Bureau of Diplomatic Security concurred with all 3 recommendations. OIG considers all 3 recommendations resolved. The bureau's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The bureau's formal written response is reprinted in its entirety in Appendix B.

(U) March 2022

(U) OFFICE OF INSPECTIONS

(U) DOMESTIC OPERATIONS

(U) Inspection of the Bureau of Diplomatic Security, Domestic Operations, Office of Protection

(U) What OIG Found

- (U) The Office of Protection met its multi-faceted protection mandate through the deployment of hundreds of special agents on a wide range of domestic and overseas security details each year.
- (U) The Deputy Assistant Director's performance was consistent with Department of State leadership and management principles.
- (U) Office leadership successfully handled the management challenges associated with the COVID-19 pandemic.
- (SBU) (b) (2) [REDACTED]
- (U) Spotlight on Success: The protection detail for the Ambassador to the U.S. Mission to the United Nations created an in-house orientation training program to familiarize special agents with standard operating procedures related to the detail.
- (U) Spotlight on Success: The Major Events Coordination Unit collaborated with the Foreign Service Institute to develop and conduct crisis management exercises to prepare watch officers from the Department and other U.S. Government agencies to respond to a variety of potential crises.

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(U) CONTEXT

(U) The Bureau of Diplomatic Security (DS) is the Department of State's law enforcement and security arm.¹ The Office of Protection (DS/DO/P) reports to the bureau's Assistant Director of Domestic Operations.² According to 1 Foreign Affairs Manual (FAM) 262.4-3, the office is responsible for:

- 1) (U) Managing and directing protective security for the Secretary of State (Secretary) and other official representatives of the United States and foreign governments as well as managing the Department's protective liaison programs.³
- 2) (U) Managing and coordinating the protection of certain foreign missions and officials in the United States.⁴
- 3) (U) Administering reimbursements to Federal, state, and local law enforcement agencies or private security companies for expenses incurred in the protection of certain foreign government and United Nations missions and officials.
- 4) (U) Serving as co-chair of the International Security Events Group under the authorities of National Security Presidential Directive-46.⁵

(U) In addition to this mandate, DS/DO/P plays a major role in fulfilling the DS Functional Bureau Strategy⁶ goal to lead in the protective operations field by collecting lessons learned, implementing continuous improvements, and demonstrating best practices.

(U) To carry out its responsibilities, DS/DO/P is organized into three divisions: the Secretary's Detail, Dignitary Protection, and Protective Liaison. The Secretary's Detail (SD), the largest

¹ (U) DS operates a global security platform ensuring that the U.S. Government can safely and securely conduct diplomacy. The bureau operates via delegation of authority for the Secretary of State's security responsibilities under the Omnibus Diplomatic Security and Antiterrorism Act of 1986 as amended (22 United States Code (U.S.C.) 4802, et seq).

² (U) Title II of the Omnibus Diplomatic Security and Antiterrorism Act of 1986, as amended, authorized the creation of the Diplomatic Security Service, which is responsible for managing DS' day-to-day security operations. This authorization resulted in a dual title for the Assistant Director, whose full official title is Deputy Assistant Secretary and Assistant Director for Domestic Operations.

³ (U) Pursuant to the Foreign Missions Act of 1982 (as codified at 22 U.S.C. 4314) and 18 U.S.C. 3056A(d), the Department may provide extraordinary protective services for foreign missions, international organizations, resident foreign missions and officials, and visiting foreign government officials under certain circumstances throughout the United States. DS/DO/P is responsible for the overall management and coordination of the extraordinary protection program, including liaison with these organizations.

⁴ (U) These include foreign missions, international organizations, and visiting foreign government officials.

⁵ (U) National Security Presidential Directive 46/Homeland Security Presidential Directive 15, known as the "U.S. Policy and Strategy in the War on Terror" directive, is a directive signed by President George W. Bush in March 2006 that clarifies and coordinates the role of Government agencies in the war on terror. It identifies gaps and overlaps in agency duties that resulted in competing agency jurisdiction.

⁶ (U) The DS FY 2018-2022 Functional Bureau Strategy is a strategic document that guides the bureau as it operates in diverse security environments in support of U.S. diplomacy. The strategy highlights areas where DS must continue to strengthen its capabilities to effectively position itself for the future.

division, provides protection for the Secretary and the Secretary's immediate family, as well as security coverage of the Secretary's residence. Dignitary Protection (DP) coordinates protective services for visiting foreign dignitaries, resident foreign officials, and certain U.S. Government officials. It also organizes and manages protective services for special events involving multiple protectees. Protective Liaison (PL) maintains liaison with U.S. Government agencies, foreign governments, Federal, state, and local law enforcement agencies, or private security companies that assist the Department in providing protective security. PL also coordinates and monitors state and local police protection for certain foreign missions and administers the reimbursement of funds to other agencies that provide protective services.

(U) In addition to these three divisions, DS/DO/P has a Major Events Coordination Unit (MECU)⁷ to coordinate U.S. Government security resources leading up to and during major international events that have significant U.S. Government participation. It also has a Protection Operations Section that provides logistics for all DS/DO/P operations, ensuring consistency and operational continuity among the divisions through direct oversight of support functions.⁸

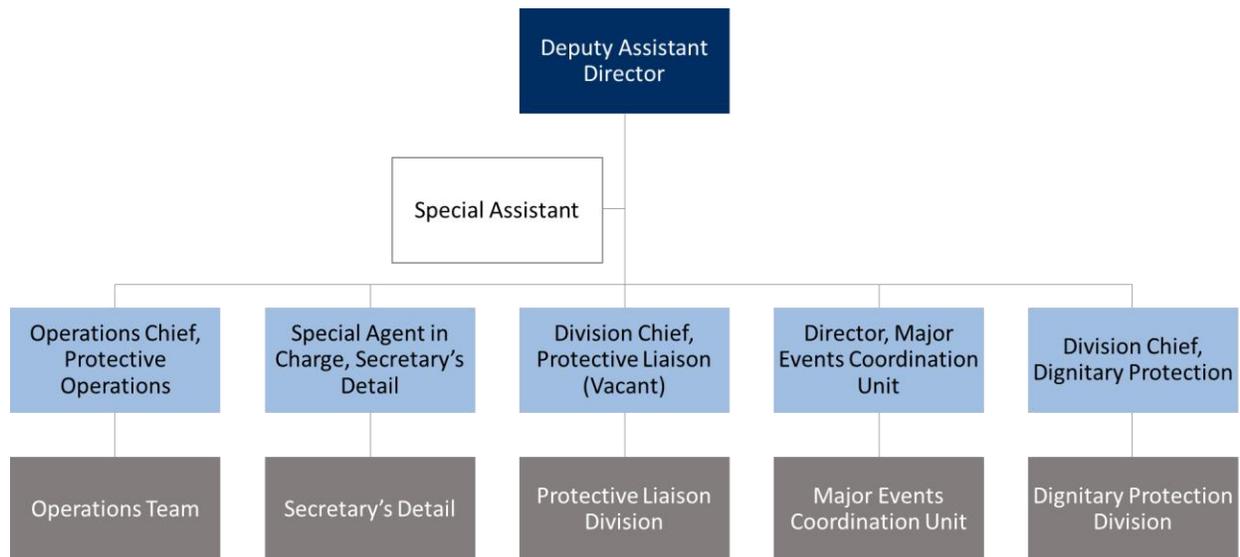
(U) DS/DO/P is led by a Deputy Assistant Director for Protection. He reports directly to DS' Assistant Director of Domestic Operations and, at the time of the inspection, was supported by a staff of approximately 119 Foreign Service special agents, 11 Civil Service staff, 6 personal services contractors, and 15 third-party contractors. In addition to its cadre of permanent special agents, DS/DO/P relies on hundreds of temporary duty (TDY) special agents detailed from other parts of DS to staff its protection details.

(U) Protective operations are inherently unpredictable and therefore require considerable flexibility regarding the number of hours and resources used for each detail. In FY 2019 and FY 2020, DP conducted 272 protection details requiring 1,929 detail special agents (both full-time permanent and TDY) for a total of 220,573 protective security hours. During that same period, SD special agents also provided security for the Secretary's travel to 88 countries on 77 different trips. Of the 2,107 agents supporting the Secretary's travel, almost one third were TDY special agents.

⁷ (U) MECU serves in a protective liaison and advisory capacity as the interagency security and law enforcement lead for major events abroad through leadership on the International Security Event Group under the authorities of National Security Presidential Directive 46 (see footnote 5).

⁸ (U) The section provides administrative support including assignment staffing, travel and vehicle support, and equipment inventory to all units within DS/DO/P except for the Secretary's Detail, which has a dedicated administrative operations team.

(U) Figure 1: Office of Protection Organizational Chart



Source: (U) OIG generated from information obtained from the Office of Protection.

(U) EXECUTIVE DIRECTION

(U) The Deputy Assistant Director (DAD) is a career Foreign Service special agent with more than 20 years of domestic and overseas experience. He joined DS/DO/P in August 2020 but served concurrently as acting DAD of the DS Office of Investigations and Counterintelligence until December 2020. Because of COVID-19 restrictions on in-person work starting March 16, 2020, and a stay-at-home order issued March 30, the DAD's contact with colleagues and subordinates, with rare exceptions shortly after his arrival, had been almost entirely virtual.

(U) OIG assessed the DAD's performance based on DS/DO/P staff responses to questionnaires, document reviews, and interviews conducted with staff from DS/DO/P, other Department bureaus, regional security officers at U.S. embassies that received Secretary of State visits between March 2020 and March 2021, and other entities that partner with the office. Based on these sources, OIG concluded that the DAD led DS/DO/P in a manner consistent with Department leadership principles in 3 FAM 1214b. Employees also credited the DAD with providing strong leadership in managing operations during a period in which the COVID-19 pandemic and staffing shortages created significant workplace challenges.

(U) Deputy Assistant Director Empowered Staff and Communicated Effectively

(U) Employees told OIG the DAD empowered senior staff to make decisions and listened to their ideas, consistent with 3 FAM 1214b(8). For example, the DAD invited staff input on preparing the new Functional Bureau Strategy and considered their views when proposing revised language. Employees said his leadership reinforced team cohesion among the office's Foreign Service, Civil Service, and contractor staff. In addition, the DAD took steps during the inspection to strengthen internal communication disrupted by the pandemic by establishing a Front Office newsletter and developing a specific plan to resume in-person staff outreach as

soon as conditions permitted. Employees cited the DAD’s field visits early in his tenure, before the Department again tightened its COVID-19 restrictions in December 2020, as effective in sharing his vision and listening to employee ideas.

(U) Deputy Assistant Director Addressed Challenges Strategically

~~(SBU)~~ Staff members told OIG the DAD addressed problems, consistent with requirements in 3 FAM 1214b(2) to plan strategically. For example, he proposed a compromise solution to a recurring problem of staffing gaps in the U.S. Mission to the United Nations protection detail by providing for the early arrival of some special agents assigned to the mission. He also worked with the Bureau of Medical Services to ensure special agents had priority for testing and COVID-19 safety guidance customized for the protection detail work they performed. (b) (2)

[REDACTED]

[REDACTED] These approaches led to positive results. The number of entry-level special agents seeking to extend their tours of duty rose from 8 in March 2020 to 14 in March 2021. (b) (2)

[REDACTED]

[REDACTED]

(U) Mentoring and Career Development Support for Entry-Level Specialists Met Department Guidelines

(U) OIG determined through interviews that that the current system of on-the-job training and ad hoc mentoring for entry-level specialists was consistent with Department guidance in 3 FAM 2253.1c, 3 Foreign Affairs Handbook (FAH)-1 H-2251.3a, and 3 FAH-1 H-2253.2f and g. For example, unit supervisors implemented on-the-job training and provided the staff with increasingly complex protection tasks to promote job mastery. Staff members told OIG that while they appreciated informal mentoring and career development advice, they preferred a formal structured program to provide consistent information to all entry-level specialists. In response to this information, the DAD and his senior staff initiated a formal, structured program during the inspection.

~~(SBU)~~ (b) (2) [REDACTED]

~~(SBU)~~ (b) (2) [REDACTED]

~~(SBU)~~ (b) (2) [REDACTED]

⁹ ~~(SBU)~~ (b) (2) [REDACTED]

(SBU) Figure 2: (b) (2) [Redacted]



(SBU) Notes: (b) (2) [Redacted]
[Redacted]
[Redacted]
[Redacted]

(U) Source: Generated by OIG from data provided by DS.

(SBU) (b) (2) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

(SBU) (b) (2) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Recommendation 1: ~~(SBU)~~ The Bureau of Diplomatic ~~(b) (2)~~

~~(b) (2)~~

~~(b) (2)~~

~~(b) (2)~~ (Action: DS ~~(b) (2)~~)

(U) SECTION OVERVIEWS

(U) Secretary of State’s Detail

(U) SD provides 24-hour, 7-days-a-week protection for the Secretary as well as comprehensive coverage for the Secretary’s residence. SD also provides protection for designated family members of the Secretary. The detail works closely with offices within the Department and other Federal, state, local, and foreign security and law enforcement organizations to ensure the Secretary can carry out U.S. foreign policy safely and securely.

~~(SBU-LES)~~ OIG found that SD generally followed operational standards for protection as specified in 1 FAM 262.4-3(C) and 12 FAH-2. OIG based this conclusion on interviews with regional security officers from eight overseas missions that supported Secretary visits during 2020, interviews with special agents assigned to SD, reviews of SD records, and an observation of a protective movement from the Secretary’s residence to the Department’s headquarters, the Harry S. Truman building. ~~(b) (7)(F)~~

~~(b) (7)(F)~~

~~(b) (7)(F)~~

~~(b) (7)(F)~~

(U) Dignitary Protection Division

(U) DP coordinates protective services for visiting foreign dignitaries, resident foreign officials, and certain U.S. Government officials, including permanent protection details for the U.S. Ambassador to the United Nations and for the Ambassador of the Kingdom of Saudi Arabia to the United States. The division also organizes and manages protective services for special events involving multiple protectees.

(U) OIG determined through employee interviews and document reviews that DP generally followed standard operating procedures for all their primary functions, including the annual United Nations General Assembly and foreign dignitary protection services. In 2019, DP organized more than 700 law enforcement and support personnel for the 74th General Assembly, which included 41 protection details and associated operations. DP generally operated in accordance with Department standards in 1 FAM 262.4-3(A) and 12 FAH-2 H-200 except in the reporting of meals as gifts, as discussed below.

(U) Gift Reporting Did Not Meet Department Standards

(U) DS special agents assigned to protection details did not consistently report gifts received from foreign dignitaries. According to 12 FAH-2 H-024d, an Agent in Charge is required to

submit a gift report at the end of each detail identifying gifts received and the value of those gifts. Employees told OIG that foreign dignitaries occasionally purchased meals at restaurants for special agents assigned to their protection detail, which 11 FAM 613.1a identifies as gifts. OIG reviewed closing reports for protection details from October 2018 through June 2021 and did not find any reports where special agents identified meals as gifts. The Office Director said he understood that agents did not have to report meals because they were below the de minimis threshold for gifts specified in 5 United States Code § 7342(a)(5). However, 12 FAH-2 H-024e requires reporting all gifts regardless of value in the closing report.

Recommendation 2: (U) The Bureau of Diplomatic Security should require employees to report all meals provided by foreign dignitaries as gifts, in accordance with Department standards. (Action: DS)

(U) Spotlight on Success: Protection Detail Created Orientation Program to Familiarize Agents With Needed Skills

(U) The protection detail for the Ambassador to the U.S. Mission to the United Nations created an in-house orientation training program to familiarize special agents—both those on temporary duty and those permanently assigned to the detail—with standard operating procedures specific to the United Nations details. The details relied on temporary duty special agents from outside the Office of Protection to supplement the permanent protection staff, and as a result, there were occasional learning gaps in agents’ knowledge. To address this situation, the details’ permanent special agents, with the help of senior leadership, developed a 2-day orientation course to help temporary agents with protection rehearsals, equipment, and skills specific to the United Nations protection details. The special agents also drafted standard operating procedures to codify this training. The permanent special agents on the United Nations details also valued this orientation course, stating that it offered them a refresher of their Basic Regional Security Officer training as well as instruction on areas not covered in their initial training. As a result of the success of the orientation course, other protection details within the Dignitary Protection Division started developing similar courses.

(U) Protective Liaison Division

(U) PL is the primary liaison among DS, multiple Department offices, and more than 176 foreign embassies on security and law enforcement matters related to protective functions and criminal investigations. PL also performs liaison and coordination for all DS protection details at Washington, D.C., area airports, the White House, and Capitol Hill. Additionally, PL provides or coordinates escorts for all armed foreign security personnel transiting through U.S. airports. PL supports the protection of the foreign diplomatic community in the United States, with special agents available 24 hours a day to respond and provide security assistance and liaison to foreign diplomatic officials. PL also provides enhanced security support to foreign missions through agreements with Federal, state, and local law enforcement.

(U) OIG examined PL's liaison and coordination function, the status of memoranda of understanding (MOU) with partner agencies, and compliance with weapons training requirements for special agents assigned to protection details. OIG reviewed documentation and conducted interviews with representatives of four Federal and state agencies and offices¹² about PL's liaison and coordination and found those activities generally complied with Department standards outlined in 1 FAM 262.4-3(B)(1). In addition, although there was no requirement for MOUs between PL and any other law enforcement entity involved in protection activities, OIG found that PL had an MOU¹³ with the U.S. Secret Service Uniformed Division and, at the time of the inspection, was negotiating an MOU with the Washington, D.C., Metropolitan Police. Finally, OIG reviewed documentation of PL's compliance with DS weapons qualifications requirements and found that all PL-assigned special agents met requirements described in 12 FAH-9 H-110.

(U) Major Events Coordination Unit

(U) The MECU coordinates protective security, intelligence, and long-range security planning for major international events, such as the Olympic games and international summits. MECU carries out its responsibilities through the International Security Events Group (ISEG), a multi-U.S. Government agency group.¹⁴ MECU has an MOU with the U.S. Olympic Committee (now known as the U.S. Olympic and Paralympic Committee (USOPC)) regarding security coordination at their events.¹⁵ To ensure the security of U.S. participants and staff at major USOPC events outside the United States, MECU relies on TDY special agents such as field liaison officers and watch officers.¹⁶

(U) During this inspection, OIG examined three areas: MECU's coordination with its ISEG partners; MECU's training and support provided to its permanent staff and for up to 140 TDY personnel at international events; and the status of the USOPC MOU. OIG conducted interviews

¹² (U) U.S. Secret Service, U.S. Customs and Border Protection, the Office of Foreign Missions, and the Washington, D.C., Metropolitan Police Department.

¹³ (U) DS' Policy and Planning Division is responsible for coordinating the development of DS-related MOUs and memoranda of agreement between DS and other entities, such as other Department bureaus, Federal agencies, or other organizations. See 12 FAM 053.

¹⁴ (U) The ISEG coordinates, plans, and provides U.S. Government security, intelligence, and crisis response for international special security events with significant U.S. involvement. The ISEG is co-chaired by senior DS personnel and steered by the MECU chief. The ISEG charter, signed on October 15, 2019, codified ISEG operations.

¹⁵ (U) On November 17, 2010, DS and the U.S. Olympic Committee entered an MOU for coordination of safety and security for U.S. athletes, U.S. Olympic Committee staff, and delegations at major international sporting events held outside the United States. Such events include the Olympics, Paralympics, the Pan American Games, the Parapan American Games, and other international sporting events under the committee's direction, as agreed to by both parties. In June 2019, the U.S. Olympic Committee changed its name to the U.S. Olympic and Paralympic Committee.

¹⁶ (U) Major USOPC events outside the United States include the Olympics, the Youth Olympics, the Beach Olympics, the Paralympics, the Pan American Games, the Parapan American Games, the Women's World Cup, and the Men's World Cup.

with two of MECU's three primary ISEG partners¹⁷ and a USOPC representative and found MECU provided appropriate support and coordination by chairing the Security and Law Enforcement Committee of the ISEG and providing executive secretary services,¹⁸ as specified in the ISEG charter. OIG also interviewed all MECU permanent staff, reviewed survey responses from TDY respondents, and reviewed the new arrival welcome kit and related briefing documents and found MECU provided training and support to temporarily assigned staff. Finally, OIG reviewed the MOU between DS and USOPC. Although MECU and USOPC coordinated their activities in accordance with the MOU, OIG determined that the MOU itself required updating, as discussed below.

(U) Memorandum of Understanding With U.S. Olympic and Paralympic Committee Was Outdated

(U) OIG found that the MOU between DS and USOPC was outdated. Senior DS personnel and a USOPC security employee told OIG the 2010 MOU did not include important operational changes that had occurred since it was signed. For example, the MOU did not include new events such as the Youth Games. In addition, DS/DO/P senior leadership stated the MOU did not define the DS liaison role adequately, which created inefficiencies and a lack of clarity about liaison responsibilities. In addition, a MECU Overseas Security Coordinator told OIG that the 2010 MOU did not adequately define respective responsibilities of the Overseas Security Coordinator and USOPC personnel. Finally, the MOU did not codify USOPC responsibility for requesting accreditation for personnel and vehicle access placards, which resulted in duplication of effort. According to 12 FAM 053.2c, DS program managers, in coordination with other entities in the proposed agreement, determine the issues to be specified in the MOU. Without an updated MOU, DS risks having gaps in coverage for Olympic events and inefficiencies in supporting protective services.

Recommendation 3: (U) The Bureau of Diplomatic Security should update its memorandum of understanding with the U.S. Olympic and Paralympic Committee. (Action: DS)

(U) Spotlight on Success: Crisis Management Exercises for Major Events Prepared Watch Officers to Respond to Emergencies

(U) DS' Major Events Coordination Unit recognized the need to develop specialized crisis response training for watch officers assigned to Joint Operations Centers at major events, such as the Olympics and the FIFA Men's World Cup. The unit collaborated with the Department's Foreign Service Institute to develop and conduct crisis management exercises for specific events and event sites. The exercises helped prepare watch officers from DS and from other U.S. Government agencies, such as the Federal Bureau of Investigation and the Department of Homeland Security, to respond to a variety of potential crises by maximizing

¹⁷ (U) The Federal Bureau of Investigation, the Department of Homeland Security, and the Transportation Safety Administration.

¹⁸ (U) Executive Secretary Services as defined in the ISEG charter are preparation of minutes for each ISEG meeting that includes a summary of discussions, distribution of documents to the general membership, and maintenance of agendas, meeting minutes, and policies for member review upon request.

their respective capabilities. Members of three non-DS agencies, a unit Overseas Security Coordinator, and a unit Field Liaison Officer told OIG the crisis management exercises were instrumental in responding to emergencies during past events, such as a cyber threat during the 2018 Olympics in South Korea, a crime threat at the 2019 Pan American Games in Peru, and an international aviation threat during the 2019 Women’s World Cup in Paris.

(U) RECOMMENDATIONS

(U) OIG provided a draft of this report to Department stakeholders for their review and comment on the findings and recommendations. OIG issued the following recommendations to the Bureau of Diplomatic Security. The bureau's complete response can be found in Appendix B.¹ The bureau also provided technical comments that were incorporated into the report, as appropriate.

Recommendation 1: ~~(SBU)~~ The Bureau of Diplomatic Security, (b) (2)

[REDACTED]

[REDACTED]

[REDACTED] (Action: DS) (b) (2)

Management Response: (U) In its January 20, 2022, response, the Bureau of Diplomatic Security concurred with this recommendation.

OIG Reply: ~~(SBU)~~ OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that the Bureau of Diplomatic Security (b) (2)

[REDACTED]

Recommendation 2: (U) The Bureau of Diplomatic Security should require employees to report all meals provided by foreign dignitaries as gifts, in accordance with Department standards. (Action: DS)

Management Response: (U) In its January 20, 2022, response, the Bureau of Diplomatic Security concurred with this recommendation. The bureau noted an estimated completion date of February 2022.

OIG Reply: (U) OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that the Bureau of Diplomatic Security requires employees to report all meals provided by foreign dignitaries as gifts, in accordance with Department standards.

Recommendation 3: (U) The Bureau of Diplomatic Security should update its memorandum of understanding with the U.S. Olympic and Paralympic Committee. (Action: DS)

Management Response: (U) In its January 20, 2022, response, the Bureau of Diplomatic Security concurred with this recommendation. The bureau noted an estimated completion date of July 2022.

¹ (U) OIG faced delays in completing this work because of the COVID-19 pandemic and resulting operational challenges. These challenges included the inability to conduct most in-person meetings, limitations on our presence at the workplace, difficulty accessing certain information, prohibitions on travel, and related difficulties within the agencies we oversee, which also affected their ability to respond to our requests.

OIG Reply: (U) OIG considers the recommendation resolved. The recommendation can be closed when OIG receives and accepts documentation that the Bureau of Diplomatic Security updated its memorandum of understanding with the U.S. Olympic and Paralympic Committee.

(U) APPENDIX A: OBJECTIVES, SCOPE, AND METHODOLOGY

(U) This inspection was conducted from March 15 to September 1, 2021, in accordance with the Quality Standards for Inspection and Evaluation, as issued in 2012 by the Council of the Inspectors General on Integrity and Efficiency, and the Inspections Handbook, as issued by the Office of Inspector General (OIG) for the Department and the U.S. Agency for Global Media (USAGM).

(U) Objectives and Scope

(U) The Office of Inspections provides the Secretary of State, the Chief Executive Officer of USAGM, and Congress with systematic and independent evaluations of the operations of the Department and USAGM. Consistent with the Section 209 of the Foreign Service Act of 1980, OIG's objectives for this inspection of the Bureau of Diplomatic Security, Domestic Operations, Office of Protection (DS/DO/P) were to determine whether:

- (U) The Director adequately managed and directed the office's personnel and operations to meet the office's responsibilities.
- (U) Office leadership had processes in place to mentor and develop employees.
- (U) DS/DO/P had systems and designated points of contact in place to monitor resources and programs (e.g., essential equipment, training) and ensured compliance with internal controls and other Department standards.
- (U) The Secretary's Detail complied with operational requirements.
- (U) DS/DO/P provided effective management and oversight of dignitary protective services for the annual United Nations (UN) General Assembly.
- (U) DS/DO/P ensured that special agents complied with weapons qualification standards.
- (U) The Protective Liaison (PL) unit maintained current agreements with agencies assisting the Department with protective security.
- (U) PL effectively responded to and assisted foreign missions with security threats.
- (U) The Major Events Coordination Unit (MECU) coordinated effectively with International Security Events Group partners.
- (U) MECU fulfilled its responsibilities under the existing memorandum of understanding with the U.S. Olympic and Paralympic Committee and if the memorandum was current or needed updates or revisions.
- (U) MECU trained and supported both its permanent staff and temporary duty special agents.

(U) Methodology

(U) OIG used a risk-based approach to prepare for this inspection. Due to the COVID-19 pandemic and taking into consideration relevant guidance, OIG largely conducted this inspection remotely and relied on audio- and video-conferencing tools in lieu of in-person interviews with Department and other appropriate personnel. However, because of the unique operational aspects related to protection details, OIG conducted direct observations of

protective operations and resources. OIG also reviewed pertinent records; circulated surveys and compiled the results, as appropriate; and reviewed the substance of the report and its findings and recommendations with offices, individuals, and organizations affected by the inspection. OIG used professional judgment, along with physical, documentary, testimonial, and analytical evidence collected or generated, to develop its findings, conclusions, and actionable recommendations.

(U) APPENDIX B: MANAGEMENT RESPONSE



United States Department of State

Washington, D.C. 20520

~~SENSITIVE BUT UNCLASSIFIED~~

January 20, 2022

INFORMATION MEMO TO SANDRA LEWIS, ASSISTANT INSPECTOR GENERAL FOR INSPECTIONS – OIG

FROM: DS – Gentry O. Smith

SUBJECT: (U) Bureau of Diplomatic Security response to the Office of Inspector General (OIG) Inspection of the Bureau of Diplomatic Security, Domestic Operations, Office of Protection (DS/DO/P) ISP-I-22-08t, December 2021

(U) Below is the Bureau of Diplomatic Security’s response to recommendations 1-3 of the subject report.

~~(SBU)~~ **Recommendation 1:** The Bureau of Diplomatic Security ~~(b) (2)~~
~~(b) (2)~~
~~(b) (2)~~
~~(b) (2)~~ (Action: DS ~~(b) (2)~~)

~~(SBU)~~ **DS Response (01/18/2022):** DS agrees with this recommendation ~~(b) (2)~~
~~(b) (2)~~

(U) **Recommendation 2:** The Bureau of Diplomatic Security should require employees to report all meals provided by foreign dignitaries as gifts, in accordance with Department standards. (Action: DS)

(U) **DS Response (01/18/2022):** DS agrees with this recommendation and will take appropriate steps to ensure that agents are aware of reporting requirements as specified in 12 FAH-2 H-024. This recommendation will be implemented within one month.

(U) **Recommendation 3:** The Bureau of Diplomatic Security should update its memorandum of understanding with the U.S. Olympic and Paralympic Committee. (Action: DS)

(U) **DS Response (01/18/2022):** DS agrees with this recommendation and will work with the U.S. Olympic and Paralympic Committee to update the existing MOU. This recommendation will be implemented within six months.

(U) ABBREVIATIONS

CFR	Code of Federal Regulations
DAD	Deputy Assistant Director
DP	Dignitary Protection
DS	Bureau of Diplomatic Security
DS/DO/P	Office of Protection
FAM	Foreign Affairs Manual
FAH	Foreign Affairs Handbook
ISEG	International Security Events Group
MECU	Major Events Coordination Unit
MOU	Memorandum of Understanding
PL	Protective Liaison
SD	Secretary's Detail
TDY	Temporary Duty
U.S.C.	United States Code
USOPC	U.S. Olympic and Paralympic Committee

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