



## **Office of Security Technology and Assistance Security Assistance Protocol**

The United States Department of Energy (DOE), Office of Health, Safety and Security (HSS), Office of Security Technology and Assistance (HS-80), upon request, will provide timely technical assistance and system support to Field and HQ Elements to enhance site safeguards and security (S&S). The Assistance Program is comprised of technologists and subject matter experts from all the S&S disciplines and technical areas including Program Planning Management and Support, Advanced Security Technologies, Protective Force, Physical Security, Information Protection, Safeguards and Security Construction Projects, Vulnerability Assessments, and Nuclear Materials Control and Accountability.

Our commitment is to continue to build an assistance program dedicated to serving the interests of the Department and our customers' S&S programs. Our emphasis remains customer focused and our mandate is to meet or exceed their expectations.

Our delivered product will be:

- tailored to be factual and responsive to customers' needs;
- accomplished in tandem with Federal personnel and at the direction of their Managers;
- accomplished according to our customer's schedule; and
- designed to support and complement the customer's line management process.

Our delivered product will not:

- diminish our customer's obligation to ensure the viability of internal line management processes for overseeing and ensuring effective security performance; or
- be an inspection, survey, or any other form of appraisal – unless requested by the customer.

Requests for assistance will be addressed to the Chief Health, Safety and Security Officer (HS-1) who will authorize the Office of Security Technology and Assistance (HS-80), or other appropriate resources, to provide assistance.

We will analyze the request for assistance and, if necessary, solicit additional details so that the assistance is tailored to the Customer's needs. For example, some requests may be extremely complicated or fulfilled by several different paths to include a combination of on-site and "remote" assistance.

After agreement on the scope of the assistance, an Assistance Task List will be developed and agreed to by HS-80 and the customer to solidify understanding of the deliverables, target completion dates, and the personnel involved from the customer and HSS.