

# The Federal Protective Service

## Secure Facilities, Safe Occupants



Protecting the critical infrastructure and key resources of the United States is essential to our nation's security, public health and safety, economic vitality and way of life. The Federal Protective Service (FPS) protects one component of the nation's infrastructure by mitigating risk to federal facilities and their occupants. FPS organizes its activities along three guiding principles: stakeholder service, technical expertise and organizational excellence. Supporting these principles are immediate priorities that will allow FPS to meet its short-term goals and long-term strategic goals.

### Principle I: Stakeholder Service

Our stakeholders are entitled to the best service we can provide. Service is enhanced through the cooperative effort of stakeholders.

- We value relationships with our stakeholders from federal, state, local and tribal departments and agencies.
- We foster coordination and information sharing with stakeholders to support the shared vision.
- We strive to anticipate stakeholder needs and improve our service and will actively seek feedback from stakeholders.

#### Immediate Priority: Support Effective Relationships with Stakeholders

Assuming a risk-based protective posture requires FPS to refocus its day-to-day interaction with stakeholders. Recognizing the varied nature of federal facilities and the fact that they operate in a dynamic

risk environment, FPS will coordinate with stakeholders to combine actionable intelligence with security and law enforcement capabilities that more effectively manage protection requirements. Partnering with stakeholders, soliciting feedback and jointly working toward an enhanced protective posture will foster improved relationships.

### Principle II: Technical Expertise

Successful federal facility protection requires a skilled workforce that is equipped with modern risk-based tools, standards and protocols.

- We will set the standard for security at federal facilities.
- We will use the risk-based approach established in the National Infrastructure Protection Plan (NIPP) to assess facilities against these standards and prioritize resources and countermeasures to maximize the reduction in risk.
- We will use our law enforcement authority to enforce compliance with laws, respond to emergency situations and provide a visual deterrent at federal facilities.

#### Immediate Priority: Align and Equip the FPS Workforce

FPS must ensure that its workforce is operationally and geographically aligned to support mitigation of risk at federal facilities. To accomplish this, FPS will expand its inspector-based workforce and develop risk assessment and management tools that provide enhanced capability to manage the broad range of threats faced by federal facilities.



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## Principle III: Organizational Excellence

Strategic management of internal business processes and resources results in efficient operations that provide high-quality service and effective use of resources.

- We will maintain a high performing and operationally aligned workforce; encourage innovation and self-development; and reward creativity and achievement.
- We will improve financial management and align resources using a risk-based process to achieve the most effective approach.
- We will make effective use of up-to-date and easily accessible electronic information management systems and operational tools to provide better service to stakeholders.

### Immediate Priority: More Effectively Manage Available Resources

Providing law enforcement and security support to federal facilities requires that FPS more effectively manage its available resources. To accomplish this, FPS will realign and refine its standard business processes to ensure that the management and delivery of FPS services is effective and efficient. This will provide

necessary flexibility to meet the risk-based protection requirements that support the NIPP and other DHS efforts as required.

### Short-Term Goals and Long-Term Strategic Goals—One to Five Years

Short-term goals for FPS will build on the immediate priorities and encompass those activities that will prepare FPS to enhance its security planning and risk management support for stakeholders. Throughout the short-term period, FPS will focus not only on adopting enhanced tools and procedures, but will also develop benchmarks to measure progress toward achieving long-term strategic objectives.

Long-term strategic goals will establish the direction and priorities for FPS to continuously enhance the protection of federal facilities through risk-based protective solutions. Furthermore, FPS will continue to assess its mission execution in order to achieve greater alignment with ICE and DHS priorities. These goals will ensure that FPS is fully capable of providing well-coordinated, flexible, intelligence-based security for federal facilities while supporting the homeland security mission.



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Report Suspicious Activity to the FPS MegaCenter:  
**1-877-4FPS-411** (1-877-437-7411)

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