



**Federal Aviation
Administration**

Security and Hazardous Materials Safety

Fiscal Year 2012 Business Plan



FY2012 ASH Business Plan

The Security and Hazardous Materials Safety (ASH) Mission is to provide quality services to ensure and promote aviation safety in support of national security and the national aerospace system. The ASH Vision is to be recognized as the global leader having maximum impact on enhancing national security and aviation safety. To succeed in our Mission, ASH believes in the following guiding principles. Mission, people, and their families come first. Loyalty is a two-way street. Simple is good. Integrity is non-negotiable. Disagreement does not equal disrespect. Everyone will be treated with respect and dignity. We can learn from our mistakes. Flexibility is the hallmark of a high-performing organization. All employees are accountable. We can overcome all challenges. Communication is critical to success. We must define, measure, and analyze to achieve desired results.

ASH has the primary responsibility for security and critical infrastructure protection, emergency operations, contingency planning, intelligence activities, and the safe transportation of hazardous materials in air commerce. ASH has four major program areas and staff offices that assist in carrying out these functions which are vital to both its mission, and to the FAA's mission. These are the Office of Hazardous Materials Safety, the Office of Security, the Joint Offices and Centers, and the Office of Emergency Operations, Communications and Investigations.

The protection of FAA's critical infrastructure is a national and homeland security concern that continues to receive a high level of attention. In recognition of the impact that the National Airspace System (NAS) has on our country's transportation infrastructure, ASH develops and implements policy to protect FAA employees, contractors, facilities, and assets. ASH conducts assessments and inspections at FAA facilities to determine compliance with facility security, communications security, and classified information orders and directives. ASH conducts counterintelligence activities to minimize exploitation by foreign intelligence services, drug traffickers, and terrorist organizations, identifies vulnerabilities that may be exploited, and maintains a defensive capability to mitigate these risks to the FAA personnel, programs, and information. ASH manages the ID media program for the agency, conducts suitability investigations of employees and contractors, and investigations of employees, non-employees, contractors and airmen suspected of violating FAA orders and regulations. Additionally, ASH is responsible for developing and implementing national policy on hazardous materials through inspections, training, and outreach to those involved in the hazardous materials industry worldwide. The Washington Operations Center Complex (WOCC) is located in ASH, as well as the Emergency Operations Division, which provides crisis management support, including fielding contingency communications and classified messaging equipment, and

Continuity of Operations (COOP) planning and implementation. ASH also supports the national security and intelligence responsibilities of the FAA through the National Security Coordination Division and Intelligence and Threat Analysis Division.

Next Level of Safety

Security and Hazardous Materials Safety is committed to supporting the FAA's vision of continuously improving the safety and efficiency of flight. We continue to work with all of our partners to focus our experience, expertise, and new technology in order to ensure a safer and more secure global airspace. A description of the activities and performance targets ASH will complete in support of the FAA Destination 2025 goal of Next Level of Safety is listed below.

Strategic Measure: Commercial Air Carrier Fatality Rate

Reduce the commercial air carrier fatalities per 100 million persons on board by 24 percent over 9-year period (2010-2018). No more than 6.2 in 2018. FY 2012 Target: 7.6

Strategic Initiative: Hazardous Materials Safety

Improve the safety of transporting hazardous materials by air.

Strategic Activity: Hazardous Materials Safety

ASH will enforce the hazardous materials regulations issued by the Department of Transportation's (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA) and implement strategic safety initiatives to strengthen those regulations. ADG will continue to implement strategic safety initiatives for the transport of hazardous materials in aviation by initiating studies, rulemakings and other documentation, and in partnership with PHMSA, other lines of business, and other government agencies as required, assist with a) the finalization of the Lithium batteries rules; b) the development of rules for other critical commodities; c) the development of operator regulations; and d) Harmonization of the Hazardous Materials Regulations (HMR) with international requirements (rulemaking) and development of additional rulemaking where appropriate.

Activity Target 1:

Support rulemaking and other initiatives related to transport of hazardous materials by air, in

partnership with PHMSA, other FAA lines of business, and other government agencies as required. Support activities include, but are not limited to, conducting studies, performing research, collecting data, and providing technical expertise on the transport of hazardous materials by air. Due September 30, 2012

Activity Target 2:

Assist in drafting proposals for publication of ANPRM and NPRM, and drafting and evaluating final rules for publication as needed, by providing draft within 60 days of receipt of the request from PHMSA. Due September 30, 2012

Activity Target 3:

Evaluate written and oral public comments received from public rulemaking meetings within 90 days of the closing of the public commenting period. Due September 30, 2012

Activity Target 4:

Review air mode special permits and approvals requests, with the goal of responding to PHMSA on 80% of actionable applications within 30 days of receipt from PHMSA. Due September 30, 2012

Activity Target 5:

Respond to PHMSA on 80% of the air operator fitness determination requests within 10 days of receipt of completed reviews from the Regions. Due September 30, 2012

Activity Target 6:

Participate in 6 intermodal/interagency collaboration meetings per year associated with the advancement and enforcement of hazardous materials regulations and policies. Due September 30, 2012

Strategic Measure: Information Systems Security

Ensure no cyber security event significantly degrades or disables a mission-critical FAA system. FY 2012 Target: 0

Strategic Initiative: FAA Privacy Program

Protect FAA sensitive and individual privacy information from unauthorized disclosure.

Strategic Activity: Stabilize Information Assurance/Privacy Operations

Mature the Data Loss Prevention program and reduce the PII vulnerabilities throughout the FAA.

Activity Target 1:

Participate in remediation efforts with the Privacy office to monitor, track, and report remediation of personally identifiable information (PII) vulnerabilities identified during Data Loss Prevention (DLP)/Security scanning to ensure reduction rate occurs within risk defined by the CIO. Interim report dates are January 20, 2012, March 3, 2012, May 12, 2012, July 2, 2012, September 8, 2012. Due September 30, 2012

Activity Target 2:

Implement LOB/SO data lifecycle reviews (e.g. reviewing the flow of PII from collection through destruction) of functions/sub-functions determined to be high risk due to a number of criteria including volume and sensitivity of PII held. Report status of milestone activities to the Privacy office. Interim dates are March 31, 2012, June 30, 2012. Due September 30, 2012

Activity Target 3:

Report status of enterprise activities to Reduce/Eliminate Social Security Numbers (SSNs) as detailed in the SSN Reduction/Elimination Plan. Due September 30, 2012

Strategic Activity: Ensure Privacy Program Compliance

Develop Privacy Program plans and controls and assess compliance.

Activity Target 1:

Participate in privacy compliance reviews of ASH PII systems in accordance with approved plan. Develop a schedule to remediate identified vulnerabilities and ensure remediation activities are completed according to schedule. Report LOB/SO progress against schedule monthly to the FAA Privacy Compliance Officer. Due September 30, 2012

Activity Target 2:

Complete 100% of all PTAs, PIAs and SORNs as required. Ensure PTA/PIA and SORNs are reviewed by the Privacy Office. Due September 30, 2012

Core Measure: Facility and Information Security

Improve the Facility Security Assessment/Inspection methodology by reducing the number of new "Other Findings" by 5%.

Core Initiative: Facility and Information Security

The ASH Security Division (AIN) supervises nation-wide security program areas and provides program policy guidance, oversight and evaluations, and establishes activity targets. It provides operational Servicing Security Element (SSE) services to FAA Headquarters level customers and represents ASH and the FAA in various intradepartmental and inter-agency policy forums. AIN also supervises and provides Information Technology support to all ASH program levels and serves as the ASH Chief Information Officer.

Core Activity: Facility Security Management Program

ASH will work with ATO/AJW-2500 (formerly ATO-W) during the process of implementing protective measures at FAA facilities. ASH will identify new security measures for implementation as a result of conducting trend analyses on FAA reported incidents.

Activity Target 1:

Assist in conducting three regional program evaluations of facility security programs. Due September 30, 2012

Core Activity: COMSEC and Classified/National Security Information/Controlled Unclassified Information (C/NSI/CUI)

The needed security measures and oversight will be implemented for the expansion within the FAA of processing C/NSI and CUI information in electronic form and an electronic keying environment of COMSEC. This also includes the required certification and accreditation of National Security Systems.

Activity Target 1:

Extend the C/NSI/CUI program (including NSS C&A process and oversight) to region and center SSE organizations. Due September 30, 2012

Activity Target 2:

Conduct COMSEC inspections at each facility that has an appointed COMSEC Responsible Officer. Due September 30, 2012

Core Activity: TSCM Surveys and Inspections

ASH will conduct Technical Surveillance Countermeasures surveys and inspections to determine compliance with FAA Order 1600.12.

Activity Target 1:

Conduct 7 TSCM surveys or inspections. Due September 30, 2012

Activity Target 2:

Conduct 40 hours of Specialized Technical Surveillance and Countermeasures training as required by federal mandates. Due September 30, 2012

Activity Target 3:

Publish policies and procedures for FAA's Technical Surveillance and Countermeasures program to ensure compliance with Intelligence Community Directive (ICD) 702 and other federal mandates. Revisions to policies and procedures will address emerging technologies and technological advances that may have an adverse impact on the safeguarding of Sensitive FAA information (Classified and Sensitive Unclassified Information). Due September 30, 2012

Core Measure: Personnel Security

Initiate and adjudicate background investigations, and reinvestigate employees and contractors for suitability between 5 days and 30 days depending on circumstances, through the electronic questionnaire investigative process (eQIP), as outlined in Personnel Security activities.

Core Initiative: Personnel Security

The Personnel Security program develops and/or implements policy, as required, for the FAA's Personnel Security Program, Contractor and Industrial Security Program. These programs support the agency by initiating and adjudicating all employee and contractor suitability and security requests. AIN is responsible for processing all required reinvestigations for persons occupying national security and high risk positions and for providing national security indoctrination briefings and debriefings to employees approved for security clearances and access to classified information. AIN serves as the adjudicative authority over all agency security clearance denials and revocations.

Core Activity: Background Investigations

AIN will conduct background investigations on FAA employees and contractors using the electronic Questionnaire for Investigation Processing (eQIP).

Activity Target 1:

80% of contractor fingerprints will be adjudicated within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 2:

80% of contractor background investigations will be adjudicated within 30 days of the closing date of the OPM investigation. Due September 30, 2012

Activity Target 3:

80% of employee fingerprints will be adjudicated within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 4:

Employee national security background investigations will be adjudicated within 30 days of the closing date of the OPM investigation. Due September 30, 2012

Activity Target 5:

ASH will process all security background investigations through the use of the OPM eQIP system with 95% completion. Due September 30, 2012

Core Activity: Headquarters Credentialing and ID Card Issuance

ASH Headquarters will conduct program evaluations and inspections on the implementation of each credentialing program within the FAA to determine their compliance with FAA Orders 1600.25 and 1600.69, DOT Order 1680.3, and specific credential program orders. ASH Headquarters will also issue PIV and other identification cards to HQs employees, contractors, and affiliates.

Activity Target 1:

Conduct 2 inspections of current FAA Credentialing Programs. Due September 30, 2012

Activity Target 2:

Issue Personal Identity Verification (PIV) compliant identification (ID) media to HQs employees and contractors per FAA Order 1600.78. Due September 30, 2012

Core Activity: International and Domestic Visitor Program

ASH Headquarters will develop and use an automated system to track international and domestic visitors visiting FAA facilities and will process international foreign visit requests within 5 days of receipt.

Activity Target 1:

AIN-400 will process foreign visit requests within 5 days of receipt. Due September 30, 2012

Activity Target 2:

AIN-400 will meet with key officials to implement use of the automated system nationwide. Due September 30, 2012

Activity Target 3:

AIN-400 will meet with key officials to begin development of the domestic visitor program. Due September 30, 2012

Core Measure: Investigations

Complete 95% of all investigations within their specified timeframes.

Core Initiative: Investigations

The Investigation Division (AEO-500) initiates and conducts investigations on FAA employees, contractors, non-employees and certificated airman suspected of violating various FAA orders and regulations. The types of investigations include Administrative, Civil, Regulatory and other Special Inquiries. It also develops and implements policy, as required, for the FAA's Investigations Program and serves as the investigative authority over agency employee misconduct and recommends applicable airmen/aircraft regulatory action.

Core Activity: Allegations of Misconduct

ASH will investigate all whistleblower allegations, as referred; and allegations of misconduct by FAA employees, contractors, non-employees and certificated airman suspected of violating various FAA orders and regulations.

Activity Target 1:

Assign allegations of misconduct received from the Department of Transportation, Office of Inspector General Hotline (DOT/OIG), Safety Hotline, Administrator's Hotline, the Accountability Board, and FAA Senior Management Officials to the appropriate SSE for investigation. Due September 30, 2012

Activity Target 2:

Complete 95% of investigations based upon Department of Transportation, Office of Inspector General Hotline (DOT/OIG) complaints within DOT/OIG's various specified times of 30, 60, or 90 days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 3:

Complete 95% of Accountability Board investigations within 30 work days, excluding

those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 4:

Complete 95% of investigations based upon Safety Hotline complaints and Administrator's Hotline complaints within 30 work days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 5:

Assign whistleblower allegations to the appropriate SSE for investigation. Due September 30, 2012

Activity Target 6:

Refer information that falls outside the scope of the ASH investigative mission to the appropriate agency with primary investigative jurisdiction. Due September 30, 2012

Core Activity: Investigations Program

Implement and manage the Investigations Program in accordance with FAA Orders 1600.38 and 1600.20.

Activity Target 1:

Conduct one Joint Office investigative program evaluation contingent on available funding. Due September 30, 2012

Activity Target 2:

Conduct quarterly Significant Investigations briefings for ASH 1/2 as their schedules permit. Due September 30, 2012

Activity Target 3:

Review the Investigations program and develop and implement policy, as required. Due September 30, 2012

Activity Target 4:

Provide Headquarters a minimum of two detail opportunities for Joint Office Special Agents contingent on available funding. Due September 30, 2012

Core Activity: Law Enforcement Assistance Program

ASH will conduct regulatory investigations on airman and aircraft involved in illegal drug activity or threatening National Security by using the National Airspace System (NAS) to commit criminal acts.

Activity Target 1:

Review the LEAP program, develop and implement policy and outreach materials as

required and as funding allows. Due September 30, 2012

Activity Target 2:

Visit two counterpart agencies to maintain and improve working relationships. Due September 30, 2012

Activity Target 3:

Provide briefings to other agencies, as requested if in the local area or funding permits. Due September 30, 2012

Activity Target 4:

Assign LEAP requests for assistance to the appropriate SSE as necessary. Due September 30, 2012

Activity Target 5:

Provide one-week training opportunities for LEAP agents on Law Enforcement Assistance at AMC-760 contingent on available funding. Due September 30, 2012

Activity Target 6:

Conduct annual review of completed Enforcement Investigative Reports for investigative sufficiency and compliance with FAA Orders. Due September 30, 2012

Core Measure: Common Identification Standard (CIS)

ASH shall continue to implement the Common Identification Standard as instituted by Homeland Security Presidential Directive -- 12 (HSPD-12) agency-wide, to include DOT, in accordance with standards developed. Implementation will include reissuance of approximately 20,000 PIV cards to the employees and contractors who were issued PIV cards in 2009; tech refresh for the satellite sites created in 2010; updating the existing version of the Card Management System (CMS) to the latest version available from the vendor; and PAD enhancements to support non-federal PKI and PIV interoperable cards support.

Core Initiative: Common Identification Standard (CIS)

The Common Identification Standard (CIS) Program covers the spectrum of activities to comply with and take maximum advantage of the new federal CIS. By Presidential Order (HSPD-12) the federal government is adopting a government-wide CIS. Implementing guidance from OMB and technical specifications issued by the National Institute of Standards and Technology (NIST), pursuant to the Presidential Order require both

the creation of new technical systems and changes in business practice for all elements of the FAA with respect to: (1) Verifying employee and contractor identity; (2) Increased and standardized criteria for background investigations on all employees and contractor personnel; (3) A significantly greater emphasis on maintaining the integrity of the initial employee identification and investigation process, requiring additional information being provided by the affected individuals and more direct contact between contractors and employees, on one hand, and professional security specialists on the other; (4) Development and deployment of a system to create and deliver new standardized identification media (cards) embodying advanced "smart card" technology to recipients; (5) Provisioning of these cards to make possible improvements in protection of personal privacy information, more effective and efficient physical facility security and data system cyber security, and potentially to achieve cost savings through automation of security control processes and efficiency gains through improved ability to use the new cards to allow the authorized cardholders to more easily access required data systems while at the same time restricting access to the facilities and systems to which the individuals require access.

Core Activity: ID Media

ASH shall provide guidance and oversight on the issuance of FAA Identification cards to include the PIV card.

Activity Target 1:

Reissue approximately 20,000 PIV cards to the employees and contractors who were issued PIV cards in 2009. Due September 30, 2012

Activity Target 2:

Tech refresh for the satellite sites created in 2010. Due September 30, 2012

Activity Target 3:

Keep HSPD-12 credentialing current with new technology and Federal Policy and Standards. Due September 30, 2012

Activity Target 4:

Update the existing version of the Card Management System (CMS) to the latest version available from the vendor. Due September 30, 2012

Activity Target 5:

PAD enhancements to support non-federal PKI and PIV interoperable cards support. Due September 30, 2012

Activity Target 6:

Continue providing the necessary technical support to both the FSRM program for Physical Access and the AIO organization for Logical Access. Due September 30, 2012

Core Measure: Safe Transport of Hazardous Materials

Ensure that hazmat priorities are current and relevant by conducting a quarterly evaluation of the Strategic Plan with PHMSA. Adjust plan within 90 days when the quarterly evaluation calls for changes.

Core Initiative: Safe Transport of Hazardous Materials

The Office of Hazardous Materials Safety (ADG) provides regulatory oversight of hazardous materials transported in cargo and passenger operations and supports the FAA's goal to continuously improve the safety and efficiency of flight. The Office of Hazardous Materials Safety Compliance & Enforcement Division (ADG-100) manages the planning, development, implementation, and operational policy for implementation strategies of hazardous materials regulations within the domestic United States and the coordination of these activities in each of the regional offices. The International and Outreach Division (ADG-200) manages FAA's hazardous materials rulemaking efforts, represents the FAA on international efforts to coordinate oversight of hazardous materials regulations, and coordinates national and international outreach.

Core Activity: Automated Outreach

Airlines are required to provide the appropriate Hazardous Materials Regional Office with reports (actionable airline passenger hazmat discrepancy reports) after hazardous materials are discovered in passenger checked baggage. Reports involving the discovery of certain hazardous materials, i.e., those that are determined to be non-critical (least dangerous), are forwarded to ADG. Through a letter, ADG informs and educates each identified passenger about the hazardous materials discovered in their respective checked baggage.

Activity Target 1:

Monitor regional compliance with the goal of responding to 80% of actionable airline passenger hazmat discrepancy reports through automated outreach on a quarterly basis. Due September 30, 2012

Core Activity: Coordination with Transportation Security Administration (TSA)

ADG will build a stronger relationship with the Transportation Security Administration for the purpose of gathering data for trend analysis in order to target our activities for inspections, outreach and enforcement.

Activity Target 1:

Meet with the TSA twice per year in order to propose, establish, and/or coordinate safety efforts and to ensure adherence with procedures established in the Memorandum of Understanding established on February 28, 2003. Due September 30, 2012

Activity Target 2:

Continuously monitor the potential impact of TSA's enhanced cargo screening procedures on the Hazardous Materials Safety Program, as they relate to undeclared shipments, through annual on-site evaluations. Due September 30, 2012

Core Activity: National Inspection and Investigations Manual (NI2M)

ADG will ensure the completion, currency, dissemination and use of the NI2M.

Activity Target 1:

Monitor the use of the NI2M on a quarterly basis through methods that include semi-annual site visits, to ensure consistency in conducting inspections and investigations. Due September 30, 2012

Activity Target 2:

Work with the Training and Workforce Resources staff to develop technical training, including refresher training if necessary, on the NI2M, thus providing specific operational guidance and updated knowledge to all hazardous materials field agents. Due September 30, 2012

Activity Target 3:

Evaluate the NI2M annually and provide updates as necessary. Due September 30, 2012

Core Activity: Trend Analyses

ADG will conduct qualitative and quantitative analyses of all hazardous materials being transported by air. This will enhance ADG's trend analyses in identifying risk based commodities. Information developed will provide a baseline prediction for the identification of safety risks and enable more precise targeted enforcement initiatives.

Activity Target 1:

Continuously evaluate hazardous materials enforcement and inspection systems and adjust as

necessary, to ensure the needed information is obtainable, and to make better use of information that is developed. Due September 30, 2012

Activity Target 2:

Use developed trend analyses to prioritize hazardous material field activities semi-annually. Due September 30, 2012

Activity Target 3:

Continue to participate in the development of the Customs and Border Patrol (CBP) Automated Commercial Environment/International Trade Data System (ACE/ITDS) through DOT's International Freight Data System (IFDS) portal to gain information on international air transportation of hazardous materials useful in enforcement and outreach activities. Due September 30, 2012

Activity Target 4:

Participate in two meetings per year to collaborate with FAA's Office of Aviation Research and Development (Tech Center) or with external professional testing organizations on hazardous materials testing, such as fire hazards and packaging in air transportation environments, the results of which are used to set industry standards, identify potential regulatory changes, and develop and coordinate guidance useful for setting policy. Due September 30, 2012

Core Activity: National/International Outreach Program

ADG will conduct outreach activities per the National/International Outreach Program plan in order to increase awareness of the dangers of hazardous materials transported on domestic and international passenger and cargo aircraft.

Activity Target 1:

Provide three (3) National or International Outreach presentations to educate the public, industry, air carriers, and aviation industry associations on the safe transportation of hazardous materials by air. Due September 30, 2012

Activity Target 2:

Write course content and provide training annually to national/international audience, including those responsible for developing and implementing safety enhancement projects, on air transportation of hazardous materials, in collaboration with ASH-20 or external organizations. Due September 30, 2012

Activity Target 3:

In coordination with Public Affairs through quarterly meetings, develop new approaches and products and update existing processes and products for effective outreach. Due September 30, 2012

Core Activity: Hazardous Materials Inspection Priorities

ADG will establish inspection priorities through the National Workplan.

Activity Target 1:

Develop an ASH Hazardous Materials Safety Program National Workplan that sets inspection priorities for the new fiscal year. Due September 15, 2012

Activity Target 2:

Monitor progress on the ASH Hazardous Materials Safety Program National Workplan on a quarterly basis. Due September 30, 2012

Core Activity: National Transportation Safety Board (NTSB) Safety Recommendations

ASH will support National Transportation Safety Board investigations and coordinate safety recommendations.

Activity Target 1:

Identify requirements necessary to effectively address and/or to support FAA's response to HAZMAT-related NTSB recommendations within six months of ADG receiving recommendations from NTSB. Due September 30, 2012

Core Activity: Flight Object Support to ATO

The hazardous cargo component of the Flight Object will provide timely and accurate information on an aircraft's hazardous cargo, increasing safety for passengers/crew onboard as well as those on the ground.

Activity Target 1:

Provide technical assistance to ATO on the current regulatory framework and processes related to the air transportation of hazardous materials. Meet with developers within 30 days of meeting request. Due September 30, 2012

Activity Target 2:

Ensure domestic and international (hazardous materials) stakeholders are apprised of work related to the hazardous materials component of

the flight object. Conduct at least one outreach activity on the status of the hazardous materials component within 90 days after the completion of a phase. Due September 30, 2012

Activity Target 3:

Meet with ATO twice per year to assess requirements for the hazardous materials component of the flight object to be interoperable with emergency responder systems. Due September 30, 2012

Core Activity: Hazardous Materials Safety Program Policies, Procedures, and Guidance

ADG will provide national hazardous materials safety policies, procedures, and guidance for use by the FAA Hazardous Materials Safety Program.

Activity Target 1:

Evaluate current policies, procedures, and guidance annually, and develop new policies, procedures, and guidance as necessary. Due September 30, 2012

Core Activity: Implement the FAA Safety Management System (SMS)

Integrate the ASH Hazardous Materials Safety Program into FAA's air carrier Safety Management System to ensure that HMR oversight of Parts 121 and 135 air carriers is consistent with FAA and ICAO obligations through coordination with the Regions and relevant FAA offices.

Activity Target 1:

Begin implementation of the plan for the integration of Parts 121 and 135 air carriers' hazardous materials operations into SMS. Due September 30, 2012

Core Activity: Reduce Fatality and Injury Rate

Reduce the average rate for fatalities and injuries caused by air transportation, based on the previous ten years, from 10.2 to 9.2 by 2016.

Activity Target 1:

Reduce the rate for fatalities and injuries caused by air transportation to 10. Due September 30, 2012

Core Initiative: Support International Committees and Panels on Hazardous Materials

Support for International Committees and Panels on hazardous materials.

Core Activity: International Committees and Panels

ASH will represent the FAA by serving as aviation advisor to the United Nations (UN) Subcommittee on the Transportation of Dangerous Goods and as the U.S. Panel Member for the International Civil Aviation Organization (ICAO) Dangerous Goods Panel.

Activity Target 1:

Participate in two UN subcommittee meetings on the transportation of dangerous goods, review documentation such as working papers from the U.S. and other countries and information papers, develop U.S. position summary in coordination with PHMSA, and produce after-action reports for FAA. Due September 30, 2012

Activity Target 2:

Participate in one ICAO dangerous goods panel, develop, submit, and review documentation such as working papers from the U.S. and other countries and information papers, develop U.S. position summary in coordination with PHMSA, and produce after-action reports for FAA. Due September 30, 2012

Activity Target 3:

Support the Continuous Monitoring System, formerly known as the Universal Safety Oversight Audit Programme (USOAP), as and when requested by ICAO, through activities including but not limited to conducting audits and developing protocols for audits. Due September 30, 2012

Core Activity: International Civil Aviation Organization (ICAO) - Annex 6

ASH will complete any additional work that the ICAO Operations Panel might deem necessary on the ASH-initiated Annex 6 operational specification study. Annex 6 states that the operation of aircraft engaged in international air transport must be as standardized as possible to ensure the highest levels of safety and efficiency.

Activity Target 1:

Complete any additional work that the ICAO Operations Panel might deem necessary on the Annex 6 study based on the FY2009 procedures and guidelines. Due September 30, 2012

The National Security Division (NSCD) ensures US Government National Security initiatives and operations receive FAA support. The Division accomplishes this by reviewing and sending 99% of request packages within specified time frames; providing operational support to sensitive national defense and sensitive law enforcement operations with 100% response and quarterly liaison visits; and brokering information from relevant counterintelligence sources to facilitate security-related decision making within specified time frames.

Core Initiative: National Security Support

The National Security Division (NSCD) coordinates and supports US Government National Security initiatives and operations as they pertain to the Federal Aviation Administration. NSCD conducts the following actions to accomplish their mission: NSCD is the FAA focal point for all matters involving the U.S. Intelligence and National-level Law Enforcement and responsible agent for providing operational support to sensitive national defense and sensitive law enforcement operations. NSCD is building a counterintelligence program to minimize the exploitation of personnel, programs, and information by foreign intelligence services, drug traffickers, and terrorist organizations, identifies vulnerabilities that may be exploited, and maintains a defensive capability to mitigate these risks to the FAA. NSCD also provides intelligence and security briefings to FAA senior leadership, lines of business, program offices, and overseas representatives, and brokers information from relevant counterintelligence sources to facilitate security-related decision making, and provides defensive travel briefings to FAA Sensitive Compartmented Information (SCI) indoctrinated personnel traveling abroad. NSCD is also responsible for the implementation and management of FAA's SCI Program, which includes the nomination, adjudication, and indoctrination of personnel for SCI access, and oversight for all construction, certification, and management of SCI facilities within FAA. Lastly, NSCD is responsible for managing and protecting FAA's SCI programs, including networks, circuits, JWICS access, telecommunications and data.

Core Activity: Sensitive Compartmented Information (SCI) Management

Implement and manage FAA's SCI Program, through the nomination, adjudication, and indoctrination of personnel for SCI access.

Activity Target 1:

Review 99% of SCI request packages for suitability determination within seven business days. Due September 30, 2012

Core Measure: National Security Support

Activity Target 2:

Send 99% of SCI request packages meeting suitability determinations to the relevant security authority within five business days. Due September 30, 2012

Core Activity: Support to Sensitive Activities

Provide operational support to sensitive national defense and sensitive national, state and local law enforcement operations, as well as support to the El Paso Intelligence Center (EPIC).

Activity Target 1:

Respond to 100% of requests for operational support from external customers within four business days. Due September 30, 2012

Activity Target 2:

Conduct quarterly liaison visits with relevant external customers or intelligence community members. Due September 30, 2012

Activity Target 3:

Represent FAA in six interagency intelligence meetings or working groups during the fiscal year. Due September 30, 2012

Core Activity: Counterintelligence Program Support

Conduct counterintelligence activities which will foster an open exchange of sensitive and classified national security intelligence with senior-level FAA decision makers and key FAA personnel.

Activity Target 1:

Submit the final Order for the FAA Counterintelligence Program for approval/signature to AOA-1. Due September 30, 2012

Activity Target 2:

Develop a formal CI Briefing Program, to include CI and foreign intelligence threat awareness, foreign travel, and executive briefings for FAA personnel engaging in activities involving known high-threat countries (as determined by the U.S. National Counterintelligence Community). Due September 30, 2012

Activity Target 3:

Conduct three liaison meetings with offices, agencies, and NT-50 federal partner agencies of the U.S. Counterintelligence Community on a quarterly basis. Due September 30, 2012

Core Activity: Cyber Intelligence Support

Provide the agency with intelligence on cyber threats to the NAS, mission and administrative systems.

Activity Target 1:

Provide FAA decision makers with intelligence on cyber threats to the NAS, mission and administrative systems by providing quarterly updates to AIO, AIS, and other FAA Executives. This activity is predicated on receiving the FTE, and establishing and hiring a cyber intelligence specialist. Due September 30, 2012

Core Activity: Classified Intelligence Network Support

Responsible for maintaining and supporting the critical FAA classified network environment for communications and collaboration efforts with the Intelligence and Law Enforcement Communities on the Joint Worldwide Intelligence Communications System (JWICS).

Activity Target 1:

Mission-Critical Systems will be accessible and available 24/7 with a 99.45% availability (48 hours downtime). Due September 30, 2012

Core Measure: Center and Executive Operations

Maintain a level of service commensurate with 100% of the targets of key workplan activities. This performance measure is reflected as a percentage derived from the weighted average of key Internal security activities. These activities are defined as (1) outreach efforts (weight=.05); (2) facility security inspections (weight=.3); (3) COMSEC inspections (weight=.05); (4) background investigations (weight=.3) and investigative timelines (weight=.3).

Core Initiative: Mike Monroney Aeronautical Center Internal Security Operations

The Security and Investigations Division, AMC-700 implements ASH internal security programs through the Internal Security Branch, AMC-750 which includes: personnel security programs, background investigations, internal investigations, identification media, facility security and communication security inspections and assessments. Regulatory Enforcement and external support programs are administered through the Regulatory Investigations Branch, AMC-760. These programs consist of the national DUI/DWI enforcement program, airmen/aircraft regulatory enforcement programs, and assistance rendered to federal, state, local law enforcement agencies, ASH Headquarters and field elements.

Core Activity: Background Investigations

AMC will conduct background investigations on FAA employees and contractors using the electronic Questionnaire for Investigation Processing (eQIP).

Activity Target 1:

80% of contractor fingerprints will be adjudicated, on average, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 2:

80% of employee fingerprints will be adjudicated, on average, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 3:

80% of employee and contractor suitability investigations will be adjudicated within 60 days of the closing date of the OPM investigations. Due September 30, 2012

Activity Target 4:

80% of employee national security background investigations will be adjudicated within 30 days of the closing date of the OPM investigation. Due September 30, 2012

Core Activity: Administrative Investigations

AMC will investigate allegations of misconduct by FAA employees and contractors.

Activity Target 1:

Complete 95% of all Accountability Board investigations within 30 work days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 2:

Complete 95% of all investigations based upon Safety Hotline complaints and Administrator's Hotline complaints within 30 workdays, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 3:

Complete 95% of investigations based upon Department of Transportation, Office of Inspector General (DOT/OIG) Hotline complaints within DOT/OIG's various specified times of 30, 60, or 90 days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Core Activity: Regulatory Investigations

AMC will conduct regulatory investigations on airmen and aircraft and individuals involved in illegal drug activity or in threatening National Security by using the National Airspace System to commit criminal acts.

Activity Target 1:

Initiate preliminary regulatory investigations of airmen when information is received or made available that they are in alleged noncompliance with alcohol-related motor vehicle action reporting requirements within five business days 95% of the time. Due September 30, 2012

Activity Target 2:

Conduct a minimum of eight outreach activities to educate the aviation community about the reporting requirements of alcohol related motor vehicle actions. Due September 30, 2012

Activity Target 3:

Support the Civil Aviation Registry, located at the Aeronautical Center by conducting preliminary investigations or referrals. As needed, transfer to the applicable Joint Office of Security and Hazardous Materials or Flight Standards District Office for further investigation. Preliminary investigations and/or referrals will be accomplished within five business days of receipt 95% of the time. Due September 30, 2012

Core Activity: Law Enforcement Assistance

AMC will support law enforcement agencies and conduct and refer investigations on airmen and aircraft involved in illegal drug activity or who threaten National Security by using the National Airspace System to commit criminal acts.

Activity Target 1:

Ensure initial response to inquiries from federal, state, law enforcement, ASH headquarters and field elements with 24 hours of request 95% of the time. Due September 30, 2012

Activity Target 2:

Conduct preliminary investigations of referrals from the Transportation Security Administration (TSA) and transfer to the applicable geographical SSE as warranted within five business days of referral 95% of the time. Due September 30, 2012

Activity Target 3:

Review annually all flagged files (airman, aircraft and medical) to validate requests. Due September 30, 2012

Activity Target 4:

Coordinate and review stolen aircraft data with the El Paso Intelligence Center (EPIC) on a monthly basis to ensure accuracy. Due September 30, 2012

Core Activity: Facility Security Management Program

AMC will conduct facility security assessments and inspections at AMC facilities to determine the status of the facility security management program and compliance with FAA Order 1600.69.

Activity Target 1:

Conduct facility security assessments at AMC facilities as required by FAA Order 1600.69 and scheduled in the Facility Security Reporting System. This activity will be measured against the completion of all assessments by the target date. Quarterly evaluations will be conducted to determine status throughout the year. Due September 30, 2012

Activity Target 2:

Conduct facility security inspections at AMC facilities as required by FAA Order 1600.69 and scheduled in the Facility Security Reporting System. This activity will be measured against the completion of all assessments by the target date. Quarterly evaluations will be conducted to determine status throughout the year. Due September 30, 2012

Activity Target 3:

Validate the implementation of security measures at FAA facilities and accredit 90% of facilities within 15 days of all findings being verified as closed. Due September 30, 2012

Core Activity: COMSEC and Classified Program Inspections

AMC will conduct Communications Security (COMSEC) inspections and inspect areas that store classified national security information to determine compliance with FAA Order 1600.8E, FAA Order 1600.2, and other relevant directives.

Activity Target 1:

Conduct COMSEC inspections at FAA facilities as required by the Center workplan. This activity target will be measured against the completion of all COMSEC inspections by the target date. Evaluations will be conducted at the end of each quarter and compared against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 2:

Conduct classified information inspections at FAA facilities as required by the Center workplan. This activity target will be measured against the completion of all classified information inspections by the target date. Evaluations will be conducted at the end of each quarter and compared against interim milestones contained in the workplan. Due September 30, 2012

Core Activity: ID Media

AMC will issue PIV cards to eligible FAA employees and contractors.

Activity Target 1:

Issue Personal Identity Verification (PIV) compliant identification (ID) media to MMAC employees and contractors per FAA Order 1600.78. Due September 30, 2012

Activity Target 2:

Issue PIV compliant ID media to air traffic control students attending training at the FAA Academy (AMA). Due September 30, 2012

Activity Target 3:

Meet quarterly with AMA officials to evaluate the process of issuing PIV compliant ID media to air traffic control students and make operational changes as necessary. Due September 30, 2012

Core Initiative: William J. Hughes Technical Center Internal Security Operations

The Security and Investigations Division, ACT-8, will serve as the Servicing Security Element (SSE)/liaison between the FAA Tech Center and the many federal, state, municipal and private sector tenant organizations located within its campus. ACT-8 will ensure compliance with all ASH security policies, regulations and orders in support of its mission to provide quality services, and in support of national security and the national aerospace system. This function will be carried out in a timely, professional, respectful and courteous manner, ensuring that our customers receive stellar services in a manner that reflects favorably on ASH and the FAA, consistent with a high performing, efficient organization.

Core Activity: Background Investigations

ACT will continue to support and administer the FAA's Personnel Security Program, and Contractor and Industrial Security Program by initiating and adjudicating all employee and contractor suitability and security requests. ACT is responsible for processing all required reinvestigations for persons occupying national security and high risk positions

and for providing national security indoctrination briefings and debriefings to employees approve for security clearances and access to classified information. ACT will conduct background investigations on FAA employees and contractors using the electronic Questionnaire for Investigation Processing (eQIP).

Activity Target 1:

80% of contractor fingerprints will be adjudicated, on average, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 2:

80% of employee fingerprints will be adjudicated, on average, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 3:

80% of employee and contractor suitability investigations will be adjudicated within 60 days of the closing date of the OPM investigations. Due September 30, 2012

Activity Target 4:

80 % of employee national security background investigations will be adjudicated within 30 days of the closing date of the OPM investigation. Due September 30, 2012

Core Activity: Facility Security Management Program

ACT will conduct facility security assessments and inspections at ACT facilities to determine the status of the facility security management program and compliance with FAA Order 1600.69.

Activity Target 1:

Conduct facility security assessments at ACT facilities as required by FAA Order 1600.69 and scheduled in the Facility Security Reporting System. This activity will be measured against the completion of all assessments by the target date. Quarterly evaluations will be conducted to determine status throughout the year. Due September 30, 2012

Activity Target 2:

Conduct facility security inspections at ACT facilities as required by FAA Order 1600.69 and scheduled in the Facility Security Reporting System. This activity will be measured against the completion of all assessments by the target date. Quarterly evaluations will be conducted to determine status throughout the year. Due September 30, 2012

Activity Target 3:

Validate the implementation of security measures at FAA facilities and accredit 90% of facilities within 15 days of all findings being verified as closed. Due September 30, 2012

Core Activity: COMSEC and Classified Program Inspections

ACT will conduct Communications Security (COMSEC) inspections and inspect areas that store classified national security information to determine compliance with FAA Order 1600.8E, FAA Order 1600.2, and other relevant directives.

Activity Target 1:

Conduct COMSEC inspections at FAA facilities as required by the Center workplan. This activity target will be measured against the completion of all COMSEC inspections by the target date. Evaluations will be conducted at the end of each quarter and compared against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 2:

Conduct classified information inspections at FAA facilities as required by the Center workplan. This activity target will be measured against the completion of all classified information inspections by the target date. Evaluations will be conducted at the end of each quarter and compared against interim milestones contained in the workplan. Due September 30, 2012

Core Activity: ID Media

ACT will issue PIV cards to eligible FAA employees and contractors. ACT will continue to support ASH's efforts to continue implementation of directives as stated in HSPD-12, to include the PIV card. Additionally, ACT will continue to serve as liaison between ASH and the Technical Center, as it pertains to the development and implementation of the Access Key Credentialing System (AKCS).

Activity Target 1:

Issue Personal Identity Verification (PIV) compliant identification (ID) media to ACT employees and contractors per FAA Order 1600.78. Due September 30, 2012

Activity Target 2:

Establish a PIV Card processing and issuance to accommodate the PIV process for the swing and midnight shift FAA employees and contractors. Due September 30, 2012

Activity Target 3:

Continue to assist and provide guidance to the AKCS developers to ensure compliance with ASH policies, directives, and regulations as it pertains to the control, distribution and retrieval of access key cards to the federal and contractor workforce, as well as the various tenant organizations located on the Technical Center campus. Due September 30, 2012

Core Activity: ACT Wildlife Management

ACT will administer the security requirements pertaining to the wildlife management control-hunting program conducted on the ground of the William J. Hughes Technical Center (WJHTC).

Activity Target 1:

Maintain an initial activity report prior to commencement of hunting activities and an after-action report upon completion of the hunting season. Due September 30, 2012

Activity Target 2:

ACT will file an immediate report to Headquarters on any hunting accident or illegal hunting activity. A detailed report will be completed and forwarded within 24 hours. Due September 30, 2012

Core Measure: Eastern Joint Security and Hazardous Materials Safety Office (AHE): Inspections and Investigations

Maintain a level of service commensurate with 100% of the targets of key workplan activities. This performance measure is reflected as a percentage derived from the weighted average of key Hazmat and Internal Security activities. These activities are defined as (1) shipper and repair station inspections (weight = .2); (2) air carrier inspections (weight = .2); (3) outreach efforts (weight = .05); (4) facility security inspections (weight = .2); (5) COMSEC inspections (weight = .05); (6) background investigations (weight = .2); and investigative timelines (weight = .1).

Core Initiative: Hazardous Materials - AHE

AHE hazardous materials agents will conduct inspections of shippers of hazardous materials that were identified during routine air carrier inspections; shippers of hazardous materials by air that have been prioritized into risk-based categories using information shared with all DOT modal administrations; air carriers and repair stations that ship hazardous materials by air.

Core Activity: Inspections

AHE hazardous materials agents will conduct inspections of shippers of hazardous materials that were identified during routine air carrier inspections; shippers of hazardous materials by air that have been prioritized into risk-based categories using information shared with all DOT modal administrations; air carriers and repair stations that ship hazardous materials by air.

Activity Target 1:

Conduct shipper and repair station inspections as identified in the AHE Hazardous Materials workplan and measure against the completion of all shipper and repair stations by the target date. Evaluate at the end of each quarter and compare against interim milestones published in the Hazardous Materials workplan. Due September 30, 2012

Activity Target 2:

Conduct air carrier station inspections as identified in the AHE Hazardous Materials workplan and measure against the completion of all air carrier station inspections by the target date. Evaluate at the end of each quarter and compared against interim milestones published in the AHE Hazardous Materials workplan. Due September 30, 2012

Activity Target 3:

Monitor the use of the NIIM on a semi-annual basis to ensure consistency in conducting inspections and investigations. Due September 30, 2012

Activity Target 4:

Utilize trend analysis developed by ADG to prioritize hazardous material field activities quarterly. Due September 30, 2012

Activity Target 5:

Review all air carrier Hazardous Material training programs and manuals submitted by the Flight Standards office holding the air carrier certificate and notify the Flight Standards office of any required changes or approval within 45 calendar days of receipt. Due September 30, 2012

Activity Target 6:

Plan and develop a process for capturing electronic shipper data. Due September 30, 2012

Core Activity: Outreach - Critical Commodities

AHE will better educate the public, industry, and air carriers in the safe transportation of Hazardous Materials by air.

Activity Target 1:

Conduct outreach activities to shippers of critical hazmat commodities as required by the AHE workplan. Due September 30, 2012

Activity Target 2:

Conduct an evaluation of outreach activities at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 3:

Respond to all actionable airline passenger hazmat discrepancy reports through automated outreach. Due September 30, 2012

Activity Target 4:

Participate in the planning and development of a regional or national Hazardous Materials Awareness Month Initiative with full implementation by FY 2013. Due September 30, 2012

Core Activity: Investigations

Complete 90% of all hazardous materials investigations within 90 calendar days.

Activity Target 1:

Respond to 90% of all hazardous materials incident investigations within 90 calendar days. Due September 30, 2012

Core Initiative: Facility and Information Security - AHE

AHE will conduct assessments and inspections at FAA staffed facilities to determine compliance with FAA Orders 1600.69, 1600.8E, 1600.2, and applicable directives.

Core Activity: Facility Security Management Program

AHE will conduct facility security assessments and inspections at FAA staffed facilities to determine status of the facility security management program and compliance with FAA Order 1600.69.

Activity Target 1:

Conduct facility security assessments and inspections at FAA facilities as required by the AHE workplan and measure against the completion of all facility security assessments by the target date. Evaluate at the end of each

quarter and compare against interim milestones published in the workplan. Due September 30, 2012

Activity Target 2:

Validate the implementation of security measures at FAA facilities and accredit 90% of facilities within 15 days of all findings being verified as closed. Due September 30, 2012

Activity Target 3:

Work with Headquarters to pilot technology enhancements for inspectors that are designed to improve the inspection process for the facility security program. Due September 30, 2012

Activity Target 4:

Research technology to identify areas in which AHE can improve the facility security inspection process. Due September 30, 2012

Activity Target 5:

Complete 80% of all incidents entered in the Facility Security Reporting System (FSRS) database for FY2012 and analyze the Incident Trending Report. Due September 30, 2012

Core Activity: Internal Security - COMSEC and Classified Program Inspections

AHE Security Agents will conduct Communications Security (COMSEC) inspections at FAA facilities to determine their compliance with FAA Order 1600.8E, and National Security Agency (NSA)/United States Air Force (USAF) directives. AHE Security Agents will also inspect all areas that store classified national security information to determine compliance with FAA Order 1600.2 and other applicable directives.

Activity Target 1:

Conduct COMSEC inspections at FAA facilities as required by the AHE workplan and measure against the completion of all COMSEC inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 2:

Conduct classified information inspections at FAA facilities as required by the AHE workplan and measure against the completion of all Classified Information Program inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Core Initiative: Internal Security and Investigations - AHE

AHE initiates and adjudicates all employee and contractor suitability and security requests; initiates and conducts investigations on FAA employees, contractors, non-employees and certificated airmen; conducts regulatory investigations on all airmen and aircraft; and supports the implementation of the Common Identification Standard.

Core Activity: Background Investigations

AHE Security Agents support the Personnel Security Core Business target by initiating and adjudicating all employee and contractor suitability and security requests. They are responsible for processing all required reinvestigations for persons occupying national security and high risk positions and for providing national security indoctrination briefings and debriefings to employees approved for security clearances and access to classified information within the Joint Office, East.

Activity Target 1:

80% of contractor fingerprints will be adjudicated, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 2:

80% of contractor background investigations will be adjudicated, on average, within 60 days of the closing date of the OPM investigations. Due September 30, 2012

Activity Target 3:

80% of employee fingerprints will be adjudicated, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 4:

80% of employee national security background investigations will be adjudicated within 30 days of the closing date of OPM investigations. Due September 30, 2012

Activity Target 5:

AHE will process all security background investigations through the use of the OPM eQIP system with 95% completion. Due September 30, 2012

Core Activity: Allegations of Misconduct

AHE initiates and conducts investigations on FAA employees, contractors, non-employees and certificated airmen suspected of violating various FAA orders and regulations. The types of investigations

include Administrative, Civil, Regulatory and other Special Inquiries.

Activity Target 1:

Complete 95% of all Accountability Board investigations within 30 work days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 2:

Complete 95% of all investigations based upon Safety Hotline complaints and Administrator's Hotline complaints within 30 work days, and complete 95% of investigations based upon Department of Transportation, Office of Inspector General (DOT/OIG) Hotline complaints within DOT/OIG's various specified times of 30, 60, or 90 days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 3:

Conduct investigations of all FAA employees and contractors other than hotline complaints, concerning matters of misconduct within 60 days excluding those prolonged beyond the investigator's control. Due September 30, 2012

Activity Target 4:

Review existing and future technology, and implement changes to the investigative process to improve timeliness and efficiency. Due September 30, 2012

Activity Target 5:

Evaluate the investigative process to improve timeliness and efficiency. Due September 30, 2012

Activity Target 6:

Conduct investigations of all FAA employees and contractors other than hotline complaints, concerning matters of misconduct within 45 days excluding those prolonged beyond the investigator's control. Due September 30, 2012

Core Activity: Law Enforcement Assistance Program

AHE will conduct regulatory investigations on all airmen and aircraft involved in illegal drug activity or in threatening National Security by using the National Airspace System to commit criminal acts.

Activity Target 1:

Initiate regulatory investigations on 95% of all airmen involved in sale or distribution of illegal drugs within 30 days of knowledge of a conviction

or notification by law enforcement. Due September 30, 2012

Activity Target 2:

Initiate regulatory investigations on 95% of all aircraft involved in illegal activity within 30 days of knowledge of that activity. Due September 30, 2012

Activity Target 3:

Provide LEAP training assistance and briefings to Federal, state and local law enforcement agencies as requested. Due September 30, 2012

Activity Target 4:

Conduct ramp checks at general aviation airports to validate of aircraft registration. Due September 30, 2012

Activity Target 5:

Track all laser incidents requiring LEAP support in the Investigations Tracking System (ITS) and assist law enforcement agencies conducting Laser incident investigations. Due September 30, 2012

Core Activity: I.D. Media

AHE will support AIN in the implementation of the Common Identification Standard instituted by Homeland Security Presidential Directive -- 12 (HSPD-12) in accordance with standards developed.

Activity Target 1:

Complete issuance to FAA employees and contractors identified to receive or renew the PIV card for FY2012. Due September 30, 2012

Activity Target 2:

Support DOT PIV card issuance at Regional Offices. Due September 30, 2012

Core Measure: Central Joint Security and Hazardous Materials Safety Office (AHC): Inspections and Investigations

Maintain a level of service commensurate with 100% of the targets of key workplan activities. This performance measure is reflected as a percentage derived from the weighted average of key Hazmat and Internal Security activities. These activities are defined as (1) shipper and repair station inspections (weight = .2); (2) air carrier inspections (weight = .2); (3) outreach efforts (weight = .05); (4) facility security inspections (weight = .2); (5) COMSEC inspections (weight = .05); (6) background investigations (weight = .2); and investigative timelines (weight = .1).

Core Initiative: Hazardous Materials - AHC

AHC Hazardous materials agents conduct inspections of shippers of hazardous materials that were identified during routine air carrier inspections; shippers of hazardous materials by air that have been prioritized into risk-based categories using information shared with all DOT modal administrations; air carriers and repair stations that ship hazardous materials by air.

Core Activity: Inspections

AHC will conduct inspections of: Shippers of Hazardous Materials that were identified during routine air carrier inspections; Shippers of hazardous materials by air that have been prioritized into risk-based categories using information shared with all DOT modal administrations; Air carriers that ship hazardous materials; and, Repair stations that ship hazardous materials by air.

Activity Target 1:

Conduct shipper and repair station inspections as identified in the AHC Hazardous Materials workplan and measure against the completion of all shipper and repair stations by the target date. Evaluate at the end of each quarter and compare against interim milestones published in the Hazardous Materials workplan. Due September 30, 2012

Activity Target 2:

Conduct air carrier station inspections as identified in the AHC Hazardous Materials workplan and measure against the completion of all air carrier station inspections by the target date. Evaluate at the end of each quarter and compared against interim milestones published in the AHC Hazardous Materials workplan. Due September 30, 2012

Activity Target 3:

Monitor the use of the NI2M through the approval process within the AHP2.0. Due September 30, 2012

Activity Target 4:

Use the trend analysis developed and provided by ADG to prioritize hazardous material field activities that affect Joint Office areas. Due September 30, 2012

Activity Target 5:

Review all air carrier Hazardous Material training programs and manuals submitted by the Flight Standards office holding the air carrier certificate. Due September 30, 2012

Activity Target 6:

Notify the Flight Standards office of any required changes or approval within 45 calendar days of receipt. Due September 30, 2012

Activity Target 7:

Support ADG through participation in working groups. Due September 30, 2012

Activity Target 8:

Support ADG implementation of SMS. Due September 30, 2012

Core Activity: Outreach - Critical Commodities

AHC will better educate the public, industry, and air carriers in the safe transportation of Hazardous Materials by air.

Activity Target 1:

Conduct outreach activities to shippers of critical hazmat commodities as required by the AHC workplan. Due September 30, 2012

Activity Target 2:

Conduct an evaluation of outreach activities at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 3:

Respond to all actionable airline passenger hazmat discrepancy reports through automated outreach. Due September 30, 2012

Core Initiative: Facility and Information Security - AHC

AHC will conduct assessments and inspections at FAA staffed facilities to determine compliance with FAA Orders 1600.69, 1600.8E, 1600.2, and applicable directives.

Core Activity: Facility Security Management Program

AHC will conduct facility security assessments and inspections at FAA staffed facilities to determine status of the facility security management program and compliance with FAA Order 1600.69.

Activity Target 1:

Conduct facility security assessments at FAA facilities as required by the AHC workplan and measure against the completion of all facility security assessments by the target date. Evaluate at the end of each quarter and compare against

interim milestones published in the workplan. Due September 30, 2012

Activity Target 2:

Conduct facility security inspections at FAA facilities as required by the AHC workplan and measure against the completion of all facility security inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones published in the workplan. Due September 30, 2012

Activity Target 3:

Validate the implementation of security measures at FAA facilities and accredit 90% of facilities within 15 working days of all findings being verified as closed. Due September 30, 2012

Core Activity: Internal Security - COMSEC and Classified Program Inspections

AHC Security Agents will conduct Communications Security (COMSEC) inspections at FAA facilities to determine their compliance with FAA Order 1600.8E, and National Security Agency (NSA)/United States Air Force (USAF) directives. AHC Security Agents will also inspect all areas that store classified national security information to determine compliance with FAA Order 1600.2 and other applicable directives.

Activity Target 1:

Conduct COMSEC inspections at FAA facilities as required by the AHC workplan and measure against the completion of all COMSEC inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 2:

Conduct classified information inspections at FAA facilities as required by the AHC workplan and measure against the completion of all Classified Information Program inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Core Initiative: Internal Security and Investigations - AHC

AHC initiates and adjudicates all employee and contractor suitability and security requests; initiates and conducts investigations on FAA employees, contractors, non-employees and certificated airmen; conducts regulatory investigations on all airmen and aircraft; and supports the implementation of the Common Identification Standard.

Core Activity: Background Investigations

AHC Joint Office Security Agents support the Personnel Security Core Business target by initiating and adjudicating all employee and contractor suitability and security requests. They are responsible for processing all required reinvestigations for persons occupying national security and high risk positions and for providing national security indoctrination briefings and debriefings to employees approved for security clearances and access to classified information within the Joint Office, Central.

Activity Target 1:

80% of contractor fingerprints will be adjudicated, within 10 work days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 2:

80% of contractor background investigations will be adjudicated by ASH on average, within 30 work days of the receipt from OPM. Due September 30, 2012

Activity Target 3:

80% of employee fingerprints will be adjudicated, within 10 working days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 4:

80% of employee national security background investigations will be adjudicated within 30 working days of the receipt from OPM. Due September 30, 2012

Activity Target 5:

AHC will process all security background investigations through the use of the OPM eQIP system with 95% completion. Due September 30, 2012

Activity Target 6:

80% of employee Public Trust background will be adjudicated by ASH, within 30 working days of the receipt from OPM. Due September 12, 2012

Core Activity: Allegations of Misconduct

AHC initiates and conducts investigations on FAA employees, contractors, non-employees and certificated airmen suspected of violating various FAA orders and regulations. The types of investigations include Administrative, Civil, Regulatory and other Special Inquiries.

Activity Target 1:

Complete 95% of all Accountability Board investigations within 30 work days, excluding

those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 2:

Complete 95% of all investigations based upon Safety Hotline complaints and Administrator's Hotline complaints within 30 work days, and complete 95% of investigations based upon Department of Transportation, Office of Inspector General (DOT/OIG) Hotline complaints within DOT/OIG's various specified times of 30, 60, or 90 days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 3:

Complete 80% of ethical conduct investigations within 60 work days from date the investigations are opened. Due September 30, 2012

Core Activity: Law Enforcement Assistance Program

AHC will conduct regulatory investigations on all airmen and aircraft involved in illegal drug activity or in threatening National Security by using the National Airspace System to commit criminal acts.

Activity Target 1:

Initiate regulatory investigations on 95% of all airmen involved in sale or distribution of illegal drugs within 30 work days of knowledge of a conviction or notification by law enforcement. Due September 30, 2012

Activity Target 2:

Initiate regulatory investigations on 95% of all aircraft involved in illegal activity within 30 work days of knowledge of that activity. Due September 30, 2012

Activity Target 3:

Provide liaison, investigative assistance and briefings to other agencies as requested. Due September 30, 2012

Activity Target 4:

85% of Laser incidents will be assigned to an investigator within 3 business days from date added to queue in ITS. Due September 30, 2012

Core Activity: I.D. Media

Support AIN in the implementation of the Common Identification Standard instituted by Homeland Security Presidential Directive -- 12 (HSPD-12) in accordance with standards developed.

Activity Target 1:

Complete new hire issuance to FAA employees and contractors identified to receive the PIV card for FY2012. Due September 30, 2012

Activity Target 2:

Continue issuance of PIV cards for renewal to all FAA employees and contractors. Due September 30, 2012

Activity Target 3:

Support DOT PIV card issuance at Regional Offices. Due September 30, 2012

all shipper and repair stations by the target date. Evaluate at the end of each quarter and compare against interim milestones published in the Hazardous Materials workplan. Due September 30, 2012

Activity Target 2:

Conduct air carrier station inspections as identified in the AHW Hazardous Materials workplan and measure against the completion of all air carrier station inspections by the target date. Evaluate at the end of each quarter and compared against interim milestones published in the AHW Hazardous Materials workplan. Due September 30, 2012

Activity Target 3:

Monitor the use of the NIIM on a quarterly basis as identified in the AHW Hazardous Materials workplan to ensure consistency in conducting inspections and investigations. Due September 30, 2012

Activity Target 4:

Use trend analysis developed by or in support of ADG to prioritize hazardous material field activities quarterly. Due September 30, 2012

Activity Target 5:

Review all air carrier Hazardous Material training programs and manuals submitted by the Flight Standards office holding the air carrier certificate and notify the Flight Standards office of any required changes or approval within 45 calendar days of receipt. Due September 30, 2012

Activity Target 6:

Provide direct assistance to ADG and ASH-20 in support of national hazardous materials program initiatives. Some examples include: serving on national work groups; providing technical expertise on special permits and approvals; assisting in policy development; providing associate staff for training; and, the participation in pilot programs. Due September 30, 2012

Core Activity: Outreach - Critical Commodities

AHW will better educate the public, industry, and air carriers in the safe transportation of Hazardous Materials by air.

Activity Target 1:

Conduct outreach activities to shippers of critical hazmat commodities as required by the AHW workplan and evaluate at the end of each quarter

Core Measure: Western Joint Security and Hazardous Materials Safety Office (AHW): Inspections and Investigations

Maintain a level of service commensurate with 100% of the targets of key workplan activities. This performance measure is reflected as a percentage derived from the weighted average of key Hazmat and Internal Security activities. These activities are defined as (1) shipper and repair station inspections (weight = .2); (2) air carrier inspections (weight = .2); (3) outreach efforts (weight = .05); (4) facility security inspections (weight = .2); (5) COMSEC inspections (weight = .05); (6) background investigations (weight = .2); and investigative timelines (weight = .1).

Core Initiative: Hazardous Materials - AHW

AHW hazardous materials agents conduct inspections of shippers of hazardous materials that were identified during routine air carrier inspections; shippers of hazardous materials by air that have been prioritized into risk-based categories using information shared with all DOT modal administrations; air carriers and repair stations that ship hazardous materials by air.

Core Activity: Inspections

AHW will conduct inspections of the following: shippers of hazardous materials by air that were identified during routine air carrier inspections; shippers of hazardous materials by air that have been prioritized into risk-based categories using information shared with all DOT modal administrations; air carriers that ship hazardous materials; and repair stations that ship hazardous materials by air.

Activity Target 1:

Conduct shipper and repair station inspections as identified in the AHW Hazardous Materials workplan and measure against the completion of

and compare against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 2:

Respond to all actionable airline passenger hazmat discrepancy reports through automated outreach. Due September 30, 2012

Core Initiative: Facility and Information Security - AHW

AHW supervises AAL, ANM and AWP security program areas and provides guidance and oversight to FAA AAL, ANM and AWP customers. The outreach for facility and information security will ensure the FAA AAL, ANM and AWP customers are well informed on the security policies and requirements.

Core Activity: Facility Security Management Program

The Joint Security and Hazardous Materials Office, West will conduct facility security assessments and inspections at FAA staffed facilities to determine status of the facility security management program and compliance with FAA Order 1600.69.

Activity Target 1:

Conduct facility security assessments at FAA facilities as required by the AHW workplan and measure against the completion of all facility security assessments by the target date. Evaluate at the end of each quarter and compare against interim milestones published in the workplan. Due September 30, 2012

Activity Target 2:

Conduct facility security inspections at FAA facilities as required by the AHW workplan and measure against the completion of all facility security inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones published in the workplan. Due September 30, 2012

Activity Target 3:

Conduct facility security outreach at FAA facilities as required by the Joint Security Office West workplan. Due September 30, 2012

Activity Target 4:

Conduct information security outreach at FAA facilities as required by the Joint Security Office West workplan. Due September 30, 2012

Activity Target 5:

Complete 80% of all incidents entered in the Facility Security Reporting System (FSRS)

database for FY2012 and analyze the Incident Trending Report from FSRS database each quarter to determine if security briefings are required to address the specific incident types. Due September 30, 2012

Activity Target 6:

Validate the implementation of security measures at FAA facilities and accredit 90% of facilities within 15 days of all findings being verified as closed. Due September 30, 2012

Core Activity: Internal Security - COMSEC and Classified Program Inspections

AHW Security Agents will conduct Communications Security (COMSEC) inspections at FAA facilities to determine their compliance with FAA Order 1600.8E, and National Security Agency (NSA)/United States Air Force (USAF) directives. AHW Security Agents will also inspect all areas that store classified national security information to determine compliance with FAA Order 1600.2 and other applicable directives.

Activity Target 1:

Conduct COMSEC inspections at FAA facilities as required by the AHW workplan and measure against the completion of all COMSEC inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Activity Target 2:

Conduct classified information inspections at FAA facilities as required by the AHW workplan and measure against the completion of all Classified Information Program inspections by the target date. Evaluate at the end of each quarter and compare against interim milestones contained in the workplan. Due September 30, 2012

Core Initiative: Internal Security and Investigations - AHW

AHW initiates and adjudicates all employee and contractor suitability and security requests; initiates and conducts investigations on FAA employees, contractors, non-employees and certificated airmen; conducts regulatory investigations on all airmen and aircraft; and supports the implementation of the Common Identification Standard.

Core Activity: Background Investigations

AHW Security Agents support the Personnel Security Core Business target by initiating and adjudicating all employee and contractor suitability and security requests. They are responsible for processing all

required reinvestigations for persons occupying national security and high risk positions and for providing national security indoctrination briefings and debriefings to employees approved for security clearances and access to classified information within the Joint Security and Hazardous Materials Office, West.

Activity Target 1:

80% of contractor fingerprints will be adjudicated, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 2:

80% of contractor background investigations will be adjudicated, on average, within 60 days of the closing date of the OPM investigations. Due September 30, 2012

Activity Target 3:

80% of employee fingerprints will be adjudicated, within 10 days of receipt of the fingerprint results. Due September 30, 2012

Activity Target 4:

80% of employee national security background investigations will be adjudicated within 30 days of the closing date of OPM investigations. Due September 30, 2012

Activity Target 5:

AHW will process all security background investigations through the use of the OPM eQIP system with 95% completion. Due September 30, 2012

Core Activity: Allegations of Misconduct

AHW initiates and conducts investigations on FAA employees, contractors, non-employees and certificated airmen suspected of violating various FAA orders and regulations. The types of investigations include Administrative, Civil, Regulatory and other Special Inquiries.

Activity Target 1:

Complete 95% of all Accountability Board investigations within 30 work days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Activity Target 2:

Complete 95% of all investigations based upon Safety Hotline complaints and Administrator's Hotline complaints within 30 work days, and complete 95% of investigations based upon Department of Transportation, Office of Inspector General (DOT/OIG) Hotline complaints within

DOT/OIG's various specified times of 30, 60, or 90 days, excluding those prolonged for reasons beyond the investigator's control. Due September 30, 2012

Core Activity: Law Enforcement Assistance Program

AHW will conduct regulatory investigations on all airmen and aircraft involved in illegal drug activity or in threatening National Security by using the National Airspace System to commit criminal acts.

Activity Target 1:

Initiate regulatory investigations on 95% of all airmen involved in sale or distribution of illegal drugs within 30 days of knowledge of a conviction or notification by law enforcement. Due September 30, 2012

Activity Target 2:

Initiate regulatory investigations on 95% of all aircraft involved in illegal activity within 30 days of knowledge of that activity. Due September 30, 2012

Activity Target 3:

Provide assistance and briefings to other agencies as requested. Due September 30, 2012

Activity Target 4:

Track laser incidents in ITS requiring LEAP support and assist Law Enforcement Agencies conducting Laser incident investigations. Due September 30, 2012

Core Activity: I.D. Media

AHW will support AIN in the implementation of the Common Identification Standard instituted by Homeland Security Presidential Directive -- 12 (HSPD-12) in accordance with standards developed.

Activity Target 1:

Continue issuance of PIV Cards to all FAA employees and contractors as required. Due September 30, 2012

Activity Target 2:

Support DOT PIV card issuance at Regional Offices. Due September 30, 2012

Core Measure: Continuity of Operations

Exceed Federal Emergency Management Agency continuity readiness levels by 5 percent.

Core Initiative: Web-Based Emergency Operations Tools

Develop web-based emergency operation information-sharing tools that create a common operational picture and support effective decision making. KEY STI METRIC- Educate and train FAA's emergency operations community on web-based emergency operation information-sharing tools by offering monthly (12) training sessions via the most effective and cost efficient manner available, to include: EON Dashboard; EON Earth; and EON SharePoint; by September 30, 2011.

Core Activity: ASH Efforts to Develop Emergency Operation Information Sharing

EON will promote agency wide information integration and increase the amount of useful data feeds within the network.

Activity Target 1:

Educate and train EON user base on EON tools to increase awareness and proficiency during emergency response by conducting quarterly training sessions to cover EON Dashboard, EON Earth and EON SharePoint. Due September 30, 2012

Activity Target 2:

Increase quality and robustness of EON platform by identifying and categorizing all static and dynamic EON data consumable by EON Earth and EON Dashboard and consumable by FAA lines of business. Due September 30, 2012

Activity Target 3:

Publish data catalog and publish data governance plan to ensure all new data feed undergo a quality assurance and monitoring process when consumed into EON. Due September 30, 2012

Core Initiative: Emergency Operations and Crisis Management Integration

Integrate agency-wide emergency operations and crisis management by improving information flow among FAA Lines of Business and staff offices.

Core Activity: Emergency Operations Conferences and Exercises

Conduct annual emergency operations conferences with emergency planners and CROC/ROC managers and a semiannual Regional Exercise Program.

Activity Target 1:

Conduct a HQ/Regional exercise. Due September 30, 2012

Activity Target 2:

If funding levels permit, conduct an annual emergency operations conference with emergency planners and CROC/ROC managers. Due September 30, 2012

Core Initiative: Crisis Response and Notification

The Washington Operations Center Complex (WOCC) is the hub of the FAA's national network of operations centers. The WOCC collects information, provides decision support, coordinates activities essential to the daily conduct of the FAA, and serves as an action center for concentrated and accelerated agency efforts in times of national emergencies, natural disasters, and major incidents/ accidents. The 24/7 facility, is staffed with Operations Officers, and structured to support all FAA Lines of Business (LOBs) in the following areas: security, hazardous materials; aircraft accidents/incidents; air traffic operations; aircraft/airmen certification; commercial space transport; public affairs; congressional inquiries; and aviation intelligence liaison. The WOCC monitors national and global events that impact the aviation industry, coordinates and disseminates this real time information with government operation centers including the White House, State Department, the Department of Homeland Security, the Department of Defense, and the NTSB. The WOCC possesses flexible operational capability and maintains portable assets in order to provide continuity of operations should events require evacuation of the FAA Headquarters building. Additionally, the WOCC staff supplements the Continuity of Operations (COOP) Team, provides COOP cadre and management notifications, and participates as the FAA point of contact in the Federal government's interagency continuity communications plan.

Core Activity: Crisis Response and Notification Requirements

ASH will conduct a revalidation of the Lines of Business (LOB) crises response and notification requirements and will support Agency LOBs in responding to incidents of national significance and major events affecting the FAA and the NAS.

Activity Target 1:

Poll all LOBs quarterly for changes to notification requirements. Due September 30, 2012

Activity Target 2:

Make all updates within 10 calendar days. Due September 30, 2012

Core Activity: AEO - Washington Operations Center Complex (WOCC)

In support of the Administrator, Deputy Administrator, senior FAA management, and the entire agency, 24 hours a day/seven days per week and during emergency operations, the WOCC will conduct the following activities during FY 2012:

Activity Target 1:

Conduct a relocation exercise each quarter to improve response time and ensure continuity of operations at all WOCC relocation facilities. Exercises will include the transfer of operations to a C-ROC, to perform as the WOC back-up facility. Due September 30, 2012

Activity Target 2:

To maintain and improve working relationships with counterpart operations centers, WOCC personnel will visit at least two area operations centers for familiarization tours; and the WOCC will provide briefings and tours to representatives of two area operation centers. A visit or tour will be conducted each quarter. Due September 30, 2012

Activity Target 3:

To increase situational awareness for all WOCC in-house partners, conduct "Incident Reviews" on significant events to improve the facility's operational readiness and to review information sharing practices. An Incident Review will be conducted each quarter, if required. Due September 30, 2012

Core Initiative: Command and Control Communications

Emergency Communication Division (AEO-400) provides solutions to analyze, engineer, implement, train and maintain devices and tools to support the Agency's Emergency Operations Communication (EOC) requirements, to include Continuity of Operations (COOP) and Continuity of Government (COG) efforts. AEO-400 also deploys its Communications Support Team (CST) throughout the U.S. to support FAA national security and emergency response requirements associated with crises, incidents, and special events.

Core Activity: Command and Control Communications

ASH will ensure the availability of command and control communications support to the Washington Operations Center Complex and regional entities by planning, procuring, engineering, designing, testing, implementing/fielding command and control communications, including classified messaging equipment FAA-wide.

Activity Target 1:

Conduct national bi-monthly satellite exercises to ensure continued system viability, and arrange for maintenance and repair as required. Due September 30, 2012

Activity Target 2:

Conduct quarterly testing of Communications Support Team van equipment to ensure system readiness. Due September 30, 2012

Core Activity: Communications Security and INFOSEC Management

ASH will ensure that Division and supporting personnel have adequate access to and training in the operation of secure communications equipment by providing national level management, training and policy guidance on the FAA-wide secure voice and facsimile program and support various classified programs.

Activity Target 1:

Provide support to the secure voice portion of the COMSEC training course, both in course development and instruction, as required. Due September 30, 2012

Activity Target 2:

Conduct quarterly national secure facsimile exercises to ensure continued system viability and to identify maintenance issues. Due September 30, 2012

Core Initiative: Crisis Management and Contingency Planning

Through an integrated system of policy, procedures, personnel, facilities, and communications, the Emergency Operations Division (AEO-200) ensures FAA officials have timely, decision-quality information to plan and then direct essential operations in times of crisis--both natural and man-made. AEO-200 also issues policy and guidance for Continuity planning and implementation.

Core Activity: AEO - Planning, Preparation and Response for Serious or Catastrophic Incidents

ASH will ensure a national emergency operations plan and structure exists to support national and regional operations during any serious or catastrophic incidents (natural or technological disasters, terrorism incidents, wide-spread communications outages, etc.) and National Special Security Events (NSSE); and to provide national level management, training, exercises and policy guidance regarding emergency preparedness and response.

Activity Target 1:

Perform Emergency Event Coordinator duties as required in accordance with FAA Order 1900.1, as amended. Due September 30, 2012

Activity Target 2:

Participate in appropriate interagency exercises as scheduled by DHS, DOD, or other governmental agencies and produce after-action reports as required. Due September 30, 2012

Activity Target 3:

Ensure Situation Reports are published during significant events that actually or potentially impact the FAA and produce after-action reports as required. Due September 30, 2012

Activity Target 4:

Provide overall management and train cadre members and provide adequate appropriately cleared staffing for a 24/7 on-call schedule for the Department of Transportation's Crisis Management Center. Begin notification of FAA cadre members within 30 minutes of initial request for deployment. Due September 30, 2012

Activity Target 5:

Provide National Communications System (NCS) Government Emergency Telecommunications Service (GETS) cards and training to FAA Headquarters Senior Executives and to persons identified with emergency essential functions. Process applications for GETS cards within two business days of request. Due September 30, 2012

Activity Target 6:

Continue to maintain the National Communications System (NCS) Wireless Priority Service (WPS) cellular system within FAA. Process applications for WPS within two business days. Due September 30, 2012

Core Activity: Continuity of Operations

ASH will ensure that viable continuity of operations facilities and procedures, to include communications and logistics, are continually available and regularly exercised through readiness exercises and training, maintaining continual facility operational capability, and Continuity cadre management.

Activity Target 1:

Verify and update contact information of Continuity cadre members quarterly. Due September 30, 2012

Activity Target 2:

Conduct quarterly training activities, meetings or exercises at FAA Headquarters or a relocation facility or site. Due September 30, 2012

Activity Target 3:

Participate in secure communications tests as required. Due September 30, 2012

Core Measure: Internal Security Policy Development and Revision

Develop and revise policy, standards and educational materials for all Internal Security Program areas to ensure efficiency and compliance with regulatory requirements.

Core Initiative: Internal Policy, Standards and Efficiencies

The Internal Security Policy and Standards Program ensures all AIN policies and security awareness programs are developed to ensure compliance with all Departmental, Federal and Legislative requirements. The program also ensures the policies and standards are correctly and uniformly applied through the FAA. This is accomplished through program evaluations, security awareness products and informational briefings to FAA employees and contractors.

Core Activity: Internal Security Policy Development and Revision

Develop and revise policies and procedures for various FAA programs.

Activity Target 1:

Coordinate draft policies and procedures through all Lines of Business for the FAA's Classified National Security Information (CNSI). Due September 30, 2012

Activity Target 2:

Coordinate draft policies and procedures through all Lines of Business for the FAA's ID Media Program. Due September 30, 2012

Activity Target 3:

Coordinate draft policies and procedures through all Lines of Business for the FAA's Facility Security Program. Due September 30, 2012

Activity Target 4:

Coordinate draft policies and procedures through all Lines of Business for the FAA's Visitor Program. Due September 30, 2012

Core Activity: Internal Security Program Evaluations

Conduct internal security program evaluations.

Activity Target 1:

Conduct three program evaluations of Internal Security Programs. Due September 30, 2012

Evaluate intelligence and aviation security event information, and provide direct and tailored intelligence and security support to FAA senior leadership, lines of business, program offices, ASH joint office directors, and overseas representatives.

Activity Target 1:

Support 95% of Crisis Response Working Group (CRWG) meetings and Crisis Response Steering Group (CRSG) meetings with relevant threat intelligence information. Interact weekly with USTRANSCOM and Air Mobility Command intelligence elements regarding U.S.-flagged air carrier contract operations in conflict zones. Due September 30, 2012

Activity Target 2:

Provide FAA Executives one threat briefing weekly for 50 weeks of the fiscal year, and provide additional briefings as requested by FAA Executives, or as required by developing events. Due September 30, 2012

Activity Target 3:

Represent FAA in six interagency intelligence meetings, or working groups during the fiscal year. Due September 30, 2012

Activity Target 4:

Provide support to the Domestic Events Network (DEN) and the WOC as determined by national security events, utilizing existing work force or future intelligence watch personnel. Due September 30, 2012

Activity Target 5:

Participate in a minimum of 250 National Counterterrorism Center Secure Video Conferences. Due September 30, 2012

Activity Target 6:

Through SIPRnet and/or HSDN connectivity, provide intelligence summaries weekly to the joint office directors. Due September 30, 2012

Core Measure: Intelligence Evaluations

The Intelligence and Threat Analysis Division (ITAD) provides critical evaluated intelligence assessments to senior FAA leadership in support of operational and policy decision-making. It supports the Washington Operations Center Complex/Domestic Events Network (WOCC/DEN) in support of the security and safety of the National Airspace System. ITAD conducts daily liaison with the Intelligence Community (IC) and national-level Law Enforcement (LE) Community, and provides these agencies with aviation intelligence expertise and analysis.

Core Initiative: Intelligence Evaluations

The Intelligence and Threat Analysis Division (ITAD) serves as the FAA's lead on all security threats to the National Airspace System, FAA mission areas, FAA regulated air carrier/operator flights, FAA certificated airmen, and the flying public both domestically and in international locations. ITAD provides intelligence support to the FAA Administrator, Executive Leadership Team, Lines of Business and Staff Offices, Crisis Response Working Group/Crisis Response Steering Group, ASH security directors/managers/regional offices, and to FAA employees assigned to or travelling within high threat countries. ITAD works in concert with the National Security Coordination Division and the Department of Transportation in conducting liaison to the Intelligence Community (IC) and national-level Law Enforcement (LE) Community, and provides these agencies with aviation intelligence expertise and analysis. Within ITAD is the Current Intelligence Threat Evaluation Watch (CITE Watch). The CITE Watch provides intelligence support to the 24/7 Washington Operations Center Complex/Domestic Events Network (WOCC/DEN) through threat identification, warning and assessment, and constant liaison with IC/LE agencies. The CITE Watch evaluates both classified and open source intelligence to provide tailored intelligence support to FAA leadership and the WOCC /DEN during aviation security/safety incidents and National Special Security Events, and direct support to FAA's air traffic security programs and ASH security investigations.

Core Activity: Intelligence Analysis, Coordination and Facilitation

Aviation Access

ASH does not have any specific goals that align directly to the goal Aviation Access, therefore we have not listed any specific initiatives under this goal.

Core Measure: Enterprise Architecture and Technology Insertion

Implement and manage Enterprise Architecture and eGov technology insertion to meet FAA, DOT, and OMB requirements. In FY2012 update and submit the FAA Enterprise Architecture Roadmap to OMB and meet all special project IPv6 requirements and targets by August 31, 2012.

Core Initiative: Enterprise Architecture Conformance

Promote and manage enterprise architecture development and governance.

Core Activity: Enterprise Architecture (EA) Compliance

Enhance the FAA Enterprise Architecture to support IT Investment Management and Portfolio Management. Coordinate NAS and Non-NAS EA alignment where possible with common policy, procedures and tools.

Activity Target 1:

Provide Monthly review of LOB/SO EA repository/compliance questionnaire response and artifacts. Due September 30, 2012

Activity Target 2:

Provide assistance to load LOB/SO investment teams EA artifacts in the EA repository at each EA roadmap decision point. Due September 30, 2012

Core Activity: Enterprise Architecture (EA) Governance

Provide a Non-NAS Governance model and operational support for the development of architecture, configuration management, IT standards, and investment artifacts.

Activity Target 1:

Provide Quarterly Status of all investments for JRC program review packages at least three weeks prior to JRC schedule. Due September 30, 2012

Core Initiative: Enterprise Information Technology Transition

Develop and implement strategies and requirements for Federally mandated enterprise eGov and cyber security technology insertion projects.

Core Activity: IT Research and Development (R&D)

The agency will establish and manage partnerships with other Federal agencies and/or academia to leverage their cyber-security/IT research and

development investments for the benefit of the FAA. These partnerships will focus on applied R&D, rather than basic research, to ensure that useful products, studies, and briefings are available for transition into the FAA in the near-term. The most important project for the next few years is the IPv6 transition.

Activity Target 1:

Participate monthly in the established "FAA IPv6 Working Group". This includes attending meetings and disseminating information as appropriate. Due September 30, 2012

Activity Target 2:

Update monthly IPv6 servers/services implementation plan for the LOB as identified in the "FAA FY 2012 Rollout Schedule". Due September 30, 2012

Workplace of Choice

Providing quality service that is responsive to our customers within the FAA and industry is our standard. Our organization will continue to operate with integrity while being mission-focused, high-performing, and extremely dedicated. We are proud to be a part of the FAA family and will strive to ensure the FAA and the ASH organization are successful in accomplishing their mission.

Core Measure: Workforce Planning

Ensure that skilled staff are available to support the mission by updating organizational workforce plans for mission critical positions; implementing the conflict coach program; and implementing the ASH dispute resolution process.

Core Initiative: ASH Human Resources Management Function

The Training and Workforce Resources Staff provides human resource guidance and procedures specific to Security and Hazardous Materials. Our goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. The staff oversees implementation of human resources policies within ASH, conducts workforce planning, and consults on reorganizations, recruitment and selection, pay administration, performance management, awards and recognition, conduct and discipline issues, work schedules, and leave management. The staff is also liaison with ACR for implementation of model EEO programs within ASH.

Core Activity: Human Resource Management - Workforce Planning

ASH will update organizational workforce plans for mission critical positions and initiate, review and update ASH job documentations.

Activity Target 1:

Support corporate HR initiatives through participation in workgroups. Due September 30, 2012

Activity Target 2:

Update organizational workforce plans for mission critical positions. Due May 31, 2012

Activity Target 3:

Identify and allocate positions for upward mobility and targeted recruitment programs. Due September 30, 2012

Activity Target 4:

Track and report telework trends within the ASH organization. Due September 30, 2012

Core Activity: Employee Relations

ASH will pilot a dispute resolution process.

Activity Target 1:

Pilot an ASH dispute resolution process. Due September 30, 2012

Core Initiative: AHE Support - ASH Human Resources Management Function

AHE supports the role of the Training and Workforce Resources Staff (ASH-20) which provides human resource guidance and procedures specific to Security and Hazardous Materials. ASH-20's goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. The staff oversees implementation of human resources policies within ASH, conducts workforce planning. Each Joint Office will implement reorganizations, recruitment processes and selection, pay administration, performance management, awards and recognition, conduct and discipline issues, work schedules, and leave management. The staff is also liaison with ACR for implementation of model EEO programs within ASH.

Core Activity: Human Resources Management - Workforce Planning

AHE will assist with and support the adoption of the Workforce Planning Model for the ASH Organization; assist with the ASH Succession Plan; identify and allocate positions for upward mobility; complete the assessment of the FY 2011 plan; update organizational workforce plans for mission critical

positions; and, initiate, review and update ASH job documentations.

Activity Target 1:

Support the implementation of a Workforce Planning Model for the ASH Organization. Due September 30, 2012

Activity Target 2:

Assist and support ASH with identifying positions for upward mobility and targeted recruitment programs. Due September 30, 2012

Activity Target 3:

Update organizational workforce plans for mission critical positions. Due May 27, 2012

Activity Target 4:

Develop an AHE Workforce planning model. Due September 30, 2012

Activity Target 5:

Support corporate HR initiatives through participation in workgroups. Due September 30, 2012

Core Activity: Employee Relations

AHE will support the establishment of a conflict coach program and the development of a dispute resolution process.

Activity Target 1:

Support ASH's dispute resolution process. Due September 30, 2012

Core Initiative: AHC Support - ASH Human Resources Management Function

AHC supports the role of the Training and Workforce Resources Staff (ASH-20) which provides human resource guidance and procedures specific to Security and Hazardous Materials. ASH-20's goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. The staff oversees implementation of human resources policies within ASH, conducts workforce planning. Each Joint Office will implement reorganizations, recruitment processes and selection, pay administration, performance management, awards and recognition, conduct and discipline issues, work schedules, and leave management. The staff is also liaison with ACR for implementation of model EEO programs within ASH.

Core Activity: Human Resource Management - Workforce Planning

AHC will assist with and support the adoption of the Workforce Planning Model for the ASH Organization; assist with the ASH Succession Plan; identify and allocate positions for upward mobility; complete the assessment of the FY 2011 plan; update organizational workforce plans for mission critical positions; and, initiate, review and update ASH job documentations.

Activity Target 1:

Assist and support the development of the upward mobility. Due September 30, 2012

Activity Target 2:

Assist with the update area workforce plans for mission critical positions. Due May 27, 2012

Activity Target 3:

Support the implementation of a Workforce Planning Model for the ASH Organization. Due September 30, 2012

Core Activity: Employee Relations

AHC will support the establishment of a conflict coach program and the development of a dispute resolution process.

Activity Target 1:

Support the implementation of ASH's dispute resolution process. Due September 30, 2012

Core Initiative: AHW Support - ASH Human Resources Management Function

AHW supports the role of the Training and Workforce Resources Staff (ASH-20) which provides human resource guidance and procedures specific to Security and Hazardous Materials. ASH-20's goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. The staff oversees implementation of human resources policies within ASH, conducts workforce planning. Each Joint Office will implement reorganizations, recruitment processes and selection, pay administration, performance management, awards and recognition, conduct and discipline issues, work schedules, and leave management. The staff is also liaison with ACR for implementation of model EEO programs within ASH.

Core Activity: Human Resources Management - Workforce Planning

AHW will assist with and support the adoption of the Workforce Planning Model for the ASH Organization; assist with the ASH Succession Plan; identify and allocate positions for upward mobility; complete the assessment of the FY 2011 plan; update organizational workforce plans for mission critical positions; and, initiate, review and update ASH job documentations.

Activity Target 1:

Assist in the implementation of an ASH Workforce Planning Model. Due September 30, 2012

Activity Target 2:

Assist and support ASH targeted recruitment programs. Due September 30, 2012

Activity Target 3:

Assist with the update of area workforce plans for mission critical positions. Due May 27, 2012

Core Activity: Employee Relations

ASH will support the establishment of a conflict coach program and the development of a dispute resolution process.

Activity Target 1:

Support ASH's dispute resolution process. Due September 30, 2012

Core Measure: Learning and Development

ASH will ensure that skilled staff is available to support the mission by marketing professional development training quarterly to the workforce. ASH will develop non-managerial employees for future management positions in accordance with the AHR Program for Emerging Leaders, and develop appropriate FY2013 Training requirements for ASH and FAA LOBs.

Core Initiative: ASH Training Function

The Training and Workforce Resources Staff is responsible for providing training and development for the ASH workforce, including technical training, professional development, and management development to supplement FAA corporate training programs from managers. Our goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. The staff designs, develops, and delivers technical training, provides access to training opportunities from non-FAA sources, manages the ASH training budget, and is responsible for management development programs within ASH. ASH-20 also provides training to all FAA

organizations in Communications Security (COMSEC) and Secure Telephone Equipment (STE). Technical courses maintained for ASH employees include personnel security, facility security, investigations, and regulation of transportation of hazardous materials by air.

Core Activity: Learning and Development

ASH will provide professional development for the ASH workforce.

Activity Target 1:

Identify learning and development activities that align with virtual training requirements. Due September 30, 2012

Activity Target 2:

Develop non-managerial employees for future management positions in accordance with the AHR Program for Emerging Leaders. Due September 30, 2012

Activity Target 3:

Track the electronic Learning Management System (eLMS) tasks to support learning and development for the ASH workforce. Due September 30, 2012

Activity Target 4:

Develop FY2013 Training requirements for ASH and FAA LOBs as appropriate. Due September 30, 2012

Activity Target 5:

Provide non-technical learning and development opportunities to the ASH Workforce based on organizational needs and funding availability. Due September 30, 2012

Core Activity: Training - Technical Training

ASH Training and Workforce Resources will deliver technical training for the ASH safety and security workforce.

Activity Target 1:

Provide technical training to develop ASH workforce knowledge and skills based on funding availability. Due September 30, 2012

Activity Target 2:

Deliver advanced training for the Hazmat Workforce based on program, operational needs, and funding availability. Due September 30, 2012

Activity Target 3:

Deliver Statement Analysis course for the ASH workforce involved in investigations based on program requirements and funding availability. Due September 30, 2012

Activity Target 4:

Deliver COMSEC training for FAA based on program office requirements and funding availability. Due September 30, 2012

Activity Target 5:

Provide access to FLETC courses. Due September 30, 2012

Core Activity: Guidance

Update policy guidance and develop training guidance.

Activity Target 1:

Update policy guidance on SCI and OSI as needed to reflect corporate changes. Due September 30, 2012

Core Activity: Evaluation

Evaluate learning and development activities, workforce engagement, effectiveness, and efficiency.

Activity Target 1:

Evaluate learning and development activities. Due September 30, 2012

Activity Target 2:

Collaborate with ASH workforce to support workforce engagement, effectiveness, and efficiency. Due September 30, 2012

Core Initiative: AHE Support - ASH Training Function

AHE supports the Training and Workforce Resources Staff (ASH-20) which is responsible for providing training and development for the ASH workforce, including technical training, professional development, and management development to supplement FAA corporate training programs from managers. The Joint Security and Hazardous Materials Office, East (AHE) goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. ASH-20 staff designs, develops, and delivers technical training, provides access to training opportunities from non-FAA sources, manages the ASH training budget, and is responsible for management development programs within ASH. ASH-20 also provides training to all FAA organizations in Communications Security (COMSEC) and Secure Telephone Equipment (STE). Technical courses

maintained for ASH employees include personnel security, facility security, investigations, and regulation of transportation of hazardous materials by air.

Core Activity: Learning and Development

AHE will assist with providing professional development for the workforce.

Activity Target 1:

Upon request, assist in the development of non-managerial employees for future management positions in accordance with the AHR Program for Emerging Leaders. Due September 30, 2012

Activity Target 2:

Perform eLMS tasks to support learning and development for the AHE workforce. Due September 30, 2012

Activity Target 3:

Identify FY2013 Training requirements for AHE as appropriate. Due September 30, 2012

Activity Target 4:

Ensure employee participation in non-technical learning and development opportunities for the ASH Workforce based on area needs. Due September 30, 2012

Activity Target 5:

Ensure that every new AHE employee receives a copy of the orientation guide and completes orientation. Due September 30, 2012

Activity Target 6:

Identify three additional eLMS training courses to enhance employee awareness and job knowledge. Due September 30, 2012

Activity Target 7:

Identify learning and development activities that align with virtual training requirements. Due September 30, 2012

Activity Target 8:

Provide technical and non-technical learning and development opportunities to the ASH Workforce based on organizational needs and funding availability. Due September 30, 2012

Core Activity: Training - Management Development

ASH Training and Workforce Resources will provide training opportunities to enhance managerial workforce skills.

Activity Target 1:

Ensure new managers attend training to approve purchases and certify fund availability in PCPS prior to making purchases. Due February 27, 2012

Core Activity: Training - Technical Training

ASH Training and Workforce Resources will deliver technical training for the AHE safety and security workforce.

Activity Target 1:

Ensure COMSEC/STE and COMSEC Environmental training for appropriate area employees is provided. Due September 30, 2012

Core Activity: Guidance

Develop training guidance and update policy guidance.

Activity Target 1:

Communicate policy guidance on SCI and OSI as needed to reflect corporate changes. Due September 30, 2012

Activity Target 2:

Assist in the development of training guidance based on organizational needs to ensure consistent training implementation throughout the area. Due September 30, 2012

Core Activity: Conduct EEO Training and Briefings to include the mandatory No FEAR Training

Collaborate with the Office of Civil Rights to deliver a brief on the EEO process to ASH employees.

Activity Target 1:

AHE will collaborate with the Office of Civil Rights to deliver a brief on the EEO process for employees. Due September 30, 2012

Core Activity: Evaluation

Evaluate learning and development activities.

Activity Target 1:

Collaborate with ASH workforce to support workforce engagement, effectiveness, and efficiency. Due September 30, 2012

Core Activity: Freedom of Information Act (FOIA)

AHE supports the FOIA law which gives individuals the right to access information from the federal government. It is often described as the law that

keeps citizens in the know about their government. Under the FOIA, agencies must disclose any information that is requested -- unless that information is protected from public disclosure. The FOIA also requires that agencies automatically disclose certain information, including frequently requested records.

Activity Target 1:

Ensure that all FOIA request are responded to or acknowledged within 30 days of receipt. Due September 30, 2012

Core Initiative: AHC Support - ASH Training Function

AHC supports the Training and Workforce Resources Staff (ASH-20) which is responsible for providing training and development for the ASH workforce, including technical training, professional development, and management development to supplement FAA corporate training programs from managers. The Joint Security and Hazardous Materials Office, East (AHC) goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. ASH-20 staff designs, develops, and delivers technical training, provides access to training opportunities from non-FAA sources, manages the ASH training budget, and is responsible for management development programs within ASH. ASH-20 also provides training to all FAA organizations in Communications Security (COMSEC) and Secure Telephone Equipment (STE). Technical courses maintained for ASH employees include personnel security, facility security, investigations, and regulation of transportation of hazardous materials by air.

Core Activity: Learning and Development

AHC will assist with providing professional development for the workforce.

Activity Target 1:

Upon request, assist in the development of non-managerial employees for future management positions in accordance with the AHR Program for Emerging Leaders. Due September 30, 2012

Activity Target 2:

Upon request, assist in the development of a Mentoring/Career Development Program for the ASH workforce. Due September 30, 2012

Activity Target 3:

Track eLMS tasks to support learning and development for the AHC workforce. Due September 30, 2012

Activity Target 4:

Identify FY2013 Training requirements for AHC as appropriate. Due September 30, 2012

Activity Target 5:

Ensure employee participation in non-technical learning and development opportunities for the ASH Workforce based on area needs. Due September 30, 2012

Activity Target 6:

Ensure Security Assistants supporting technical functions are trained. Due September 30, 2012

Activity Target 7:

Identify three additional eLMS training courses to enhance employee awareness and job knowledge. Due September 30, 2012

Core Activity: Training - Management Development

ASH Training and Workforce Resources will provide training opportunities to enhance managerial workforce skills.

Activity Target 1:

Ensure managers participate in developmental training based on managerial assessment to meet AHR's 3-year 40-hour requirement for CME. Due September 30, 2012

Activity Target 2:

Ensure managers are scheduled for training to approve purchases and certify fund availability in PCPS prior to making purchases. Due September 30, 2012

Core Activity: Training - Technical Training

ASH Training and Workforce Resources will deliver technical training for the AHC safety and security workforce.

Activity Target 1:

Ensure COMSEC training for FAA based on program office requirements and funding availability. Due September 30, 2012

Core Activity: Guidance

Develop training guidance and update policy guidance.

Activity Target 1:

Communicate policy guidance on SCI and OSI as needed to reflect corporate changes. Due September 30, 2012

Activity Target 2:

Assist in the development of training guidance based on organizational needs to ensure consistent training implementation throughout the area. Due September 30, 2012

Activity Target 3:

Ensure that all FOIA request are responded to or acknowledged within 30 days of receipt. Due September 30, 2012

Activity Target 4:

Conduct Reconciliation of Castle for time and attendance reporting and Labor Distribution reports. Due September 30, 2012

Core Activity: Conduct EEO Training and Briefings to include the mandatory No FEAR Training

Collaborate with the Office of Civil Rights to deliver a brief on the EEO process to ASH employees.

Activity Target 1:

AHC will collaborate with the Office of Civil Rights to deliver a brief on the EEO process for employees. Due September 30, 2012

Core Initiative: AHW Support - ASH Training Function

AHW supports the Training and Workforce Resources Staff (ASH-20) which is responsible for providing training and development for the ASH workforce, including technical training, professional development, and management development to supplement FAA corporate training programs from managers. The Joint Security and Hazardous Materials Office, West (AHW) goal is to ensure that the right people are in the right place at the right time with the skill and knowledge to support the ASH mission. ASH-20 staff designs, develops, and delivers technical training, provides access to training opportunities from non-FAA sources, manages the ASH training budget, and is responsible for management development programs within ASH. ASH-20 also provides training to all FAA organizations in Communications Security (COMSEC) and Secure Telephone Equipment (STE). Technical courses maintained for ASH employees include personnel security, facility security, investigations, and regulation of transportation of hazardous materials by air.

Core Activity: Learning and Development

AHW will assist with providing professional development for the workforce.

Activity Target 1:

Upon request, assist in the development of non-

managerial employees for future management positions in accordance with the AHR Program for Emerging Leaders. Due September 30, 2012

Activity Target 2:

Perform eLMS tasks to support learning and development for the AHW workforce. Due September 30, 2012

Activity Target 3:

Identify FY2013 Training requirements for AHW as appropriate. Due September 30, 2012

Activity Target 4:

Ensure employee participation in non-technical learning and development opportunities for the ASH Workforce based on area needs. Due September 30, 2012

Activity Target 5:

Identify three additional eLMS training courses to enhance employee awareness and job knowledge. Due September 30, 2012

Core Activity: Training - Management Development

ASH Training and Workforce Resources will provide training opportunities to enhance managerial workforce skills.

Activity Target 1:

Ensure managers are trained to approve purchases and certify fund availability in PCPS. Due February 27, 2012

Core Activity: Training - Technical Training

ASH Training and Workforce Resources will deliver technical training for the AHW safety and security workforce.

Activity Target 1:

Ensure appropriate area employees are enrolled in COMSEC training courses. Due September 30, 2012

Core Activity: Guidance

Develop training guidance and update policy guidance.

Activity Target 1:

Communicate policy guidance on SCI and OSI as needed to reflect corporate changes. Due September 30, 2012

Activity Target 2:

Assist in the development of training guidance based on organizational needs to ensure consistent training implementation throughout the area Due September 30, 2012

Activity Target 3:

Ensure that all FOIA request are responded to or acknowledged within 30 days of receipt. Due September 30, 2012

Activity Target 4:

Conduct reconciliation of CASTLE for time and attendance reporting and Labor Distribution reports. Due September 30, 2012

Core Activity: Conduct EEO Training and Briefings to include the mandatory No FEAR Training

Collaborate with the Office of Civil Rights to deliver a brief on the EEO process to ASH employees.

Activity Target 1:

AHW will collaborate with the Office of Civil Rights to deliver a brief on the EEO process for employees. Due September 30, 2012

Core Measure: Technology

ASH will achieve an average of 90% "Good" or "Excellent" ratings on ASH Help Desk Customer Satisfaction Surveys received, and certify to the Administrator that 90 percent or more of web pages comply with FAA web standards, policies, and requirements.

Core Initiative: ASH Information Resource Management (IRM) Function

The main objective of the IRM staff is to provide cost effective, secure enabling technology to support the ASH mission. AIN-500 has developed a state of the art web-based platform for hosting all of its data driven applications, effectively capturing, disseminating, and analyzing safety and security data. Program managers, hazmat inspectors, security investigators, facility inspectors, and support personnel are using integrated systems for planning, scheduling, capturing and tracking work programs, investigation results, and safety and security information. The ASH platform delivers anytime, anywhere access for all of its agents and employees whether they are at their desks, at home or on travel. This access is entirely secure from point to point and delivers data and reports in real-time. This platform has enabled ASH to become much more efficient in its operations as workloads can be spread around and it

allows the individual employees to become more productive.

Core Activity: IRM - Desktop Support

ASH will establish standard base of performance for desktop support based on industry best practices.

Activity Target 1:

Replace 100% of outdated equipment that falls within the 4-year life cycle. Due September 30, 2012

Activity Target 2:

Adopt and distribute via policy memo all standards established by the Office of the Chief Information Officer (AIO). Due September 30, 2012

Core Activity: IRM - Requirements Gathering

ASH will determine the requirements and feasibility of systems.

Activity Target 1:

Ensure 100% of accepted requirements accepted are technically feasible and within budget. Due September 30, 2012

Activity Target 2:

Ensure 100% of accepted requirements are documented in the required tracking system. Due September 30, 2012

Activity Target 3:

Conduct a review with applications customers. Due December 31, 2011

Activity Target 4:

Conduct a review with applications customers. Due March 31, 2012

Activity Target 5:

Conduct a review with applications customers. Due June 30, 2012

Activity Target 6:

Conduct a review with applications customers. Due September 30, 2012

Core Activity: IRM - Networking Function

AIN-500 will provide external connectivity to the ASH desktop.

Activity Target 1:

Maintain 99% availability of network and resources during regular business hours. Due September 30, 2012

Core Activity: IRM - IT Asset Management

AIN-500 will work to maximize the return on IT investments.

Activity Target 1:

All desktop equipment procurement will be centralized at headquarters level. Due September 30, 2012

Activity Target 2:

ASH will complete a cost effectiveness vs. return on investment analysis on all major acquisitions. Due September 30, 2012

Core Activity: IRM - Developing Applications

The Information Resource Management Division will support the ASH mission requirements and provide application development services.

Activity Target 1:

Ensure that all operational applications have a 99% or higher availability. Due September 30, 2012

Activity Target 2:

Ensure all new web applications are developed in the ".net" environment. Due September 30, 2012

Activity Target 3:

Ensure consolidated lists of requirements for applications are shared with customers. Due December 31, 2011

Activity Target 4:

Ensure consolidated lists of requirements for applications are shared with customers. Due March 31, 2012

Activity Target 5:

Ensure consolidated lists of requirements for applications are shared with customers. Due June 30, 2012

Activity Target 6:

Ensure consolidated lists of requirements for applications are shared with customers. Due September 30, 2012

Core Activity: IRM - Host National Applications

ASH will provide a secure hosting platform for national systems.

Activity Target 1:

Provide system availability report to system owners. Due December 31, 2011

Activity Target 2:

Provide system availability report to system owners. Due March 31, 2012

Activity Target 3:

Provide system availability report to system owners. Due June 30, 2012

Activity Target 4:

Provide system availability report to system owners. Due September 30, 2012

Core Activity: IRM Information System Security and Privacy

ASH will ensure the Confidentiality, Integrity and Availability of all information technology systems.

Activity Target 1:

Develop and implement an Information System Security (ISS) Compliance Review Program. Due September 30, 2012

Activity Target 2:

Ensure all of ASH information technology systems complete the Certification and Authorization process. Due September 30, 2012

Activity Target 3:

Ensure ASH systems score an 80% or higher on AIS annual security compliance review. Due September 30, 2012

Activity Target 4:

Conduct PII scan of all ASH Desktop and databases. Due September 30, 2012

Activity Target 5:

Develop and implement an ASH Privacy Program. Due September 30, 2012

Activity Target 6:

Remediate all PII data found during scan. Due September 30, 2012

Activity Target 7:

Encrypt PII Data in Desktops and databases. Due September 30, 2012

Core Initiative: AHE Support - ASH Information Resource Management (IRM) Function

AHE supports the main objective of the IRM staff which is to provide cost effective, secure enabling technology to support the ASH mission. AIN-500 has developed a state of the art web-based platform for hosting all of its data driven applications, effectively capturing, disseminating, and analyzing safety and security data. Program managers, hazmat inspectors, security investigators, facility inspectors, and support personnel are using integrated systems for planning, scheduling, capturing and tracking work programs, investigation results, and safety and security information. The ASH platform delivers anytime, anywhere access for all of its agents and employees whether they are at their desks, at home or on travel. This access is entirely secure from point to point and delivers data and reports in real-time. This platform has enabled ASH to become much more efficient in its operations as workloads can be spread around and it allows the individual employees to become more productive.

Core Activity: IRM - Desktop Support

ASH will establish standard base of performance for desktop support based on industry best practices.

Activity Target 1:

Replace outdated equipment that falls within the 4-year life cycle. Due September 30, 2012

Activity Target 2:

Ensure all standards as required by the Information Resource Management Division, AIN-500, are implemented. Due September 30, 2012

Activity Target 3:

Replace 33% of outdated personal computers with laptops. Due September 30, 2012

Core Activity: IRM - Networking Function

Provide external connectivity to the ASH desktop.

Activity Target 1:

Maintain 95% availability of network and resources during regular business hours. Due September 30, 2012

Core Activity: IRM - Computer/Digital Forensics

AHE will administer a computer/digital forensics program.

Activity Target 1:

Complete all accepted for support for computer/digital forensics within 20 working days except those prolonged for reasons beyond the computer forensics specialist's control. Due September 30, 2012

Core Initiative: AHC Support - ASH Information Resource Management (IRM) Function

AHC supports the main objective of the IRM staff which is to provide cost effective, secure enabling technology to support the ASH mission. AIN-500 has developed a state of the art web-based platform for hosting all of its data driven applications, effectively capturing, disseminating, and analyzing safety and security data. Program managers, hazmat inspectors, security investigators, facility inspectors, and support personnel are using integrated systems for planning, scheduling, capturing and tracking work programs, investigation results, and safety and security information. The ASH platform delivers anytime, anywhere access for all of its agents and employees whether they are at their desks, at home or on travel. This access is entirely secure from point to point and delivers data and reports in real-time. This platform has enabled ASH to become much more efficient in its operations as workloads can be spread around and it allows the individual employees to become more productive.

Core Activity: IRM - Desktop Support

ASH will establish standard base of performance for desktop support based on industry best practices.

Activity Target 1:

Request replacement 100% of outdated equipment that falls within the 4-year life cycle. Due September 30, 2012

Activity Target 2:

Implement all standards as required by the Information Resource Management Division, AIN-500. Due September 30, 2012

Activity Target 3:

AHC will replace 33% of outdated personal computers with laptops. Due September 30, 2012

Core Activity: IRM - Networking Function

Provide external connectivity to the ASH desktop.

Activity Target 1:

Maintain 95% availability of network and resources during regular business hours. Due September 30, 2012

Core Activity: IRM - Computer/Digital Forensics

AHC will administer a computer/digital forensics program.

Activity Target 1:

Complete all accepted for support for computer/digital forensics within 20 working days except those prolonged for reasons beyond the computer forensics specialist's control. Due September 30, 2012

Core Initiative: AHW Support - ASH Information Resource Management (IRM) Function

AHW supports the main objective of the IRM staff which is to provide cost effective, secure enabling technology to support the ASH mission. AIN-500 has developed a state of the art web-based platform for hosting all of its data driven applications, effectively capturing, disseminating, and analyzing safety and security data. Program managers, hazmat inspectors, security investigators, facility inspectors, and support personnel are using integrated systems for planning, scheduling, capturing and tracking work programs, investigation results, and safety and security information. The ASH platform delivers anytime, anywhere access for all of its agents and employees whether they are at their desks, at home or on travel. This access is entirely secure from point to point and delivers data and reports in real-time. This platform has enabled ASH to become much more efficient in its operations as workloads can be spread around and it allows the individual employees to become more productive.

Core Activity: IRM - Desktop Support

ASH will establish standard base of performance for desktop support based on industry best practices.

Activity Target 1:

Request replacement 100% of outdated equipment that falls within the 4-year life cycle. Due September 30, 2012

Activity Target 2:

Implement all standards as required by the Information Resource Management Division, AIN-500. Due September 30, 2012

Activity Target 3:

Request replacement 33% of outdated personal computers with laptops. Due September 30, 2012

Core Activity: IRM - Networking Function

Provide external connectivity to the ASH desktop.

Activity Target 1:

Maintain 95% availability of network and resources during regular business hours. Due September 30, 2012

Core Activity: IRM - Computer/Digital Forensics

AHW will administer a computer/digital forensics program.

Activity Target 1:

Refer all computer/digital forensics requests to the appropriate ASH office for analysis as required. Due September 30, 2012

Core Measure: Program Evaluation

Complete an evaluation of one major program area to better align ASH practices, products, and services.

Core Initiative: ASH Strategic Planning and Evaluations Function

Evaluation of the progress and effectiveness of security activities within Security & Hazardous Materials has become increasingly important to stakeholders and decision-makers who need to know how well and to what extent funded activities are contributing to the agency's critical mission, and also to employees and managers who seek to continually improve processes to obtain better results. The Strategic Planning and Evaluation Staff both elicits employee input and conducts evaluations of ASH programs and operating procedures to develop and enhance strategic planning efforts that ensure ASH achieves the highest quality of service, results, and employee involvement to which FAA is committed.

Core Activity: Evaluations - National Assessment and Strategic Planning

ASH will annually review programs and operating procedures to better align our practices, products, and services to customers' requirements.

Activity Target 1:

Complete an evaluation of one major program area to better align ASH practices, products, and services. Due September 30, 2012

Core Measure: Conduct EEO Training

Assist agency efforts to prevent discrimination by increasing management and employee awareness with regard to EEO responsibilities and appropriate behaviors by training four percent (4%) of the FAA workforce and provide training to 60% of all new Air Traffic Student hires. Develop new EEO training course that will meet agency needs to include a new training module on the EEO Program Order and create a library of EEO materials.

Core Initiative: Prevent Discrimination through EEO Training

Assist agency efforts to prevent discrimination by increasing management and employee awareness with regard to EEO responsibilities and appropriate behaviors by training four percent (4%) of the FAA workforce.

Core Activity: Prevent Discrimination through EEO Training

Assist agency efforts to prevent discrimination by increasing management and employee awareness with regard to EEO responsibilities and appropriate behaviors by training four percent (4%) of the FAA workforce.

Activity Target 1:

ASH will coordinate with ACR to conduct EEO training for 4% of their workforce. Due September 30, 2012

progress towards electronic stewardship activities in the FAA SSPP, as well as provide AIO with data/metrics for SSPP reporting purposes on an annual basis. Due September 30, 2012

Activity Target 2:

Provide LOB/SO data/metrics on a quarterly basis for the DOT regulatory review. Interim due dates: 12/31/11, 3/31/12, and 6/30/12. Due September 30, 2012

Activity Target 3:

Provide LOB/SO data/metrics biannually for the OMB scorecard: Interim due date: 6/30/12. Due September 30, 2012

Activity Target 4:

Provide LOB/SO data/metrics for reporting to the FEC. Due September 30, 2012

Core Measure: Joint Office Financial Responsibility

Reconcile financial transactions monthly and conduct and submit a quarterly review of the joint office budgets.

Core Measure: Information Technology Optimization

Continuously improve the agency's infrastructure and applications through cost efficiencies, as well as increased performance and improved quality. Improve enterprise business services related to records management, directives, and forms. Successfully meet all activity measures for infrastructure governance and operations; applications governance and operations; IT cost savings/optimization; and enterprise business services.

Core Initiative: AHE Budget Reconciliation

AHE will ensure that funds are monitored and reconciled.

Core Activity: Financial Responsibility

Ensure that funds are reviewed and reconciled.

Core Initiative: Infrastructure Governance and Operations

Manage enterprise infrastructure operations to identify and remediate Personally Identified Information (PII), assure efficient FAA-wide video conferencing, reduce employee user-ids and passwords, and lead aeronautical adaptation collaboration services. Continue the implementation of enterprise infrastructure services within an FAA IT shared service delivery model.

Core Activity: Support FAA Electronic Stewardship Activities

Support the agency's electronic stewardship initiative by facilitating quantifiable progress towards electronic stewardship activities identified in the FAA Strategic Sustainability Performance Plan (SSPP), as well as provide agency-wide data/metrics for various DOT/OMB/FEC reporting requirements.

Activity Target 1:

Support AIO in demonstrating quantifiable

Activity Target 1:

Reconcile DELPHI and REGIS monthly. Due September 30, 2012

Activity Target 2:

Conduct and submit a quarterly review of budget. Due September 30, 2012

Activity Target 3:

Reconcile Time and Attendance reporting with Labor Distribution reports monthly. Due September 30, 2012

Core Initiative: AHC Budget Reconciliation

AHC will ensure that funds are monitored and reconciled.

Core Activity: Financial Responsibility

Ensure that funds are reviewed and reconciled.

Activity Target 1:

Maintain and Reconcile DELPHI and REGIS monthly. Due September 30, 2012

Activity Target 2:

Conduct and submit a quarterly review of budget to the Joint Office Director. Due September 30, 2012

Core Initiative: AHW Budget Reconciliation

AHW will ensure that funds are monitored and reconciled.

Core Activity: Financial Responsibility

Ensure that funds are reviewed and reconciled.

Activity Target 1:

Reconcile DELPHI and REGIS monthly. Due September 30, 2012

Activity Target 2:

Conduct and submit a quarterly review of budget to the Joint Office Director. Due September 30, 2012

Core Measure: ATC Positions Workforce Plan

Maintain the air traffic controller workforce within 2%, above or below, the projected annual totals in the Air Traffic Controller Workforce Plan.

Core Initiative: ATC Workforce Plan

Implement the hiring, training, staffing analysis, and management recommendations of the Air Traffic Controller Workforce Plan to support FAA's safety mission and meet external stakeholder requirements. Update and report annually on agency progress.

Core Activity: ASH Support of ATC Workforce Plan

Initiate suitability and background investigations as required.

Activity Target 1:

Initiate background investigations on ATCS applicants 90% of the time within 10 working days of submission by applicant by E-QIP and other pertinent information. Due September 30, 2012

Core Measure: New Hires with Targeted Disabilities

Each FAA organization will track and report quarterly on actions taken in support of the Secretary of Transportation's fiscal year goal that 3 percent of all new hires are individuals with targeted (severe) disabilities.

Core Initiative: People with Targeted Disabilities Hires

Each FAA organization will track and report quarterly on actions taken in support of the Secretary of Transportation's fiscal year goal that 3 percent of all new hires are individuals with targeted (severe) disabilities.

Core Activity: People with Targeted Disabilities Hiring

Each FAA organization will track and report quarterly on actions taken in support of the Secretary of Transportation's fiscal year goal that 3 percent of all new hires are individuals with targeted (severe) disabilities.

Activity Target 1:

Track and report quarterly on actions taken in support of the Secretary of Transportation's fiscal year goal that 3 percent of all new hires are individuals with targeted (severe) disabilities. Due September 30, 2012

Activity Target 2:

ASH will work with ACR to develop a recruitment strategy plan to increase the candidate pool of people with targeted disabilities and will report quarterly to ACR on this effort. Due September 30, 2012

Core Measure: Cost Control

Organizations throughout the agency will continue to implement cost efficiency initiatives in FY 2012. The FY 2012 Target: 90 percent of targeted savings.

Core Initiative: Productivity and Financial Metrics

Each FAA organization will develop, track, and report quarterly on a comprehensive measure of its operating efficiency or financial performance. These measures will include: ATO cost per controlled flight, AIP grants administration, staff office overhead rates, grievance processing time, and cost per accounting transaction.

Core Activity: ASH Efficiency Measure: Completion of Inspection and Investigation Activities

ASH will report to ABA quarterly on the percentage of inspections and investigations completed within the required timeframes as identified by Regional

Workplans. These activities include hazmat inspections, facility inspections, communications security inspections and tracked investigations. FY 2012 Target: 90% completion of all tracked activities and an activity per agent ratio of 49.94

Activity Target 1:

Report FY 2011 4th quarter results to ABA for the completion of inspections and investigations. Due October 31, 2011

Activity Target 2:

Report FY 2012 1st quarter results to ABA for the completion of inspections and investigations. Due January 31, 2012

Activity Target 3:

Report FY 2012 2nd quarter results to ABA for the completion of inspections and investigations. Due April 30, 2012

Activity Target 4:

Report FY 2012 3rd quarter results to ABA for the completion of inspections and investigations. Due July 31, 2012

Activity Target 5:

Provide updated FY 2013 measure template for review and approval, allowing sufficient time to be included in the FY 2013 Business Plan. Due May 31, 2012

Core Measure: Unqualified Audit Opinion

Obtain an unqualified opinion on the agency's financial statements (Clean Audit with no material weakness) each fiscal year. FY 2012 Target: Unqualified audit opinion with no material weaknesses each fiscal year

Core Initiative: IT Audit Findings

Closeout prior year information technology Audit Findings not later than the second quarter of each fiscal year, and receive no significant deficiencies related to new IT Notices of Findings and Recommendations (NFRs).

Core Activity: ASH - IT Audit Findings

Correct High and Medium Vulnerabilities and receive no Significant Deficiencies related to new IT Notices of Findings and Recommendations (NFRs).

Activity Target 1:

Close out/complete corrective actions to prior year NFRs if any. Due March 31, 2012

Activity Target 2:

Conduct on a monthly basis internal audit/sampling of re-investigations to ensure initiations are generated 60 days prior to the 5-year anniversary of the closed date of the last investigation. Due September 30, 2012

Core Measure: Support Open Government Initiative

Support the Open Government Initiative to Streamline Service Delivery, Improve Customer Service (EO 13571), and leverage technology to increase productive collaboration with citizens, stakeholders and other government agencies by launching FAA.gov/mobile, including IdeaHub as a topic in at least two Town Hall or all-hands meetings, and using Twitter and Facebook to promote at least 3 FAA Safety related initiatives.

Core Initiative: Support Open Government Initiative

Support Open Government Initiative to make data available, improve on-line services and increase collaboration with citizens, stakeholders and government agencies by launching at least 2 data sets and/or social media sites to the public.

Core Activity: Support Open Government Initiative

Support the Open Government Initiative, the President's Executive Order on Customer Service and OMB's memo on Streamlining Service Delivery and Improving Customer Service in leveraging technology to make data available, improve web services efficiencies and increase collaboration with citizens, stakeholders and government agencies while reducing duplicative efforts.

Activity Target 1:

Update web strategy and action plans in writing to the FAA Web Manager and brief Web Council on the office plans. Due November 30, 2011

Activity Target 2:

Submit quarterly web progress reports to the FAA Web Manager on the first business day following the end of each fiscal quarter. Interim date: 12/31/2011; 03/31/2012; 06/30/2012 Due September 30, 2012

Activity Target 3:

Certify to the Administrator in writing that 95 percent or more of web pages comply with FAA web standards, policies, and requirements including those outlined in the FY-2012 Web

Strategy and Action Plan. Due September 30, 2012

to reduce FAA formal EEO complaints. Due September 30, 2012

Activity Target 4:

Based on guidelines submitted by AOC, create short description content for each owned 2nd-level web page at faa.gov. Due September 30, 2012

Activity Target 5:

Identify and submit to AOC Management at least 1 area of existing "evergreen" content, or timely content, that could be used in external or internal social media channel publication. Due September 30, 2012

Activity Target 6:

Identify and submit to AOC Management at least 1 area of existing "evergreen" content, or timely content, that could be used in external or internal social media channel publication. Due September 30, 2012

Activity Target 7:

All headquarters and regional web points of contact complete at least 2 sessions of web-related training during the fiscal year. Due September 30, 2012

Core Measure: Alternative Dispute Resolution (ADR) Engagement

ACR in coordination with LOB/SO, will ensure that 30% of all EEO pre-complaint cases engage in the ADR process to reduce the number of formal EEO complaints.

Core Initiative: Alternative Dispute Resolution (ADR) Engagement

ACR in coordination with LOB/SOs will ensure that 30% of all EEO pre-complaint cases engage in the ADR process as a means by which to reduce FAA formal EEO complaints.

Core Activity: Alternative Dispute Resolution (ADR) Engagement

ASH will ensure that 30% of EEO pre-complaint cases where employees agree to participate, engage in the ADR process as a means by which to reduce FAA formal EEO complaints.

Activity Target 1:

ASH will ensure that 30% of EEO pre-complaint cases where employees agree to participate, engage in the ADR process as a means by which