



# United States Secret Service

Fiscal Year 2010 Annual Report

U.S. Department of Homeland Security  
United States Secret Service

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***“Worthy of Trust and Confidence”***

## Message from the Director

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*“I am confident, after reviewing this report, you’ll agree that the Secret Service is a valuable national resource, vital to protecting our American way of life.”*

Director Mark Sullivan

On behalf of the more than 6,800 dedicated men and women of the United States Secret Service, I’m pleased to present our 2010 Annual Report. I am proud and honored to lead this elite team of professionals—special agents, uniformed officers, administrative, professional and technical specialists—who personify our motto “worthy of trust and confidence” every day.

In FY 2010, the Secret Service continued its tradition of excellence using leading edge techniques to accomplish our dual mission of protection and investigation.

World-renowned for the protection we provide our nation’s senior leaders, we safeguarded officials during 3,926 travel stops for domestic protectees and 2,492 travel stops for visiting foreign dignitaries.

At the 2010 Nuclear Security Summit, a designated National Special Security Event, held in Washington, D.C., on April 12-13, the Secret Service served as the lead agency for planning and implementing the security plan. Working with our many law enforcement, public safety and military partners, we provided protective details and appropriate security measures for the President, Vice President, 37 heads of state/government and their spouses. In addition, the Secret Service produced and administered nearly 23,000 security credentials in support of the summit.

In July, we celebrated a milestone—145 years of service to our nation and its people. After the Civil War, the Secret Service began as an agency charged with investigating counterfeit currency. Today, our investigative mission has evolved from enforcing counterfeiting laws that preserve the integrity of United States currency, coin and financial obligations, to include a wide range of financial and computer-based crimes.

In 2007, we expanded our Cyber Intelligence Unit to combat the rise in cybercrime. Working with our law enforcement partners, this section continues to successfully investigate and prosecute significant cybercrime cases targeting U.S. financial institution infrastructure.

As a result of an increasingly complex global security environment, Secret Service personnel are leading new advances in international cooperation. We signed a memorandum of understanding with the United Kingdom Serious Organized Crime Agency, creating an electronic crimes task force. This task force, based on the Secret Service’s highly successful domestic model, is located in London, England. It provides a forum through which U.S. and European law enforcement agencies, the private sector and academia can collaborate to investigate, suppress and prevent computer-related crimes. Our first European task force, based in Rome, Italy, was created in 2009.

As we look to the future, our protective and investigative expertise will continue to be in high demand. Financial crimes continue to rise and the 2012 presidential election is on the horizon. To meet these challenges, we have some of the best trained men and women in the world, many of whom put their lives on the line everyday—protecting our nation’s leaders and investigating financial crimes.

Working within the larger framework of the Department of Homeland Security, I am confident, after reviewing this report, you’ll agree that the Secret Service is a valuable national resource, vital to protecting our American way of life.

A handwritten signature in black ink that reads "Mark Sullivan". The signature is written in a cursive, slightly slanted style.

Mark Sullivan  
Director

THE UNITED STATES SECRET SERVICE  
*“Worthy of Trust and Confidence”*





# Contents

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<b>I.</b>	<b>U.S. Secret Service Defined</b> .....	<b>1</b>
	Secret Service Strategic Planning .....	3
	Strategic Objectives .....	3
<b>II.</b>	<b>FY 2010 Year In Review</b> .....	<b>7</b>
<b>III.</b>	<b>Protection</b> .....	<b>17</b>
	A Proud Tradition of Protection .....	19
	How Protection Works .....	20
	Summary of Protective Accomplishments .....	20
	National Special Security Events .....	20
	Other Special Events .....	21
	Protectee Foreign Travel .....	23
	Secret Service Sweeps 2010 Canine Olympics .....	24
<b>IV.</b>	<b>Investigations</b> .....	<b>25</b>
	The Investigative Mission in a Changing World .....	27
	Criminal Investigations: Counterfeiting .....	27
	Criminal Investigations: Financial Crimes .....	29
	Criminal Investigations: Cybercrimes .....	32
	International Programs Division .....	36
	Forensic & Investigative Support .....	37
	Information Sharing .....	40
	Liaison/Outreach .....	40
<b>V.</b>	<b>Technical Development &amp; Mission Support</b> .....	<b>41</b>
	Technical Development & Mission Support .....	43
	Chief Information Officer .....	43
	Information Resources Management Division .....	44
	Technical Security Division.....	44
<b>VI.</b>	<b>Strategic Intelligence &amp; Information</b> .....	<b>47</b>
	Protective Intelligence & Assessment Division .....	49
	National Threat Assessment Center .....	50
<b>VII.</b>	<b>Human Resources &amp; Training</b> .....	<b>51</b>
	James J. Rowley Training Center.....	53
	The Secret Service Training Mission in FY 2010 .....	54
	The Recruitment Program .....	57
	Recruitment Goals and Initiatives.....	58
	Target Recruitment Areas.....	58
	Military Recruitment Strategies .....	61
	Recruitment Related to Americans with Disabilities/Disabled Veterans .....	61
	A Longstanding Commitment to Diversity .....	63
	Glossary of Terms .....	65
	Acknowledgments.....	66

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Chapter 1

# U.S. SECRET SERVICE DEFINED

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# LEADERSHIP OF THE SECRET SERVICE



Director

MARK SULLIVAN



Chief of Staff

JULIA PIERSON



Deputy Director

KEITH PREWITT



Chief Counsel  
DONNA CAHILL



Assistant Director  
RICHARD ELIAS  
Strategic Intelligence  
& Information



Assistant Director  
KEITH HILL  
Human Resources  
and Training



Assistant Director  
GEORGE LUCZKO  
Professional  
Responsibility



Assistant Director  
MICHAEL MERRITT  
Administration



Assistant Director  
PAUL MORRISSEY  
Technical Development  
& Mission Support



Chief, Uniformed  
Division  
KEVIN SIMPSON



Assistant Director  
A.T. SMITH  
Investigations



Assistant Director  
MICKEY NELSON  
Government/  
Public Affairs



Assistant Director  
NICHOLAS TROTTA  
Protective Operations

## Secret Service Strategic Planning

### Mission

The mission of the United States Secret Service is to safeguard the nation's financial infrastructure and payment systems to preserve the integrity of the economy, and to protect national leaders, visiting heads of state and government, designated sites and National Special Security Events (NSSEs).

### Vision

Our vision is to uphold the tradition of excellence in our investigative and protective mission through a dedicated, highly-trained, diverse, partner-oriented workforce that employs progressive technology and promotes professionalism.

### Core Values

Each point of the Secret Service star represents one of the agency's five core values: justice, duty, courage, honesty and loyalty. These values, and the Secret Service motto "Worthy of Trust and Confidence," resonate with each man and woman who has sworn the oath to uphold them. To reinforce these values, Secret Service leaders and employees promote and measure personal accountability and program performance across the agency. By holding each person to the highest standards of personal and professional integrity, the Secret Service ensures the preservation of its core values, the fulfillment of its vision and success of its mission.

## Strategic Objectives

### Goal 1

Protect the nation's financial infrastructure by reducing losses due to counterfeit currency, financial and electronic crimes and identity theft.

### Goal 2

Protect national leaders, visiting heads of state and government, designated sites and NSSEs.

### Goal 3

Enhance the administrative, professional and technical infrastructure as well as the management systems and processes that sustain the investigative and protective mission.

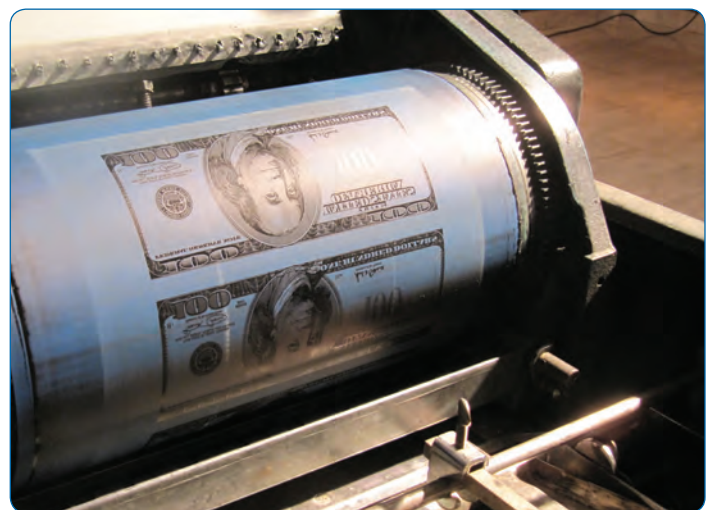






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# U.S. SECRET SERVICE OVERSEAS OFFICES



Australia: Sydney Resident Office  
Brazil: Brasilia Resident Office  
Bulgaria: Sophia Resident Office  
Canada: Montreal Domicile Office  
Canada: Ottawa Field Office District  
Canada: Toronto Resident Office

Canada: Vancouver Resident Office  
China: Hong Kong Resident Office  
Colombia: Bogotá Resident Office  
Estonia: Tallinn Resident Office  
France: INTERPOL (Lyon)  
France: Paris Field Office District

Germany: Frankfurt Resident Agency  
Italy: Rome Field Office District  
Jordan: Amman Resident Office  
Mexico: Mexico City Resident Office  
Netherlands: EUROPOL (The Hague)  
Romania: Bucharest Resident Office

Russia: Moscow Resident Office  
South Africa: Pretoria Resident Office  
Spain: Madrid Resident Office  
Thailand: Bangkok Resident Office  
United Kingdom: London Resident Office



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Chapter 2

FY 2010

# YEAR IN REVIEW

THE UNITED STATES SECRET SERVICE  
*“Worthy of Trust and Confidence”*





From October 2009 through September 2010, the Secret Service maintained and built upon its existing dual mission of protection and investigations in a number of ways. Following are some of the year's highlights:

## October 2009

### Visitor Disclosure Policy Enacted

The White House announced a new policy to voluntarily disclose White House visitor access records. Each month, records of visitors from the previous 90 to 120 days are made available online.

### IACP Annual Conference Held in Denver

Senior leaders from the Secret Service attended the International Association of Chiefs of Police annual conference in Denver, Colorado, October 3-7, 2009. The Secret Service participated in the Law Enforcement Education and Technology Exposition, highlighting programs from the Criminal Investigative Division, the Forensic Services Division and the Denver Field Office. The Dignitary Protective Division also participated, presenting a workshop in conjunction with the Washington, D.C., Metropolitan Police and the U.S. Capitol Police titled "The 2009 Presidential Inauguration: Major Event Considerations for the Law Enforcement Executive." Nearly 300 conference participants attended the workshop.

### Two New Electronic Crimes Task Forces

In October 2009, the Secret Service established two new Electronic Crimes Task Forces (ECTFs) – one in Kansas City and one in St. Louis – to combat high-tech computer-based crimes. The ECTFs are public-private partnerships between law enforcement agencies, the private sector and academia aimed at fighting high-tech computer-based crimes.



## November 2009

### New Joint Operations Center

The new Secret Service Joint Operations Center became operational on November 16, 2009. The facility provides state of the art communications and coordination support for protective operations for the President and security activities at the White House Complex.

### Interagency Financial Fraud Enforcement Task Force

On November 17, 2009, an executive order established the Interagency Financial Fraud Enforcement Task Force to combat mortgage fraud, cyber intrusions and other financial crimes. This task force combines the expertise of Secret Service investigators and domestic and international law enforcement to investigate and prosecute financial crimes.

## December 2009

### President Obama – Foreign Trip

President Obama visited Copenhagen, Denmark and Oslo, Norway.

### Secret Service Featured on National Geographic Channel

During FY 2010, the Secret Service's public affairs staff worked with National Geographic Channel to produce a four-part series on the agency's investigative mission. A film crew documented counterfeit investigations undertaken by the New York and Miami Field Offices and Bogota Resident Office in conjunction with the Colombia DAS law enforcement agency. The four-part series debuted in February 2011.



## January 2010

### National Special Security Event – 2010 State of the Union Address

The 2010 State of the Union Address was delivered by President Obama on January 27, 2010, to a joint session of Congress. Numerous Secret Service personnel were involved in advance activities; 19 steering committees were set up, 19 partner agencies were represented in the event's Multi-Agency Communications Center and Secret Service protectees attended.

### New White House Mail Screening Facility

On January 28, 2010, major construction of the new White House Mail Screening Facility was completed. In FY 2010, approximately 2.2 million pieces of mail (letters, flats and parcels), were received and screened. This facility uses state of the art and classified technologies to perform security screening for mail destined for the President, and the White House Complex.

## February 2010

### Vice President Biden Attends 2010 Winter Olympics

The Secret Service provided protective details and appropriate security measures for the Vice President and other protectees attending the 2010 Winter Olympics in Vancouver, British Columbia, Canada.

### New Electronic Crimes Task Force

In February 2010, the Secret Service established the Memphis ECTF to combat high-tech computer-based crimes. This brings to a total 29 domestic ECTFs for which the agency develops partnerships between law enforcement agencies, the private sector and academia to refresh and adapt investigative methodologies.

### Director Receives Dr. Martin Luther King, Jr. Award

On February 25, 2010, Secret Service Director Mark Sullivan (*see photo on bottom of adjacent page*) accepted, on behalf of the agency, the New Hampshire Cultural Diversity Awareness Council "Keeping the Dream Alive" award. The award recognizes the Secret Service's "significant contribution for improving ethnic diversity or civil rights in the spirit of Dr. Martin Luther King, Jr."



## March 2010

### Special Agent Julie Cross Posthumously Honored with Valor Award



On March 24, 2010, the Secret Service's Valor Award was posthumously awarded to Special Agent Julie Cross (*see brunette in foreground in archive photo above*). Agent Cross was killed in the line of duty while on an investigative assignment in Los Angeles on June 4, 1980. The presentation occurred during the Office of Equal Opportunity, Federal Women's

Special Emphasis Program's "Writing Women Back into History" forum in recognition of National Women's History Month. Department of Homeland Security Secretary Janet Napolitano and Secret Service Director Mark Sullivan were guest speakers.

Special Agent Cross was the 122nd recipient of the agency's highest and most sacred award, which honors Secret Service personnel who have demonstrated outstanding courage and voluntary risk of personal safety.

Special Agent Cross' brother, Peter, accepted the award on behalf of the Cross family. In his remarks, Mr. Cross shared that his sister, "was one of those rare individuals who seemed to be able to make a room a little brighter when she came into it. And it's heartening for us to know that thanks to all of you, Julie's light will continue to shine for many years to come."

## April 2010

### The Nuclear Security Summit

The 2010 Nuclear Security Summit held in Washington, D.C., on April 12-13, 2010, was designated a National Special Security Event. As such, the Secret Service served as the lead





agency for planning, coordinating, designing and implementing the security plan. In all, the Secret Service provided protective details and security measures for the President, Vice President, 37 heads of state/government and nine spouses who attended the summit. Also, the Secret Service's Dignitary Protective Division Credentialing Section processed nearly 23,000 security credentials in support of the summit.



### New \$100 Note Unveiled

On April 21, 2010, Treasury Secretary Timothy Geithner, Federal Reserve Chairman Ben Bernanke, Treasurer Rosie Rios and Secret Service Deputy Director Keith Prewitt unveiled the new \$100 Federal Reserve Note at the Treasury Department in Washington, D.C. New advances in digital and printing technology were used to stay ahead of counterfeiters.

### President Obama Visits Secret Service Training Center



Marine One with President Barack Obama aboard landed at the Secret Service's helipad site on April 30, 2010. After being welcomed by Director Mark Sullivan, Deputy Director Keith Prewitt and Assistant Director A.T. Smith of the Office of Human Resources and Training, President Obama received a complete overview of the Secret Service's training mission. During his tour of the James J. Rowley Training Center, the President witnessed multiple training exercises and viewed demonstrations on firearms, water safety, canine capabilities and the Secret Service's protective operations driving course.







### President Obama – Foreign Trip

President Barack Obama visited the Prague, Czech Republic and Krakow, Poland.

### First Lady Obama – Foreign Trip

First Lady Michelle Obama visited Port-au-Prince, Haiti (shown in picture below), and Mexico City, Mexico.



### May 2010

#### National Peace Officers' Memorial Service

On May 15, 2010, President Barack Obama, Attorney General Eric Holder and Secret Service Director Mark Sullivan (*see photo above*) honored fallen police officers at the 29th Annual National Peace Officers' Memorial Service on the West Lawn of the U.S. Capitol in Washington, D.C.

#### 2012 Political Convention Announcement

The Republican National Committee announced in May 2010, that the 2012 Republican National Convention will be held in Tampa, Florida. The Dignitary Protective Division provided general briefing materials to the Tampa Field Office for use in preliminary discussions with local law enforcement counterparts and began preliminary security planning activities for the event. Tampa field office Special Agent In Charge, John Joyce, immediately began preparations locally.

### June 2010

#### Operation Stolen Dreams

On June 17, 2010, a Department of Justice news conference announced the results of Operation Stolen Dreams, an

*“One of the top priorities for the Secret Service continues to be combating the computer related crimes perpetrated by domestic and internal criminals that target the U.S. financial infrastructure.”*

Mark Sullivan  
U.S. Secret Service Director  
February 4, 2010

intra-agency Financial Fraud Enforcement Task Force mortgage fraud sweep. This comprehensive effort involved 1,215 criminal defendants and an associated fraud loss totaling \$2.3 billion. Secret Service participation involved 22 offices, 44 investigations and produced 71 arrests and associated fraud losses exceeding \$153 million.

## U.S. Secret Service Pistol Match

In June 2010, the Firearms Operations Section at the Rowley Training Center hosted a pistol match (*see photo below*) for law enforcement and active duty military. This year’s match incorporated an innovative level of competition including moving and shooting, shooting from cover, shooting moving targets and judgmental target shooting. More than 140 competitors from a multitude of agencies participated from as far away as California. The match was conducted on several ranges with ten different stage set-ups.



## July 2010

### Secret Service Turns 145 Years Old

On July 5, 2010, the Secret Service celebrated 145 years service to the nation and its people. The agency was formed in

1865 to combat the widespread counterfeiting of U.S. currency, which, at the time, was threatening the financial infrastructure of the country. The Secret Service’s protective mission was mandated in 1901 after the assassination of President William McKinley. Over the years, the agency has evolved to meet the demands of emerging technologies and criminal behaviors. In 2003, the agency transitioned from its origins at the Department of the Treasury to the newly created Department of Homeland Security.

### Special Agent in Charge Conference held in Oklahoma City

In July 2010, Secret Service field office supervisors met at the Secret Service Cell Phone Forensic Facility at the University of Tulsa in Tulsa, Oklahoma. The facility supports on-going research critical to the agency’s protection and criminal investigation missions. Guest speakers included Director Mark Sullivan and assistant directors. Conference attendees also visited the Alfred P. Murrah Federal Building Memorial in Oklahoma City, where a terrorist attack on April 19, 1995, claimed 168 lives, including six Secret Service employees, and injured hundreds.

### Secret Service Collaborates on 2010 Verizon Data Breach Investigation Report

In July, the 2010 Verizon Data Breach Investigation Report was released, providing an expanded view of data breaches over the last six years. In a first-of-a-kind collaboration, the Secret Service contributed data to Verizon Business’s vast research effort and the resulting report and in-depth analysis incorporated data from 900-plus breaches involving more than 900 million compromised records. The agency builds partnerships between all levels of law enforcement, the private sector and academia in an effort to secure cyberspace. This partnership expands the collective understanding of breaches and continues to augment our advanced detection and prevention efforts.

## August 2010

### New Overseas Electronic Crimes Task Force

In August 2010, the Secret Service established its second overseas Electronic Crimes Task Force (ECTF) in London, England. The United Kingdom ECTF will provide a forum through which U.S. and European law enforcement agencies, the private sector and academia can collaborate to investigate, suppress and prevent computer-related crimes.

In July 2009, the Secret Service created the first European ECTF, based in Rome, Italy.







## Make-a-Wish Dream Comes True

A 14-year-old young man from Illinois made a wish and the Secret Service made it come true when he visited the agency's headquarters, the James J. Rowley Training Center (*see photo on previous page*) and the White House on August 4 and 5, 2010. He received a junior special agent badge and credentials and viewed demonstrations of criminal and forensic investigations, protective motorcade movements as well as canine and other training.

## International Credit Card Trafficker Arrested

Continuing its investigation into global credit card fraud rings, the Secret Service identified Vladislav Anatolievich Horohorin of Moscow, Russia, as an alleged co-founder of one of the most sophisticated carding forums, and the first and only fully-automated card information online vending sites.

According to the undercover investigation led by the Secret Service, Horohorin was one of the founders of CarderPlanet, one of several websites taken down in 2004 as part of the Secret Service's Operation Firewall investigation, and operated by cyber criminal organizations to traffic counterfeit credit cards and false identification information and documents. These websites not only shared information on how to commit fraud, but also provided a forum by which to purchase such information and tools.

On August 7, 2010, in Nice, France, Horohorin, known by the alias "BadB" was arrested by French authorities. Four days later, a federal indictment against Horohorin was unsealed in Washington, D.C., for access device fraud, aggravated identity theft and aiding and abetting.

## September 2010

### Seven Secret Service Employees Receive Director's Lifesaving Award

On September 9, 2010, the Secret Service recognized six uniformed division officers and one special agent at a lifesaving awards ceremony. Secret Service Director Mark Sullivan praised the courage of the honorees all of whom faced the threat of violence, injury and other crises.

### United Nations General Assembly

On September 23, 2010, the 65th United Nations General Assembly (UNGA) began in New York City, New York. In the days and weeks leading up to and after the opening of the UNGA, the Secret Service ensured the protection of foreign heads of state/government and their spouses while in the

United States. The Secret Service worked closely with its partners at the local, state and federal level – in particular, the New York Police Department, Port Authority Police Department, the United Nations Department of Safety and Security and the Department of State's Diplomatic Security Service, to design and implement appropriate security plans for the event.



### Uniformed Division Modernization Act of 2010

On September 30, 2010, Congress passed the Uniformed Division Modernization Act of 2010. The bill moves the governing authorities for Uniformed Division pay from the District of Columbia Code to Title 5 of the United States Code. This significant change enhances the ability of the Secret Service to recruit and retain Uniformed Division officers and recognizes the critical protective role they provide in ensuring the safety of the President, Vice President and their families.

The Secret Service has worked diligently with the Department of Homeland Security, the Office of Personnel Management, the Office of Management and Budget, and the United States Congress over the last few years to craft and pass this vital legislation. The bill was one of the final legislative actions addressed by the U.S. House of Representatives in FY 2010. The President signed the legislation on October 15, 2010.



Chapter 3

# PROTECTION

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THE UNITED STATES SECRET SERVICE  
*“Worthy of Trust and Confidence”*



## A Proud Tradition of Protection

**A**fter the assassination of President William McKinley in 1901, Congress directed the Secret Service to protect the President of the United States. In the last century, the number of Secret Service protectees and the scope of protective requirements have expanded in response to emerging threats.

Today, the Secret Service is authorized by law to protect:

- The President, the Vice President, (or other individuals next in order of succession to the Office of the President), the President-elect and Vice President-elect
- The immediate families of the above individuals
- Former Presidents and their spouses for their lifetimes, except when the spouse remarries (In 1997, Congressional legislation became effective limiting Secret Service protection to former Presidents, elected after 1997, and their spouses for a period of not more than 10 years from the date the former President leaves office)
- Children of former Presidents until age 16
- Visiting heads of foreign states or governments and their spouses traveling with them
- Other distinguished foreign visitors to the United States and official representatives of the United States performing special missions abroad, as directed by the President
- Major presidential and vice presidential candidates and their spouses within 120 days of a general presidential election
- Other individuals as designated by the President
- National Special Security Events (NSSEs)





## How Protection Works

The Secret Service is world-renowned for the physical protection it provides to the nation's highest elected leaders, visiting foreign dignitaries and other government officials. The protective environment is enhanced by the Special Operations Division's Airspace Security Branch, Counter Sniper Team, Emergency Response Team, Canine Explosive Detection Unit, Counter Assault Team, Counter Surveillance Unit, Hazardous Agent Mitigation and Medical Emergency Response Team and the Magnetometer Operations Unit.

To safeguard Secret Service protectees, the agency does not publicly discuss the specific types and methods of its security operations. In general, however, permanent protectees, such as the President and First Lady, have details of special agents permanently assigned to them. Temporary protectees, such as candidates and foreign dignitaries, are staffed with special agents on temporary assignment from Secret Service field offices and the Dignitary Protective Division. Most former Presidents are entitled to lifetime Secret Service protection.

## Summary of Protective Accomplishments

In FY 2010, the Secret Service:

- Met established protective performance measures by achieving a 100% success rate in safe arrivals and departures by Secret Service protectees
- Provided protection during 3,926 travel stops\* for domestic protectees and 2,492 travel stops for visiting foreign dignitaries
- Designed and implemented security plans for two NSSEs
- Provided credentialing and other security assistance during Super Bowl XLIV
- Coordinated protective measures for 1,167 visits of foreign heads of state/government and spouses to the U.S.
- Prepared security plans for the 65th United Nations General Assembly, including protective detail staffing plans for 125 heads of state/government and 51 spouses
- Screened approximately 2.2 million pieces of mail (letters, flats and parcels) at the White House Mail Screening Facility

- Provided protection for former Presidents and spouses for a combined total of 1,674 stops and 2,964 calendar days
- Completed construction on the new Joint Operations Center and the New White House Mail Screening Facility
- Developed new technologies to provide the latest security enhancements for the President and other protectees
- Conducted more than 2,500 magnetometer/X-ray operation assignments
- More than 1.3 million members of the public screened by magnetometers at Secret Service protective stops and events

\*Protective stops are defined as the entirety of a visit to one geographic location. For example, if the President visits three sites in Wichita, Kansas, the visit is only considered one stop, not three. As a result, the actual workload, within a geographical location, is typically far greater than these numbers reflect.

## National Special Security Events

The Secret Service is mandated to lead the planning, coordination and implementation of operational security plans at events of national significance designated by the Secretary of Homeland Security. The agency carries out its responsibilities by relying on a core strategy that leverages partnerships with all participating law enforcement, public safety, military and other organizations.

In FY 2010, the Secret Service secured two National Special Security Events (NSSEs) and initiated planning for a third event:

### State of the Union Address, U.S. Capitol, Washington, D.C.

January 27, 2010

- Protectees included:
  - President and Mrs. Obama
  - Vice President and Mrs. Biden
  - Secretary of Treasury Timothy Geithner
- Developed and executed a comprehensive security plan to protect attendees representing the executive, legislative and judicial branches of government



## The Nuclear Security Summit, Washington Convention Center, Washington, D.C.

*April 12-13, 2010*

- Provided protective details and security measures for the President, Vice President, 37 heads of state/government and nine spouses
- Produced and distributed nearly 23,000 security credentials
- Screened approximately 28,500 individuals for combined events
- Developed and coordinated a security plan for the Washington Convention Center and related Nuclear Security Summit venues

## Other Special Events

### Protection for Visiting Foreign Dignitaries

The Secret Service is mandated by law to provide protection for: visiting heads of state or government and their spouses traveling with them; other distinguished foreign visitors to the United States; and official representatives of the United States performing special missions abroad.

In FY 2010, the Secret Service:

- Coordinated protective measures for 1,167 visits of foreign heads of state/government and spouses to the U.S.
- Provided protection for foreign heads of state/heads of government and spouses for a combined total of 2,495 stops and 4,540 calendar days

### International Monetary Fund/World Bank Meetings in Washington, D.C.

*April 24-25, 2010*

The Secret Service participates in security planning for the International Monetary Fund (IMF)/World Bank meetings each spring and fall due to the IMF's status as a temporary foreign mission during the event.

In FY 2010, the Secret Service:

- Provided planning for the Fall IMF/World Bank meeting held in Washington, D.C., on October 9–11
- Provided protection for the Secretary of the Treasury and the Prime Minister of Cameroon who attended the spring meeting in Washington, D.C., April 24–25







## 65th United Nations General Assembly, New York City, New York

September 14 – October 1, 2010

- Staffed protective details for 125 foreign heads of state/heads of government and 51 spouses
- Developed and executed comprehensive security plans for the United Nations complex in conjunction with the New York Police Department and United Nations Department of Safety and Security

## Protectee Foreign Travel

In FY 2010, Secret Service protectees participated in more than 460 visits to various foreign locations. (Foreign locations do not include: Puerto Rico, Guam or the U.S. Virgin Islands).

In all, Secret Service foreign offices, which fall under the internal jurisdiction of the Office of Investigations, conducted protective security advances and other protection-related support for 482 overseas surveys.

### Highlights include:

#### Presidential Trips

- Copenhagen, Denmark (October 2009)
- Tokyo, Japan (November 2009)
- Singapore, Republic of Singapore (November 2009)
- Beijing, China (November 2009)
- Seoul, Korea (November 2009)
- Oslo, Norway (December 2009)
- Copenhagen, Denmark (December 2009)
- Kabul, Afghanistan (March 2010)
- Prague, Czech Republic (April 2010)
- Muskoka and Toronto, Canada (June 2010)

#### Vice Presidential Trips

- Warsaw, Poland (October 2009)
- Bucharest, Romania (October 2009)
- Prague, Czech Republic (October 2009)
- Baghdad, Iraq (January 2010)
- Jerusalem, Tel Aviv, Bethlehem and Ramallah, Israel (March 2010)
- Amman, Jordan (March 2010)
- Cairo, Egypt (March 2010)

*“The Secret Service’s dual mission to protect our national leaders, visiting heads of state and government, designated National Special Security Events, as well as to investigate crimes directed towards our nation’s banking and financial infrastructure is critical [to the American way of life].”*

Written Testimony of Director Mark Sullivan  
To the U.S. House of Representatives Homeland  
Security Appropriations Subcommittee  
March 18, 2010

Brussels, Belgium (May 2010)

- Madrid, Spain (May 2010)
- Sharm-El Sheik, Egypt (June 2010)
- Nairobi, Kenya (June 2010)
- Johannesburg, South Africa (June 2010)

#### Former President George W. Bush

- Port-Au-Prince, Haiti (March 2010)
- Cairo, Egypt (October 2010)
- Istanbul, Turkey (October 2010)

#### Former President Carter

- Hanoi, Vietnam (November 2009)  
(see photo on adjacent page)
- Pyongyang, North Korea (August 2010)

#### Former President Clinton

- Port-Au-Prince, Haiti (March 2010)
- Shanghai, China (April 2010)
- Seoul, South Korea (October 2010)

\*Protective stops are defined as the entirety of a visit to one geographic location. For example, if the President visits three sites in Wichita, Kansas, the visit is only considered one stop, not three. As a result, the actual workload within a geographical location is typically far greater than these numbers reflect.



## Secret Service Sweeps 2010 Canine Olympics

Three members of the Secret Service's Uniformed Division Emergency Response Team (ERT), and their canine partners scored top honors at the 2010 Canine Olympics held August 24-27, 2010, in Peru, Indiana. The Secret Service team competed in the patrol division, demonstrating skills in obedience, obstacle course, control, tracking, building and area searches and simulated hostile scenarios.

In all, 120 handlers and canines from around the country, representing police departments, the U.S. military and other government agencies, competed in three categories of competition: explosives detection, narcotics and patrol. The ERT officer-technicians and their canines dominated the competition capturing 18 of the 25 awards including overall team champion based on cumulative points earned by each team member in all events. The team also swept the overall individual categories, winning first, second and third place awards. The top three finishers by the Secret Service ERT was the first time in the 12-year history of the competition that an agency swept the category.





Chapter 4

# INVESTIGATIONS

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THE UNITED STATES SECRET SERVICE  
*“Worthy of Trust and Confidence”*





## The Investigative Mission in a Changing World

The Secret Service was established as a law enforcement agency in 1865 to investigate and prevent counterfeiting. Today the agency's primary investigative mission continues to be safeguarding the payment and financial systems of the United States. However, the mission has evolved from enforcing counterfeiting laws that preserve the integrity of United States currency, coin and financial obligations to include a wide range of financial and computer-based crimes.

To combat these crimes, the Secret Service has adopted a proactive approach that uses advanced technologies and capitalizes on the power of task force partnerships. Computer experts, forensic specialists, investigative experts and intelligence analysts provide rapid responses and critical information in support of financial analysis, infrastructure protection and criminal investigations.

## Criminal Investigations: Counterfeiting

The Secret Service is proud of its role and success in protecting the worldwide integrity of U.S. currency. In FY 2010, the Secret Service made 3,028 total domestic and foreign arrests for counterfeiting offenses and helped to remove more than \$261 million in counterfeit U.S. currency from circulation.

The agency continues to adapt to the trends in counterfeiting, which have been influenced in recent years by computer-based technologies. The widespread use of personal computers and advancements in digital printing technology have provided more individuals the opportunity to manufacture a passable counterfeit note with relative ease. Approximately 63 percent of the counterfeit currency passed domestically in FY 2010 was produced using digital printing means, compared with less than one percent in FY 1995.





The Secret Service's approach to protecting U.S. currency includes working jointly with domestic and international law enforcement partners, and conducting aggressive investigations that identify the source of the illicit production of counterfeit in order to minimize its collective economic impact.

## Project Colombia

Project Colombia is a continuation of the Secret Service's efforts to establish and support Vetted Anti-Counterfeiting Forces (VACF) in Colombia, one of the largest producers of counterfeit U.S. currency. Through training, strategy development and infrastructure improvements, the Secret Service assists Colombian authorities in targeting both small and large scale counterfeit organizations.

Since its inception in 2001, Project Colombia partners have seized approximately \$263 million in counterfeit U.S. currency, arrested nearly 700 suspects, suppressed more than 110 counterfeit printing plants and reduced by 72 percent (up six percent from FY 2008) the amount of Colombia-originated counterfeit U.S. currency passed within the United States.

On April 20, 2010, members of the VACF accompanied by agents from the Bogota Resident Office executed four simultaneous search warrants at previously identified private residences in Bogota, Colombia. The search warrants resulted in the arrests of four Colombian citizens and the seizure of the following counterfeit evidence: \$998,000 in \$100, \$50 and \$20 FRNs, negatives bearing the front image of a counterfeit \$100 FRN, ink jet printers, computers, guillotines, bottles of ink and specialized flat needles used to insert metallic threads into counterfeit Colombian pesos and euros. Also, seized from the residences were \$297,200 in counterfeit \$100 euros and more than \$19.5 million in counterfeit Colombian pesos.

On April 29, 2010, members of the VACF accompanied by agents from the Bogota Resident Office executed a search warrant at a target location, resulting in the arrest of four Colombian nationals and the suppression of an offset counterfeit plant. Collected evidence included: an offset printing



press, an industrial stamping machine, a typographic plate with images of a \$100 FRN and a typographic plate with images of the Benjamin Franklin watermark. Also, collected were plastic sheets bearing 150 images, each of the \$100 FRN security thread, plates bearing images each of assorted serial numbers, and a plate bearing images of the U.S. Treasury seal, etc. The total counterfeit U.S. currency seized was more than \$1.4 million.

On May 13, 2010, members of the VACF accompanied by agents from the Bogota Resident Office executed a search warrant at a target residence in Medellin, Colombia. The warrant resulted in the seizure of \$1.4 million in counterfeit \$100 FRNs, as well as plates bearing the front, back and water mark images of a counterfeit \$100 FRN, ink and an offset lithographic multi-link printing press. The residence was unoccupied at the time the search warrant was executed and no arrests have been made at this time.

On May 18, 2010, members of the VACF accompanied by Bogota Resident Office agents executed a search warrant, resulting in the arrest of two Colombian citizens and the suppression of an offset counterfeit plant. The search warrant uncovered \$1.9 million in counterfeit \$100 FRNs, a printing press, a stamping (press) machine, a cutting machine, plates, negatives, assorted inks, paper and other materials used in the production of counterfeit currency. In addition, \$2.9 million in counterfeit Venezuelan bolívares fuertes was seized, along with plates and negatives with images of bolívares fuertes.

## Peruvian Counterfeit Task Force

The alarming increase in Peruvian counterfeit activity, which was second only to the domestic passing activity of all digital notes combined in FY 2008, required the Secret Service to implement a plan to effectively and aggressively counter this growing trend.

The Peruvian Counterfeit Task Force (PCTF) was created in February 2009, in response to the marked increase in the domestic passing activity of the Peruvian note family.







Since its inception in March 2009, the PCTF successfully seized (domestically and overseas) \$26 million in counterfeit U.S. currency, assisted with the arrests of 20 Peruvian nationals and suppressed 20 significant counterfeit operations.

In June 2009, Miami special agents on the PCTF received information from an informant that a Secret Service Most Wanted suspect was located in Peru. The suspect was wanted by the Tampa Field Office for his role in an elaborate \$8 million mortgage fraud scheme. On October 1, 2009, Peruvian National Police (PNP), working with members of the PCTF, arrested the suspect for wire fraud and conspiracy.

In early November 2009, the PCTF, working with the PNP, developed information concerning the location of suspected counterfeiting at a house in the Lima suburb of San Juan de Lurigancho. Working with information supplied by a PCTF confidential informant, the PNP executed a search warrant resulting in the arrest of two Peruvian nationals and the seizure of uncut sheets of printed FRNs, negatives, security threads, stamps used to impress water marks and \$898,100 in counterfeit FRNs of several denominations.

On April 14, 2010, the PNP Anti-Drug Unit contacted PCTF agents about a departing passenger at Jorge Chavez International Airport in Lima, Peru, who was acting suspiciously. The passenger was detained and identified as a female with dual Canadian and Peruvian citizenship traveling to

Canada. Upon searching the detainee's luggage, agents discovered \$345,000 in counterfeit FRNs.

On July 2, 2010, PCTF agents, in conjunction with the PNP, coordinated an operation between a confidential informant and three Peruvian nationals attempting to sell \$3 million in counterfeit FRNs. All suspects in this case were arrested and \$981,000 in counterfeit FRNs was confiscated.

## Criminal Investigations: Financial Crimes

In addition to its original mandate of combating the counterfeiting of U.S. currency, the passage of federal laws in 1982 and 1984 gave the Secret Service primary authority for the investigation of access device fraud, including credit and debit card fraud, and parallel authority with other federal law enforcement agencies in identity crime cases. Since then, the Secret Service has also been given primary authority for the investigation of fraud as it relates to computers and concurrent jurisdiction with the U.S. Department of Justice (DOJ) regarding financial institution fraud. As a result, the Secret Service has evolved into an agency that is recognized worldwide for its investigative expertise and for its aggressive and innovative approach to the detection, investigation and prevention of financial crimes.

*“The U.S. Secret Service is proud to have participated in Operation Stolen Dreams, with our agents pursuing criminal investigations regarding mortgage fraud violations across the state and around the country, which have culminated in the successful federal indictments of numerous individuals.”*

Special Agent in Charge Michael Fithen  
Miami Field Office  
U.S. Secret Service  
June 17, 2010

## Financial Crimes Task Forces

Partnerships with state, local and other federal law enforcement agencies are critical to the success of the Secret Service’s dual mission. Financial crimes investigations in particular benefit from an established national network of Financial Crimes Task Forces (FCTFs), which combine the resources of the private sector and other law enforcement agencies in an organized effort to combat threats to our financial payment systems and critical infrastructures.

Currently, the Secret Service’s nationwide FCTFs, plus one in San Juan, Puerto Rico, total 38, with more than 900 members.

On December 16, 2009, a total of 17 suspects were indicted in Missouri on charges of wire fraud and money laundering. Springfield Resident Office agents assigned to the Springfield Financial Crimes Task Force determined the suspects bought and sold residential real estate properties among themselves for increasingly inflated values. The suspects also recruited “investors/straw buyers” and provided funds for down payments as well as to make monthly payments on the properties. After closing, the suspects provided “kickback” funds to buyers for repairs and improvements to the properties. Of the 70 properties identified, Springfield agents focused on 26 properties with an approximate loss of more than \$10.9 million.

## Mortgage Fraud Initiatives

For more than 15 years, the Secret Service has been investigating mortgage fraud and currently participates in 36 mortgage fraud task forces. From FY 2009 to FY 2010, the agency aggressively pursued mortgage fraud investigations resulting in an increase in arrests from 226 to 322. The FY 2010 cases account for more than \$135 million in losses to financial institutions. Annually mortgage fraud losses are estimated between \$4 and \$6 billion.

The Mortgage Fraud Section of the Criminal Investigative Division (CID) supports the field offices’ mortgage fraud investigations. This section provides liaison with Housing and Urban Development, DOJ, Department of the Treasury and Financial Institutions in case development and coordination. It also serves as the conduit between the Secret Service and the Attorney General’s Financial Fraud Enforcement Task Force (FFETF) Mortgage Fraud Working Group, which encompasses criminal and civil enforcement, community outreach and policy development. This section regularly briefs Secret Service employees, financial institutions and members of the law enforcement community concerning mortgage fraud trends and schemes.

## Operation Stolen Dreams

From March 1 to June 18, 2010, the FFETF Mortgage Fraud Working Group organized a national mortgage fraud sweep called “Operation Stolen Dreams.” The sweep consisted of the combined criminal and civil efforts of the DOJ and multiple federal, state and local law enforcement agencies. The goal of the operation was to highlight investigative efforts to combat mortgage fraud.

On June 17, 2010, U.S. Attorney for the Southern District of Texas Jose Angel Moreno conducted a news conference acknowledging the operation, the participants and the results. He highlighted the significant threat posed by mortgage fraud to the nation’s financial system, the ongoing law enforcement response, the impact to the community and the outreach efforts of the working group and the U.S. Attorneys’ assistance to the victims of these frauds.

Operation Stolen Dreams resulted in the arrests of 485 individuals and involves 1,215 criminal defendants. Losses associated with the fraud total \$2.3 billion. CID coordinated the combined investigative efforts of 22 Secret Service offices nationwide, resulting in 44 investigations that produced 71 arrests and involved losses exceeding \$153 million.



# FINANCIAL CRIMES TASK FORCE LOCATIONS



- |                      |                       |                       |
|----------------------|-----------------------|-----------------------|
| 1. Albuquerque, NM   | 14. Jacksonville, FL  | 27. Omaha, NE         |
| 2. Atlanta, GA       | 15. Kansas City, MO   | 28. Orlando, FL       |
| 3. Austin, TX        | 16. Las Vegas, NV     | 29. Riverside, CA     |
| 4. Baltimore, MD     | 17. Little Rock, AR   | 30. San Antonio, TX   |
| 5. Baton Rouge, LA   | 18. Los Angeles, CA   | 31. San Diego, CA     |
| 6. Charlotte, NC     | 19. Memphis, TN       | 32. San Francisco, CA |
| 7. Chicago, IL       | 20. Minneapolis, MN   | 33. Springfield, MO   |
| 8. Cleveland, OH     | 21. Miami, FL         | 34. St. Louis, MO     |
| 9. Dallas, TX        | 22. New Haven, CT     | 35. Tampa, FL         |
| 10. Detroit, MI      | 23. Newark, NJ        | 36. Tulsa, OK         |
| 11. Ft. Myers, FL    | 24. New Orleans, LA   | 37. Washington, DC    |
| 12. Houston, TX      | 25. Norfolk, VA       | 38. San Juan, PR      |
| 13. Indianapolis, IN | 26. Oklahoma City, OK |                       |

*“The Secret Service believes that building trusted partnerships between all levels of law enforcement is the right model for facing the challenges of securing cyberspace. We believe that partnerships at the international level are essential in combating the ever-changing landscape of cybercrimes.”*

Mark Sullivan  
U.S. Secret Service Director  
August 9, 2010

- Further, collaborating through our established network of 39 FCTFs to combine the resources of the private sector and other law enforcement agencies to combat threats
- Identifying and locating international cyber criminals involved in cyber intrusions, identity theft, credit card fraud, bank fraud and other computer-related crimes through the analysis provided by our Cyber Intelligence Section (CIS)
- Providing state and local law enforcement partners with computer-based training, tools and equipment to enhance their investigative skills through the National Computer Forensics Institute (NCFI)
- Developing a robust Critical Systems Protection (CSP) program
- Collaborating with Carnegie Mellon University to establish the Secret Service Computer Emergency Response Team (CERT)
- Maximizing partnerships with international law enforcement counterparts through our overseas field offices

## Criminal Investigations: Cybercrimes

The investigative mission of the Secret Service has evolved to keep pace with the combination of the information revolution and rapid globalization. The combination of advanced technology and the Internet has created a transnational cybercriminal and the Secret Service has observed a marked increase in the quantity, quality and complexity of cybercrime cases targeting U.S. financial institutions and critical infrastructure. Criminal trends show an increased use of phishing emails, account takeovers, malicious software, hacking attacks and network intrusions resulting in significant data breaches. These crimes are transnational in nature and are intertwined with the illicit use of computers.

To protect the nation’s critical financial infrastructure from cyber and financial criminals, the Secret Service has adopted a multipronged approach to aggressively address this issue.

Specifically, the Secret Service has successfully dismantled some of the largest known cybercriminal organizations by:

- Providing special agents enhanced computer-based training through our Electronic Crimes Special Agent Program (ECSAP)
- Collaborating through our established network of 31 Electronic Crimes Task Forces (ECTFs) to combine the resources of academia, the private sector and local, state and federal law enforcement agencies to combat computer-based threats

In FY 2010, the Secret Service continued to operate the CIS within the CID to combat the rise in cybercrime. The CIS serves a critical investigative support function for the collection of data generated through Secret Service cybercrime investigations, open source Internet content and a variety of information obtained through financial and private industry partnerships as it relates to hacking, identity theft, credit card fraud, bank fraud and computer related crimes. The information and coordination provided by CIS is a crucial element to successfully investigate, prosecute and dismantle international and domestic criminal organizations.

## Network Attack on Automatic Teller Machines

On October 13, 2009, officials with a financial institution contacted the Charlotte Field Office and reported a network attack on their automated teller machines (ATMs) which allowed someone to drive up to infected ATMs, insert any unauthorized or invalid card and use a specific key pad sequence to dispense cash from the ATM. The suspect concealed his/her identity from the ATM camera with a screen. Charlotte investigators learned the malicious files were sent on several occasions between March and October 2009. The infected ATMs were located in the southeast region of the U.S. and more than \$304,000 was missing.

The agents worked closely with the financial institution officials to identify a developer/ATM coder who was suspected of accessing another employee’s computer and sending the



malicious code. The agents reviewed rental car records and found the suspect rented vehicles matching the description of vehicles used when the suspect obtained currency from the infected ATMs. The suspect was interviewed and admitted his role as the sole person responsible for creating and disseminating the code causing the ATMs to dispense cash using a card with a damaged magnetic strip and a key pad sequence. On April 13, 2010, the suspect plead guilty to computer fraud in U.S. District Court in the Western District of North Carolina. He was later sentenced to 27 months incarceration followed by two years of supervised release and ordered to pay more than \$419,000 in restitution.

## International Credit Card Trafficker Arrested

Since April 2009, agents with the CID/CIS have conducted an undercover cyber-based investigation involving a suspect who is among the top tier of cybercriminals involved in the international trafficking of stolen credit card track data.

Through their investigation, CID/CIS agents identified one of the co-founders of the original carding forum, CarderPlanet. The network, created by the CarderPlanet founders, remains the most sophisticated organization of online financial criminals in the world and is continuously linked to nearly every major intrusion of financial information reported to the international law enforcement community. It is estimated that the suspect has operated at this level of sophistication for the past eight years.

In addition, the suspect operated the first and only fully-automated credit card dumps vending website. This website utilizes shopping cart technology, which allows customers to select specific types of credit card accounts, to include the countries, banks and types of credit card accounts they wish to purchase. Through this website, customers can pay for and receive stolen credit card track data with no human interaction. Using multiple investigative techniques and resources including search

warrants, subpoenas and undercover operations, the suspect was also identified in separate investigations in the Secret Service's Miami, Baltimore, New York and San Diego Field Offices. Agents also discovered more than \$850,000 in wire transfers, over the past several years, from the suspect to locations all over the world. Some of the wire transfers have been linked to known dump purchases.

On August 7, French officials, aided by the Paris Field Office, arrested Vladislav Anatolieviech Horohornin in France. Agents from CID/CIS with prosecutorial assistance by the U.S. Attorney's Office in Washington, D.C., indicted the suspect for violations including identity theft, access device fraud, and aiding and abetting. This case is ongoing pending the defendant's extradition to the United States.

## Electronic Crimes Task Force

Based on the overwhelming success of the New York ECTF, established in 1995, the USA PATRIOT Act mandated that the Secret Service establish a nationwide network of task forces to "prevent, detect and investigate various forms of electronic crimes, including potential terrorist attacks against critical infrastructure and financial payment systems."

Today, the Secret Service's 31 ECTFs leverage combined resources of academia, the private sector, and local, state and federal law enforcement to identify and address potential cyber vulnerabilities before the criminal element exploits them. This proactive approach has successfully prevented cyber attacks that otherwise would have resulted in large-scale financial losses to U.S. based companies or disruptions of critical infrastructure.

In August 2010, the Secret Service established a second European ECTF in London, England. The London ECTF partners with the Serious Organized Crime Agency to provide a forum, through which U.S. and European law enforcement agencies, the private sector and academia can collaborate to investigate, suppress and prevent computer-related crimes. The Rome ECTF was established in July 2009.

## Unlicensed Money Transfer Business Busted

In June 2010, an individual, who was interviewed in a similar case previously investigated by the Seattle ECTF, advised he received a second check for betting winnings on the Pokerstars.com website. The check was drawn on an account in the name of Arrow Checks, Inc. Additional accounts were located that supported similar activity. Since January 2010, these accounts received at least \$20 million in wire transfers and processed more than 20,000 checks to individuals located throughout the U.S.



*“Today, cybercriminals are operating in nearly every civilized nation in the world, exposing Americans’ personal information, either stored or transmitted, to substantial risk... The Secret Service is working closely with our private-sector partners to educate Americans about the threats of cybercriminals. With the help of our Electronic Crimes Task Force partners, we are studying technologies and trends to prevent and mitigate attacks against critical financial infrastructure.”*

A. T. Smith  
Assistant Director for Investigations  
U.S. Secret Service

Seattle ECTF members located several check recipients within Washington state. When interviewed, each recipient stated the checks were proceeds from online wagering. Record searches indicated that while Arrow Checks, Inc., was licensed as a business in several states, the company was not licensed as a money transmitter in those states or with the U.S. Department of the Treasury.

On July 19, 2010, Seattle ECTF members executed seizure warrants on the company’s bank accounts based on violations of Title 18, United States Code, Section 1960 (unlicensed money transfer businesses). To date, approximately \$5.1 million has been seized.

### Electronic Crimes Special Agent Program

The Electronic Crimes Special Agent Program (ECSAP) was established to provide Secret Service special agents with basic and advanced computer forensic training. ECSAP agents are trained to conduct computer forensic examinations on electronic evidence obtained from computers, personal data assistants, electronic organizers, telecommunication devices and other forms of electronic media. This program is compro-

mised of more than 1,300 special agents, deployed in nearly 100 offices throughout the world.

In FY 2010, the Secret Service’s ECSAP agents and state and local ECTF officers conducted more than 7,900 computer forensic examinations. ECSAP will continue to train and provide equipment to agents in anticipation of the growing threat of cyber-crime and the increased use of electronic devices in criminal activity.

By the end of FY 2011, the Secret Service projects approximately 1,624 active agents will be trained by the ECSAP.

Level I (BICEP)	1,264 Special Agents
Level II (ECSAP-Network Intrusions)	174 Special Agents
Level III (ECSAP- Computer Forensics)	186 Special Agents
<b>Total Active</b>	<b>1,624 Special Agents</b>

### National Computer Forensics Institute

The National Computer Forensics Institute (NCFI) initiative is the result of a partnership between the Secret Service, DHS and the State of Alabama. The goal of this facility is to provide a national standard of training for a variety of electronic crimes investigations.

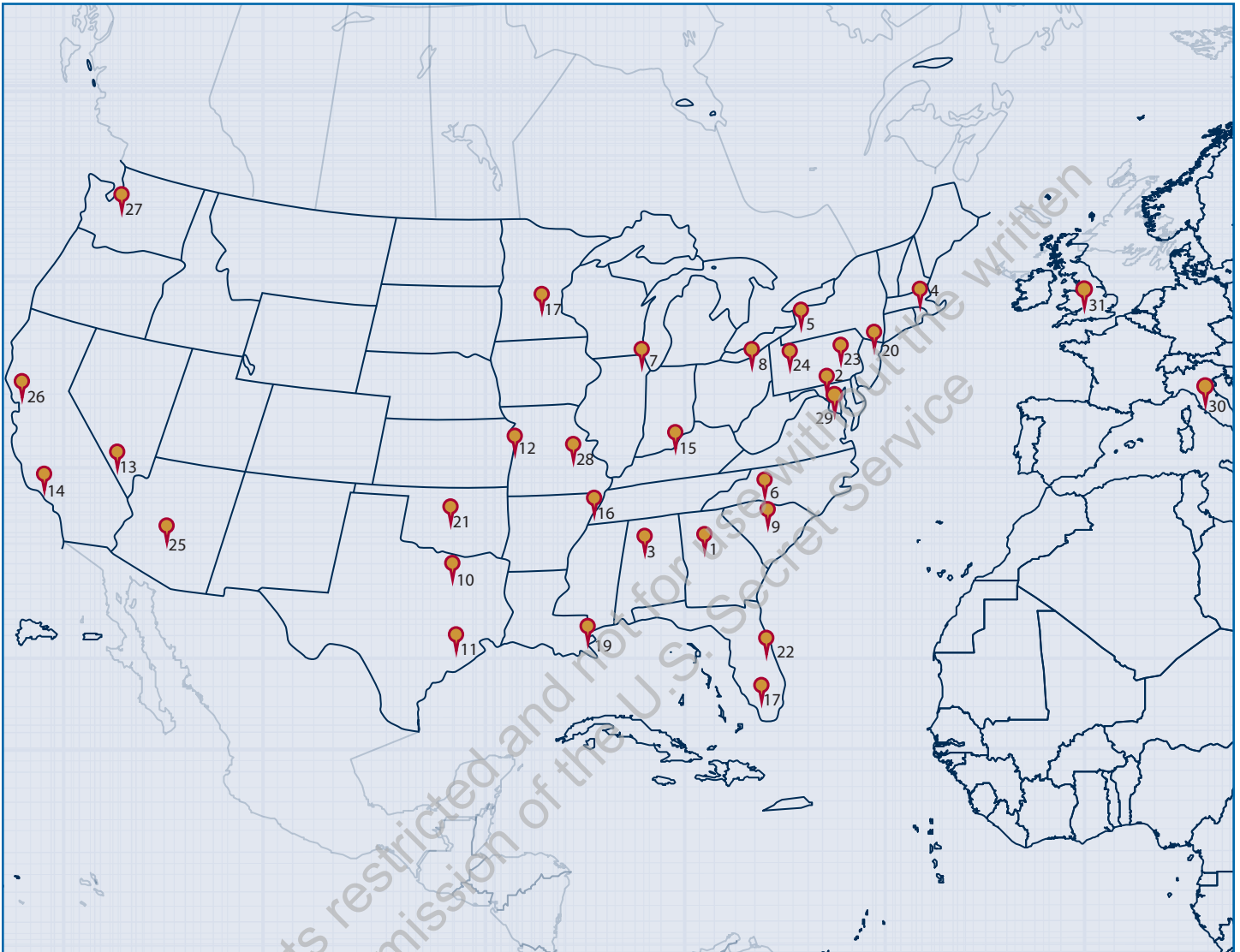
The training facility builds upon the success of the Secret Service’s ECSAP. The institute offers state and local law enforcement officers the training necessary to conduct computer forensic examinations, respond to network intrusion incidents and conduct basic electronic crimes investigations. It also serves as a force multiplier, providing the Secret Service with a support team of highly trained state and local officers who are equipped to investigate the continually evolving arena of electronic crimes.



In FY 2010, NCFI conducted 16 courses for 368 trainees. This initiative was funded by DHS at a cost of \$4 million. Personnel from all 50 states have attended courses at NCFI.



# ELECTRONIC CRIMES TASK FORCE LOCATIONS



- |                   |                         |                       |
|-------------------|-------------------------|-----------------------|
| 1. Atlanta, GA    | 12. Kansas City, MO     | 23. Philadelphia, PA  |
| 2. Baltimore, MD  | 13. Las Vegas, NV       | 24. Pittsburgh, PA    |
| 3. Birmingham, AL | 14. Los Angeles, CA     | 25. Phoenix, AZ       |
| 4. Boston, MA     | 15. Louisville, KY      | 26. San Francisco, CA |
| 5. Buffalo, NY    | 16. Memphis, TN         | 27. Seattle, WA       |
| 6. Charlotte, NC  | 17. Miami, FL           | 28. St. Louis, MO     |
| 7. Chicago, IL    | 18. Minneapolis, MN     | 29. Washington, DC    |
| 8. Cleveland, OH  | 19. New Orleans, LA     | 30. Rome, Italy       |
| 9. Columbia, SC   | 20. New York/New Jersey | 31. London, England   |
| 10. Dallas, TX    | 21. Oklahoma City, OK   |                       |
| 11. Houston, TX   | 22. Orlando, FL         |                       |



### University of Tulsa Initiative

Due to the widespread use of cell phones and global positioning system units in modern society, many crimes involve a mobile communication device as an “evidence container.” Digital evidence, recovered from a mobile communication device, is critical to both the protection and the criminal investigation components of the Secret Service mission.

The Cell Phone Forensic Laboratory at the University of Tulsa researches new devices, operating systems and cell phone technologies. The facility develops techniques, tools and training to support the Secret Service and the U.S. law enforcement community.

Since the doors opened in July 2008, the facility has hosted nine basic and advanced training classes. The classes are comprised of approximately 50 students trained in a two-week basic class and another 80 students trained in a one-week advanced class.

In addition to training, students are equipped with all of the hardware and software to complete forensic examinations on mobile devices. Other agencies benefiting from the training are Internal Revenue Service, Immigration and Customs Enforcement and several state and local departments.

To date, graduates of the Secret Service cell phone training program have completed more than 5,000 mobile device examinations. Of these, more than 100 sophisticated cell phone

forensic examinations, which require investigators to develop special processes to abstract the data have been completed.

### Critical Systems Protection

The Critical Systems Protection (CSP) methodology recognizes the interaction between the physical and cyber environments. When applied to real-world situations, it provides a clear picture of potential impacts on physical security as a result of cyber activity.

This initiative includes a systematic audit and technical assessment of critical infrastructure and/or utilities that support a protective visit, event or venue. CSP assessments seek to identify and assess which computer networks, process-control systems or remotely-controlled devices could, if compromised, impact an operational security plan. The result is situational awareness of the overall cybersecurity environment. In November 2010, CSP began fully supporting all domestic presidential protective functions and National Special Security Events (NSSEs)..

### International Programs Division

The International Programs Division (IPD) is responsible for providing administrative support, procedures and guidelines to the Secret Service’s foreign field offices. IPD manages and approves foreign office spending and annual budget



submissions, and is the central liaison point between those offices and the Office of Investigations, other headquarter divisions and the Department of State. IPD also serves as central liaison point for all international training, sponsored by the Department of State, and coordinates Secret Service support of the International Law Enforcement Academies (ILEA) and other bilateral training programs.

## Overseas Staffing of the Secret Service

The Secret Service currently has 23 foreign offices. There are plans which call for an increase in personnel at offices in Ottawa, Canada, The Hague Netherlands, London, England, and Madrid, Spain. Recently, the Secret Service opened a new office in Tallinn, Estonia, and plans are underway for a Lima, Peru, Resident Office.

## Significant Overseas Investigative Trends and Challenges

The Secret Service has seen an increase in cyber-related criminal activity involving Eurasian hacking groups targeting United States citizens and financial institutions.

Many of the sites which used illicitly obtained credit card data are controlled by subjects in Eastern Europe. These sites openly advertise stolen credit card information, compromised bank accounts, hacking and malware services, counterfeit identity documents and other items for sale. While end users of the stolen data are located around the world, the principal subjects responsible for the theft and reselling of the data are located in Eastern Europe.

The Secret Service has seen an increase in transnational criminal groups in South America, specifically Peru, which targets U.S. banking and other related financial interests.

Laws and jurisprudence in foreign countries differ dramatically from those in the United States, making prosecution more challenging.

## Summary of Foreign Office Accomplishments

In FY 2010, the Secret Service foreign offices:

- Closed 225 counterfeit investigations
- Assisted our foreign counterparts with the arrests of 284 suspects and the seizure of nearly \$241 million in counterfeit currency
- Assisted with the arrests of 520 suspects involved in some form of financial or electronic crimes

## The International Law Enforcement Academy

The Secret Service maintains an ongoing, robust relationship with the International Law Enforcement Academy (ILEA), which has locations in Budapest, Hungary, Bangkok, Thailand, San Salvador, El Salvador, and Gabarone, Botswana. The Secret Service's work with ILEA provides a critical opportunity to forge new relationships with international law enforcement partners and share expertise. Providing the Basic Investigation of Computers and Electronic Crimes Program (BICEP) training to foreign law enforcement partners has proven beneficial as it allows the Secret Service to expand its investigative footprint in countries where cybercrime is proliferating at an alarming rate.

In FY 2010, the Secret Service, in conjunction with ILEA, trained 875 foreign police officers from 75 countries in BICEP, counterfeit investigations, financial crimes and identity theft.

## Forensic & Investigative Support

The Forensic Services Division (FSD) is home to an advanced forensic laboratory, which includes the world's largest ink library. FSD maintains the largest known forensic collection of writing inks in the world, which contains nearly 10,000 samples. The database originated in the late 1960s, and the Secret Service has been the central repository for it since 1988. Secret Service forensic analysts examine evidence, develop investigative leads and provide expert courtroom testimony. Forensic examiners analyze questioned documents, fingerprints, false identification documents, credit cards and other related forensic science areas. Specialists in the Visual Information Branch coordinate both the creative and forensic photographic, graphic and multimedia support for the Secret Service. Special agents and uniformed division officers make up the Polygraph Branch. Many of the technologies and techniques utilized by examiners and specialists are exclusive to the Secret Service.



## Forensic Services Division

### *Minneapolis Field Office Case*

On April 15, 2010, FSD received a DVD from the Minneapolis Field Office on behalf of the Sherburne County Minnesota Sheriff's Office. The DVD contained the results of a recovery examination, including a corrupt deleted video file recovered from a cell phone in an assault case. An imaging and audio specialist examined the file and identified that the recovered file contained data from three different original files. FSD recovered an image of a child, a partial video of an altercation and a partial MP3 file of music. The rescued files led to the arrest of two suspects.

In another case, FSD received an envelope that was addressed to the publisher of a local newspaper. The envelope contained a letter, consisting of letters and numbers that were taped onto the paper. An adhesive remover was used to separate the tape from the paper, enabling the adhesive side of the tape to be processed for fingerprints. This process developed nine latent fingerprints, one of which resulted in the identification of a suspect. Two additional identifications to the suspect were subsequently made.

### *Forensic Information System for Handwriting – Australia*

FSD has cooperated with the Australian Federal Police by sharing a newly revised version of the Secret Service's handwriting analysis program, called FISH 2005. This system is consistent with the application that is routinely used in FSD. FISH uses specific and unique advanced technology to evaluate and note individual handwriting characteristics which can then be compared to existing handwriting. This exchange will encourage continued liaison between all users of this technology through a working group facilitated by FSD to evaluate and refine the application through research and future initiatives.

### *Operation Safe Kids*

In FY 2010, the Secret Service held 65 Operation Safe Kids events and fingerprinted more than 10,000 children. The agency established the Operation Safe Kids program to promote the safety of children by providing parents with a document containing biographical data, a current photograph and digitized, inkless fingerprints. The document is given to the parent for safekeeping and is a vital tool if a child is missing

As part of the 1994 Crime Bill, Congress mandated the U.S. Secret Service provide forensic/technical assistance in matters involving missing and exploited children. The Secret Service offers this assistance to federal, state and local law enforcement agencies and the National Center for Missing and

Exploited Children. In 2003, the "Amber Alert Bill" gave full authorization to the U.S. Secret Service in this area.

Since the program's inception in 1997, the Secret Service has hosted 670 Operations Safe Kids events nationwide, providing parents with identification documents for 98,000 children.

## Investigative Support Division

The Criminal Research Specialist (CRS) program was established to enhance the investigative needs of the Secret Service and provide continuity to criminal investigations.

CRSs provide vital support to the investigative mission, and are trained in various methods of analysis to include financial, link, event flow, and geospatial and telephone analysis. CRSs perform independent research on Secret Service core violations consisting of mortgage fraud, cybercrimes, bank fraud, money laundering, identity theft, wire fraud and counterfeiting. They also provide assistance in the execution of search warrants, testify in court proceedings and serve as the resident expert on site for asset forfeiture.

The CRS program provides analytical support to approximately 300 criminal investigations on a monthly basis. As a result, assets in excess of \$148 million have been seized in FY 2010. CRS's have provided full-time analytical support to major undercover operations such as Operation Starburst, Operation Pagode, Operation Silver Surfer, Lord Kaisersose, Operation Desert Dragon, Operation Highway, Operation Evolution Marketing and Operation Valentine Buster.

In FY 2010, the Investigative Support Division (ISD) assigned one CRS to the Organized Crime Drug Enforcement Task Force Fusion Center to provide analytical support. The center is staffed by agents and analysts detailed from nine participating agencies. They collect and disseminate all available source intelligence on international crime, conduct analysis of all source intelligence to provide actionable leads for the field and develop analytical products utilizing information from interagency databases to provide support to major investigations.

In FY 2010, ISD assigned two CRSs to the Criminal Investigative Division to provide analytical support for cybercrime and major counterfeit investigations. These assignments have proved extremely beneficial to the Secret Service investigative mission. Additionally, ISD received an additional CRS for the Asset Forfeiture Division. The CRS will provide both in-office and on-site technical assistance to special agents and support staff relating to identifying and locating assets to be seized.







### Dignitary Protection Seminars

In furthering the understanding of the agency's dual mission, the Secret Service sponsored nine Dignitary Protection Seminars in Washington, D.C., for more than 216 senior state and local police officials, U.S. and district attorneys and foreign law enforcement counterparts in FY 2010. These seminars bring together command-level law enforcement personnel from throughout the U.S. for instruction from Secret Service personnel and area experts. Seminar participants observe and participate in exercises that demonstrate the concepts used by the Secret Service to fulfill its investigative and protective missions, and some of the techniques used to put those concepts into operation.

## Information Sharing

The Secret Service has a longstanding history of sharing information and developing trusted partnerships. This is a result of our dual protective and investigative missions. Even in U.S. cities, where there is not a Secret Service office, the agency has previously established partnerships based upon past protective visits.

### eInformation Network

In FY 2010, the Secret Service reached a total of more than 50,000 qualified users on its eInformation Network. The agency's network is available, at no cost, to authorized law enforcement officers, financial institution investigators, academic partners and commercial partners of the Secret Service.



This internet site, maintained by the agency, acts as a communications toolbox. For example, the U.S. Dollars component is designed specifically for law enforcement officers, financial institutions tellers or fraud investigators and selected commercial institution fraud investigators that handle U.S. currency.

The site contains three tools:

- The eLibrary, a unique collection of resource databases which allows authorized users from throughout the law enforcement community to obtain information on a range of sensitive topics including counterfeit corporate checks, credit card issuing bank information and recovered skimming devices
- An Electronic Crimes Task Force component that serves as an efficient, secure web-based collection of best practices, vulnerability guides, National Infrastructure Protection Center advisories and a subject-specific issue library.
- The U.S. Dollars Counterfeit Note Search, a site that provides the user with the ability to conduct a search of the Secret Service counterfeit note database

## Liaison/Outreach

The Secret Service has maintained a longstanding practice of assigning agents to full-time positions with other government agencies as a means of sharing information about emerging trends, vulnerabilities and other criminal intelligence.

In FY 2010, the agency maintained a full-time presence at the Department of the Treasury; Financial Crimes Enforcement Network; National Cyber Investigative Joint Task Force; United States-Computer Emergency Readiness Team (US-CERT); the Homeland Security Council; DHS National Cyber Security Division; DHS Office of Infrastructure Protection, Protective Security Coordination Division, Protective Security Advisor Field Operation Branch; and international law enforcement organizations including Interpol and Europol.

Additionally, the Secret Service is integrated with every Joint Terrorism Task Force through field offices across the country.



A photograph of two men in dark suits and blue ties working on a traffic light pole. They are standing on a city street with tall buildings in the background. One man is holding a black bag or piece of equipment, while the other is adjusting something on the pole. A police car is partially visible on the right. The image has a blue tint and a watermark.

Chapter 5

# TECHNICAL DEVELOPMENT & MISSION SUPPORT

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## Technical Development & Mission Support

The Office of Technical Development and Mission Support (TEC) actively participates in the protective and investigative missions of the Secret Service. It is comprised of the Chief Information Officer Office, the Information Resources Management Division (IRM) and the Technical Security Division (TSD). TEC is staffed by special agents and professional and technical personnel, who provide the protective countermeasures and information technology (IT) expertise for the Secret Service.

### Chief Information Officer

The primary role of the Chief Information Officer (CIO) is to serve as the Secret Service senior information technology (IT) executive. In this capacity the CIO provides overarching strategic leadership, direction and advice concerning Secret Service IT programs as well as oversees the practices and governance for the proper execution of IT programs within public law and DHS policy/guidance. The CIO has the authority to issue Secret Service-wide policy and instructions covering all areas of IT execution, development, implementation, governance and management including: enterprise architecture and standards, IT capital planning, investment and asset management, budgeting and acquisition, performance and risk assessment/management and workforce development.



## Partnership with the Department of Homeland Security

In FY 2010, the Secret Service made substantial progress in furthering its collaboration with the DHS's CIO, whose vision it is to consolidate component IT infrastructure and common services into a department-wide IT services delivery capability. To that end, the Secret Service has moved in the following priority DHS initiative areas: Networx, Data Center consolidation, OneNet and the Information Integration and Transformation (IIT) Program. Specifically with regard to IIT, the program exited Acquisition Decision Event-1, completed an Analysis of Alternatives at the direction of the DHS CIO and commenced a stabilization effort to minimize risk of catastrophic failure given impacts to schedule as a result of reduced funding and the FY 2011 continuing resolution.

## Information Resources Management Division

The TEC is responsible for developing, planning, implementing and operating all systems related to communications and information management systems through the Information Resources Management Division (IRM). IRM plans, designs, acquires, develops implements, operates and manages IT solutions, including all voice communications capabilities, to support the protective and investigative missions and associated administrative and management functions of the agency. IRM is also responsible for developing and operating network infrastructure, equipment and applications for the Secret Service.

## Information Integration & Transformation Program

In FY 2010, the Secret Service identified the need to stabilize and improve the security of the agency's worldwide IT capabilities. In March 2010, the DHS CIO provided a report to Congress confirming the IT program compliance with DHS data center migration and architecture requirements, resulting in the release of FY 2010 funding for the Information Integration and Transformation Program (IIT). The DHS Acquisition Review Board (ARB) further approved conducting a government-led analysis to evaluate potential IT architectures and the 2010 initiation of IT infrastructure stabilization contracts to support immediate needs. In January 2011, the DHS ARB granted approval to begin the development process.

In compliance with the IIT, the Secret Service developed acquisition process guides and formally stood up a program management office to oversee this major acquisition program. The agency recruited federal acquisition experts and systems

engineering/program management staff to ensure the delivery and integration of more efficient, effective and secure IT capabilities across the Secret Service.

## Improved Security and Efficiency

IRM continues to make significant strides in its efforts to provide enhanced security and efficiency in support of the Secret Service mission.

In FY 2010, IRM:

- Migrated more than 1,000 users from legacy pager devices to BlackBerry data devices, providing these users with a mobile means of encrypted text communications
- Configured a program that allows Secret Service users to authenticate to DHS applications – a critical step in enhancing our information sharing capabilities with DHS
- Enhanced the Secret Service's ability to detect and disable non-approved devices attached to agency systems
- Migrated the Office of Investigations to new database and application platforms, providing a more stable, cost effective and higher performing environment for running investigative applications
- Deployed a new Virtual Private Network solution that simplified user access and increased security by performing a computer health check prior to allowing connectivity to the Secret Service network
- Procured replacement network, storage and server equipment to stabilize the current IT environment

## Technical Security Division

The Technical Security Division (TSD) develops and deploys the technologies and countermeasures necessary to fulfill the Secret Service's protective and investigative missions. TSD provides a technically secure environment for the President and Vice President at the White House, the Vice President's residence and wherever the President and Vice President may be temporarily located.

In its protective role, TSD personnel continually monitor and assess hazards and potential threats to protectees and facilities safeguarded and secured by the Secret Service. Threats may be explosive, chemical, biological, radiological, fire/life safety, structural or electronic in nature. TSD deploys the appropriate countermeasures to eliminate or mitigate the impact of these threats upon Secret Service interests.





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On a daily basis, TSD:

- Provides technical and physical protection for all designated Secret Service protectees by ensuring a safe environment
- Identifies threats and hazards at permanent and temporary sites and implements countermeasures
- Maintains the physical security of permanent facilities. TSD provides daily maintenance and manages all upgrades including research and development efforts.
- Interacts with government organizations, academia and industry to enhance existing technical programs and develop new protective countermeasures
- Surveys Secret Service facilities to ensure they provide optimum security and safety for employees



Due to operational sensitivities, the following is a limited sampling of specific accomplishments this fiscal year:

- Implemented new state-of-the-art closed-circuit television systems at select protective sites
- Installed advanced communications/security infrastructure to new security posts
- Repaired and replaced access control system hardware at various locations
- Provided technical support for criminal investigations

- Developed and/or procured state-of-the-art surveillance technologies to support the agency's investigative mission
- Provided expertise and technical support to investigative activities through the installation and retrieval of technical equipment and processing of collected data

Additionally, TSD is responsible for developing and managing the Secret Service's emergency preparedness programs including the Continuity of Operations Program (COOP), and the Catastrophic Alternate Work Site plans. The establishment of a strong, proactive COOP enhances the Secret Service's ability to continue its operations during emergencies and disasters, thereby supporting the continuity of government. COOP is part of the comprehensive government program that ensures the survival of the country's constitutional form of government and the continuity of essential government functions within each agency.

### Science and Technology Operational Research and Enhancement Project

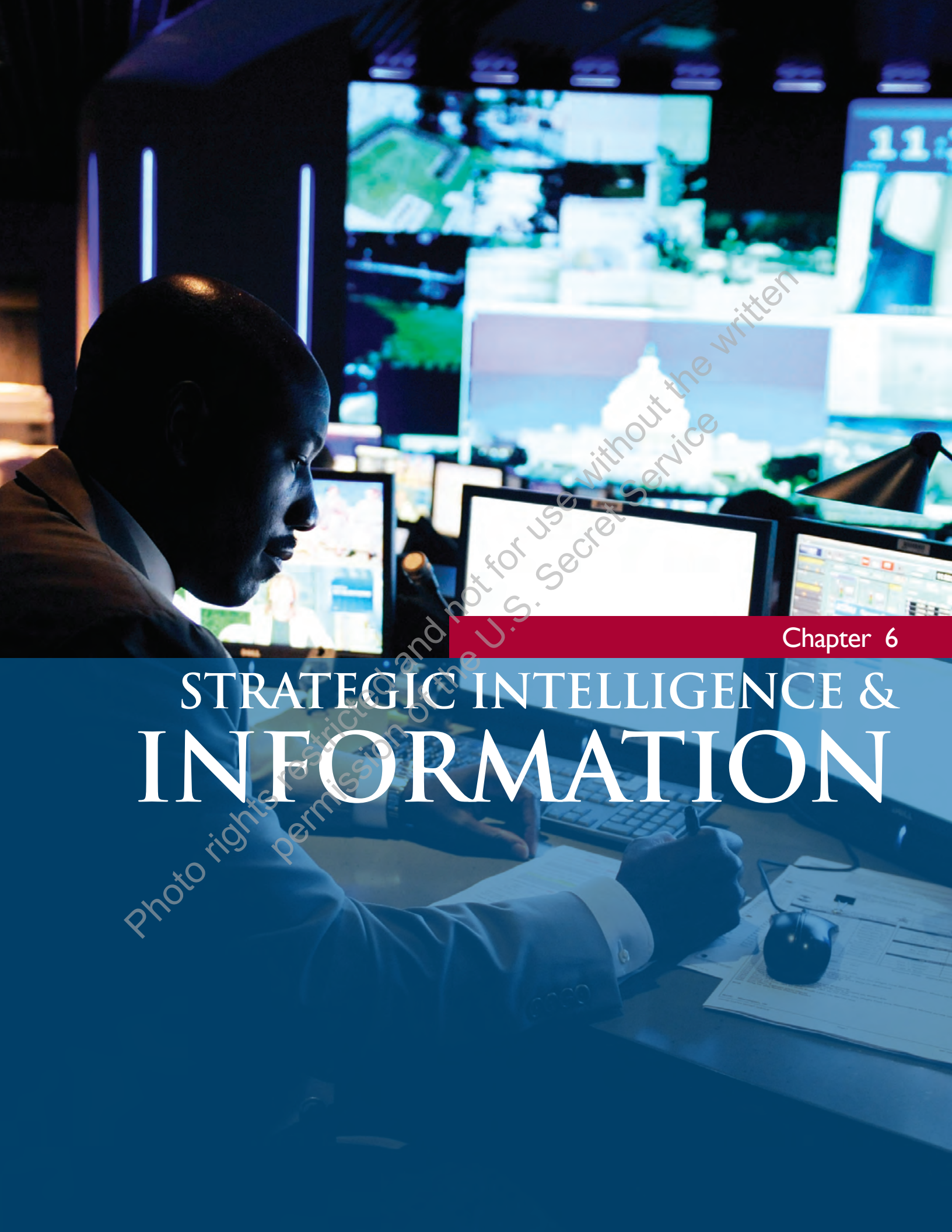
In July 2010, the TEC and DHS Directorate for Science and Technology (S&T) partnered to better integrate technology solutions with personnel protecting senior government leaders. The Science and Technology Operational Research and Enhancement (STORE) Project is a joint effort staffed by Secret Service and DHS S&T personnel.

STORE has two goals:

- Implement new and existing protective countermeasures technologies that are lightweight, efficient, modular, and easily transported and enhance the capability to protect high-level government officials. STORE will integrate these technologies, including communication and various detection systems, with existing technologies.
- Assist in establishing a sustainable capability to refresh technology, rigorously analyze and measure their effectiveness against emerging threats. This effort will support decision making for future acquisitions.

STORE focuses on the protective mission outside of Washington, D.C.; however, any technology solutions will be applicable to the entire protective mission. STORE will assist in providing tools to improve analyses and acquisition processes to support long-term technology upgrades.





Chapter 6

# STRATEGIC INTELLIGENCE & INFORMATION

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On October 10, 2010 the Office of Strategic Intelligence and Information (SII) was created. SII plans, directs and coordinates all efforts involving the collection, evaluation and dissemination of operational intelligence and information affecting the protective mission of the Secret Service. Additionally, it plans, directs and coordinates the resolution of all protective intelligence investigations, the assessment of risk toward Secret Service protected interests and behavioral research.

## Protective Intelligence & Assessment Division

The protection of individuals, facilities and designated special events goes beyond conventional security measures. As part of the Secret Service's core objective of preventing an incident before it occurs, the Protective Intelligence and Assessment Division (PID) engages in a multifaceted approach to support protective operations through the analysis of information, the investigation of threats, the assessment of risk and the dissemination of protective intelligence.

On a daily basis, PID receives information from multiple sources that range from concerned citizens, the U.S. military, the intelligence community and state, local and federal law enforcement agencies. Once received, protective intelligence research specialists (PIRSs) and special agents access, analyze and evaluate this information in relation to the protective mission. This is completed through various risk assessment methodologies, resulting in an interpretive appraisal regarding the potential exposure to danger for those individuals, facilities or events protected by the Secret Service. Designed to characterize the threat environment relative to each protected interest, PIRSs review elements intrinsic to that protected interest as well as recent intelligence and situational developments to arrive at a risk assessment.





Once completed, the results of this analysis, or “protective intelligence,” are disseminated to Secret Service management and operational components through published assessments and briefings communicated during protective intelligence advances and managed through proactive liaison activities. The goal is to provide greater operational awareness and understanding of the actual threat environment and to mitigate threats to Secret Service protected interests from single individuals and/or collusive groups.

During FY 2010, PIRs and special agents:

- Reviewed hundreds of thousands of classified messages
- Produced nearly 450 protective intelligence assessments
- Presented 414 briefings
- Managed more than 3,300 protective intelligence matters

Additionally, PID personnel played a vital role supporting presidential, vice presidential and former Presidents’ protection to include participation in:

- Asia-Pacific Economic Cooperation Summit in Singapore
- State of the Union Address
- 2010 Winter Olympics in Canada
- Nuclear Security Summit in Washington, D.C.
- 2010 World Cup in South Africa

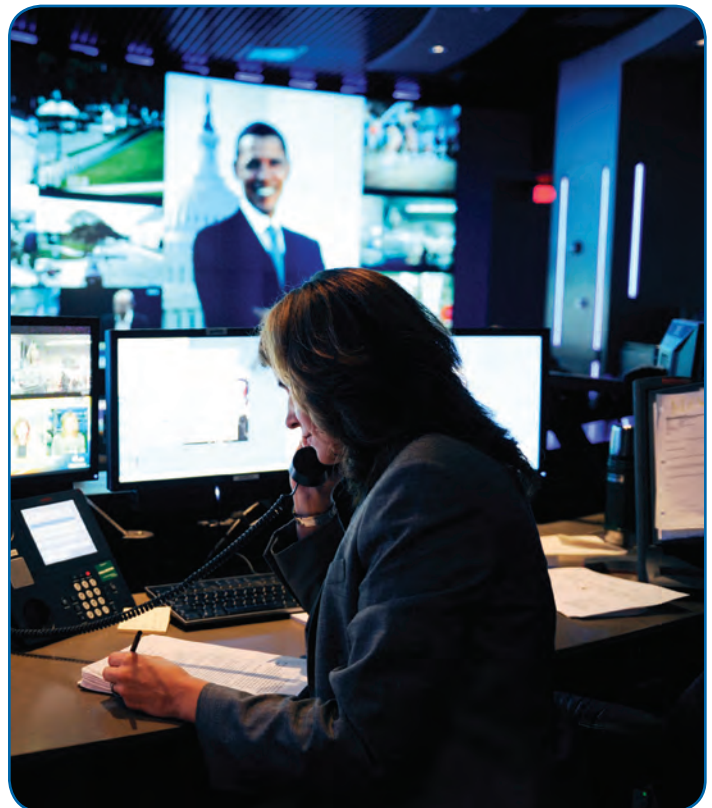
- G-8 Summit in Canada
- Clinton Global Initiative Summit in New York City
- 65th Annual United Nations General Assembly in New York City

## National Threat Assessment Center

On April 16, 2010, the National Threat Assessment Center (NTAC), the research component within PID, released a multi-agency report entitled, “Campus Attacks: Targeted Violence Affecting Institutions of Higher Education.” This report, prepared jointly with the U.S. Department of Education and the FBI, was the culmination of a two year project based on a recommendation from the June 2007 (Report to the President on Issues Raised by the Virginia Polytechnic Institute Tragedy.”

The agencies partnered to identify and examine 272 incidents from 1900 to 2008. The data and findings, which were presented at the 2010 National Conference of the Association of Threat Assessment Professionals in California, is useful for campus safety professionals charged with identifying, assessing and managing violent risk at institutions of higher education.

Also in FY 2010, NTAC representatives traveled throughout the country and abroad to conduct 24 training sessions reaching thousands of people. The sessions included campus attacks, targeted violence affecting institutions of higher education, The Safe School Initiative and the Exceptional Case Study Project.







Chapter 7

# HUMAN RESOURCES & TRAINING

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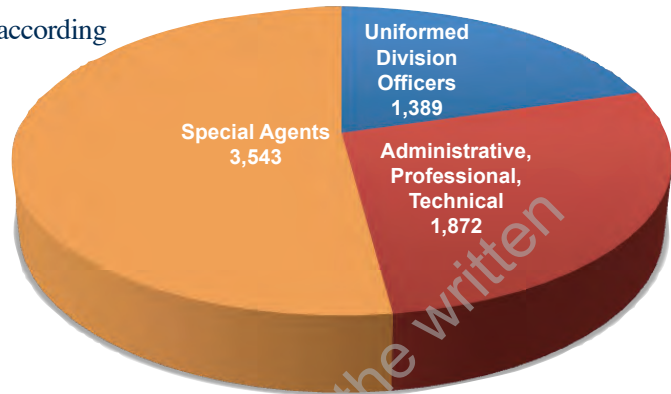




The employees of the Secret Service are the agency's most important and valued resource. The Secret Service aims to recruit, develop and retain a diverse and well qualified workforce necessary for meeting the challenges of the 21st century.

The following is a current snapshot of Secret Service personnel according to job category:

Special Agent	3,543
Uniformed Division	1,389
Administrative, Professional, Technical	1,872
<b>TOTAL SECRET SERVICE EMPLOYEES</b>	<b>6,804</b>



## James J. Rowley Training Center

The James J. Rowley Training Center (RTC) continues to evolve as a world class education center with experienced staff, enhanced curriculum and the development of facilities. Emphasis on overall quality and efficiency has resulted in the enhanced integration of course content and streamlined scheduling of basic, in service and external training.

RTC is comprised of nearly 500 acres of land, six miles of roadway and 36 buildings. The protective, investigative and specialized tactical and executive/managerial training conducted at RTC is unique among federal law enforcement instructional entities.

An elite core curriculum for newly hired special agents (SA), uniformed division (UD) officers, special officers and physical security specialists is offered at RTC. Every year, hundreds of training recruits undergo extensive training in physical/site/event protection, firearms marksmanship, use of force/control tactics, emergency medical techniques, financial crimes detection and water survival.





Additionally, the Secret Service provides a wide range of advanced and continuing educational courses. Scores of veteran law enforcement, executive/managerial, administrative and technical personnel are offered comprehensive curricula of specialized and technology based training courses. To facilitate this ongoing training, advanced computer driven methodologies enable RTC to reach beyond its Washington, D.C., metropolitan facilities to provide distance learning education to personnel in the Secret Service's domestic and international field offices.

The Secret Service also supports its valued law enforcement partners by offering protective security, financial crimes, specialized tactical and weapons training to federal, state and local law enforcement personnel from across the country, as well as internationally.

## The Secret Service Training Mission in FY 2010

The focus of the Secret Service's training mission is to identify real world job tasks on a continual basis and provide new employees with vital and pertinent expertise. RTC provided more than 70,000 instances of training including basic, in service, firearms requalifications and distance learning.

In FY 2010, both the RTC and its instructor development program were reaccredited by the Federal Law Enforcement Training Accreditation (FLETA) Board. The FLETA Board was formed in 2002 to establish a body of standards and procedures to oversee the processes and award accreditation to those agencies that meet rigorous proscribed standards. Currently, there are 33 federal law enforcement agencies participating in the accreditation process.

## Basic Training Initiatives in FY 2010

In FY 2010, RTC's basic training programs graduated 183 SAs in eight training classes; and 191 UD officers in 11 training classes.

RTC conducted a robust curriculum conference, which identified a variety of trends and recommended a number of updates for both the SA and UD basic training courses. For example, RTC recently added a training module on mortgage fraud. With 26 Secret Service field offices across the nation operating mortgage fraud task forces it is imperative that basic trainees are trained on the latest mortgage fraud trends in these complex and often multijurisdictional investigations.

In a cost savings measure, RTC utilized in-house emergency services specialists to teach the Basic Emergency Medicine course, previously taught by contractors.

## Advanced Training Initiatives in FY 2010 Protection

In FY 2010, RTC developed and implemented the first Hazardous Agent Mitigation Medical Emergency Response Training Program. The four-week program teaches special agents mission specific skills required to perform immediate casualty extraction due to hazardous agent exposure.

RTC developed and implemented the first Advanced Emergency Medical Technician (EMT) Course for Special Operations and Technical Security Division personnel. This two-week program advances the Secret Service registered EMT-Basic course with mission specific skills required while







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operating in an austere environment. The Advanced Casualty Extraction course, developed in conjunction with Johns Hopkins University Department of Emergency Medicine, teaches personnel advanced level lifesaving interventions.

In FY 2010, RTC developed and implemented the Pandemic Disease Coordinator Program preparing agency personnel in public safety, health and emergency response in the event of an outbreak.

Additionally, RTC administered an off-campus medical support program for live fire dynamic firearms training. When conducting live fire training programs, special teams now have an immediate medical team during all training scenarios.

## Investigation

In FY 2010, the Secret Service introduced the Basic Introduction to Computer Electronic Crimes Program for Supervisors course. The curriculum includes recommendations for industry standards and identifying and assessing systemic weaknesses and electronic interception to prevent fraud. The course teaches skills for identifying information operation and analyzing emerging trends in criminal activity in support of the Secret Service's dual mission.

The Countersurveillance Section provided training via the Vulnerability Assessment Course for a multitude of agencies, among them the Department of Defense, including the Chairman of the Joint Chiefs of Staff, and Department of State Security.

## Other Advanced Initiatives

In FY 2010, RTC presented the Special Agent In-Service Training Course, a three-day course encompassing curricula outlining both our investigative and protective missions. One hundred-seventy-eight SAs in six field offices across the country received this training.

The center conducted multiple Uniformed Division Officer In-Service Classes with ongoing critical skills training for officers working various protective assignments.

While traditional classroom training is paramount at RTC, the distance learning initiative allowed more than 39,600 online training completions worldwide.

In FY 2010, RTC constructed a two-mile, 11-station physical fitness challenge trail. Designed to provide basic student physical fitness training, the trail also benefits team building. The outside physical fitness area, with multiple strength training stations and dedicated open space for large class outdoor instruction is designed for use by basic training classes and employees.

As a cost saving measure, the Physical Skills Section created a Fitness Coordinators Certification course. This 40-hour annual certification allows training staff to instruct basic students eliminating future contractor costs.

RTC developed and implemented a Care-Under-Fire Training Program for all in-service training programs. This program prepares students to deal with devastating wounds caused by military-style weapons.

The center conducted 36 leadership, supervision and professional development courses for employees agency-wide. These courses identify robust core competencies which are in alignment with the OPM executive core competencies, allowing the agency to develop 21st century leaders who exceed standard competency levels.

## Firearms

In FY 2010, a total of 18,343 firearms requalifications were completed—approximately 1,500 per month—to include partner agencies within the Washington, D.C., metropolitan area.



The agency's new use of force and weapons policies were approved and implemented by the Secret Service director. RTC, in cooperation with the Chief Counsel's office, updated the policies to more closely align the Secret Service's use of force policy with that of DHS. Additionally, the new policy aligns itself to relevant Supreme Court decisions regarding appropriate and justifiable use of force and provides updated guidance regarding intermediate weapon management.



The Firearms Instructor Training Course traveled to Dallas, Texas, to conduct training on the M-4 rifle for members of the George W. Bush protective division. The training consisted of both a “train-the-trainer” course and M-4 weapon familiarization. Thirteen SAs and field firearms instructors completed this training.

## Campus Innovation

In FY 2010, RTC conducted training and distance learning across 36 programs, while accomplishing a myriad of upgrades, renovations and innovations to the campus. Congress provided RTC \$12.7 million from the Omnibus Bill to address deferred extensive maintenance/capital expenditure items.

## Police and Other Partnerships

For FY 2010, RTC maintained hundreds of federal, state and local partnerships, as well as partnerships with the private sector to accomplish training goals for both the protective and investigative missions. The center promoted police training and strategic benchmarking as well as critical programs for recruitment and sponsorship efforts. These training events were conducted at RTC and across the country.

RTC presented a series of briefings related to the dual mission to state and local police officers. Approximately 1,000 state and local police officers from throughout the U.S. received training at one-day seminars in FY 2010. Additionally, RTC provided international training seminars to multiple countries around the globe in partnership with the International Law Enforcement Training Academy.

## 11th Annual National Police Challenge – 50K Relay Race

During FY 2010, RTC and the agency’s Employee Recreation Association sponsored a 50K National Police Challenge Relay Race, inviting numerous federal, state and local law enforcement agencies to participate in the half-day event.

## Law Enforcement Explorer Program

This year, the Secret Service participated in the Law Enforcement Explorer Program, a non-scouting subsidiary of the Boy Scouts of America. This program gives participants the opportunity to consider a career in law enforcement by working with local law enforcement agencies. The program is open to young adults who have graduated eighth grade and are between the ages of 14 and 21.

Every two years, the Law Enforcement Explorer Program offers five different week-long leadership academies, hosted by the

FBI, DEA, U.S. Marshals, U.S. Army and the Secret Service. Only 150 explorers are selected for one of the five academies.

The Secret Service hosted one of the week-long leadership academies at RTC. The participants gained hands-on experience in the protection and investigative missions. This fiscal year, more than 100 explorers participated in Secret Service hosted events at RTC.

## Operations and Continuity of Operations

The RTC Operations Office handles the daily coordination of all scheduling, facilities management and protective manpower requirements. These responsibilities require assigned personnel to work with internal and external sections to coordinate manpower and resource requirements for training, protective and investigative assignments and designated special events.

While RTC maintains its daily training mission, it also serves a dual-purpose as relocation site for government officials in the event of a catastrophic situation. It maintains consistent preparation for continuity of operations and emergency preparedness. This year, the RTC updated systemic operational guidelines for continuity of operations and emergency preparedness readiness.

## The Recruitment Program

While recruitment and targeted outreach are conducted at the field office level, overall coordination of recruitment initiatives is accomplished through the Recruitment Program (REC), housed in Secret Service Headquarters in Washington, D.C.

REC coordinates, authorizes and provides payment for local, national and overseas recruitment events. During FY 2010, REC arranged recruiting attendance at 594 career fair events. This represents a 64 percent increase over FY 2009 figures, while attendance at minority-focused events increased by 110 percent.

## Recruiter Training

To ensure that employees involved with the recruitment and/or hiring processes have the necessary tools and resources to perform successfully in their assignments, two separate training courses were conducted by the REC.

On June 15-16, REC held the Recruitment and Hiring Workshop at the William P. Wood Conference Center at headquarters. Seventy field office recruiters, UD recruiters and headquarters personnel shared recruitment best practices, coordinated hiring initiatives and enhanced communication protocols.

## Recruitment Goals and Initiatives

Recruitment of qualified applicants with diverse backgrounds and skills is a top priority for the Secret Service. The agency recruits people with a wide range of experience and expertise to fill critical roles in today's evolving security environment.

### FY 2010 HIRES:

Special Agents (includes 25 transfers from UD)	170
Uniformed Division	185
Administrative, Professional, Technical	118
<b>TOTAL</b>	<b>473</b>



On August 31, REC conducted recruiter training for 17 headquarters-based employees who volunteered to assist with recruiting activities. The one-day training provided employees with accurate information to support REC's outreach events at job fairs, military briefings, college/university symposiums and other events.

### Recruiting Internet Site Update

A REC-led initiative to redesign the employment section of the Secret Service website -- [www.secretservice.gov/join](http://www.secretservice.gov/join) resulted in a modern, interactive and more appealing website. Detailed coordination and dedicated partnerships with the Office of Government and Public Affairs, the Forensic Services Division/Visual Information Branch, the Information Resources Management Division and REC's advertising company, Leapfrog Solutions, resulted in the redesigned website launch on October 6, 2010.

### Recruiting Partnership with Rowley Training Center

Throughout the fiscal year, REC coordinated with RTC to allow students and faculty, at select educational institutions, participate in training exercises at the center. Students and faculty toured the training center and viewed training exercises and received briefings on employment opportunities and the hiring process. Participants included:

Bowie State University	Coppin State University
Howard University	Morgan State University
ECPI College of Technology	
Virginia Technical University	
Thurgood Marshall College Fund	
American University	
(Washington Internships for Native Students)	

### Target Recruitment Areas

#### Diversity Radio Advertising

In FY 2010, REC launched a multicity radio advertisement campaign designed to capture the attention of diverse listeners. The campaign coincided with SA and UD vacancy announcements. The radio advertisements were featured in the following cities:

Richmond, VA	Louisville, KY	Charlotte, NC
Charleston, WV	Columbia, SC	Philadelphia, PA
Tampa, FL	San Jose, CA	Birmingham, AL
San Antonio, TX	Little Rock, AR	





## National Diversity Conferences

REC increased its recruitment activity at national diversity conferences by 20 percent compared to FY 2009. Below lists the 18 conferences attended.

<b>Date</b>	<b>Name</b>	<b>Location</b>
April 25-30, 2010 Native American	31 <sup>st</sup> National Indian and Native American Employment & Training Conference	Albuquerque, NM
May 16-21, 2010 Asian	7 <sup>th</sup> International Conference on Asian Organized Crime and Terrorism	St. Paul, MN
June 6-12, 2010 Native American	Bureau of Indian Education- Summer Youth Leadership Challenge	Lawrence, KS
June 14-17, 2010 Native American	North Carolina Native American Youth Organization 31 <sup>st</sup> Annual Conference	Pembroke, NC
June 14-18, 2010 Native American	Society of American Indian Government Employees	Uncasville, CT
June 20-23 Native American	National Congress of American Indians ( <i>Mid-year Conference</i> )	Rapid City, SD
June 21-24, 2010 Women	Women in Federal Law Enforcement	Atlanta, GA
July 12 2010 Hispanic American	National Council of La Raza Conference	San Antonio, TX
July 13-14, 2010 African American	National Association for the Advancement of Colored People	Kansas City, MO
July 11-13, 2010 African American	National Organization of Black Law Enforcement Executives	Baltimore, MD
July 12-17, 2010 Hispanic American	League of United Latin American Citizens	Albuquerque, NM
July 29-31, 2010 African American	National Urban League ( <i>Centennial Celebration</i> )	Washington, DC
August 8-12, 2010 Asian American	National Asian Peace Officers Association	Boston, MA
August 12-14, 2010 Asian American	National Association of Asian American Professionals	San Francisco, CA
August 16-20, 2010 African American	Blacks in Government	Kansas City, MO
September 14-16, 2010 Native American	National Native American Law Enforcement Association	Las Vegas, NV
September 18-20, 2010 Hispanic American	Hispanic Association of Colleges and Universities	San Diego, CA
September 16-18, 2010 African American	The Congressional Black Caucus Foundation's 2010 Annual Legislative Conference Diversity Job Fair	Washington, DC



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## Hispanic Recruitment Strategies

In February, REC partnered with the Miami Field Office to visit eight Hispanic Serving Institutions and two high schools in the Miami district. Recruiters attended career fairs and employment opportunity briefings to disseminate information about Secret Service law enforcement careers and administrative, professional, technical and student opportunities to more than 175 candidates.

In April, REC also partnered with the San Juan (Puerto Rico) Resident Office to attend four Hispanic Serving Institutions in the San Juan district. Recruiters attended career fairs and employment opportunity briefings to disseminate Secret Service law enforcement careers information to approximately 250 candidates. Concurrently, Deputy Assistant Director Nelson Garabito served as guest speaker at the "El Nuevo Dia" Career Fair in San Juan. Ombudsman Dennis Ramos Martinez, Resident Agent in Charge Pedro Gomez and Sgt. Technician Salvador Santoyo also addressed the audience.

## Women Recruitment Strategies

In March, REC visited seven women's colleges and universities in the Boston district. Recruiters attended career fairs, employment opportunity briefings and campus socials to disseminate information about Secret Service law enforcement careers and administrative, professional, technical and student opportunities to approximately 200 candidates. The REC team visited several local college and university career service offices to visit with career services representatives and deliver posters and brochures.

In an effort to target qualified women for SA and UD officer positions, REC developed a poster publication featuring Secret Service women who had previously participated in college sports (*see above*). With assistance from the Equal Employment Opportunity (EEO)/Special Emphasis Program, Federal Women's Program manager, REC created the poster with photos of six women at their current agency jobs and



their college sports action photos. The goal is to target college/university women athletes who are capable of completing the Secret Service's rigorous physical fitness training program. Approximately 1,000 posters were mailed to career centers and the university athletic departments.

Lastly, REC contracted with a leading women's recruitment agency to aid in its recruiting efforts. "Women for Hire" offers comprehensive products and services exclusively for top employers in every field that support and enhance a commitment to diversity. The contract included attendance at career fairs at six locations—Atlanta, Boston, Chicago, Dallas, New York City and Washington, D.C.—in March and April. Approximately 5,500 candidates received employment related information.

Inclusive to the contract were advertisements at each job fair location website with the Secret Service star banner which linked to our webpage, a "Women for Hire" magazine full page advertisement and article on an active duty female special agent and website feature on three women employees.

## Uniformed Division Officer Recruitment Strategies

The UD Walk-In Center is an important component in the REC. One of the center's responsibilities is to process officer applicants in the Washington, D.C. area. During FY 2010, the center tested 808 applicants, 733 passed the test and 526 successfully completed the initial interview and were continued to the panel interview phase of the process.

The newly formed Uniformed Division Regional Recruiters (UDRR) program assertively pursued recruitment opportunities in their respective regions—Boston, Miami, Pittsburgh and Richmond Field Offices. Activity during one year of operation by UDRR surpassed five years activity prior to UDRR's existence.

## Military Recruitment Strategies

### Military Direct Connect Initiative

In FY 2010, REC recruiters conducted information sessions at five military installations—Brooks and Randolph Air Force Bases and Fort Hood Army Installation in Texas, and Camp Lejeune Marine Corps Base and Fort Bragg Army Installation in North Carolina. Recruiters provided details about the UD officer, SA and administrative, professional and technical positions. Following the information sessions, interested applicants were immediately offered the opportunity to apply for the UD or SA positions. REC recruiters personally briefed and instructed the applicants on how to navigate through the Career Connector application system and answered questions. Thanks

to hands on recruiter assistance, more than 150 military member applications were submitted.

## DHS Second Annual Veterans Hiring/Job Fair

On September 25, DHS held its Second Annual Veterans Hiring/Job Fair at the Virginia Beach Convention Center. This event showcased DHS component employment opportunities to current and former military members and their families. Because unique hiring authorities for veterans were utilized, hiring managers from Protective Intelligence, Forensic Services, Special Services and Technical Security Divisions and recruiters met and interviewed qualified candidates. More than 2,500 candidates attended the event.

## Recruitment Related to Americans with Disabilities/Disabled Veterans

### Disability Recruitment Working Group Established

On July 21, 2010, REC established a Disability Recruitment Working Group whose purpose is to develop progressive recruitment strategies and more effective recruiting and hiring practices for disabled applicants. The group is developing a pilot program to track new standard operating procedures, identify training needs for hiring managers and research other disability internship programs.

### Gallaudet University Employment Workshop

On April 20, 2010, REC developed and coordinated an employment opportunities workshop with the staff at Gallaudet University in Washington, D.C., Gallaudet is the world's leader in educating deaf and hard of hearing students. Representatives from the Personnel Division, EEO and REC met with approximately 30 students at Gallaudet University to explain federal employment topics such as: knowledge, skills and abilities statements; Schedule A (disability) hiring authority; and, student programs at the Secret Service.

### Operation Warfighter Program Expansion

The Operation Warfighter (OWF) Program, established by the Department of Defense (DOD), allows federal agencies to identify temporary assignments and opportunities for service members convalescing at military medical centers in the National Capital Region.



U.S. Department of  
Homeland Security  
**United States  
Secret Service**



**JOIN OUR TEAM**

# **UNITED STATES SECRET SERVICE**

Representatives from the United States Secret Service will conduct an on-campus informational session, titled "How to Apply for Positions with the Secret Service."

**Tuesday, April 20th, 2010**  
**12pm - 1pm**  
**Gallaudet University Market Place**

**[www.secretservice.gov/join](http://www.secretservice.gov/join)**

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**NOW HIRING**



This year, three OWF members worked as interns in three Secret Service offices: Safety, Health and Environmental Programs, the Security Clearance Division and the Forensic Services Division.

DOD is now working with the Army's Warrior Transition Command to expand OWF nationwide to better serve the entire warrior in transition population. This expansion opens the door for Secret Service field offices to participate. OWF's goal is to match service members with opportunities that utilize both their military and non-military skills, thereby creating productive, non-paid internships that are beneficial to both the service member and the agency.

To that end, REC designed an OWF page on the [www.secret-service.gov/join](http://www.secret-service.gov/join) website to create greater visibility of agency participation. The web page serves as an advertising tool and information resource for potential OWF interns, agency managers, supervisors and employees regarding participation and the policies and procedures that govern the program.

## A Longstanding Commitment to Diversity

The Diversity Management Program (DMP) develops and implements strategies to promote and maximize the potential of a diverse workforce in a rapidly changing and increasingly competitive environment. The DMP directs workforce planning and productivity improvement as it progresses from traditional efforts to broad programs and initiatives designed to attract and retain a quality workforce.

### Diversity Training

Each year, DMP hosts the Conference on Cultural Diversity and Inclusion for employees within the SA, UD and the administrative, professional and technical support staff.

During FY 2010, DMP conducted 10 training seminars, six for employees and four for supervisors, for a total of 228 employees. The course focuses on the key principle of inclusion and enables participants to identify behaviors and actions that support the agency's inclusion and engagement goals.

### Administrative, Professional and Technical Working Group

On August 3, 2010, DMP hosted a conference for the Administrative, Professional and Technical (APT) Working Group and launched the APT career guidance website.

The group represents various job occupational series, grades, tenures and levels of organizational experience. It is committed to preserving the integrity and viability of the agency's APT workforce and supports the following strategic goals:

- Develop, acquire and deploy science and technology
- Build a sustainable organization through workforce planning and development
- Examine programs and critical processes to enhance efficiency and effectiveness
- Promote professional responsibility
- Increase stewardship of our resources
- Communicate and collaborate

The session ended with Secret Service Director Mark Sullivan and Deputy Director Keith Prewitt discussing recruiting and retention issues.

### Diversity Outreach and Participatory Training with External Organizations

In order to achieve an organizational culture that recognizes the value of a diverse workforce, agency senior management and employee representatives attended a number of national minority training conferences.





### Hispanic American Police Command Officers Association

At the 2009 Hispanic American Police Command Officers Association (HAPCOA) Conference (*see photo on bottom of previous page*) held November 15-20, in New Orleans, Louisiana, Hector Hernandez, the Resident Agent in Charge of the Secret Service's Tulsa Office, was sworn in as HAPCOA's national president. At the conference, Secret Service Director Mark Sullivan spoke with Secret Service attendees who participated in a training exhibition and solicited their feedback to enhance recruitment efforts within the Hispanic community.

### Women in Federal Law Enforcement

The Women in Federal Law Enforcement (WIFLE) 11th Annual Leadership Training Conference was held June 21-24, 2010, in Atlanta, Georgia. The Secret Service had 28 representatives at the conference. Agency recruiters provided information to potential candidates interested in future employment with the Secret Service.



### National Organization of Black Law Enforcement Executives

The National Organization of Black Law Enforcement Executives (NOBLE) hosted its 34th Annual Training Conference and Exhibition July 10-14, 2010, in Baltimore, Maryland. For more than 16 years, the Secret Service has supported NOBLE, and this year, the DMP sponsored 23 participants. Secret Service Director Mark Sullivan was an honored guest at NOBLE's opening ceremony. Director Sullivan and Deputy Director Keith Prewitt hosted a "question and answer" session with NOBLE participants about diversity and other important agency-related topics.

### National Asian Peace Officers Association

The National Asian Peace Officers Association (NAPOA) hosted its 23rd Annual Training Conference August 9-13, 2010, in Boston, Massachusetts. Cosponsored by the Secret Service, the conference's theme was "United We Stand." Secret Service Deputy Director Keith Prewitt (*see photo above, standing fourth from right*) was among 25 agency representatives in attendance. The deputy director cited the importance of embracing diversity because, in the law enforcement profession, it "solidifies connectivity and strengthens our collective cause."

### National Native American Law Enforcement Association

At the National Native American Law Enforcement Association (NNALEA) 18th Annual Training Conference September 14-16, 2010, in Las Vegas, Nevada, the theme was "Building a Resilient Community through Partnerships and Collaboration." Secret Service Director Mark Sullivan hosted a meeting with the 26 agency employees attending the conference, where he congratulated Special Agent Kim Baglio of the Buffalo Field Office for her successful 2009-2010 tenure as NNALEA president. Assistant Director A.T. Smith, Office of Human Resources and Training, delivered a "State of the Secret Service" briefing and answered employees' diversity-related questions.



## Glossary of Terms

<b>AOD</b>	Administrative Operations Division	<b>IRM</b>	Information Resources Management Division
<b>APT</b>	Administrative, Professional and Technical	<b>ISD</b>	Investigative Support Division
<b>BICEP</b>	Basic Investigation of Computers and Electronic Crimes Program	<b>IT</b>	Information Technology
<b>CERT</b>	Computer Emergency Response Team	<b>JOC</b>	Joint Operations Center
<b>CID</b>	Cyber Intelligence Division	<b>JTTF</b>	Joint Terrorism Task Force
<b>CIO</b>	Chief Information Officer Program	<b>NAPOA</b>	National Asian Peace Officers Association
<b>CIS</b>	Cyber Intelligence Section	<b>NCFI</b>	National Computer Forensic Institute
<b>CNP</b>	Cambodian National Police	<b>NNALEA</b>	National Native American Law Enforcement Association
<b>COOP</b>	Continuity of Operations Program	<b>NOBLE</b>	National Organization of Black Law Enforcement Executives
<b>CRS</b>	Criminal Research Specialist	<b>NSSE</b>	National Security Special Event
<b>CSP</b>	Critical Systems Protection	<b>NTAC</b>	National Threat Assessment Center
<b>DEA</b>	Drug Enforcement Agency	<b>OPM</b>	Office of Personnel Management
<b>DHS</b>	Department of Homeland Security	<b>OWF</b>	Operation Warfighter
<b>DMP</b>	Diversity Management Program	<b>PCTF</b>	Peruvian Counterfeit Task Force
<b>DOD</b>	Department of Defense	<b>PID</b>	Protective Intelligence and Assessment Division
<b>DOJ</b>	Department of Justice	<b>PIRS</b>	Protective Intelligence Research Specialist
<b>DPD</b>	Dignitary Protective Division	<b>PNP</b>	Peruvian National Police
<b>ECSAP</b>	Electronic Crimes Special Agent Program	<b>REC</b>	Recruitment Program
<b>ECTF</b>	Electronic Crimes Task Force	<b>RTC</b>	Rowley Training Center
<b>EEO</b>	Equal Employment Opportunity	<b>SA</b>	Special Agent
<b>EMT</b>	Emergency Medical Technician	<b>SII</b>	Strategic Intelligence and Information
<b>ERT</b>	Emergency Response Team	<b>SIM</b>	Security Information Management
<b>FCTF</b>	Financial Crimes Task Force	<b>STORE</b>	Science and Technology Operational Research and Enhancement Project
<b>FFETF</b>	Financial Fraud Enforcement Task Force	<b>TEC</b>	Technical Development and Mission Support
<b>FLETA</b>	Federal Law Enforcement Training Accreditation	<b>TSD</b>	Technical Security Division
<b>FRN</b>	Federal Reserve Note	<b>UD</b>	Uniformed Division
<b>FSD</b>	Forensic Services Division	<b>UNGA</b>	United Nations General Assembly
<b>HAPCOA</b>	Hispanic American Police Command Officers Association	<b>US-CERT</b>	US-Computer Emergency Readiness Team
<b>IIT</b>	Information Integration and Transformation	<b>VACF</b>	Vetted Anti-Counterfeiting Forces
<b>ILEA</b>	International Law Enforcement Academy	<b>WIFLE</b>	Women in Federal Law Enforcement
<b>IMF</b>	International Monetary Fund		
<b>IPD</b>	International Programs Division		

## Acknowledgments

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For questions or comments about this FY 2010 Annual Report, contact Government and Public Affairs at: 202-406-5708.