

FISCAL YEAR 2021

FACT SHEET



Smithsonian
Office of Protection Services



MISSION

The Smithsonian Office of Protection Services provides a safe and secure environment for visitors, staff, and collections.

VISION

The Smithsonian Office of Protection Services is recognized in the cultural and natural heritage protection field as a leader in risk management.



VALUES

DEDICATION

OPS is committed, resourceful, and loyal to the mission of the Smithsonian.

RESPECT

OPS strives for civility, fairness, inclusiveness, and mutual understanding in all interactions.

INTEGRITY

OPS holds itself accountable to the highest professional and ethical standards.

VERSATILITY

OPS adapts effectively to a constantly shifting threat environment.

ENGAGEMENT

OPS works collaboratively throughout and beyond the Smithsonian to manage risk.

GOALS

CULTIVATE

The Office of Protection Services is committed to cultivating a highly dedicated and successful workforce. OPS wants to hire, develop, and retain the best qualified and well-suited professionals in the industry. To do this, it provides career and leadership development and training starting from entry-level positions through senior ranks. OPS also fosters an environment that is engaging and communicative so that employees feel heard and function well as a team. Cultivating employees to grow in their jobs at the Smithsonian is one of our top priorities.

COLLABORATE

Museum security involves working with many stakeholders including visitors, curators, collections managers, and more. OPS aims to successfully collaborate with external stakeholders, as well as internal stakeholders. The Integrated Security Teams and Coordinated Visitor Experiences Teams are examples of collaborative initiatives taken to enhance communication and teamwork.

COMMIT

OPS is committed to providing the best possible security for both the visitor experience and the safety of the Smithsonian. OPS provides readily available guidance and training on efficient applications of industry best practices. It also engages in strategic partnerships with industry leaders to develop and disseminate the latest information to fulfill our commitment to the Smithsonian and our visitors.

The Office of Protection Services traces its inception to 1855, when the Smithsonian hired a “night watchman” to assist the public in the Castle’s galleries and library, maintain the building in adverse weather, and perform additional duties such as managing coal deliveries, filling water barrels for fighting fire, and running errands for the Secretary.

The responsibilities of today’s OPS go far beyond coal deliveries and water barrels to encompass the physical, operational, and personnel security needs of all Smithsonian assets and facilities. Risk management serves as the foundation of this work. That is, the identification, assessment, and prioritization of threats to Smithsonian staff, visitors, collections, and facilities, followed by coordinated decision-making about how to most effectively address these threats.

management and mitigation into all our operations and decision-making,” and with the concept of “One Smithsonian.”

This overarching pursuit requires that staff work together to create a safe and secure environment while acknowledging that a one-size-fits-all policy may not be the most effective across the Smithsonian portfolio. To that end, “One OPS” aspires to ensure that all functions within the office operate seamlessly by embracing the concept of “inclusive excellence,” a commitment to building a culture where each member’s potential to impact OPS goals is maximized. It involves promoting diverse perspectives, talents, and backgrounds to create outstanding, innovative solutions. Finally, beyond the Smithsonian, OPS will enhance partnerships with external organizations to collaborate on the mutual advance of best practices in security and risk management.

Moving forward, OPS envisions continuous collaboration with stakeholders at all levels to understand their needs and generate the creativity enabled by diversity of perspective. OPS’ mission is critical, and it embraces the ongoing challenge of providing effective security in today’s dynamic and challenging operational environment. Our Strategic Plan maps a path forward, and OPS will engage that path with commitment and the honor that comes with providing critical security services to the entire Smithsonian community.

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This first-ever [OPS Strategic Plan](#) will play a critical role in the OPS’ efforts to manage the constantly evolving risks to the Smithsonian Institution (SI). It aligns effectively with Goal 7.c. of the new [Smithsonian Strategic Plan](#) to “integrate risk

Pictured above: Officer Darryl King and Officer Elisa Pearson

Pictured here: The OPS Honor Guard: Sgt. Percy Brown, Sgt. Anthony Roberts, Sgt. Tecoski Carthern, Cpl. Edgard DeLaCruz, Cpl. Crystal Harley, Cpl. Robert Bell, Cpl. Miguel Morales, and Off. Deneisha Cleveland

WHO WE ARE

The Office of Protection Services ensures the safety and security of the staff, visitors, and National Collections of the Smithsonian Institution, while permitting an appropriate level of public access to collections and properties.

OPS is under the direct supervision of a Director appointed by the Secretary of the Smithsonian Institution. The Secretary of the Smithsonian has delegated the OPS Director authority (under Section 46 of Title 20 and Section 6306(a) of Title 40 of the United States Code) to designate employees as special police to perform necessary duties in connection with the policing of the buildings and grounds of the Smithsonian Institution. The Director advises the Secretary, Deputy Secretary, Under Secretaries, and the Directors of the SI museums and research facilities in matters relating to security of facilities and collections. Through coordination with other Smithsonian offices and units, OPS executes security and disaster/emergency management programs, develops security management policy and standards, and provides security planning and protection for facilities and areas under their control. This generally includes SI-owned and leased facilities in the Washington metropolitan area, Virginia, Maryland, New York City metropolitan area, and Panama, and includes supervision and funding for contract guard services at select facilities. For all other SI-owned and leased facilities, OPS provides policy guidance, security assistance, risk assessment and mitigation recommendations, and other specially arranged consultation or protection services. OPS is divided into an Operations Office, and a Physical Security and Business Operations Office.

Physical Security Division

The Physical Security Division (PPSD) is responsible for the personnel security; ID issuance; and the design, construction, maintenance, and administration of all physical security equipment and measures for the Smithsonian Institution.

Personnel Security ensures that personnel responsible for the care of the National Collections, the safety and security of visitors and employees, information systems control, and administration are trustworthy, honest, and reliable. This division ensures that all persons appointed to positions are and remain suitable for employment with the Institution. The program is implemented through initiation, investigation (through prescreenings, post-appointment, and periodic updates), and adjudication of personnel assigned to positions that are designated and assigned appropriate risk levels.

Physical Security & Risk Management, comprised of project managers, system administrators, and alarm/lock shop support, is responsible for the design, construction, maintenance, and administration of all personnel and physical security equipment and measures for the Smithsonian Institution. This division coordinates and manages the design and installation of projects that originate within OPS, are funded by OPS, and/or consist entirely of security or security-related work. Additionally, this section also coordinates all aspects of the review process as described in Smithsonian Directive 410: Facility Construction and Improvement Projects. The project managers review all projects to ensure compliance with OPS design criteria, standards, programs, policies, and procedures.

Organizational Development & Training is responsible for all staff training within the Training Academy, including basic entry-level training, on-the-job training, formation bulletins, CPR/First Aid, and organizational development. This division ensures all staff meet the commissioning requirements in order to fulfill their mission of protecting Smithsonian's visitors, staff, and collections.

Business Operations Division

The OPS Business Operations Division is the central resource for all aspects of OPS' financial management, communications, audits, technology, human resources, and procurement and property management.

Human Resources management includes oversight of all OPS recruitment, preemployment medical evaluations and drug testing, standardized promotion procedures, performance evaluations, centralized timekeeping, and policy administration.

Labor Employee Relations management provides guidance, consultation, and staff assistance to management on a variety of labor relations matters.

Security Administration includes the administration of security consultation and staffing contracts.

Budget Administration includes central management of annual budgets and related business processes for all OPS operations, maintenance, salaries, and expenses.

Internal Communications includes administration of all OPS internal and external websites, SharePoint sites, monthly newsletters, annual reports, and all official publications.

Contracting Oversight handles all OPS contracts.

All Procurement Programs handles the procurement of items such as officer uniforms, ballistic vests, and other equipment procurement.

Property Inventory administration handles vehicles, boats, ATVs, uniforms, weapons, and technology/communication hardware for all of OPS.

OPS Internal Audits includes oversight of all Smithsonian staff exit clearances managed by OPS, plus monthly inspections of Smithsonian control room safety and loading docks.

Smithsonian Lost and Found Program is the central management of the Lost and Found program for all Smithsonian Museums, including tracking, storage, and return/destruction of found items.

Smithsonian Staff Parking Program handles the administration of the daily staff parking program for three Smithsonian parking lots.

OPS Technology Program administration includes the Smithsonian critical and sensitive security systems such as museum visit counts, iAuditor system, and Security Incident management tracking.

Operations Division

The OPS Operations Division oversees the security and police operations in the Smithsonian facilities that display exhibitions to the public, collection storage areas and leased facilities, as well as Smithsonian research facilities around the world. Additionally, it liaises with partnering outside agencies, administers the issuance of perspective reports, and directs all alarm reporting and response functions.

Safety Program

The OPS Operations Division is responsible for safety training and audits, providing staff with relevant safety news and updates, and distributing personal protective equipment. The safety program ensures all OPS employees have the resources to ensure a healthy and safe work environment.

District One

- ▶ Arts and Industries Building
- ▶ Leased Facilities: Capital Gallery, Crystal City, Victor Building, L'Enfant Plaza
- ▶ Donald W. Reynolds Center for American Art and Portraiture (DWRC)
- ▶ Hirshhorn Museum and Sculpture Garden (HMSG)
- ▶ National Museum of American History (NMAH)
- ▶ Renwick Gallery
- ▶ Smithsonian Institution Building (Castle)
- ▶ South Quad and Freer Gallery of Art
- ▶ Watch Commanders
- ▶ National Museum of African American History and Culture (NMAAHC)

District Two

- ▶ National Museum of Natural History (NMNH)
- ▶ Smithsonian Astrophysical Observatory – Cambridge, MA
- ▶ Smithsonian Environmental Research Center (SCBI) – Edgewood, MD
- ▶ Museum Support Center – Suitland, MD
- ▶ Pennsy Collections and Support Center – Landover, MD
- ▶ Smithsonian Tropical Research Institute (STRI) – Panama

District Three

- ▶ Anacostia Community Museum
- ▶ Cooper-Hewitt Smithsonian Design Museum – NY
- ▶ National Museum of the American Indian (NMAI) – NY
- ▶ Office of the Chief Information Officer – Herndon, VA
- ▶ National Air and Space Museum and Steven F. Udvar-Hazy Center
- ▶ The Smithsonian Ceremonial Honor Guard
- ▶ National Museum of the American Indian (NMAI) - Washington, DC
- ▶ National Postal Museum

Pictured below: Officers Keisha McNeill and Mariah Dance



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Washington, DC