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ISSM

“Best Practices”

Telephone Conference Notes

December 12, 2001

LLNL OAK

1. Stated they are putting out a small security guide. (It can fit in a wallet)
 - Lists POC for each functional area
 - Each division has an appointed liaison

DOE Kirkland

1. Security POC liaison in each division
2. Practices
 - Explain “why” security is important
 - Personnel need to know why security is important, not just how it is done
 - Have focus groups
 - AL Manager gives security topics to each Division management to discuss
 - Use media reports to show real examples
 - Use classified threat data for divisions of Q-cleared personnel

Albuquerque Operations

1. Meeting with each division to tailor security education to the particular division’s specific needs.
2. Have ISSM meetings every other month in Vegas and have these teleconferences on the alternate months.

Regents, University of California

We need to get threat information from DOE HQ and other agencies. Individuals need to be tasked with providing periodic threat assessments to staff.

LANL

1. There needs to be a way to get the non-security personnel to understand the insider and outsider threat. Naval shipyard videotape is a good educational tool for staff to learn about insider threat.
2. Getting the line management to pull security instead of being pushed by security personnel by using multiple focus teams.
3. Successes include:
 - Help desk (answer center) that responds to phone calls and emails
 - Internal requirements to a manageable amount (from over 4000 pages to 300 + pages)
 - have all meetings with a safety & security first message
 - Guidance tools overhauled – security templates for line organizations are web based.
 - Beginning of all larger staff meetings includes opening points on safety AND security.
 - Security Incidents have dropped 40% since last year.

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SNL

1. Line Implementation Working Group meets every two weeks to get guidance down to line workers.
2. The Line Integration Team is investigating ways to roll out ISSM most effectively and is developing a badge card that shows:
 - how security, safety, & QA work together;
 - security rights and responsibilities
 - key security POCs.
3. Lessons learned – Safeguards & Security added to Sandia's corporate lessons learned web site. Lessons learned are grouped into the 5 ISSM categories.

PNNL

1. All security procedures on web site
2. Security group involves staff in ISSM program development and line program issues.
 - Standard base
 - establish field reps (POCs)
 - ISSM senior management council meets monthly, looks at issues that can't be resolved at working level.
3. PNNL has increased to 61% this year, from 32% last year, the percentage of PNNL personnel who have safeguards and security in their performance rating.

Kansas City

1. Rewards and recognition ("MUGGED" by security)
2. Need to see more leadership at DOE/NNSA HQ on integrating ISM and ISSM.
3. Use of electronic tools
 - Email list
 - Web site with FAQ's and answers
 - ISSM POCs in line management
 - Use these POCs in OA audits
4. Include safeguards/security in performance appraisals but presently OA does not look specifically at ISSM.

Office of Science

1. Luggage Tags (security issue)
2. Help identify property (like purses, laptop bags) so staff knows whether or not the item is supposed to be in the building.

Lessons learned

1. Suggest each site have access to a computer during the conference calls so they can view the ISSM web site during conference call
2. Clarify the agenda
3. List each site on the agenda and use as a "speakers schedule"

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