



Department of State

OPERATIONS CENTER

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HST Room 7516

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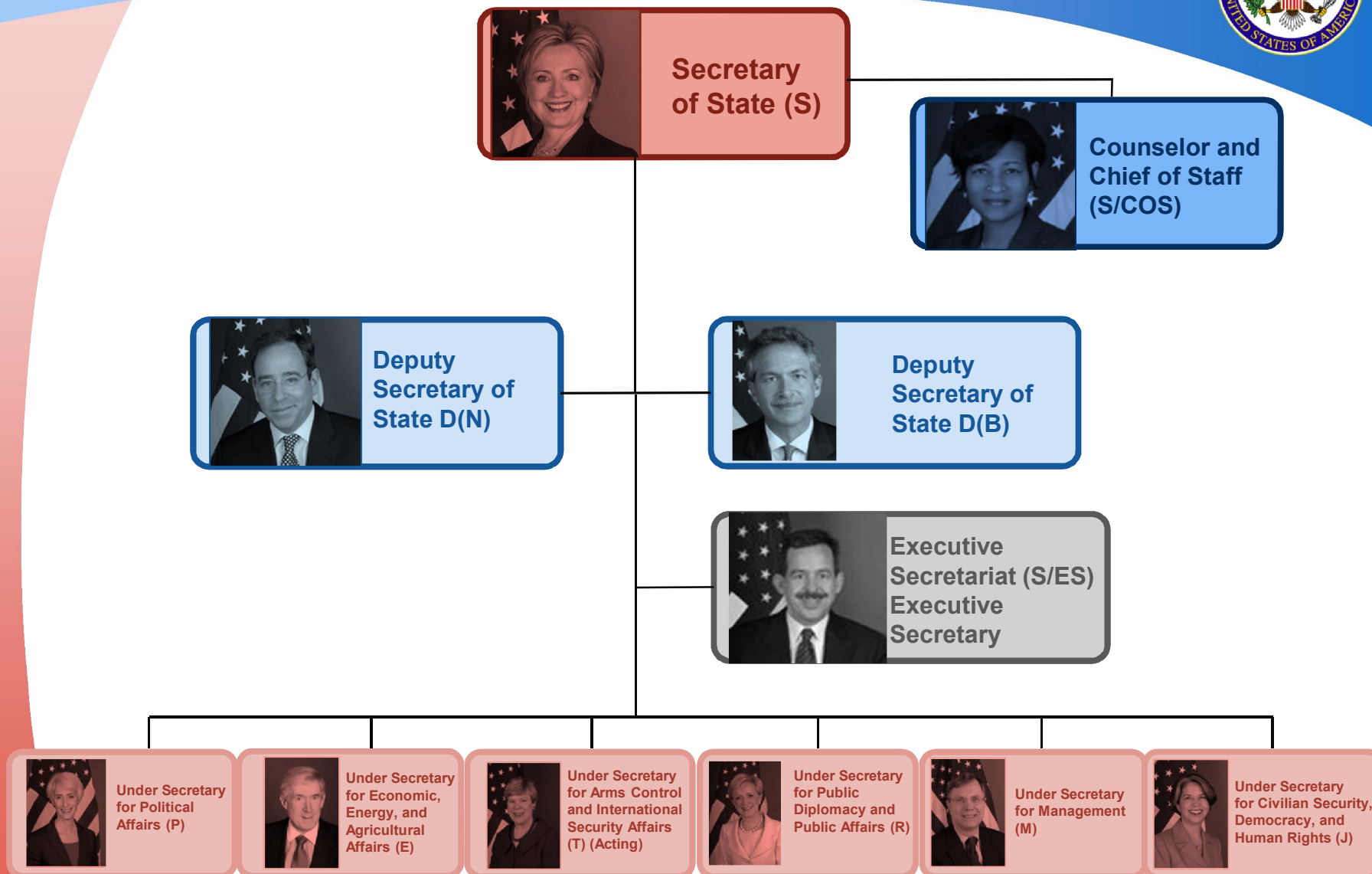
Unclassified: 09/24/2012

Agenda

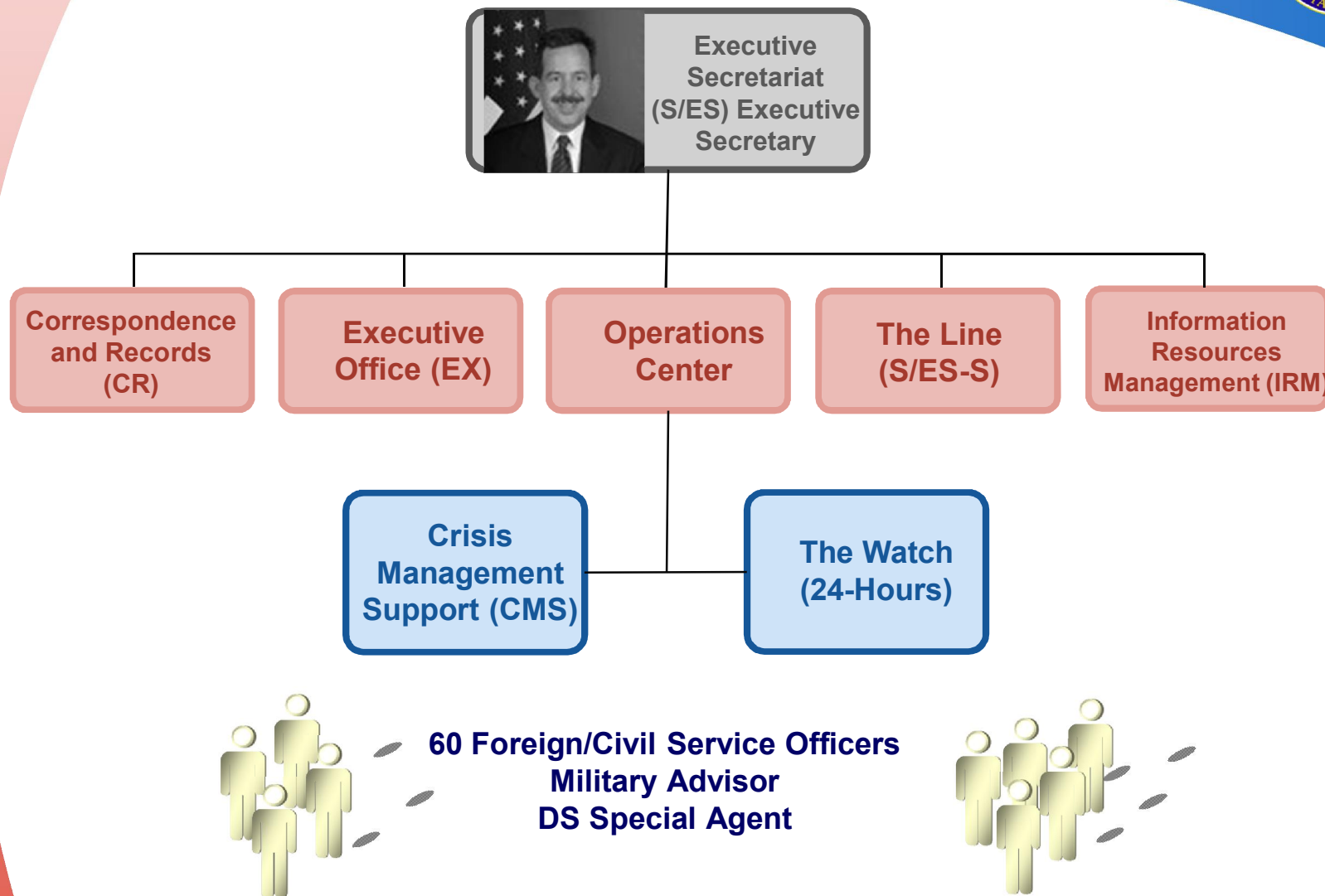


- 1 Organization**
- 2 History**
- 3 Mission**
- 4 Activities: The Watch & Crisis Management Support**
- 5 Summary**

Organization: Department of State



Organization: S/ES Bureau



History: 1961-2011



**Created by
President Kennedy
in April 1961 amid
Cold War crises in
Cuba, the Congo
and elsewhere.**



**First of its kind
established in
government.**



**One officer, one
phone, one cot,
and a pitcher of
water.**

Mission: The Watch and CMS



Operations Center

The Watch

- First **A**lert
- Verbal **B**riefing
- Written Analysis
- Telephone diplomacy
- **C**ommunication Lifeline

CMS

- Monitoring **C**rises
- "Hot Spots" reporting
- Crisis Preparation and Training
- Crisis Response (TF, MG, WLG)

Activities: Ops Center Task Volume (2011)



345,445 phone calls (~946/day)
6 percent of calls are loggable

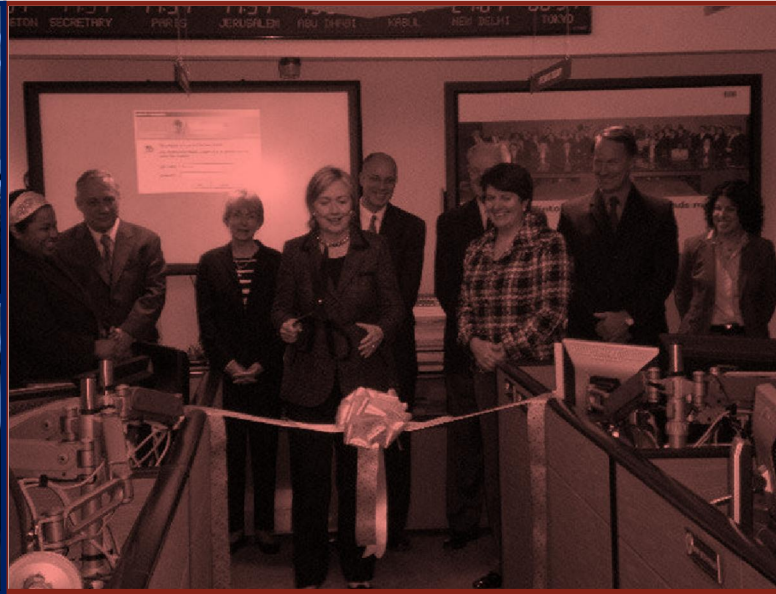
1437 Watch Alerts

~658 Secretary's Afternoon/Overnight Briefs
~164 Situation/Spot Reports

11 Task Forces/Monitoring Groups
during 74 days

528 travel hours, 46 countries, 246,145 miles

Activities: The Watch



Activities: 24-Hour Watch



The Watch: Alerting



Alerts

24-hour general and targeted alerts on breaking news.

Distribution

Rapid dissemination of highly-sensitive information.

Watch Alert

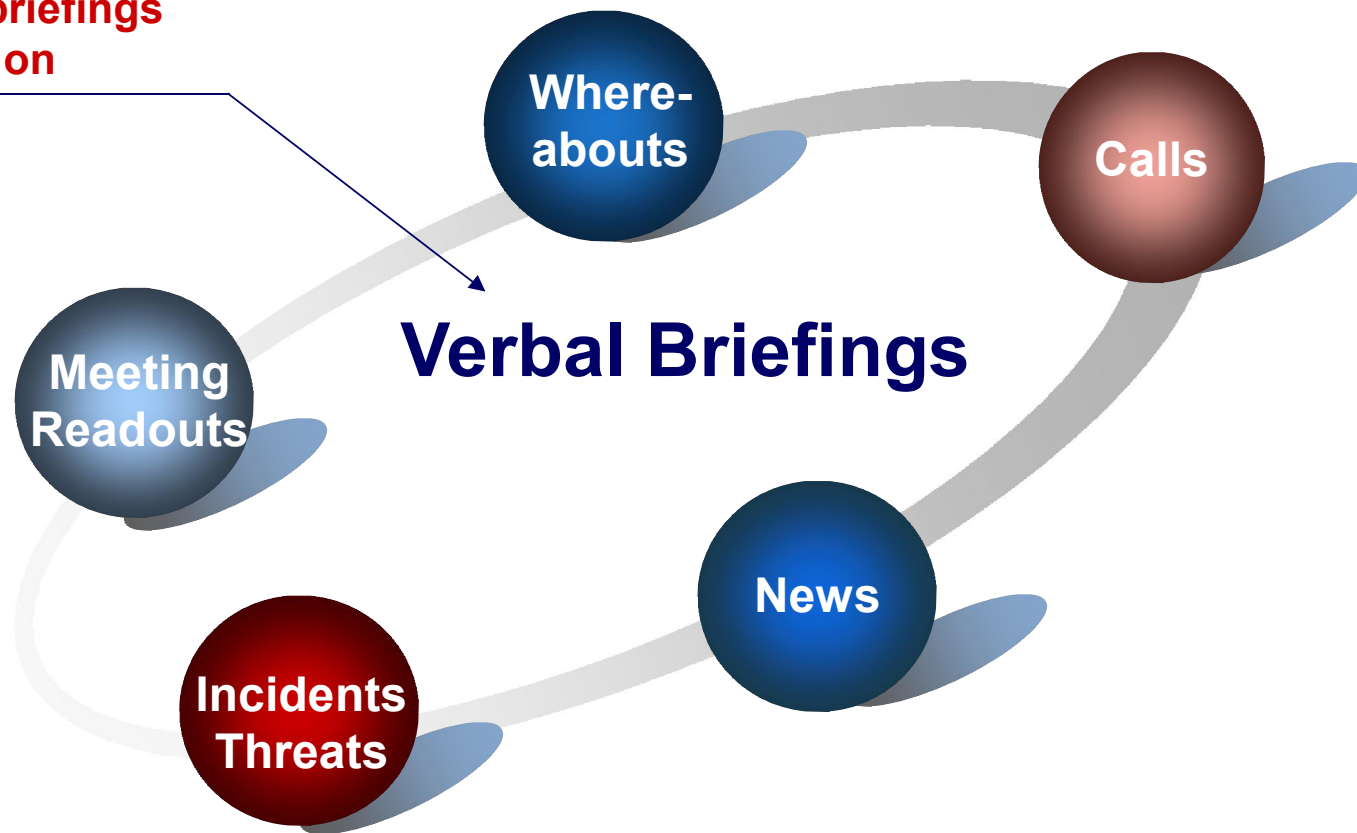
(U) The President said Usama bin Laden was killed in a compound in Pakistan by U.S. forces during a firefight.

Automatic electronic distribution to: S, D(S), D(N), P, E, C, M, DG, T, R, PA, G, AF, EAP, EUR, NEA, SCA, WHA, IO, S/CRS, S/CT, S/HSC, H, DS, CA, PMAT, INR, AVC, IIP, ISN, CMS, S/ES, S/ES-O, NSOC, and WHSR.

The Watch: Briefing



Daily briefings
based on



The Watch: Written Analysis



EXECUTIVE SECRETARIAT
Operations Center

SENSITIVE BUT UNCLASSIFIED

Afternoon Brief

Friday, December 16, 2011
1500 EST

CLASHES KILL 10 IN KAZAKHSTAN ON INDEPENDENCE DAY

(SBU) Seven more were wounded when oil workers clashed with riot police in the city of Zhanaozen, according to press. The Kazakhstan desk comments although violent protests are rare, there have been intermittent protests in this area related to an ongoing labor dispute between oil and gas companies and their employees. Opposition parties and labor groups might seize on this issue to rally support for their cause in the lead-up to January parliamentary elections. (*Ops/Kazakhstan desk telcon, Reuters*)

RUSSIA LAUNCHES PROBE INTO ALLEGED POLL FRAUD

(SBU) The investigation was launched after a candidate from the nationalist Liberal-Democratic Party said he had seen evidence of ballot stuffing by United Russia in the city of Krasnodar, media report. Embassy Moscow

Brief Items

Pull
information
from all
sources

Gather
value-
added info
from posts

Add value-
added
comments
from desks

Foreign
policy
implications

The Watch: Telephone Diplomacy



Secretary Calls

- Foreign Interlocutors
- Senior USG Officials

The Watch connects the Secretary to whomever she needs to conduct foreign policy with.

Department Principals

- Foreign Counterparts
- Other Senior USG Officials

Telephone Diplomacy

The Watch links embassies, American citizens in need, and other government stakeholders.

The Watch keeps other Department principals in touch with one another and foreign counterparts.

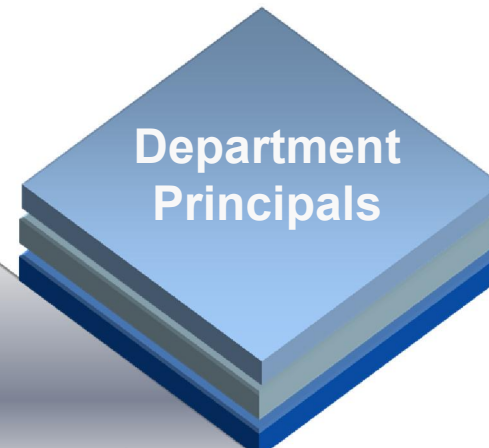
Embassies, Amcits

- U.S. Embassies and Consulates abroad
- American citizens in need
- Other government stakeholders

The Watch: Communications Lifeline



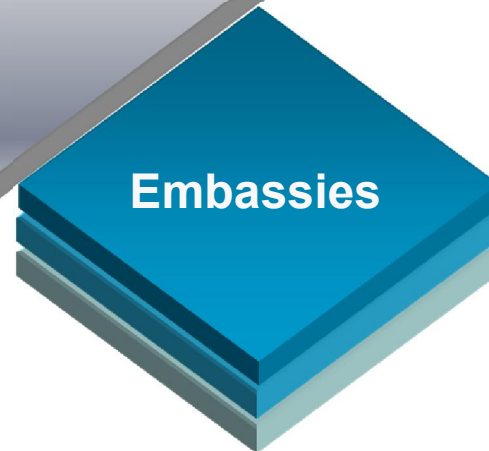
The Secretary sometimes travels on a weekly or bi-weekly basis.



The Watch supports the travel needs of Deputy Secretaries, Under Secretaries, Special Envoys.

**Communications Lifeline
for Travelling Leadership**

The Watch connects Line staff and other traveling staff.



The Watch connects Ambassadors and Embassy staff to Department principals and staffers.

Activities: Crisis Management Support



CMS: Monitoring Crises/Hot Spots



A Potential Hot Spot

An overseas event that poses a threat to our:

- Staff/facilities
- Fellow citizens
- Foreign policy interests

Crisis

Requires extraordinary levels of intensive coordination:

- 24/7 coverage
- Interagency communication

Can be anything:

- Natural disaster
- Terrorism
- Civil unrest
- Serious/sudden shifts in the policy environment

CMS: Monitoring Crises/Hot Spots



CMS: Contingency Planning



Contingency Planning

Evacuation and safehavens

Tripwires and bureau assistance

Interagency planning meetings

Crisis management resources

Best practices

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CMS: Coordinating Crisis Response

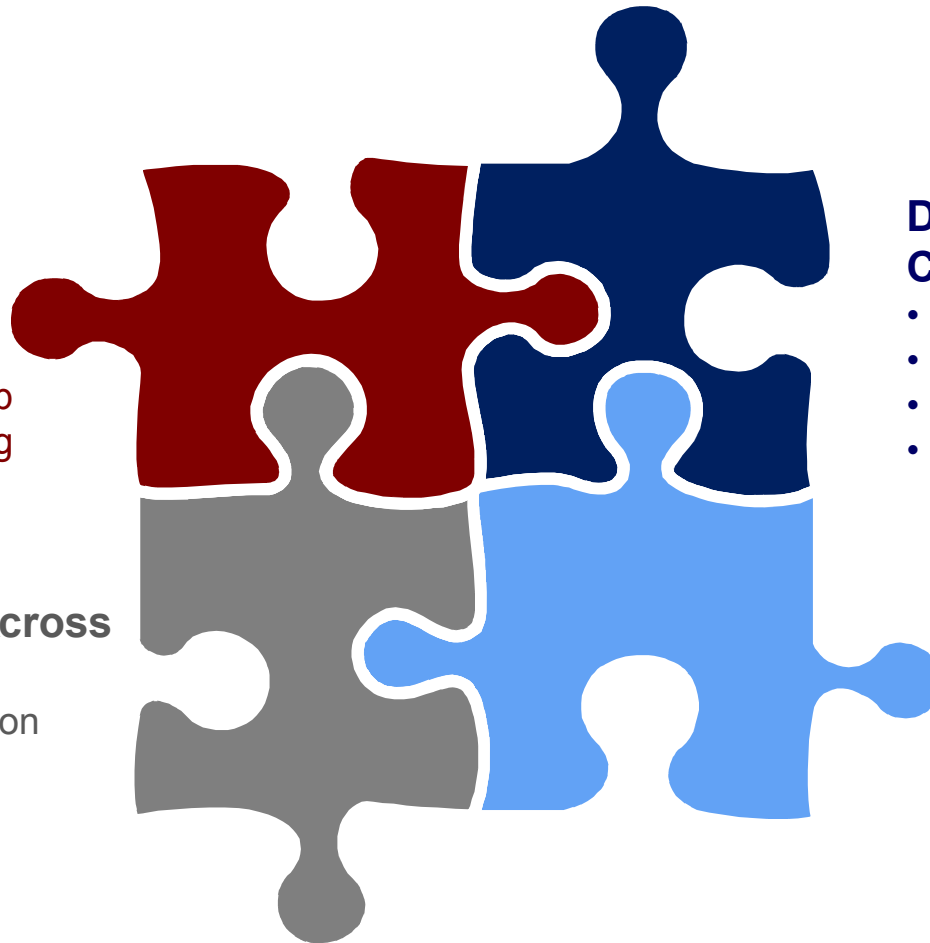


Flexible Washington Response

- Task Force
- Monitoring Group
- Virtual Monitoring Group

Coordinating Across Government

- Washington Liaison Group
- Other USG Ops Centers



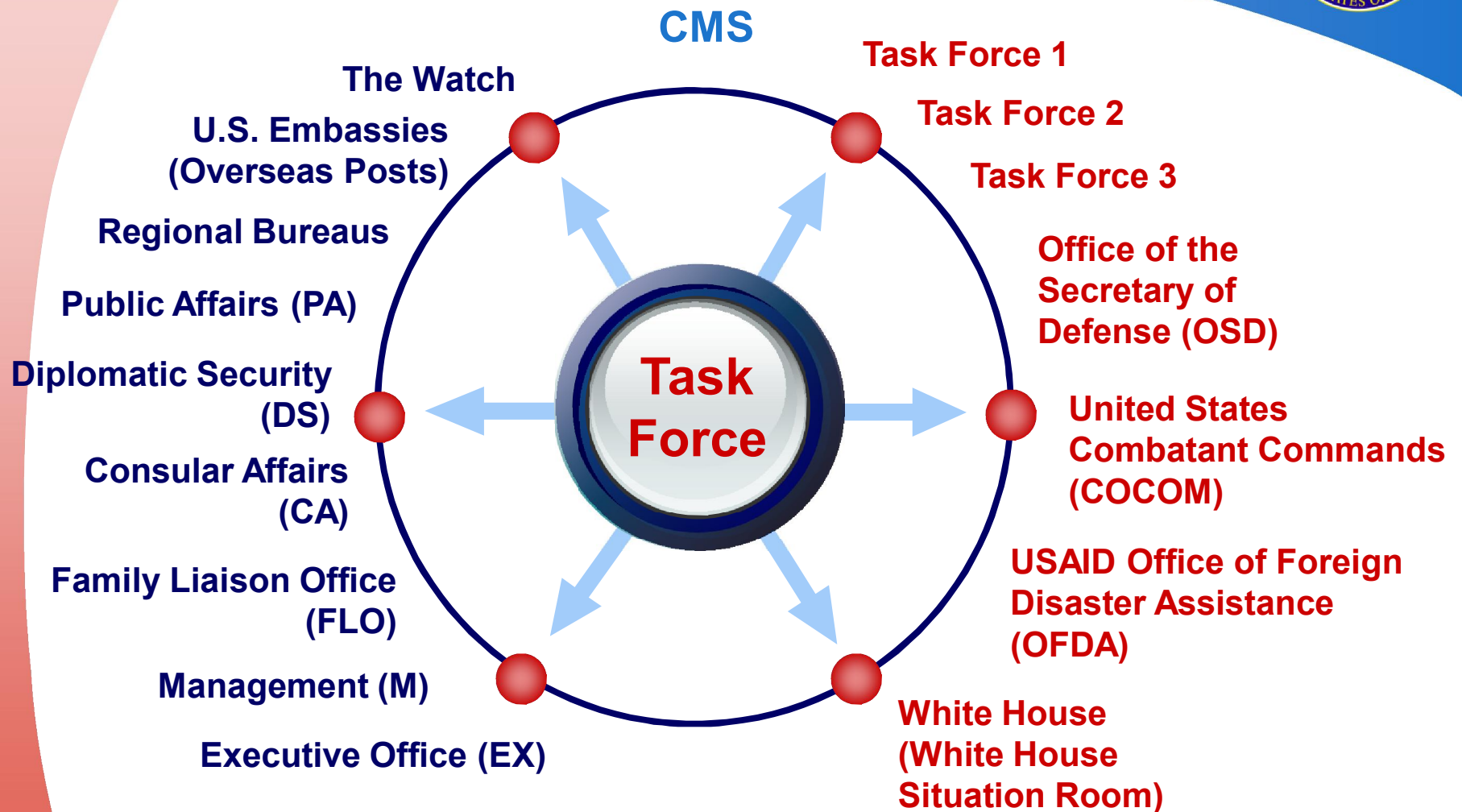
Department Coordination

- Resources
- Policy
- Citizen Services
- Public Diplomacy

Support for Posts Overseas

- Evacuation
- Security
- Other support

CMS: Task Force Support



CMS: Evacuation Coordination



**CMS supported the drawdown/evacuation
of 10 posts in 2011.**



**2011 Evacuation by ferry from Benghazi, Libya
to safe haven in Malta**

CMS: Domestic Crises



CMS also works with Department and interagency on contingency planning for and response to domestic crises.



In the event of a large-scale domestic disaster CMS would stand up a Task Force to coordinate foreign offers of assistance by means of the International Assistance System.



Any Questions?

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