



WHS Pipeline

A Weekly Newsletter of Washington Headquarters Services

A creative, results-driven service provider, recognized for excellence.

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July 23, 2004 - WHS Director, Mr. Howard Becker, signs implementation documents for the creation of the DFD Customer Support System (CSS). Leader of the Tiger Team, that developed the CSS Program, Bradley Provancha, Acting Deputy Director of DFD, looks on. Photo by Shannon Giles, WHS Graphics.

One Stop Support

Mr. Howard Becker, WHS Director, approved the rollout of the Defense Facilities Directorate's (DFD) Customer Support System (CSS) Program on July 19th. Under this new program, nearly one hundred CSS Project Managers in five of DFD's nine divisions have been appointed to provide "One Stop Support" to designated agency points of contact from project inception to closeout to assessing customer satisfaction. The five divisions represented in the CSS are Engineering and Technical Service Division, Federal Facilities Division, Leased Facilities Division, Space Policy and Acquisition Division, and Support Services Division.

The new program also empowers the CSS Project Managers to solicit input or recruit functional area experts from the WHS Directorates or from DoD agencies as needed, to provide the service customers expect from WHS so they can fulfill their missions. The CSS Program will serve as an interim solution until the journey to a DFD Customer Service Center is completed next year. For additional information regarding the CSS Program, please contact [Valerie Brown](#), DFD Customer Support Manager, Management Support Division at (703) 693-3768.

SECURITY CHECK

With new warnings issued from the Department of Homeland Security, we all have to be on the look-out for suspicious activity. The following behaviors should raise warning flags :

Surveillance: Are you aware of anyone monitoring activities, taking notes, using cameras, maps, or binoculars near key facilities/events?

Suspicious Questioning: Are you aware of anyone attempting to gain information regarding a key facility or people who work there?

Tests of Security: Are you aware of any attempts to penetrate or test physical security or procedures at a key facility/event?

Suspicious Persons: Are you aware of anyone who does not appear to belong near a key facility/event?

Deploying Assets: Have you observed abandoned vehicles, stockpiling of suspicious materials, or persons loitering near a key facility/event?

If you have observed any suspicious activity please contact the Pentagon Force Protection Agency at 703-697-1001 (non-emergency) or 703-697-5555 (emergency).

Service With A Smile

The first goal of the WHS Strategic Plan is "**Superior Customer Service.**" WHS customers are located throughout the National Capital Region and other geographically dispersed locations. **Who are our customers?**

- | | |
|--------------------|----------------------|
| OSD | Military Departments |
| Defense Agencies | DoD Field Activities |
| Other DoD Entities | White House |
| Congress | Public |

Do you have any suggestions for how we can better serve our customers? Does someone in your office deserve recognition for providing excellent customer service? Let us know at information@whs.mil and stay tuned for more customer service updates!

LINKS TO OTHER WHS NEWS SOURCES: [Military Photographers](#) -- [Pentagon Channel](#) -- [DFD News & Views](#) -- [The Renovator](#) -- [Personnel Hilites](#)

WHS Information & Communications Office - <http://www.whs.pentagon.mil> - information@whs.mil - 703-601-2554 x111

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