



Washington Headquarters Services

Savings through efficiency – WHS is the provider of choice for the Department of Defense for contracting, facilities management, budget management, security adjudication, administrative and research support, and continuity of government operations.

A decorative graphic element at the bottom of the slide, consisting of a light teal arrow pointing right, followed by a grey horizontal bar with a white chevron shape pointing left, overlapping the teal arrow.



Expectations

CHANGE

We need to drive change to improve efficiencies

EFFICIENCIES

Standard repeatable processes improve efficiencies

MEETING COMMITMENTS

Meeting deadlines for deliverables is imperative



Washington Headquarters Services...

our mission

Washington Headquarters Services (WHS) is the designated shared service provider for the Office of the Secretary of Defense and Department of Defense components. WHS delivers full-spectrum services and facilitates our Mission Partners' success, serving as a force multiplier to enable business practices for greater performance and affordability.

our vision

Trusted mission partner providing "Services that Make a Difference."





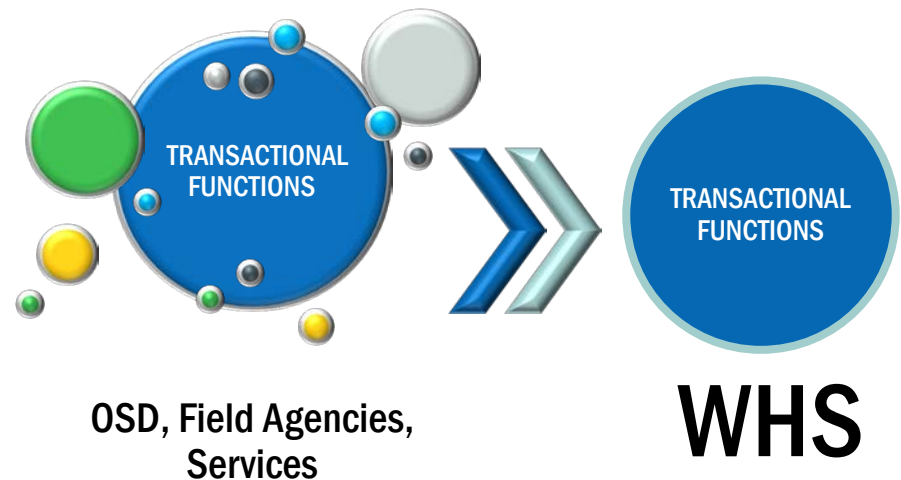
our history

Created to relieve the Department from burgeoning transactional functions

Founding Purpose: Remove transactional burdens and help refocus the Office of the Secretary of Defense (OSD) staff on policy analysis and oversight matters.

In 1977 the Deputy Secretary of Defense created WHS to provide transactional and operational support to specified Department of Defense (DOD) activities in the National Capital Region. Those support functions included budget and accounting, personnel management, office space and services, security, correspondence and records management, and “other miscellaneous administrative support as required.”

The consolidated organization provides greater efficiencies and economies of scale across OSD, DOD agencies and field activities, and the Services.





our evolution

Delivering cost-saving solutions as the mission set grows

For 41 years WHS has evolved and adapted to ever-changing requirements.

Today, nearly 2,400 WHS employees operate in more than 80 facilities delivering centralized, essential services for the Military Services, OSD, Fourth Estate agencies, and other agencies in the National Capital Region and beyond.

Through various mandates from the Secretary of Defense, the WHS scope of responsibilities has doubled from its original four supporting functions to eight. New missions include security clearance adjudication; contracting and acquisition; history, library and research capabilities; operational continuity for the Department of Defense; and facilitating implementation of Government Accounting Office and DoD Inspector General recommendations.

















our services

One organization; maximum reach

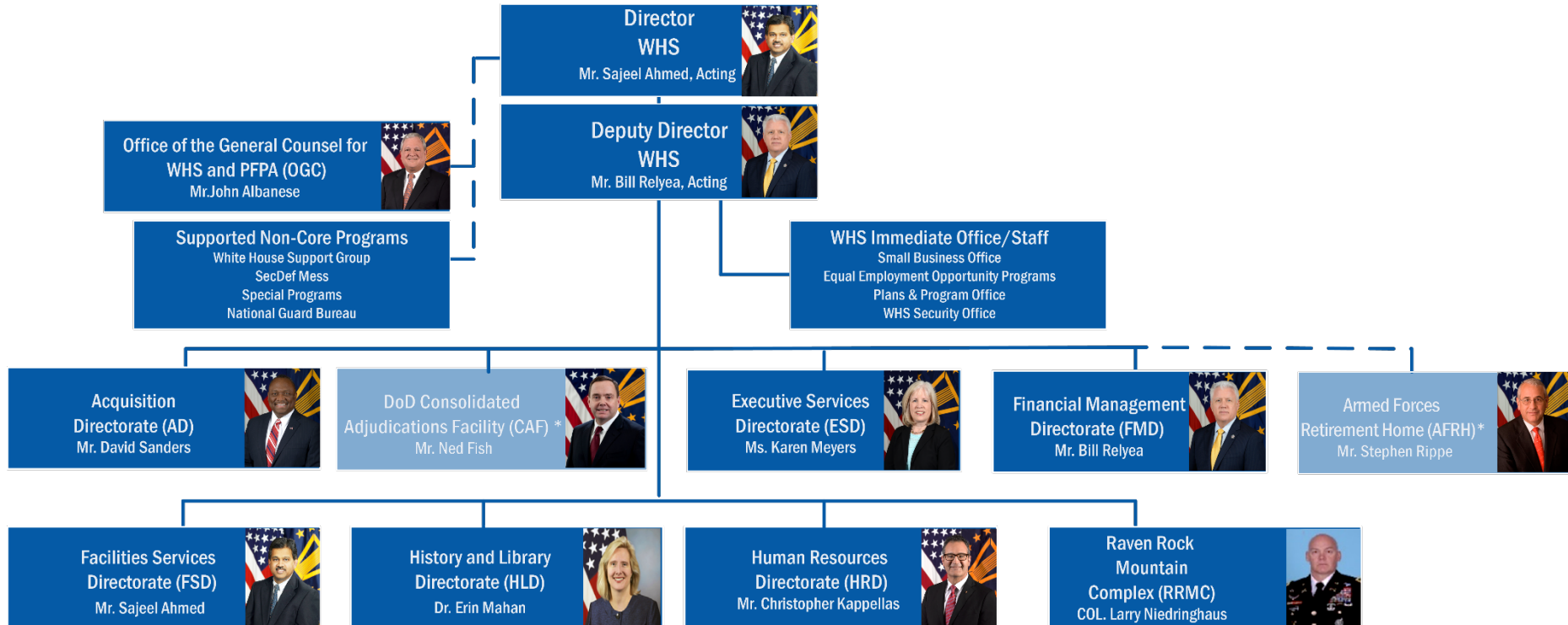
With eight directorates providing more than 80 essential services across the Department of Defense and the U.S. government, WHS provides the supporting functions that enables other organizations to focus on their mission.

	 Facilities	 Clearance	 Contracting	 Exec Support	 Finance	 Research	 Personnel	 Continuity
 <p>- OSD - Fourth Estate</p>	✓	✓	✓	✓	✓	✓	✓	✓
 <p>- Service Components</p>	✓	✓		✓	✓	✓		✓
 <p>- Other Government Agencies</p>		✓		✓	✓		✓	



our organization

WHS Organization Chart



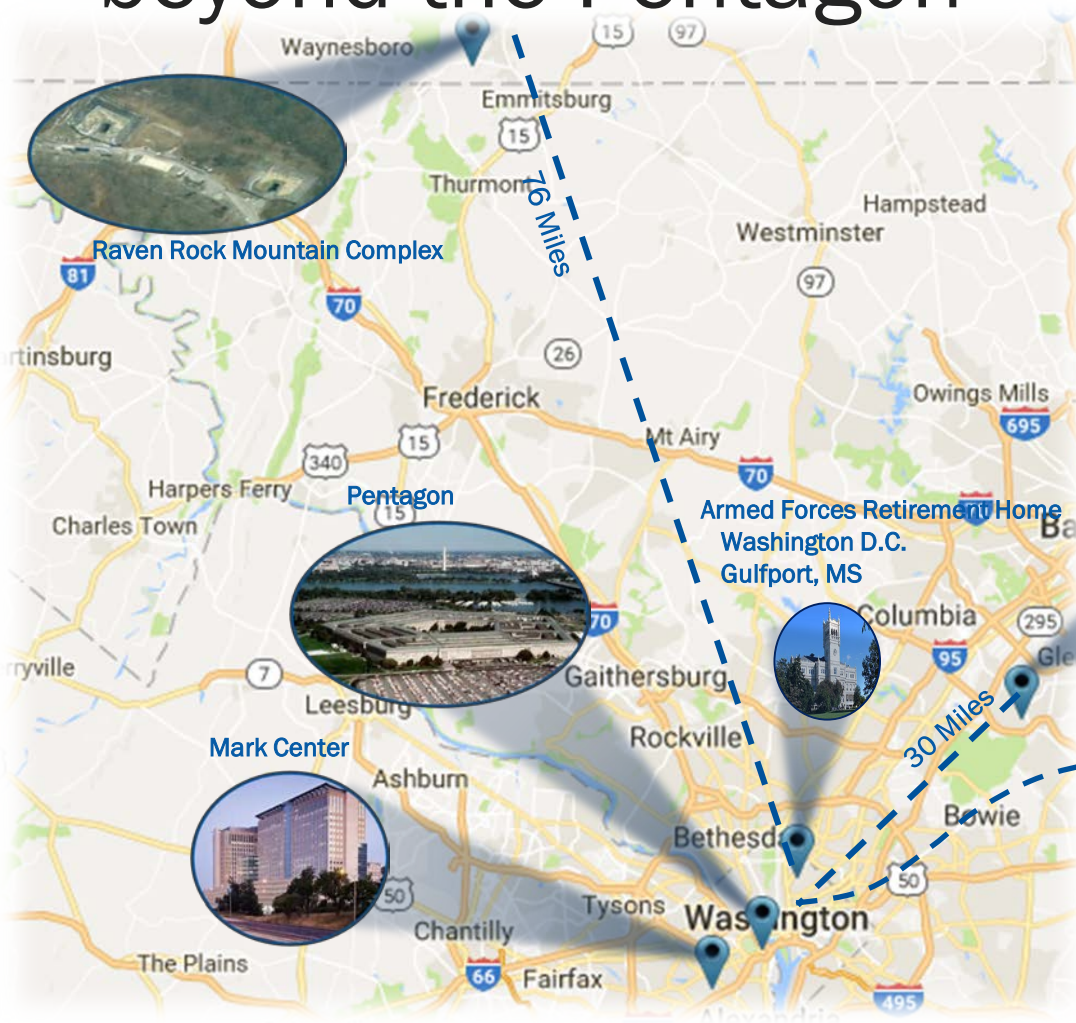
* DoD CAF transitions to control of Defense Security Service in FY19

** AFRH is an independent agency of the Executive Branch that was assigned to the DoD CMO to ensure fiscal solvency.

As of 4December18

our operating environment

Our beneficiary base goes well beyond the Pentagon



Raven Rock Mountain Complex



Pentagon



Mark Center



Armed Forces Retirement Home
Washington D.C.
Gulfport, MS



Fort Meade, MD



Guantanamo Bay, Cuba

All this and 78 leased facilities located throughout the NCR



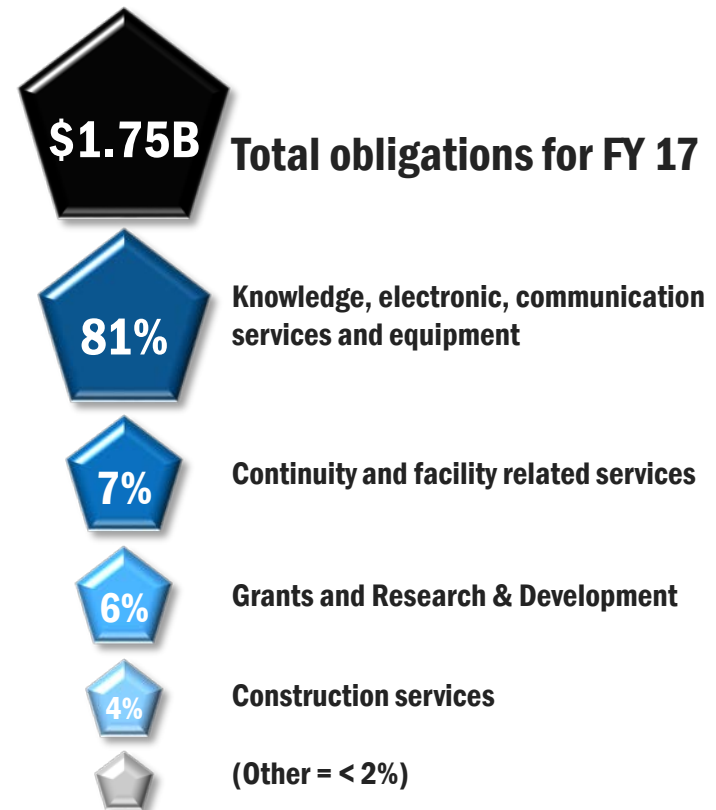
our services

We're like Radar O'Reilly, only on a much larger scale

The Acquisition Directorate (AD) plans, coordinates, and manages a wide range of supplies and services procurement programs, valued at over \$1.75 billion annually.

The AD is the single enterprise contracting office supporting acquisition services to all OSD components, WHS, the Pentagon Force Protection Agency, and the Armed Forces Retirement Home.

Knowledge-based services account for the vast majority of AD expenditures (just over \$1.1 billion). Combined with electronic communication services and equipment, this accounts for more than 80 percent of AD's total obligations, providing a consistent capability to connect people and process information.



our services

We're all about where you work



The Facilities Services Directorate (FSD) provides comprehensive lifecycle facility management supporting the day-to-day working environment of nearly 64,000 employees of the Department across the National Capital Region.

- **Property Management** – Nearly 15 million square feet of owned and leased space across the National Capital Region.
- **Facility Services** – Includes maintenance and repair; custodial services; landscaping; trash, recycling, and debris removal; construction management; energy management; safety and environmental compliance.
- **Parking and Transportation Management** – Design and construction of parking facilities; management of Mass Transportation Benefit Program (MTBP) for more than 25,000 enrollees.





We do the administrative work mandated by law

The Executive Services Directorate (ESD) provides comprehensive knowledge management and visual information services across OSD.

The ESD oversees multiple legally mandated programs for OSD as well as providing executive support to the Secretary of Defense, Deputy Secretary of Defense, OSD components and the Joint Staff.

- **Government Mandates** – Include fulfilling requests via the Freedom of Information Act, monitoring compliance with the Privacy Act of 1974, the Federal Records Act and programs regarding classification and declassification reviews.
- **Executive Support** – Includes managing the DOD issuances program, managing the correspondence and task management system, providing liaison with the GAO, tracking DOD Inspector General audit recommendations, and developing graphics and presentation support materials.





our services

We get the right information to the right people at the right time

The Executive Services Directorate (ESD) provides knowledge management and visual information services across OSD and the Fourth Estate

The ESD oversees legally mandated programs as well as providing executive support to the Secretary of Defense, Deputy Secretary of Defense, OSD components, the Joint Staff, and the Fourth Estate.

- **Government Mandates** – Includes the Freedom of Information Act, the Privacy Act of 1974, the Federal Records Act, the Paperwork Reduction Act, Executive Order 13526, and programs relating to classification and declassification reviews.
- **Executive Support** – Includes managing the DOD issuances program, managing correspondence for the SecDef and DepSecDef and the Correspondence & Task Management System (CATMS), managing Government Accounting Office (GAO) audit process, tracking DOD Inspector General audit recommendations, and designing visual information products.

Mandated Programs

- Freedom of Information and Privacy Act
- Executive Order 13526
- Federal Records Act
- Paperwork Reduction Act

Executive Services

- Correspondence Management
- DoD Issuances
- Visual Information Services
- GAO and DOD IG recommendations



our services

We have a ledger, and we're not afraid to use it

The Financial Management Directorate (FMD) provides a full range of financial services (planning, programming, budgeting, accounting, disbursing, and auditing) for over \$11 billion in funding for 23 beneficiary organizations.

While the primary duty of FMD is to support activities within OSD, the directorate provides the mechanism to support payment by the Services, Joint Staff, and other agencies for the use of building facilities, utilities and maintenance of nearly \$1 billion annually. This allows for consolidated payments – one bill to pay versus many – which in turn leads to efficiencies for the Services.

\$35 billion
Budget programming
dollars of customer funds
over the Future Years
Defense Program

\$597 million
Pentagon Reservation
Maintenance Revolving
Fund dollars managed
in FY 18

\$11 billion
Budget execution dollars
managed in FY 18

\$330 million
Building maintenance
fund dollars managed
in FY 18





our services

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Property Management

- 64,000 tenants
- 15 million sq. ft.



Facility Services

- 35,000 service calls
- 2,500 special events



Parking & Transportation

- \$2.7m monthly benefits
- 10,000+ parking spaces



our services

The history of the Department at our fingertips

Aligned under WHS in 2015, the History and Library Directorate (HLD) provides a wide range of research services for OSD, DOD components, and other federal entities.

The Historical Office, charged with preserving the institutional memory of the largest federal agency in the U.S. government, was founded in the 1940s and is one of the longest-serving, continually operating offices in OSD. A small cadre of professional historians routinely provide the Secretary of Defense and his key personnel with essential historical background information.

The Pentagon Library, also dating to the 1940s, provides customized research services, and maintains a collection of DOD specific materials in a variety of formats and coordinates and collaborates with other federal and military libraries.

In FY 17 the HLD supported:

- 12,000 in-person visits
- 700,000 searches of electronic resources
- 857 reference requests and information papers



Since 2015, the HLD has provided consistent and comprehensive historical and research support for its beneficiaries – while reducing its manpower by 60%





our services

We're an "undisclosed location" (but don't tell anyone)

In 2004, WHS was charged with assuming the comprehensive management responsibilities for the Raven Rock Mountain Complex (RRMC).

The RRMC provides round-the-clock, secure, fully-functional operational continuity support for the Secretary of Defense, the Chairman of the Joint Chiefs of Staff, select DOD components and non-DoD agencies of the federal government.

Designed to support plans requiring continuity of government operations in times of crisis, the RRMC is manned and equipped to enable the execution of mission-essential functions in accordance with defense directives and national leadership command capabilities.

WHS management responsibilities of RRMC include renovation and construction, budgeting, maintenance, and logistical support.

"Comprehensive and effective continuity capabilities will be maintained within the DOD to ensure the uninterrupted execution of mission-essential functions and support continuity of operations, continuity of government, and enduring constitutional government."

Patrick M. Shanahan,
Deputy Secretary of Defense
DODD 3020.26 February 14, 2018



our beneficiaries

WHS: Providing invisible support during a day in the life of a warfighter

Lieutenant Colonel Smith is assigned to the Joint Staff in support of forces in the field.

He wakes up every morning and takes the Metro to the Pentagon using mass-transit benefits managed by WHS.

He works in office space managed by WHS – from the lights he turns on and technology he uses, to the custodial services that keep his workplace clean.

He takes a break and exercises in the Pentagon athletic facility then recharges at lunch. Before he heads home for the evening, he picks up a prescription refill and some flowers. All made possible through facilities and services provided by WHS.

Lieutenant Colonel Smith's mission is to defend our country. WHS makes sure he has the necessary tools and quality of life at work to make that happen.





our people

People are our most valuable asset

Every function and service we provide begins with one of the nearly 2,400 government civilian employees who form the foundation of the WHS family.

Armed with four decades of institutional, operational knowledge and comprised of government civilians, contractor support, and uniformed military, WHS employees operate in more than 80 facilities stretching from Pennsylvania to Virginia to Guantanamo Bay, Cuba.

Our people are in the unique position of not only being a service provider for others, but also an end user and beneficiary of many of the services they or someone else in the WHS family provides. That gives us a personal and professional stake in what we do.



summary

What we do here, matters over there

Delivering full-spectrum services facilitating our mission partners' success, serving as a force multiplier to enable business practices for greater performance and affordability.

WHS provides essential, enabling services to policy and operations planners, the first in a **chain of actions ultimately impacting how this nation defends itself.**

The daily transactional administrative functions performed by WHS employees enable policy and operations planners to do their jobs

Those organizations in turn assist in the planning, resourcing and execution that directly benefits our nation's defenders.

*Despite the lack of a direct connection between WHS and the warfighter, make no mistake: **The supporting functions we provide here makes a difference over there.***

