

**Testimony of
The Honorable Frank J. Larkin
Sergeant at Arms and Doorkeeper of the Senate
Before the
Subcommittee on the Legislative Branch
Committee on Appropriations
United States Senate**

June 29, 2017

INTRODUCTION

Mr. Chairman, Ranking Member Murphy, and Members of the Subcommittee, thank you for allowing me to testify today. I am pleased to report on the progress of the Office of the Senate Sergeant at Arms (SAA) and our plans to enhance our service to the Senate.

For fiscal year 2018, the Sergeant at Arms respectfully requests a total budget of \$204,663,000. This request represents a modest 3.7% increase from the current enacted budget, but is nearly identical to our budget level from fiscal year 2012. Since that time, we have realized significant cost savings from the staff buyouts completed in fiscal years 2013 and 2016 and from rigorous contract management and restructuring, while continuing to provide the critical, high-quality services that the Senate community has come to expect from us. Our customer satisfaction levels remain high and we remain good stewards of the funds entrusted to us.

Leading the efforts of the office of the Sergeant at Arms is an outstanding senior management team, including Jim Morhard, who serves as my Deputy; Chief of Staff Mike Stenger; Assistant Sergeants at Arms Dick Attridge (Protective Services and Continuity), Vicki Sinnett (Chief Information Officer), Bret Swanson (Operations), and David Bass (Capitol Operations); General Counsel Terence Liley; and Chief Financial Officer Chris Dey. The many goals and accomplishments set forth in this testimony would not have been possible without this team's leadership and commitment, as well as the dedication of the women and men who work for the Senate Sergeant at Arms office.

PROTECTIVE SERVICES AND CONTINUITY

EMERGENCY PREPAREDNESS

Our plans and procedures are designed to ensure the life safety of Senators, staff, and visitors by equipping them with the necessary tools to respond to emergency situations. Our plans are developed to ensure the Senate can continue its essential functions following emergency events.

We worked with Senate offices to update 72 Emergency Action Plans and developed Emergency Action Plans for each newly-elected Member office. We ensured their suites displayed evacuation maps with detailed primary and secondary routes and elevator locations for mobility-impaired individuals, as well as, distributing supply kits, annunciators, and escape hoods. New Members and their staff received personalized training on emergency preparedness procedures, continuity, alert notification, personnel accountability, and equipment use. We distributed a new version of the Emergency Preparedness Quick Reference Guides to Members to familiarize them with critical information needed to respond to threatening situations, protestors, and other

emergency events. We also assisted 35 Member offices and committees with drafting Continuity of Operations (COOP) plans, strengthening the Senate's ability to perform its essential functions.

We conducted a robust training program to ensure the Senate community is prepared to respond to a variety of emergency events at work and home. More than 3,200 staff members were trained during 201 classes covering a variety of emergency preparedness topics including responding to active shooters, the four protective actions, emergency action planning, and ALERTs/Remote Check-in procedures. The "Responding to an Active Shooter" class continues to be one of our most popular trainings. The course is taught with the U.S. Capitol Police and is vital to understanding what to expect from law enforcement throughout such an event.

The preparedness and protection of Senators, staff, and visitors within the Senate Chamber continues to be a primary focus. We worked with USCP to conduct a full-scale exercise to validate the Chamber Emergency Action Guide. The exercise included over 200 participants, many from Member offices. Participants responded to several scenarios, including an active shooter event requiring players to shelter in place and an air intrusion situation forcing staff to evacuate the building rapidly.

We collaborated with the USCP to conduct annual evacuation, shelter in place, and Internal Relocation drills to familiarize staff with appropriate life-safety responses to potential emergency events. We supported over 25 drills that included the Capitol, Capitol Visitor Center (CVC), Senate office buildings, the Senate Page School, Employee Child Care Center, and Postal Square. Many of these exercises were "no notice," which creates a more realistic response to emergency events. This past year, we conducted two new exercises. The first simulated an active shooter event in the Capitol and CVC. The second simulated a mass casualty event and examined procedures for gathering Member accountability information and ways to share it with senior leadership. We also conducted a full-scale exercise of the alternate Briefing Center at the Thurgood Marshall building.

To improve our alert messaging capability, we partnered with the USCP, House, and the Architect of the Capitol (AOC) to acquire a joint emergency mass notification system (JEMNS) at a significant cost savings to the Senate. JEMNS will improve and reduce the number of alert notification systems needed to transmit critical life safety messages throughout the Capitol complex. JEMNS has been installed and is undergoing operational testing for rollout later in FY 2017. Once complete, the system will rapidly send alert notification messages to Senators and staff by e-mail, phone call, text message, desktop computer pop-up, and smartphone applications.

Communication between staff responsible for executing plans throughout emergencies is critical to ensuring successful outcomes, especially when deployed to continuity sites. We are upgrading our radio system to a modern version that will allow for multiagency interactions on encrypted equipment during exercises and real world events. We are also working with Executive Branch stakeholders to acquire new, interoperable secure mobile devices to provide classified communication capabilities for officers and emergency response staff.

CONTINGENCY PROGRAMS

SAA staff continued to develop and refine contingency plans in collaboration with Joint Congressional Continuity Board partners. Additionally, to better support the SAA's Continuity of Government mission, efforts have been made with partners and within the Senate to establish collaborative forums for information sharing. Of note, the ASAA Continuity Council was formed

to meet and collaborate on collective SAA organizational support and services. The group meets on a quarterly basis to discuss program improvements and the Senate's requirements during continuity events. The Senate Continuity Coordination Group was also formed to provide a forum for information sharing between the SAA, Secretary of the Senate, USCP, AOC, and Office of Attending Physician. Finally, major progress was made toward establishing a joint concept of operations focused on continuity goals and requirements, and formalizing joint Congressional continuity efforts.

We continued managing a comprehensive Senate exercise program to regularly practice and validate plans. We conducted 26 exercises, tests, and guided discussions covering all aspects of emergency response including mobile assets, Alternate Chamber, Chamber Protective Actions, Emergency Operations Center, Briefing Center, communications, transportation, continuity staffing, evacuations, Internal Relocation, shelter in place, alert notifications, and Continuity of Government. Of particular note, the Test, Training, and Exercise Program led the first ever no-notice exercise of contingency communications capabilities. This functional exercise successfully tested the CIO's ability to deploy, set up, and test information technology infrastructure associated with mobile vehicle assets.

SECURITY PLANNING AND POLICE OPERATIONS

SAA staff coordinates security and law enforcement support for the Senate community, including Member offices, state offices, committees, and other support offices on Capitol Hill.

We work closely with the USCP to include staffing for the USCP Command Center support program during all hours the Senate is in session and normal business hours during periods of recess to allow for real-time communication between the SAA, USCP, and the Senate community during special events, emergency incidents, and routine operations. More than 330 incidents and events were monitored through this program this year. SAA staff provided coverage during several Joint Sessions of Congress, and the Papal visit.

Our staff also handles the State Office Readiness Program, which delivers security and preparedness equipment and services free of charge to state offices. We provided security enhancements to 32 Senate state offices this year alone.

INTELLIGENCE AND PROTECTIVE SERVICES

The SAA recognizes the value of maintaining collaborative partnerships. We work with various federal, state, and local law enforcement, intelligence, and force protection entities to synchronize information, identify security risks, monitor threat streams, and maintain situational awareness. This ensures appropriate mitigation and prevention strategies are deployed to protect the safety and security of the Senate domestically and abroad.

Evolving and rapidly expanding social media use and the availability of open source material allows malicious individuals to publically relay intentions within minutes. We proactively research and analyze such material and engage with community partners and subject matter experts to maintain security-related situational awareness and identify threat data against Members, their families, staff, and associated offices/buildings domestically and abroad.

We collaborate with the USCP and other law enforcement entities to ensure appropriate outreach and coordination on behalf of specifically-targeted Members and staff. We continuously monitor, evaluate, and conduct vulnerability, risk, and threat assessments to determine and implement appropriate security measures and protective operations coverage. Additionally, our office

maintains a regular situational awareness outreach campaign for the Senate community regarding significant upcoming events or planned activities, on and in close proximity to the Capitol complex and state offices, which may adversely impact Senate business.

Furthermore, our office coordinates with the USCP to implement several security initiatives, law enforcement outreach efforts, and protective services objectives to ensure Members and their staff receive the necessary guidance, tools, and support when planning and attending public events throughout the country.

Finally, we partner with the USCP and other agencies to support contingency planning; and oversee security operations planning and the creation of incident management and response action plans for major events. Events included the Presidential Inauguration, annual State of the Union address, Senatorial retreats, Republican/Democratic National Conventions, various Joint Sessions of Congress, and other high profile National Special Security Events.

INFORMATION TECHNOLOGY

CYBERSECURITY AND RESPONSE

The Senate is considered a prime target for cybersecurity breaches. Over the past two years, the Cybersecurity Department has focused on a multi-dimensional transformative approach to identify gaps in our security posture and implement strategies to be more proactive to the advanced cyber threat. This approach has not only focused on the technology, but also on educating the user and training of security staff, and has done so respecting the taxpayer's dollar.

From a people perspective, we developed partnerships with the Virginia Polytechnic Institute and State University and the commercial sector to develop a mobile application and conference series to educate the Senate community on where and how they are vulnerable and provided various security tips for the average user. These ongoing education efforts help continuously educate the user regarding the cyber threat.

Upon completion of a holistic cybersecurity technology review, our new strategy was developed and implemented. The installation of several new technologies is 95% complete and the Cybersecurity Department continues to develop and improve the associated standard operating procedures to leverage the investment. The past two years have seen completion of a large-scale effort to transform how network vulnerabilities are identified. This improvement reduced the network scan time from 25 hours to 5 hours and allowed for quicker identification of vulnerabilities and ability to determine the cyber risk. In 2016 alone, 12,868,866 malicious messages were blocked. With recent technology improvements, an additional 68,531 messages were analyzed for threat activity, blocked, and the affected users were notified to prevent a network breach. Similar results have been seen as well regarding the Senate Secure Web Gateway. In 2016, 273,576,800 connections to 54,540 websites were blocked to prevent threats from attacking the internal network. These statistics demonstrate the agility and dynamic capability of the advanced cyber threat.

We continue to develop processes to effectively and efficiently leverage the newly implemented technologies. One is the detecting and alerting of users establishing remote connections to the network from foreign countries. While not necessarily an attack, it allows System Administrators to confirm the travel and, if not legitimate, implement blocking actions to prevent remote network access to the enterprise. Another process notifies users when credentials to their various accounts have been compromised and potentially sold on the cyber underground. While this is

not a compromise of the network, it is possible that users are using the same password for Senate systems and this notification advises the user to change their password to protect their information and the network. Process development is continuing in parallel with the various technologies to promote an agile cyber defense strategy. Additionally, independent assessors confirmed the Senate has a higher than average level of security when compared to other federal agencies, and there was no sign of the Senate network being breached.

While the improvements have significantly increased the security and reduced the overall risk to the Senate network, this will not prevent a breach. As the department improves its capability, the security will continue to increase. The Senate will also continue to improve its ability to be more proactive and resilient to the advanced cyber threat.

NETWORK OPERATIONS

In 2016, the Network Operations Center received and serviced 2,189 Service Center “incident” tickets and processed 2,873 change requests, including more than 1,200 LAN drop requests. Of the 451 survey responses from users, 95% received a rating of “exceptional” or “very satisfied.”

The multi-year project migrating to broadband Internet service in Senate state office locations continues to show benefits. It significantly increases the bandwidth at each of the 460-plus locations, improving the performance at each site for both intranet and Internet services. The increased bandwidth also supports emerging technologies such as improved video conferencing capabilities between D.C. and a state office. We have completed the migration of more than 430 offices, saving the Senate more than \$185,000 a month since the beginning of the project. Migration for the remainder of the offices will be completed by the end of the year.

NETWORK INFRASTRUCTURE

A major upgrade was completed to the entire campus-based switch network. This upgrade was comprised of more than 51,000 feet of laser-optimized fiber and 130 new modular switches. The fiber installation will support the Senate campus for the next decade. This upgrade took more than a year to complete and required staff to work early morning hours to limit any disruptions to the Senate user community. As a result of the fiber upgrade and the increased connection speeds to these switches, we can now support 1 Gigabit connectivity to user systems and are working with other groups to coordinate the final step of enabling the faster speeds on end user systems within offices. Once complete, this upgrade will result in a better user experience across the entire Senate campus.

WIRELESS NETWORKING

The Senate wireless network is now comprised of more than 1,100 wireless access points supporting 12 campus buildings and multiple state offices. The implementation of a “guest” wired network now allows constituents to connect to the Internet while visiting the campus. Peak usage of the guest network alone supports more than 3,000 concurrent users on a daily basis. Integration of our wireless network and authentication services with the AirWatch application ensures only Senate assets can connect to the internal network via the Discovery wireless network. The wireless group has worked closely with the Cybersecurity Department by installing more than 100 wireless intrusion sensors in the Senate office buildings with nearly 300 more to be installed over the next year.

NETWORK ENGINEERING

The migration to a new application load balancing solution was completed by replacing the existing hardware and software platforms, which provided load balancing and Secure Sockets Layer (SSL) offloading services for many Senate applications. The load balancers service more than 180 of the Senate's most critical applications, including e-mail and Senate.gov web services. These services were migrated with minimal disruption through close collaboration and coordination among groups from different departments. The new application load balancing solution empowers system and application owners with direct access to efficiently monitor and manage application data and delivery, serving the Senate's business and constituent services.

SENATE E-MAIL SYSTEMS

Senate e-mail systems processed an average of more than 1.4 million inbound and outbound e-mails daily. During the past year, we completed a technology refresh and upgrade to enhance outbound e-mail processing capacity and efficiency.

DATA CENTER MANAGEMENT

We continue to follow a best practices approach to modernize, improve and manage our data centers. Energy efficiency improvements include upgrading airflow, reorganization of space, and server rack consolidation in the data center in Postal Square. Enhanced monitoring of the facility environment, along with alerting, allows us to react to environmental issues more quickly and ensure systems availability. A five-year data center plan has been initiated to include moving our primary data center off Capitol Hill.

TRANSAACT – Our Platform for Doing Business Online

We continue to add functionality to TranSAAct, our platform for doing business online, eliminating paper-based manual processes and addressing the requirements of offices and the Committee on Rules and Administration. Built on an extensible modern database framework, TranSAAct allows indefinite expansion as our customers identify new requirements.

Over the past year, we rebuilt the Floor privileges pages, including automating the Floor pass desk processes; automated the previously manual process of renewing software subscriptions; added constituent services systems financial reports; and rebuilt the ID request forms to address customer suggestions and conform to new requirements.

We are improving the functionality of the communications services requests and upgrading some of the technologies in TranSAAct. We are also pursuing customer requests to add managing SecurID cards into TranSAAct and include service recipient profile information to facilitate easier submission of future requests. Finally, we are working with stakeholders in the development of a new Technology Catalog so we can make appropriate changes to TranSAAct based on anticipated changes in business processes.

OTIS – A Senate Personnel Management System

Otis is an encrypted, secure, and replicated Web-based personnel management system for Member and committee offices to manage administrative information about their staff. The system includes support for office administrators and staff, including leave, timesheet, and payroll paperwork. In the last year, we added additional features to expand leave and payroll capabilities, and to track FMLA and Student Loan Repayment Program participants. More than

70 offices and committees are actively using Otis, and we continue to work with the community on enhancements.

PRIVILEGED ACCESS MANAGEMENT – Protecting our most sensitive systems and data

Responding to an industry-acknowledged need for increased security of highly privileged accounts, we designed and implemented a privileged access management solution for use by SAA staff with administrative access to highly valuable data. Solution design required us to conduct extensive interviews of teams and individuals and conduct in-depth evaluations of several potential products. Once we selected a product, we designed the solution and integrated it with two of our network authentication systems (Active Directory and RADIUS) in order to provide the enhanced security of two-factor authentication. This solution significantly increases the security posture of Senate information systems, protecting the most sensitive data by limiting exposure of privileged credentials.

LOCAL ADMINISTRATOR PASSWORD SOLUTION – Securing the desktop

We deployed the Local Administrator Password Solution (LAPS) to address the pervasive problem of a common password used for the local administrator account across multiple computers. This provides a simple, quick and secure way to create a unique and complex local administrator password on all computers in an office. System Administrators can grant staff temporary local administrative access to systems and change local administrator account passwords on demand. Passwords are stored securely in the network authentication system (Active Directory). By default, the system will change passwords automatically every 30 days. This interval is configurable by the System Administrator. The implementation of LAPS empowers offices to significantly enhance the security of their computers at no additional cost to the Senate.

VMI – UPGRADE AND STORAGE REFRESH – More powerful and capable virtual servers

We significantly upgraded the Senate’s Virtual Machine Infrastructure (VMI), which hosts more than 1,000 virtual servers supporting nearly every application in the Senate. The upgraded software added new capabilities, additional redundancy, and enhanced disaster recovery capabilities. The cross-organizational team within the CIO worked diligently to ensure there was no disruption to services during the upgrade process. Additionally, we refreshed the storage environment supporting the VMI, moving to a more powerful solution provided by a different vendor. This new solution provides a dramatic increase in performance, enabling the CIO to virtualize solutions that previously could not be supported. Due to meticulous planning and execution, we completed the migration of hundreds of terabytes of data from the old storage system to the new system without any disruption to the applications and services supported by the VMI.

OPERATING SYSTEM IMAGING – Faster deployment of new computers

We moved to a new method for creating and deploying images to desktops, laptops, and tablet computers. It enables us to more quickly resolve problems and speed the delivery of new machines to our customers. In addition, we are now able to perform updates to the images, installing the latest security and functionality upgrades from Microsoft. As a result, updates are done once and do not need to be installed on each new machine that is deployed, a time savings of approximately 45 minutes per computer. More than 3,000 computers have been deployed using this new capability, resulting in over 1,000 person-hours saved, and faster time to delivery for customers receiving new computers.

UPGRADING EXISTING MOBILITY TECHNOLOGIES AND SUPPORT

In 2016, the Samsung Galaxy Android series and the iPhone 7 and 7 Plus were added to the mobile communications offerings, providing additional options to the existing iOS and BlackBerry smartphone models. The transition from BlackBerry devices to iOS and Android platforms was hastened by the inability to obtain BlackBerry 10 stock from our wireless vendors. The increased demand for higher priced iOS and Android devices necessitated a better support infrastructure. In 2017, we developed a new support program to have warranty stock onsite so that users no longer have to visit a retail store to troubleshoot or exchange faulty devices. This program achieves cost savings to the Senate overall by eliminating the mandatory requirement for AppleCare+ on all smartphones, but does require an increase to the Mobile Communications Services (MCS) budget to stock full retail value devices to be used as warranty stock.

In 2017, we will evaluate the BlackBerry Mercury as a possible addition to mobile communications offerings. Testing of new smartphones is an ongoing process.

TELECOMMUNICATIONS

The much anticipated, multi-year effort to upgrade and modernize the state office telephony infrastructure for all 460-plus state offices is underway. It will provide each state office with new hardware, increased flexibility, a feature-rich voicemail platform, more features, and additional security at a lower cost.

This project includes limited travel to some state offices during migration to ensure a seamless transition of services. Anticipated benefits will begin in FY 2017 and increase throughout the life of the migration process.

The final stages of the Telephone Modernization Project are well underway with the implementation of Session Initiation Protocol trunk lines. This change will remove our dependency on Verizon for trunking and generate cost savings over the next several years. The upgrade of several servers integral to the D.C. telephone switch will allow us to remain up to date and prepared for future technologies.

While our D.C. voicemail platform was previously upgraded to allow for additional features and redundancy, we are now working on expanding capacity due to the increase in voicemail traffic. Splitting our voicemail platform into two separate clusters will allow for maximum capacity on each cluster and still maintain the features, functionality, and flexibility that offices expect.

IT HELP DESK AND INSTALLATIONS

Our central IT Help Desk answers approximately 10,000 questions from Senate users annually, taking trouble reports and coordinating the activities of the technicians who respond to and resolve the problems by phone, online, and in person. In addition, the installation team completed more than 5,000 installation projects over the past twelve months with the percentage of on-time arrivals averaging 99.5%. In addition, 48% of Help Desk calls were resolved during the initial call. Each time a Help Desk or installation ticket is closed, the customer is offered an online survey, and 98% of those surveys rated the IT Help Desk and installation services as either very satisfactory or excellent.

CONSTITUENT SERVICES SYSTEMS

New Constituent Services Systems (CSS) contracts were issued in 2016. The new contracts include numerous updates identified by Senate and CIO staff over the course of the previous contract and include several new security-related requirements. CSS contracts were issued to four vendors and extend through the end of 2021, thereby providing Member offices with several CSS service provider options.

OPERATIONS

CENTRAL OPERATIONS

ID Office

The ID Office has successfully simplified the badge issuing process by consolidating two card management systems prior to the beginning of the 115th Congress and issuing approximately 9,000 Congressional IDs during a two-month initial renewal period.

Focus continues on the increased use of secure Smart Cards, which several hundred customers currently utilize. The Senate Smart Card program hopes to support various capabilities outlined in Homeland Security Presidential Directive (HSPD) 12, such as e-mail encryption, two-factor authentication, and secure remote network access.

Parking Operations

Parking Operations continues to mitigate impacts of special events and construction projects on space availability. Long-term construction projects, such as the Russell building's exterior envelope rehabilitation, will inconvenience different groups of permit holders over the course of four years. Shorter targeted projects—such as repaving, refreshing paint, and replacing curbs and gutters—continue to have smaller impacts on outdoor permit holders. The planned renovations of the Russell Legislative Garage and the Thurgood Marshall Judiciary Office Building Garage will be of significant impact in the coming years.

Work on the Judiciary Office Building Garage is underway, and work continues with the Administrative Office of U.S. Courts to ensure proper focus on our customers' parking needs. The AOC has designed the work in phases to limit the disruption to permit holders. It is anticipated that all current permit holders will be accommodated in the garage throughout the project.

The Russell Legislative Garage renovation will displace the parking permit issuance booth and over 100 spaces that are under the control of the Committee on Rules and Administration. Parking Operations will work closely with the committee's staff and AOC personnel to ensure customer service can be maintained and displaced garage permit holders are accommodated in other Senate areas. The permit issuance booth issues more than 9,000 permanent permits each Congress, and maintaining a location to provide this service is extremely important. Ensuring all stakeholders are aware of the plans for the renovation will be a primary focus of Parking Operations.

Transportation and Fleet Operations

Transportation and Fleet Operations procures, manages, and maintains Senate vehicles; operates the Senate Daily Shuttle services; and provides the Senate with emergency transportation and logistics support. The fleet includes trucks, vans, buses, SUVs, electric vehicles, handicapped-accessible vehicles, and Segways. Focus continues on reducing older vehicle inventory with newer, more efficient vehicles, when necessary, to better meet the needs of our customers. In FY 2016, staff transported more than 23,000 passengers through the SAA Shuttle service.

Photography Studio

The Photo Studio provides photography and photo imaging services for Senate offices and committees. The studio manages and maintains the Photo Browser application, which provides Senate offices a secure location to upload, organize, download, and place orders for their photos through a Web interface. The Photo Browser provides a secure, accessible archive to all photos accumulated during a Senator's term in office.

The Photo Browser system currently contains more than 1.4 million photo image files. The new Photo Browser system launched in March 2017. Improvements include a more intuitive user interface, user tools that allow cropping and selection of templates, and opportunities for developing new features in the future.

In FY 2016, staff photographed more than 68,000 images, produced more than 61,000 photo prints, and coordinated scanning for end of term archiving of more than 56,000 photo images for Senators leaving office.

PRINTING, GRAPHICS AND DIRECT MAIL

The Printing, Graphics and Direct Mail (PGDM) department provides support to the Senate community through graphic design, printing, photocopying, mailing, document preservation, logistics, and security – producing more than 60.3 million items during FY 2016.

As a good steward of fiscal resources, PGDM garnered notable savings for the Senate, including:

- In FY 2016, PGDM reduced more than \$100,000 in equipment maintenance costs by re-negotiating vendor support contracts.
- More than \$1 million was saved by locally producing charts for Senate floor proceedings and committee hearings.
- More than \$960,000 saved in postage by pre-sorting and discounting 4.3 million pieces of outgoing Senate franked mail, even as costs continue to fluctuate within the postal industry.

PGDM produced 5.3 million digital images using high-speed digital scanners and software technology for imaging Members' mail, as well as using a document file management system. This provided Member offices the ability to conduct comprehensive electronic searches for specific dates, legislative issues, or individual constituent correspondence within their document collection.

PGDM has continued work with the Senate community to convert 6,148 obsolete media (VHS/Beta/cassette) to usable digital files, which amounts to over four terabytes of data. This

service allows offices the ability to convert legacy tapes to current media formats, in compliance with National Archives standards.

Digital publications and multimedia are becoming an increasingly important complement to printing. The future of publishing is a world in which both print and digital live together. In FY 2016, PGDM added new offerings called "Digital Media." Some examples of these jobs include fillable PDF forms, Web graphics, E-Pubs, video creation, animation, interactive PDFs, and animated slide shows.

Through effective communication and teamwork, PGDM's Senate Support Facility upheld the SAA mission for operational security in FY 2016 by receiving 5,047,809 items from the USCP off-site inspection facility and transferring them to the Senate Support Facility. This process eliminated 436 truck deliveries to the Capitol complex, helping to reduce traffic and allow the USCP to focus on other aspects of safety.

Focus continues on identifying means of cost savings while not compromising service and customer satisfaction. PGDM combines job responsibilities throughout its department and engages in formal cross-training initiatives among employees to ensure a high level of service quality. In addition, PGDM plans to upgrade the current online work order system to provide Senate offices the ability to request additional products.

SENATE POST OFFICE

The Senate Post Office's workforce tests and delivers mail and packages to more than 180 locations within the Capitol complex while providing a messenger service to multiple locations within the Washington metropolitan area.

In FY 2016, the Senate Post Office safely processed and delivered 7.9 million internal and incoming mail items. The Government Accountability Office reimbursed the Sergeant at Arms \$14,000 for screening their incoming U.S. Postal Service mail.

Following a successful bipartisan pilot program of the Sentry Air System, a new mail-screening unit for Senate state offices, the Senate Post Office purchased 30 additional units. Deployment of the new units will commence as older units are identified for replacement.

CAPITOL FACILITIES

Capitol Facilities supports the work of the Senate by providing a clean and professional environment in the Capitol Building for Senators, staff, and visitors. Our Environmental Services Division cleans Capitol offices, hallways, and restrooms; moves furniture for offices; and provides special event setups for 15 meeting rooms in the Capitol and the Senate Expansion space in the Capitol Visitor Center. The Furnishings Division provides furnishings—including stock and custom furniture—carpeting, and window treatments to Capitol offices. It also provides framing services for Senate offices and committees.

Focus continues on realizing cost savings and improved efficiency while not sacrificing service. Capitol Facilities has combined job specialties and engaged in cross-training employees to ensure services are maintained at the highest level. Current initiatives include an upgrade to the Capitol Facilities Online Request System (CapFOR), our online tool that offices can use to request furniture, services, and framing. It also includes an online work order system to track the workload and software that enables us to provide furnishing floorplans to Senators for use in their Capitol offices.

OFFICE SUPPORT SERVICES

The State Office Liaison staff serve as the conduit between Senate offices and commercial landlords, or the General Services Administration for Senate offices in federal facilities, overseeing 450 state offices. Managing this important program helps assure every Senator's ability to meet the growing needs of their local constituencies.

CAPITOL OPERATIONS

Ensuring that our customers—both internal and external—have access to the Senate and understand its work remains the focus of the SAA's Capitol Operations team. Over the past year, team members provided a range of services to Senators and their staffs, visitors to the Capitol, members of the news media who cover Congress, and the public. Capitol Operations continues to focus on providing timely, accurate, and useful information that promotes safety, increases transparency, and enhances the experience of those who work in and visit the Senate.

SENATE RECORDING STUDIO

In a time of instant communication and demands for transparency, the Senate Recording Studio helps ensure that the work of the Senate remains accessible to the public. During 2016, the Recording Studio provided 781 hours of gavel-to-gavel coverage of Senate Floor proceedings and continues to provide technical support for live-streaming and archiving of the proceedings on the Senate's website, www.senate.gov. Last year, the streamed proceedings were viewed 2.15 million times by more than 172,900 unique visitors. To keep the quality of this production in line with current standards, the studio is upgrading the Senate Floor audio system in 2017. The Recording Studio also broadcast 544 Senate committee hearings in 2016. The studio coordinates with Voice of America, the Department of State, and other agencies to provide these hearings to a larger audience. Another priority of the Recording Studio is to enable Senators working in D.C. to communicate with their constituents back home. During 2016, the studio produced 805 television productions and 899 radio productions, and edited more than 2,000 audio and video clips for Senators. In January 2017, the studio was responsible for the broadcast of the Presidential Inauguration to a record eleven jumbotrons along the Capitol grounds, six live streams, and the descriptive audio of the event.

SENATE MEDIA GALLERIES

For members of the news media, the Senate remains one of the most open and accessible institutions of government. On any given day, hundreds of reporters, producers, photographers, videographers, and technical support personnel can be found in hearing rooms, hallways, and in the Chamber, bringing the news of the Senate to people across the country and around the world.

Ensuring that the news media can conduct their business efficiently, safely, and in a manner consistent with Senate rules is the responsibility of the staff of the four Senate Media Galleries. The unique structure of the Media Galleries, dating back to the earliest days of the Senate, requires them to work closely and cooperatively with their respective Standing and Executive Correspondents' Committees, the USCP, and press secretaries and communications staff of Senators' offices and Senate committees. Media Gallery staff facilitate media credentials and arrangements for the approximately 6,000 members of the news media who can cover the Senate in a given year.

Daily Press Gallery

The Daily Press Gallery supports reporters working for publications that publish on a daily or more frequent basis. Last year, the Daily Press Gallery issued credentials to approximately 1,800 journalists. As custodians of the largest press complex on Capitol Hill, the gallery staff serve more than 100 reporters who physically work in the Press Gallery on a regular basis. Gallery staff also help control access to the Press Gallery inside the Senate Chamber and ensure gallery rules are followed. Daily Press Gallery staff coordinate with Senate committees on press coverage for hearings and other events around Capitol Hill. The Gallery staff remain focused on modernizing services by creating an electronic archival and filing system, streamlining the online credentialing process, and maintaining real time website updates on Senate Floor proceedings and notifications to Senate staff and reporters via e-mail and Twitter (@SenatePress). After successful work at the 2016 conventions and 2017 Presidential Inauguration, the gallery staff focused on preparations for the Supreme Court nomination hearings.

Periodical Press Gallery

The Periodical Press Gallery supports the news media working for non-daily periodicals and their online publications. Media interest in Capitol Hill has increased dramatically over the past year, and the Periodical Gallery has seen a 200% increase in applications for press credentials since October 2016. Gallery staff continue to process these new press applications in consultation with the Executive Committee of Periodical Correspondents, and will renew press credentials for the more than 1,200 correspondents currently credentialed. The staff remains focused on streamlining communication with gallery members and Senate staff. For example, the number of followers on the gallery's Twitter account (@Senate PPG) grew over 33% to 6,350 in 2016. These efforts help drive traffic to the gallery's website, where information on Senate Floor proceedings, the credentialing process, and other areas of interest is consolidated. Gallery staff also continue to assist Senate staff with media logistics for many high profile hearings in 2017, including the nomination hearings for the next Supreme Court Justice.

Press Photographers Gallery

The Press Photographers Gallery supports photographers representing news organizations from across the United States and around the world. Last year, the gallery credentialed approximately 300 news photographers. Unlike the other three Media Galleries, which have counterparts in the House of Representatives, Press Photographers Gallery staff support the media at news events and hearings in both Houses of Congress. During the past year, gallery staff supported press logistics at the national political conventions and the Presidential Inauguration, ensuring hundreds of press photographers could document for the world the process of the peaceful transfer of power in the United States. The Senate is a major focus of the press during the beginning of a new administration; accordingly, large numbers of photographers are covering Congress on a daily basis. The gallery staff works constantly with other SAA offices, the U.S. Capitol Police, and Senate offices to ensure press photographers' access without interfering with the duties of the Members. This year, the gallery looks to finalize press logistics for Continuity of Government plans.

Radio and Television Gallery

The Radio and Television Gallery serves as the Senate's primary contact to the broadcast news industry and ensures that the Senate's broadcast coverage rules are followed. Gallery staff function as liaisons between Senate offices and the broadcast media and, in 2016, assisted in

organizing coverage of more than 200 news conferences, 1,200 committee hearings, 100 photo opportunities, and 25 special events. The gallery issued credentials to approximately 3,900 television and radio reporters, producers, and technical personnel. The gallery also maintains the studio and technical infrastructure that Senators use for news conferences. Recently, the gallery renovated the studio's audio system and added soundproofing. The renovated audio system incorporates a separate audio feed for ambient microphones. As a result, reporters' questions are clearly heard during news conferences by the viewing public.

SENATE DOORKEEPERS

Senate Doorkeepers play a critical role in supporting the legislative process of the Senate. Doorkeepers provide access to those with Senate Floor privileges; enforce the rules of the Senate Floor; and facilitate the needs of Senators, Senate Floor staff, and Senate Pages. Doorkeepers also provide support for a number of special events attended by Senators, their families, and special guests. In addition to directly supporting Senators, Doorkeepers also ensure that people from around the world can visit the Senate Gallery safely. During 2016, the Senate Chamber averaged 1,000 visitors per day—both when the Senate was in session and during recess—with the help of Senate Doorkeepers. Doorkeepers are also tasked with emergency preparedness roles and balance the dual priorities of maintaining access and being prepared for emergency situations.

SENATE APPOINTMENT DESKS

The Senate Appointment Desks are responsible for processing thousands of guests, who enter the Capitol each year for business meetings or other purposes, in a safe and efficient manner. During 2016, approximately 220,000 visitors were processed through our network of Appointment Desks located on the first floor of the Capitol, in the basements of the Russell and Hart Senate office buildings, and in the Capitol Visitor Center. Of these, 124,000 visitors were in the Capitol complex for official business or a direct meeting with a Member, a Member's office, or a committee. In addition, more than 25,000 international visitors relied on the CVC Appointment Desk for Senate Gallery Passes and information.

OFFICE OF INTERNAL COMMUNICATIONS

The Office of Internal Communications (OIC) streamlines communication within the SAA organization and to the rest of the Senate community through a combination of online, digital, and traditional print publications. Last year, the office sent 498 Notices and 61 Dear Colleague messages electronically, saving resources and speeding delivery of important information. In addition, the OIC manages two websites—one internal to the SAA and the other accessible to the Senate community. During the past year, OIC staff edited and helped produce 135 publications, including safety bulletins, newsletters for both Senate and SAA staff, procedural manuals, and dozens of documents sent to various SAA offices and the Senate.

SAA HUMAN RESOURCES

The primary function of the SAA Office of Human Resources is to provide personnel services and advice to SAA managers and employees. SAA Human Resources also provides workers' compensation, ergonomic assessments, Americans with Disabilities Act accommodation requests, and recruitment services to the broader Senate community.

SENATE PLACEMENT OFFICE

During FY 2016, Senate offices submitted 404 requests for recruitment assistance to the Senate Placement Office; 21,052 resumes were processed by the Placement Office in response to these requests. Overall, in FY 2016, the Senate Placement Office processed 23,657 resumes from applicants for vacancies in Senate offices and committees.

SENATE OFFICE OF EDUCATION AND TRAINING

The Office of Education and Training provides training to ensure that all Senate staff have the resources and skills they need to perform their jobs. In 2016, nearly 3,000 staff attended our classroom classes and nearly 1,200 staff attended online classes. In addition, the Office of Education and Training provided customized training, facilitation services, and coaching to more than 150 Senate Member, committee, and support offices, in which more than 2,000 staff members participated. The office also provided three conferences for 137 state staff.

This year, we will expand our leadership development offerings, provide training for the Academy Nomination Coordinators, and coordinate orientation and training for the Chiefs of Staff and Administrative Directors in the new Member offices.

HEALTH PROMOTION

Our Health Promotion office has been legislatively mandated to provide Health Promotion activities and events for all Senate staff. Each year, the office coordinates and hosts the two-day Health and Wellness Fair. In 2015, more than 2000 staff participated in health promotion activities, which included screening for glucose, cholesterol and blood pressure; exercise demonstration; and seminars on topics including healthy eating and cancer prevention. Through a revolving fund, we offer the opportunity to participate in Weight Watchers, yoga, and Pilates.

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) offers a variety of emotional, behavioral, and work-related support resources and services to staff, their family members, Senate Pages, and interns. In 2016, nearly 1 in 20 Senate employees utilized the services of an EAP counselor; 221 employees took an online mental health screening; 47 managers requested a supervisory consultation; 2,268 employees attended an EAP training activity; and 2,206 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues.

CONCLUSION

The Sergeant at Arms is composed of a diverse array of organizations. All of them exist to serve the Senate so that it can function as part of the Legislative Branch of our government. To provide the checks and balances on any administration, the Legislative Branch must be able to function efficiently in an effort to create and pass legislation. To do so, the Senate Sergeant at Arms must and will provide the needed services that allow it to function.

Appendix A

Fiscal Year 2018 Budget Request

Appendix A
Office of the Sergeant at Arms - United States Senate
FINANCIAL PLAN FOR FISCAL YEAR 2018
(\$000)

	FY 2017 Enacted	FY 2018 Request
General Operations & Maintenance		
Salaries	\$70,900	\$73,090
Expenses	65,058	71,613
Total General Operations & Maintenance	\$135,958	\$144,703
Mandated Allowances & Allotments	43,657	42,188
Capital Investment	9,710	10,590
Nondiscretionary Items	8,110	7,182
Total	\$197,435	\$204,663
Staffing	847	854

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a Fiscal Year 2018 budget request of \$204,663,000, an increase of \$7,228,000, or 3.7%, compared with Fiscal Year 2017. The salary budget request is \$73,090,000, an increase of \$2,190,000, or 3.1%, and the expense budget request is \$131,573,000, an increase of \$5,038,000, or 4.0%. Staffing is expected to be 854 FTEs.

We present our budget in four categories: **General Operations and Maintenance (Salaries and Expenses), Mandated Allowances and Allotments, Capital Investment, and Nondiscretionary Items.**

The **General Operations and Maintenance Salaries** budget request is \$73,090,000, an increase of \$2,190,000, or 3.1%, compared with FY 2017.

The **General Operations and Maintenance Expenses** budget request is \$71,613,000, an increase of \$6,555,000, or 10.1%, compared with FY 2017. The increase is due to funding for cybersecurity initiatives.

The **Mandated Allowances and Allotments** expense budget request for FY 2018 is \$42,188,000. This budget supports State office rents at \$18,059,000; purchase of computer and office equipment at \$8,725,000; maintenance and procurement of member office constituent mail services system at \$7,150,000; voice and data communications for Washington, DC and State offices at \$3,302,000; recording studios, \$2,100,000; State office security enhancements at \$1,607,000; wireless services and equipment, \$1,050,000.

The **Capital Investments** expense request for FY 2018 is \$10,590,000. This budget includes funding for Recording Studio equipment upgrades at \$2,325,000; Data Network Campus Infrastructure at \$2,150,000; Storage Area Network at \$1,915,000; Enterprise Systems Infrastructure \$1,290,000; Network Operations Infrastructure, \$1,210,000; Cybersecurity Infrastructure, \$1,000,000 and Network Mgmt Equip & Technology Upgrade, \$700,000.

The **Nondiscretionary Items** expense request for FY 2018 is \$7,182,000. This budget includes support for the Payroll System at \$3,689,000, funding to support the Secretary of the Senate for contract maintenance of the Financial Management Information System (FMIS) at \$2,729,000, and maintenance and necessary enhancements to the Legislative Information System at \$764,000.