

**DHS INSTRUCTION MANUAL 121-01-011-01, VISITOR  
MANAGEMENT FOR DHS HEADQUARTERS AND DHS  
COMPONENT HEADQUARTERS FACILITIES**



**DEPARTMENT OF HOMELAND SECURITY  
OFFICE OF THE CHIEF SECURITY OFFICER**

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**Homeland  
Security**

## **FOREWORD**

The mission of the Office of the Chief Security Officer (OCSO) is to safeguard Department of Homeland Security (DHS) personnel, facilities, property, and information. The OCSO accomplishes this through the establishment of departmental security policies and procedures, the delivery of training and education for implementing those policies and procedures, and oversight compliance.

The visitor management policies and procedures contained in this manual are applicable to all DHS Headquarters and DHS Component Headquarters facilities within the National Capital Region and the Federal Law Enforcement Training Center (FLETC) in Glynco, GA, whether those facilities are DHS-controlled or provided by another federal agency such as the General Services Administration. The DHS Visitor Management program encompasses practices for visitor management, screening requirements, development of local visitor access procedures, deviation program requirements, and other essential program management principles. Because each facility is unique and subject to varying degrees of threat, the security requirements in this manual reflect the physical security standards established by the Interagency Security Committee (ISC). Those standards are identified as "For Official Use Only." Accordingly, these standards are incorporated in this document by reference only. However, based on a need-to-know and assurance of safeguarding and protection, a copy of the standards may be obtained by emailing [ISC@DHS.gov](mailto:ISC@DHS.gov). Both the program management and security requirements required in this manual are incorporated into the OCSO's Security Compliance Review Program.

The cooperation and contributions of the DHS Access Management Working Group in developing this manual are gratefully acknowledged.

Chief Security Officer/Senior Agency  
Official Office of the Chief Security  
Officer Department of Homeland  
Security

**CHAPTER 2, Visitor Management Program (Page 5 of full document)****4. Non-Federal Visitors (non-DHS)**

- A. Visit requests are submitted by the agency point of contact (POC) within a time frame that allows for the completion of any requisite pre-screening security checks. Optimally, this time frame is least 24 hours prior to the scheduled visit. Visitors accessing any DHS Headquarters or DHS Component Headquarters facilities are subject to a criminal history check utilizing the National Crime Information Center (NCIC) system, except as stipulated elsewhere in this manual.

**CHAPTER 2, Visitor Management Program (Page 6 of full document)****6. NCIC**

- A. Visitors accessing any DHS Headquarters or DHS Component Headquarters facilities are subject to a criminal history check utilizing the National Crime Information Center (NCIC) system, except as stipulated elsewhere in this manual.
- B. The U.S. Department of Justice (DOJ) has oversight responsibility for the Justice Telecommunications System, which provides access to the NCIC and the Public Safety Network. Strict adherence of DOJ policy is required when using this system. For components utilizing NCIC, the Terminal Area Coordinator (TAC) has oversight at the Component level and is responsible for the adherence to all governing DOJ policies for their component.