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William Hayes
Continuity of Operations Specialist
University of Michigan, Public Safety Division

The National Center for Spectator Sports Safety and Security (NCS4) recently awarded William Hayes, Continuity of Operations Specialist of the Division of Public Safety at the University of Michigan, the Certified Sport Security Professional (CSSP) certification. Hayes retired from Homeland Security Investigations (HSI) as the Deputy Special Agent in Charge after more than 29 years of Federal law enforcement service. During that time, Hayes worked as a criminal investigator in multiple offices across the country and served on the Federal Executive Board, Federal Security Committee, Joint Terrorism Task Force, and as a Federal Emergency Response Official. Hayes has been working for the University of Michigan, Division of Public Safety and Security, Emergency Management Unit since November 2014, ensuring that critical academic, research, medical, athletic and business operations can continue to function when faced with adversity.

As the HSI Deputy Special Agent in Charge, Hayed was responsible for coordinating the agency's participation in the coordinated law enforcement engagement during numerous high profile sporting and spectator events including the Detroit Tigers ALCS and World Series appearances; the Detroit Red Wings playoff and Stanley Cup appearances; the Detroit Free Press/Talmer Bank International Marathon; and the Detroit Grand Prix. In his current capacity, he oversees the University's continuity of operations and works in the Emergency Operations Center during major events at the "Big House," which is recognized as the largest stadium in the United States.

Hayes is an advocate for the CSSP and other professional certifications because, "It sets a benchmark for security practices and enables all practitioners to be on the same page when it comes to collaborating with one another." Hayes, having come from a specialized background in public safety and security, believes that certification is critical to developing, maintaining and achieving proficiency in the sports security profession. Hayes asserts that certification provides him with professional credibility. It also demonstrates a level of commitment by the University of Michigan to the safety and security of their students, faculty and staff and guests. "As additional U of M personnel receive CSSP certification, it will only serve to better our posture to address spectator sport safety and security concerns."

Regarding the CSSP exam, Hayes found that no particular knowledge area that was more difficult than the others; however, some of the questions had similar answers that required attention to detail. To ensure candidates have a working knowledge of the exam content, he recommends that individuals seeking certification participate in the CSSP Review Course. The Review Course is a one-day intensive session that covers the six knowledge domains of the CSSP and provides participants with a renewed understanding of the key content areas of the CSSP examination.

Hayes is experienced with certification programming as he is also certified as a Professional Continuity Professional (PCP). Currently, he is also pursuing his Professional Emergency Manager designation through the State of Michigan. His other achievements include a nomination to attend the U.S. Army War College, National Security Strategy Seminar where he received a Certificate of Leader Development.

If you are a sports safety and security professional looking to advance your career by pursuing the CSSP certification, contact CertificationSupport@usm.edu, or call 601-266-6099 or go to www.NCS4.com/CSSP.