



Issue: COVID-19 Technology Innovations: Access Control, Contact Tracing and Unified Risk Oversight

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Where this issue may fit in the pandemic phases: Phased Recovery, Intense Monitoring

Summary: Operational health, safety and security innovation is alive and well with COVID-19; as automated, frictionless (touchless) access control and infection contact tracing are added to unified risk oversight opportunities¹. Optimized capabilities to meet evolving Duty of Care brand expectations remain a primary driver. Global risk and safety/security operations centers (GROCs and GSOCs) are gearing up for continuously improving situational risk intelligence capabilities to meet COVID-19 and other global hazards. See World Economic Forum 2020 Global Risk Report².

Privacy concerns, voiced from those who worry about government and private-sector over-reach and the very real perceptions of “big brother/big sister” espionage, will closely follow. Mobile app contact tracing featuring “voluntary” privacy features are being perfected by tech firms including Apple and Google’s joint solution offer³. MIT and other university laboratories are weighing in.⁴ Security leaders and their cross-functional teams (e.g., HR, IT, Legal, Ops) must be fully informed for benefits and risks of all solutions. Transparently communicating the issues/opportunities, diligence, and surveying our cross-functional teams will help. Proven protocol testing will be key. Considerations will include:

Access Control

Adapting and modifying current technology supplemented with COVID-19 temperature checks or validation of test results.

Returning to the workplace and use of access control could include:

- Use access control only on exterior doors.
- Consider for non-sensitive areas to leave interior doors propped open, evaluating risk of not having data on those doors. It is important to still meet fire codes requirements
- Turn off dual authentication where you can reduce infection with less surface touching such as pin pads and fingerprint readers.
- Control exterior access to the building by locking all doors; requiring contractors, employees and visitors to only access doors that are staffed with officers to conduct or oversee temperature checks prior to allowing access to the building.
- Use existing video software but consider adding infrared cameras for temperature checks if cost is not a detriment.

¹ <https://www.securityexecutivecouncil.com/spotlight/?sid=31750>

² World Economic Forum 2020 Global Risk Report <https://www.weforum.org/reports/the-global-risks-report-2020>

³ <https://bgr.com/2020/04/27/coronavirus-news-apple-google-contact-tracing-app-wins-in-europe/>

⁴ <https://pact.mit.edu/>

The new normal, business case support for frictionless access control:

- Biometric access control solutions verify the identities of people entering a building or other defined area. Organizations have been moving in this direction over the last several years, now we can mitigate virus infection transmission with technologies including touchless fingerprint matching, retina scanning, and facial recognition.
- Quality biometric access control systems can provide reduced exposure to COVID-19 by:
 - Confirming identities quickly and accurately, even in low light levels and darkness.
 - Tracking multiple faces simultaneously to ensure all people are authenticated before entering a protected area.
- Frictionless biometric access control facilitates faster identification so that employees, contractors, guests and other building occupants can be processed quickly and enter securely. This is especially important in high traffic buildings.
- Biometric access control is a people, process, technology approach widely used among industries such as aviation, financial services, healthcare and manufacturing. Applications include:
 - Aviation enterprises rely on biometrics to verify identities of people entering tarmacs, air traffic control towers and restricted areas of airports.
 - Corporate applications for biometric access control for verifying the identities of people who attempt to access data centers.
 - For healthcare, highly vulnerable personnel (patients, staff and visitors) and assets from controlled medications to confidential medical records are protected.
 - Biometric technology can also be used in time management and payroll optimization.

No doubt, next generation service and technology roadmap requirements will be further informed by pandemic innovation demand. Deploying more autonomous devices to preclude infection may enable long sought, cloud-based, data aggregation and anomaly detection opportunities. For example, smart acoustics in public lobby and other spaces may enhance video facial and voice analytics for hands-free access while providing blast, glass break, gunshot or raised voice threat recognition. Similarly, infrared temperature sensing and prohibited device or weapons detection may evolve concurrently. Fixed and mobile device app integration and interoperability will allow smarter, remote all-hazards protection monitoring once privacy concerns are addressed.

Contact Tracing

Change management, transparent communications, testing, and training are required.

- Automated contact tracing, like frictionless or touch-free access control, can be optimized by mobile applications when diligently vetted by cross-functional compliance teams.
- Bluetooth, global positioning systems (GPS) and other features detail network and personal device proximity to help trace infected personnel.
- If organizational or statutory compliance requires illness reporting, tracing, and or tracking, communicate requirements transparently with frequently asked questions and feedback loops to help ensure fluid policy or guidance change management.
- Existing health, safety and security apps may suffice in lieu of other requirements when GPS protocols are leveraged to produce an informative itinerary trail
 - Risk mitigation teams are reintroducing existing apps for additional opt-in subscription
 - Investigate low cost apps like LiveSafe to allow all-hazards reporting
- Health, safety, and security concerns should ideally be aligned and balanced within the context of potentially conflicting cultural, compliance, and regulatory expectations. Focus groups help.

- Less automated and potentially less integrated approaches to contact tracing include access logs, calendars, diaries, shift deployment schemes, time and attendance systems.
 - Some nation states may require health tracing apps that could be leveraged for espionage. Solicit cyber security team subject matter experts for app benefit/risk evaluation ⁵assistance.

Unified Risk Oversight (URO)

Ensure that all-hazard risk mitigation, practices, protocols, systems, and technologies are subject to cross-functional leadership compliance oversight.⁶ Governance scrutiny for change management, cultural alignment, regulatory compliance and under-anticipated vulnerabilities is always prudent.

Traditional compliance operating silos must be overcome to manage pandemic and other widely anticipated global risks. Regardless of people, process, and technology risk mitigation choices, continuously improving cross-functional teams will continue to drive all-hazards awareness and next generation innovation solutions. Data-centric, common operating practices will inform defensible strategic and tactical decisions; but organizational culture, vision, mission, and values will determine collaborative objectives and performance requirements.

Contact us if you need assistance in COVID-19 strategic planning, response or recovery at contact@secleader.com

⁵ <https://www.technologyreview.com/2020/05/07/1000961/launching-mittr-covid-tracing-tracker/>

⁶ <https://www.securityexecutivecouncil.com/spotlight/?sid=26462>