Proven Solution Innovation Case Study:

Optimizing Security Operations Center for Regional Transit

The SEC Solution Innovation Partner (SIP) program evolved as a means for practitioners to choose a trustworthy risk mitigation provider with confidence when there are a myriad of options in the marketplace. Proven Solution Innovation Practice Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance. The following case study demonstrates ASG Group's Path to Value™ with Sound Transit, a US-based Regional Transit Authority. Solution innovation requirements included prioritizing and integrating diverse security technologies and services into one common and unified operating platform.

The Problem:

- Stakeholders perceived security as capable but inconsistent.
- Operational security process shortfalls resulted in inefficiency, service gaps and potential program failure.
- Required information was sparse and inconsistent diminishing value confidence
- Multiple legacy systems, edge devices and command and control technologies created unnecessary complexity, training difficulties and service delivery issues.

Assessment/improvement process:

- ASG facilitated a three-day strategy session with Sound Transit stakeholders to focus and prioritize strategic initiatives
- Optimized security process was the primary focus
- Strategic priorities were identified and executed for Security Operations Center (SOC) investment including information portal process and procedure documentation , and computer aided dispatch implementation
- Formal programming was developed for Security to perform as a strategic business partner

Service requirement needs:

- Enable Security as a "one-stop" risk mitigation service
- Organize and implement an information framework for processes and procedures to allow operational excellence
- Strategically consolidate and standardize security systems to reduce inefficiencies, errors and reduce total cost of ownership

Outcome and benefits of chosen solution:

- Cost utilization and efficiencies were obtained exceeding $ 104,000 per year
- Improved value perception from stakeholders and customers as evidenced by 100% of departmental requests to participate in the security program
- Improved brand as demonstrated by external requests to collaborate on projects

SIP Process

This process was overseen by Council Faculty member with of twenty + years in multinational process improvement as a Fortune 500 CSO and trusted security-ROI advisor. End-user authenticated. Updated 12.01.12

ADVISORY: The Security Executive Council's Solution Innovation findings represent a snapshot in time to demonstrate a solution to a specific-organization's issue. It has been reasonably corroborated by a Council Emeritus Faculty with both the solution provider and end-user. Buyer diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.

Capability	Pre - (prior 2010)	Phase One (2010-2012)	Phase Two (2013-2014)
Common Operating Picture all shifts & sites	No	Yes	Yes
Public communication for service interruptions/events	No	Yes	Yes
Near real-time incident reporting	No	Yes	Yes
Customer's e-mail for suspicious/criminal activity	No	Yes	Yes
Customer's text for suspicious/criminal activity	No	No	Yes
Graphical map display of security incident data/trends	No	No	Yes
Significant event notification/updates for management/operations	15+ Minutes	5 Minutes	1 Minute
Facilities work-order generation	No	Yes	Yes
Security perception as a business enabler	No	Yes	Yes
Direct communications with First Responders	No	No	Yes
Document control for common lists, SOPs, manuals, and orders	No	Yes	Yes
GPS of patrol vehicles	No	No	Yes
Paperless Incident Reporting system	No	No	Yes
Fare evader information inquiries	No	Yes	Yes
Schedule adjustments "on-the-fly"	No	Yes	Yes
Single point for 24 X 7 agency communications both internal and external	No	Yes	Yes

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