Proven Solution Innovation Case Study
Creating the Common Operating Picture (GSOC)

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 OR3M's v-SOC implementation in collaboration with a confidential Fortune 500 Client. Solution innovation requirements included creating a Common Operating Picture (COP) which addresses critical infrastructure requirements by integrating the following core functions; Communications, Monitoring, Process Management, Data Visualization, and Interoperability coupled with best practice alignment to the ANSI/ASIS SPC. 1-2009 and SPC.4-2012 Standard for Organizational Resilience Management utilizing Commercial -Off-the-Shelf (COTS) based tools.

The Problem:
- Lack of cost effective, scalable security solutions which allowed the enterprise-wide ability to monitor and protect people, property and assets while using fewer resources.
- Lack of an innovation and integration lab to benchmark people, process and technology before deployment.
- Lack of a commercially available security operations center that could operate anywhere in the world

Assessment/Improvement process:
- OR^{3}M collaborated with the confidential client by deploying the OR^{3}M commercial-off-the-shelf (COTS) security information management software built on Microsoft SharePoint and inheriting the security and integration capabilities of the Microsoft technology stack.
- The collaboration followed a proven five step process aligned with industry accepted best practices for continuous improvement. This included: (1) Assessing Environment and Risk, (2) Develop Solution Design, (3) Engineer, Design and Build, (3) Solution Implementation, (5) Test/Operate/Maintain.

Service requirement needs:
- Standards: Alignment with the ASIS/ANSI Organizational Resilience Management Standard
- Transforming application silos and unstructured data into accessible and actionable intelligence enhancing security, streamlining business operations and realizing cost savings.

Outcome and benefits of chosen solution:
- Cost utilization and efficiencies by eliminating duplication of effort is forecasted at 5% to 20% per year just on bottom line expenditures.
- Improved planning, performance and effectiveness, economy and efficiency, improved stakeholder relationships, improved information for decision making, enhanced service delivery and reputation, and accountability, assurance and governance.

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

Cost Benefit Analysis of In House Development versus OR^{3}M Development

- The following data is a comparison of costs based on the Client developing the solution in house as opposed to outsourcing development to OR^{3}M.

Fully Burdened Hourly Rate	Total Project Hours	Total Cost of Development
Confidential Client In House		
$327.33 *	**8,507**	**$2,784,871.26**
OR^{3}M		
$244.40*	**8,507**	**$2,075,708.00**
Total Cost Benefit of implementing the OR^{3}M Solution		**$ 709, 163.00**

*This is an average hourly rate for all classes of labor comprising senior professionals, engineers, technical personnel, and administrative costs inclusive of all overhead and profit.

GSOC Attributes Pre and Post Implementation

GSOC Attributes	Post Implementation	Pre-Implementation
Industry Standardization and Alignment	YES	NO
Complies with current thinking in Enterprise Risk Management	YES	PARTIAL
Alignment with ASIS/ANSI ORM Standard	YES	NO
Integrated With the Microsoft Technology Stack	YES	NO
Required Integrated Consoles	YES	NO
Emergency/Crisis Operations	YES	YES
Incident Management/Dispatch/ and Reporting	YES	NO
Guard Force Management	YES	NO
Executive Protection	YES	PARTIAL
All Hazard Risk Assessment	YES	NO
Resources and Supplies	YES	PARTIAL
Field Operations	YES	PARTIAL
Supply Chain Management	YES	PARTIAL
Facilities, Maps, and Critical Contacts	YES	PARTIAL
Integrated Forms, Administrative Management, and Analytics	YES	NO

Calendars	**YES**	**YES**
Logs	**YES**	**YES**
Forms and Reports	**YES**	**YES**
Document Integration to InfoPath	**YES**	**NO**
Creation of New InfoPath forms for custom reports and analytics	**YES**	**NO**
Unified Forms Management	**YES**	**NO**
Data Analytics/Business Analytics	**YES**	**PARTIAL**
Risk Intelligence	**YES**	**PARTIAL**
Integrated Physical Security	**YES**	**NO**
Physical Security System Network Architecture	**YES**	**NO**
Physical Security Device Integration	**YES**	**PARTIAL**
SCADA Integration	**YES**	**NO**
Integrated Communications and Visualization	**YES**	**NO**
Ability to Access and interact with the GSOC from smart devices? Portable Computers, Tablets, Smart Telephones Etc.	**YES**	**NO**
Worldwide Communications to/from all communications devices	**YES**	**NO**
Employee Communications and Travel Management	**YES**	**PARTIAL**
Smart Device Integration	**YES**	**PARTIAL**
Mass Notification	**YES**	**PARTIAL**
Integrated Custom Mapping of facilities, floor plans, network architecture, physical security devices, personnel,	**YES**	**NO**

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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.*