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MoMA

Wednesday, November 9, 2011, 9:00 – 10:00

**EFFECTIVE USE OF
SECURITY CONSULTANTS
&
TRENDS IN HIGH-RISE
OFFICE BUILDING SECURITY**

**AGGLETON &
ASSOCIATES**
SECURITY CONSULTING

Presented by:

David G. Aggleton, CPP, CSC

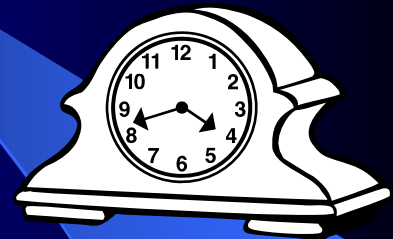
What is a Consultant?

- *Webster's Definition:*
 - *“An expert who is called on for professional or technical advice or opinions”*
- *The term is used in the Security Industry by:*
 - *Private Detectives*
 - *Equipment & Services Salespersons*
 - *Independent Security Consultants*



What is an Independent Security Consultant?

- *Most of consultant's time spent in security practice*
- *No vested interests in any product of service that may be recommended*
- *Be knowledgeable in chosen area(s) of practice/expertise*



Alternatives to Using a Consultant

- *Use In-house Staff*
 - *Train existing staff for required skill set*
 - *Hire new, experienced staff if needed*
- *Use a Security Service Company*
 - *Security guard providers for organizational and operation issues*
 - *Security systems contractor/integrator for design*

Comparison of Alternatives

	IN-HOUSE	SERVICE COMPANY	CONSULTANT
Availability	New?	Yes	Yes
Office Space	Yes	No	No
Headcount	Yes	No	No
Skill Set	Yes	Yes	Yes
Experience	?	Yes	Yes
Independence	Yes	No	Yes
Budget	3	1	2
Termination Cost	High	None	None

Using A Consultant Effectively

- SELECTION

- Subject Matter Expertise
- Industry Expertise
- Chemistry

- AGREEMENT

- Scope Of Work
- Schedule
- Terms

- INPUT

- Culture/Image
- Timely/Accurate
- GIGO

- FEEDBACK

- Review Work Product
- Joint Venture

Classifying Areas of Expertise

- *by Discipline*

- *Topics of study and experience*

- *E.g., Security Operations, Systems Design*



- *by Industry*

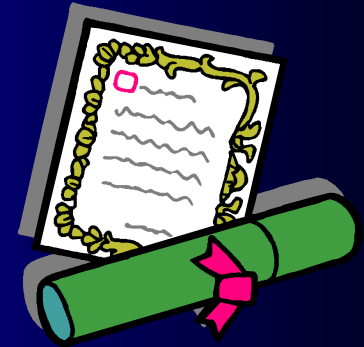
- *Related to the application of disciplines to different working environments*

- *E.g., Financial Company, Nuclear Power Plant*



Areas of Expertise

- by Discipline



- *Security Organization & Operation*
- *Security Training*
- *Risk/Vulnerability Assessment*
- *Disaster Recovery*
- *Intellectual Property*
- *Policy & Procedure*
- *Loss Prevention*
- *Counterespionage*
- *Counterterrorism*
- *Business Intelligence*
- *Systems Design*
- *Project Management*
- *Classified Materials*
- *Hostage Negotiation*
- *Forensics*
- *Expert Witness*
- *Crisis Management*
- *Crime Statistics*
- *Technology Evaluation*
- *Condition Surveys*
- *Executive Protection*

Areas of Expertise - by Industry



- *Retail*
- *Warehousing*
- *Financial*
- *Commercial*
 - *High-Rise*
- *Industrial*
- *Government*
- *Military*
- *Insurance*
- *Education*
- *Healthcare*
- *Hospitality*
- *Pharmaceutical*
- *Utilities*
- *Entertainment/
Sporting Events*
- *Gaming*
- *Parking*
- *Transportation*
- *Data Centers*
- *Criminal Justice*
- *Info. Technology*
- *Laboratories*
- *Residential*
 - *Apts - High-Worth*
- *Cultural*
 - *Museums*
 - *Libraries*
 - *Theatres*
- *Religious
Organizations*

Why Use a Consultant?

- *Insufficient Time/Capacity with Current Staff*
- *Project Requires Different Skill Set*
- *Need objective/outsider Viewpoint*
- *Need Broad/Multi-industry Experience Source*

When to Hire the Consultant?

- *As early in the project as possible*



- *Don't wait until the project is over budget and/or behind schedule!*
 - *A Consultant may perform Miracles every day but the Impossible is usually Outside the Scope of Work!*

What can the Consultant do? (1)

- *Scope of Services*
 - *Varies with Project Needs*
 - *Mesh with Capabilities of Internal Staff*
- *Analysis of Existing Conditions & Operations*
- *Recommendations for Problem Resolution*
- *Methods of Implementing Recommendations*
- *Cost Estimate for Implementing*
- *Reports – Presentations*



What can the Consultant do? (2)

- *Sample Scope for a Systems Design Consultant:*

- *Determine Security Requirements*
- *Evaluate Existing Security Programs*
- *Vulnerability Assessment & Recommendations Report*
- *Systems Design & Documentation*
- *Analyze Implementation Proposals*
- *Check Contractor Submittals*
- *Inspect & Report on Work Progress*
- *Witness Acceptance Testing*



What can the Consultant do? (3)

- *Sample Scope for an Operations/Management Consultant:*
 - *Determine Security Requirements*
 - *Audit Post Orders, Equipment, Training Levels*
 - *Evaluate Security Management, Hiring Practices*
 - *Review Policies & Procedures*
 - *Prepare Contract Specifications*
 - *Review Service Provider Proposals*
 - *Monitor Contract Compliance*



Selecting a Consultant (1)

PREPARE REQUEST FOR PROPOSAL (RFP)

- *Scope of Work to be Performed*
 - *E.g., Audit, Review, Design*
- *Associated Deliverables*
 - *E.g., Report, Presentation, Drawings*
- *Performance & Delivery Schedule*
- *Required Qualifications*
 - *E.g., Project Experience, Certifications, Education*



Selecting a Consultant (2)

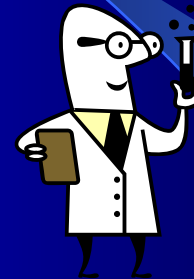
- *Identify Candidate Consultants*
 - *Industry Directories*
 - *IAPSC Website (www.iapsc.org)*
 - *Network with Peers – Request Referrals*
 - *In your Industry*
 - *In your Location*
- *Issue RFP to Candidates*
- *Interview Candidates*
(by phone or in person)



Selecting a Consultant (3)

INTERVIEWING CANDIDATES

- *Chemistry*
 - *on the same “wavelength”?*
- *Manner & Appearance*
 - *May be need to Interface w/ Executive Management*
- *Approach*
 - *Analysis before Solutions?*
- *Experience - Specialist or Renaissance*
 - *Discipline & Industry*



Selecting a Consultant (4)

- *Work Capacity*

- *Meet your Deadlines?*

- *Communications Ability – Oral & Written*

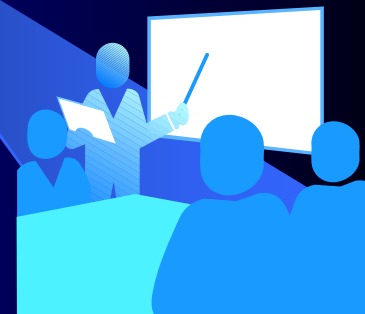
- *Who will be the Audience?*

- *Allegiance*

- *Independent of Possible Recommendations?*

- *Reputation & References*

- *Check Offered References and Develop Unoffered ones*



Making the Experience Work

- *A Clear Understanding by both Parties of the Scope of Work*
 - *Define the Deliverables*
 - *Schedule, quality, content, number of copies*
 - *Define the Review Process and “Acceptance”*
 - *Agree to Invoice format & acceptable Expenses*
 - *Agree Payment terms.*



TRENDS IN HIGH-RISE OFFICE BUILDING SECURITY

- SECURITY RESPONSIBILITY
 - BUILDING MANAGEMENT
 - TENANT
- ENTRY CONTROL
 - “CLOSED” BUILDING
 - VISITOR MANAGEMENT



BUILDING MANAGEMENT

COMMON AREAS

- Parking – Entry Lobby – Loading Dock
- Roofs – Elevators – Fire Stairs
- Hallways Rest Rooms
- Telecomm, Mech., Elec., & Machine Rooms

TENANT RESPONSIBILITY

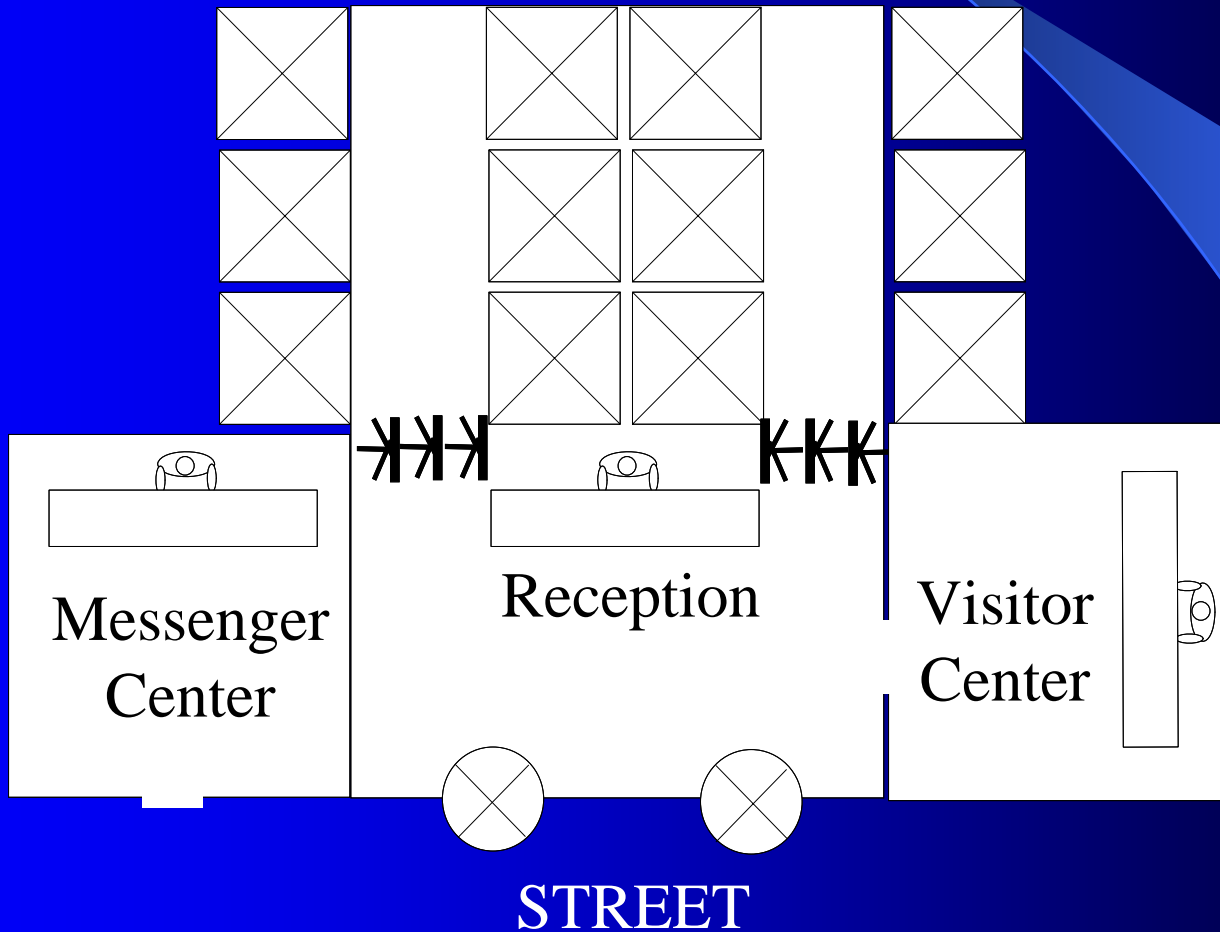
TENANT SPACE

- Dedicated Elevator Banks
- Tenant Passenger & Freight Elevator Lobbies
- Fire Stairs Re-entry
- Rest Rooms
- MDF/IDF/Telecomm Closets
- Riser Shafts
- Mech., Elec., & Machine Rooms

“CLOSED” BUILDINGS

- Positive Access Control from:
 - Lobby Reception
 - Retail Areas
 - Loading Docks
- To:
 - Elevator Banks
 - Stairs

“CLOSED” BUILDING STRATEGIES



ENTRY CONTROL PROCESS

- People Classification

- Employees Staff
- Business Visitors
- Vendors
- Contractors
- Repair/Maintenance
- Messenger/Delivery
- Catering

- Entry Process

- Verify Identity
- Validate Reason for Visit
- Screen for Contraband
- Initiate Escort Procedures
- Authorize/Allow Access
- Record Entry Transaction
- Record Egress
- Collect Temporary Credential

POLICIES & PROCEDURES

- Verification of Identity
 - Business Card
 - Government Issued Photo ID (Driver License)
 - Dealing with Exceptions & Groups
 - Blacklists
- Validation Process
 - Pre-registered/Listed
 - Contact Host or Alternate Escort

POLICIES & PROCEDURES

- Screening
 - Package Search
 - Package X-ray
 - Walk-through Metal Detector
 - Explosive Detector/Backscatter X-ray/Pat Down
- Escort Policy
 - Host or Named Alternative
 - Transfer of “Ownership”

POLICIES & PROCEDURES

- Entry Credentials
 - Employees & Full Timers
 - Visitors
 - Photos and Other Information
 - Badge Collection
- Entry Control
 - Turnstiles
 - Officer



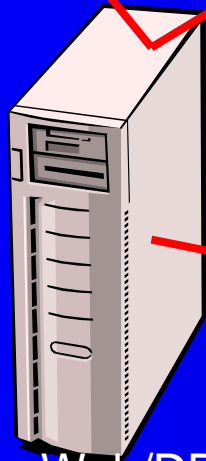
VISITOR MANAGEMENT SYSTEM



1. Authorized User
Pre-registers
Visitor Via Web
Browser



2. Receptionist
Verifies Visitor &
Validates with
Host (Automatic
email to Host)



Web/DB Server Interfaces
with Access Control Server



4. Visitor Uses
Badge in Reader



3. System
Prints Visitor
Credential

VISITOR DATA CAPTURE

Badge
Printer



Business
Card Scanner



DL/Business
Card Scan-OCR



Driver License
Reader/Scanner



Passport/Business
Card/DL Scan-OCR

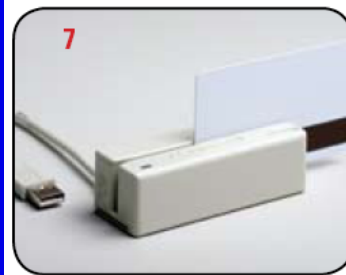


Signature
Capture



VISITOR DATA CAPTURE

Magnetic
Card Reader



Bar Code
Reader



Proximity
Card Reader



Visitor Photo
Capture



Fingerprint
Reader



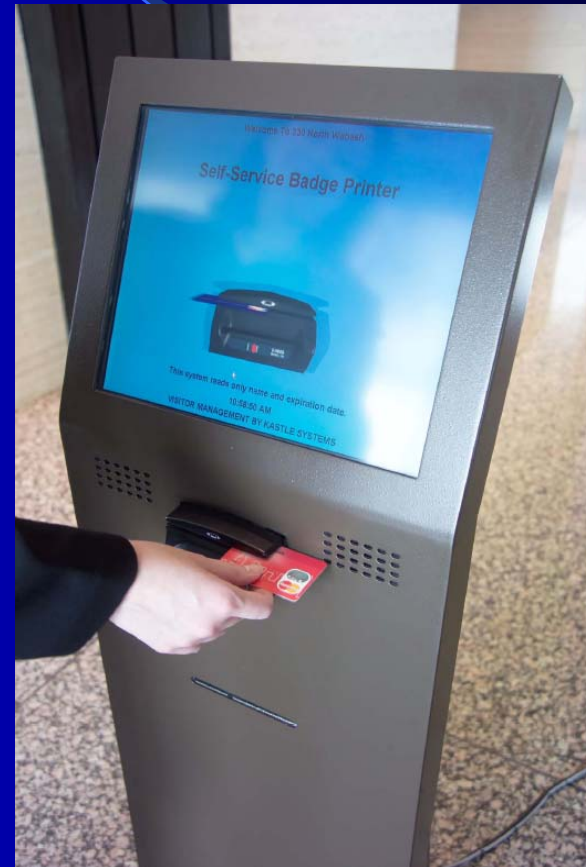
DL Scanner for
Data & Photo



AUTOMATED KIOSK



- System Compares DL Scan Data to Pre-registration List
- If Validated, Prints Badge
- If not, Visitor directed to Reception Staff



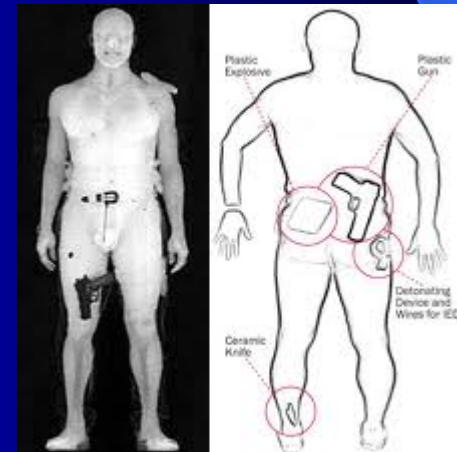
VIRTUAL RECEPTION



- Visitor speaks to Live Remote Receptionist
- Receptionist Verifies Identity via DL Reader
- Receptionist Validates Visit w/ Pre-Registration List & Host
- Kiosk Prints Badge

SCREENING

- High Security or Heightened Security



Q & A



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Thank You!