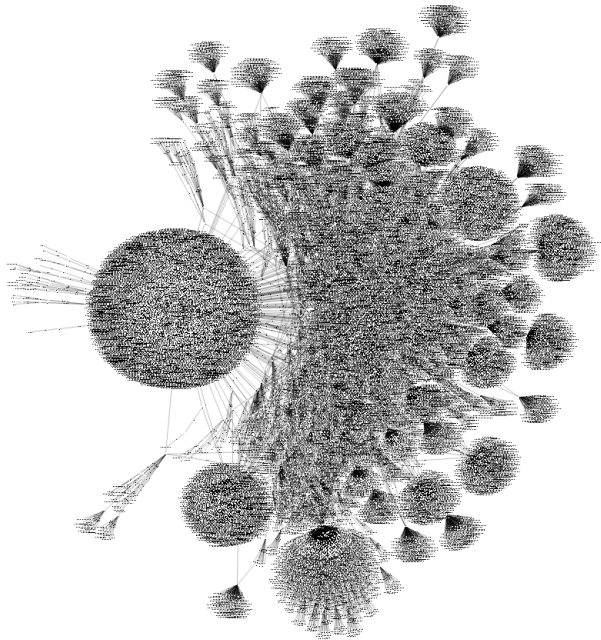


Converged Security (and Safety) Metrics

Security Metrics is Easy - Audience Reaction is the Hard Part

Copy of deck will be made available





Jim McConnell

Principal Owner

Former Fellow for Fortune 25 CSO

Adjunct Instructor - Texas A&M TEEEX

Cultural Properties / HoW Security Support

Official Disclaimers: <https://askmcconnell.com/disclaimers>

Warning & Disclaimer

This presentation is meant for educational purposes only. Any resemblance to real persons, living or dead is purely coincidental. Void where prohibited. Some assembly required. List each check separately by bank number. Batteries not included. Contents may settle during shipment. Use only as directed. No other warranty expressed or implied. Do not use while operating a motor vehicle or heavy equipment. Postage will be paid by addressee. Subject to approval. This is not an offer to sell securities. Apply only to affected area. May be too intense for some viewers. Do not stamp. Use other side for additional listings. For recreational use only. Do not disturb. All models over 18 years of age. If condition persists, consult your physician. No user-serviceable parts inside. Freshest if eaten before date on carton. Subject to change without notice. Times approximate. Simulated picture. No postage necessary if mailed in the United States. Breaking seal constitutes acceptance of agreement. For off-road use only. As seen on TV. One size fits all. Many suitcases look alike. Contains a substantial amount of non-tobacco ingredients. Colors may, in time, fade. We have sent the forms which seem to be right for you. Slippery when wet. For office use only. Not affiliated with the American Red Cross. Drop in any mailbox. Edited for television. Keep cool; process promptly. Post office will not deliver without postage. List was current at time of printing. Return to sender, no forwarding order on file, unable to forward. Not responsible for direct, indirect, incidental or consequential damages resulting from any defect, error or failure to perform. At participating locations only. Not the Beatles. Penalty for private use. See label for sequence. Substantial penalty for early withdrawal. Do not write below this line. Falling rock. Lost ticket pays maximum rate. Your cancelled check is your receipt. Add toner. Place stamp here. Avoid contact with skin. Sanitized for your protection. Be sure each item is properly endorsed. Sign here without admitting guilt. Slightly higher west of the Mississippi. Employees and their families are not eligible. Beware of dog. Contestants have been briefed on some questions before the show. Limited time offer, call now to insure prompt delivery. You must be present to win. No passes accepted for this engagement. No purchase necessary. Processed at location stamped in code at top of carton. Shading within a garment may occur. Use only in well-ventilated area. Keep away from fire or flame. Replace with same type. Approved for veterans. Booths for two or more. Check here if tax deductible. Some equipment shown is optional. Price does not include taxes. No Canadian coins. Not recommended for children. Prerecorded for this time zone. Reproduction strictly prohibited. No solicitors. No alcohol, dogs, or horses. No anchovies unless otherwise specified. Restaurant package, not for resale. List at least two alternate dates. First pull up, then pull down. Call toll free before digging. Driver does not carry cash. Some of the trademarks mentioned in this product appear for identification purposes only. Record additional transactions on back of previous stub. Decision of judges is final. This supersedes all previous notices.

Why Me?

Been service the cultural property and houses of worship segment for 33 years

Been doing security/fraud “stuff” for over 30 years covering all areas of a Converged Security program in 15+ Countries

15 Patents - majority involve fraud, data analytics and user interface for analytics

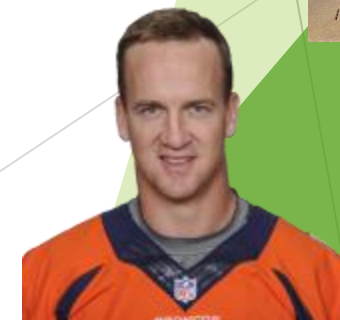
Built the largest known (to lots of people) quantifiable country-by-country offshoring security risk assessment (sadly pre-Tableau)

Supply Chain Security/Fraud/Risk is all about how I torture suppliers/vendors/manufacturers/integrators...

Volunteer First Responder and Military/LEO Transitioning Mentor

I’m not a sports fan or related to Payton Manning (who?) but I did say “hi” to him recently.

Oh, and I wrote two books on Converged Security Metrics and Converged Safety Metrics



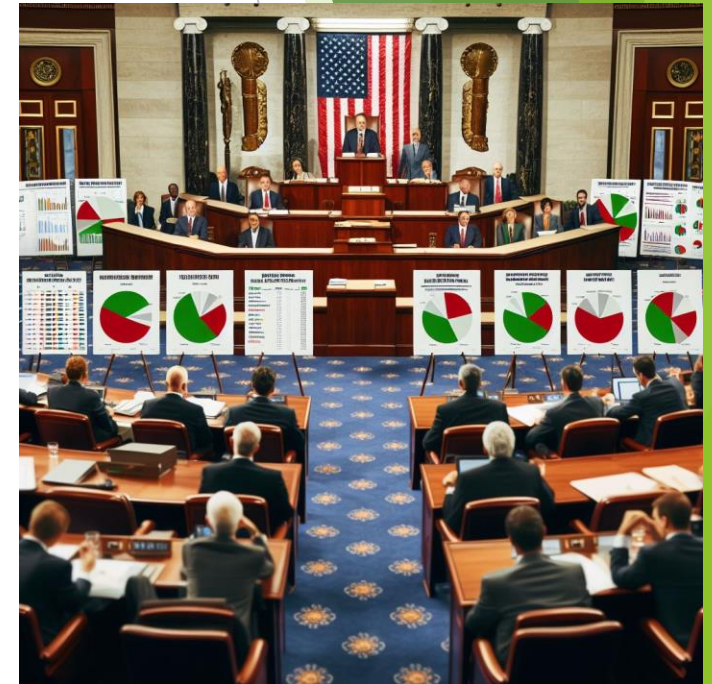
Definitions - Just One Guy's Perspective

Do you have a standard lexicon?

- ▶ All, Enterprise-wide, Every
- ▶ Security vs. Safety vs. Safe
- ▶ Cyber Security vs. Information Security
- ▶ Converged Security
- ▶ Metrics vs. CPIs vs. KPIs vs. Stats
- ▶ Supplier/Vendor/3rd Party/Integrator
- ▶ Policy vs. Standard vs. Framework vs. Guidelines vs. Procedures
- ▶ Reporting
 - ▶ what happened
 - ▶ When did it happen
 - ▶ How much
 - ▶ Where
 - ▶ How do I find the answers
 - ▶ How often
- ▶ Analytics
 - ▶ What's driving the change
 - ▶ What opportunities are we missing
 - ▶ What if these trends continue
 - ▶ When and how much will we need
 - ▶ What is the best decision for a complex problem

Are We / You Ready?

- ▶ Converged Security, ESRM are all the buzz terms, but are we as security professionals, safety professionals, auditors, suppliers/vendors/integrators, ready to measure our security programs and mature them through metrics? Is NPS enough?
- ▶ What if a good auditor shows up or Board member asks great questions?
- ▶ Are you ready to build an amazing metrics program that leadership never reads?
- ▶ Can't improve what you don't measure, does that work for Security?



Start Here - The Metrics lifecycle

2. Is there a problem?
 - ▶ Don't create a solution looking for a problem
 - ▶ Unless you are looking for known unknowns
3. Do I know the questions I (and my audience) want to ask?
4. Do I know the questions I (and my audience) need answers to?
5. Do we have the data needed to answer the questions?
6. Does the data have any integrity issues?
7. Do we have the skills to pull out the answers from the data and deliver the answers? (NOT just an analytics/metrics person)
8. Do we know what form, our audience wants the results in?

Actually...Start Here...

▶ 1. Is my audience
(including yourself)
ready for the
answer?

Metric Domain Examples

“But that’s Corporate’s responsibility”

- ▶ SECURITY PROGRAM MATURITY METRICS
- ▶ SECURITY PERSONNEL MANAGEMENT
- ▶ EXECUTIVE PROTECTION
- ▶ SECURITY ORGANIZATION’S TECHNOLOGY MATURITY
- ▶ SECURITY ORGANIZATIONS’ CYBER SECURITY
- ▶ LOSS PREVENTION
- ▶ SECURITY ASSESSMENT & AUDIT
- ▶ ASSET MANAGEMENT (FOR SECURITY USE)
- ▶ LAW ENFORCEMENT RELATIONSHIP MANAGEMENT
- ▶ INSIDER THREAT MANAGEMENT
- ▶ INFORMATION SECURITY MANAGEMENT
- ▶ M&A SECURITY MANAGEMENT
- ▶ FRAUD MANAGEMENT
- ▶ SECURITY INVESTIGATIONS MANAGEMENT
- ▶ BACKGROUND CHECK/DUE DILIGENCE MANAGEMENT
- ▶ PHYSICAL SECURITY MANAGEMENT
- ▶ SECURITY VULNERABILITY MANAGEMENT
- ▶ ORGANIZATION SECURITY TRAINING MANAGEMENT
- ▶ SECURITY/FRAUD ANALYTICS (TO FIND BAD) MANAGEMENT
- ▶ SECURITY BUDGET MANAGEMENT
- ▶ (TECHNOLOGY) SUPPLY CHAIN SECURITY MANAGEMENT
- ▶ SECURITY METRICS FOR BOARD OF DIRECTORS

Missing something? Let’s build it together

Start Somewhere - No excuses

▶ Excuses (fun chapter)

- ▶ “There are no cyber security standards for physical security technology”
- ▶ “There are no metrics for physical security”
- ▶ “We are a \$650M Company, we have a couple of safety guys that take care of our security also”
- ▶ We collect stats from our _____ Tool

▶ Be Flexible

▶ DIY - Don't try to automate on day 1

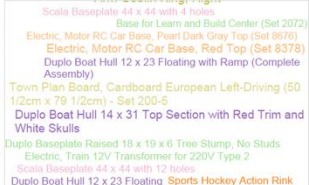
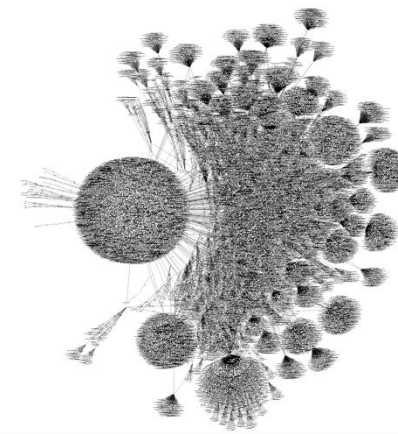
▶ Start Inside & In the Mirror

Dashboards & Pie Charts

Red is Bad, Green is Good



Does it fit on your audience's cell phone, big screen TV?



Security

- ▶ Percentage of security personnel (staff or volunteers) that have up-to-date CPR, AED, FA, STB, BBP training
- ▶ Percentage of software-driven electronic devices (servers, cameras, laptops, HVAC, etc.) that support the organization, that are patched with manufacturers' latest software
- ▶ Percentage of organization suppliers/vendors with access to the organization facilities, people or data, that have a current due diligence report on file
- ▶ Percentage of security personnel (staff and volunteers, 3rd Parties) that have current security licenses, where required
- ▶ Percentage of financial transactions and cash management activities that have logged two people protection
- ▶ Percentage of yearly security and safety training that includes local police and fire department participants
- ▶ Percentage of individuals that got group/one-on-one security and safety briefings before going on an organization managed trip (local, national, or international)
- ▶ Percentage of new projects on the 2024 calendar that have a security leader "at the table" for planning
- ▶ Percentage of incidents (physical, cyber, ethics, fraud, etc.) that are logged into a central reporting system for monthly review by the board

Safety

- ▶ Percentage of your sites, vehicles (personal or company) that have up-to-date first aid, CPR, StB, BBP kits
- ▶ Percentage of your sites that have current ABC fire extinguishers and fire blankets
- ▶ Percentage of personnel/sites that are aware and communicate safety requirements to clients/visitors, before moving into a safety hazard zone
- ▶ Percentage of safety hazards, tools, controls and incidents that are in a tracking system for audit and inspection purposes
- ▶ Percentage of sites that have an open, consultative relationship with OSHA
- ▶ Percentage of personnel that are trained and familiar with your safety buddy/warden system
- ▶ Percentage of sites, vehicles that get a, minimum weekly, safety walk through/around looking for new safety hazards
- ▶ Percentage of personnel that have been through, at a minimum, OSHA 10 training
- ▶ Percentage of personnel, sites that have been through a good safety (surprise) exercise/drill in the last 90 days
- ▶ Percentage of Top 10 hazards at each site, that are not mitigated (refresh every 6 months)

“Jim, you got a Top 10 I can test the waters with my audience?”

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect. The shapes are layered, with some appearing more prominent than others, and they are set against a light gray background.

Your Best Metrics

When I get home / to the office....

1. Survey and Prepare your audience for metrics and their results. 300 New Investigations/Vulns
2. Start adding numerator/denominator metrics questions to your security audits/assessments
 1. How many non-employees secure my sensitive data? (All under contract right?)
 2. How many companies have we outsourced our security controls to? Alarm company, camera company, credit card processor, Intuit, Google, Dropbox, etc? (All under contract right?)
 3. How many vendors/suppliers do we work with?
3. Ask if you can add an audit/assessment to your 2024 plan to Audit/Assess your organization's security metrics management program
4. Determine from Legal if our metrics need to be under Privilege, FOIA protection (or would they be public information, if you are a government agency)
5. Go through a "Who's Who" Exercise on own manages "security" and "safety"
6. Get a copy of all existing (security and safety) metrics and dashboards and check their maturity



LinkedIn Profile

