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Optimising the planning and performance of airport security tasks, incidents and resources

White paper on Innovative Security Manager™

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This white paper describes a new solution for optimising and improving the planning and performance of security related tasks and incident in airports.

The challenge

The fast growth in passenger numbers combined with the constantly changing threat level is generating a huge pressure on the security organisations in all airports. As a result of this, there is demand for a more efficient organisation and performance of security tasks and airport guards to improve the quality and efficiency of task resolution and the performance of security personnel, whilst keeping costs down.

Overall product design

Innovative Security Manager™ is a new IT-solution specifically developed to deal with this challenge. The system consists of a central part for the operations center and a mobile part for the airport security guards. A detailed map in the central part forms the basis for a total view of the current situation in the airport with real-time location of tasks and guards. The system collects task data from disparate systems through system integration and helps the operators dispatch the tasks to the most suitable guard. Task data is transferred to the mobile device to ensure that the guard has all the information needed to perform the task efficiently and with high quality.

All communication between the operations center and the mobile devices are encrypted and secured for obtaining the maximum degree of security.

Airport security is currently under huge pressure due to the fast growth in passenger numbers and constant changing threat level. Efficiency of task resolution and performance of security personnel have therefore become critical factors at airports.

How the product meets the challenge

Innovative Security Manager™ is a total platform for all security related tasks, optimising every step of the task resolution from task generation to task completion and documentation. It gives a full real-time operational picture of the current situation in the airport.

Task generation is optimised through system integration, automatic generation based on parameter settings and pre-defined task templates. Qualification and evaluation can be handled by auto-instructions for all routine tasks. The system ensures the operator can identify the remaining tasks in a timely manner.
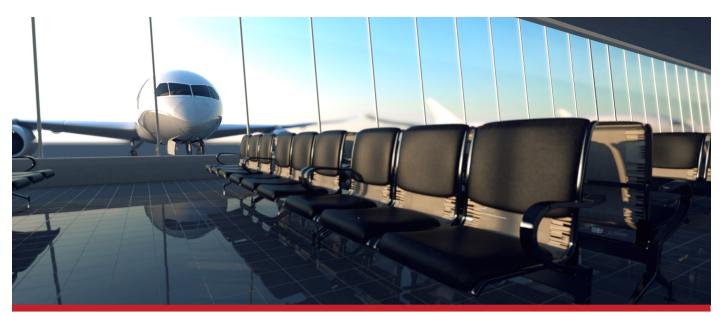
Communication with the security guards is based on wireless digital encrypted communication and it is only communicated to the guard who is assigned to the task. The guard will at all times have access to the relevant information for the task execution with the ability to record notes on the mobile device.

The operations center is continuously updated and will always have a full overview of the status of the task resolution and the availability of all guards for new tasks.

Furthermore, operators are able to track the location of all personnel and incidents in real-time on an interactive map, both outdoors and indoors, even on different floors, through indoor positioning.

The mobile device is the guard's main tool for registration and performance of the task, which means that documentation of the task resolution is collected automatically and stored in the central database.

The reporting module enables the operations center to generate reliable documentation, which can then be analysed through business intelligence systems, helping to optimise the performance of security personnel. These reports can be customised for specific needs and automatically scheduled and distributed.

Improved reporting and documentation of security tasks can also help the operations center meet regulatory compliance requirements.

Conclusion

Implementing Innovative Security Manager™ will form a platform for the handling of all security related tasks and incidents in a modern airport.

The system is fully adaptable for integration of new technology, which will be developed in the future to improve security in airports. The system already supports integration to a large number of detectors and other technologies that can give the operators detailed information about the current security situation, including video integration.

The sophisticated map capabilities can visualise any object of relevance for the evaluation of the current security situation. Advanced localisation technologies, detailed floorplans and geo-fencing capabilities enable the operators make the right decision at the right time.

Innovative Security Manager™ delivers a comprehensive solution that not only improves response times, optimises efficiency and the performance of the organisation, the documentation and

reporting of tasks and incidents; but also helps improve the preparedness for security developments of the future.

Incident Management and response

Real-time overview of the security situation

Task & Resource Management

Reporting & Documentation

Interactive Map & Video integration

Business Intelligence for continuous improvement