

DLE 2083: INTRODUCTION TO SECURITY MANAGEMENT

CHAPTER 10


RECORDING, COMMUNICATING, ASSURING & AUDITING

Chapter 10: Learning Outcomes

- At the end of the topic, students should be able to:
 - Understand the importance of recording incidents in security.
 - Explore effective communication strategies in security operations.
 - Identify assurance mechanisms for maintaining trust and compliance.
 - Explain the auditing process in security management.

Recording in Security

- A good process for managing risk should include the deliberate maintenance of some record (also known as a register or log) of your assessments of the risks and how you are managing the risks.



Shoreline

COMMUNITY COLLEGE

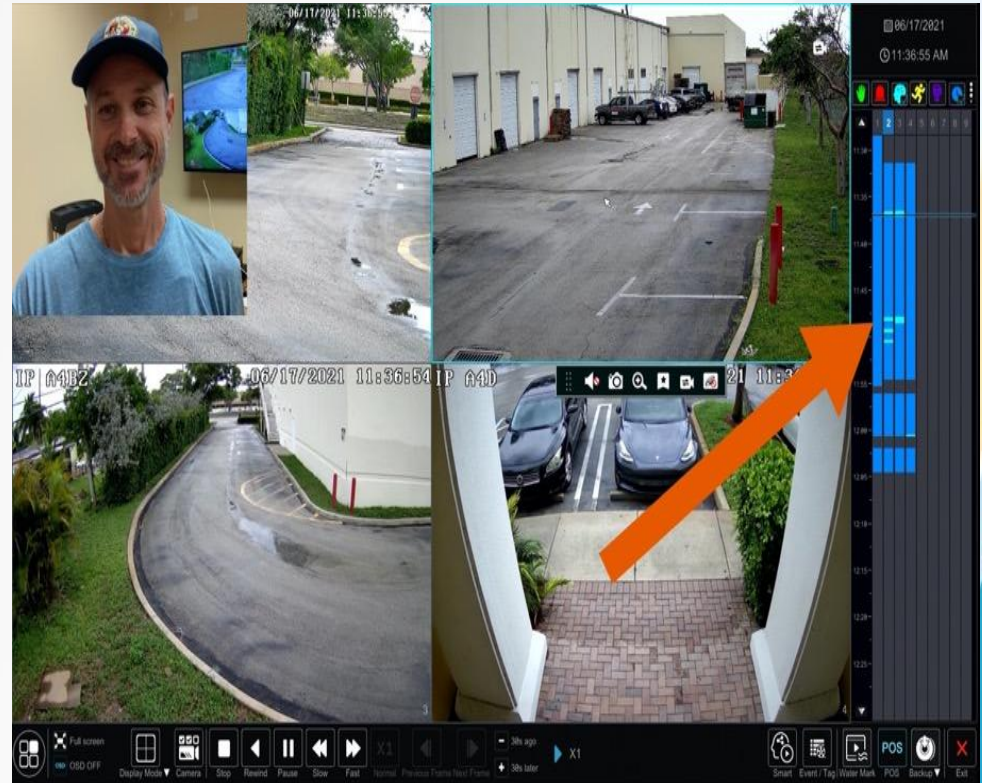
Department of Safety and Security

Example of Patrol Log

Officer		Steve Petrone		Radio Number	U4	Vehicle Registration	Explorer	Start Mileage	1978	From (Date)	07/15/09	Time	2200 hours
First Aid Kit		Yes		Unlock Kit	Yes	Badge Number	13	Jumper	Yes	Vehicle Damage	none	End Mileage	1977
To (Date)		07/16/09		Time		0600 hours							
Time		Activity		Location		Details and Action Taken							
IN	OUT												
10:00	10:10	In Service		5102		Relieve Officer Leslie; Briefing; Exchange Phone; Car keys; Advised someone may still be occupying the gym							
10:15	10:30	Email		5102		Check and respond to email							
10:40	11:15	Patrol		3000		Contacted individuals in the gym who were playing BB. No faculty or supervisor present; Requested they leave. Checked out the entire building. Found exercise equipment room w/light on and door unlocked. Secured it; secured building.							
11:20	11:40	Patrol		Campus		Vehicle Patrol of campus; Dog park area; down to Greenwood lot - All clear							
11:40	12:00	Patrol		Cosmo		Patrol down to Cosmetology - building secure; gate open; secured gate							
12:10	12:30	Assist		1500		Custodian locked himself out of closet; assisted w/unlock							
12:30	1:15	False Alarm		800		Staff leaving building tripped alarm; WA Alarm called; Responded to building and reset panel with staff member.							
1:30	2:30	Patrol		Campus		Foot Patrol - Found Room 2930 & 1103 unlocked. Secured.							
2:40	3:10	Lunch											
3:20	3:50	Patrol		Campus		Vehicle Patrol - Dog Park, Automotive, Student lots. Car left in lot north of 2900 bldg. - Plate # ORP123; Note left for supervisor							
4:00	5:45	Unlock of Campus				Unlock of scheduled buildings; Found women's restroom at 1300 unlocked.							
5:50	6:00	Briefing		5102		Brief on-coming Officer - hand-off keys and phone.							
6:05				5102		Secure							

Example of Recording

- Incident reports
- Access logs
- CCTV footage
- Visitor registers



Importance of Recording

- Such a record is useful for:
 - Guidelines
 - Transparency
 - Accountability
 - Assurance and compliance
 - Communication

Best Practice for Recording

- Use standardized templates
- Record immediately after the event
- Include date, time, location, personnel involved
- Maintain confidentiality and data integrity

SECURITY
Log Book

SECURITY LOG	
Incident Date:	Incident Time:
Report Date:	Incident Location:
Person Involved/Injured	
Witnesses	
Details Of Incident	
Action Taken	
First Aid <input type="checkbox"/> Ambulance <input type="checkbox"/> Hospital <input type="checkbox"/> Emergency <input type="checkbox"/>	
Other <input type="checkbox"/> Please Specify:	
Police Involved? If Yes Responding Officers Name & Outcome	

120 PAGES

Communicating in Security

- Risk records can be used to communicate the risks to other stakeholders, but they tend to be restricted to the few stakeholders who need or can be trusted with all the information.



Type of Communicating

- Internal communication. For example: guards to control room
- External communication. For example communicate to police or fire dept
- Emergency communication. For example: alarms, mass alerts

Communicating Tools

- Radios
- Emails
- Mobile Apps
- Security Dashboards
- Walkie talkie



Good Communication Principle

- Clarity – Use the words that easy to understand by stakeholders
- Speed – Act swiftly during emergencies
- Accuracy – Avoid misinformation
- Confidentiality – Limit the communication to authorized personnel

Assuring in Security

- Effective compliance and review is desirable at all levels. This includes:
 - Compliance with policies
 - Reliability of security controls
 - Staff training and readiness
 - Regular system testing

Methods of Assuring

- Security drills and simulations
- Internal assessments
- Employee awareness programs
- Quality certifications

Auditing Security and Risk Management

- A risk or security audit is an unusual investigation into how an organization managing risk or security.
- Most standard processes of risk management do not specify an audit as a separate part of the process, but at least imply that their advocacy of monitoring and reviewing includes a prescription to audit where and when necessary.

Auditing in Security

- Auditing is a formal examination of security practices and systems to ensure compliance and effectiveness.



Purpose of Auditing

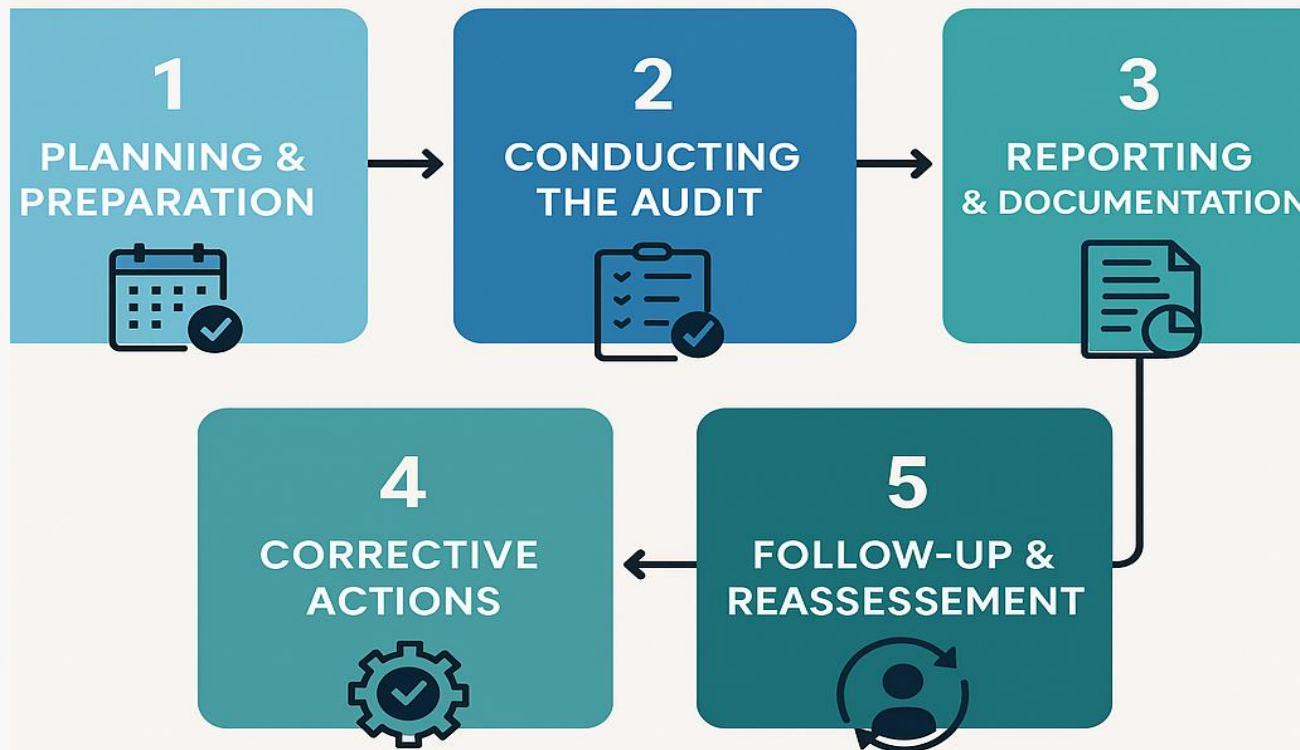
- Identify vulnerabilities
- Ensure legal and regulatory compliance
- Evaluate efficiency
- Recommend improvements

Types of Security Auditing

- Internal audits
- External audits
- Compliance audits
- Operational audits

Security Auditing Process

SECURITY AUDIT PROCESSES



Protection and Safeguards Against What???

“Crimes”

What are the various types of crimes facing businesses?

Examples:

- ☐ **Arson:** The intentional damage or attempt to damage property by fire or incendiary device.
- ☐ **Bribery:** When a person offers, gives, receives or solicits anything of value to gain an illicit advantage.
- ☐ **Burglary:** When a person enters a building or other structure with the intent to commit a felony or theft.
- ☐ **Counterfeiting:** A copy that is presented as the original with the intent to deceive.

❑ Destruction/Damage/Vandalism of Property: Property is willfully or maliciously destroyed, damaged, defaced, or injured without the consent of the owner.

❑ Embezzlement: A person is entrusted to control money, property or anything of value and unlawfully misuses it.

❑ Blackmail: An individual obtains money, property or some other thing of value, through the use or threat of violence, the misuse of their position, a threat of criminal prosecution or the destruction of reputation or status.

- ❑ **Fraud:** Intentional deception to cause another person injury. Deliberate trickery to gain advantage.
- ❑ **Theft/Larceny:** Property or possessions are unlawfully taken.
- ❑ **Robbery:** When a person takes anything of value by force or threat of violence from another person.
- ❑ **Shoplifting:** Theft of property from a retail business.

Thank you