

# **DLE 2083: INTRODUCTION TO SECURITY MANAGEMENT**

## **CHAPTER 11 OPERATIONAL & LOGISTICAL SECURITY**

# Chapter 11: Learning Outcomes

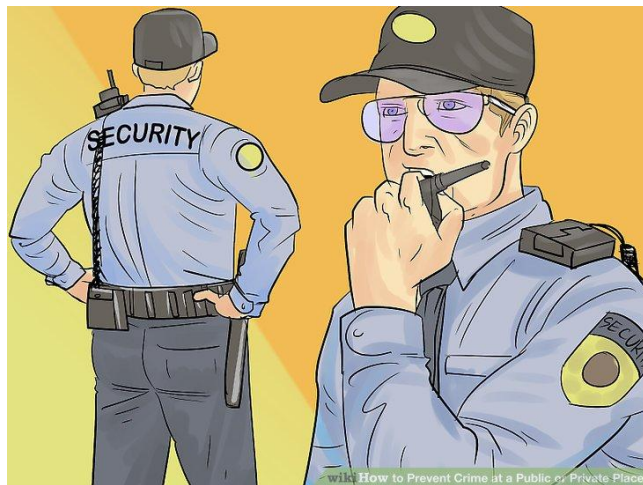
- At the end of the topic, students should be able to:
  - Defines operational and logistical security.
  - Explain the components of security operational management.
  - Understand the operational risks.
  - Identify and assessing operational and logistical risks.

# Introduction

- Security business involves a wide range of issues and activities.
- Security includes providing services for safety and protection of life and property of the customer.

# Introduction

- In the context of public security sector, the customers are the people or community.
- While private security outfits deliver their services to their private customers.



# Introduction

- Whether public or private, security organisations need to channel considerable energy on operational management and capacity planning.
- Thus, the two concepts determine the productivity level of any security organisations especially as it relates to service delivery.

# Introduction

- Apart from management of its personnel, every security organisation needs to develop strategies for effectiveness and efficiency in its operations.

# Introduction

- Effective capacity is also important in security business. Through planning, you will know if there is need to increase the number of personnel within your organisation.
- Introduction of new tips and ideas may assist in improving your services.



# Scope of Operations

- Operations include all activities that contribute or support a common goal.
  - Example in military, operations tend to be larger rather than missions.
  - Sometimes higher operations are described as strategic, while lower operations are described as tactical.



# Scope of Operations

- Business operations are business services, processes, and resources that are specific to the internal and external functioning for both public or private security organization.



**BUSINESS  
SECURITY**

# Scope of Logistics

- Logistics are activities and systems concerned with supply.
- Logistics is the range of operational activities concerned with supply, handling, transportation, and distribution of materials or people.

# Operational Risks

- Operations can be interrupted by:
  - Commercial events (e.g. failures of supply or income)
  - Political events (e.g. government regulation)
  - Crime
  - Terrorism
  - Insurgency
  - War

# Operational Risks

- Operations can be interrupted by: *continued..*
  - Natural events (e.g. flooding, earthquake)
  - Accidents (e.g. fire)
  - Personnel actions (e.g. labour strikes)
  - Organizational failures
  - Technical failures (e.g. failed transport vehicle)

# Operational Management

- What is Operational Management?
  - Operational management is the administration of business practices to create the highest level of efficiency possible within an organization.
  - It is concerned with converting materials and labour into goods and services as efficiently as possible to maximize the profit of an organization.
  - Operational management teams attempt to balance costs with revenue to achieve the highest net operating profit possible.

# Operational Management

- Operational management is an age long practice.
- It is a key element of security management.



# Operational Management

- The focus of any security organization is the operational management.
- A failed of operational management will lead to a failed of an organization.



# Operational Management

- In security sector, operational management is very essential.
- It involves the effectiveness of security activities aimed at achieving the overall organisational goals.





# Operational Management

- All security agencies must definitely have an organisational policy, which defines its tasks, mission, and the vision it seeks to achieve.



**Mission  
& Vision**

# Operational Management

- For any security outfit to attain its organisational goals, there must be effective operational management system that ensures functionality in planning and operational control and capacity-building.



# Components of Security Operational Management

- The security operational management components are based on the **5M's** of efficiency:
  1. Manpower (*employee*)
  2. Money (*capital and financial*)
  3. Methods (*process*)
  4. Materials (*raw material and information*)
  5. Machines (*equipment such as computers, tools, and technology*)

# Assessing Operational and Logistical Risks

- In principal, assessing risks to operations is as simple as:
  - Identifying the sources (hazards and threats, which may include the stakeholders or targets of the operations).
  - Many threats, such as thieves, saboteurs, vandals, and corrupt officials, are easy enough to profile, but terrorists, kidnappers, blackmailers, and corrupt governments are more agile and need more specialized assessments, particularly in foreign cultures.

# Assessing Operational and Logistical Risks

- In principal, assessing risks to operations is as simple as: *continued...*
  - Assessing the likelihood of hazards being activated as threats.
  - Assessing the intents and capabilities of the threats.
  - Identifying operational exposures and vulnerabilities to those intents and capabilities.

# Providing Operational Security

- Crime prevention become major issue in society.
- Greater burden to public security personnel to respond to crisis situation.



# Providing Operational Security

- Business organizations turning to private security industry to protect their properties and employees.
- A lots of security companies created and develop in the country.



# Providing Operational Security

- The private security provided services across all sectors and industries in the country.
- Security industry has transformed to become an integral part of the business world to ensure security for intellectual properties right up to individual safety protection.



# Current Trends in Security Operational

- Also due to the globalization factor and effect.
- Security risks have become more complex.
- Most large companies in Malaysia are now more focused with the current trends in the security service industry and the high requirements required from clients.

# Current Trends in Security Operational

- Security equipments also become more sophisticated and staffs handling these equipments have to better equip themselves with the knowledge required.

