Session 2:

Seamless workflow for staff, suppliers & subcontractors: *towards the complete automation at the transportation hub back-end*

Transportation Employee Access Management

Transportation Security Forum
Paris, 1 March 2007

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International Management

Similar Challenges Yet Different

Multiple Security Zones for Travelers

Airport / Port Area

Passenger Terminal

Check In Areas

Shopping & Restaurants – long wait

Boarding Areas

Employee Only Areas

Employee restricted areas can be accessed from low security areas

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Traveler *v.* Employee

❑ Most Employee only transactions are unmanned

❑ Employees are "trained" on various airport / port systems

❑ Faster throughput expectations

   ❑ delays to employees costly to airport / port and leads to traveler inconvenience too

   ❑ Most employees are typically not carrying luggage

   ❑ Mobility issues apply

❑ Most airports require employees same path through security as travelers ....Registered travelers programs may offer interesting options to improve flow for employees too!

Challenges in Transport Security

- High mix of customers to employees

- Common access points for customers and employees

- The "Shopping Mall" inside passenger terminals

- Rotating work force ...airline crew, tenants (shops & restaurants & lounges), contractors

- Employee only areas are accessed from multiple security zones

- Highest security entrance points are typically unmanned

- Most employee only areas lead to "airside"

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Technology Application

- As most employee only area lead to high security areas and are unmanned in most airports it is critical to choose & implement a number of carefully interconnected systems:

- Physical security to enable security & flow

- Access control systems closely integrated with alarm monitoring to ensure correct functionality of physical security and interface seamlessly with ID management and video systems

- Video systems to ensure correct use of access control, to detect alarming behavior, to offer on the spot surveillance of alarm areas and for archiving

- Identification systems to ensure close integration into personnel records of facility, tenants, contractors as well as the physical credentials and access controls systems

- Privilege management across multiple systems and multiple locations

Physical Security ~ Blocking & Detection

- Perimeter security comprising barriers and detection is well understood and generally has been an area of success

- Increased understanding and application of barriers protecting against car bombs

- Continued vulnerabilities in outer security zones with congestion of unscreened passengers and baggage

- Physical security standards between security zones are generally well advanced.

- Access control systems used for detection of doors closed & locked status, many are not designed for alarm monitoring
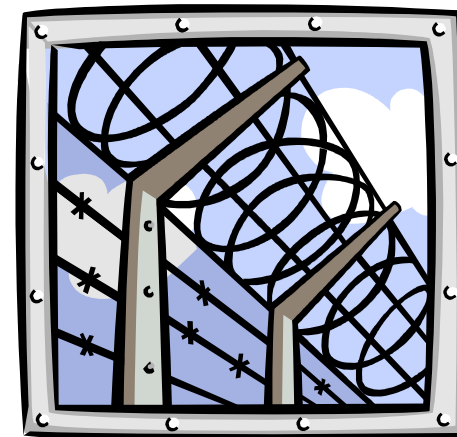
Access Control System

- Critical to learn from the mistakes of the past ..most access control system fell short of achieving their objectives

- Most systems available on the market today do adequate job of basic access management functions

- Alarm monitoring *is the* <u>security</u> part of access control system and often falls short in terms of speed, tamper proofing

- Communication of access control systems continue to be an <u>area of vulnerability</u> for many systems starting from card to reader communication

- Critical to integrate with video and / or optical turnstiles to overcome the "piggybacking" problem

- Simple Reader / keypad units are increasingly replaced with more secure biometric / scramble-pad stations

Video Surveillance

- Video has been used for many years in traditional surveillance applications with moderate success

- Increasing use of video to supplement weaknesses in perimeter security including motion detection

- New use of video to track use of employee entry points, to detect doors normally closed and to counter piggybacking

- Use of predictive video systems around baggage handling areas ...may require appropriate changes to address privacy / union regulations in certain countries

- Reliance on predictive video for out of norm movement, behavior and initiating change in access control functionality could emerge

- Archiving and data mining of video history offer enhanced security as well as forensic assistance

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Access Management: Employee *v*. Traveler

Technology Application

Blocking & Intrusion Detection

Access Control Systems

Video Surveillance

Credentials, Identification & Authentication

Management of Privileges

Summary

Credentials, Identification & Authentication

- ■ Security requirements mandate the move to high frequency RFID and to biometric authentication

- ■ Use of biometric only in lieu of separately issued credentials in conjunction with Registered Traveler programs or stand alone for employee

- ■ Interoperability of credentials across multiple locations is increasingly required. One time codes and crew wide PIN are disappearing

- ■ Requirement for common logical & physical access control credentials is made easier with contactless crypto- controller smart cards

- ■ The use of ePassports as credentials for visiting crews (and registered travelers) may offer interesting possibilities

Management of Privileges

■ In addition to the normal challenges of a high security environment, transport security deals with:

■ Consumers / travelers

■ Large numbers of employees and contractors many with access to most secure locations

■ Customers/ tenants

■ Finally a host of emergency personnel "first responders"

Each of these groups are issued credentials by different authorities

■ Ability to transfer revocations / changes of privileges in a timely fashion is critical

■ Concept of revalidation or authentication & verification stations as per US HSPD12 may play a role but will need to be made faster & less expensive to implement. Large scale tools like CoreStreet offer interesting solutions

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Access Management: Employee *v*. Traveler

Technology Application

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Summary

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- Transport applications uniqueness require clear operational understanding for effective design and implementation an employee security concept

- High level of integration between access control, video, physical security and identification & privilege management

- Reliance on access control to provide detection not just management means that access control system must be "security grade"

- Access control & identification system require a high degree of interoperability across multiple systems and authorities

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Strategic consulting and more ...

- Focus on **Security & Identification**
- **Global strategic approach** to marketplace & and "Hands on" **implementation and execution**
- Market **strategy assessment** and development
- **Technology assessment**
- **Product positioning** and market segment analysis
- **Channel rationalization** and development
- **Acquisition / divesture** management
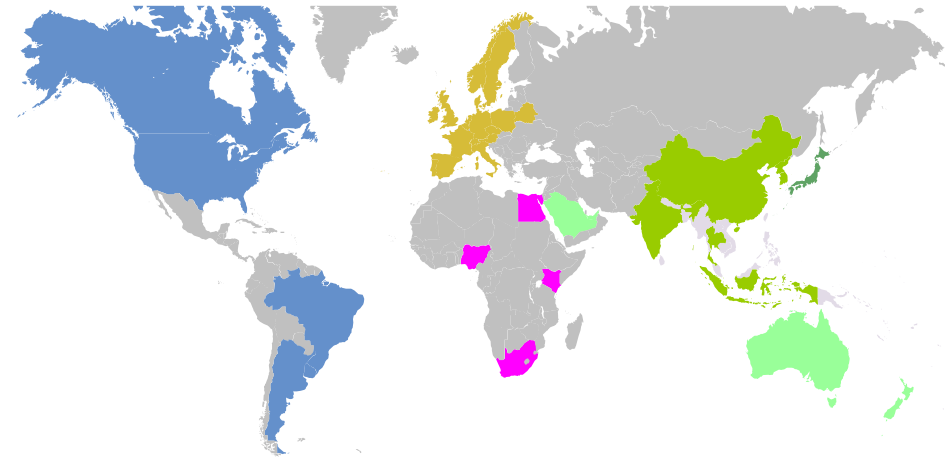
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