

Security Surveillance Centers

Design, Implementation,
and Operation



Anthony V. DiSalvatore

CPP, PSP, PCI, CFE, CLSD



CRC Press
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Dedication

This book is dedicated to my son Remo and my daughter Andriana, who teach me something new about myself every day and are the driving force behind my desire to make the world a better place. As you have entered adulthood, I am amazed at your sense of ownership of any situation, and how you base your decisions on how they will positively impact those around you. You both have chosen to take the road less traveled, have embraced the mantra of being true to yourself, and inspire me, on a daily basis, by your thoughts and actions.

I could not possibly be more proud of both of you and the courage, tenacity, and wisdom you have displayed as you embark on your journey into the world. This is only the beginning of your adventure, and I have no doubt that you will achieve great things on every level in life as you pursue your dreams and capture your passions.

*Love you
Proud of you
Respect you
I am with you always*

*Love,
DAD*



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Preface

Ever since I can remember, I have always wanted to protect others. One of my earliest recollections was when I was in the fourth grade when I was waiting for the morning bell to ring for class at my elementary school. I noticed a second grader crying, and I walked over and asked him what was wrong. He pointed to a sixth grader who was standing next to him, who to me seemed like he was 6 feet tall. The crying boy sobbed that he took his ball. I asked this giant of a boy to give the ball back. He shook his head and refused, saying, “No, what are you going to do about it?” I don’t know what came over me, but I curled my hand up in a fist and punched him in the jaw. The ball fell out of his hand, bounced once, and I grabbed it and handed it to the crying boy, who smiled as he looked at the ball in his hand.

The sixth grader was seething with anger, and I took off. The sixth grader then picked up a rock and hurled it at me, striking me in the head, directly behind my left ear. I fell to the ground, placed my hand over the wound, and then stood up quickly and began running again. The sixth grader gave chase as I ran toward the school and I noticed he stopped chasing me as I was nearing the school doors. I felt a warm liquid pouring through my hand and suddenly noticed blood was falling to the ground.

I entered the school doors and started running to the nurse’s office. My fourth grade teacher, Mr. Schuda, shouted, “Walk.” I started walking and removed my hand from my head and blood began to go all over the floor. Mr. Schuda then shouted, “Run.” I ran to the nurse’s office where she called my mom and wrapped bandages around my head. When my mom arrived to the nurse’s office, she took me to the emergency room. The doctor gave me 12 stitches and explained that he could not really close the wound because a piece of the meat behind my ear was gone—somewhere on the playground was a piece of my head. I never heard of it ever being found—an animal must have eaten it. When I returned back to school the next day, the school imposed a new rule—no rock throwing. I never did find out if Wilson Bull, the kid who hit me with the rock, was ever suspended or anything. That was the first time I met him, and I never saw him again. There are many more tales to tell about adventures that I have been involved in over the years where I have sustained injury while trying to protect others—but that is for perhaps another book and another time.

I feel I was born with an innate passion to protect others with a disregard for my own well-being, as I am sure that many in security and law enforcement-related fields have felt. As I am entering the twilight of my career pursuing these endeavors, I wanted to put together a book that would be useful to those who have the tremendous responsibility of keeping others safe and protecting assets with the aid of a security surveillance center. The other passion that I have is mentoring others who are entering this arena and helping provide guidance and direction to them as they pursue their careers. With these things in mind, I have asked myself constantly while writing this book, “What would I have found useful, when establishing myself in this field?” My hope is that this book is many things to many people on a lot of different levels.

The term *security surveillance center* is a hybrid of two areas, that early in my career were distinctly different and were not frequently intertwined. As the decades have passed, and businesses have stressed and emphasized the importance of working smarter not harder, it was only a matter of time before these two areas were joined together. In the end, the return on investment and the synergy a security surveillance center creates make good business sense, to form, establish, and operate one, if one is not already in place.

To the point of this book being many things to many people, the information on the following pages can be used by any business, regardless of its shape or size. This book is helpful to any business that has a CCTV system. Whether the business has a handful of employees or thousands of employees, there is a lot of information for the reader to use. The basics pertaining to the law, procedure, and operation remain relatively the same regardless of the size of the operation. However, in your particular jurisdiction, it is important to keep abreast of the laws, best practices, and developments in this area for the protection of everyone on both sides of the cameras.

I have spent a lifetime wanting to protect others. With the ever-changing world events and the increase of violence and terrorist attacks on the rise in the world arena, it is now more important than ever for companies, businesses, and corporations to safely protect their guests, employees, and assets from those who wish to disrupt their daily operations, cause harm to others, or create an umbrella of fear. One important layer and aspect of providing this protection is the development and operation of a security surveillance center. The security surveillance center is the nerve center of any security or protective operation. Cameras are monitored and reviewed on a consistent basis to detect any situations that appear unusual or out of the ordinary. In the event that something is detected that does not look right, in-house and local authorities are alerted with the pertinent details and respond accordingly. Emergency calls for help, assistance, and general communication to and from employees, guests, and operatives in the field all use security surveillance centers as their conduit.

The proper training of personnel and utilizing the proper tools and equipment in this area are critical for the safety and security of all. This enables quick and accurate responses to alarms, dispatching personnel to the proper locations, and calmly and professionally gathering information from emergency calls and alarms. Personnel consistently demonstrating the ability to execute the key components of the security surveillance center's operation are a sure sign that they have been trained properly and have a solid understanding of their roles and responsibilities.

This book goes into detail on these topics and many more crucial areas that can improve the effectiveness and efficiency of any operation. It is designed to be a great resource for existing operation centers or can be used to create a security surveillance center, if one does not exist, explaining the steps involved in creating one.

Over the past few years, the pricing of CCTV equipment has made it affordable for every type of business and organization. At first glance, this seems like a great benefit. However, without the proper protocol, procedures, and training in place, the results could be disastrous by exposing the operators to civil and possibly criminal consequences.

This user-friendly book addresses concerns of a wide range of users, from national organizations to mom-and-pop operations and can be applied to any organization that has CCTV systems in place. On one hand, this book is a great asset for organizations of any size that are setting up CCTV systems by providing insight and examples of forms, policies, design, best practices, and so on. On the other hand, this book is a great training guide for those who supervise and operate a security surveillance center. A test question and answer section in Chapter 9 allows the owner of a business or manager of a department to test the knowledge of security surveillance center personnel to ensure that the information contained in this book has been absorbed and the personnel of the security surveillance center are functioning within the standards of the industry and the boundaries of the law.

This book examines the critical areas of design, implementation, and operation of security surveillance centers regardless of their size. Areas that will be discussed and explained in detail include the role of a security surveillance center, overview of the control room and console design, processes, procedures, legal perspectives, forms, professionalism, glossary of terms and definitions, and question and answer sections. Unlike other books on the market that pertain to surveillance that are very technology-driven, this book focuses on the operation of a security surveillance center. This book is applicable to audiences ranging from anyone who has a small, relatively simple system to industry giants who have facilities across the country. Among other things, this book is meant to be a training/testing tool for leaders/operators and a guide for establishing standard operating procedures (SOPs), policies, protocols, and forms to be used for the operation of a security surveillance center.

Unique components of this book include detailed forms that may be utilized in the operation of a security surveillance center. This book delves into areas where documentation of events and situations are critical in safeguarding the operations and assets of the organization. One example of the many forms contained in this publication is the chain of custody forms. These are used to demonstrate chain of custody when issuing security surveillance coverage to law enforcement or outside agencies. Other types of forms that are located in the back matter section simply titled, "Forms," are the forms used in the day-to-day operation that demonstrate that the security surveillance center is performing their due diligence. There are also step-by-step processes and procedures located in Chapters 3 and 4, titled, "Security Surveillance Center Processes" and "Security Surveillance Center Procedures," respectively. These chapters provide you with examples on how these critical items can be worded and constructed.

Legal perspectives, the Fourth Amendment, and the importance of professionalism are discussed in Chapter 6 and the impact of the critical role of each is explained. Examples of practices that have performed well in these areas are reviewed, and those that have not are examined. The tremendous downside of operating in the gray area or not following legal trends is explored along with the upside of staying abreast of legal developments and the Fourth Amendment. For example, in the opinion of many scholars, when video surveillance of public areas is continuous, it generally does not present significant legalities. Legal interpretations of the Fourth Amendment as it pertains to video surveillance appear to be in favor of CCTV systems use to protect the public. The belief is that continuous video surveillance does

not intrude upon an individual's sphere of privacy; it simply records events occurring in public space for which individuals do not have reasonable expectations of privacy. This as well as the importance of personnel understanding the significant difference between foreseeability and the totality of circumstances approaches and the role each plays in court decisions are also examined.

This book contains personal insight and situations that I have been directly involved with, worked closely with others on, or researched. For example, “just doesn’t look right” (Chapter 7, JDLR) is an area that is discussed as it pertains to one of the most valuable tools that security surveillance center personnel have—or can develop. The power of observation of the actions taken by others and recognizing when something JDLR and being able to put the pieces of the puzzle together is an invaluable tool and critical for a security surveillance center to be successful. It also helps to quantify the performance and value of the security surveillance center and its operators by documenting the prevention of incidents, providing tangible cases, and documenting actual incidents.

The following is a personal story of JDLR in action that occurred in my rookie year as a law enforcement officer. Late at night, my lieutenant and I were on patrol when I observed a white male carrying a plastic milk crate with some items in it. My instincts told me that this just doesn’t look right, and I advised my lieutenant of the observation. The patrol vehicle was turned around, and when the subject who was walking with the milk crate saw the patrol vehicle, he immediately placed the crate on the ground. The subject advised that he had found the items contained in the milk crate—stereo equipment—in a dumpster and was taking it home. At that moment, a report came in that a nearby home was burglarized and—you guessed it—stereo equipment was stolen. With proper training, this “instinct” can be developed in security surveillance centers and can aid in the well-being of the guest, company, and assets.

A glossary of terms and definitions is located at the back of the book and Chapter 9 contains test questions and answers. This metric measurement will enable you to determine if the material and contents of this book have been absorbed and retained, or if there are areas that need additional review. This component will assist leaders of security surveillance centers to ascertain if their operators have the necessary knowledge needed to be effective and efficient in the operation of a security surveillance center.

The following is a brief synopsis of each chapter:

Chapter 1: Building Stages and the Critical Role of Security Surveillance Centers

This chapter explores the steps involved in building a security surveillance center. The steps are reviewed and discussed, including planning, design, requests for proposals, vendor selection, lessons learned, equipment, alarms, key control, and heightened alert procedures.

Also, the role of today’s operator in the modern security surveillance center is similar to that of a conductor of an orchestra. Security surveillance center personnel are the maestro of the operation of the security surveillance team as it relates to the tempo of which personnel are dispatched to incidents.

Chapter 2: Overview of the Control Room and Console Design

The proper design of the security surveillance center console room is discussed and examined. This area is one of the most critical components of any security surveillance center program. The security surveillance center's location, layout, and console design are some of the most important factors in determining the overall success and operation of the security surveillance center.

Chapter 3: Security Surveillance Center Processes

Security surveillance center processes and best practices are examined, and how they are designed to provide maximum protection, identification, and detection of any activity or crisis that could impact the property are explained. Implementation of these processes and best practices will enable the security surveillance center to provide a safe, secure environment and produce usable video to determine the sequence of events of an incident and the visual facts as they relate to a situation.

Chapter 4: Security Surveillance Center Procedures

Various methods of developing and implementing security surveillance procedures will be reviewed. Strict adherence to policy and procedures is the foundation on which a successful security surveillance center relies upon to be effective and efficient. Procedures are living documents and should be reviewed and updated every 6 to 12 months. When revisions are made, it is important to put in the date of revision on the procedure and to keep the old copy of the procedure that was revised. This is useful for legal and performance issues to determine what procedure was in effect at the time that an incident occurred. The life, safety, and security of an organization and the internal and external guests depend on the knowledge that is exhibited by security surveillance center personnel. It is important that security surveillance center personnel demonstrate that the information contained in the standard operating procedures has been absorbed and retained. One way to measure this is how the performance of security surveillance center personnel meshes with the standard operating procedures.

Chapter 5: Fire Command

An intricate part of a security surveillance center is the fire command center (FCC). The importance of the location, processes, procedures, and protocol are examined and reviewed.

Chapter 6: Legal Perspectives, Ethics, and the Fourth Amendment

Professionals generally exhibit behavior that is focused, accountable, confident, competent, goal oriented, respectful, and has a sense of urgency. Security surveillance center professionals do not react emotionally when handling stressful situations. Critical situations are handled in a serious, effective, and efficient manner. Some of the major elements of professionalism are a code of ethics, philosophy, knowledge, guidelines, and standardization of job performance. The code of ethics plays a key role in developing synergy and integrating the other key components that help establish professionalism in a security surveillance center.

In the opinion of many scholars, when video surveillance of public areas is continuous, it generally does not present significant legalities. Interpretations of the Fourth Amendment as it pertains to video surveillance appear to be in favor of the use of CCTV to protect the public. The belief is that continuous video surveillance does not intrude upon an individual's sphere of privacy; it simply records events occurring in public space for which individuals do not have reasonable expectations of privacy.

It is important that security surveillance personnel understand the significant difference between foreseeability and totality of the circumstances approaches and the role each plays in court decisions.

Chapter 7: Audits, Thefts, and Effective Patrol Methods

This chapter reviews various effective techniques and methods that should be utilized in the detection of violations, theft, and embezzlement. One of the most valuable tools of security surveillance center personnel is the power of observation and the ability to piece that together with actions taken by those under observation to recognize when something JDLR.

Chapter 8: Training

The selection and training of the security surveillance center personnel are among the most important aspects of this area. Being a member of the security surveillance center should be a coveted position of which, in the proper environment, one should not merely apply for a job, but be invited to join the team. It is important to invest time and money into the training of security surveillance center personnel for many reasons, including the safety of guests, visitors, and employees. A well-selected and trained security surveillance center team will ultimately help to improve profit margins by identifying and detecting suspicious activity and those committing these acts.

Chapter 9: Test Questions

This chapter covers components discussed throughout the book. This is a metric measurement that can be used to determine if the reader has absorbed contents or if there are areas that need additional review.

Glossary

Terms and definitions related to security surveillance centers.

Forms

Various forms utilized by the security surveillance center are contained in this section. These forms are a valuable resource and serve as an excellent guide for tracking operational functions and responsibilities, documenting information, aiding in the efficient, organized, accurate, and professional operation of the security surveillance center.

Acknowledgments

It has been an honor and a privilege to have the opportunity to publish a book in an area that I feel is very important in this day and age. I am grateful to have had the opportunity to be involved in security-related positions for more than 30 years and to have worked shoulder to shoulder with so many fine men and women. I have been truly blessed and am grateful to have been gifted with a passion for helping others and with a mindset of making a positive difference in this world, while using security-related fields as my conduit.

I would like to thank my family and friends who have helped and guided me throughout my life, and continue to do so. Although over the years, miles have come between us, they are always in my thoughts and prayers and continue to provide support to me both emotionally and spiritually. I have learned vicariously through them by both their actions and good intentions.

This support has helped guide me and brought me to my focus on helping and mentoring others. At this stage of my life and career, I am thankful to be in a position where I am able to mentor young people who are entering into the realm of the security surveillance profession. Amazingly, my passion grows stronger every day, and I hope that you are fortunate enough to have found your niche in life and are able to achieve success while helping others.



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Author



Anthony V. DiSalvatore, CPP, PSP, PCI, CFE, CLSD, has over 30 years of experience in security-related positions. He has been involved in the opening of numerous casinos, hotels, and entertainment complexes, ranging in value from hundreds of millions of dollars to billions of dollars. Anthony has been involved from the ground up on the design, implementation, and operation of security surveillance centers at various properties across the country. He served as a state trooper for the New Jersey State Police and received a Distinguished Service Award for actions taken—the highest honor that is bestowed upon a trooper.

Anthony has also been recognized for actions taken while working at large properties in South Florida, New Jersey, and New York City. He performed an integral role during Hurricanes Frances and Wilma in South Florida, Hurricane Sandy in New Jersey, and the largest power outage in US history in New York City by ensuring that business continuity and disaster recovery plans were executed.

Anthony earned an associate degree in arts and science from Gloucester County College, Sewell, New Jersey; a bachelor's degree in law justice from Glassboro State College, Glassboro, New Jersey; and master's degrees in education administration from Seton Hall University, South Orange, New Jersey, and criminal justice from Rutgers University, Newark, New Jersey. Anthony is a member of the American Society for Industrial Security (ASIS) International and the Gaming and Wagering Protection Council; has previously held membership in the Crime and Loss Prevention Council, and Business Management and Business Continuity Council; and has been recognized by ASIS as a Triple Crown recipient by being a Certified Protection Professional (CPP), Physical Security Professional (PSP), and Professional Certified Investigator (PCI).

Anthony is also a Certified Fraud Examiner and Certified Lodging Security Director and has presented at numerous venues across the country. He has also been treasurer of the Las Vegas Security Chiefs Association and the gaming subsector lead in the Department of Homeland Security Commercial Facilities Coordinating Council and possesses a Secret Level Clearance.

At this stage in life, Anthony enjoys mentoring and educating those entering the security and surveillance realm. He finds it rewarding to mold and guide the next generation toward their potential and provide guidance toward their career path. Anthony finds it very rewarding to teach others to believe in themselves, their abilities, to always do the right thing, and make good life choices.

The following is one recent example of a letter received from a mentee, “I just received a new role in my job and it requires a lot of my time now. I want to thank

you for believing in me and giving me a chance to prove to my peers and myself that I could succeed if I worked hard enough—Thank you.” Anthony believes that having an impact on others in a positive way and playing a part in making better lives for others is more important than any degree or title and makes him the richest man in the world.

1 Building Stages and the Critical Role of Security Surveillance Centers

The following is a result of my many years dedicated to developing and establishing security surveillance centers in various industries. Security surveillance centers are sometimes referred to as monitor rooms, dispatch centers, surveillance rooms, and so on. In areas that have historically kept security and surveillance separated, there appears to be a paradigm shift developing in the field driven by the economy, safety concerns, protection of others, and the synergistic effect that occurs when these two critical areas are combined.

When security and surveillance are combined to create a security surveillance center, it creates a more efficient and effective operation that functions as a cohesive team. This acts as a force multiplier for any operation by creating an instantaneous flow of information, the immediate response to situations, and the calibration of thinking on how security and surveillance concerns are addressed. For those companies, businesses, and industries that do not operate in this manner, the hope is that after being exposed to the information in this book a *eureka* moment will occur, and the next logical evolution for those who have security and surveillance areas separate will be to combine them into one.

Expanding the role of the security surveillance professional is a positive approach in combating a tough economy and can help recession-proof and solidify the role of a security surveillance center in progressive-thinking organizations. Conversely, when this approach is not implemented and the leadership teams in organizations feel great pressure to improve the bottom line, a decision may be made to randomly reduce security and surveillance staffing levels. Being penny-wise and pound-foolish places the security, surveillance, and safety of all involved on the precipice of a very slippery slope. It is a gamble that does not have a long-term payoff and is indicative of an organization that may be taking desperate measures to survive. The negative impacts of litigation and the courts awarding in favor of the plaintiff could take years to recover from or could be the final event that puts a company out of business.

Hopefully, this book will shed some light on areas that were unknown prior to the reading of this book or will help to clarify questions or concerns pertaining to establishing security surveillance centers. In crafting this book, it was my desire that readers will be able to increase their knowledge in areas that were unfamiliar and use this book as a reference guide for training and establishing a new security surveillance center standard in the industry.

Throughout my career, I have been involved in the design, installation, and operation of security surveillance centers at various venues across the country.

There are several ways in which a security surveillance center comes into existence: construction of a new property or project, addition to or expansion of an existing security surveillance center, or the building of one from scratch. In some instances, the leadership in organizations or projects needed to be convinced of the benefits and the need of a security surveillance center prior to granting approval for the project.

In these cases to increase the chances of having the security surveillance center project approved, the following should be outlined, explained, and discussed with leadership: return on investment (ROI), deterrents, displacement, system design, installation, and operation. In properties where security and surveillance operate separately, they can be combined to streamline cost, increase productivity, and enhance communications. Combining security and surveillance departments into one department saves money and combines areas of responsibility with the benefits of reducing manpower and reducing budgets, while increasing performance and operating in an effective and efficient manner.

The ROI of the implementation of a security surveillance center should be clearly explained to leadership. The ROI is used to explain the benefit and profit to a facility—it answers the question: “what are they getting for their money?” This explanation should include the approximate number of additional investigative cases, policy violations, or safety issues that will be discovered by the use of the implementation or expansion of a security surveillance center. For example, advise leadership of approximately how many employee theft cases you anticipate generating by adding a security surveillance center operator. If the number of theft cases generated is forecasted to recover money, property, or restitution equal to or greater than the salary for the added position, then it will have a good chance of being approved. However, be careful not to exaggerate or embellish the anticipated results, because you may be held accountable for your forecast in the upcoming budget year.

The deterrent effect that a proactive security surveillance center will have on employees and wrongdoers should be explained to leadership. In order for a deterrent to be effective, it must be swift, certain, and severe. If one of these components is missing, the deterrent effect will not have as great of an impact. In the operation of a proactive security surveillance center, theft or policy violations will be observed and recorded and the violator will be detected, interviewed, and issued appropriate disciplinary action by the department of human resources. When employees and wrongdoers become aware that when offenses or violations occur they will be addressed in a swift, certain, and severe manner, it will deter them from committing these acts.

The displacement effect that a proactive security surveillance center will have for a facility should be explained to leadership. With the addition or expansion of a security surveillance center, including overt cameras, signage indicating that closed-circuit television (CCTV) is in use displayed on the perimeter, parking lots, stores, and so on, wrongdoers will be passively advised not to commit undesirable acts on the premises. Instead those with criminal intent will not take a chance of committing crime that may be captured on CCTV at the facility. They will relocate, or displace, their criminal behavior to another location away from the premises and facility. The goal of the implementation of a security surveillance center in terms of the displacement effect is not to prevent criminal activity, although it would be nice if we could, but to not have criminal activity occur on our property or facility.

In order to justify the installation or improvements of a security surveillance center to the leaders of an organization, the following items must be reviewed and taken into consideration so that a realistic budget can be developed.

- *Design:* The drawings, blueprints, type of system, and components are determined in this phase. This would include monitors, servers, computers, intrusion detection devices, sensors, detectors, card readers, cameras, conduits, wiring, and consultants.
- *Installation:* This is one of the most expensive items of the project. This includes permits and the costs and installation of various sensors, contacts, and access control devices to the security surveillance center system. Once the system is installed, there will be ongoing operational costs associated with the operation of the system.
- *Operation:* The operation of the system includes staffing, training, policy, and procedures.
- *Information technology-related expenses:* These costs include anti-virus technology, system patches, backup and archiving, and database management.
- *Maintenance:* These expenses include upgrades to the software, emergency repairs, keeping the domes on the cameras clean, and keeping the system in good working order.
- *Replacement:* Prior to the purchase of the system for the security surveillance center, the life cycle of the system should be determined and the approximate replacement cost should be calculated. Usually, the best way to present this information is to assign a cost and anticipate the life range for each item.

The system design, installation, and operation should be reviewed with the leadership team so that they can make an informed decision regarding the security surveillance center. This would include the addition or upgrading of sensors, detectors, contacts, access control, equipment, and staffing. The cost and need of various types and placement of sensors, detectors, and card readers, including fire, heat, smoke, water flow, motion, and passive infrared sensor detection devices should be examined and discussed. The recommendation is that all sensors, detectors, and devices should report to the security surveillance center.

One of the more costly areas of implementing or upgrading a security surveillance center is the installation of the system. The areas covered under the cost of the installation include the servers, computers, monitors, and control panel. Since security surveillance centers are computer based, the IT department has a significant role in the installation, operation, and ongoing growth and protection of the security surveillance center systems. It is important that property leadership understands the role and importance of the IT department when it comes to the proper operation of the technical aspects of a security surveillance center and does not attempt to have security surveillance center operators be responsible for this critical area. Sometimes this occurs when property leadership does not fully understand the complexity of this area, and in an effort to keep expenses down to meet budgetary demands,

has non-IT personnel oversee this highly volatile area who do not have the proper skill set or knowledge. This is the job and responsibility of the leader of the security surveillance center to effectively communicate the importance and complexity of this area to the decision-makers of the leadership team of the property and make a persuading argument to have skilled, trained, and responsible IT personnel oversee this critical area.

Regardless of the size of the security surveillance center, the following general guidelines should be implemented to ensure the successful completion and maintenance of the project. Planning of the requirements and objectives of the security surveillance center is one of the first steps that should be undertaken. For example, layers of protection should be installed to safeguard the operators and equipment of the security surveillance center. The many layers available should be discussed with leadership. Sabotage, protection from intruders, and intentional harm caused by internal employees are some of the topics that should be discussed with leadership regarding the securing and protection of the security surveillance center.

Leadership should be made aware that although no one particular process or method is ever 100% effective in the protection of any asset, the best approach is to implement layers of protection that become increasingly difficult to defeat in close proximity to an asset. In the circumstance of the protection of the security surveillance center, the methods and processes of protection should be reviewed and discussed with leadership and should include the following:

- Only authorized personnel should be permitted in the security surveillance center. Those who do not have a “need to know” should not be granted access.
- The security surveillance center should have signage on the entry door indicating that only authorized personnel are permitted. There should also be signage indicating that food and drink are prohibited.
- The security surveillance center should have a combination of authentication methods at the entrance to the room such as a badge reader, biometric reader, internal door controls, pin code, and so forth.
- A discussion of the types and value of internal door controls to increase control of the entry and exit of the security surveillance center should be explained with leadership. For example, a mantrap will only allow the door leading into the security surveillance center to open after the outer door is closed. For additional security, the mantrap can be combined with other devices such as a card reader, biometrics, or a door release controlled by personnel located within the security surveillance center. This type of protective system can be very expensive and should only be implemented if deemed necessary by the leadership team.
- The security surveillance center should have redundant methods of communication, including two-way radio, telephone, cell phone, and so on.
- No one should have access to the security surveillance center without being accompanied by security surveillance center personnel. At no time should a member of the cleaning crew, facilities, and so on, ever be left alone without an escort.