COMBATING PERFORMANCE DRIFT IN PHYSICAL SECURITY

CRITICAL INFRASTRUCTURE PROTECTION
HSI Industrial Skills — Reliability Matters

Key Observations

Personnel have difficulty managing tasks that require repetitive behavior over time
– Can lose focus
– Can fail because tasks are hard

Human factor can affect security programs

Examples

Invalid credentials
– Personnel allowed in when they forgot their credentials or had inactive credentials

Unauthorized access
– Unknown individuals and organizations allowed in because it was assumed they belong

Intentional circumvention
– Contractors disregarding rules

Suggestions for Improvement

Test physical access regularly

Train personnel on why following processes matters

Develop incentive programs to promote following processes and identifying lapses

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