Physical Security Simulation Report

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After experiencing the simulation scenario for Magnolia Utility Citizens’ Cooperative, it’s clear to see many shortfalls in physical security implementation. The South Street office location is almost entirely mismanaged in terms of implementing good physical security precautions. The interesting part is that despite the shortcomings in the cash management area, warehouse, and tool and equipment distribution center, the vehicle yard is actually very up to speed on good operational procedures and physical security implementation. A breakdown by department shows issues such as missing supplies, lost or unreturned equipment, low barriers to access cash on hand, lack of employee knowledge and training, and also sometimes a lack of supervisor guidance. All of these factors easily amount to the location not being secure and not suitable to hold $4-8k on hand every day.

Opportunities for improvement are vast and can be addressed department by department. Some examples of this include first and foremost securing the cash management counter since this is most likely the area with cash is held and is also the point of contact with the general public. The fact that everything is in plain sight since there is not a sealed off counter is a big concern for theft or easy access to the cash. In addition, the employees openly discussed how the safe was not fully functional which shouldn’t even happen in the first place. Modelling from the Electric Way branch would be well suited in terms of installing a counter which seals off the operations side from the customer side and implementing a working safe as well as a well secured backroom locked behind a steel door would get the branch on the track it needs to be.

Employee knowledge level in multiple departments was also lacking, such as the janitor being in charge of requisition logs which he did not fully comprehend in order to explain the process of how they work. Important tasks should require a clearance level and this was not the case. The employees that worked at the cash management area were also uninformed about how processes worked, and all they ultimately did was divulge sensitive information which of course might be a huge problem if they tell the wrong person. Regular security and process training should be conducted so employees more safely and securely perform their job tasks when handling $4-8k worth of money in the day. Lastly there is far too much favoritism in the tool center because while the employee understood the significance of signing equipment out in terms of tracking and responsibility, in practice he let far too many people take things without signing because they were his buddies. This fosters a casual attitude around the workplace that leads to people taking advantage of and bypassing systems altogether. Going around to each department paints a picture of how seriously the employees took their job and also showed the opportunity for improvements in many areas. While some employees, such as the vehicle yard and Electric Way cash management area, were very well informed and took their job seriously, others neglected to present a professional representation when being surveyed and one can only imagine their attitude when left unsupervised or unchecked. You would also see some of the employees dodging questions in order to not give an accurate picture, and sometimes this would be discovered by interviewing an employee from another department – so again it’s critical to get a full understanding of all aspects and take everything into consideration before undertaking an important task such as conducting and presenting a full security report.