



## THE EIGHT QUESTIONS – SECURITY OPERATIONS CENTERS

**We are often asked by senior level business executives: “What questions should I be asking when planning for a new or upgraded Security Operations Center?”**

Although that can be a loaded question, here are eight questions we believe have merit and can be the starting point for an intelligent and valuable conversation.



1. What are the primary objectives of the Security Operations Center: Alarm Monitoring, Continuity of Operations, Emergency Response, Cost Control, Active Surveillance, Command & Control, Intelligence Analysis, Marketing & Public Relations?
2. How will the Security Operations Center interact with Executive War Rooms, Emergency Response Centers, and/or Media Relations Centers?
3. How will the center be used in a crisis: For monitoring and coordination of response; As a broadcast center; Both?
4. Will outsiders (government officials, the media, the public, etc.) be allowed into the facility?
5. How will the design of the center impact the effectiveness of the operation?
6. How available and accessible are backup operations centers in the event the main center is rendered unusable? Do you have the budget to properly staff the center once it is built?
7. What level of training will be provided to operators? How skilled are the operators?
8. How will you manage the transition from reduced staff in normal situations to a large crisis management team? How long will it take to reach full staffing level after an issue is identified? How do you ramp back down when the situation is under control?

Butchko, Inc. can be an invaluable resource to proactively assess programs and assist leaders in answering these critical questions. We do this using the disciplined and success-driven Butchko Solutions Process.

The Eight Questions series provides business leaders with tools to take a project or topic from inception to successful operation, spanning challenges from executive management to technology detail. These elements of the Butchko Solutions Process provide an introductory tool to guide leaders through the technology and business process lifecycle. Butchko, Inc. extends these Eight Questions to prioritize, design, implement, and verify enhancements that fit into your organizational culture, achieve balanced system performance, and meet sustainable budget and schedule targets.

Butchko, Inc. aligns the Right Technology, Right Process, and Right Resources to take your program to the next level. Our experience spans the following industries:

- Energy
- Critical Infrastructure
- Oil & Gas / Petrochemical
- Mining
- Industrial / Manufacturing
- Pharmaceutical
- Healthcare
- Financial / Banking
- Government
- Transportation

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