NICE SITUATOR

Situation Management Solution for Electric Utilities and NERC-CIP Physical Security Compliance
**GETTING THE RIGHT INSIGHTS TO THE RIGHT PEOPLE AT THE RIGHT TIME**

**SITUATION MANAGEMENT SOLUTION FOR ELECTRIC UTILITIES AND NERC-CIP PHYSICAL SECURITY COMPLIANCE**

NICE Situator, the leading Situation Management solution, integrates and correlates information in real time from multiple and diverse security and operational systems and sites. At the same time, it coordinates the most effective responses according to NERC-CIP standards and your organization’s SOP (Security Operating Procedures), ensuring that everyone in the operational chain knows what is happening, where it’s happening and how to respond.

**UNIFIED MANAGEMENT, CENTRALIZED CONTROL**

Growing expectations for continuously improving, cost-effective operations have dramatically increased the scope of new technologies and information in the security control room. Now, along with the pressures of managing safety, security, and operations, personnel must also oversee multiple systems while complying with expanding regulations such as NERC CIP-006 standard for physical security requirements.

Electric utilities must have the necessary policies, procedures and processes in place to adequately meet NERC CIP requirements and to handle events consistently and effectively. Many utilities find it difficult to take written procedures and implement them for actual day-to-day security control room operations. And then make sure that every event is handled and documented according to those procedures. With the dynamic nature of NERC CIP standards, this challenge only increases.

NICE Situator effectively addresses these challenges by merging all of your video surveillance systems, Physical Access Control Systems (PACS), Perimeter Intrusion Detections Systems (PIDS), communication systems, data sources and operating procedures into a single unified platform. It is immediately able to identify NERC CIP related situations by intelligently connecting the dots between seemingly unrelated events.

Furthermore, NICE Situator enforces processes, automates specific tasks and complex workflows, and intelligently adapts them as an event unfolds to reduce the risk of human error. This ensures that the right action is taken at the right time and according to your organization’s procedures and empowers personnel to make effective and informed decisions with complete information and guidance.

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Response time improves by 75%

NICE Situator’s ability to optimize the security control room management allowed a major US electric utility company to improve their incident response time by 75%. Having detection, verification, automated response and workflows in place for real-time action dramatically reduced their safety, security and operational risks.

Corporate complex reduces drain on manpower

Almost 2,000 weekly ‘gate access denied’ alerts consumed the time and resources of security personnel at a large corporate complex. NICE Situator made instant verification of these alerts possible, and reduced them by 75%, allowing personnel to focus on essential activities.

Situator customer saves $1.4M annually in labor costs

NICE Situator’s ability to effectively monitor remote facilities 24/7, allowed one customer to save $1.4M in labor costs by consolidating the management of those remote locations. Not only did the customer gain a huge savings, the actual monitoring of all locations substantially improved.

From 14 to 250 sites without increasing personnel

With NICE Situator, a large US-based utility company went from managing 14 sites to 250, all without increasing headcount. Through capabilities such as the automation of tasks, integration of systems, and remote viewing and verification, NICE Situator allowed the organization to expand and improve, while using the same resources.
ENSURE AND SUSTAIN NERC-CIP COMPLIANCE

In an increasingly regulated environment, non-compliance is not only costly but it can increase risk and damage the organization's reputation. Through automated workflows and reporting, NICE Situator ensures that policies and procedures are followed uniformly, helping organizations sustain compliance at any given time and across all sites. NICE Situator serves as the organization's central platform for managing all NERC-CIP physical security incidents.

FASTER, MORE EFFICIENT RESPONSE

NICE Situator correlates all of your incoming data and analyzes an unfolding event for immediate Situational Awareness. By automatically presenting all relevant information, procedures and workflows, a consistent, pre-defined response is always followed mitigating the risk of human error, while enabling optimal Situation Management no matter who is sitting in the control room. Situator assists the operator by automating the classification and characterization of incidents so the right procedure will be executed in order to best handle the incident.

FUTURE PROOF, WITH PAST INVESTMENT PROTECTION

You’ve already invested heavily in your existing technology, making rip-and-replace costs a real barrier to improved operations. As an open, overlay solution, NICE Situator protects past investments and even boosts their functionality. At the same time, it is future-ready for new technologies, providing the platform to continuously improve operations.

AUTOMATE YOUR WORKFLOWS FOR CONSISTENT EVENT RESPONSE

Using the advanced, yet easy-to-use NICE Situator Planning and Workflow tools, administrators can develop even the most complex response workflows for routine and emergency situations. These response workflows enforce processes and make sure there is a consistent event response across the organization. For tasks and notifications that are not handled properly within a pre-defined timeframe, escalation policies ensure that they are either dynamically or manually reassigned to alternate people or other resources.

EXTENSIVE REPORTING AND DEBRIEFING CAPABILITIES

Crucial to compliance, debriefing and investigation, reporting is also extremely time-consuming and damaging when done inaccurately. NICE Situator’s automated and customizable reporting capabilities save time and cost, in addition to providing accurate and complete accounts of every action taken related to an incident. This automatic reporting capability can be used to demonstrate and verify to NERC auditors that employees and control room operators are following stated organizational procedures.

VISUALIZING THE SITUATION EFFECTIVELY

NICE Situator presents a Common Operating Picture with real-time alerts and information from all integrated systems in an intuitive multi-layered Geographical Information System (GIS)-based display. With the relevant GIS information layers (any number of aerial photos, maps, floor plans, CAD drawings or 3D models) automatically presented, you can continuously monitor and interact with all systems, people and assets, providing you with comprehensive situational awareness and an extremely robust platform to effectively manage them. As an open solution, NICE Situator can also leverage an organization’s existing GIS infrastructure.
SAMPLE SCENARIO

1. Access card attempt is denied multiple times at a substation
2. Situator notifies the operator while the relevant video surveillance cameras automatically appearing onscreen for viewing
3. Situator automatically retrieves the card owner’s details and photo from the access control system
4. Operator compares video to image and clicks on the “No match” button
5. The card owner’s phone is automatically dialed by Situator to check on the card’s location, in the event that the card is lost, the incident is escalated
6. The relevant security guard automatically receives task assignments and is prompted to start searching for intruder
7. Security and compliance managers automatically get notifications and automatically generated reports about the event