

# Security Business Practices Reference Volume 7

## Call for Submissions

Professionals in every industry rely on published best practices in their field to serve as a model for their companies' processes. For the security industry, the ASIS Council on Business Practices, in collaboration with ASIS Headquarters, has served this function in six volumes of the *Security Business Practices Reference*—compilations of actual case studies submitted by security professionals working in a variety of industries.

More than just case studies successfully applied in the field, the *Security Business Practices Reference* combines evolving security theory and technologies with the collective wisdom and experience of the largest professional organization dedicated to advancing security worldwide.

This is the opportunity to take your place in this chronicle of the security profession's evolution.

**The council is now calling for submissions for Volume 7 of this best-selling series.**

For Volume 7, the council is again looking for cases that focus on **Performance Measurement**. Performance measurement provides data for identifying excellence as well as deficiencies, and for analyzing the root causes of both. Below you will find a list of performance measures frequently used by security managers. This list can be used as a type of self-audit as well as a starting point for thinking about instances in your professional career that could become case studies accepted for future volumes of the *Security Business Practices Reference*.

### **Performance Measurements:**

- Computer Theft
- Dollars recovered from fraud investigations
- Employee turnover caused by security concerns
- Frequency and cost of acts of vandalism
- Frequency and cost of liability law suits
- International employee travel incidents
- Loss of raw materials
- Loss of tools and equipment
- Loss patterns before and after installing new equipment
- Number of tenants who cancel leases because of security concerns
- Parking lot incidents
- Security expenditures as a percent of revenue
- Security expenditures compared to budget
- Security officer turnover
- Worker injuries:
  - Injuries per 1,000 workers per year
  - Cost per injury

### **Measured Results with an Indirect Financial Impact:**

- Customer satisfaction on security matters (from survey data)
- Employee Satisfaction on security matters (from survey data)
- Frequency of incidents during which the response failed to follow standard operating procedures
- Lag time from an employee injury to reporting that injury (the longer the lag time, the higher the cost)
- Percent of card reader doors left unlocked
- Percent of employees trained on various security topics, such as securing notebook computers
- Percent of hits on blocked Internet sites
- Percent of job applicant denials
- Percent of security officers who receive refresher emergency response training on schedule
- Percent of security posts with current post officers
- Security audit scores
- Security officer appearance--inspection scores

### ***To Submit Your Case Study:***

To submit a business practice that will be considered by the council for Volume 7, please log on to the ASIS home page at [www.asisonline.org](http://www.asisonline.org). Scroll down to the “What’s New” section and there will be several links under the heading Security Business Practices Reference Volume 7. The link titled “Call for Submissions” will bring you back to this very letter. Clicking on the “Submit Your Case Study” link will bring you to instructions for submitting your practice electronically. You will also have the opportunity to view sample case studies from Volume 6 by clicking on the “View Security Business Practices Reference Volume 6” link. Refer to the cases included here as examples for an estimate of length. ***Remember the practice is an overview and does not need to be long.***

Join more than 450 of your colleagues who earned the distinction of being published in previous editions of the ***Security Business Practices Reference***. Remember, all CPPs, PCIs, and PSPs can earn one credit toward recertification by being published in this valuable reference. **The deadline for submissions to Volume 7 is March 15, 2005.**

If you have questions or comments, please contact:

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Thank you in advance for helping to make the next volume of ***Security Industry Business Practices*** a success.

Sincerely,  
Nichole DiLucia  
Editor