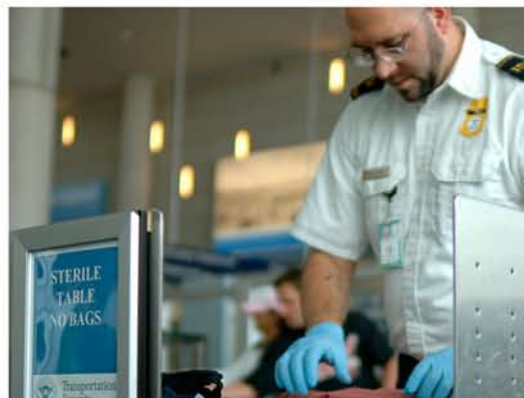
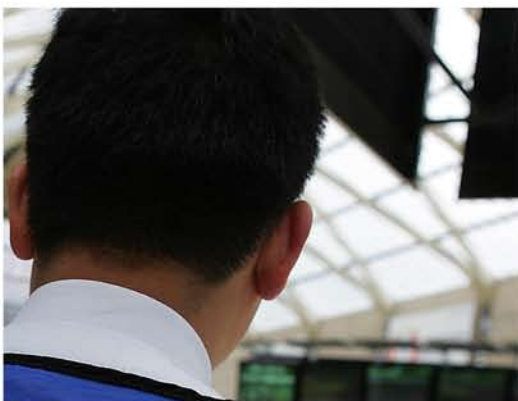


# Security





# Security

Security of individuals and organisations from crime has always been a high priority. Now more than ever concern about the terrorist threat remains high.

To deliver security the world turns evermore to the use of technology. But as in all technical systems the human in the system often remains the point of potential weakness. Whether it is the reliability of a visual search of baggage or decision making in response to an incident detected by CCTV analytics.

We help our clients understand the risks and understand the likely performance and reliability of the human operator. We look at the task being required of the person against the known strengths and weaknesses of humans.

Where systems automate or replace human tasks we still need to think about how the person will interact with them. The failure of many security systems is in not fully understanding the operational and user requirements: our methods quickly distil these. We then help look at the interaction – will the information be presented to the operator in the right way? Will the user-interface be quick and easy to use?

Security is often controlled and coordinated from a control room and CCD are world leaders in the design of control centres. We provide a user-centered design approach that uses ergonomics and human factors to inform our team of architects, interior and furniture designers.

Security control rooms are often themselves targets for terrorists or other groups. We work with partners to offer a specialist service to ensure that control room location and IT design minimises the risk of loss of this key asset. We offer a range of services mitigating the risk that the human in the security system will be source of failure.

## Some of our clients:

- BAA
- Australian Customs Service
- HM Prison Service
- Home Office
- Metropolitan Police
- BCSC
- Network Rail
- British Transport Police
- Thames Water
- EADS
- Transport for London

Contact us to discuss how we can help you...



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