

Five Essential Considerations for Establishing a Valued Global Security Operations Center (GSOC)

SEC Faculty Collective Knowledge



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Five Essential GSOC Considerations

1. Communicate the Value Story:

- Align mission and vision with culture
- Leadership and strategic plan

2. Make the Compelling Business Case:

- Improved Duty of Care compliance
- Optimized people/asset/revenue risk mitigation
- One single risk operating picture for situational threat awareness and critical incident management



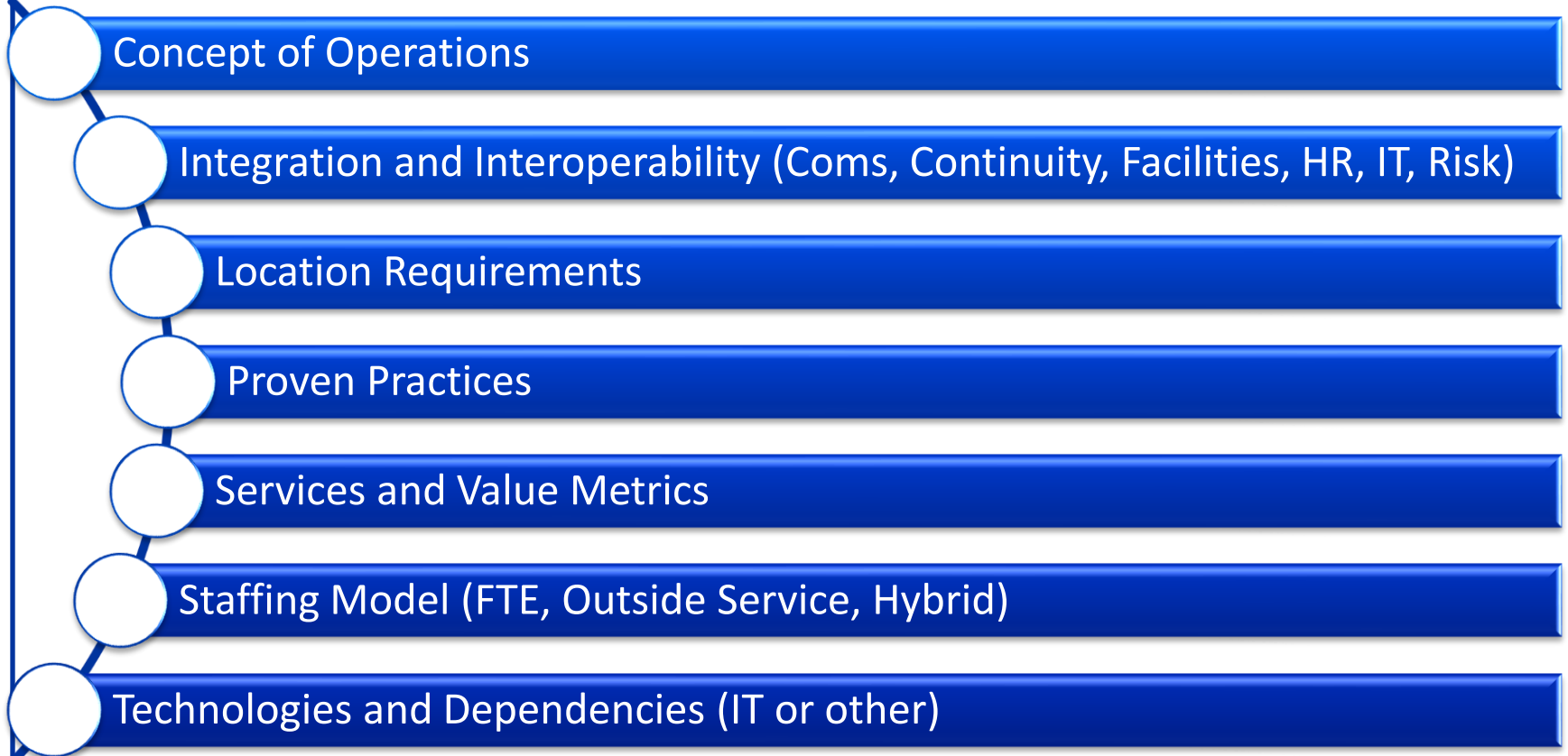
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3. Internal/External Peer Comparison:



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4. Service Performance and Value Metrics:



Actionable alarms, alerts, warnings, advisories per 1,000 protectees (e.g., employees, contractors, visitors).



Average life-safety, critical process, sensitive area emergency dispatch/response in minutes and seconds.



Operations or travel amended, postponed, rerouted as a result of actionable and timely threat or weather situations.

← Calculate fully-loaded cost/loss avoidance and client confidence →

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5. Qualitative/Quantitative Return on Investment

Quantitative:

- Claims and outcome cost
- Continuity recovery speed
- Optimized service cost
- Total cost of security

Qualitative:

- Compliance
- Critical incident avoidance/management confidence
- Threat detection nimbleness



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