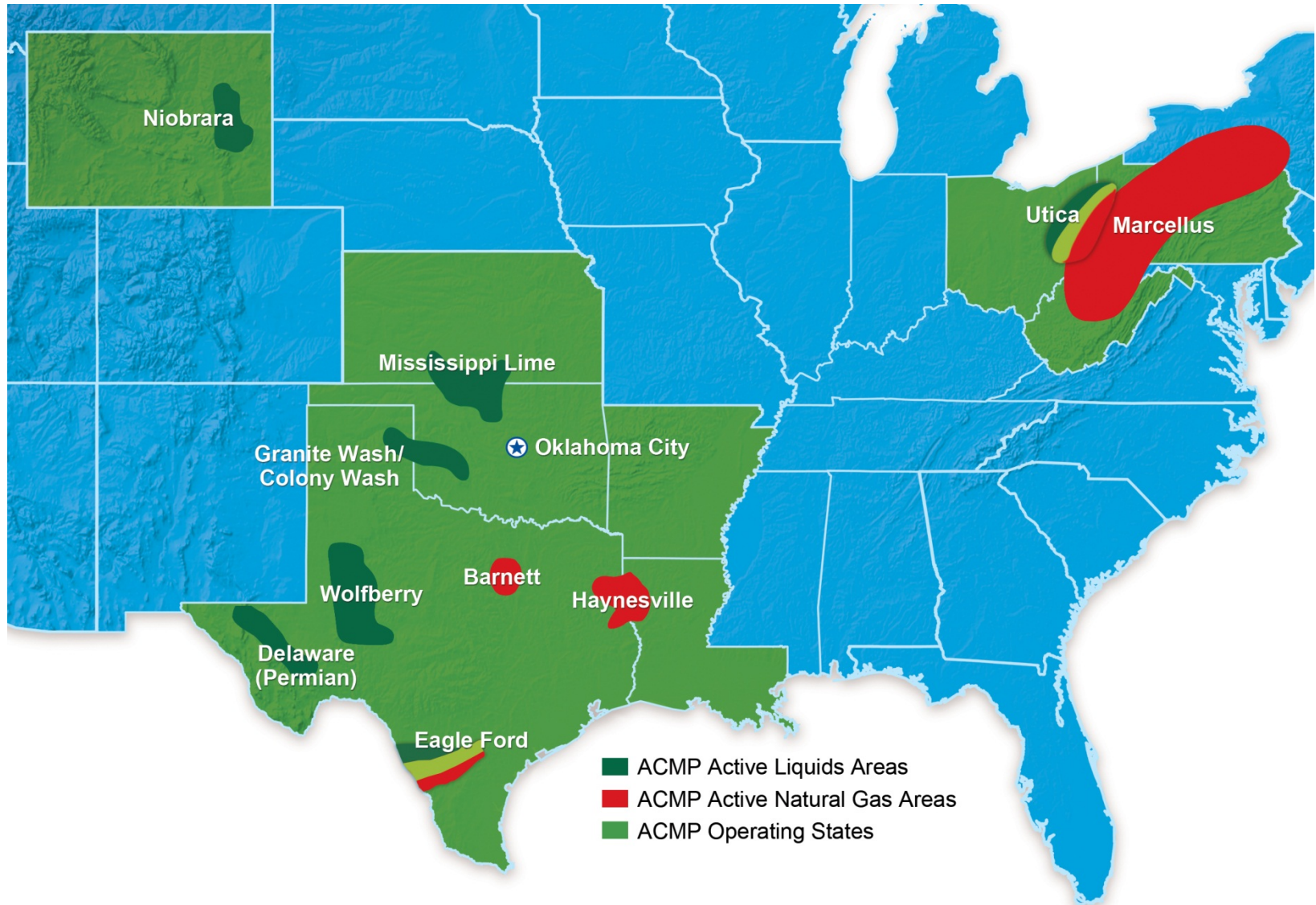# OPERATIONS DASHBOARD – A PILOT PROJECT FOR SECURITY OPERATIONS

SCAUG 2014

ABOUT ACCESS

- **Access Midstream Corporate Security**
  - 24/7 Security Operations Center
  - Tasked with ensuring employee, contractor and operations safety across 9 states and 13 field offices
  - Currently using multiple programs to monitor weather threats, crime data, video surveillance and fleet vehicle locations

- **Difficult to get the big picture in one place**

- **Asset locations and employee addresses not incorporated into monitoring applications outside Access' firewall**

SCENARIOS

- **Severe Weather Threats**
  - Asset locations, weather alerts and radar can be used to alert employees of severe weather
  - Pin point what assets may have damage from severe weather
  - Tornado damage swaths can help identify employees and assets that might have been impacted by tornados or other natural disasters
  - Data feed available from Weather Decision Technologies (WDT)

- **Fleet Vehicle Locations**
  - GeoFences can be used to alert Corporate Security when employees leave a designated area or enter dangerous areas

BRAINSTORMING

- **We began identifying the software we already had and additional licensed software platforms that would meet Corporate Security's needs**

- **Operations Dashboard**
  - Good solution for situational awareness
  - Connects with GeoEvent Processor to get more up-to-date data
  - Allows for managing security more easily using groups
  - Comes and integrates with Portal for ArcGIS

TECHNICAL REQUIREMENTS

- **10.2.1 Portal for ArcGIS**
  - Operations Dashboard app (auto-install)
- **10.2.1 Web Adapter**
- **ArcGIS Server 10.1**
- **Portal: 1 server, 4 cores, 8 GB RAM**
  - Had to be sure the server could handle the load
- **ArcGIS Server: 4 servers, 4 cores each, 8 GB RAM each**

PROCESS

- **To create the Operations Dashboard**
  - Create and configure the mxd(s)
  - Publish services to ArcGIS Server
  - Configure GeoEvent services (if required)
  - Create the map(s) in Portal
  - Share the map(s) to a private group
  - Configure operations dashboard to consume the map(s)
  - Configure the operations dashboard widgets (legend, map window, lists, inset map)
  - Share final operations dashboard with the private group that will use the application

OPERATIONS DASHBOARD
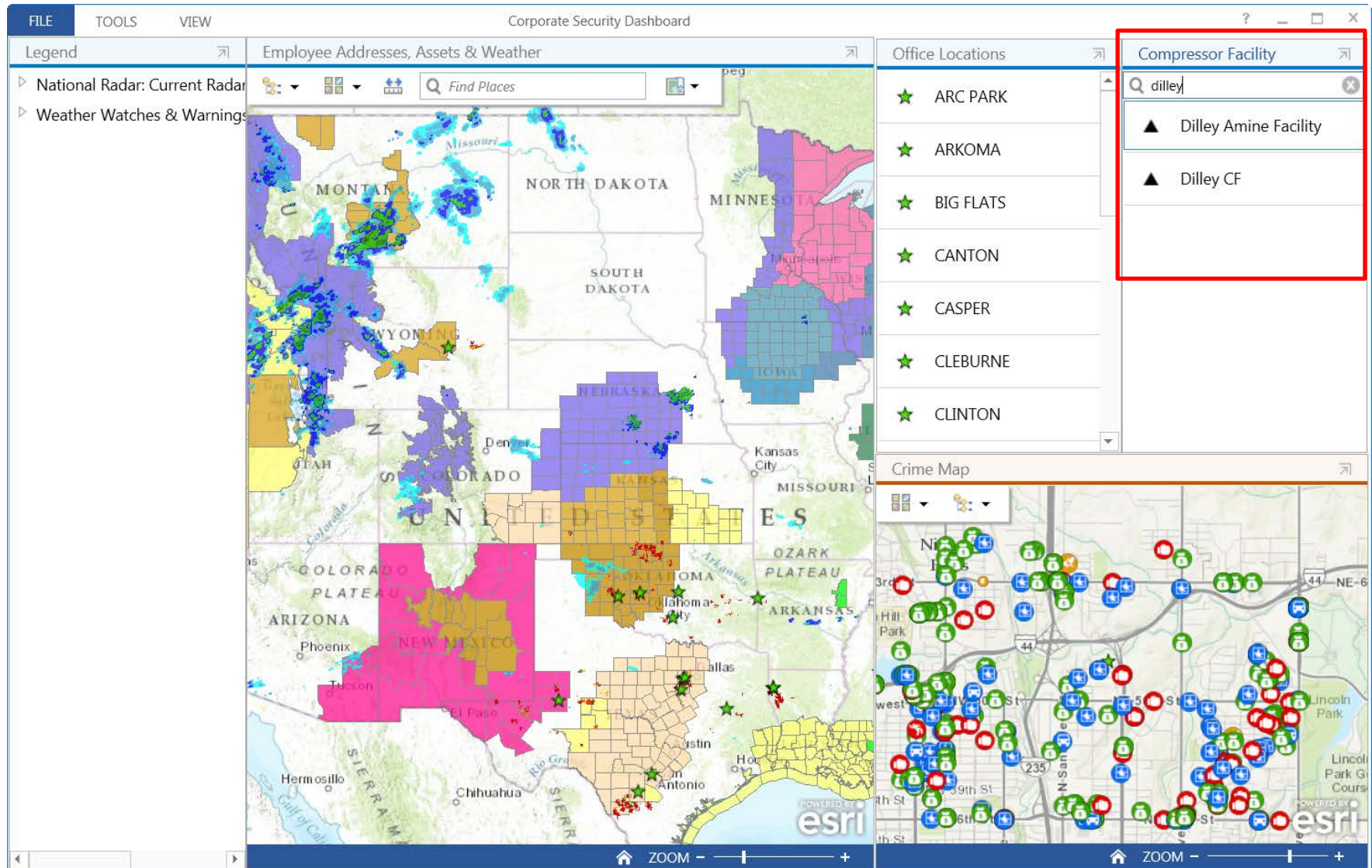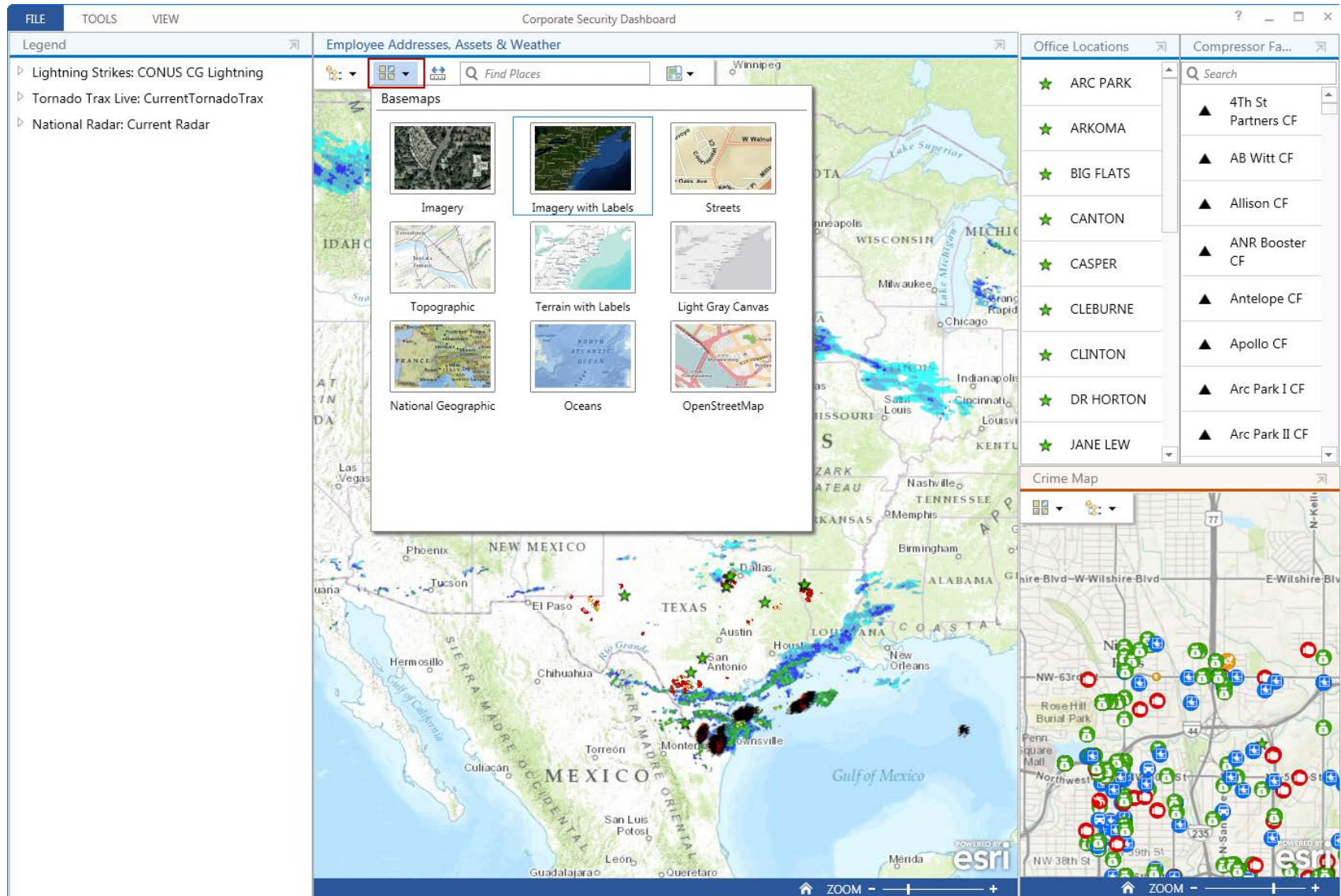
OPERATIONS DASHBOARD
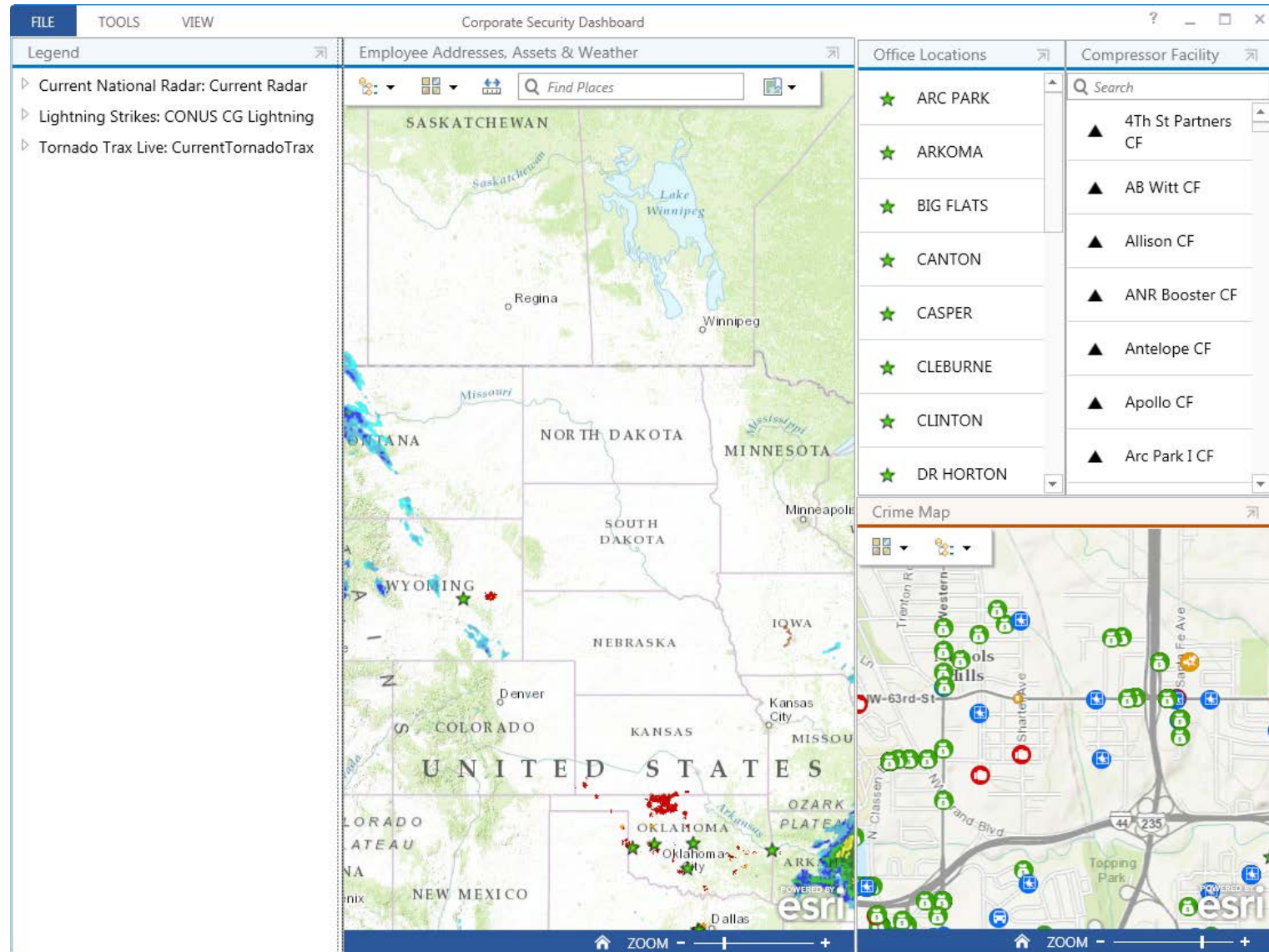
OPERATIONS DASHBOARD
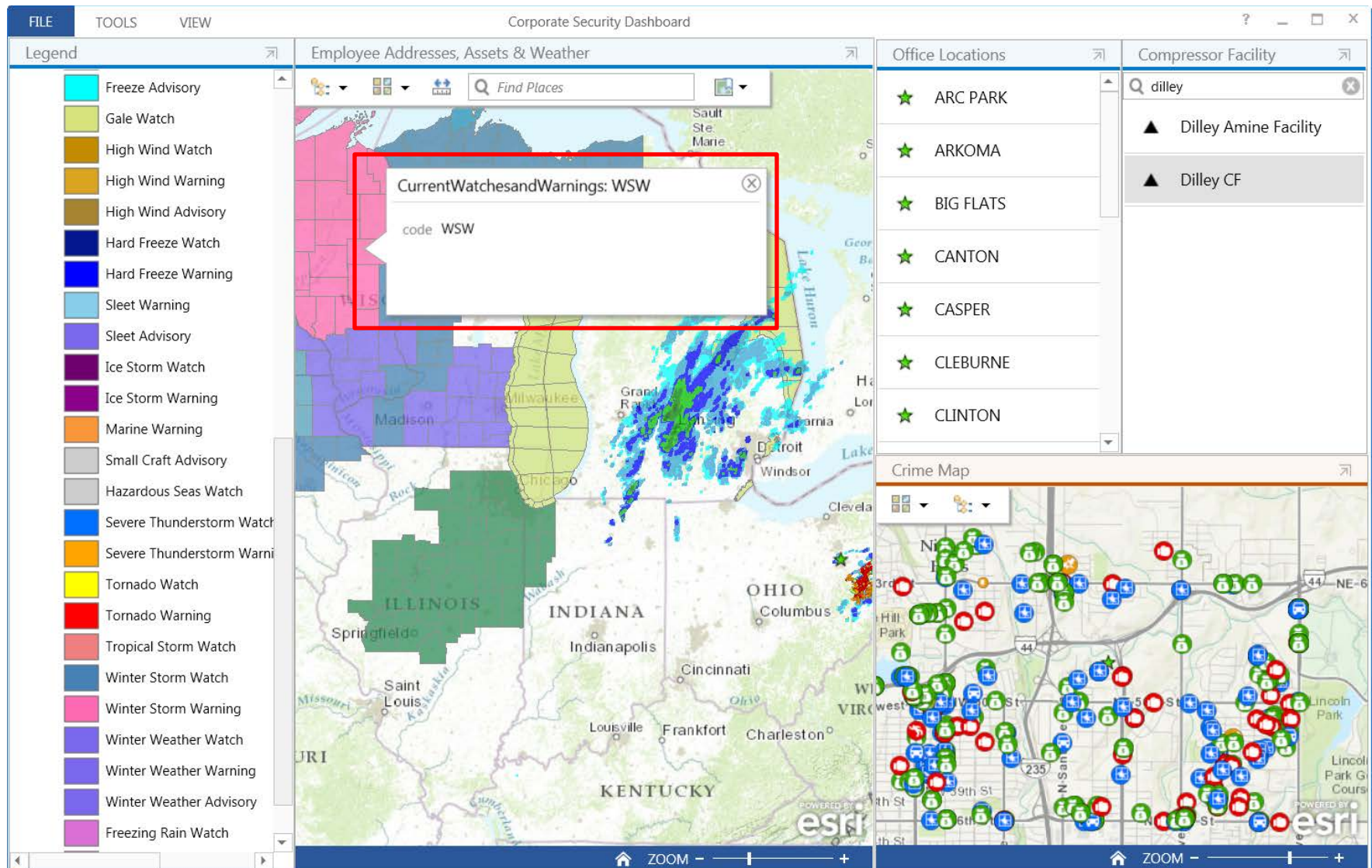
OPERATIONS DASHBOARD

OPERATIONS DASHBOARD

PORTAL FOR ARCGIS CHALLENGES

- Currently no solution for searching internal data layers in services (scheduled for a Q1 release)
- No solution for promoting from one environment to another
  - Dev→Test→Production
- To bring in layers from services, they must be broken out into individual layers and then added to the map
- Cannot handle complex symbology
- Difficult to work with disparate datasets
- New product with a learning curve for technical staff

LESSONS LEARNED

- **Involve data vendors as early as possible in the process of building your maps in Portal**
  - Telogis vehicle monitoring solution integration requires coding and information from the company's developers
  - Weather Decision Technologies
  - Esri has many use cases and experience to contribute
- **Perform all work in production environment to avoid re-creating the maps and dashboard each time a change is made**
- **Our server setup requires separate Portal licenses for each environment**
  - Planning for number of licenses for Dev, Test and Prod

RESULTS

- **Corporate Security has a solution to bring data from various vendors and in-house GIS data together in one view**

- **Pinpoint which employees and assets have been impacted by severe weather**

- **Have first responder info readily available for all operational areas**

NEXT STEPS

- **Phase 2**
  - Integration with Telogis – vehicle tracking
  - Chat functionality – communicate with other people who are using the operations dashboard
  - GeoFences – set up a GeoFence around a tornado warning and we get notified when an employee drives into that area
  - Traffic Feed

- **Phase 3 – further down the line**
  - Add incident tracking
  - Video feeds

QUESTIONS AND CONTACTS

KATY RICH
MANAGER – GIS
ACCESS MIDSTREAM
KATY.RICH@ACCESSMIDSTREAM.COM

CHLOE HOWLETT
GIS ANALYST
ACCESS MIDSTREAM
CHLOE.HOWLETT@ACCESSMIDSTREAM.COM

JENNIFER MCCANNE
COORDINATOR – GIS
ACCESS MIDSTREAM
JENNIFER.MCCANNE@ACCESSMIDSTREAM.COM