

# SIAM

## Security Impact Assessment Measures

User Forum Questionnaire



Andreas Timmermann

Berlin Brandenburg  
Aerospace Allianz

Deliverable D 13.11

User Forum Report

Project number  
261826

Call (part) identifier  
FP7-Security-2010-1

Funding scheme  
Collaborative Project

## 1. Objectives

The objective of the first User Forum was to demonstrate possible SIAM functionalities to end users, test user interaction with the proposed design, and collect feedback from the users. Therefore Kingston University provided an interactive wireframe.

The users were able to progress through the entire idealised technology acquisition process, starting from defining and editing an assessment context, answering sets of assessment questions, and generating an example report. A wide range of auxiliary functionality (e.g., login screen, opening and saving of files, managing the user account, etc.) can be demonstrated as well. The system is based on the specification described in deliverable D11.1 and illustrates the functionality related to the three functional units of the SIAM ASS: Assessment Configuration, Information Gathering and Advice, and Report Generation.

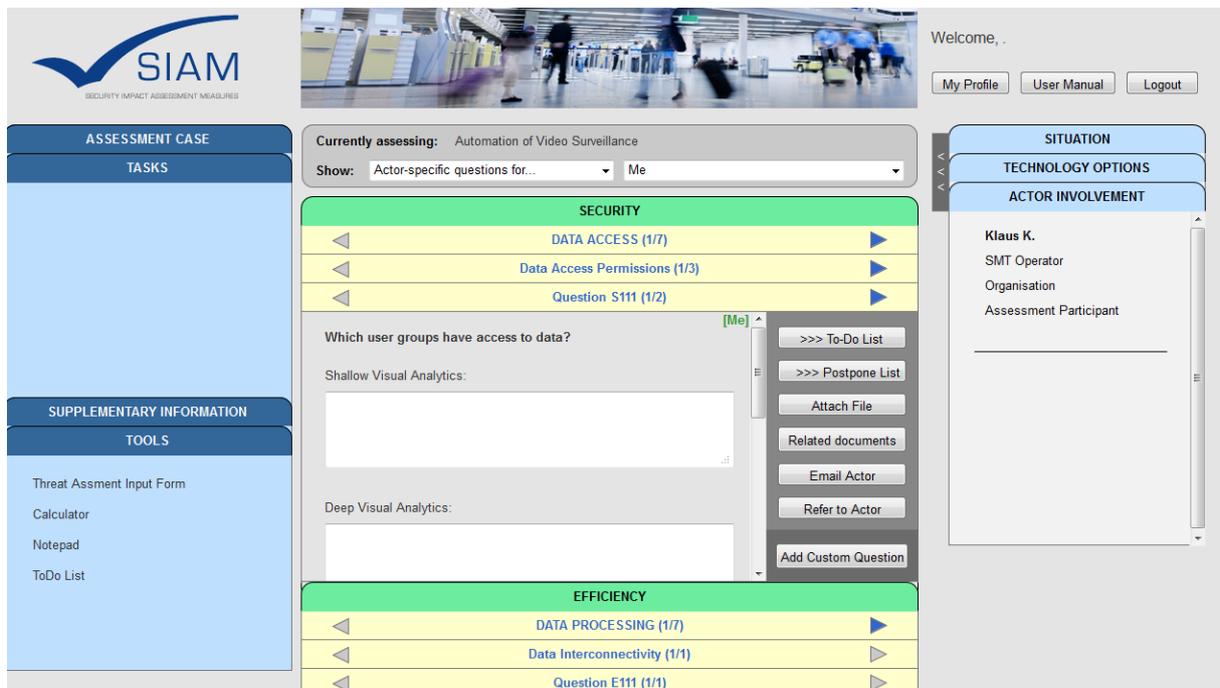


Figure 1 SIAM Wireframe

The User Forum were conducted in Berlin (13.12.2013), Torino (Italy, 17.1.2013) and Tel Aviv (Israel, 28.1.2013) in order to evaluate the suitability of the SIAM Assessment Support System by regional experts dealing with security measures in their daily work. The gained knowledge will help to redirect the emphasized direction of the SIAM tool. It is anticipated to present the alpha version of the SIAM tool at the second User Forum in October 2013.

## Procedure

About four weeks before each User Forum six to eight regional experts of the airport and public transport systems, who are actually conducting technology assessments, have been invited by the case study partners. The experts were identified and invited personally to attend the Forum.

The agenda in all these User Fora were similar: First the SIAM-project was presented to the invited experts by SIAM-partners (TUB, BBAA, SITI, ICTAF respectively), introducing the overall approach and the objective of SIAM. Afterwards, the SIAM Assessment Tool was presented, during the User Forum 1 by Ronald Grau (Kingston University, UK), who developed the Tool, in the Fora 2 and 3 by SIAM experts (TUB, BBAA). They did a walkthrough explaining the systems architecture and its different functionalities. For all User Fora the identical Tool was presented.

In the next step the experts tested the SIAM Assessment Tool by themselves on individual computers linked to the Tool via internet access. The experts followed the assessment process in total. To precisely document their comments, hints and criticism printed versions of each page of the Tool were provided, on which the experts and/or the assistants could place their comments. These questionnaires were used to create the "Memos" of the User Fora 1 to 3 (see the attachment).

A final discussion was held, where all experts shared their experience with the SIAM Assessment Tool and gives a summarized and preliminary valuation of the Tool.

## 2. Summary of results

In the following, the comments that have been made by the users are described. It follows thereby the structure of the SIAM Tool encompassing the assessment configuration part, where the users describes his problem and proposed technology options, the assessment procedure itself and finally the assessment report that summarises the results.

### Assessment Configuration

- Revision of the configuration structure:
  1. Who I am? Who should be involved
  2. Problem definition
  3. Technology options
- Missing actors should be pointed out by the system
- Different rights for access following the hierarchy – only the assessment leader has all read and write possibilities
- Threat Scenarios Definition:
  - Threat should be defined by more than one person
  - Each threat action involves other actors
  - Threat are not always part of the assessment
- Security Areas need to be different for Airport and Public Transport
- Existing security regime: information about responsibilities is missing, hierarchy of responsibilities (visualization)
- Review roles – too many and sometimes redundant

- Scenario type choice is unclear and unnecessary
- Description of technology phases
- Technology Specifications needs external knowledge sometimes, information about points of intersection with other technologies
- Visualization of usual business processes
- Adding customized classification should be possible
- Time management
- How is the maintenance of SMTs and infrastructure matters implemented in the information gathering process?
- Who defines the configuration part? Only the assessment leader?

### **Assessment Procedure**

- Missing: Tool for time management
- The function "refer to actor" bears the problem, that responsibilities could be shifted
- The questions should not be presented following STEFi, but following the roles and actors, the technologies and locations
- Missing: Business aspects
- Missing: Lessons learned, commentary function
- Structure is unclear – STEFi, ACs, Attributes, -> less information
- Assessment tree could be helpful → showing the interrelations and ACs
- Not every participant is allowed to see every answer – different user accesses
- Display of progress – reflexivity score is not understandable
- Review sorting option for questions – very confusing
- Lessons learned commentary function is useful
- Pop ups showing definitions
- Which algorithms are used to show questions? If new answers are added in the tool, how will the answer affect the results?

### **Assessment Report**

- Missing: Executive summary
- Report should be editable
- Actor involvement should be more present
- The results should be more clear and short, especially for supervisors and the decision makers

### **General Comments**

The presentation of the first dummy of the SIAM Assessment Support System gave a precious insight of the possibility and willingness of adoption of such a tool outside of academics. Practitioners from the case studies were enabled the first time to actually see for what they are cooperating since February 2011. Therefore most of them were rather excited and eager to participate in the first user forum.

In Berlin the participants liked explicitly the example case SIAM has chosen to present. It illustrated the necessity of co-operation and the vast amount of stakeholders that must have been coordinated. Some user forum members were surprised how detailed the stakeholders had been analyzed and expressed their interest in future use in their departments.

The experiences at the user forum in Torino were similar. Participants were very cooperative and even expressed disappointment, that they were not able to use the tool right away in real life. Again, the astonishment about the reflexivity of actors was highlighted.

In Tel Aviv the experiences differ slightly from the ones in Europe. The participants enjoyed some functions of the tool, but had problems with seeing the additional value of such tool. This resulted in the fact that in Israel "Security is provided out of one hand" – the Army. Thus the lack of reflexivity is not that predominant like in Europe. Furthermore the different security culture in Israel compare to Europe makes it difficult to find a common approach.

### 3. Conclusion

The participants of the first User Fora provided a helpful feedback regarding the functionality of the SIAM tool. For example, the participants of every User Forum stated that the current version is too complex and unclear in its structure. Especially, the Assessment Procedure part has to be reviewed by the SIAM partners in order to improve the Tool and build an alpha version until the second User Forum in October 2013. The current structure according to STEFi perspectives provides too much information at the same time. Furthermore, the participants suggested to create actor specific access rights. Not every user should be allowed to see all questions and answer the questions. These and other comments will be analysed by the SIAM partners in order to further develop the SIAM Tool.

## Annex

### User Forum Berlin, December 13, 2012

#### Memo

Author: Dagny Vedder

#### Participants of the User Forum:

Ronald Grau (Kingston University, UK), Leon Hempel, 5 research assistants (TUB), Andreas Timmermann (BBAA), 6 Experts of the Berlin International Airport (BER)

#### 1. Introduction

14.00 – 14.15

Andreas Timmermann gave an introduction to SIAM, the To Do's of the User Forum and the approach of the SIAM-Tool.

#### 2. The Assessment Tool

14.15 – 15.00

Ronald Grau introduced the Assessment Tool and did a walkthrough explaining the systematic of the system, its different functionalities and the actual status of the software.

#### 3. Testing

15.00 - 17.00

The experts tested the SIAM Assessment Tool on individual computer systems of the ZTG, accompanied by the research assistants of the TUB and R.G..

All hints, comments and critics were noticed during this test period.

List of comments:

#### 1. Configuration

##### 1.1 Scenario

- Details of the time schedule are missing, how long may the Assessment process last? Definition of milestones!
- Definition of scenario difficult, instead of STEFi define concrete cases, a.e. legal presettings
- Add a project-management tool

## 1.2 Threat definition

- The threat should be defined by more than one person (police, airline, airport...)
- Airport would never define a threat
- Only define one threat action, each threat involves different actors

## 1.3 Existing Security Regime

- Not enough information to define the existing security regime
- Missing: description of process, responsibilities, actors

## 1.4 Proposed Security Regime

- Define responsibilities

## 1.5 Technology Options

- No comment

## 1.6 Actor involvement

- Important: This page should be the first step in the Configuration section. (Who I am, who should be involved)
- To many roles are involved! A.e. the installation and implementation are Ressource Management, Usability belongs to Functional Performance. Technical functionality and performance ability are identical and belong to legal compliance
- Missing roles: Financing, marketing: orientation in the organigram
- Important: The right to access should only be given to the Leader, otherwise could the "individual creativity" could be restricted.

## 2. Assessment Phase

- Missing: Tool for time management
- Function "Refer to Actor" can become the problem, that responsibilities could be shifted
- Missing: Business aspects
- Add function to: My Profile
- Lessons learned, commentary function is missing

### 3. Report

- Missing: Executive Summary

## **User Forum Turin, January 21, 2013**

### **Memo**

**Author: Lars Ostermeier**

#### **Participants of the User Forum:**

Massimo Migliorini (SiTI), 5 research assistants (SiTI), 6 Experts from GTT and other companies, Lars Ostermeier (TUB)

#### **1. Introduction**

9.30-10.15 am:

Massimo delivered a short presentation of the overall approach and objective of SIAM. Lars delivered an introduction to the Assessment Tool based on Ronald's presentation. He then did a quick walk-through explaining how the system works and what kind of functionalities it will offer.

#### **2. Testing**

10.30 am – 12.30 pm:

The experts tested the system on computers in the SiTI offices. Each of them was accompanied by one assistant. The experts followed the whole assessment process, read through the information provided on each page and commented on it. The assistant documented their comments on the questionnaires. The testing took place in Italian language. The results were also noted down in Italian and will be translated to English language by SiTI. Lars was present during the testing phase and provided help and information for the experts when required.

#### **3. Final feedback**

12.30-1 pm

A final discussion was held about the results in Italian language. SiTI will provide an English summary of the results.

## **I – Configuration phase**

- It is unclear what the function of an selection of an scenario type is.
- Threat scenarios are hardly usable. It is unclear what the function of an selection of the threat scenario is. Will the system automatically detect keywords in the information and configure the presentation of results accordingly?
- It would be better to present a number of ready-made scenarios for selection
- SMT classification: Users should be made aware of what is purely descriptive and what is functional with regard to the outcome.
- Adding customized classifications should be possible.
- Security areas need to be different for airports and public transport systems.
- STEFi is very complex and it is unclear what the role of STEFi it. It should be present in the configuration phase and not in the assessment phase.

## **II – Assessment Phase**

- The structure of concepts, assessment criteria, attributes and questions is confusing. There should be less information on the screen.
- An assessment tree would be helpful for navigation.
- A display of the progress would be helpful for orientation.
- How the questions can be sorted is hard to understand.
- The questions should not be presented following STEFi, but following roles and actors and technologies and locations.
- STEFi makes things very complicated.

## **III – Report**

- It should be possible to customize the report.
- It should be editable.
- The purpose of the reflexivity index is unclear.
- The actor involvement should become more present in the report.
- The results should be reported according to the different actors.

#### **IV – General comments**

- Cultural differences should be represented in the database (both international, and intra- and inter-organisational)
- Missing actors need to be pointed out by the system.
- GTT would like to test the system in their everyday work.
- The UI of the system should be sequential: One page for each step.
- Too much information is presented in one screen.
- The problem solving capability should be made clearer.
- Pop ups showing definitions of terms would be helpful.
- The roles are very important and should play a more prominent role in the process.

## **User Forum Tel Aviv, January 27, 2013**

### **Memo**

**Author: Andreas Timmermann**

**Participants of the User Forum**

Yoel Raban (ICTAF), 2 research assistants (ICTAF), 5 Experts of the Israel Airport Authority,  
Tel Aviv, Uwe Weigmann, Andreas Timmermann (BBAA)

#### 4. Introduction

14.00 – 14.15

Andreas Timmermann gave an introduction to SIAM, the To Do's of the User Forum and the approach of the SIAM-Tool.

#### 5. The Assessment Tool

14.15 – 15.00

Uwe Weigmann introduced the Assessment Tool and did a walkthrough explaining the systematic of the system, its different functionalities and the actual status of the software.

#### 6. Testing

15.00 - 17.00

In contrast to the first two User Fora 1 expert of the Israel Airport Authority was chosen to follow the assessment process by using the computer system used with the beamer. In this way all participants could follow the whole process.

In addition all participants used additional computer systems by their own, accompanied by the research assistants of the ICTAF, Y.R., U.W. and A.T..

All hints, comments and critics were noticed during this test period.

A problem came up, that some participants could not attend the User Forum till its end, due to other upcoming urgent obligations at the airport.

List of comments:

- The Israel Airport Authority is already using assessment tools (based on EXCEL), developed on their own. These tools have incorporated all the knowledge, expertise and experience of the Israel Airport Authority concerning security issues. The question was discussed what added value could have for their security technology selection related decision making processes.
- The experts pointed out, that they are in close contact with all major German airports, including regular meetings with the heads of the relevant security divisions.
- The Israel Airport Authority has no knowledge about a technology development of any university, which was successfully implemented for security measure in international airports.
- Question: Why are “Criminal actions and terrorism” in the same line? From the Israeli point of view they should be separated in 2 different cases.
- Will an independent “fill out” of the tool by the different actors (in their individual offices) lead to different results, compared to a “big, joint meeting”?
- Which algorithms were used by the software developers to analyze given answers and generating the assessment report? The answer to this question will increase the acceptance of the assessment tool.
- A better visualization of issues in the tool and the following report is strongly recommended (“Tool is too much descriptive”).
- Too much information on one page, not suitable for decision makers.
- Tool is quite suitable for safety issues related to shops, rent a cars and other “externals” (one participant).
- If new questions are added in the tool, how will the answers affect the results (algorithms?).
- The SIAM Assessment Tool seems to be user friendly and suitable for daily work.
- There is some disagreement as to the usage of the tool by top management, "it's a tool for analysts", someone said.
- External support during the use of the assessment tool could lead to better understanding of the various features of the tool and save much time.
- Would it be possible to use the tool in order to cope with mistakes done by others in the past?
- For special classes of additional actors the number of questions should be adapted (reduced!).
- Is it possible to document a decision process (lasting in some cases for years) in the various phases in retrospective? (Needs a new implementation)
- How is maintenance of SMT's and infrastructure matters implemented in the information gathering process?