



# Johnson Controls Converged Cyber-Physical Security

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## Delivering a Digital Security Operations Centre

**Global Security Operations Centres (SOCs) are critical to how enterprises maintain visibility of their security posture, manage risk and threats, and protect their people and assets.**

Traditionally, the operational structure of a SOC was reactive, involving multiple security personnel investigating and responding to billions of incidents and alarms. A vast proportion of these are considered 'nuisance' alarm noise, preventing security teams from discerning what the highest priority alarm is that they should action. Unfortunately, as time and energy is spent dismissing inconsequential alarms, life-safety incidents are missed.

Investments in critical security such as access control, video surveillance, intrusion detection and mass communication systems are designed to improve safety and protect high-

value assets. However, multiple vendor systems and poorly integrated technologies prevent security teams from ascertaining all the necessary information they need in a timely manner to be able to respond quickly and appropriately.

This leads to poor situational awareness, audit and compliance issues, limited collaboration, a lack of centralization, un-met Service Level Agreements (SLA) and inefficient response times, increasing the risk to your enterprise and people.

# What is Johnson Controls Converged Cyber-Physical Security?

Johnson Controls' next generation Converged Cyber-Physical Security (CCS) is a software platform that digitizes your Security Operations Centre.

It includes capabilities that span intelligent alarm monitoring, digitized Standard Operating Procedures (SOPs) and real-time risk and asset management.

The platform is data-agnostic, meaning it can ingest security data feeds from any type of existing internal security infrastructure such as access control, intrusion or video systems. The platform also uses machine learning, artificial intelligence (AI), and cloud computing to process the billions of security events that threaten your enterprise's security

posture. These technologies learn to filter unnecessary noise, prioritize threats, create intelligent alarms, and give you a dynamic real-time risk score.

It also ingests external data feeds, such as social media, weather or law enforcement announcements, and uses complex event processing to correlate numerous security events. This provides security personnel with more context about an incident, leading to a proactive approach to your security posture, and faster response times.



**Real-time risk management**



**Alarm noise reduction**



**Intelligent alarm monitoring**



**Digital SOPs**

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## Improve outcomes

### Reduce 'noise' with machine learning and artificial intelligence

Our rules engine capabilities, machine learning and artificial intelligence intelligently play their part in modelling human behaviour. The rules are established by you and can be customized in real-time by members of your team using an easy-to-use interface. For example, if a VIP arrives for a visit, you can create a rule for the day that intelligently surfaces outlier behaviour.

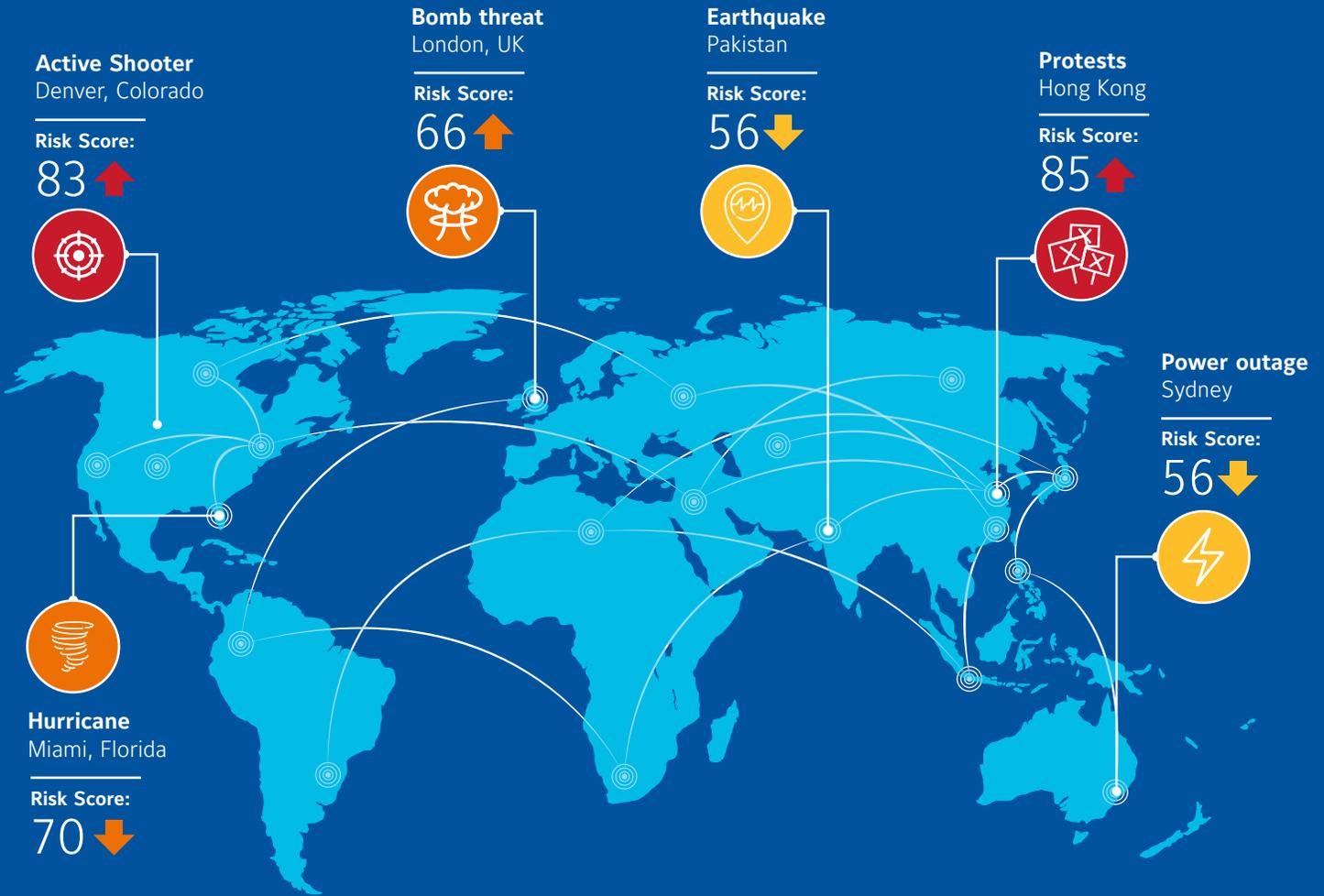
### Digitize your Standard Operating Procedures (SOPs)

The Converged Cyber-Physical Security platform digitizes Standard Operating Procedures (SOPs) and dynamically changes according to the alarm and building type. Multiple security personnel can collaborate and respond concurrently to an event, all the while creating a digital audit trail for compliance.

### Improve Response with a Complete View of Operations

As events are pre-screened by your customized business rules, a prioritized list of alarms is displayed based on severity, so you can easily focus your attention. You can click on any alarm and the dashboard delivers an unprecedented level of insight, presenting the security analyst with building information, floor plans, live video, the corresponding Standard Operating Procedure and relevant points of contact.

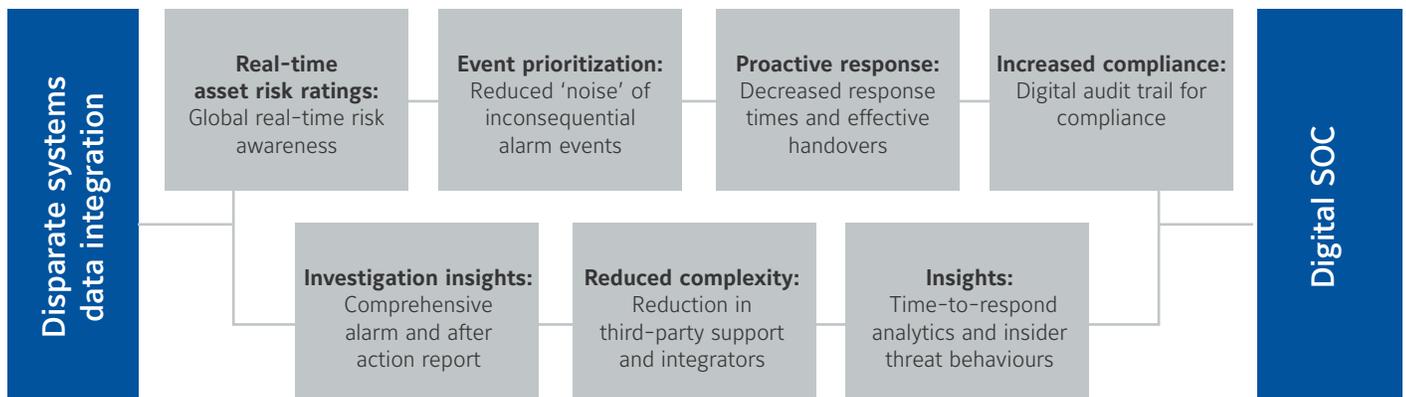
# Real-time Asset Risk Management

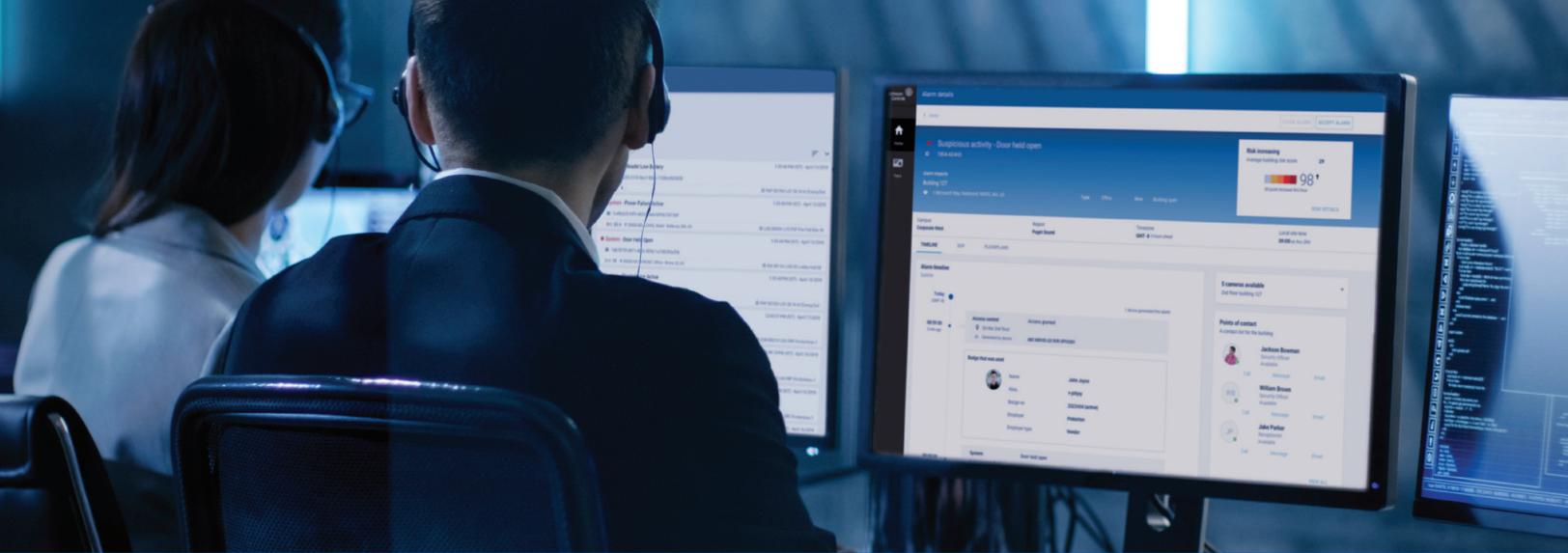


## Enhance Your Proactive Posture with Real-time Risk Score

The real-time asset risk ratings link internal assets with the external threat landscape to determine a real-time risk score. The score is based on a number of factors, including the strategic intent of the building, the value of the building, and the nature and proximity of the threat. The score changes in real time as events unfold. For example, an external door alarm may not - on its own - trigger a critical alarm. However, the alarm would take on added importance if the event happened during a nearby active-shooter event, resulting in an elevated building risk score.

### Benefits





# Journey to a Digital Security Operations Centre



## Research

Understand existing personas, processes and security procedures



## Discover

Ingest building references, persons of interest, points of contact, and existing security system data feeds



## Digitize

Transpose existing Standard Operating Procedures



## Model

Deploy business rules and machine learning to deliver new insights



## Execute

Roll-out cloud platform

Johnson Controls Building Technologies & Solutions is making the world safer, smarter and more sustainable, one building at a time. With more than 130 years of experience in the industry, no other company offers a more comprehensive building technology portfolio. Our technology portfolio integrates every aspect of a building including security systems, energy management, fire protection and HVACR. Johnson Controls Converged Cyber-Physical security is an innovative tool to help enable the next generation of security.

Find the next generation of smart building technology at  
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