



THE UNIVERSITY OF
SOUTHERN MISSISSIPPI

University of Southern Mississippi National Center for Spectator Sports Safety and Security (NCS⁴) Laboratory Assessment Report



e-Verifile

EventSecure/CAMRAS System Evaluation

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Foreword

The National Center for Spectator Sports Safety and Security (NCS⁴) at the University of Southern Mississippi has established a National Laboratory dedicated to sports safety and security to assist spectator sports venue operators in assessing and validating systems and technologies for security use. The principles of the verification and validation approach employed are outlined in the Technology and Process Evaluation Execution (TPEE) Guidebook¹.

The National Laboratory provides a mechanism to aggregate specific safety and security requirements for the spectator sports domain as developed by security and venue operator practitioners through participation in a National Advisory Board. This Advisory Board includes participation from all professional sports leagues and the collegiate institutions. The National Laboratory, using industry requirements and operational needs, develops:

- Impartial, vendor agnostic, and operationally relevant assessments and validations of safety and security solutions (systems) based on the community of interest (COI) requirements
- Evaluation reports that enable venue operators and security personnel to select and procure suitable solutions; and to deploy and maintain solutions effectively. In some cases process evaluations will be performed to provide newly devised procedures.

The evaluation program follows principles currently espoused by standing DHS validation programs (such as SAVER²) that are meant to assist end operators with objective and quantitative reviews of available commercial systems and solutions. Information obtained in the course of the assessments (including this report) will be made available to subscribers of NCS⁴ publications and to the U.S. Department of Homeland Security for their use.

¹ The TPEE Guidebook is available at the NCS4 website; www.sporteventsecurity.com

² System Assessment and Validation for Emergency Responders (SAVER) was established by DHS to assist emergency responders in making procurement decisions through the publication of objective assessments and validations of commercial equipment. This process was used as a reference guide for the evolution of NCS⁴ Lab process.

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**e-Verifile Assessment Report
EventSecure/CAMRAS System**

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1.0 Introduction

Now more than ever, venue operators are searching for reliable tools to manage the flow of workers, contractors and vendors coming into and out of facilities. Venue issued identification credentials are typically vulnerable to malicious tampering that can result in a breakdown of the safety and security of a facility. Venue managers across all spectator sports are faced with the need to verify the identification of each person entering their facilities at all times. Many of the support personnel coming into and out of these facilities are temporary and often characteristic of high turnover. This situation coupled with constant worldwide terror threats can make it extremely difficult to accurately document workers and allow them facility access.

The following is an overview of the system functionality of e-Verifile's EventSecure product.

EventSecure is a web-based product of e-Verifile, Inc. and is based on their proprietary Custom Administrative Management & Risk Assessment System (CAMRAS). EventSecure provides a mechanism for venue operators to identify and regulate access for personnel such as contractors, staff concessions, parking, ticket taking and security. Since EventSecure is web-based, information can be accessed anytime, anywhere in the world from any web capable system.

Overview of EventSecure Functionality

EventSecure provides integrated functions that can be customized to accommodate not only individual venue requirements but also individual event requirements in one platform. These functions are background screening, grading, training, and credentialing. This provides a single source for auditing and risk prevention.

Background screens- EventSecure supports over 100 different background screening products designed to identify both criminal and other public records on individuals and organizations. It also offers drug screening and driver license checks as well as access to government watch lists such as the Office of Foreign Asset Control (OFAC) and sex offender registries. EventSecure can be used as a replacement for existing screening processes. A user can create a customized screening process designed for their employees and/or contract personnel. Additionally the system can search for international records of interest from international agencies.

Grading-Background screens can be conducted based on a venue's standards. For example, the system can "fail" any registered sex offender, anyone with an active warrant, etc. This happens through a process called GradeRite that allows a venue to set and change filters on who passes and who doesn't. This can be changed in real time for different events and for different levels of access regarding the individual being screened.

Training and orientation- The EventSecure system provides a mechanism to require contractor employees to complete a training or orientation process before granting venue access. The training material provided by the venue can range from simple PDF documents to interactive flash video. Additionally, participants can be tested to confirm their retention of learned information. The system documents what information is viewed, when, and where testing is part of the process, documents an employee's information retention.

Credentialing- The system is designed to issue a photo identification badge once all of the requirements of the enterprise compliance program are met. Once the background screen has been completed, graded and the employee has successfully completed the training/orientation process, the system can then issue a photo ID badge. This badge can include information critical to identifying a person as having legitimacy for venue access.

The venue can select any of three options:

1. e-Verifile can issue a photo ID badge for venue/contractor personnel.
2. Port employee data to the venue's badge system so the venue can issue badge.
3. Not issue a badge, but instead create a reporting process that provides the venue with up-to-date lists of staff assigned to work each event. Lists are created using multiple electronic formats, so data can be sorted or filtered according to the immediate needs of venue security staff

Security

The EventSecure system is housed behind secure firewalls utilizing up to date security protocols and recognized best practices to restrict access only to authorized users.

Access control is based on participant role:

1. Venue operator controls their contractor/vendor access.
2. Venue operator can view individual employee name, photo, background screen reports and training records but cannot access individual contractor personal information such as address, date of birth, SSN.
3. Contractor cannot access individual employee records for anyone except their own.

4. Contractor determines which of their employees they want to be given access to a venue, but venue controls access based on compliance with their standards.
5. Contractor can invite sub contractors to subscribe but the venue retains control over final access.
6. Sub contractors determine which of their personnel will participate but the venue retains control over access, based on compliance with their standards.
7. Personnel can only access their personal information, any screening reports and any venue required training.
8. The Venue has instant control over access permissions; any contractor, sub contractor or individual can be denied access instantly.

2.0 Objectives

This report serves the following purposes:

- Provides the description of the methodology employed during the evaluation, the scoring system, and the role of evaluators in the evaluation process.
- Outlines the full set of solution requirements identified as functional capabilities claimed by the e-Verifile EventSecure System solution.
- Publishes the evaluation scoring results as well as the comments and additional information provided by the evaluators and e-Verifile.

Note that this evaluation will only verify e-Verifile's claimed functionality for its EventSecure solution. The goal of this assessment report is to verify e-Verifile's advertised features and functions. The intent is not for comparison purposes with other similar vendor products.

3.0 Methodology

3.1 General Approach

The methodology described below was developed to be repeatable so that it could be used in an evaluation of a variety of technologies and processes. By employing this methodology the results become verifiable and quantifiable and can be used subsequently for an entity's individual analysis and/or procurement decisions.

The methodology for this evaluation began with a discussion between e-Verifile and NCS⁴ to define the capabilities and functional requirements of the EventSecure System that the firm wanted to demonstrate through participation in the evaluation process. Once e-Verifile decided upon the capability and functionality to demonstrate, NCS⁴ worked with them to create a list of executable requirements for the evaluation process.

Evaluators assessed the EventSecure system product only against the firm's chosen requirements as described above. No evaluation criteria were considered outside of e-Verifile's own operational requirements.

3.2 Evaluators

The evaluation team, as noted in the Evaluators and Assessment Support section, included subject matter experts (SMEs) from the sports security management domain; and senior USM IT staff. A total of three evaluators were used for this evaluation with the mix being two operations/end user SME's and one IT professional.

3.3 Collecting Results

Each evaluator had a workstation pre-loaded with the EventSecure System requirements matrix and the scoring definitions. At the end of each requirement demonstration, evaluators were given time to enter a score into the matrix on the computer. Also, at the end of each section's evaluation, evaluators were asked to enter qualitative comments into a Word document also pre-loaded into their computers. At the conclusion of the evaluation process, all data was taken electronically from each computer by the facilitator and used to tabulate the results in the Scoring and Results section. Each computer was then re-imaged leaving none of the scoring data on any computer.

4.0 Evaluation Setup

Since the evaluation centered around software only, the entire process was executed at the NCS⁴ laboratory located in the Trent Lott Center on the USM campus in Hattiesburg, MS.

The lab was set up in a classroom configuration for the evaluation process.

e-Verifile personnel had a workstation set up in the front of the lab with a demo version of the EventSecure product projected onto a large screen in front of the lab. Each SME also had a workstation connected to this demo product via the web. They were facing the e-Verifile demo instructor and had a view of the projected screen as well as their own workstation.

The e-Verifile instructor's role was to methodically demonstrate the functionality of each requirement per the requirements list shown in Section 5.0, Table 5-2. Time was allowed between functions for questions and answers between SME's and e-Verifile personnel.

At the end of the evaluation of each functional area, e-Verifile personnel were asked to leave the lab so that SME's could perform a qualitative analysis and record comments, pros and cons, and consult the facilitator for any procedural direction.

5.0 Scoring and Results

5.1 Scoring System

As outlined in Section 3.1, the evaluators scored EventSecure based on the specific requirements within five functional areas (see Table 5-2) as defined by e-Verifile. Evaluators scored each functional area in two ways: 1) through observation/documentation of the system configuration and 2) e-Verifile instructor's demonstration of system functions. All evaluators were instructed to compare EventSecure against the requirements and not against each other evaluator's result (technical leveling). Table 5-1 below depicts the scoring definition.

Definition	Score	Equivalent %
Does not meet the requirement	0	0%
Partially meets the requirement	1	50%
Meets the requirement	2	100%
Exceeds the requirement	3	125%

Table 5-1 Scoring Definitions

Each requirement was of equal weight. Previous assessments have separate categories and weightings for Capability/Functionality and Usability. However, these were considered together for this application, and therefore, no dual scoring was performed with respect to Capability/Functionality and Usability for each requirement.

Functional Areas

1. Subscription Process

Req. #	Requirement	Score
1.1	System allows for a user to subscribe his/her organization to an enterprise compliance program	2.33
1.2	System provides a process for an organization to approve or deny access to another organization requesting access	2.33
1.3	System demonstrates that if denied, subscribing organization is notified and for what reason and initiates appropriate next steps	2.33
1.4	System demonstrates that if approved, subscribing organization is notified and then provided automatic next steps	2.33
1.5	Subscription Average Score	2.33

2. Enrollment Process

Req. #	Requirement	Score
2.1	Individual can be easily loaded into EventSecure	2.67
2.2	System allows for assignment of an individual into an enterprise compliance program	2.67
2.3	System generates a confirmation of potential enrollment	2.67
2.4	System generates a user ID and password	2.33
2.5	Enrollment Average Score	2.59

3. User Information/Testing Process

Req. #	Requirement	Score
3.1	System provides for entrance through user interface to access compliance content	2.33
3.2	System provides on-line testing format and end result grade	2.67
3.3	User Information/Testing Average Score	2.50

4. Requisition Procedure

Req. #	Requirement	Score
4.1	System shows queue of subscribing individuals	2.33
4.2	System provides background screening of applicant reporting information	2.67
4.3	System provides automated scoring rubric guideline	2.33
4.4	System demonstrates approval/denial capability as follows:	
4.4.1	If approved, shows potential badge process	2.33
4.4.2	If denied, refers to lower appeal procedure	2.33
4.5	Requisition Average Score	2.40

5. Appeals Process

Req. #	Requirement	Score
5.1	System shows appeals instructions through the automated scoring process	2.67
5.2	System will introduce an interface for applicant or employer to provide appeal documentation	2.33
5.3	System provides a queue for review of appellant documentation to enterprise	2.33
5.4	System provides basis for final review through either final denial or final approval	2.33
5.5	Appeals Average Score	2.42

Table 5-2

Composite Score 2.44

5.2 Scoring Results

As shown in Table 5-2, EventSecure’s five functional areas each had individual requirements that were demonstrated and scored. Each of these areas has an average score at the bottom of the section. A composite score, representing the average of all five functional area scores, is found at the bottom of Table 5-2.

The Composite Score of 2.44 indicates that EventSecure not only met its advertised functionality but also exceeded the expectations of the SME’s. An additional qualitative analysis from SME comments, pro’s and con’s is displayed in the following section.

6.0 Evaluator Comments

Evaluators found EventSecure to be a good system for performing background checks and gathering information pertinent to pre-employment screening. The system's flexibility allows for requirements to be added based on a client's needs.

The system will allow the client to organize various business functions, such as legal and insurance, for each vendor/contractor.

The system can be tailored to include training/testing and associated requirements that can be customized for each client's needs.

An employee's progress can be tracked through the enrollment process from first login to badge delivery. Evaluators also noted that the system's software performs error checking on the enrollment form to verify accuracy of all entered information.

Evaluators were also impressed with the credentialing process noting that guidelines can be established screen certain types of employment criteria for various levels of employment. The system was also noted to have positive implications for accounting functions such as time and attendance recording.

Pros

- Allows for up-front placement of contractor criteria (ex: training, forms to be filled out, & proof of insurance) prior to approval of the credentialing process; adds additional layer of protection for the employer.
- Compliance managers assist vendors with the approval process.
- The system allows for organization of various vendor/contractor business functions.
- Registration is flexible to be basic or detailed depending on the needs of the enterprise.
- System requirements can be tailored to include training/testing requirements.
- System software performs error checking on the enrollment form to verify that the information that was entered is correct.
- An information consent form can be required as part of the approval process.
- This consent form can allow employee personal data to be shared among multiple subcontractors if employee has multiple jobs under the umbrella of the enterprise.
- Confirmation can include testing or other pre-employment requirements.
- Employee's progress through the enrollment process can be tracked from the time of first login to the time of badge delivery.

- Training /Testing can be accessed by individual. Parameters can be established for successful completion of training with notification sent to enterprise.
- System can be set up so that client gets the final approval/denial authority and it is not left to the sub contractor.
- System allows for better tracking of accounting/billing; coordination of time and attendance tracking system.
- Guidelines can be established to screen certain types of employment criteria for certain levels of employment.
- Different levels of background checks can be established.
- Reports are inclusive to give status and information that surrounds hits or questionable items. Employee denials are sent out to contractor and or enterprise.
- System has an appeals process that is very fair for all three parties.
- The appeals process instructions are clear and easy to understand.
- A timeline can be established for both appeal and review of appeal.
- The appeals process gives applicants an opportunity to submit documents to correct any wrong information on background checks; it also allows applicant the opportunity to offer additional information that may mitigate the circumstance.

Cons

- Criteria for denial needs to be clear.

7.0 Summary

EventSecure is a web-based system developed by e-Verifile that can be used to regulate and verify the identity of individuals/companies being granted access to stadiums, arenas, parks, and other types of event facilities.

The evaluation requirements, chosen by e-Verifile, centered around the five functional areas of Subscription, Enrollment, User Information/Testing, Requisition and Appeals. As indicated in section 5, this product performed at or above the levels considered by the evaluators to fully meet each requirement. Additional evaluator comments and suggestions are captured in section 6.

NCS⁴ would like to thank the SME's and e-Verifile personnel for their participation in the evaluation and demonstration process.

This report is available on the NCS⁴ website at <http://lab.ncs4.com>.