Security Vulnerabilities for Large Venues

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Large venues have different cyberphysical security concerns that require unique attention from standard venues.

Office buildings, store, schools
- Individuals are cataloged
- Individuals are regular / consistent
- ‘Standard’ individuals (staff, C levels)
- On-site security
- Layout of organization remains consistent
- Persons familiar with building

Both
- Technical Assets [Wi-Fi, monitors, terminals, Point-of-Sale (PoS)]
- Restricted Access Areas
- Monetary transactions
- High value assets
- Vulnerable to deceit; ‘social engineering’
- Concerns with customer satisfaction

Large venues
- Temporary individuals
- One time visitors
- High profile / VIP visitors (performers, athletes, celebrities)
- Contracted security
- Layout dynamically altered for each type of event or occasion.
- Patrons unfamiliar with surroundings

Examples of Large Venues:
- Sporting Arenas
- Convention Centers
- Hotels (hosting events)
- Concert Venues
- Fairs
- Tourist Attractions
- Rallies / Protest locations
- Large Commerce (malls)

Threat Actors:
1. Disgruntled/Obsessive Fans
2. Radicals, Terror Groups
3. Hijackers
4. Criminals
5. Insider threats

Data Collection:
- Long term engagement with a large local venue
- Qualitative and quantitative data gathered through surveying software, pictures, anecdotal reports, and spreadsheets

Vulnerabilities:
- Temporary employees: Have little to no training on security, are not as loyal or invested to the organization; easy insider threats
- Threat Actors: Not all threat actors come into the venue as threats, and security concerns develop during the event.
- Building Security: Security equipment is often temporary and improperly used. Side-doors or poorly restricted areas may lead to secure areas being vulnerable. Elevators often grant great amounts of permanent access.
- Poorly prioritizing security: Staff and venue managers risk safety of patrons when ignoring security practices for customer satisfaction. Some areas deemed ‘unimportant’ may go unmonitored.
- Credential Stealing: Credentials for legitimate workers are often cheap for temporary use; they are easy to copy and recycle badges and name tags.
- Wardrobe / False credentialing: Some venues do not provide credentials to volunteers or temporary employees, relying on a standard outfit that their volunteers will already own (wearing all black, khakis and a button down shirt) which are easy to clone.
- Crowd Chaos: Security exceptions are easy to slip by, blending into the crowd of the venue
- Temporary equipment: Equipment left out, unsecured from public

Recommendations:
- Regular security auditing of security staff, building, and equipment
- Train staff on security concerns and how to handle special situations
- Teach staff to recognize security exceptions (special needs patrons, individuals with equipment, etc.) versus deceitful individuals trying to gain access to restricted areas
- Have policies in place on how to stop fraudulent/dangerous actions and how to report them
- Review building guidelines before an event to ensure no doors, stairways, hallways, backstage areas are left unlocked or unsecured.
- Crowd source security with patron reporting systems