

**MIS 3534 Spring 2015 – Strategic Management of Information Technology**  
**Week 4 – San Francisco Airport – Best Brief**

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San Francisco International's Airport Director announce plans to renovate and reopen Terminal 2 to serve rising passenger counts and launch of services from low-cost carriers. As Terminal 2 reopening, San Francisco considers to upgrade its security systems to meet the growing need of airport risk and comply with regulations from the TSA. However, SFO's current infrastructure for managing security identities was each procedure handled separately, processed manually and the results entered into separate databases. The disjointed execution of processes and database leads to inefficiencies, delays compromised security levels, for example airport took 3 weeks to register employee. In addition, any changes of access permission required manually update on the massive amount of spreadsheets. Ms. Dickie justify the investments of Quantum Secure's SAFE for Aviation software suit as credentialing systems, which enable users to create a single notion of identity and integrate the previously fragmented manual process. This process automation will mitigate potentially serious legal and reputation risk. SAFE for Aviation directly integrated with existing security infrastructure to avoid costly system replacement expenses. After the integration, airport able to avoid part of physical security process and increase the efficiency and maintaining high levels of customer satisfaction.