PortStar:
Seaport Security Training

Port Security Seminar & Exhibition
Houston, TX
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Learning Systems Institute
Florida State University

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Task

Design and develop a comprehensive seaport security curriculum that meets regulatory requirements… while recognizing seaports’ central purpose of commerce.
Stakeholder Reviews

• Industry Advisory Group
• Regulatory review of objectives
• Industry rating of objectives
• Expert review of all content
• Pilot testing
• MARAD/USCG & DHS course approvals
Pilot Testing

- Sites
  - Port Canaveral
  - Port of Charleston

- Iterations
  - Small Group
  - FEMA review

- Three rounds of revisions
PortStar Courses
Curriculum Features

• **Granularity**
  – 20-40 minute lessons
  – Self-contained
  – Configurable training

• **Formats**
  – Instructor-led
  – Web-based

Flexibility
Course = Audience

- Port Employees
- Security Officers
- Security Officer Supervisors
- Law Enforcement Officers
- Law Enforcement Supervisors
- First Responders
- Facility Security Officers
- Port and Facility Management
<table>
<thead>
<tr>
<th>Role</th>
<th>MARAD</th>
<th>33 CFR</th>
<th>FEMA</th>
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<td>33 CFR 105.200</td>
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## Professional Development

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<th>Total Lessons</th>
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* PortStar has a 1.5 hour lesson designed specifically for Maritime Security Awareness.
ILT Components

PowerPoint presentations

Instructor’s Guide
- Handouts
- Job Aids
- Glossary
- References
- Pre-tests
- Post-tests
- Test keys

Participant Guide
- Handouts
- Job Aids
- Glossary
- References
WBT Components

- Pre-test
- Lessons
  - Content
  - Checkpoints
  - Handouts
  - Job Aids
  - Glossary
  - References
- Post-test
### Seaport Security for Security Officers

<table>
<thead>
<tr>
<th>Priority</th>
<th>Lessons</th>
<th>Format</th>
<th>Strategy</th>
<th>Assess</th>
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<td><strong>Lesson 11.1: Types of Crowds</strong></td>
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<td>PD _</td>
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<td></td>
<td></td>
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<td>Drill _</td>
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<td>PD _</td>
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<td></td>
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<td>Drill _</td>
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<td><strong>30 min</strong></td>
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<tr>
<td>H M L</td>
<td><strong>Lesson 11.4: Crowd Control During Emergencies</strong></td>
<td>ILT, WBT</td>
<td>Initial _</td>
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<td>PD _</td>
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<td></td>
<td><strong>30 min</strong></td>
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Assessment

You can’t improve what you don’t measure.

- Measure learners’ reaction to training
  - End of course questions

- Measure learning
  - Pre-tests
  - Post-tests

- Measure on-the-job performance
  - Observable behavior
  - Measurable results
PortStar Courses Benefits

• Meets regulations
• Includes best practices
• High granularity – brief lessons
• Two delivery formats – ILT and WBT
• Assessments included
• Planning tools included
• Centralized updates and notifications
PortStar Access
PortStar Access

- Information management system
- Transition in technology
  - Print-based records to…
  - Desktop software to…
  - Networked computers
- Track all training in one place
- Generate reports
Information Management

1. Training Manager (TM) registers
2. Owner/Operator authorizes TM
3. TM registers learners
4. Deliver Class or Web training
5. TM enters training event

PortStar Access
- View records
- Generate reports
- Share records
- Print-based materials for instructor-led training
- Web-based lessons and assessments
Authorization

Owner / Operator Authorizes Training Manager Registers or Authorizes

- Port Employee
- Security Officer
- Security Officer Supervisor
- Law Enforcement Officer
- Law Enforcement Supervisor
- First Responder
- Facility Security Officer
- Port and Facility Management
Data

Personnel

<table>
<thead>
<tr>
<th>Training manager data</th>
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<tbody>
<tr>
<td>Student data</td>
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<tr>
<td>Unique Identifier</td>
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<tr>
<td>Job role</td>
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<td>USCG Sector</td>
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<tr>
<td>Port name</td>
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<tr>
<td>Facility name</td>
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</table>

Events

<table>
<thead>
<tr>
<th>Lesson/Course</th>
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</thead>
<tbody>
<tr>
<td>Drill</td>
</tr>
<tr>
<td>Exercise</td>
</tr>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Location</td>
</tr>
<tr>
<td>Trainer/Leader</td>
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<tr>
<td>Lessons Learned</td>
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</tbody>
</table>

Any data entered can be reported...
Data Safety and Security

- Login and password tied to unique ID
- Roles > permissions and access
- Multi-tiered data security
  - Managed firewall
  - SSL certificate
  - Traffic monitoring for intrusion detection
  - Anti-virus protection
- Storage space
  - “40 file cabinets and a mule”
PortStar Access Benefits

• Maintain training records in one place
  – for PortStar Courses
  – for custom courses
  – for drills and exercises
• Create custom reports
• Streamline Coast Guard inspections
• Confidence that data is secure and accessible
• Transfers = portability
• Knowledge resides in the system
Get started

1. Decide to participate
2. Choose a Training Manager
3. TM registers
4. Owner/Operator authorizes TM
5. Deliver training or trainees take WBT
6. Request support if needed
7. Invest in quality by giving feedback
TM Tasks

Welcome, jbutler

Your account is active.

- Register new students for online or face-to-face training
- Get instructional materials for face-to-face training
- Enter scores from face-to-face training