



INTERNATIONAL UNION  
OF RAILWAYS

*unity, solidarity, universality*



UNECE Working Party on Rail Transport, Geneva, 27-29 November 2017

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# Why developing a new tool

- ❖ Steep increase of threats towards railways, both in number and severity.
- ❖ There is an already large quantity of security measures and data publicly available, but these are **often lacking one or more fundamental characteristics:**
  - **UNIQUE ENTRY POINT.**
  - **EASE OF ACCESS AND CONSULTATION.**
  - **TRUSTWORTHINESS.**
  - **TIMELY UPDATES.**
  - **HANDY AND FUNCTIONAL LAYOUT.**
  - **COMPATIBILITY WITH RAIL SPECIFICITIES.**
  - **DETAILED SPECIFICATIONS.**
  - **ASSESSMENT FROM THE EXPERTS' COMMUNITY.**
  - **COMMUNITY-BASED IMPROVEMENTS.**

# Why developing a new tool



***WASTE OF TIME AND RESOURCES TO FIND OUT POTENTIAL SOLUTIONS TO RAIL SECURITY CONCERNS***



According to the conclusions of the 2016/2017 Additional Program, UIC Security Division is currently developing the **Security Hub Project**, an **online tool** allowing users **to quickly** and intuitively find and **consult relevant measures** and data **for addressing** actual or potential **security concerns in the railway domain**.

# UIC Extranet – Security Hub: Differences and Complementarity

## UIC EXTRANET

- Private workspace for Platform Members and Working Groups;
- Historical archive/repository containing every kind of Security-related material (e.g. presentations, publications);
- 1000+ documents;

**PRODUCTION-ORIENTED**

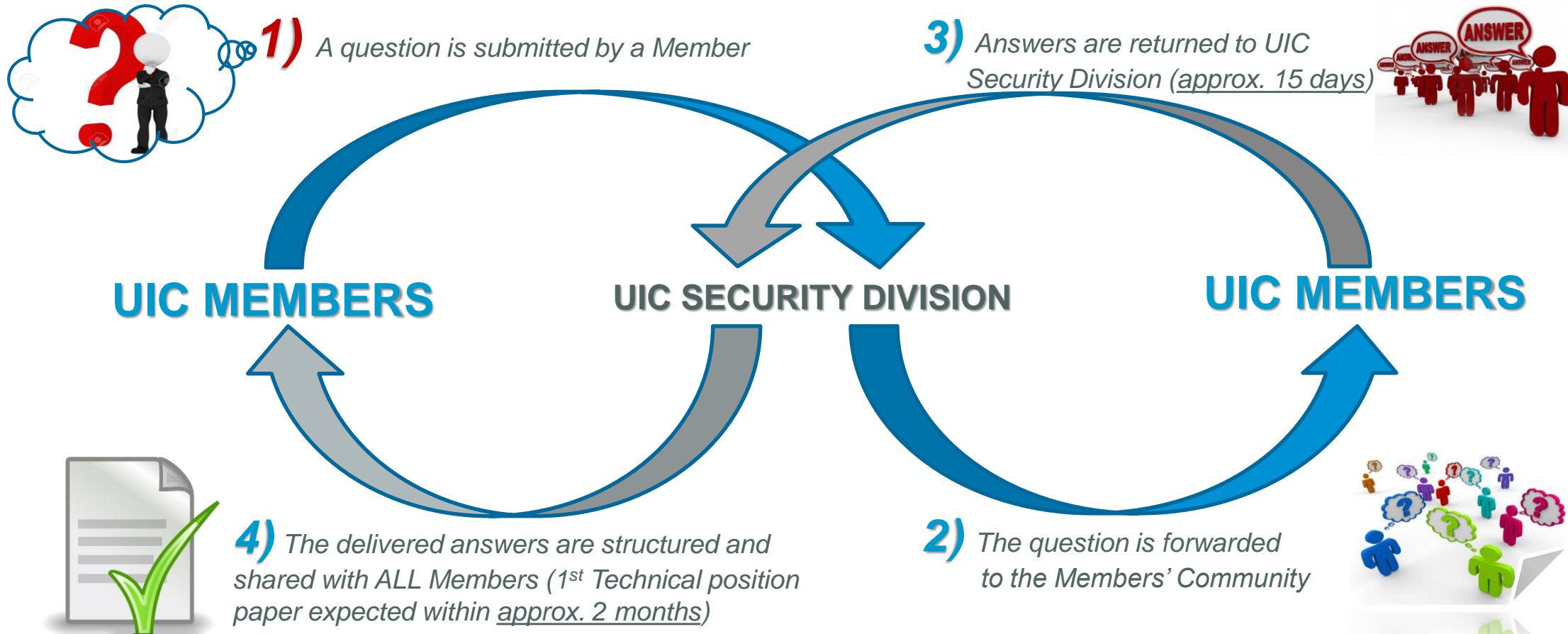
## SECURITY HUB

- A **Private Web Platform** accessible to UIC Members and other eligible stakeholders\*  
*containing*
- a **database** featuring a large number of consistently compiled and arranged security measures and data,  
*searchable through*
- a **structured search function** allowing easy and intuitive searches and different possible approaches,  
*also featuring*
- potential **community-based inputs**. End-users can *submit comments, share data, statistics or operational experiences* about each measure  
*and more additional options, like*
- the possibility to **submit questions to the UIC Network of Quick Responders** directly from the Security Hub interface.

**CONSULTATION-ORIENTED**

# Sharing knowledge and experience: UIC Network of Quick Responders

## UIC NETWORK OF QUICK RESPONDERS



# Security Hub's main features

- ❖ **Single entry point, one-stop solution for Railway security professionals.**
- ❖ **Reserved Access.**
- ❖ **Diversified User Profiles/Access Levels.**
- ❖ **Comprehensive measures database covering all the railway sub-domains.**
- ❖ **Scalable, quick and intuitive search function.**
- ❖ **Permanent content updates by UIC Security Division.**

# Security Hub's main features

- ❖ **Community-based improvements and comments.**
- ❖ **Multilingual function:** measures will be available in English, the Security Hub interface will be fully accessible in 3 languages (at least):
  - ✓ English
  - ✓ French
  - ✓ German
- ❖ **Online Help Function/User guide.**
- ❖ **High security standards.**

# Personal Profile page

Within the *My Personal Profile* section, the end-user will have access to various functions:

## EDIT ACCOUNT DATA

- Personal data
- Organization data
- Contact data

V. 0.3

UIC SECURITY HUB

CHANGE LANGUAGE

BACK TO THE HOMEPAGE HELP

### MY PERSONAL PROFILE

	FIRST NAME	<b>EDIT PERSONAL DATA</b>
	SECOND NAME	
	LAST NAME	
	Main Expertise Domain	
<b>CHANGE PICTURE</b>	Organization Type	<b>EDIT ORGANIZATION DATA</b>
Registered since: 01/01/0001 Last login: 02/01/0001	Organization Name	
Country		
Position / Role		
Email Contact		<b>EDIT CONTACT DATA</b>
Phone Contact		
Mobile Phone Contact		

### MY INTERESTS

HUMAN FACTOR	<b>DELETE</b>
GRAFFITI	<b>DELETE</b>
STATIONS [ALL]	<b>DELETE</b>
EUROPE	<b>DELETE</b>
CUSTOM SEARCH TITLE	<b>DELETE</b>
CUSTOM SEARCH TITLE	<b>DELETE</b>
<b>ADD NEW ENTRY</b>	

## MY INTERESTS

Editable custom list of favorite topics. The elements hereby listed can serve as filters for sorting interest-based news, updates and events in the related tabs in the homepage



# Security Hub Homepage

**GENERAL OPTIONS**  
(Back, Language, Help, Personal Profile, Disconnect).

**LATEST UPDATES ON THE SECURITY HUB**  
Shows a list of the last 9 updated or newly uploaded measures. The list can also be sorted using the My Interests filter, allowing the user to display interest-based updates only.

**E-MAIL and PHONE CONTACTS** of Security Hub administrators / UIC Security Division.

**UIC SECURITY HUB**

V. 0.3

USER NAME  
MANAGE YOUR PROFILE  
DISCONNECT  
CHANGE LANGUAGE  
HELP

**ONGOING SECURITY RESEARCH PROJECTS**

PR. NAME
PR. NAME
PR. NAME
PR. NAME
PR. NAME
PR. NAME
PR. NAME
<a href="#">MORE</a>

**LATEST NEWS**  
ALL | MY INTERESTS

DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
<a href="#">MORE</a>	

**EVENTS CALENDAR**  
ALL | MY INTERESTS

DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
<a href="#">MORE</a>	

**MY BOOKMARKS**  
MEASURES | SEARCHES

TEXT
TEXT
TEXT
TEXT
TEXT
TEXT
<a href="#">MORE</a>

**LATEST UPDATES**  
ALL | MY INTERESTS

DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
DATE	TEXT
<a href="#">MORE</a>	

**LIST OF ALL MEASURES**

**STRUCTURED SEARCH**

**QUICK SEARCH BOX**  
e.g. Pickpocketing

**SUBMIT A NEW QUESTION TO THE NETWORK OF QUICK RESPONDERS**

**CONTACTS**

# Security Hub Homepage

The screenshot shows the UIC Security Hub homepage. At the top left is the version number 'V. 0.3'. The main header features the UIC logo and the text 'SECURITY HUB'. On the right, there is a user profile section with a person icon, 'USER NAME', 'MANAGE YOUR PROFILE', 'DISCONNECT', 'CHANGE LANGUAGE', and 'HELP' buttons. Below the header are several content blocks: 'ONGOING SECURITY RESEARCH PROJECTS' with a table of 'PR. NAME'; 'LATEST NEWS' with a table of 'DATE' and 'TEXT'; 'EVENTS CALENDAR' with a table of 'DATE' and 'TEXT'; 'MY BOOKMARKS' with a table of 'MEASURES' and 'SEARCHES'; and 'LATEST UPDATES' with a table of 'DATE' and 'TEXT'. At the bottom, there is a 'LIST OF ALL MEASURES' section, a 'QUICK SEARCH BOX' with the example 'e.g. Pickpocketing', a 'STRUCTURED SEARCH' section, and a 'SUBMIT A NEW QUESTION TO THE NETWORK OF QUICK RESPONDERS' section. A 'CONTACTS' link is also visible at the bottom right. Two callout boxes are present: a black one pointing to the 'MY BOOKMARKS' section and a yellow one pointing to the 'SUBMIT A NEW QUESTION...' section.

## MY BOOKMARKS

- Shows a list of previously bookmarked measures or searches.
- The list can also be sorted using the My Interests filter, allowing the user to display interest-based updates only.

## SUBMIT A QUESTION TO THE UIC NETWORK OF QUICK RESPONDERS

Opens an online dedicated form, to be filled in order to directly submit a question to the NoQR.

- *Answers returned to UIC in approx. 15 days,*
- *1<sup>st</sup> technical position paper expected in approx. 2 months.*

# Security Hub Homepage

## EVENTS CALENDAR

- A quick view of the next 5 railway security-related events will be listed.
- The list can also be sorted using the My Interests filter, allowing the user to display interest-based events only.
- An archive with all the upcoming and past events will also be accessible from this tab.

## LIST OF ALL MEASURES

- All the security measures featured on the Security Hub will be listed in a new page. There will be several options to choose the sorting order.

## QUICK SEARCH BOX

- Performs a standard search for a keyword across all the Security Hub content.

The screenshot shows the UIC Security Hub homepage. At the top left, the version number 'V. 0.3' is displayed. The UIC logo and 'SECURITY HUB' title are prominently featured. On the right, there is a user profile section with a blue person icon, 'USER NAME', 'MANAGE YOUR PROFILE', 'DISCONNECT', 'CHANGE LANGUAGE', and 'HELP' buttons.

The main content area is divided into five columns:

- ONGOING SECURITY RESEARCH PROJECTS:** A table with columns 'PR. NAME' and 'DATE'. It contains five rows of placeholder text and a 'MORE' link at the bottom.
- LATEST NEWS:** A table with columns 'DATE' and 'TEXT'. It contains five rows of placeholder text and a 'MORE' link at the bottom.
- EVENTS CALENDAR:** A table with columns 'DATE' and 'TEXT'. It contains five rows of placeholder text and a 'MORE' link at the bottom. This section is highlighted with a black callout box.
- MY BOOKMARKS:** A table with a 'TEXT' column. It contains five rows of placeholder text and a 'MORE' link at the bottom.
- LATEST UPDATES:** A table with columns 'DATE' and 'TEXT'. It contains ten rows of placeholder text and a 'MORE' link at the bottom.

Below these columns is a large teal banner for 'STRUCTURED SEARCH' with a magnifying glass icon. Underneath the banner, there are three main sections:

- LIST OF ALL MEASURES:** A white box with a red border and a red callout arrow pointing to the 'LIST OF ALL MEASURES' text in the screenshot.
- QUICK SEARCH BOX:** A white box with a yellow border and a yellow callout arrow pointing to the search input field in the screenshot. It contains a magnifying glass icon, the text 'QUICK SEARCH BOX', and a search input field with the placeholder text 'e.g. Pickpocketing'.
- SUBMIT A NEW QUESTION TO THE NETWORK OF QUICK RESPONDERS:** A white box with a crown icon and the text 'SUBMIT A NEW QUESTION TO THE NETWORK OF QUICK RESPONDERS'.

At the bottom right, there is a 'CONTACTS' button with a paper plane icon.



# Security Hub's features: EU Security Projects page

**UIC SECURITY HUB**

V.0.3

**ONGOING SECURITY RESEARCH PROJECTS**

PR. NAME	DATE	TEXT
PR. NAME	DATE	TEXT
PR. NAME	DATE	TEXT
PR. NAME	DATE	TEXT
PR. NAME	DATE	TEXT

[MORE](#)

**UIC SECURITY HUB**

V.0.2

**ONGOING RESEARCH PROJECTS**

- In this section, a quick view of 5 European Projects which UIC Security Division is participating in is displayed.
- A comprehensive archive, listing and describing all the current and past projects will be accessible from this tab.

**PAST SECURITY RESEARCH PROJECTS**  
CLICK ON PROJECT NAME TO SHOW DETAILS

<a href="#">TETRIS</a>
PR. NAME
PR. NAME
PR. NAME
PR. NAME

**UIC INVOLVEMENT**

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**UIC SECURITY HUB**

USER NAME  
MANAGE YOUR PROFILE  
DISCONNECT

CHANGE LANGUAGE

HELP

RAIL

WEBSITE LINK

LIST OF ALL MEASURES

QUICK SEARCH BOX  
e.g. Pickpocketing

STRUCTURED SEARCH

SUBMIT A NEW QUESTION TO THE NETWORK OF QUICK RESPONDERS

CONTACT

# Security Hub's features: the Structured Search

- ❖ **The Structured Search is the core function of the Security Hub:**
  - ❖ Users can choose among **2 different approaches** for their search:
    - **Threat-based search**
    - **Asset-based search**
  - ❖ Once a search approach is selected, **5 groups of thematically-clustered keywords** (each containing sub-groups for more detailed searches) will **allow the user to select one or more keywords** simply ticking the corresponding boxes.
  - ❖ Groups are labeled in a simple way, encouraging pragmatic and intuitive approaches to search.
  - ❖ Each time one or more keywords are selected by the user, only the pertinent remaining keywords will be available for further selection.
  - ❖ Each search will lead to a **Results Page** containing the list of all the pertinent results found in the Security Hub database.

# Security Hub's features: the Structured Search



- ❖ As the user chooses to perform a Structured Search, he's invited to select the desired approach:
  - Asset-based approach.
  - Threat-based approach.

# Security Hub's features: search example



## STRUCTURED SEARCH

PLEASE SELECT ONE OR MORE FROM THE BOXES BELOW TO EXPAND ALL THE RELATED SEARCH KEYWORDS

MEASURES TO COPE WITH A SPECIFIC THREAT

SELECT A THREAT	SELECT THE APPLICATION SCOPE	SELECT MEASURE TYPOLOGY
<input type="checkbox"/> <b>ORDINARY OCCURANCE THREATS</b> <input checked="" type="checkbox"/> <b>TICKET FRAUD</b> <input type="checkbox"/> FARE EVASION <input type="checkbox"/> TICKET COUNTERFEITING <input type="checkbox"/> PAPER TICKETS COUNTERFEITING <input type="checkbox"/> DIGITAL TICKETS COUNTERFEITING <input type="checkbox"/> ILLEGAL SALE OF TICKETS <input checked="" type="checkbox"/> <b>THEFT</b> <input type="checkbox"/> PICKPOCKETING <input checked="" type="checkbox"/> <b>PICKPOCKETING ON BOARD</b> <input type="checkbox"/> PICKPOCKETING INSIDE STATIONS <input type="checkbox"/> METAL THEFT <input type="checkbox"/> METAL THEFT ON THE LINE <input type="checkbox"/> METAL THEFT INSIDE RAILWAY PREMISES <input type="checkbox"/> THEFT ON FREIGHT TRAINS <input type="checkbox"/> THEFT OF GOODS IN OTHER PREMISES <input checked="" type="checkbox"/> <b>VANDALISM</b> <input type="checkbox"/> GRAFFITI <input type="checkbox"/> GRAFFITI ON TRAINS <input type="checkbox"/> GRAFFITI INSIDE STATIONS <input type="checkbox"/> GRAFFITI IN OTHER PREMISES <input type="checkbox"/> DISRUPTION OF TICKET VENDING MACHINES <input type="checkbox"/> TRAIN EQUIPMENT DISRUPTION	<input checked="" type="checkbox"/> <b>UPSTREAM (SYSTEM DESIGN)</b> <input type="checkbox"/> PREVENTION <input type="checkbox"/> DETECTION <input type="checkbox"/> MITIGATION <input type="checkbox"/> CONTINUITY	<input type="checkbox"/> STRATEGY & ORGANIZATION <input checked="" type="checkbox"/> <b>TECHNICAL</b> <input type="checkbox"/> HUMAN FACTOR <input type="checkbox"/> REGULATION
RELEASE YEAR		GEOGRAPHICAL SCOPE OF APPLICATION
RELEASED ON SECURITY HUB: <input type="checkbox"/> YEAR <input type="text" value="e.g. 2014"/> <input checked="" type="checkbox"/> <b>YEARS FROM</b> <input type="text" value="2016"/> <b>TO</b> <input type="text" value="2017"/>		<input type="checkbox"/> ASIA PACIFIC <input type="checkbox"/> AFRICA <input checked="" type="checkbox"/> <b>EUROPE</b> <input type="checkbox"/> MIDDLE EAST

- ### SEARCH PARAMETERS

  - **THREAT KIND:**  
ON BOARD PICK-POCKETING
  - **APPLICATION SCOPE**  
UPSTREAM (SYSTEM DESIGN)
  - **MEASURE TYPOLOGY:**  
TECHNICAL
  - **GEOGRAPHICAL SCOPE:**  
EUROPE
  - **RELEASE YEAR:**  
BETWEEN 2014 AND 2016



# Security Hub's features: Results page/Security Measures *example*

The screenshot displays the UIC Security Hub interface. At the top, the logo and 'SECURITY HUB' text are visible. A user profile section in the top right includes 'USER NAME', 'MANAGE YOUR PROFILE', 'DISCONNECT', and 'CHANGE LANGUAGE' options. Below the header, the 'CURRENT SEARCH' sidebar on the left lists filters: 'UPSTREAM (SYSTEM DESIGN)', 'TECHNICAL', 'PICKPOCKETING ON BOARD', 'EUROPE', and 'YEARS FROM 2014 to 2016'. A 'SAVE CURRENT SEARCH TO MY BOOKMARKS' button is also present. The main content area shows '6 RESULTS FOUND' with a list of links: 'ON-BOARD CCTVs WITH EMBEDDED DISPLAY', 'RECONNAISSANCE SOFTWARE APPLICATIONS', 'ON BOARD SECURITY STAFF PATROLS', 'COLLABORATION WITH PUBLIC AUTHORITIES', 'SECURITY CHECKS IN THE STATIONS', and 'AWARENESS CAMPAIGNS TOWARD CUSTOMERS'. A red box highlights this list, with an arrow pointing to a callout box labeled 'RESULTS TAB (Links to the listed Measures)'. Below the list, a detailed view for 'ON-BOARD CCTVs WITH EMBEDDED DISPLAY' is shown, including a thumbnail image and a 'MEASURE DESCRIPTION' section. A purple box highlights this detailed view, with an arrow pointing to a callout box labeled 'MEASURE CONTENT (part)'. A green box on the far left highlights the search filters, with an arrow pointing to a callout box labeled 'CURRENT SEARCH KEYWORDS SUMMARY'.

**CURRENT SEARCH KEYWORDS SUMMARY**  
The current search can be labeled and saved by the user. It will be listed in the My Bookmarks tab in the Homepage

**CURRENT SEARCH**  
UPSTREAM (SYSTEM DESIGN)  
TECHNICAL  
PICKPOCKETING ON BOARD  
EUROPE  
YEARS FROM 2014 to 2016  
SAVE CURRENT SEARCH TO "MY BOOKMARKS"

**6 RESULTS FOUND**  
ON-BOARD CCTVs WITH EMBEDDED DISPLAY  
RECONNAISSANCE SOFTWARE APPLICATIONS  
ON BOARD SECURITY STAFF PATROLS  
COLLABORATION WITH PUBLIC AUTHORITIES  
SECURITY CHECKS IN THE STATIONS  
AWARENESS CAMPAIGNS TOWARD CUSTOMERS

**RESULTS TAB**  
(Links to the listed Measures)

**MEASURE CONTENT**  
(part)

**ON-BOARD CCTVs WITH EMBEDDED DISPLAY**  
MEASURE ORIGINALLY UPLOADED ON: nn/nn/2015  
LAST UPDATE ON: nn/nn/nnnn  
MEASURE DESCRIPTION  
Security camera systems with embedded displays can be installed inside the passenger compartments. These systems can record surveillance footage (only images with no sound, usually) and stream it in real time on the embedded display along with further information (e.g. privacy notice about the ongoing recording, information about the itinerary...). The system can be used both as a passive (recording is always active) or active (recording starts only when specific events happen, e.g. when emergency button is pressed) measure.

# Security Hub's features: Security Measures *example*

- POTENTIAL BENEFITS
- RECOMMENDATIONS

V.03

**UIC SECURITY HUB**

USER NAME  
MANAGE YOUR PROFILE  
DISCONNECT  
CHANGE LANGUAGE

HELP BACK TO THE HOMEPAGE

### CURRENT SEARCH

- UPSTREAM (SYSTEM DESIGN)
- TECHNICAL
- PICKPOCKETING ON BOARD
- EUROPE
- YEARS FROM 2014 to 2016

SAVE CURRENT SEARCH TO "MY BOOKMARKS"

#### POTENTIAL BENEFITS BROUGHT BY THIS MEASURE

- ✓ It can act as a deterrent for pickpockets and other ill-intentioned individuals;
- ✓ It can be useful to collect proofs of crimes carried out on board the train;
- ✓ It can raise awareness among the passengers about being attentive to their luggage and belongings;
- ✓ It can be a reassuring measure for passengers, as they know that the train is under security surveillance.

#### RECOMMENDATIONS

- It is suggested that the recorded data, if stored, should be retained only for a limited amount of time (depending on applicable regulations and policies) and then cancelled or overwritten.
- It is suggested that the handling of the recorded data should be strictly regulated by an *ad hoc* policy and carried out only by few authorized and specified staff individuals.
- It is suggested that the system should be properly protected both from physical and cyber attacks which could undermine its functionality or allow hostile individuals to illicitly gather data or broadcast unauthorized video streams.

V.03

**UIC SECURITY HUB**

USER NAME  
MANAGE YOUR PROFILE  
DISCONNECT  
CHANGE LANGUAGE

HELP BACK TO THE HOMEPAGE

### CURRENT SEARCH

- UPSTREAM (SYSTEM DESIGN)
- TECHNICAL
- PICKPOCKETING ON BOARD
- EUROPE
- YEARS FROM 2014 to 2016

SAVE CURRENT SEARCH TO "MY BOOKMARKS"

#### POTENTIAL CRITICALITIES AND WARNING POINTS

The surveillance activity carried out with on-board CCTVs may totally or partially conflict with both organization's and public regulations on privacy and data retention, and therefore be subject to specific requirements, restrictions or prohibition.

ADDITIONAL COMMENTS

AVAILABLE DATA

OPERATIONAL EXPERIENCE

Measures comparable with the one hereby described are or have been in use in:

- ITALY

- OPERATIONAL EXPERIENCE
- AVAILABLE DATA
- POTENTIAL CRITICALITIES
- ADDITIONAL COMMENTS

# Security Hub's features: media and interactivity

The screenshot shows the UIC Security Hub interface. At the top left is the version number 'V.0.3'. The main header features the UIC logo and the text 'SECURITY HUB'. On the right, there is a user profile section with 'USER NAME', 'MANAGE YOUR PROFILE', 'DISCONNECT', and 'CHANGE LANGUAGE' options, along with 'HELP' and 'BACK' buttons. A left sidebar titled 'CURRENT SEARCH' lists categories: 'UPSTREAM (SYSTEM DESIGN)', 'TECHNICAL', 'PICKPOCKETING ON BOARD', 'EUROPE', and 'YEARS FROM 2014 to 2016', with a 'SAVE CURRENT SEARCH TO "MY BOOKMARKS"' button. The main content area is divided into several sections: 'MEDIA GALLERY' (with a camera icon and four image thumbnails), 'ATTACHED DOCUMENTS' (with a document icon), and 'EXTERNAL LINKS' (with a link icon). Below these is the 'USERS' COMMENTS' section, showing '0 Comments' and a 'LEAVE A PUBLIC COMMENT ABOUT THIS MEASURE' button. At the bottom of the main area are three buttons: 'LEAVE A FEEDBACK', 'PRINT', and 'ADD TO MY BOOKMARKS', with the text 'SUBMIT YOUR OWN EXPERIENCE OR DATA' below them. Colored callout boxes provide details for these features: a yellow box for the media gallery, a purple box for the comments section, a black box for the bookmark feature, a green box for the feedback button, a red box for the print button, and a blue box for the submit experience/data button.

- MEDIA GALLERY**
  - ATTACHED DOCUMENTS
  - EXTERNAL LINKS
- USERS' PUBLIC COMMENTS SECTION**
- ADD TO MY BOOKMARKS**

A shortcut to the current measure will be accessible from the My Bookmarks tab in Homepage.
- LEAVE A FEEDBACK**

Send a textual comment to the Security Hub Administrators
- PRINT**

The Measure can be printed or downloaded in PDF format.
- SUBMIT OPERATIONAL EXPERIENCE /DATA**

To be reviewed and validated from UIC staff before publication in the Operational Experience or Data sections.

# Project roadmap

- ❖ 6-9 June 2017, 3<sup>rd</sup> UIC Security Week, Paris: Security Hub project devised and approved.
- ❖ 13 September 2017, Steering Committee: presentation of the project specifications and gathering of inputs and feedbacks.
- ❖ 18–22 June 2018: Official launch during the 4<sup>th</sup> UIC Security Week in Paris. Security Hub available online.
- ❖ Late 2018, 14<sup>th</sup> UIC World Security Congress: gathering of feedbacks among users and planning of needed/appropriate adjustments.

# Thanks for your attention

FOR ANY FURTHER INFORMATION:

Visit UIC Website: [uic.org/security](https://uic.org/security)

Contact us at: [security@uic.org](mailto:security@uic.org)