Complacency is often the greatest threat to security. It is easy to overlook or underestimate potential security threats until they become a reality. However, it is equally easy to lose focus on those security threats once the immediate crisis has passed. Advo, Inc., successfully overcame these challenges.

This case study describes how two national security crises triggered immediate changes in Advo's physical security and process security controls. It also describes Advo's treatment of information technology (IT) and physical security as interconnected components of the organization's evolving security infrastructure. To provide necessary background information, the case study begins with an overview of Advo, Inc.'s operations and controls that were in place before the occurrence of the 9/11 terrorist attacks and the subsequent anthrax attacks.