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A. Benjamin Mannes

Director, Office of Investigations

Location

Greater Philadelphia Area

Industry

Security and Investigations

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Summary

A. Benjamin Mannes is a specialist in the navigation of the vast public safety, homeland security, and high stakes testing (exam integrity) communities in North America with operational and leadership experience in law enforcement, investigations, emergency management and test security related business functions nationwide.

Experience



[Director, Office of Investigations](#)

[American Board of Internal Medicine](#)

June 2008 – Present (7 years 6 months) Greater Philadelphia Area

Oversee security and exam integrity investigations regarding the medical certification process, board certification examinations, and assessments of the nation's largest medical specialty board, certifying approximately one in every four licensed physicians in the U.S. Coordinate investigations into the theft of trade secrets, copyright infringement, security leaks, and test fraud. Assists legal council and internal committees with the preparation and execution of legal and administrative actions relating to security & exam integrity issues.

Oversees global vendor compliance of test security standards. Performed internal and external security threat & risk assessment functions. Acts as the board's Emergency Coordinator, supervising twenty-seven Emergency Response Team Members. Acts as liaison with law enforcement agencies, security committees, and exam integrity/professionalism task forces. Oversees the operation of telephone and email exam integrity tiplines.

- **[Managing Director / Exam Integrity Consultant](#)**

Caveon Investigative Services

April 2014 – Present (1 year 8 months)

As a testing industry subject matter expert (SME) in exam integrity investigations, I consulted with the co-ordination of the formation of Caveon Investigative Services, a new division of Caveon Test Security. Provide investigative consulting for sponsors of secure examinations, including, but not limited to standardized public education assessment tests and other high-stakes assessment sponsors.

Help test sponsors coordinate and investigate exam integrity incidents in response to allegations of possible test fraud. Provide test sponsors with threat assessments, strategies for incident response planning, exam integrity auditing, on-call investigative consulting services and staff training. (P/T)

- **[Police Officer](#)**

Metropolitan Police Department, District of Columbia

June 1999 – June 2009 (10 years 1 month) Washington D.C. Metro Area

Urban law enforcement and crime suppression, criminal investigations, community policing strategies, and municipal anti-terrorism efforts.

Member, Civil Disturbance Unit (Presidential Inaugural, Annual WTO/IMF Protests, etc.),
Detailed, Joint Operations Command Center (9-11, DC Area Sniper Task Force),
Assigned to uniformed and plain clothes patrol in the Sixth Police District Substation (Anacostia),
Mountain Bike Patrol Certified

(NOTE: Was on extended leaves of absence 9/03-11/07 and 6/08-6/09 when many of the below management opportunities were pursued)

- **[Principal Consultant & Technical Advisor/Founder](#)**

Mannes & Associates, LLC

September 2003 – June 2008 (4 years 10 months)

Founder & principal of a consulting firm composed of a team of current and former federal, state, and local law enforcement officers who provide invaluable expertise, security consulting, security/threat assessment and technical advisory

services to many areas of specialty, including the entertainment industry, news and media, manufacturers, non-profits and government contractors.

(Part-time, by engagement)

- **[Sr. Consultant, Government Accounts \(National Account Manager\)](#)**

Incident Response Management Systems - Vuance, Inc

February 2006 – November 2007 (1 year 10 months)

In charge of all public safety & security business development efforts. Led all U.S. marketing, liaison, and customer communications for the homeland security, fire/rescue, law enforcement, and education security markets. Led a team of representatives and coordinated compliance with distributor sales representatives. Personally spoke at conferences, shows, and meetings with elected and appointed officials as a subject matter expert in public safety technology and homeland security program/presidential directive compliance.



- **[Inspector \(Rail & Highway Transportation Security Specialist\)](#)**

[US Department of Homeland Security](#)

June 2005 – November 2005 (6 months) Washington D.C. Metro Area

Was an Inspector charged with the compliance with homeland security directives and threat-based risk assessment and analysis of the rail transportation sector in the Washington/Baltimore National Capital Region.

Enforced new and emerging Homeland Security Presidential Directives and Transportation Security Administration security directives. Maintained daily collaboration with the transportation & law enforcement communities in Maryland, D.C., Virginia, and West Virginia.

Was the field manager for 3 inspectors, supervising their research, safety, and efficiency in the field. Was assigned in charge of situational awareness for the region, identifying weekly training with other members of the law enforcement and intelligence communities.

Represented the TSA Surface Transportation Security Inspection group at headquarters, in teleconferences, and at emergency operations centers during the rescue and recovery effort to Hurricanes Katrina and Rita.



[Intelligence Analyst - US Highway Information Sharing & Analysis Center \(under contract to DHS/TSOC\)](#)

[ATA](#)

June 2004 – June 2005 (1 year 1 month) Washington D.C. Metro Area

Responsible for managing reports of suspicious activities, criminal incidents, threats, and security vulnerabilities relating to surface transportation throughout the United States. Receive reports of incidents from transportation operators via a 24-hour, toll-free hotline. Analyze information obtained. Prepare written analyses and identify actions needed. Notify federal, state, and local agencies in the field for further action. Provide coordination for rapid response, preventative measures, and appropriate safeguards.

Assigned to the Department of Homeland Security, Transportation Security Operations Center (TSOC) to assess vulnerabilities of individual transportation modes and the complex inter-relationships of the rail, highway, pipeline, and maritime sectors. Monitor operations to identify actions or trends indicating existing or potential security threats or safety problems. Assist with forecasting threats of terrorist activities. Provide effective liaison with representatives of other federal agencies dealing with public safety, anti-terrorism, and transportation issues.

• **[National Training & Threat Assessment Coordinator](#)**

Community Antiterrorism Training Institute (CATEyes Program)

March 2002 – June 2004 (2 years 4 months) Greater New York City Area

Led field instruction and train-the-trainer curriculum for law enforcement agencies, security firms, critical workplaces, and community groups throughout the U.S. Established curriculum based in the principles of grass-roots intelligence collection and crime reporting. Taught a basic history and overview of terrorism and operational indicators of support and pre-event terrorist activity. Certified law enforcement instructors for numerous agencies, to include the Boston Police Department and US Park Police. Led threat assessment and risk analysis operations for contracts to include Coach USA transportation and their multiple high-profile facilities in New York, New Jersey, and Philadelphia.

• **[Federal Law Enforcement Officer \(Police Officer, GS-0083\)](#)**

US Federal Protective Service (GSA)

January 1997 – June 1999 (2 years 6 months) Greater New York City Area

Enforced federal and state laws with an emphasis on force protection and anti-terrorism in the New York/New Jersey federal community. Was a member of the New York Terrorist Trials Operations Command with the US Marshals Service, NYPD, FBI, and Federal Bureau of Prisons. Was assigned to special security details during the trials of the 1993 World Trade Center Bombers, Sheik Omar Abdul Rachman, and the 1998 Al-Qaeda indictment for the twin embassy bombings in Africa.



Auxiliary Police Officer

New York City Police Department

June 1995 – January 1997 (1 year 8 months) Greater New York City Area

Performed community policing functions and voluntary uniformed support to regular members of the NYPD. Was a part of NYPD community policing and outreach efforts in highly political sections of Manhattan's 20th Precinct, earning college credit per an arrangement between the department and John Jay College of Criminal Justice.



Special Police Officer

Long Beach Police Department (NY)

July 1994 – September 1995 (1 year 3 months) Greater New York City Area

Performed vehicular, foot, and traffic patrol functions in high-tourism areas of an oceanfront city outside New York City with a 20-50,000 person daily population influx during summer months. Enforced quality of life violations and issued summonses and notices of infractions.

Certifications



[**Certified Protection Professional \(CPP\) ®**](#)

[**ASIS International**](#)

April 2010 – December 2016



[**Certified Exam Security Professional - Level 1**](#)

[**The Certified Exam Security program**](#)

September 2015 – September 2020

[**Sensitive Security Information, Certified**](#)

[**American Board for Certification in Homeland Security, License 106021**](#)

December 2008 – Present



[**Certified in Homeland Security, Level III**](#)

[**The American College of Forensic Examiners Institute \(ACFEI\), License 106021**](#)

September 2007 – Present



[**National Incident Management System/Incident Command Structure 100 through 800**](#)

[**FEMA**](#)

July 2005 – Present



[CPR/AED](#)

[American Red Cross](#)

October 2013 – October 2015

Publications

- [Exam Security Incident Response Workshop](#)

2015 Innovations in Testing Conference, Association of Test Publishers

March 2015

Now more than ever, test sponsors must employ sensible strategies to identify and respond to exam security incidents that may threaten the integrity of their examinations. During this interactive workshop session, presenters will facilitate an interactive forum to discuss effective strategies that test sponsors can implement to identify and respond to the most frequently encountered categories of exam security incidents experienced in high-stakes examination programs, including higher education admissions, licensure, certification, and statewide standardized education assessment. First, the presenters will identify useful resources for attendees to draw upon when responding to security incidents. Next, the presenters will introduce key concepts that will assist attendees in working through a series of four tabletop exercises relevant to the learning objectives. These exercises will consist of small group discussions of real world case studies that illustrate the key concepts. The exercises will require participants to: (1) decide which incidents to investigate and what resources to allocate to the investigation, (2) devise a response and investigation plan to gather sufficient information and evidence to make decisions about next steps regarding test scores and examinees related to the incident, and (3) generate a key lesson learned from the exercise. Following the completion of the exercises, the presenters will answer questions about major issues relevant to the case studies that test sponsors are presently dealing with in exam security investigations.

Authors:

- [A. Benjamin Mannes](#),
- [Aimee Hobby Rhodes](#),
- [John Fremer](#),
- [Marc Weinstein](#)

- [Security at the Forefront](#)

2015 Innovations in Testing Conference, Association of Test Publishers

March 2015

Security continues to be one of the hottest topics for the testing industry, as demonstrated through the many presentations here at Innovations. This session is a unique opportunity to have your questions about security answered by experts in the field. A panel of experts representing the legal, communications, proctoring, remote delivery, crisis management, and forensic perspectives in security will answer your questions, moderated by the ATP Security Committee. Questions will be asked both during the session, as well as responding to questions submitted ahead of the conference.

Authors:

- [A. Benjamin Mannes](#),
- [Jennifer Ancona Semko](#),
- Roger Meade,
- [Bob Whorton](#)

- [Exam Integrity Investigations: An Introduction to the Essentials](#)

Caveon Test Security (Webinar Series)

January 2015

In today's high-speed, electronically connected society, exam integrity incidents occur more frequently and present greater risks to test sponsors and their examinations. When incidents occur that threaten the integrity of your exam, you must have a comprehensive investigation plan in place that your team members understand and are prepared to execute swiftly and thoroughly.

Thorough investigations of exam integrity violations are needed in response to a wide range of possible exam integrity incidents; from individual cheating, to collusion, to item harvesting. It's important to have personnel trained and ready to respond with effective strategies to (1) detect and mitigate exam integrity vulnerabilities and (2) conduct internal exam integrity investigations when incidents occur.

Join our hosts, Marc Weinstein and Ben Mannes of Caveon Investigative Services as they discuss why a sound investigation plan is necessary, what to consider when an investigation is conducted, and why having the right resources is so important.

Authors:

- [A. Benjamin Mannes](#),
- [Marc Weinstein](#)

- [***Working a Case: Best Practices in Conducting Exam Integrity Investigations***](#)

2014 Conference on Test Security (University of Kansas/ACT)

October 2014

When confronted with evidence of irregular activities like brain dumping, proxy testing, or other forms of high-stakes cheating, test sponsors must investigate to determine the scope of the activities, the extent of the potential harm to the test sponsor and to identify the participants in the scheme. Now more than ever, test sponsors must be extremely vigilant in enforcing their security policies and take decisive action against those who compromise the integrity of their exams. Test sponsors can only achieve these goals by conducting thorough and effective exam integrity investigations that produce admissible and compelling evidence for later use in legal proceedings against cheaters and perpetrators of fraud. When a test sponsor determines that an investigation is warranted, how should it be planned and carried out?

Strategies for preparing for and conducting an exam integrity investigation have evolved over a number of years with the experiences of a number of different testing programs. This session will cover these strategies through a discussion of case studies and best practices from four noted experts in exam integrity investigations. These experts will walk attendees through planning the investigation and conducting incident triage, as well as discussing investigative methods, what evidence to obtain and how the results of an investigation may be used by the test sponsor.

Authors:

- [A. Benjamin Mannes](#),
- [Rachel Schoenig](#),
- [Marc Weinstein](#),
- [John Fremer](#)

- [***So you flagged a cheater, now what?***](#)

2014 Conference on Test Security (University of Kansas/ACT)

October 2014

As psychometricians continue to develop and refine methods for flagging unusual candidate behavior, practitioners must determine whether and how to respond to these flags. This is not an easy task. In fact, asking non-statisticians to understand and appreciate the reasons for a flag can be a real challenge. In this session, a panel of test security professionals will review the issues involved when presenting statistical analyses to various stakeholders, including senior management, external stakeholders, and candidates and their

representatives.

The panel will begin by discussing senior management. Panel members will share their experience, both good and bad, explaining similarity analyses and statistical anomalies to senior leaders whose approval is required before action can be taken. The panel will review effective presentations of the data, and approaches to consider when addressing concerns of senior leaders.

Next, the panel will review ways to present this information to external stakeholders. These questions can be difficult to answer, especially when a candidate has not granted the test sponsor permission to discuss the situation, but the score recipient needs to understand whether the score is valid and transparency about review process is essential.

Finally, the panel will discuss how best to explain the data to the flagged candidate and how that explanation might change when representatives of the candidate get involved. For high-stakes tests, invalidating a score can have life-changing consequences for the candidate. The wrong presentation or explanation can incite the candidate or his representative and may lead to legal action. The panel will discuss how to present the evidence to the candidate's attorney or in response to legal action.

Authors:

- [A. Benjamin Mannes](#),
- Joy Matthews-Lopez,
- [Aimee Hobby Rhodes](#),
- Kellie Early

- [**Exam Security Processes and Procedures: Multidisciplinary Strategies for Success**](#)

Association of Test Publishers, 2014 Innovations in Testing Conference

March 2014

Now more than ever, test sponsors seek guidance on how to best organize and manage internal and external resources to improve exam security programs in response to increasing risks to exam integrity. During this session, panel members facilitated an interactive forum to discuss a multidisciplinary approach to exam integrity that test sponsors can implement to identify and prioritize security risks, allocate internal and external resources to address those risks, and identify and respond to specific exam integrity incidents through an organized, consistent, fair, and predictable process that is clearly communicated to the test sponsor's stakeholders. Attendees will learn about successful strategies to help them:

- Identify what should be collected and analyzed to detect breaches in exam integrity
- Identify other evidence that should be collected and preserved in the course of an exam integrity investigation

- Manage the internal process for making decisions about the extent of each investigation and any resulting legal or administrative action against persons who were found to have engaged in wrongdoing
 - Communicate with internal and external stakeholders relating to an investigation and any related legal process
 - Understand and manage the potential legal and/or organizational consequences of an investigation for the test sponsor, stakeholders, and/or other persons who were found to have engaged in wrongdoing
- Following a brief presentation to introduce key concepts, the panel will lead participants through 3 activities relevant to the learning objectives.

These activities consisted of small-group discussions of case studies related to the key concepts, requiring participants to decide which incidents to investigate and what resources to allocate to the investigation; decide whether to pursue enforcement action against wrongdoers, formulate candidate/examinee sanctions, devised a communication timeline; and generated a key lesson learned from the activities.

Authors:

- [A. Benjamin Mannes](#),
- [John Fremer](#),
- [Marc Weinstein](#),
- [Lorin Mueller](#)

- ***[Strong Test Security Programs: The Cost vs. the Benefit](#)***

Association of Test Publishers, 2014 Innovations in Testing Conference

March 2014

Exam integrity and test security have become the largest-growing focuses of the testing community over the last five years. However, many testing organizations still do not have a dedicated security/exam integrity program to prevent loss and investigate exam integrity incidents, with many respondents to the ATP test security survey citing cost as a reason for not as of yet dedicating resources to this essential task. This session will bring together five experts from both the exam integrity and legal communities to discuss the cost vs. the benefit of creating and managing a test security program at an assessment organization. The session will accomplish this by examining both organizations that have dedicated security programs and those that assign existing staff to monitor exam integrity activities in addition to other responsibilities. Furthermore, this session will explore costs related to test security activities, including vendors, software subscriptions, and legal expenditures.

Authors:

- [A. Benjamin Mannes](#),
- [Aimee Hobby Rhodes](#),