

EY OT Security and Service Management

Digitize to compete. Protect to serve.

Business drivers

Continuous digitalization and progressive interconnectivity of the production environment is paramount to capturing value from the current industrial revolution.

Yet at the same time, heightened integration and convergence is exposing every organizations' critical infrastructures and Operational Technology (OT) environments to cybersecurity threats of greater magnitude and sophistication.

Solution overview

The EY OT Security and Service Management offering combines the leading NOW technology platform and the unrivaled and strategic service delivery knowledge of EY teams to support your organization during IT/OT/IoT transformation and cybersecurity programs.

The offering helps industrial organizations and OT asset owners transform OT service delivery and security operations to deliver:

- ▶ Better governance of OT and underlying infrastructure
- ▶ Improved OT lifecycle management
- ▶ More effective OT Security
- ▶ Superior service management
- ▶ Smarter risk management

Joint value proposition

Specific to your OT environment: The solution brings industry knowledge to OT asset management, OT service management and OT security management.

Adapted to IT and OT organizational complexity: EY OT transformation capabilities can support and help accelerate organizational change and adapt the operating and service delivery model to the future OT, IT, security and supporting service organizations

Jump-start OT Service Management: EY teams bring their proven service management experience and real examples of OT service catalogues to provide full management advisory and help accelerate the new OT and engineering experience for the factory of the future.

Sustain your OT Security Program: We provide the capability and proved OT security framework to build next-generation OT security services. We equip OT engineers and security analysts with tools, processes and workflows to orchestrate identification, detection, protection and response to cybersecurity incidents.

Engage IT and OT people to drive change EY teams transform IT/OT organizations keeping people at the center of this change while engaging with IT, security and OT engineers to make the change with EY clients not to EY clients.

Solution differentiators

The EY OT Security and Service Management offering is complemented by an extensive suite of innovations and capabilities:

- ▶ Proven project methodology developed and verified during similar projects for manufacturing and industrial clients
- ▶ A dedicated team experienced in OT and aware of specific needs and requirements of production environment
- ▶ ServiceNow capabilities providing a single workspace for engineers and service providers to manage the lifecycle and cybersecurity of the OT environment
- ▶ ServiceNow OT add-ons to help enable built-in integration with leading OT and security products
- ▶ IT/OT architecture blueprints to support IT/OT convergence and OT security architecture
- ▶ Predefined governance and service management frameworks to be adopted by future IT/OT organizations
- ▶ EY OT management and security frameworks help improve and accelerate implementation of dedicated or adapted OT services

Solution Benefits

- ▶ Introduces increased visibility of OT systems, assets and configurations
- ▶ Help accelerates OT asset discovery and data quality assurance for OT configuration Items
- ▶ Provides dedicated OT-specific data model to reflect your organization's OT environment
- ▶ Provides OT Service Management implementation to support IT/OT convergence and new operating model for OT

Mission, Vision and Objectives

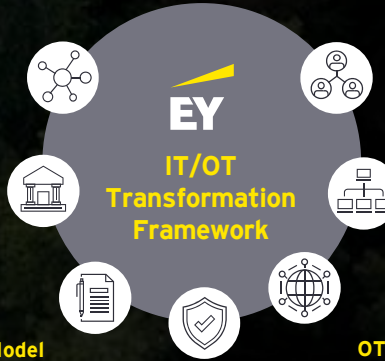
Current State Assessment
Vision and Mission
Objectives Definition

Governance Model Design

Governance Processes
Governance Structure
Roles and Responsibilities
Risk Management and Compliance

Process and Service Delivery Model

Process Scope and Ownership
Service Delivery Model
Service Management



Policies and Procedures

OT Security Policy
OT Security Directive
OT Security SOPs
OT Security Standards and Guidelines

Implementation and change

Training Program
Change Management
People Awareness
Transition Plan

Organizational Design

Organizational Structure
Reporting Lines
Locations
Sourcing

OT Security Architecture

OT Security Architecture
OT Security Control Measures
OT Security Network Architecture
OT Security Technical Solutions

Case study: Security program for OT (Operational Technology)

Opportunity

- ▶ The client is a multi-category consumer goods company which manufactures and sells cigarettes, tobacco and other nicotine products.
- ▶ The client was seeking support to provide technical skills in Operational Technology (OT) Cybersecurity and execute a large-scale transformation in its manufacturing environment.
- ▶ Acutely aware of the risk of cybersecurity threats to its manufacturing site, the client was committed to reducing this risk with the assistance of EY teams.
- ▶ The client asked EY teams to support the establishment and delivery of global transformation program of manufacturing security, which will increase their capabilities to effectively protect the organization against cyber attacks.

Approach

- ▶ As they drove implementation of the client's OT Cybersecurity program, EY teams engaged on multiple OT domains and provided a solution for the client's requirements to build a foundational visibility of OT assets and introduce a process to help manage the OT asset inventory.
- ▶ EY teams were the only ones to provide an appropriate combination of capabilities in areas of global transformation programs and technical skills on modern manufacturing technologies and security solutions.
- ▶ The EY team proposed the delivery of additional value to the client through combined service delivery of two strategic client programs: OT security and Industry 4.0.
- ▶ EY teams had already successfully delivered programs of similar scope for globally operating companies in the past, which was confirmed to the client through reference calls with the EY team's other clients.

Business value

- ▶ OT Security is one of the most important factors required to enable execution of the digital transformation strategy of the client. It will allow for wider, secure connectivity of manufacturing equipment with other systems and so allow for utilization of production-related data for efficiency improvement and building of competitive advantage.
- ▶ The OT Security program transformed the security operations of the client manufacturing sites to support efficient protection against cyber threats and to lower the risk of disruption in the client's critical business processes.
- ▶ Other benefits:
 - ▶ Increased visibility of OT systems, assets and configurations in dedicated OT Data Model
 - ▶ Enabled OT Service Management to support IT/OT convergence and new operating model for OT
 - ▶ Supported OT security governance by integrating it into the change and lifecycle management process

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