

Case Study

ICS / OT



Background

A **leading utility provider**, vertically integrated and generating and distributing **electricity, natural gas, renewable energy**, and value-added services to thousand's of customers throughout North America has rolled out **NNT's Change Tracker Gen7 R2** to enhance security and compliance for its Industrial Control Systems (ICS). As one of the largest electricity providers in the region, they are involved in all areas of the electricity value-chain and have been powering the homes and businesses of more than half a million residential, commercial, and industrial customers.



Challenges

Achieving NERC CIP compliance isn't an easy task, especially in complex **Operational technology (OT)** environments comprising **industrial control systems (ICS)**. Before NNT, the customer used inefficient manual processes for managing changes, compliance and system baselining, so they needed an up-to-date refresh of their security strategy. The client primarily experienced the following challenges:

- ➔ Ensuring compliance and following the North American Electric Reliability Corporation Critical Infrastructure Protection (NERC CIP) guidelines
- ➔ Managing changes within assets in the organization, including changes to users and applications
- ➔ Ensuring changes are aligned to the change management program – ChangeGear
- ➔ Managing patching new machines and upgrades
- ➔ Monitoring emerging threats, patches and attacks



Solutions

In keeping with best practices, various software options were reviewed and tools assessed against a set of criteria of stability, accuracy, reporting and efficiency. Our customer selected **NNT's Change Tracker Gen 7R2** to effectively track system changes, ensure continuous compliance, and audit readiness. Leveraging the APIs in Change Tracker to easily create a customized integration with the organization's ChangeGear ITSM platform results in seamless automation that makes it easier for the organization to detect anomalies such as breaches.

Change Tracker provides the customer with critical and fundamental cybersecurity prevention and detection, and the capabilities required to meet their security and compliance challenges.

- ➔ Leverages security best practice disciplines of system configuration and integrity assurance
- ➔ Complete and certified CIS and DISA STIG configuration hardening
- ➔ Ensuring all systems remain securely configured at all times
- ➔ Features the most intelligent change control technology and provides unparalleled change noise reduction
- ➔ All changes occurring within the production environment are consistent, safe, and as required.

“*In the past, evidence gathering for compliance has been a manual process, requiring at least a week's worth of work. However, NNT supported us in automating the entire process, eliminating the need for time-consuming manual checks. If there are any changes, we are alerted and able to remediate immediately, rather than finding out months down the road. This has been **a game-changer for us.***”



Results

According to its SCADA security expert, the organization has experienced visibly improved outcomes due to adopting NNT's Change Tracker.

- ➔ NNT's solution enabled it to prove compliance on an ongoing basis, meet standards and requirements to protect system reliability and critical cyber assets.
- ➔ They have a continuous check on compliance and can generate reports as required. With automated evidence gathering happening daily, visibility gaps in their external audits are effectively eliminated.
- ➔ The solution allowed them to run reports using templates, save time, and manage changes effectively.
- ➔ It also facilitated a central repository to hold evidence, allowing them to identify gaps in compliance, thereby minimizing risk to the client during audits
- ➔ It allowed the client to ensure that they were in continuous compliance with NERC CIP.

“ Although we’re currently using only 30-40% of Change Tracker’s full capabilities, we are surprisingly pleased with the results so far and the proactive customer support we’ve received along the way. We are in the process of implementing a NIST cybersecurity program that NNT fully supports. ”

Change Tracker from NNT has helped this Utility Provider ensure that their IT systems remain in a known, secure, and compliant state at all times.

HOW TO GET STARTED

Are you ready to get started in securing your IT environment with **industry-approved** foundational controls, **intelligent change control** and **automation**?

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