








OPERATIONAL TECHNOLOGY PROGRAM MATURITY SERVICES & SOLUTIONS

The convergence of IT (Information Technology) and OT (Operational Technology) in the energy and utility sector has brought significant changes to the way companies operate. Traditionally, IT and OT were separate functions with distinct objectives and risk management frameworks. However, as the sector becomes more digital, the lines between these two areas becomes blurred. The integration of IT and OT can bring significant benefits, such as improved operational efficiency, enhanced data analytics, and increased resilience. However, it also poses unique risks, such as cyber threats, data breaches, and supply chain disruptions.

To manage these risks, companies must adopt a holistic risk management framework that incorporates both IT and OT. Common frameworks include NIST Cybersecurity Framework, ISO 27001, and ISA/IEC 62443. These frameworks provide guidelines for identifying and assessing risks, implementing controls, and monitoring for threats. Strategic objectives for companies in the energy and utility sector include enhancing cybersecurity posture, improving data management and analytics, optimizing asset management, and enhancing customer experience. Companies that successfully navigate the convergence of IT and OT can gain a competitive advantage, improve operational efficiency, and better position themselves for future growth.

However, implementing an effective OT Management Program is challenging due to the following:

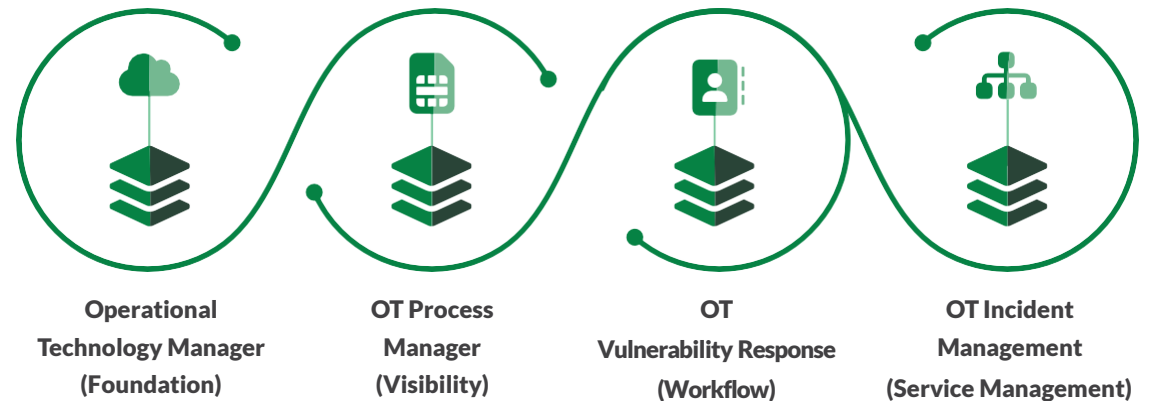
-  Lack of Visibility and Understanding of OT assets
-  Legacy Systems and Equipment (Component lifetime and location)
-  Compliance and Regulatory standards (NERC CIP/TSA/GDPR)
-  Skills Shortage and Budget Constraints
-  Integration with IT Systems and increased connectivity



HOW SERVICENOW ENABLES OPERATIONAL TECHNOLOGY MANAGEMENT

ServiceNow Operational Technology Management provides a complete and contextual view of OT systems, so you can keep them secure—and up and running. Connect your operational technology to production processes with digital workflows to rapidly respond and recover from any incident or change. We can help you safeguard and manage your OT systems across your organization’s operations with a single system of action that improves experiences and drives outcomes across the value chain.

Overall, ServiceNow enables energy and utility companies to manage OT assets more effectively by providing a comprehensive asset management solution that includes asset discovery, tracking, monitoring, maintenance, compliance, and analytics capabilities. This helps companies to ensure the safety and reliability of their OT assets, reduce downtime, and optimize asset performance, while ensuring compliance with regulatory requirements.



IMPLEMENTING AN OT RISK PROGRAM WITH TEMPLAR SHIELD



Templar Shield OT Security Offerings

Strategic Advisory	<ul style="list-style-type: none"> → OT Management Program Advisory → TSA Security Directive Pipeline Requirements Support → Compliance Maturity Assessments and Strategic Roadmap
Consulting	<ul style="list-style-type: none"> → Common Control Framework → Regulatory Intelligence and Change Management → Compliance Reviews and Assessments → Controls Testing → Compliance monitoring and reporting → Staff Augmentation
Technology	<ul style="list-style-type: none"> → OTM Technology Enablement → OTM Solution Design and Implementation Management → Automation → Regulatory Intelligence and Change Management → Integrations with existing investments and tools
Managed Services	<ul style="list-style-type: none"> → OTM Program Support as a Service

Templar Shield Services:

- Integrated Risk Management (IRM)
- Governance, Risk, & Compliance (GRC)
- Cybersecurity
- Data Privacy
- Identity and Access Management
- Third-Party Governance
- Cloud Transformation

Templar Shield Advantage:

- Expansive, multi-industry experience
- Functional expertise and thought leadership
- Prioritized implementation roadmap
- Solution maturity approach
- Industry-leading best practices
- Right-sized solutions
- Pre-built engagement and solution accelerators
- Templar Shield Labs, a state-of-the-art technology lab and center of excellence with international presence

Templar Shield, Inc. is a premier information security, risk and compliance professional services and value-added reseller firm with a national team of SecOps and GRC technology professionals – headquartered in San Diego, CA. We provide various service options to meet our client’s specific needs, including advisory, integrated risk transformation, consulting, operations, and technical solutions. We have partnered with over 100 Fortune 1000 companies and government entities, driving innovative integrated risk and compliance solutions across numerous business functions.