

littlefish GROUP

OT Cyber Security Monitoring Service

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Service Overview

Littlefish provides the expertise to monitor OT (Operational Technology) for both ICS (Industrial Control Systems) and IoT (Internet of Things) technologies. The service allows for a flexible approach for the customer depending on their OT security journey, by providing a OT detection & response capability from our UK based 24/7 SOC team, leveraging the Microsoft Defender for OT/IoT platform.
Key components of OT security monitoring services is focused upon leveraging Littlefish's 24/7 UK based SOC teams to deliver continuous detection & response services, leveraging behavioural analytics, machine learning and full packet capture through the Microsoft Defender for OT Platform. As well as providing enhanced risk and vulnerability management and support of your OT threat landscape, to proactively mitigate new and emerging threats.

Key Features and Activities

Monitor and Respond

Once the network is built with proactive security in mind, one must ensure that there are mechanisms in place for detection and response capabilities. The Littlefish security team will ensure that threats to the OT environment maintain a reduced dwell time and contain and eradicate any threats.

The monitoring solution that will be utilised within the Monitor and Respond capability will be the Microsoft Defender for OT, with the optional capability of also utilising the Microsoft Sentinel SIEM/SOAR solution to further enhance detection & response capabilities through leveraging features such as CTI (Cyber Threat Intelligence) assets, automation and threat hunting functionality.

On-going Support

Our service does not end at the point of enablement, at Littlefish we also provide on-going support and assistance to ensure your business continues to see the value that the Microsoft Defender suite has to offer. This can include on-going end user guidance, support, education and threat management, through to enabling future features and capabilities as they become available. Support is provided across several convenient channels including on-line knowledgebases, phone, instant messaging and email.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance Evaluation against SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.
- The Littlefish SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Service Flexibility:** The OT Cyber Security Service provides flexibility to ensure that Littlefish can support you in your OT security journey, regardless of your current stage, ensuring a cost effective and bespoke service to suit your needs.

- **End to End Security Capability:** With our four-phase approach, Littlefish can provide you with both proactive and reactive capability for your OT environment, to ensure that the Littlefish cyber teams are not just responding to threats, but also mitigating vulnerabilities and new potential attack vectors before they become a more severe risk.

- **Comprehensive 24/7 Protection:** OT Detection & Response with Microsoft Security Technologies offers comprehensive protection against a wide range of cyber threats, reducing the risk of data breaches, financial losses and reputational damage for organisations.

- **Improved Threat Visibility:** By providing detailed visibility into OT asset activities and security incidents, Microsoft Defender for OT enables organisations to better understand their security posture and respond proactively to emerging threats.

- **Cost Efficiency:** By consolidating multiple security functionalities into a single service, Littlefish helps organisations reduce their total cost of ownership while maximising the effectiveness of their security investments.

- **Scalability and Flexibility:** Microsoft Defender for OT is highly scalable and adaptable to the changing needs of organisations, making it suitable for businesses of all sizes and industries.

- **Integration with Microsoft Ecosystem:** For organisations already utilizing Microsoft's ecosystem of products and services, Microsoft Defender for OT seamlessly integrates with existing infrastructure, enabling enhanced security capabilities without the need for additional third-party solutions. We can integrate Defender with Microsoft Sentinel for integration as part of a full SIEM solution.

- **Regulatory Compliance:** By ensuring that our assessment, design and implementation phases are built with your priorities in mind, Littlefish can help organisations meet regulatory requirements and industry standards, ensuring data protection and regulatory compliance.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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