



littlefish
GROUP

OT Cyber Security Assessment Service

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Service Overview

The Littlefish Operational Technology (OT) security service is built to provide end to end cybersecurity measures tailored for industrial environments and your threat landscape.

Littlefish provides the expertise to assess, design, implement and 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, ranging from assessment of systems based on NIS2 & NCSC CAF requirements, to the design & implementation of security recommendations to proactively harden your environment and facilitate monitoring & response capability from our UK based 24/7 SOC team, leveraging the Microsoft Defender for OT/IoT platform.

Key components of OT security assessment services consist of three phases, the service offers flexibility, with phases being added and removed where required to ensure the service is tailored to your OT security journey. These phases include:

- A readiness assessment to provide security findings and recommendations, with a focus on applicable regulatory and compliance requirements, such as IEC 62443, NIS & NIS2.
- Creation of secure design documentation, considering industry best practice and referencing standards and frameworks such as NIST SP 800-82 and the Zero Trust Purdue OT Security Model.
- Implementation of secure controls by experienced engineers, to ensure minimal downtime and effective transition of technical security controls.

Key Features and Activities

Assessment

An in-depth assessment will be carried out to establish alignment of the current/proposed OT environment against industry best practice standards, specifically the ISA/IEC62443, NIST SP 800-82 and the Zero Trust Purdue OT Security Model. This is carried out through evaluation of risk, vulnerabilities and the organisation's threat landscape.

The assessment will be carried out by an experienced OT consultant, with in depth knowledge of several industry sectors. The assessment can be tailored to customer requirements, however Littlefish recommend a hybrid of the NCSC CAF framework, with the use of the OG86 where a focus on ICS technologies is required. Additionally, industry specific standards, set from the relevant regulatory body, would also be considered and mapped into the assessment, to ensure a more mature report and ensuring consideration for your priorities.

Design

The design phase will carefully consider design elements and associated documentation, e.g., network zoning/segmentation, vendor and supply chain security and attack surface minimisation through areas such as secure remote access and enforcement of a defence in-depth strategy.

Implementation

With a comprehensive design in place, changes are then implemented into the OT network ensuring that key areas such as interoperability, along with compatibility and maintenance of the systems used, are considered.

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 Managed 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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