# IT – OT Convergence

## – New ways to manage OT Assets

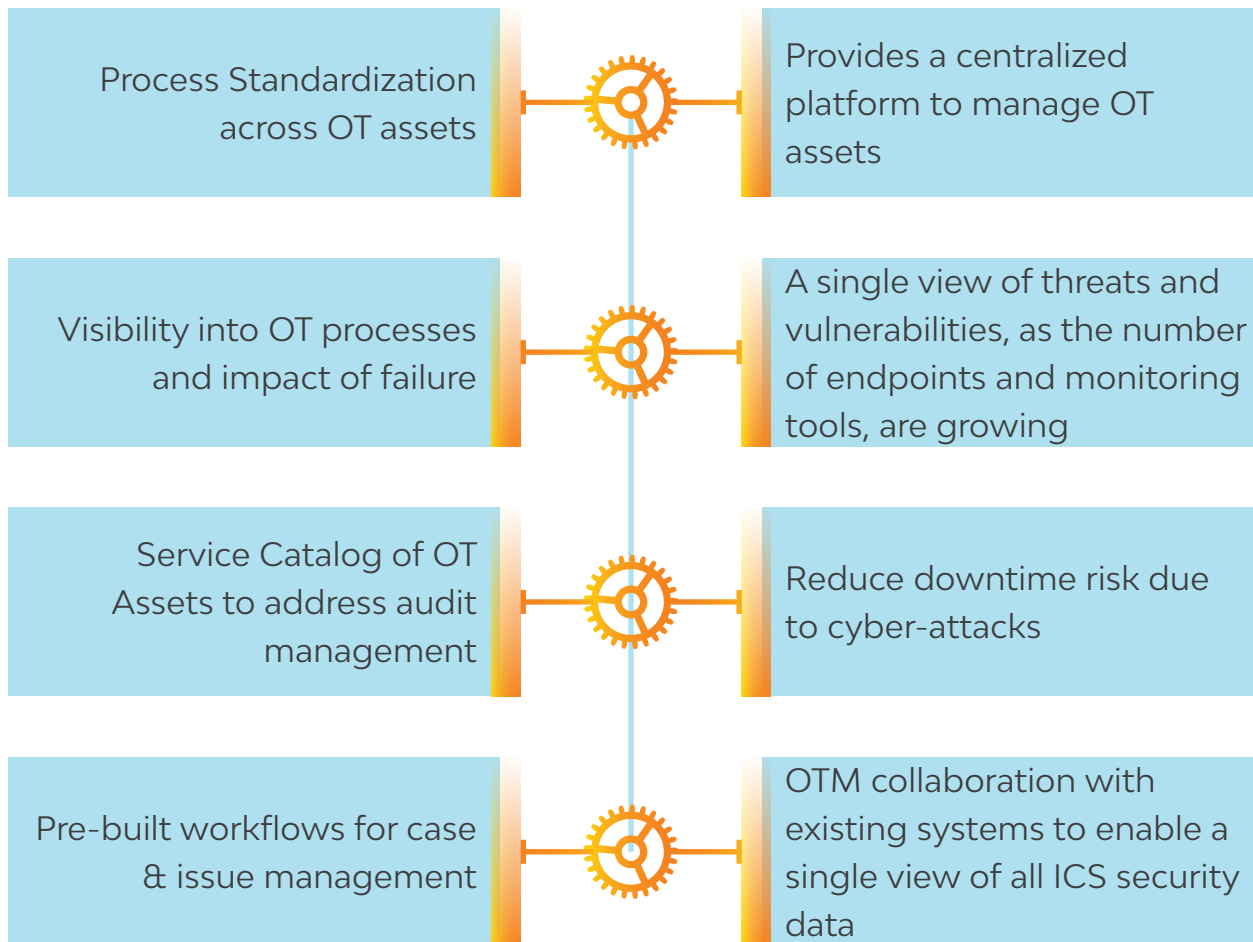| | |
|---|---|
| OT Visibility | OT Service Management |
| OT Security & Governance | LTI OTM |

# Introduction

With the rise of Industry 4.0, technologies in the utilities and energy sector have become increasingly complex and integrated. Operational technology is the heartbeat of these industries, and the main concern for these industries is bridging the organizational silos between OT and IT. Digitization is rapidly transforming industrial operating environments into hyper-connected industries with an ecosystem of interoperability and interconnectivity. Their data helps break the silos to work as a single unit for data storage and analytics. Growing digitization and significant technological advancements have propelled the innovation and growth of the utilities sector. As the OT environment becomes more digitally interconnected, the dependencies between devices have increased. Without contextual visibility, hardware malfunctions can present complications that can quickly become very costly.

For Utilities, it is not a matter of choice! The increasing threat as witnessed by the Colonial incident highlights the importance of securing OT assets. To do that

a.  Utilities need to build a solid data foundation by aggregating data from various sources into a centralized Configuration Management Database (CMDB)  to eliminate data silos and provide a complete, contextual view of OT assets, where they are, what their configuration is, and what is their health.

b.  Utilities need to be adopting OT Service Management to accelerate incident resolution with built-in machine learning and contextual help to eliminate bottlenecks. Guided intelligent routing and collaboration boost productivity and restore services and routine maintenance faster. OT Service Management empowers industries to take control of change management while minimizing disruptions, risks, and costs.

Information Technology Service Management (ITSM) vendors like Service Now (NYSE: NOW) are coming up with solutions like OTM to provide a complete and contextual view of OT systems so that Utilities can keep them secure — up and running. OTM enables Operational Technology to connect with production processes and digital workflows. OTM creates new opportunities for the utilities sector by uniting IT and OT on one platform, creating a single-action system that improves experiences and drives outcomes across your operations.

## Key highlights of this solution include

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| Process Standardization across OT assets | Provides a centralized platform to manage OT assets |
| Visibility into OT processes and impact of failure | A single view of threats and vulnerabilities, as the number of endpoints and monitoring tools, are growing |
| Service Catalog of OT Assets to address audit management | Reduce downtime risk due to cyber-attacks |
| Pre-built workflows for case & issue management | OTM collaboration with existing systems to enable a single view of all ICS security data |

LTI leveraging its Design Partnership Program with ServiceNow has co-designed the Operations Technology Management Solution. Along with the Design Partnership, LTI has developed a plug-and-play ServiceNow Store App that seamlessly integrates OSI-Pi and ServiceNow CMDB through a Single page of configuration properties. LTI offers Architectural Design and Implementation Expertise for OSI-PI environment leveraging deep knowledge and expertise in ServiceNow & IIOT technologies

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