IT – OT Convergence

New Ways to Manage OT Assets

LTIMindtree

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.
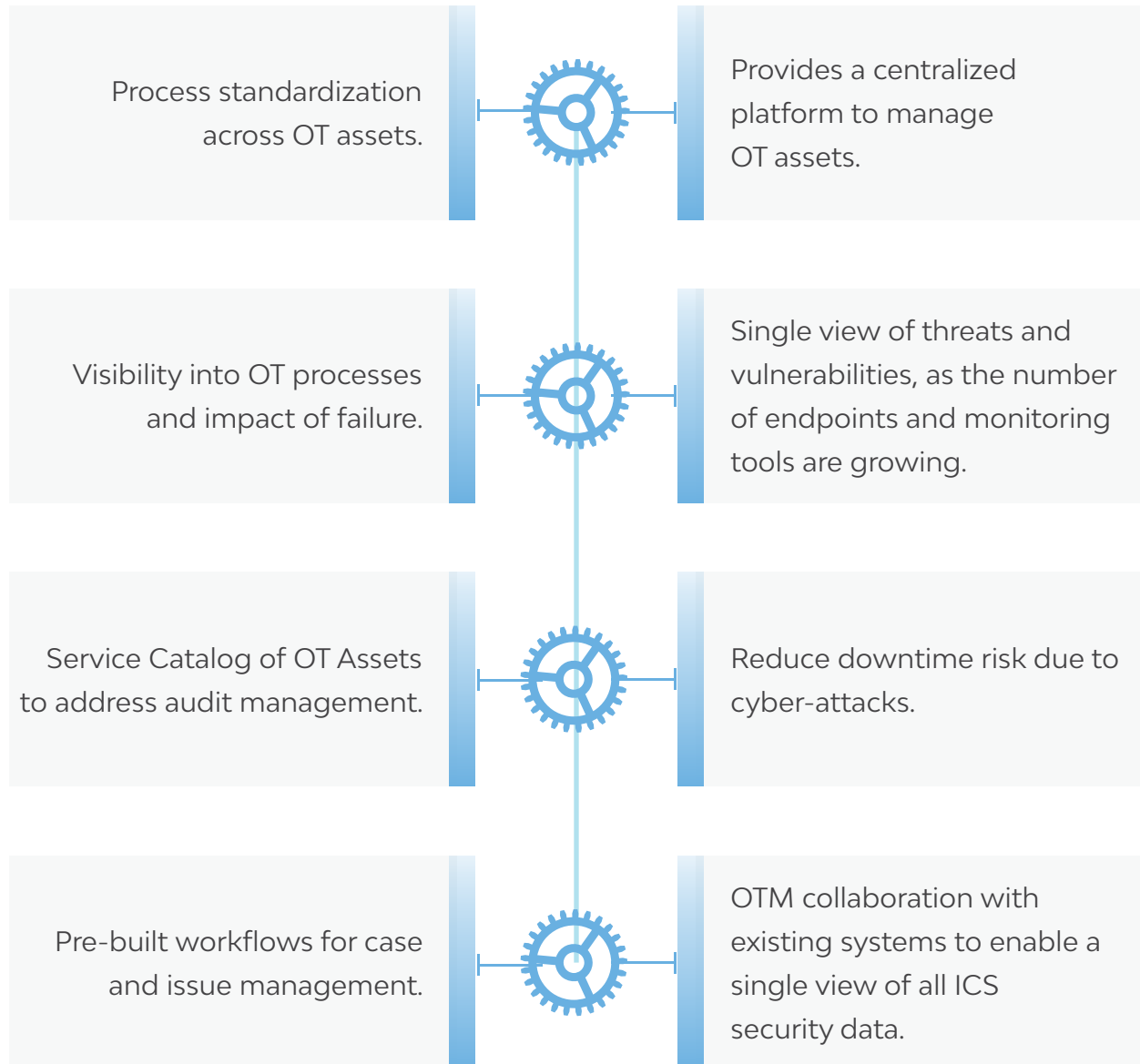
Digitization is rapidly transforming industrial operating environments into hyper-connected industries with an ecosystem of interoperability and interconnectivity and their data helps in breaking the silos to work as a single unit for data storage and analytics. Growing digitization and significant technological advancements have propelled the innovation and growth of utilities sector. As the OT environment becomes more digitally interconnected, so are the dependencies between devices. Without contextual visibility, hardware malfunctions can present complications that quickly become very costly.

For Utilities, it is not a matter of choice! The increasing threat as witnessed by the Colonial Pipeline ransomware 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, or CMDB for short, to eliminate data silos and provide a complete, contextual view of OT assets, where they are, what is their configuration, 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 restores services and routine maintenance faster. OT Service Management empowers industries to take control of change management while minimizing disruptions, risks, and costs.

ITSM vendors like ServiceNow (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 connection of operational technology to production processes and digital workflows. OTM creates new opportunities for the utilities sector by uniting IT and OT on one platform, creating a single system of action that improves experiences and drives outcomes across your operations.

Key highlights of this solution include

Process standardization across OT assets.

Provides a centralized platform to manage OT assets.

Visibility into OT processes and impact of failure.

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 and issue management.

OTM collaboration with existing systems to enable a single view of all ICS security data.

LTIMindtree OT Visibility

LTIMindtree leverages its Design Partnership Program with ServiceNow and has co-designed the Operations Technology Management Solution. Along with the Design Partnership, LTIMindtree has developed a plug-and-play ServiceNow Store App that seamlessly integrates OSI-Pi and ServiceNow CMDB through a single page of configuration properties. LTIMindtree offers architectural design and implementation expertise for OSI-PI environments, leveraging deep knowledge and expertise in ServiceNow and IIoT technologies.