Blurring the lines between IT and OT
Building a better defense through partnership

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What we hear from *operational* technology

- IT is only concerned about making things standard
- IT thinks they can reboot the system anytime they want
- I don’t need IT in here messing up my stuff. They don’t understand REAL operations
- IT doesn’t understand the importance of what I do
- IT doesn’t understand the importance of what we do
- IT doesn’t understand my job, and that it doesn’t involve patching

IT may not be appropriate everywhere, but how do we take automation in IT and use it in OT
What we hear from information technology

I don’t see the difficulty in patching OT systems

OT doesn’t understand the importance of what we do

OT systems are antiquated and don’t keep up with the state-of-the-art

OT could learn a lot from us if they just listened

OT doesn’t understand the risks of unpatched systems

I don’t understand why OT has so many systems that do the same thing

There is a critical need for building partnerships between IT and OT
So who’s right?

IT

OT
Two approaches: hybrid vs. specialists

Surface level knowledge
Self-reliant and efficient
Less time to learn new things

Depth of knowledge
Cooperation and partnership
More time to learn new things

The blended approach
The value of partnership

- Subject matter experts in each area
- Efficient and knowledgeable of latest information and operational technology advances and best practices
- Having IT resources with OT knowledge and OT resources with IT knowledge helps develop better partnerships where each can offer better solutions
How far apart are we really?