

# White Paper

## Operational Technology Management

### What is operational technology (OT) management?

[Operational Technology Management](#) refers to the strategic oversight and coordination of OT systems and processes. It involves planning, implementation, monitoring and maintenance of OT infrastructure to ensure its smooth operation, reliability, and security. Effective OT management requires a multidisciplinary approach, involving IT professionals, engineers and operational staff who collaborate to align technology with business objectives.

#### Strategic through-life operational technology management

Management of operational technology assets must be considered as through-life management with well-defined processes for managing supply chain risk in asset acquisition.

- Suitably qualified and experienced systems integrators for asset installation and initial configuration
- Detailed and accurate user operator and maintenance manuals
- Maintaining sufficient capability to perform necessary in-service configuration and maintenance
- A plan for when an asset should be replaced with secure disposal

Asset organisation can optimise the lifespan of OT infrastructure, minimise downtime and maximise return on investment.

Since OT processes are crucial to the functioning of industries, OT management involves the creation and implementation of robust security measures to protect these assets from cyber threats: unauthorised access, and data breaches to name a few. This goes hand in hand with the risk management strategies that help identify vulnerabilities and develop contingency plans to mitigate potential risks.

### Harnessing the power of operational data

Data is a focal point of OT advancement as control and monitoring are applications of moving data. Effective OT management includes data management and analytics solutions to help collect, store, and analyse operational data. This helps in identifying operational inefficiencies and improving equipment effectiveness, productivity and performance.

#### Regulatory compliance and workforce training

Regulations require certain standards of management to be maintained for the operational environment such as implementation of appropriate procedures to deal with vulnerabilities, monitoring systems, conducting audits, and maintaining documentation.

Management also extends to acquiring a skilled workforce and provision of appropriate training so that your workforce understands the complexities of OT systems. This can include training on cyber security, system operation and maintenance operations.

Management is a strategy that enables you to discuss how to protect and manage your assets, so you can have secure, resilient, and scalable operations and supply chains.

## **Fujitsu OT management services**

Fujitsu OT Management Service offers client site readiness with Installation and provisioning of Customer Premises Equipment (CPE) as well as continuous service infrastructure management (CPE and cloud).

### **OT monitoring service**

We also offer an OT monitoring service that allows for 365x24x7 OT network cybersecurity event monitoring and relevant alerting, 9x5 security service dialogue, regular reporting, and an evergreen service: constant update of 'normal' network behaviour and customer SIEM API (e.g., for IT event correlation).

### **Continuous visibility 24x7**

Our latest offering includes our OT Managed Monitoring service with 24x7 monitoring of the OT network with contextualised alerts of relevant events and reporting. Fujitsu will work with your teams to implement the platform according to your requirements, processes, and data needs. This implementation is made up of the newest OT offerings available on the ServiceNow platform. Fujitsu implemented ServiceNow for one of our manufacturing customers, we brought along client zero and we then became the design partner with ServiceNow to build the OTM product.

Our solution will enable you to reduce the risk of loss of production availability by providing

continuous visibility of anomalous behaviour which threatens the availability of networked OT assets and the production processes. We keep notifications and context relevant and only notify you of events which merit further investigation by your people. This includes providing reports to regularly summarise what we are seeing which provides evidence of diligence, for instance to insurers. It is also an input to your vulnerability management process. This service also monitors the health of the monitoring infrastructure on site and notifies the client of any availability issues within the infrastructure that might impact the delivery of the main OT security monitoring service.

### **Maximising productivity**

Effective OT management is essential for organisations to streamline their operations and enhance their productivity. Through this, organisations will be able to leverage OT systems to drive innovation, improve efficiency and stay competitive in an increasingly dynamic market. Our solution will allow them to embrace the full potential of their operational technology and maximise productivity whilst remaining secure and resilient.

## Checklist: things to look for in an OT management solution

When looking for assistance with defining and implementing management solutions, consider including the following requirements when contacting suppliers or issuing invitations to tender:

- If management is to be conducted remotely, then secure authentication must be used with role-based access control to limit permissions
- Proposed management solution must be scalable with the ability to onload, or offload sites as required
- Proposed solution must be able to integrate with existing estate

Partners or suppliers should have experience in deploying management solutions to Industrial Control System environments.

### About Fujitsu

Our Purpose is to make the world more sustainable by building trust in society through innovation.

To fulfill the Fujitsu Group Purpose, we will enhance our ability to stay in tune with global society, while continuing to make agile changes, and creating value. We offer a broad range of products, services and solutions, and have approximately 130,000 employees supporting customers from over 50 countries and regions.

**To find out more about Operational Technology Management, please email [askfujitsu@fujitsu.com](mailto:askfujitsu@fujitsu.com) and/or +44 (0) 1235 79 7711 and quote 4218**

#### Contact

Fujitsu  
The Lantern  
75 Hampstead Road  
London  
NW1 2PL

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