Water Utility Resilience Forum

December 13 – 15, 2021 | Miami, FL

Cyber Resilience: Exercising Leadership

Cyber Resilience: Exercising Leadership

- What does it mean?
  - Recover from setbacks
  - Adapt well to change
  - Keep going in the face of adversity
- How can we work together and help each other?

Why is Cyber Resilience Critical No

- Water Systems are critical infrastructure targets
- Many utilities provide both water and wastewater services: One Water
- Local governments, which often include water and wastewater systems, are common targets
- Attacks are increasing in frequency (+400% since 2020)
- Reported losses are increasing significantly
- Modified and remote operations due to COVID-19 introduce new vulnerabilities

DECEMBER 13-15 MIAMI, FL

2021 Water Utility Resilience Forum

Cyber Resilience: Exercising Leadership

Facilitators

Sharon Peters
EMA, Inc.

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Panelists

Andrew Hildick-Smith
WaterISAC

Matthew Gabrick
Boston Water &
Sewer Commission

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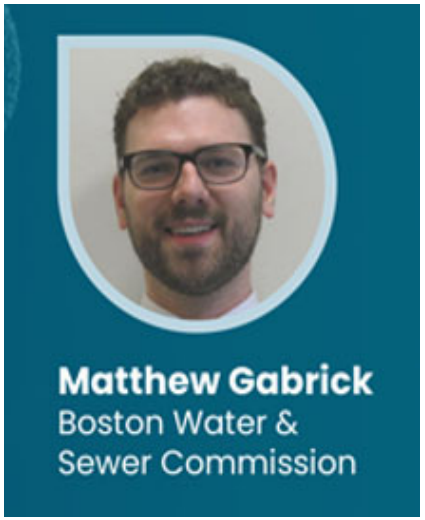
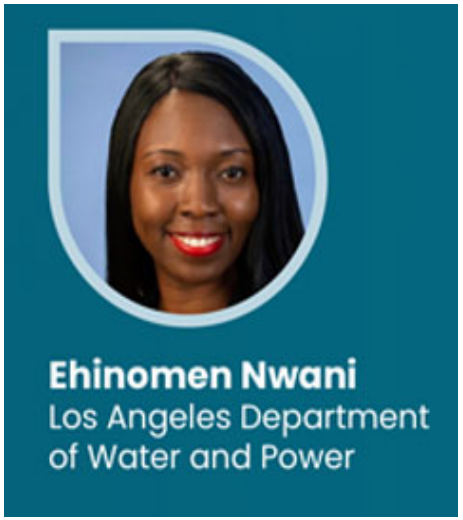
Los Angeles Department
of Water and Power

Steve de Mik
Hampton Roads
Sanitation District

Who is in the room today?





Panel Stories

One Key Message

- For Utility Leaders

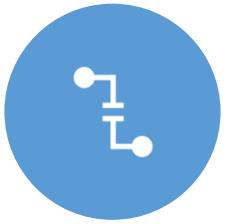
Your Questions?

Adventures in AWIA – Part 1

TeamViewer access directly to the SCADA system

Bypass cable around the firewall

One login for all SCADA HMI's



Outdated (7+ years) firewall that was never updated

Who has experienced an attack?

Who has been involved in try to prevent an attack?

Who has been involved in recovering from an attack?

What Should Utility Leaders Do?

- To support preparation/ prevention?
- In the moment of response?
- To meet expectations of recovery?

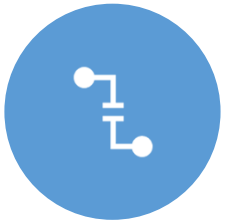
Your Questions?

Adventures in AWIA – Part 2

Password writing on a white board you could see from the street

Hidden WIFI router so staff could have wireless access to the internet – No firewall

“Segmented” Networks



Others?

How Can We Work Together as a Sector and Community?

- Do you work with others now?
- Who has been most helpful to you?
- Are you part of a regional network or sharing with other utilities now?

What do you think is coming next?
How can we be ready?

Wrap Up

- What is one piece of advice you would share with everyone in this room today?
- What else?

Table Discussions