

## Managed Security Services

24/7 Expertise to Reduce Operational Downtime and Lower Cyber Risk

### Service Note

Honeywell Managed Security Services help industrial companies reduce the risk and impact of cyber security-related disruptions and safely manage key elements of process control networks.

#### The Challenge:

Operational disruptions are costly and painful, yet their likelihood to occur is increasing amidst a rise in cyber attacks and greater plant connectivity needs. Industrial facilities must leverage a variety of technical solutions to stay competitive – however, local resources often lack specialized cyber security expertise needed to administer this technology in a safe and secure manner. As complexity increases across multi-vendor process control networks, risks must be effectively managed to ensure security and performance remain at the forefront of operations.

#### The Opportunity:

Honeywell Managed Security Services can play a critical role in delivering timely and expert cyber security management to reduce risk and keep operations running. Highly trained industrial cyber security experts can provide 24/7 global service through a comprehensive portfolio of scalable offerings. Honeywell's industrial cyber security know-how encompasses automation assets and their integrated communication networks — a distinct advantage for delivering control system security services.

#### Benefits of Managed Security Services

- Increased cyber resilience - improves operating system security, robustness and stability to reduce the risk of downtime
- Expedited risk mitigation - remote service from experts expands resources to ensure ongoing security work is accurately completed
- Improved recovery time – on-call expertise delivers technical guidance as new ICS vulnerabilities are uncovered
- Better safety record - fewer service people on site reduces safety incidents and maintenance costs

Utilizing proprietary automation tools and drawing on highly specialized ICS knowledge, Honeywell experts can efficiently deliver managed security services, including:



Image 1. Honeywell Managed Security Services



Image 2. Honeywell Secure Remote Service Overview

### Patch & Anti-Virus Automation Service

As the recent WannaCry incident has proven, keeping systems updated with the latest security patches is essential to cyber resilience. This service automatically delivers patches and anti-virus updates to every end node in your distributed control system (DCS), with support for McAfee and Symantec anti-virus programs, and software patches for Microsoft OS, Adobe products and Control System software.

- Eliminates vulnerabilities that could impact operations stability and safety
- Removes manual work and staff required to comply with patching standards
- Provides a central console for customers to control exactly when each update is installed (i.e. during maintenance periods)
- Delivers only updates that have been thoroughly tested for impact to your control systems
- Prevents security issues introduced by incorrect or late patching.

### Security & Performance Monitoring Service

Knowing about security or performance issues early can prevent damage and increase response time. This service monitors hundreds of critical elements and parameters that control operations, including controller availability, controller loading and network health.

- 24x7 monitoring of control systems network – agentless solution requires no additional staff or modifications of existing equipment
- Provides immediate email or text notification of any newly identified issue affecting operations
- Identifies issues with security settings, patch/anti-virus deployment, USB drives, unauthorized changes and other compliance concerns
- Includes activity and trend reporting to identify critical issues and chronic problem areas.

### Security Device Co-Management Service

Proper configuration of industrial control cyber security devices and proprietary security tools can help reduce vulnerabilities. This service delivers expertise to actively manage and monitor PCN firewalls, intrusion prevention systems, and other specialized ICS security solutions.

- Expands resources to better leverage security technology investments from installation through to monitoring
- Reviews the overall health and operation of your security utilities as well as making necessary authorized changes and improvements
- Delivers real-time insight into risk priorities, metrics and counter measures with Honeywell Industrial Cyber Security Risk Manager

### Secure Remote Service

As security professionals, Honeywell Managed Security Services teams take remote service concerns seriously. All Managed Security Services utilize Honeywell's highly secure connectivity solution.

Our established methodologies help ensure responsible, safe and controlled use of remote service capabilities. A series of carefully implemented procedures and technical controls include:

- Ensuring access request submission and approval prior to every session
- Creating a single outbound only connection through your PCN firewall, through which all connectivity can be effectively managed
- Connecting customer-initiated encrypted tunnel only to designated highly secure locations
- Adherence to a well-defined architecture, with Relay Node and Service Node, to ensure no direct communications between layers 3 and 4
- Support for ISA99/IEC-62443 concepts (e.g. zones & conduits, authentication, security logging, input validation and system integrity checks).

Our advanced solution provides customers with granular control options for enhanced security. Customers can decide who can securely access data and for how long, and customers can terminate a connection at any time. Multiple technical features further enhance security, including:

- Multi-factor authentication
- Multi-factor encryption
- Activity recording
- Alerts upon session start-up and stop

Comprehensive audit capabilities include detailed reporting of all activity, audit logs stored in two isolated locations, and video recording and playback options.



Image 3. Honeywell Security Service Center

### Honeywell Expertise:

Honeywell Industrial Cyber Security professionals have an unrivaled track record in process control and operational technology, cyber security and IT— an essential skill set combination for protecting plants and critical infrastructure.

Certifications held by our global team include:

- Certified Information Systems Security Professional (CISSP)
- Certified in Risk and Information Systems Control (CRISC)
- Certified Information Security Manager (CISM)
- Cisco Information Security Specialist (CISS)
- Certified Ethical Hacker (CEH)
- GIAC Certified Incident Handler (GCIH)

### For More Information

To learn more about Honeywell's Industrial Cyber Security offerings, visit [www.becybersecure.com](http://www.becybersecure.com) or contact your Honeywell Account Manager, Distributor or System Integrator.

### Honeywell Process Solutions

1250 West Sam Houston Parkway South  
Houston, TX 77042

Honeywell House, Skimped Hill Lane  
Bracknell, Berkshire, England RG12 1EB UK

Building #1, 555 Huanke Road,  
Zhangjiang Hi-Tech Industrial Park,  
Pudong New Area, Shanghai 201203  
[www.honeywellprocess.com](http://www.honeywellprocess.com)

SV-17-02-ENG  
June 2017  
© 2017 Honeywell  
International Inc.

### Global Security Service Centers:

Honeywell's Security Service Centers in the U.S, Europe and Asia provide global service, staffed by cyber security experts who understand the specific requirements for protecting industrial automation control systems. With recognized domain expertise in the process industries, we deliver end-to-end solutions designed for the specific needs of control system environments and critical infrastructure sectors.

### About Honeywell Industrial Cyber Security Solutions

Honeywell is the leading provider of industrial cyber security solutions that help customers ensure the availability, reliability, and safety of their industrial and automation control system and plant operations. Leveraging our industry leading process control and cyber security experience, our expertise, and technology, Honeywell delivers proven solutions designed for the specific needs of process control environments and critical infrastructure sectors. In addition to Managed Security Services, we provide consulting and remediation services such as security assessments and audits, architecture and design, network security, endpoint protection, situational awareness, and response and recovery. These solutions are enabled by innovative technology and delivered by a global team of cyber security experts.

Honeywell®, Experion® is a registered trademark of Honeywell International Inc. Other brand or product names are trademarks of their respective owners.

**Honeywell**