NWC OT Cybersecurity Remote Access Procedure

Document Number:	A01001045-PRO-RA
Issue Date:	August 09, 2021
Revision Number:	00
Issued For:	Review

Revision Details

Name	Title/Dept.	Signature	Date
Prepared by:			
Sidrat Mehreen	Senior OT Cybersecurity Analyst		July 27, 2021
Reviewed by:			
Sameen Ullah Khan	OT Cybersecurity Lead		July 31, 2021
Approved by:			
Farhan Rasheed	Operations Manager		August 03, 2021

Issued by:			
Syed Ali Raza	Planning Engineer		August 09, 2021

History Page

Issue No.	Issue Date	Prepared By (Name)	Reviewed By (Name)	Owned By (Name)	Endorsed By (Name)	Approved By (Name)
Change Description						
Change Description						
Change Description						

Reference Documents

Document Number	Document Title
ECC-1:2018	National Cybersecurity Authority Essential Cybersecurity Controls (NCA ECC)

Document Roles and Responsibilities

	Prepare/ Update/ Amend	Review	Approve	Publish
Owner	YES	YES		
Cybersecurity Steering Committee		YES		YES
Corporate Strategy & Performance Management VP			YES	

Table of Contents

Glossary

Word or Phrase	Explanation
Asset	General support system, major application, resources, high impact program, physical plant, or a logically related group of systems
Asset Register	Location, condition, owner, status, procurement dates, depreciation or values of the assets
Audit	Independent review and examination of records and activities to assess the adequacy of system controls, to ensure compliance with established policies and operational procedures.
Backup	Copying data to protect against loss of Integrity or Availability of the original.
BU	Business Unit- Represents a specific line to the business and is a part of firm's value chain of activities including operations, accounting, HR, marketing and sales.
Compliance	Ensuring that a Standard or set of Guidelines is followed. A means of conforming to a rule, such as a specification, policy, standard or law.
CAB	Change Approval Board
RD Gateway	Remote Desktop Gateway is used to remotely access windows machines

1. Introduction

This procedure defines the requirements to remotely access NWC OT networks and systems.

This procedure is applicable to all NWC OT infrastructure.

2. Roles and Responsibilities

Roles	NWC Representative	Responsibilities
Request Initiator	Application Team Smart Operation Network Team Infrastructure Team Endpoint Support Team	Initiates the request for Remote access
Request Approver	Application Team Smart Operation Network Team Infrastructure Team Endpoint Support Team	Line managers analyses and accepts or rejects the request of Remote access
Final Approval	Information Security	After line manager, Information security manager approves or rejects the request
User group controller	OT Admin	Add/remove request initiator to "Remote Access Group"

3. Remote Access Procedure

All the servers and workstations will be accessed through RD gateway in NWC OT infrastructure for remote access.

Note1: No IT connection is allowed with NWC OT systems

Note2: No external connection is allowed with NWC OT systems

For temporary users, following steps should be taken for accessing remote access:

1. The request for remote access by the initiator is submitted to the line manager who analyses and approves or rejects the request based on business needs.
2. Relevant Department approval may include:
   - Network Team - for network devices remote access
   - Application Team - for Wonderware application workstations remote access
   - Smart Operations Team - for field devices remote access
   - Infrastructure Team - for SCADA workstations and servers' remote access
   - Information Security Team - for cybersecurity related analysis
   - Endpoint Support Team - for ePO related activities analysis
3. After the approval of line manager, the request is forwarded to information security manager for further approval.
4. Once approved, the OT Admin will execute the Remote Access to the request initiator for specific number of days as mentioned in request.
5. Remote Access will be revoked automatically after elapsed duration as mentioned in remote access request.

4. Process

	Activity	Responsible	Description
1.1	Initiate request for remote access	Application Team Smart Operation Network Team Infrastructure Team Endpoint Support Team	Temporary user initiates the request for accessing remote access

1.2	approval of request	Application Team Smart Operation Network Team Infrastructure Team Endpoint Support Team	Line manager and relevant department managers analysis and approve the request
1.3	Final Approval	Information Security Team	After line manager approval, Information security team approves or rejects the request
1.4	Provide Remote Access	OT Admin	OT Admin will provide remote access based on remote access request
1.5	Notify request initiator about remote access request	OT Admin	
1.6	Terminate remote access	OT Admin	Based on remote access duration specified in remote access request, it will be revoked automatically

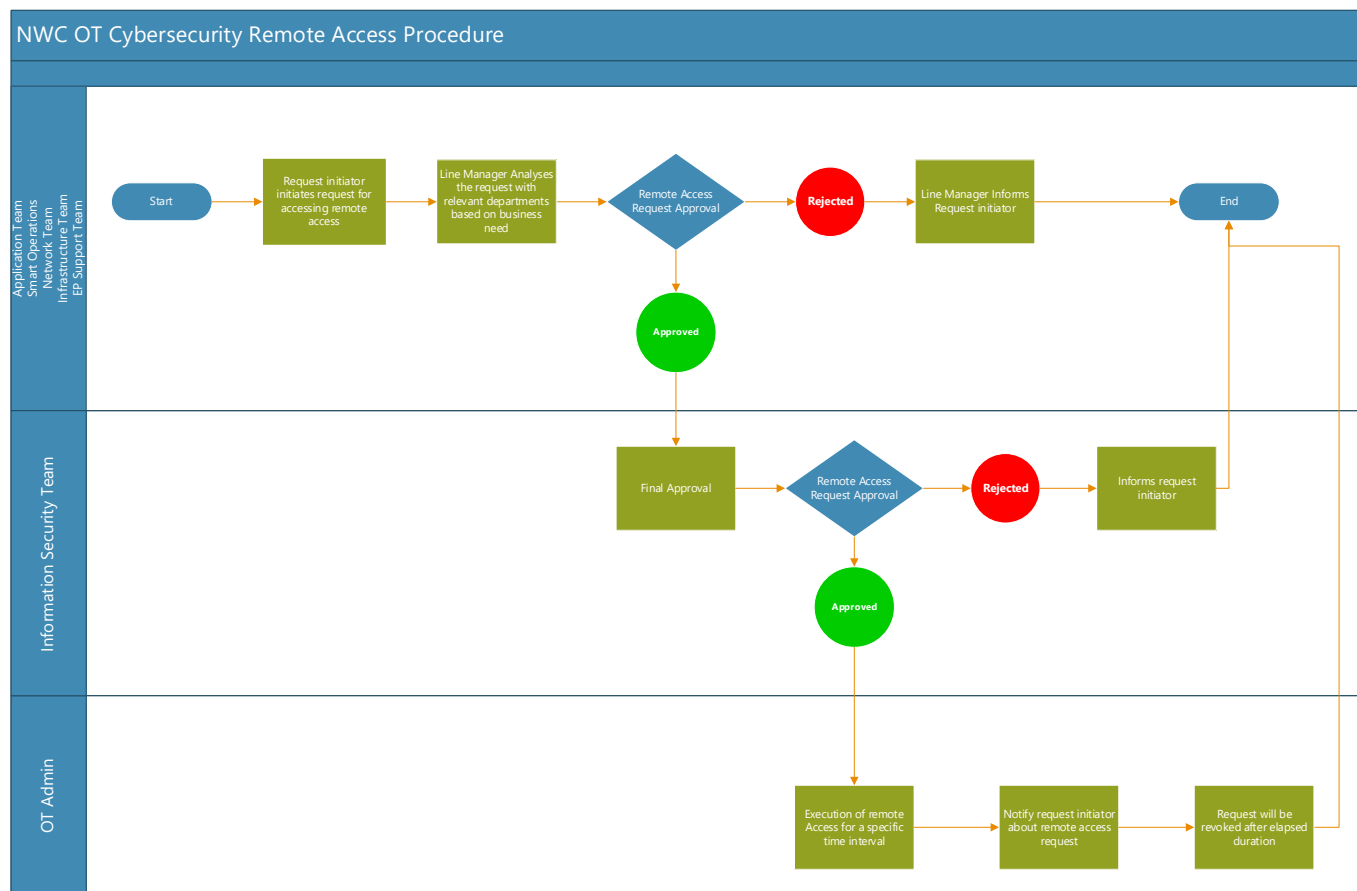5.   **Remote Access Compliance**

Remote access should be complied with NWC policies and standards. Any breach of compliance with policies and standards will lead to company disciplinary actions.

6. Process Flow Chart