NWC OT Cybersecurity Human Resource Procedure

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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	

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Glossary

Word or Phrase	Explanation
Asset	General support system, major application, resources, high impact program, physical plant, or a logically related group of systems
Onboarding	The process of introducing a newly hired employee into an organization
Offboarding	The process that leads to the formal separation between an employee and a company through resignation, termination, or retirement

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1. Introduction

This document provides the procedure to onboard/offboard a new OT user or OT personnel in OT environment.

This procedure is applicable to all NWC OT environment.

2. Roles and Responsibilities

Roles	NWC Representative	Responsibilities
Request Initiator	Application Team Smart Operation Network Team Infrastructure Team Contractor	Initiates the request for removable device
Request Approver	Application Team Smart Operation Network Team Infrastructure Team SCADA O & M Team	Line manager and analyses and accepts or rejects the onboarding/offboarding request of request initiator
Undertaking	HR Team	Arranges onboarding/offboarding in OT environment and collects signed undertaking from respective departments and Requestor.

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3. Human Resource - Onboarding/Offboarding Procedure

Note 1: Existing HR procedures to be used for onboarding/offboarding of OT personnel.

Note 2: All OT User shall be provided awareness training related to OT Environment.

Note 3: Based on OT Information Classification, OT User shall be provided access to critical & confidential information relevant to reporting department and his job function/role.

Following additional steps shall be taken for onboarding for OT User or relevant personnel:

1. All NWC Employees or Contractors expected to work in OT Environment shall initiate onboarding request. It shall contain following:
    - Requestor details
    - BU and department details
    - Line Manager details
    - Brief Experience in OT Environment
    - Qualification/Certification records
2. Requestor's Line Manager to evaluate and selects training requirements. Line Manager shall ensure that New Employee or Existing Employee has received "NWC OT Cyber Security Awareness Training".
3. HR shall coordinate with respective OT stakeholders to arrange onboarding in OT environment. HR shall collect signed undertaking from respective departments and Requestor.
4. Line Manager to notify all OT stakeholders about new OT User.

Following additional steps shall be taken for offboarding for OT User or relevant personnel:

1. All NWC Employees or Contractors expected to leaving OT Environment or BU Department shall initiate offboarding request. It shall contain following:

- Requestor details
- BU and department details
- Line Manager details
- Brief work experience during his tenure
- Trainings attended
- OT Environment Offboarding Checklist

2. Requestor's Line Manager to evaluate and provide his approval.

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3. HR shall coordinate with respective OT stakeholders for OT offboarding checklist. HR shall collect signed undertaking from respective departments and Requestor.
4. Line Manager to notify all OT stakeholders about offboarded OT User.

4. Process

Activity		Responsible	Description
1.1	Initiate request for onboarding/offboarding	Application Team Smart Operation Network Team Infrastructure Team SCADA O & M Team Contractor	OT User Initiates the request for onboarding/offboarding
1.2	approval of request	Application Team Smart Operation Network Team SCADA O & M Team Infrastructure Team	Line manager analyses and approves or rejects the request for onboarding/offboarding of OT User and relevant personnel
1.4	Co-ordination and Undertaking	Endpoint Team OT Team	HR shall coordinate with respective OT stakeholders for OT onboarding/offboarding checklist and collect signed undertaking from relevant department

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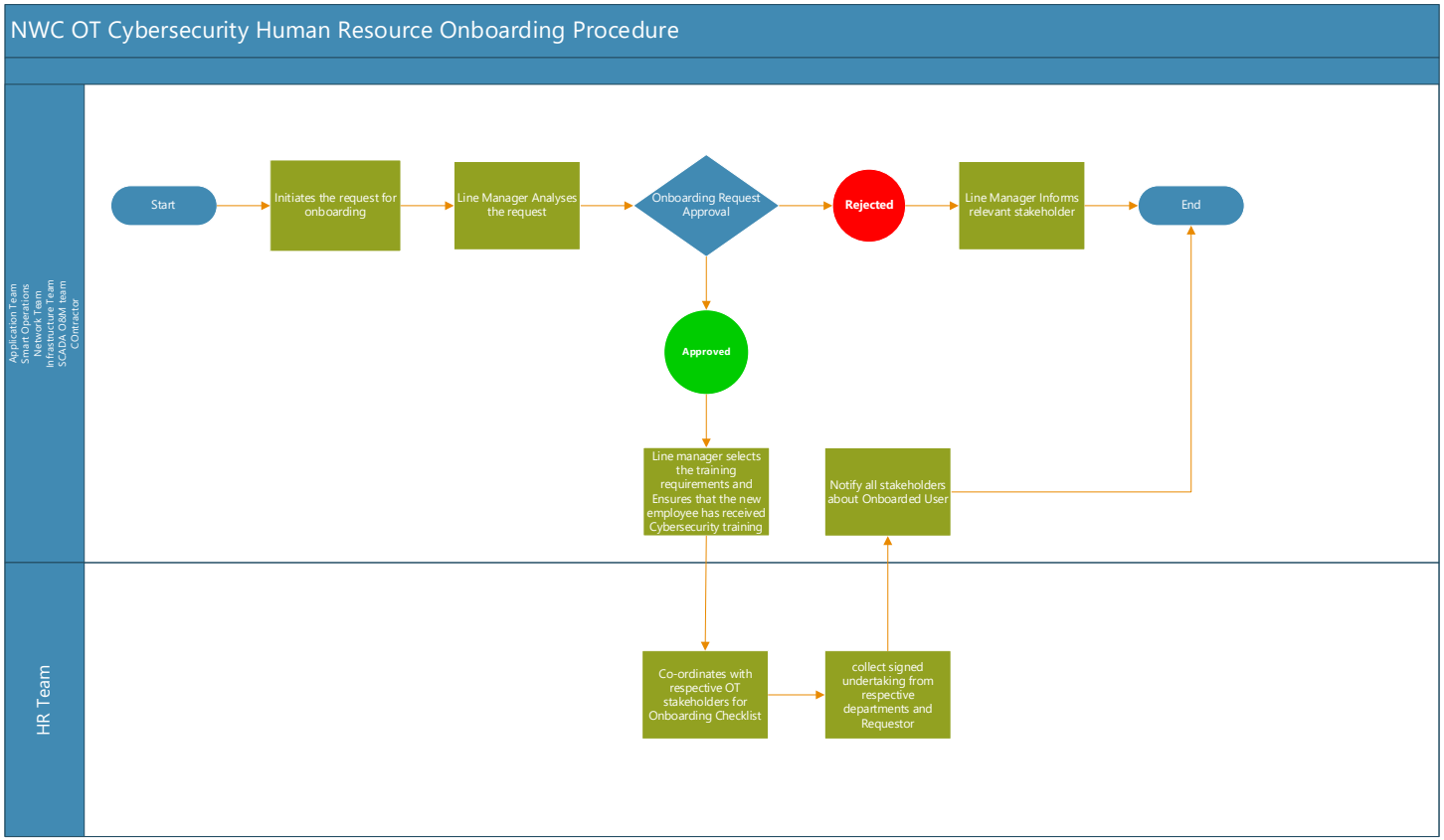
5. Process Flow Chart



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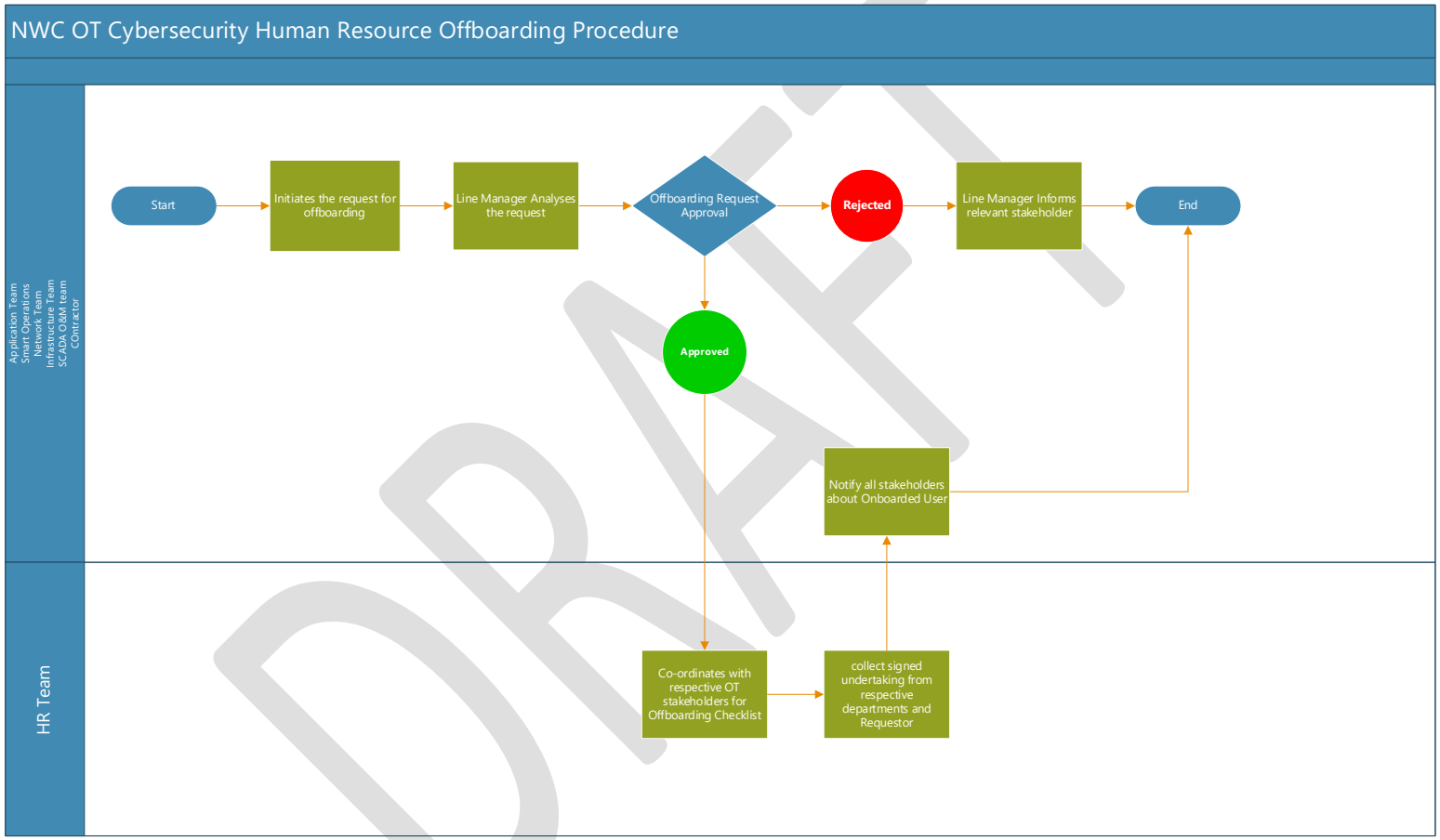

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