August 2021

CGI Cybersecurity Risk Advisory and Managed Services

Minimising operational technology
security risks

CGI

In 45 years, CGI has grown to be the fifth largest independent IT and business process services company in the world with 77,000 members and presence in 40 countries. We operate out of 400 offices globally. Our strategy is to be the world-class leader in IT outsourcing (ITO) and business process outsourcing (BPO) services, and our purpose is to enable our clients transform and modernise their business and IT operations. Cybersecurity managed services and consulting is an important pillar that safeguards BPO and ITO services. Our success always comes through our client's success. This is clearly visible in our client satisfaction results, long customer relationships and quality metrics that we are proud of:

• 95% on time, on budget delivery

• 9.1/10 satisfaction rating over the past 10 years from our clients

• 9.4/10 clients would recommend CGI for further work

• 80% of employees, whom we call members, are shareholders

• 5,000+ clients globally

• 150+ mission-critical IP-based solutions

In Australia, CGI has worked with many clients across a number of sectors, including utilities, government and financial services for over 40 years. We have four client proximity locations in Melbourne, Sydney, Brisbane and Hobart.

We have a significant history in Australia providing high-quality delivery to Operational Technology (OT) clients, including some of the biggest water and utilities clients in Victoria, Queensland and New South Wales.

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CGI is recognised within the industry for its ability to successfully deliver end-to-end complex IT and OT security programs. We have refined our methodology through a number of transitions and transformations programs, arising from acquisitions, divestitures, contestability or simply, an organisation's will to improve. We pride ourselves on our success rate and wish to offer our services to assist clients with their risk reduction cybersecurity programs.

Recognising cybersecurity threats

The cybersecurity threat to organisations is increasing daily. These attacks are becoming more sophisticated and target people, networks and assets, particularly in the critical infrastructure setting. Organisations need to understand their cybersecurity risks and take the right actions so that they are confident to operate safely, securely and continuously. They need to demonstrate to internal and external authorities that threats are assessed, vulnerabilities are identified, and their business has policies and processes in place to manage and reduce risks.

As business changes through time and organisations grow, management wants to understand potential cybersecurity risks that new technologies or ways of working, such as IT and OT convergence, bring to their organisation. Across the business, senior management wants to be sure their organisation has appropriate processes and technologies in place to reduce risk and protect what is valuable to them. This could be their obligation to public safety, availability, intellectual property, customers' personal data, corporate information, or their brand and reputation.

Addressing OT security risk reduction

Our cybersecurity services provide accurate, controlled, repeatable, and in-depth findings, including actionable and prioritised recommendations for remediation. Our OT security practitioners understand the technologies, processes and threats affecting OT environments to provide effective recommendations that mitigate risks and improve efficiency.

Besides providing thought leadership from our OT security practitioners, our cybersecurity practice also provides an approach operationalised by an end-to-end portfolio of OT security services. This is designed to help reduce cybersecurity risks and improve our client's cybersecurity posture by maintaining availability, minimising potential disruption and safety impacts in the OT environment.

CGI's end-to-end OT cybersecurity approach:

- **Assess the risk:** Assess gaps, strategise, prioritise needs and establish clear action plans for mitigation of OT and business risks

- **Protect the business:** Design and build OT networks, integrate and implement cybersecurity controls with minimal disruption and in alignment with cybersecurity risk reduction strategies

- **Operate with confidence:** Onshore 24/7 OT security monitoring, assist OT clients with assurance via penetration and vulnerability testing, reviews and simulation exercises to mitigate and prepare the organisation to respond to an OT cyber-attack
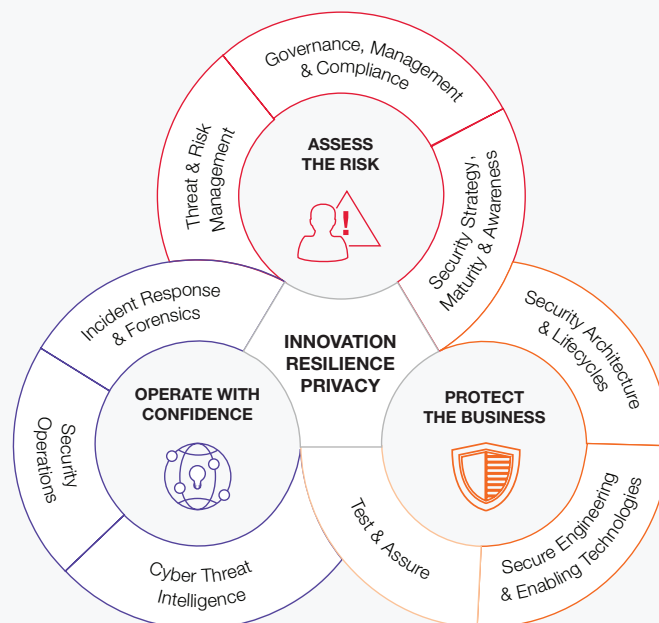
CGI OT Security Services

Our comprehensive end-to-end OT security service portfolio is designed to protect customers' OT environment.

| OT Service Category	OT Security Domain Services

OT Security Consulting and Advisory	• Governance, Risk and Compliance
	  – Risk and Gap Assessments
	  – Strategy and Governance
	  – Security Policy and Process Development
	  – Business Continuity and OT Resilience Assessment
	  – Compliance Reviews and Assessments
	• Asset Management
	  – OT Asset Discovery, Profiling and Management
	• Training and Awareness
	  – Review and design OT Training Program
	  – OT Incident Response Simulation
	  – Cyber Crisis Management Review and Simulation

OT Security System Integration	• Architecture and Implementation
	  – OT Security Architecture and Design
	  – OT System and Software Integration
	  – Systems and Technology Implementation
	• Network Management
	  – Review, Assess and Design the Network Architecture
	  – Review and Assess the Data and Network Flow
	  – Design and Implement Intrusion Detection and Prevention
	• Solutions
	  – Network Segregation Testing
	  – Firewall Exposure Testing
	  – Wireless Testing
	• Configuration Management
	  – Active Directory Review
	  – Database Configuration Review
	  – Firewall Configuration and Ruleset Review
	  – Network Device Configuration Review
	  – Software Configuration Review
	• Server Build Review and Client Build Review

OT Service Category	OT Security Domain Services

OT Security Managed Service	• Threat Intelligence
	  – Corporate Digital Footprint Analysis
	  – Personal Digital Footprint Analysis
	• Detection and Response Management
	  – Review Detection and Response Solution
	  – Architect and Design Detection and Response Solution
	  – Management of Detection and Response Solution
	  – Detection Use Case Development
	  – Onshore 24/7 Security Controls Monitoring
	• Vulnerability Management
	  – Review, Design and Implementation of Vulnerability
	• Management Solution
	  – Vulnerability Assessment and Program Management
	  – Configurations Assessment and Management
	  – Patch Management
	• Access Management
	  – Identity and Access Reviews
	  – Review and Ddesign Role-based Access Controls
	  – Privileged Access Management Systems Implementation and Management
	• Cybersecurity and Physical Security Testing
	  – Industrial Control System Testing
	  – RTU Testing
	  – OT Facilities Physical Security Assessments
	  – Secure Code Analysis
	  – Red Team Exercises
	  – External Network Assessment
	  – Web and Mobile Application Testing
	  – Web Services Testing
	  – Phishing Exercises

CGI Cybersecurity Services Delivery Framework

A good OT cybersecurity partner needs to be comprehensive, flexible, adaptable and well-integrated to the client's environment.
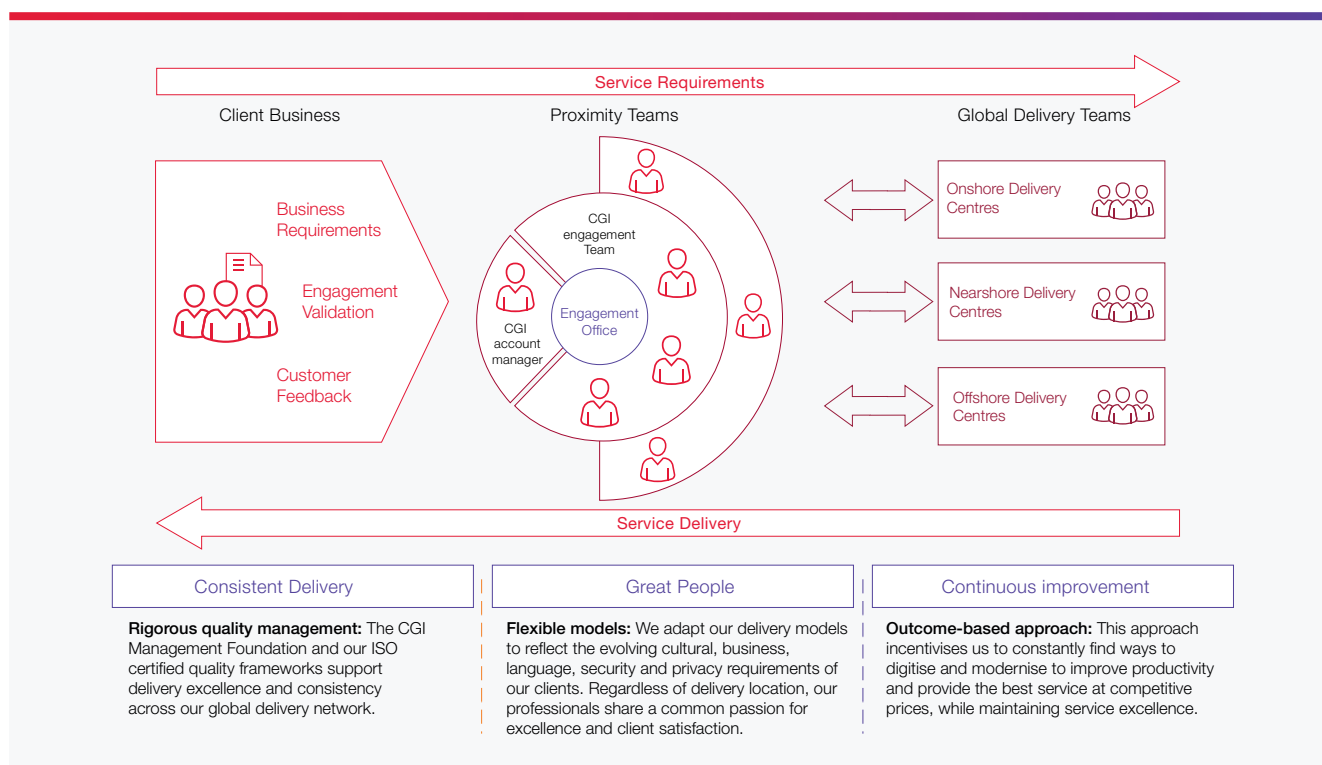
We understand that the proposed service demands may vary depending on client requirements. Our client engagement and delivery model is able to scale up and down based on client demand, ensuring that client security requirements are reliable and consistently met in a cost-effective manner.

Offering immediate support when needed the most

- We provide local cybersecurity and OT support backed by the capabilities of global delivery teams.
- Our cybersecurity team has years of experience in responding to and addressing complex OT cybersecurity requirements.
- We respond quickly and effectively scale customer requirements when identifying business needs and managing secure outcomes.

About CGI Global Cybersecurity

For nearly four decades, CGI has helped clients manage complex cybersecurity issues with a business-focused approach. We understand cybersecurity from all angles—technology, business and legal—and have a 360-degree view of global and local threats in both public and private sectors.

Through our end-to-end cybersecurity services and large pool of industry-certified, accredited and security-cleared experts, we protect more than 100 clients in 16 countries across all industries.

Our managed cybersecurity services are delivered through state-of-the-art facilities, including a world-class innovation lab and three accredited cybersecurity certification facilities.

We also operate nine global security operation centres that provide 24/7 monitoring and a proactive view of cybersecurity risks. Through these centres, we protect clients from more than 70 million cyber incidents per day.

To learn more about our cybersecurity work, visit cgi.com/au.
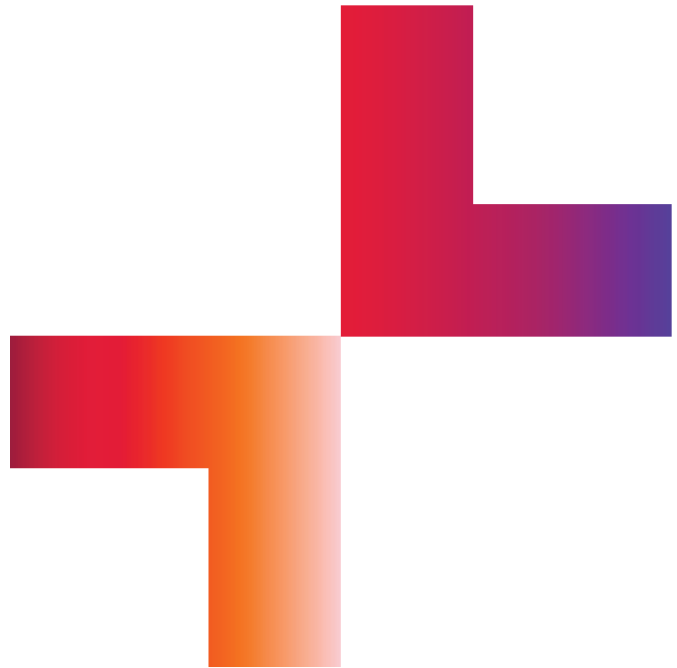
About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 78,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

CGI