# OT Risk Operations Center with Microsoft Copilot

**Visualizing business risk in real time through GenAI**

## Business drivers

- Businesses face delayed response to emerging threats due to a lack of situational awareness and inability to make informed, proactive decisions.
- Ineffective risk operations can result in greater vulnerability to operational disruptions, financial losses and reputational damage.
- The increased risk arises from the difficulty in identifying sophisticated attacks and the need to respond swiftly; moreover, threat detection and response are constrained by human factors.

## Solution overview

Operational Technology (OT) Risk Operations Center (ROC) with Microsoft Copilot leverages generative AI (GenAI) to help enable real-time visibility into business risk at the speed and scale of artificial intelligence (AI). This OT ROC with Copilot solution directly involves the client's business to help drive a cyber strategy based on quantitative and qualitative risk analysis.

OT ROC with Copilot enhances monitoring, reporting and decision support at scale. It helps enable return on investment for cyber spend by correlating business insights with cyber information, aligning with the following business objectives:

- **Revenue at risk**
  Leverages manufacturing data sources to measure and enhance risk management strategies

- **Overall equipment effectiveness (OEE)**
  Utilizes the clients' OEE metrics from their manufacturing lines to predict production

- **Quality of product**
  Measures product quality changes to reduce the impact to revenue streams and maintain customer satisfaction and retention

- **Production goals with personnel or health environmental safety (HES)**
  Mitigates legal and reputational impacts by aligning production goals with HES standards

- **Financial Impact**
  Measures outcomes directly linked to the efficiency of production processes

## Solution benefits

The OT ROC with Copilot solution is a GenAI security product that assists in empowering security, OT and information technology (IT) teams to:

- **Respond in minutes, not hours or days**
  Promptly contains threats and minimizes the window of opportunity for attackers exploiting vulnerabilities to reduce potential damages and costs

- **Simplify complex tasks through natural language prompts**
  Allows for quicker and more intuitive responses to security incidents to make cybersecurity management accessible, effective and easy to report

- **Catch what others miss with deeper understanding of events**
  Detects and mitigates subtle or sophisticated threats to reduce the risk of significant breaches and help ensure a robust and proactive security posture

- **Address OT talent shortage by extending human knowledge**
  Manages critical infrastructure with limited resources to enhance operational continuity and resilience, despite the lack of skilled personnel

- **Maintain production goals and delivery schedules**
  Confirms during order acceptance if an unplanned production failure would affect product delivery dates and quality

The solution is aligned and embedded with the mission and objectives of organizations to "assessing, identifying and helping manage material risks from cybersecurity threats."*

*US Securities and Exchange Commission (SEC) Final Rules - RIN3235-AM89: Cybersecurity Risk Management, Strategy, Governance and Incident Disclosure.
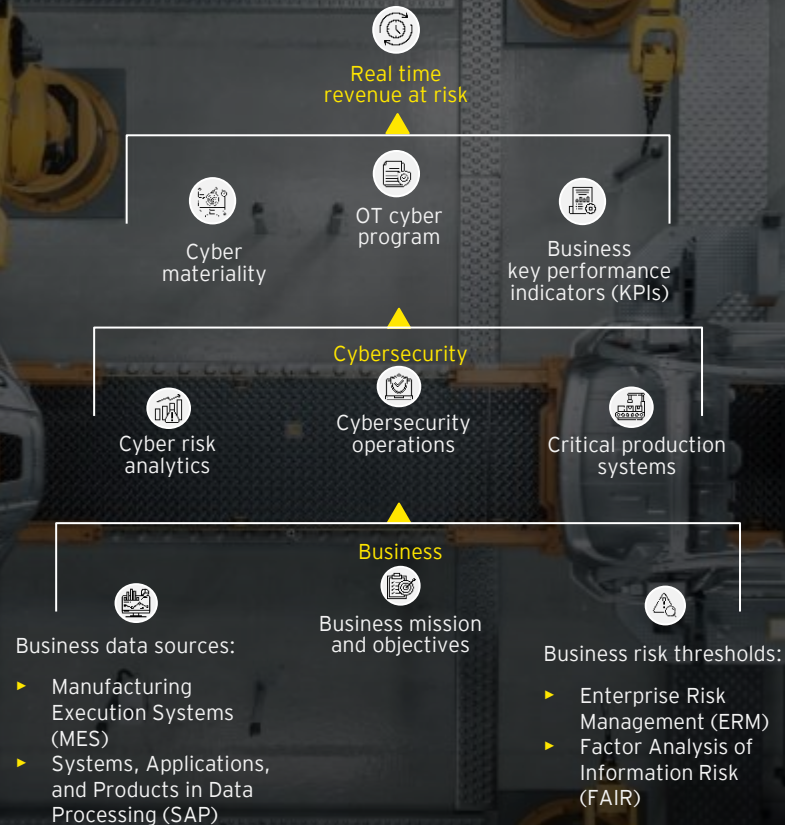
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## Joint value proposition

▶ **Specific to the client's manufacturing environment**
The solution exposes emerging risks to the manufacturing line, product quality, and employee and environmental safety.

▶ **Adapted to organizational complexity**
EY ROC capabilities adapt the service delivery model to future risk tolerances, improving production while protecting revenue.

▶ **Accelerated manufacturing risk management**
EY teams bring real examples of risk mitigations to help accelerate new manufacturing and engineering experiences for the factory of the future.

▶ **Sustainable manufacturing process with a focus on risk programs**
EY teams equip engineers and analysts with tools and processes to orchestrate identification, mitigation and remediation of emerging risk.

▶ **Driving change with executive leadership and manufacturing engineers**
EY teams keep people at the center while engaging with IT, security and OT engineers to make the change with EY clients, not to EY clients.

## Solution differentiators

▶ **Proven risk discovery methodology**
Developed and verified during similar projects for manufacturing and industrial clients

▶ **Dedicated EY teams**
Experienced in risk to manufacturing and aware of specific needs and requirements of the production environment

▶ **Single workspace**
Designed for executives and engineers to manage the risk to loss and impact to the production environment

▶ **Built-in integration**
With add-ons included for leading OT and security products

▶ **Converged with IT/OT architecture blueprints**
Technologies that enhance discovery of emerging cyber risks

▶ **Dedicated or adapted risk reduction methodologies and solutions**
EY manufacturing and cyber risk management frameworks that help improve and accelerate implementation

### Diagram

**Real time revenue at risk**

- Cyber materiality
- OT cyber program
- Business key performance indicators (KPIs)

**Cybersecurity**

- Cyber risk analytics
- Cybersecurity operations
- Critical production systems

**Business**

- Business data sources:
  - Business mission and objectives

Business data sources:
▶ Manufacturing Execution Systems (MES)
▶ Systems, Applications, and Products in Data Processing (SAP)

Business risk thresholds:
▶ Enterprise Risk Management (ERM)
▶ Factor Analysis of Information Risk (FAIR)

## Contacts

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