

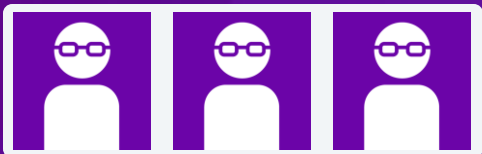
OCTOBER 25, 2023

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# Cybersecurity best practices with AVEVA™ System Platform

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AVEVA



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# Basic requirements of defensible control system security

## Destination security model superior to origination security model

- General Access be restricted and encrypted with certificates
- Each Tag/Item/Attribute/Element of the Control System, The Write Target must be able to Evaluate whom is issuing the Write
- Four Aces's of Control System Security (Authenticated, Authorized, Approved, Archived)
  - **Authenticated**: Gained After Authenticated Login (Identity of the Logged-in User is now known)
  - **Authorized**: Confirmed that the Logged-in User is permitted to Write. When Demanded by the Write Target
    - Reissue of User Name and Password
    - Two Factor Authentication
  - **Approved**: Write is Verified by an Authenticated Verifier, Separate from the Authenticated Writer. When Demanded by the Write Target
    - Second Actor must Approve and Sign the Write
    - Username/Password or Two Factor Approval
  - **Archived**: Action recorded into a 21 CFR Part 11 Log, By the Write Target
- All Protocols, Graphics, External APIs, External Clients must be required to enforce this model without any configuration at the origination of the Write Command





## Common threat vectors

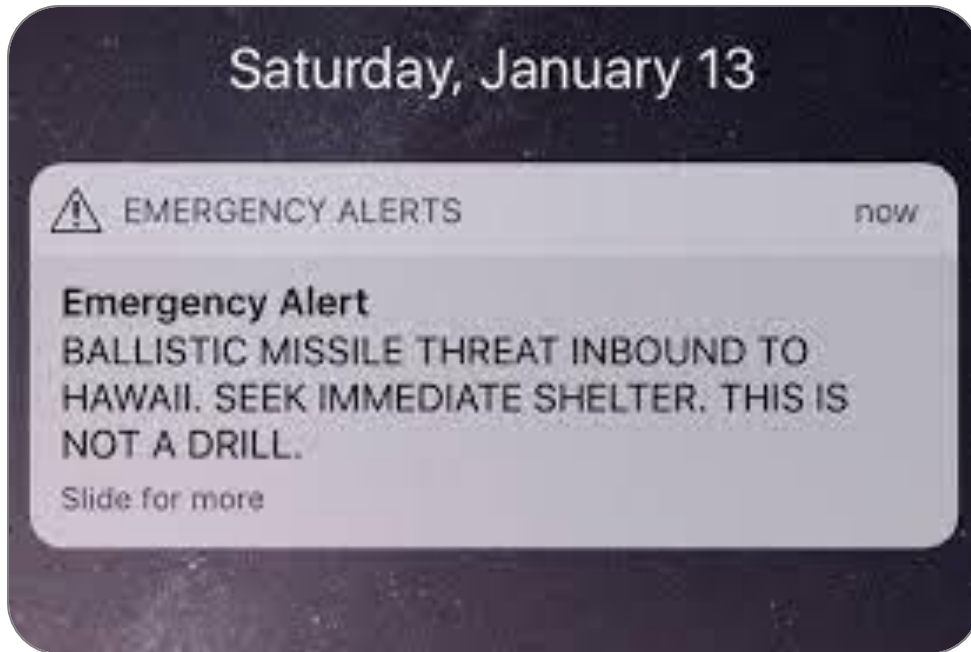
- Authenticated Actors Taking action inappropriately
  - Accident or Confusion
  - Disgruntled or Malicious
- Local Software inserted within the Intrusion Protection Boundary
- Business IT Domain
- Reliance on Port Restrictions
- Obscurity as a security policy
- Lack of Domain Isolation
- Open Protocols operating beneath the configured Security Model



# Authenticated actors acting inappropriately

On the morning of Saturday, January 13, 2018 8:07 a.m., a ballistic missile alert was accidentally issued via the Emergency Alert System and Wireless Emergency Alert System over television, radio, and cellphones in the U.S. state of Hawaii.

38 minutes and 13 seconds later...

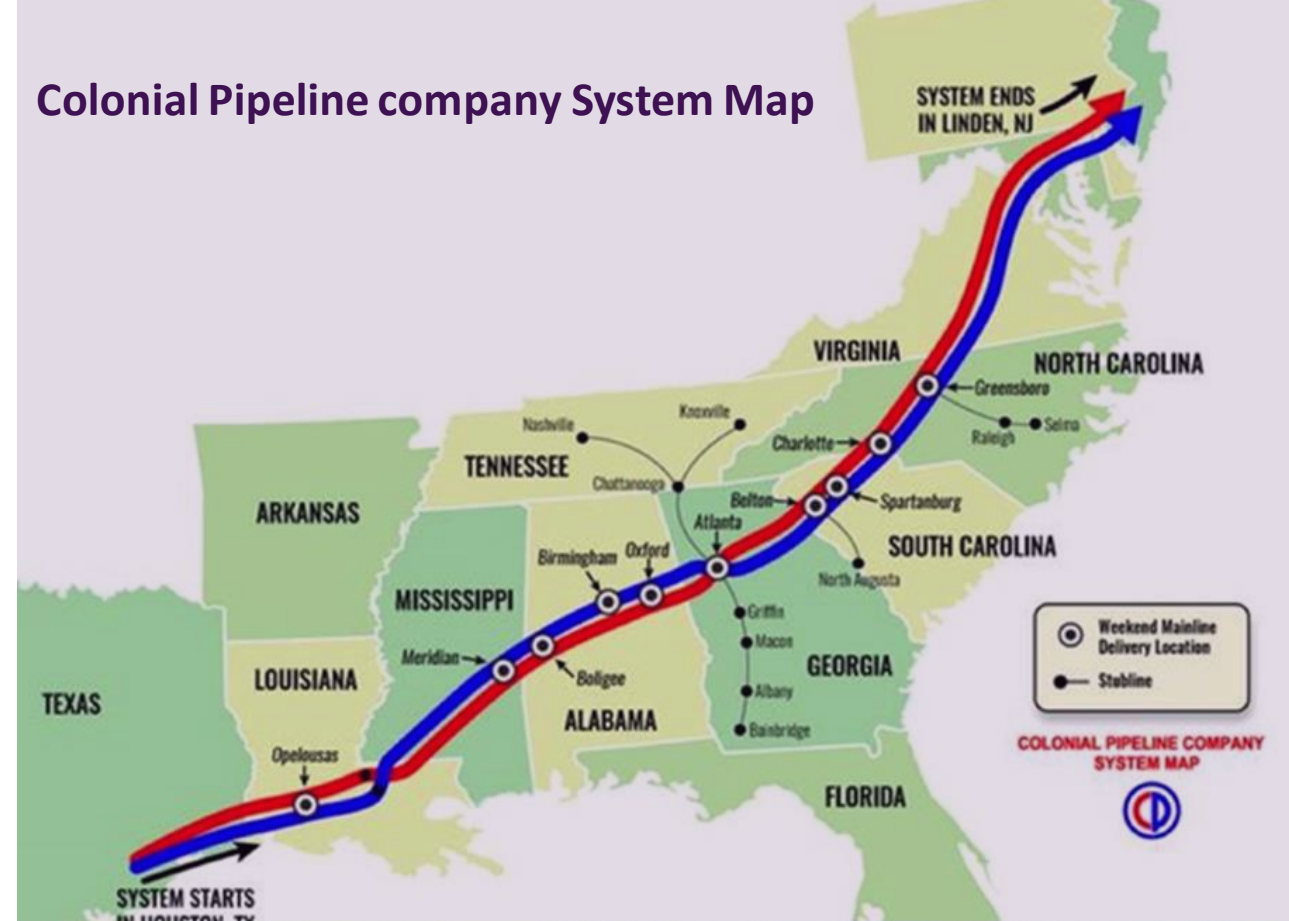


# Colonial pipeline ransomware attack

## Business IT threat

- Business System Breached with Old VPN Account and Password
- Pipeline Control System Not Breached
- Inability to Protect the Pipeline Control System from the Business System Domain
- Pipeline Shutdown for fear of Being Breached
- \$4.5MM Ransom Paid to Hackers (Partially Recovered)

Colonial Pipeline company System Map







# Reliance on port restrictions

## All Software needs Ports to Communicate on the Network

- Analogy to an Office Building with ~64,000 Telephones
- Restricting to only 10 phones in the building you can call
  - Who is going to Answer the Phone
  - How do you know who you are talking to
- Fewer Ports Simplifies Firewall Configuration
- Sole Reliance on Port Restrictions is a False sense of Security
- Certificates can Ensure whom/what is picking up the phone

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# Industrial control system security

## Manufacturing and critical infrastructure

- Never assume a system is Impregnable
- Defense in Depth is Critical
- Vigilance and Monitoring is always required
- Understand the complete set of threats
- Design to mitigate these threats
- Understand where any vulnerabilities are present
- When required have a single point of disconnection





# Firewalls vs optical data diodes

Optical Data Diodes (ODDs) a fear-based sell with questionable claims at protecting Critical Cyber Assets (CCAs)

CCAs need updates, patches, selected writes, real-time information transmission that ODDs prevent

## Firewalls

- Large Installed Base
- TCP/IP Stack
  - Real-time
  - Multi-Peer Tested and Reviewed
- Proper Configuration Required
- Control Side Origination should only be Allowed
- Write from Unprotected Side only from Known Sources Through
- Fully NERC CIP Compliant

## “Data Diodes”

- Blatantly Lies about Capability
- A True Diode is Unreliable, No Confirmation of Delivery
- UDP Datagram Limit <1,500 Bytes
- Typically, Only transmits a File
- Software Disassembles and Assembles File
- Software Dependent on Diode Manufacturer
- Backdoors typically available
  - Guaranteed Delivery needs this
  - Write Backward to Protected Side on Demand
- Provides NO protection within Control Domain
- Most Customers Abandon “ODDs” in Favor of Firewalls



# Native device protocols

There are many industrial protocols for many devices

- Sample List of Common Device Protocols
  - Modbus (Serial, RTU, TCP/IP)
  - Allen Bradley (CIP, ABTCP, ControlNet ...)
  - Siemens (S7comm, FLN P1, USS)
  - BACnet MS/TP (ASHRAE, ANSI, ISO 16484-5)
  - PROFIBUS DP (IEC 61158), PROFINET
  - MQTT
  - AS-Interface (IEC 62026-2)
  - CANopen
  - EtherNet/IP (IEEE 802.3)
- These are Access only (If Even Available). None of these protocols can change the security requirements on a Tag/Item/Attribute/Element basis

# Communication server protocols

Normalize the device protocols to industry standards

None of these protocols can restrict Access Internally, once access is granted

- DDE (Intra-node only), Outdated, seldom used
- Suitelink (WinSock TCP/IP) Certificate and Non-Certificate Authentication
- OPC DA (COM, DCOM) Large Number of Ports
- OPC UA (TCP/IP) Certificate Authentication
- MQTT (OASIS) Oauth and Encryption
- Others ...



# Security for device protocols and comm servers

Access-level security is ineffective and not defensible

## Access Security

- Grant Access
- Deny Access
- Not Possible to Restrict Individual Data Items

## Many Actors need various types of Access

- Once granted Access to Everything is available
- Write Confirmation within these Protocols is Not Possible on individual Write Targets
  - Authorized Access – (Anyone, Operator, Tuner, Configurator, No One)
  - Secured Write – Authentication of Actor upon write
  - Verified Write – Authentication of Actor and Approver upon Write

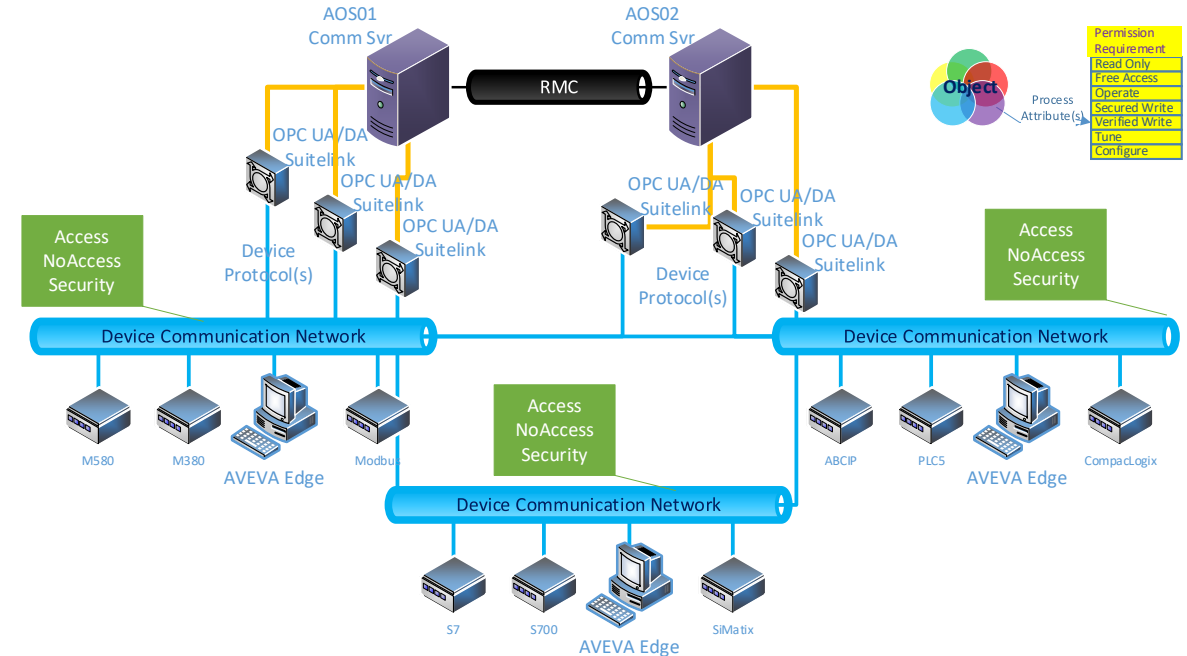


AVEVA

# Requirements of a defensible security model

## Securing the devices and communication servers

- Devices and Comm Servers must be Restricted to Single points of Access
  - Only 1 Client should be allowed to communicate to a Device Communication Server
    - Ideally Limited to Intra-Node Connections
    - All Network Connections are Denied
  - This should only be allowed from a Service account
  - All Interactive logins should be denied access
  - Network Should be segmented apart from Process LAN
  - Device Protocols must never be allowed connectivity from the Process LAN
  - Operating Systems Executing this function should be denied interactive logins during normal operation







# Requirements of a defensible security model

## Securing the Devices and Communication Servers

- All Access to Device and Supervisory Writes Must be Secured
  - Access must only be granted on an as needed basis
  - Write Access Only to the Item/Tag/Attribute/Element necessary per business need
  - Authorization Confirmation of writes on selected Items (Secured/Verified Writes)
  - All Writes from Interactive Sources must be Logged (21 CFR Part 11)
    - Not Configurable, No Tag level Checkboxes
    - Logged Independent of Client Technology
- Programming, Modification, and Configuration Access should only be granted when Needed
  - Only from known locations (Development Workstation)
  - Dedicated Devices/Workstations with interactive login denied during normal operation



# Requirements of a defensible security model

Secure the mechanisms used to issue command and control writes

## Supervisory write protocol requirements

- User Credential (Token) sent with the Write
- Write Authorized at the Destination of Command
- Destination Target can Demand Authentication and/or Verification before accepting Write
- Single Point of Configuration
- Modification does not require Deployment of HMI Application

## Graphic level security is desirable but not defensible

- Enhances Operator Experience
- Restricts Visibility and Reduces Confusion
- Easily bypassed from different Clients, Graphics and Access Protocols (OPC UA, MQTT, OPC DA, Suitelink)
- Impossible to maintain or verify (Too Many Configuration Points)
- Typically implemented by a condition placed on the Animation Link

# Requirements of a defensible security model

## Know and understand the needs of industrial security

- Information Sharing to the Business Network and Beyond
  - All Communication Originated from the Control Domain
  - Secured with Certificate Based TLS 1.2 Encryption
  - No Business Domain Users can access the Control Domain
  - Minimize the footprint of write access
  - All Public Interfaces (OPC UA, OPC DA, Suitelink, OI Gateway ...) Implemented in a DMZ
  - Public Interfaces cannot bypass the Item/Tag/Attribute/Element Security Model



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# Requirements of a defensible security model

## Know and understand the needs of industrial security

- Sharing of Industrial Data to the Cloud
  - Only Control Domain can Originate this communication
  - Tablets, Browsers, and Phones are Cloud based devices they should not be allowed to breach the Intrusion protections in place
  - What is shared cannot be changed by anyone or thing external to the Control Domain
  - Process Information must be Secured at Rest and Secured in Motion
  - Transmission must preserve the Intrusion Protections in place
  - Firewalls, DMZs, Internet Proxies, Secure Gateways, Domain Isolation must never be bypassed
  - Transmission once established should be Certificate Based locked to the Transmitting entity



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# AVEVA™ System Platform Security

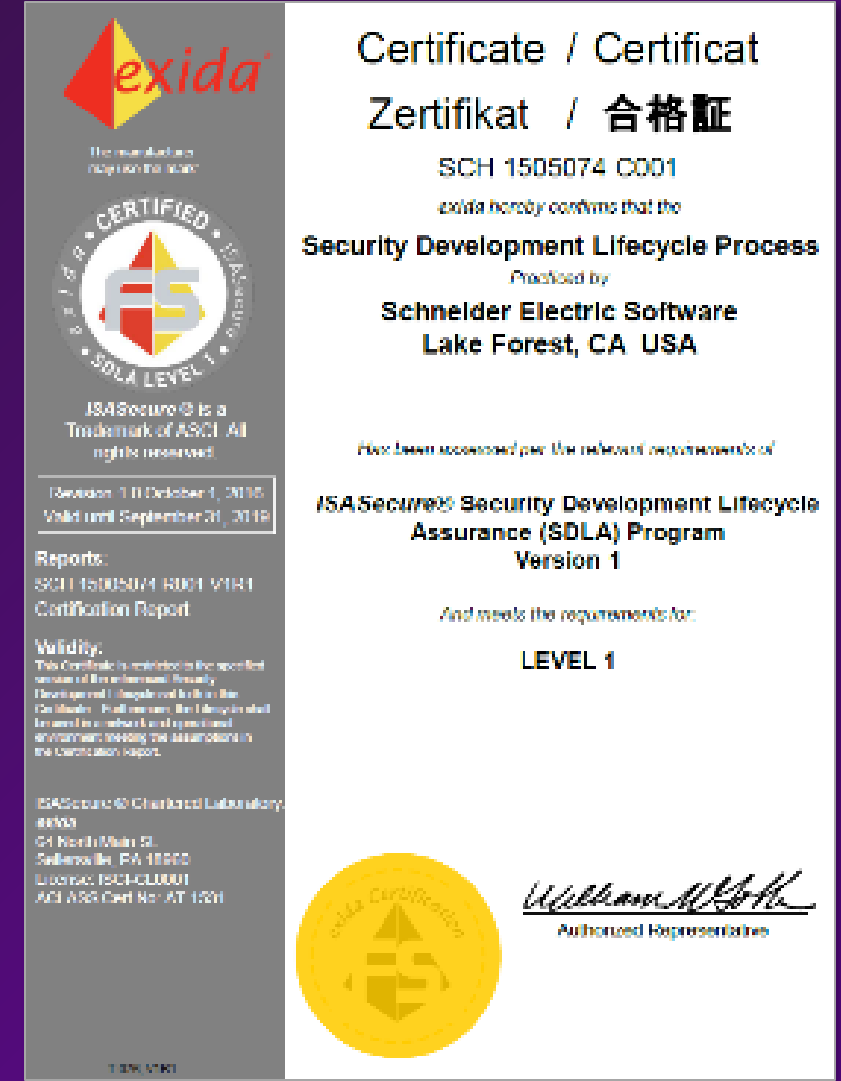


# AVEVA approach to security

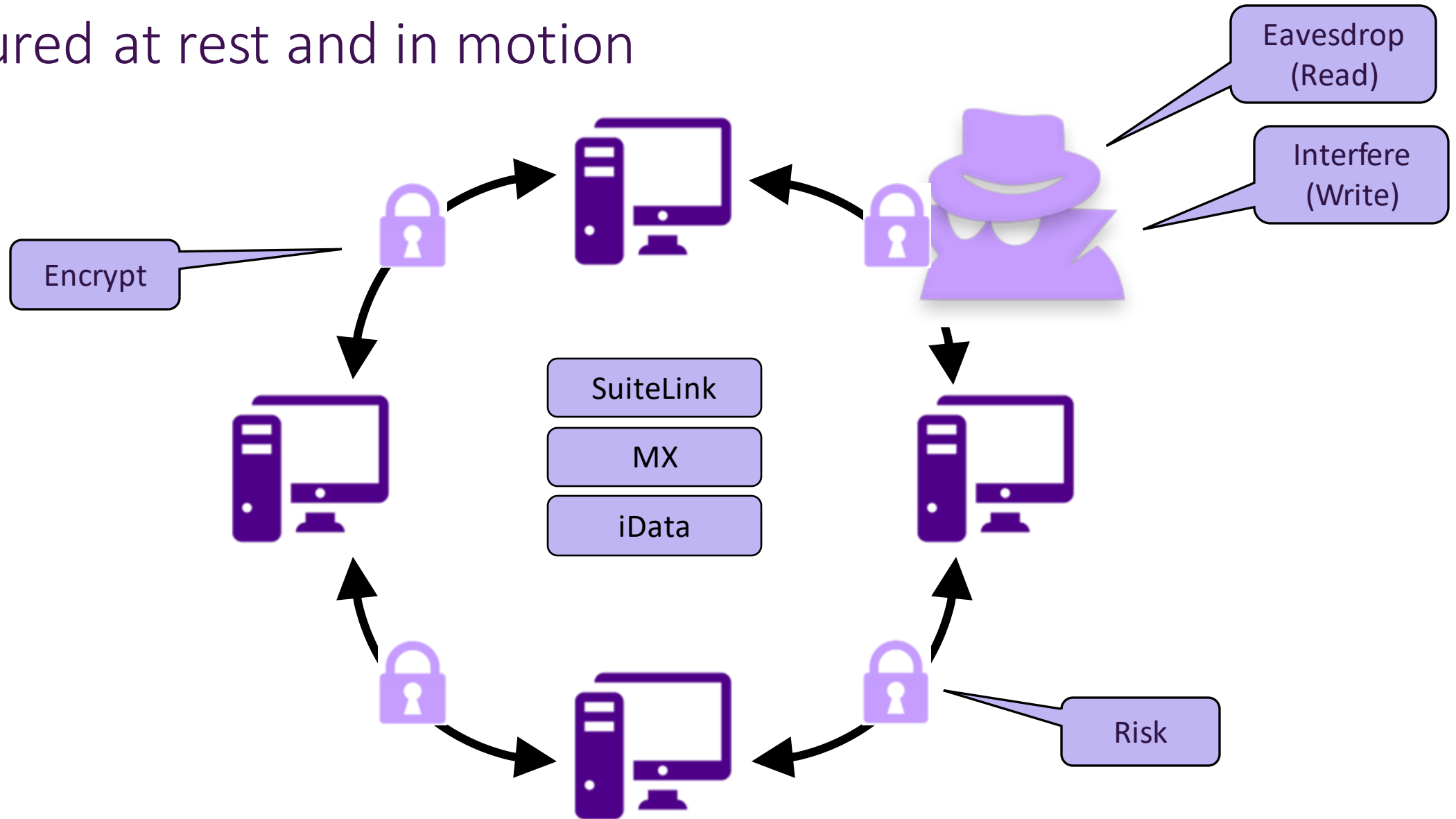
- Certified 1 October 2016
- First in industrial software
- Internal
- External (Node-to-node)
  - Certificate based encryption – TLS 1.2 (default)



- ▲ Certified 1 October 2016
- ▲ First in industrial software



# Secured at rest and in motion





General Details Certification Path

Certificate Information

This certificate is intended for the following purpose(s):

- Ensures the identity of a remote computer

Issued to: HOLMES

Issued by: HOLMES ASB CA

Valid from 1/9/2019 to 1/8/2021

You have a private key that corresponds to this certificate.

Issuer Statement

OK

enable communications via encrypted channels (e.g. HTTPS), certificates are required to

can either be provided by your IT department or automatically generated.

the appropriate options below.

source Automatically Generated

HOLMES ASB

Details...

on platform, and certain other AVEVA software (using "web port sharing" technology),

the appropriate port to use on this machine.

80

8443

Management Server

Reduce Risk

Cross Galaxy IDE access








TLS 1.2 Encryption

Configure

# AVEVA security central website

bal Customer Support x +

https://softwaresupportsp.schneider-electric.com/#/securitycentral

 User ID : 23513599       Mike Llapitan

Search...

### Security Central

**Security Central Supported Products** Cyber Security Updates Policy & Guidelines

Posted ▼	Report	Status	Description
Sep 28, 2018	<a href="#">WW18-091</a>	Supported	Cumulative Security update for Windows Server 2016 (KB4457131)
Sep 28, 2018	<a href="#">WW18-098</a>	Supported	Security and Quality Rollup for .Net Framework (KB4457043, KB4457044, KB4457038, KB4457035, KB4457042, KB4457037, KB4457033, KB4457045, KB4457036, KB4457034, KB4457131, KB4457138, KB4457142, KB4457128, KB4457921, KB4457918, KB4457919, KB4457920)
Sep 28, 2018	<a href="#">WW18-095</a>	Supported	Security-Only update for Windows (KB4457984, KB4457145, KB4457140, KB4457143)

# Object and role-based security

## User

- Default / Galaxy / OS User / OS Group

## Role(s)

- Galaxy Roles / OS or AD Groups
- Development and Operational Permissions

## Security Group(s)

- Grouping of Asset Object(s)

## Object(s)

- Templates and Instances

## Attributes

- User Writeable / Calculated / Locked

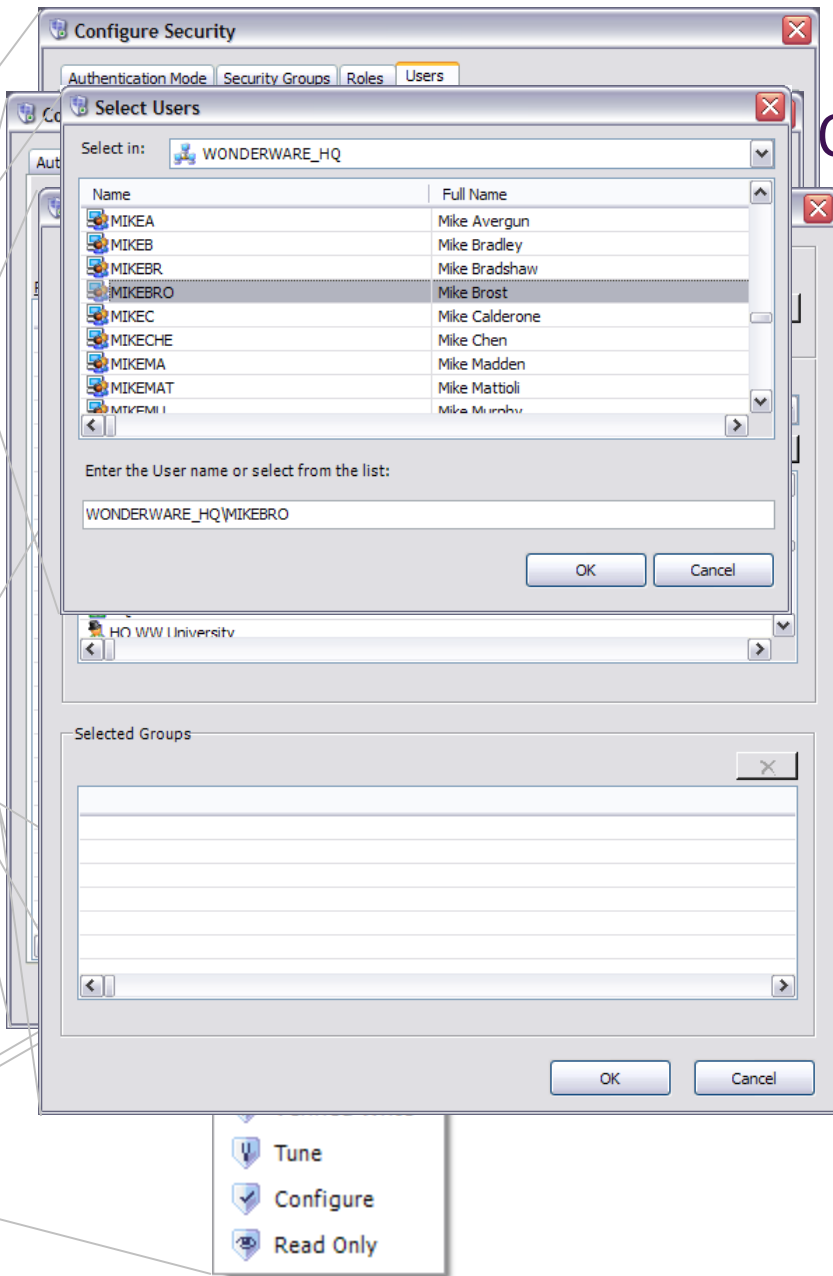
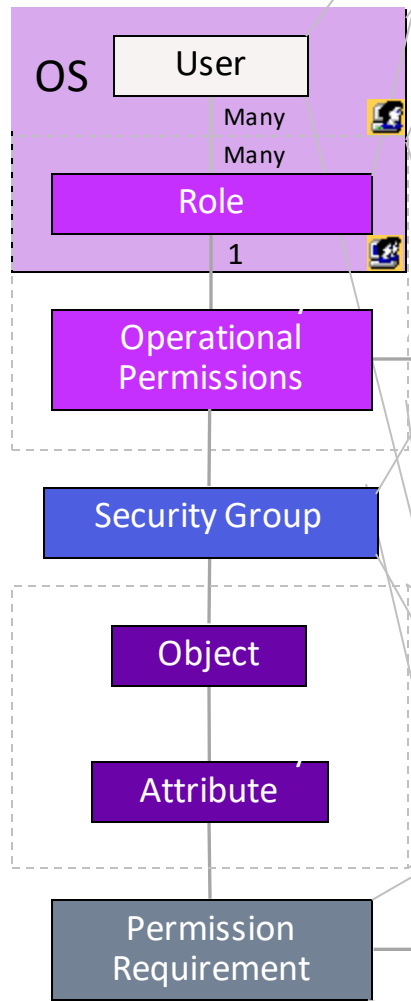
## Permission

- Free Access / Operate / Tune / Configure / Read Only
- Secured Write / Verified Write

The image shows a screenshot of a permissions management interface. On the left, there is a tree view titled 'General permissions:' with various categories and sub-items, many of which are checked. On the right, a dialog box titled 'Operational permissions:' is open, showing a 'Secured Write' mode. The dialog box has a 'Reason Description' field, an 'Attribute' field with the value 'DataJDD.SecUDA', a 'Value' field with the value '37', and a 'Comment' dropdown menu. Below these fields, there is a text area containing the message 'This comment is not in the predefined comments list.' At the bottom of the dialog box, there is a 'Mode' section with a user icon and a 'Username' field containing 'User 4', a 'Password' field with masked characters, and a 'Domain' field containing 'ArchestA'. There are 'OK' and 'Cancel' buttons at the bottom right of the dialog box.

# Powerful and easy

# Security model



Security can be defined down to the object attribute level.

The permission requirements can be set for each of the attributes. This can be done at the object template level.

Object instances with the same access characteristics, are grouped in Security Groups.

Roles can be given operational permissions for each of the Security Groups.

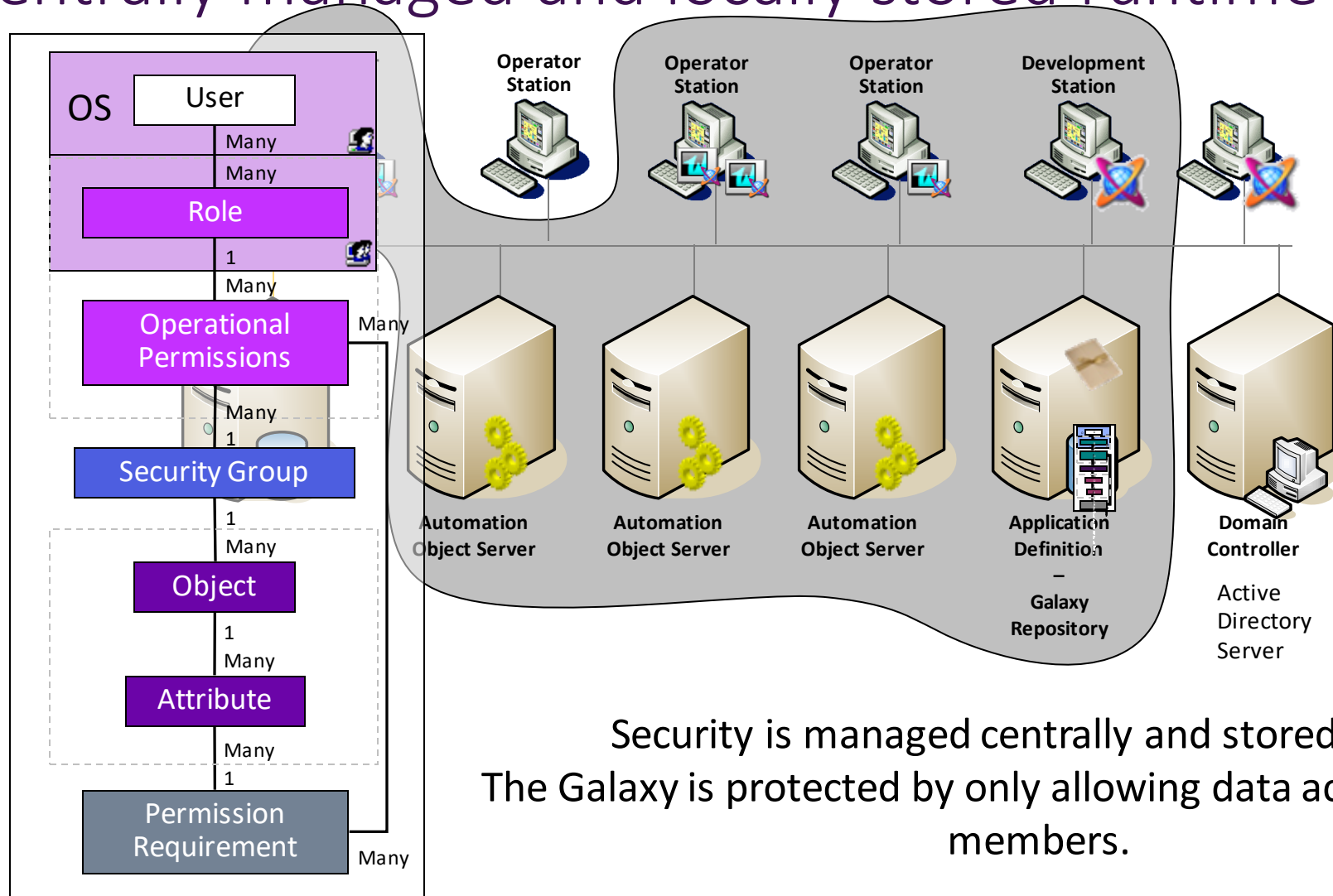
Users can have multiple Roles.

OS User based authentication allows user administration to be moved to the OS.

OS Group based authentication allows user groups (roles) to be administered from the OS.



# Centrally managed and locally stored runtime security model



Runtime Security Model is managed centrally.

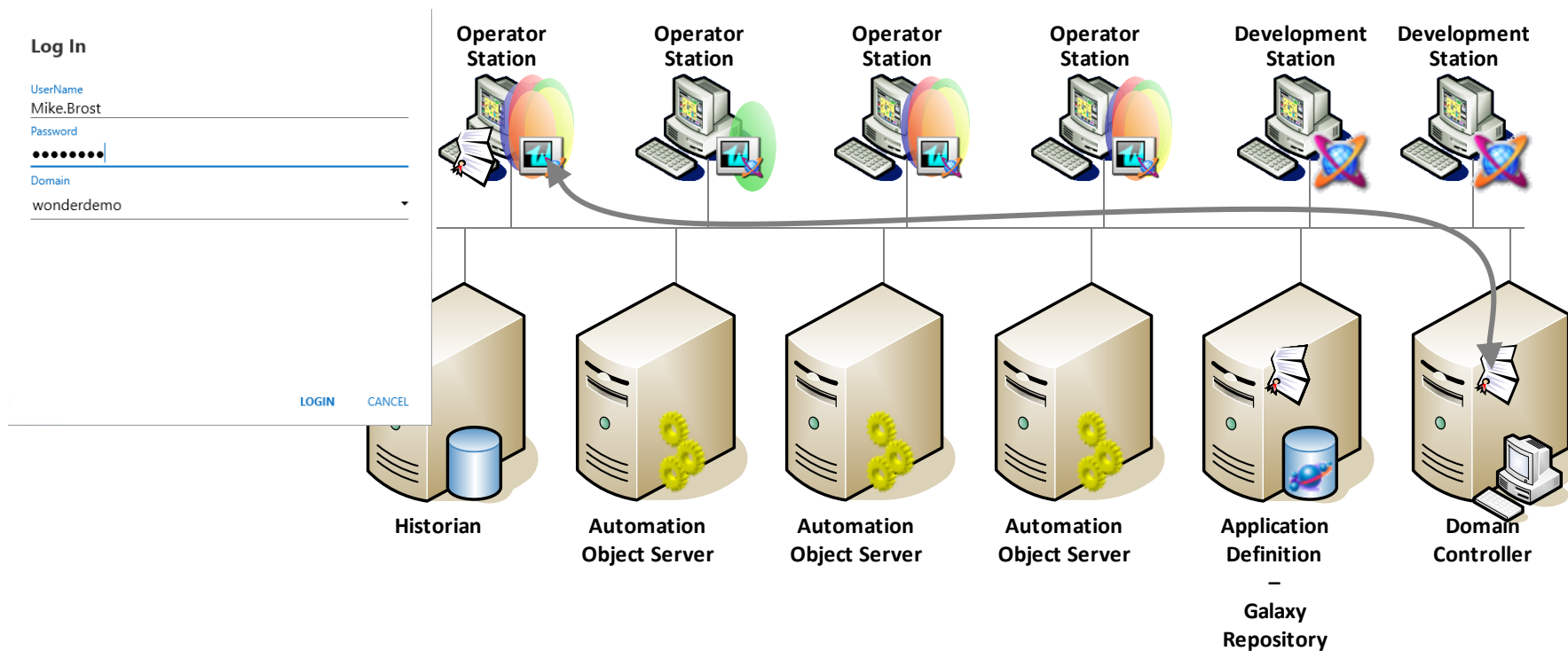
Galaxy Membership invitations can only be sent from Galaxy Repository.

Only Galaxy members get access to real time data in the Galaxy.

Runtime Security Model is stored in Global Cache and distributed to all Galaxy Members

Security is managed centrally and stored locally.  
The Galaxy is protected by only allowing data access to Galaxy members.

# Enforcement of runtime security



Login at Node 1. Operator login independent of PC login.

Login is verified by the Global Cache or Domain Controller as required by the Security Model.

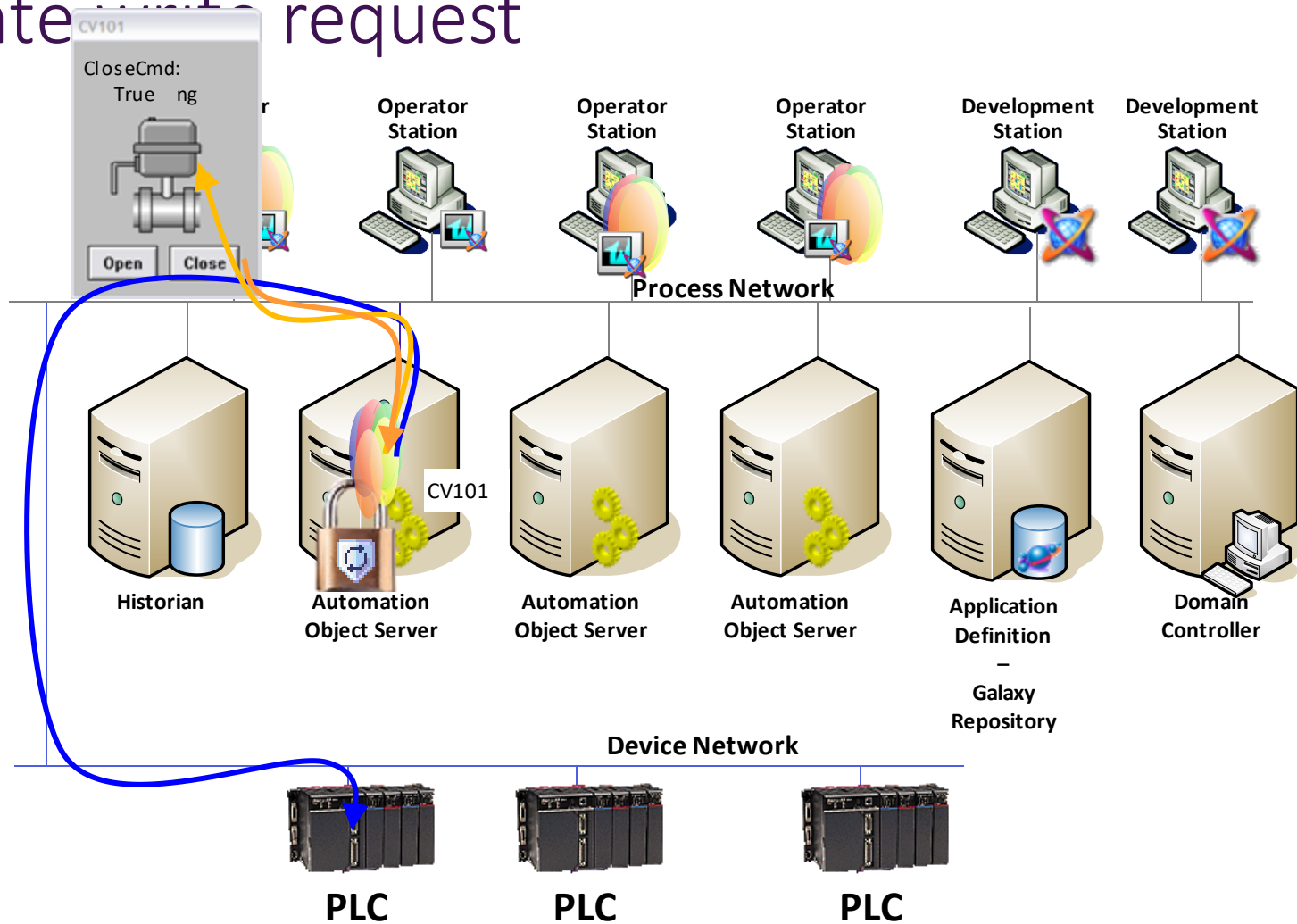
Node 1 local cache is updated with the user credentials.

Galaxy Repository reads Node 1 local cache and updates global cache.

Subsequent logins can be performed against cache if DC or GR is not available.

Can be fully integrated with OS Security.

# Operate write request



User accesses CV101.

Write request and user credentials are sent to CV101.

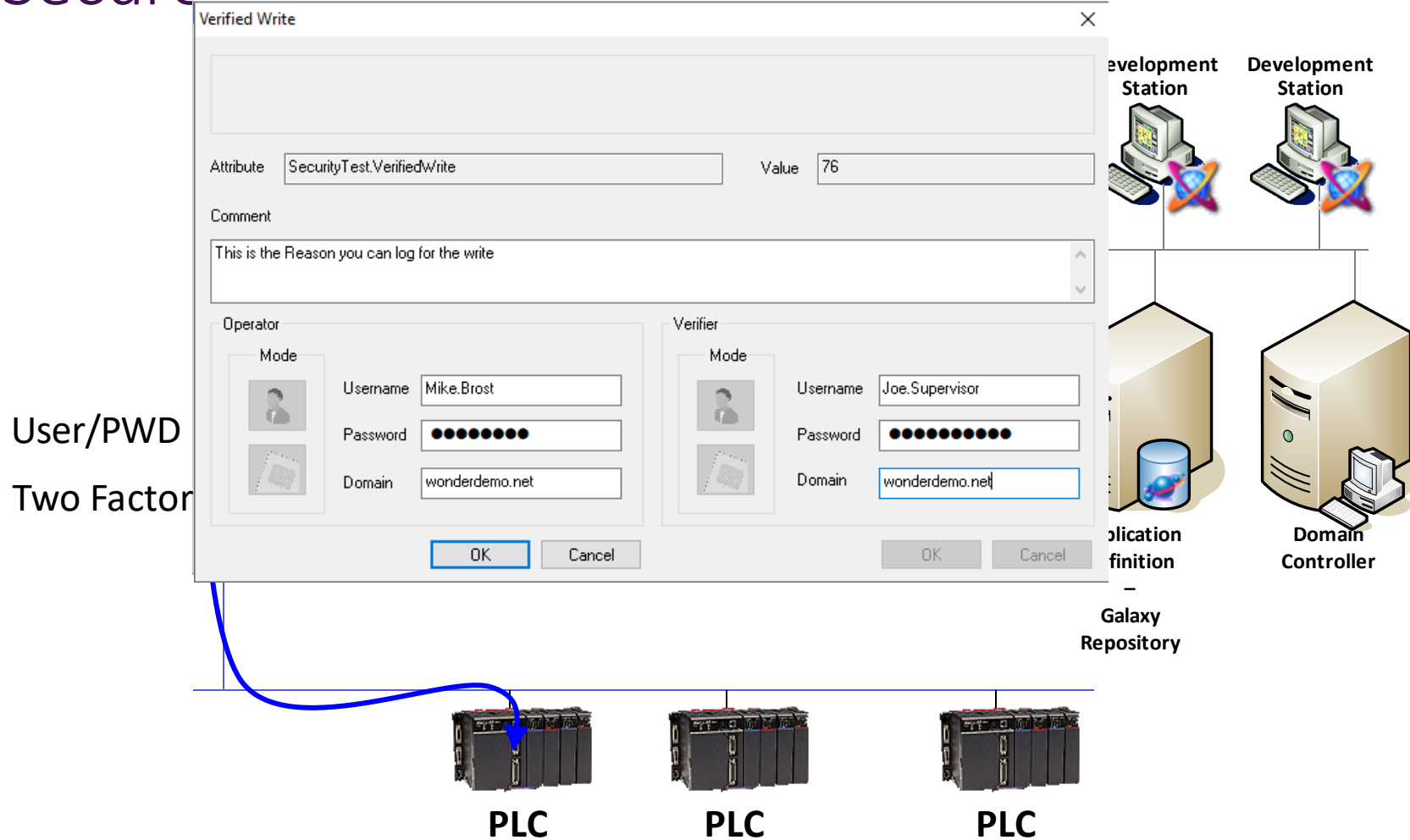
CV101: Operate permission required. Object verifies the credentials.

The write is performed, logged in the event sub-system and reported back to the operator station.

The Security Model is not dependent on the Galaxy Repository or Domain Controller.

Unrivalled data level security protecting the control hardware layer.

# Secured Verified write request



User/PWD  
Two Factor

User accesses CV101.

Write request and user credentials are sent to CV101.

CV101: Secured write permissions required.

The user is requested to re-enter the password or 2-Factor.

The user credentials are sent to CV101.

CV101 verifies the credentials and performs write.

Verified write is similar, but with two signatures.

Unrivalled data level security protecting the control hardware layer.



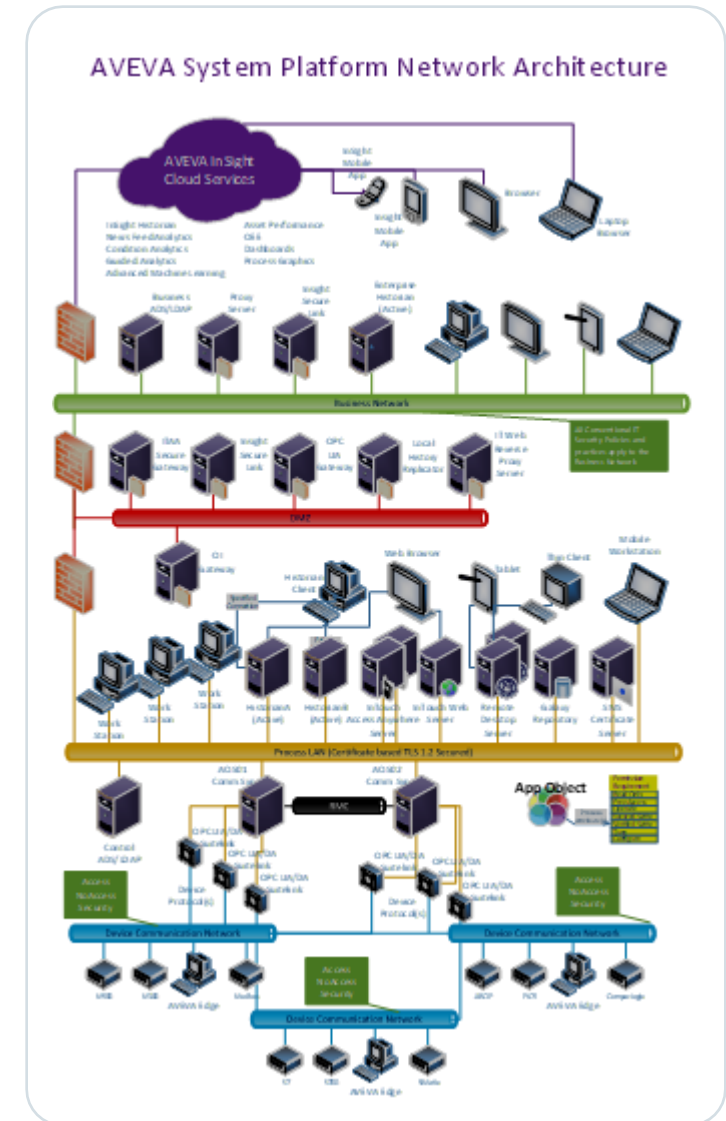
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# Network Architectures

# Network architecture

## Connected and securely isolated

- AVEVA Insight Cloud (Purple)
- Business Network (Green)
- Site DMZ Network (Red)
- Process/Control Network (Orange)
- Redundant Message Network (Black)
- Device Network (Blue)
- All Intrusion Protection Active and Enforced
- Firewalls Isolate all Traffic to Control Devices



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# Securing Device Connectivity

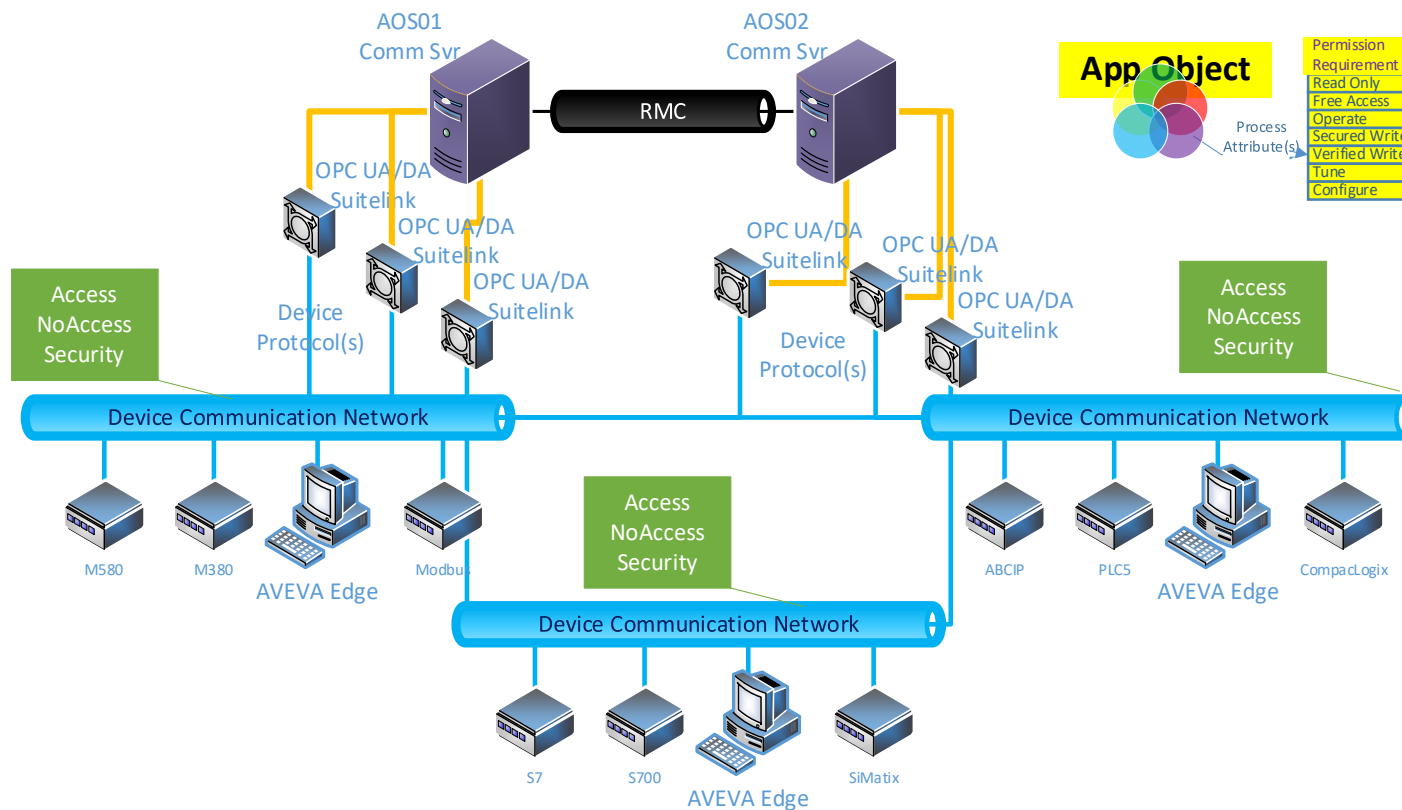
Practical and Effective Security Guidelines



# Device level network (Blue Network)

## Least secure and most vulnerable network

- Switch Controlled Routing Paths
- Isolated Network Connections
- All Interactive Logins are Disabled
- Connection only by Service Accounts
- Device Level Security Varies Widely
  - Certificates
  - Access/No Access Restrictions (Logins)
  - Nothing (Proper Message Format)
- Communication Servers Isolated to a Single Client from the Process Network

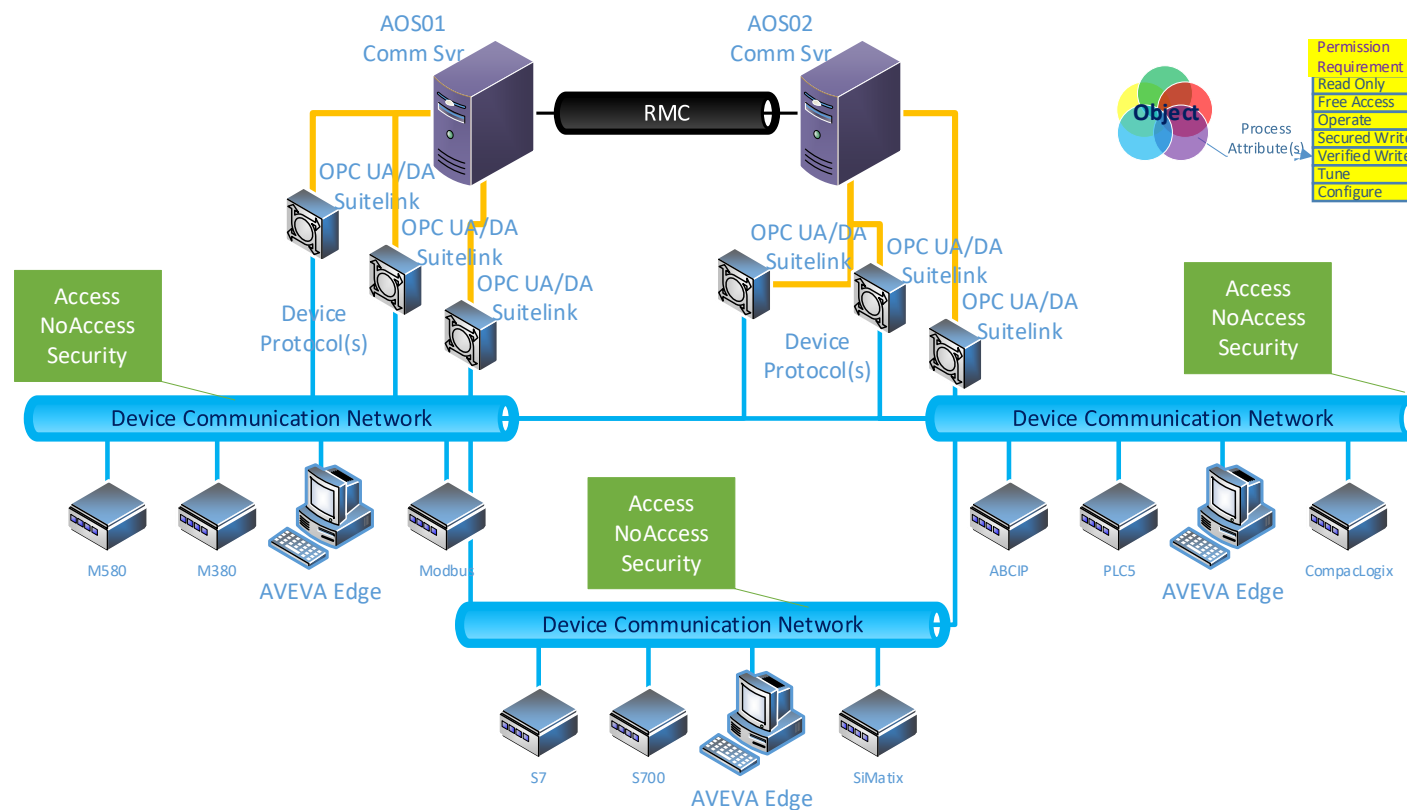




# Device level network (Blue Network)

Least secure and most vulnerable network

- Implement a Managed Device Network
- Example: Cisco Fluid Mesh
  - Modeled Connections
  - Deep Packet Inspection
  - Mesh Redundancy (Mobile Connections)
  - Physical Connectivity Options
    - Wired
    - Fiber
    - Wireless
    - Cellular
    - Radio



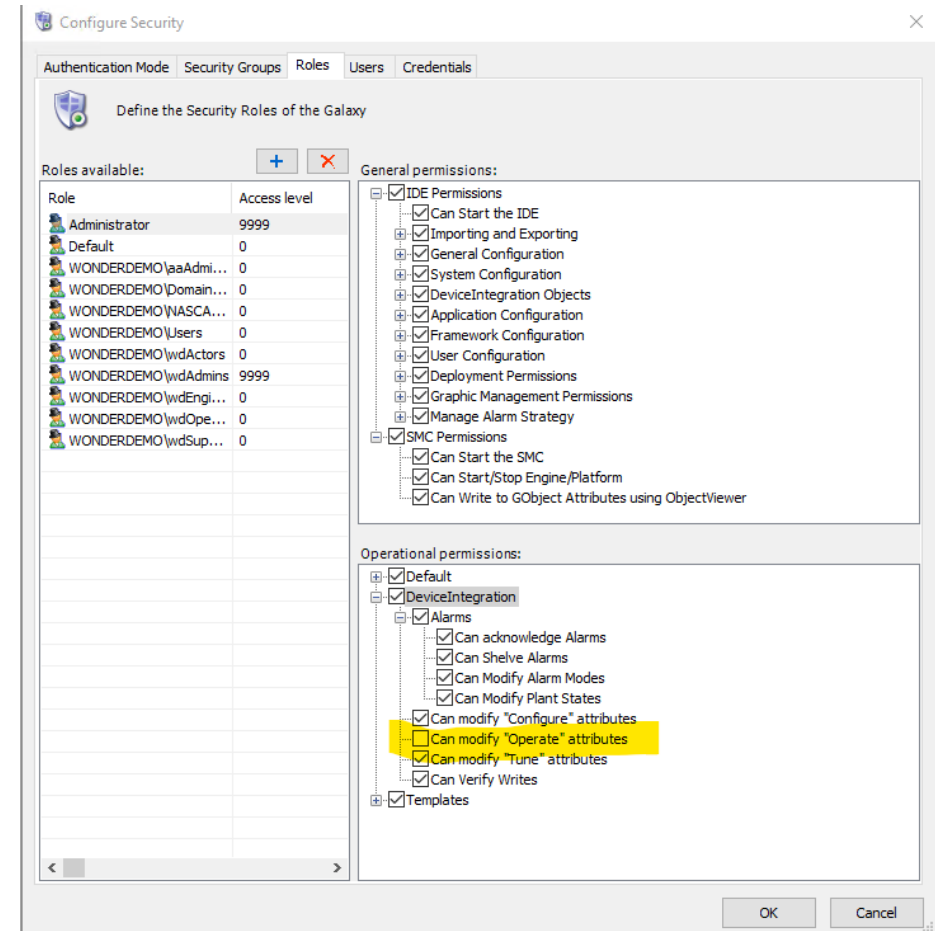
# Dedicated Device Integration Objects

## Device Server Clients

- DDESuitelink Client
- OPCClient
- PCS Service Connectivity

## Isolated in a Security Group

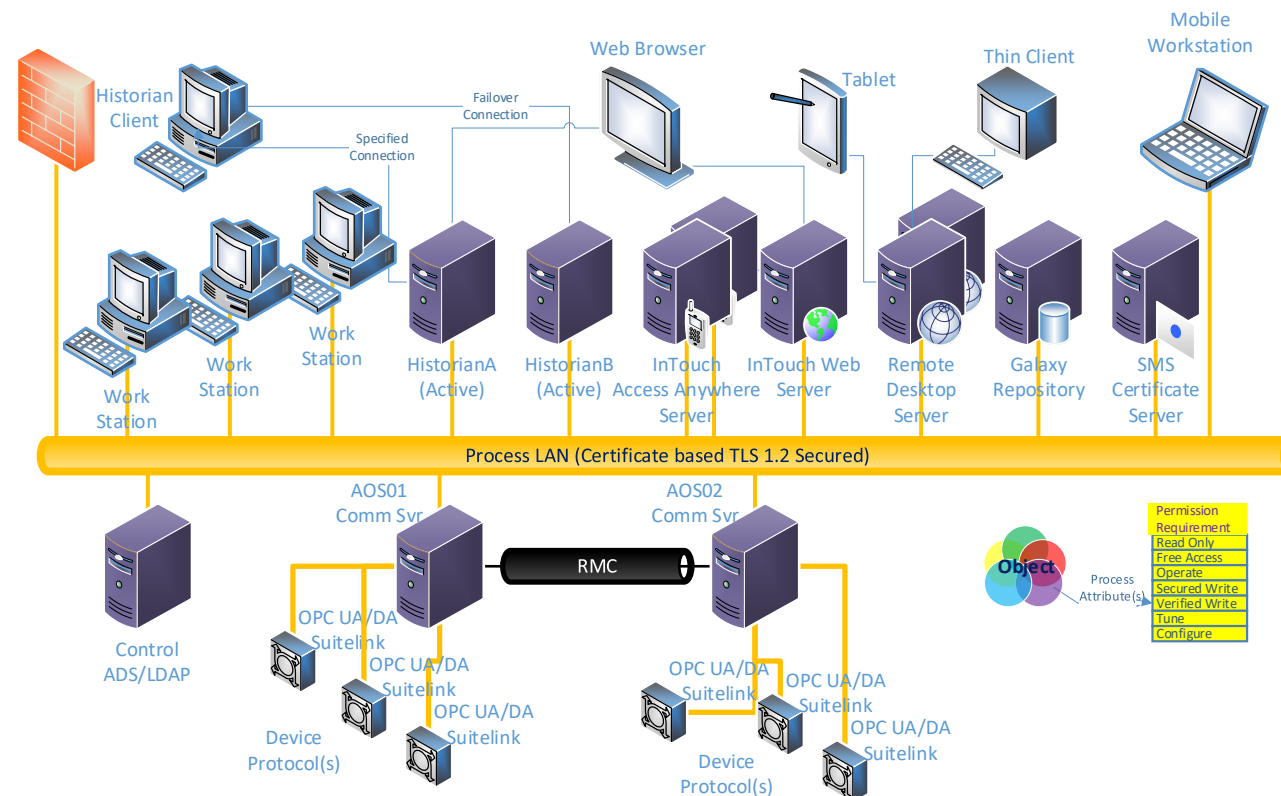
- Deny all Access to Operate Attributes by Default
  - All Device Items are in the Operate Category
  - Use Tune for Object Settings
- Allow Operate Access only in Justified Business Cases



# Process control network (Orange Network)

Secured with certificate-based TLS 1.2

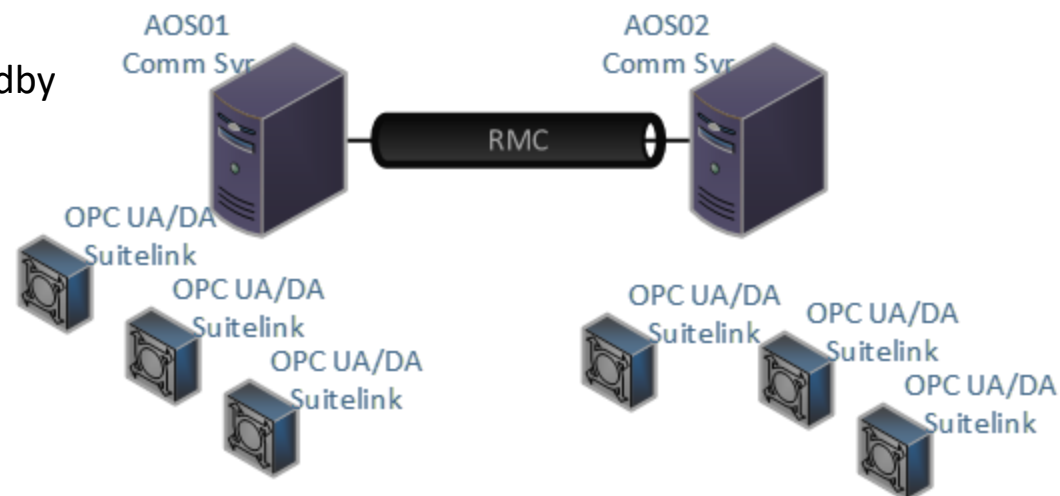
- Firewall Isolated from DMZ
- Domain Isolated from Business IT
- Internode Comms Encrypted at Rest and In Motion
- All Access via Object Model Security
- AOS's denied Interactive Login
- Outbound Only Communications can only be originated from Process LAN



# Redundancy message channel (Black Network)

## Service-level redundancy between application engines

- Application Engines are Partnered (Services)
- Primary and Backup in Configuration (Only Primary Changeable)
- Active and Standby in Runtime
- Everything Application Synchronized by Active AppEngine to Standby
  - Software Installs (Even when GR Unavailable)
  - Configuration Changes (Even when GR Unavailable)
  - Calculations, Real-time Values, Memory Values
  - Alarms
    - Detection Time Preserved
    - Alarm States (Active, Ack, RTN, Silenced, Disabled, Enabled)
  - History Store Forward (Both Active and Standby)
- Redundancy Supports Administration and Failure Induced Downtime
  - OS Patches, AVEVA Software Version Updates, OS Failure, Hardware Failure

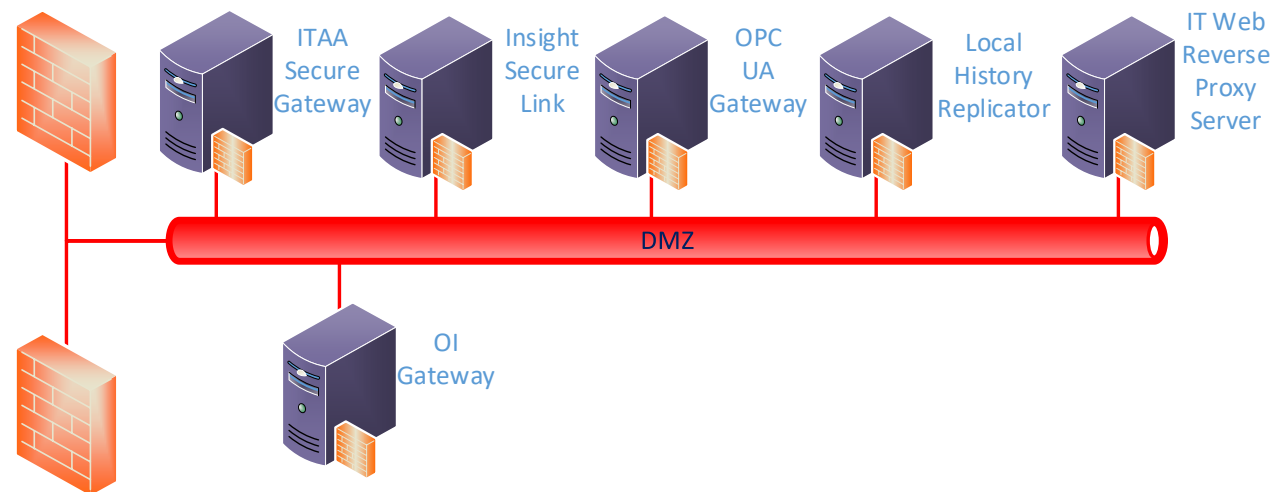




# DMZ network (Red Network)

## Isolation between control and business

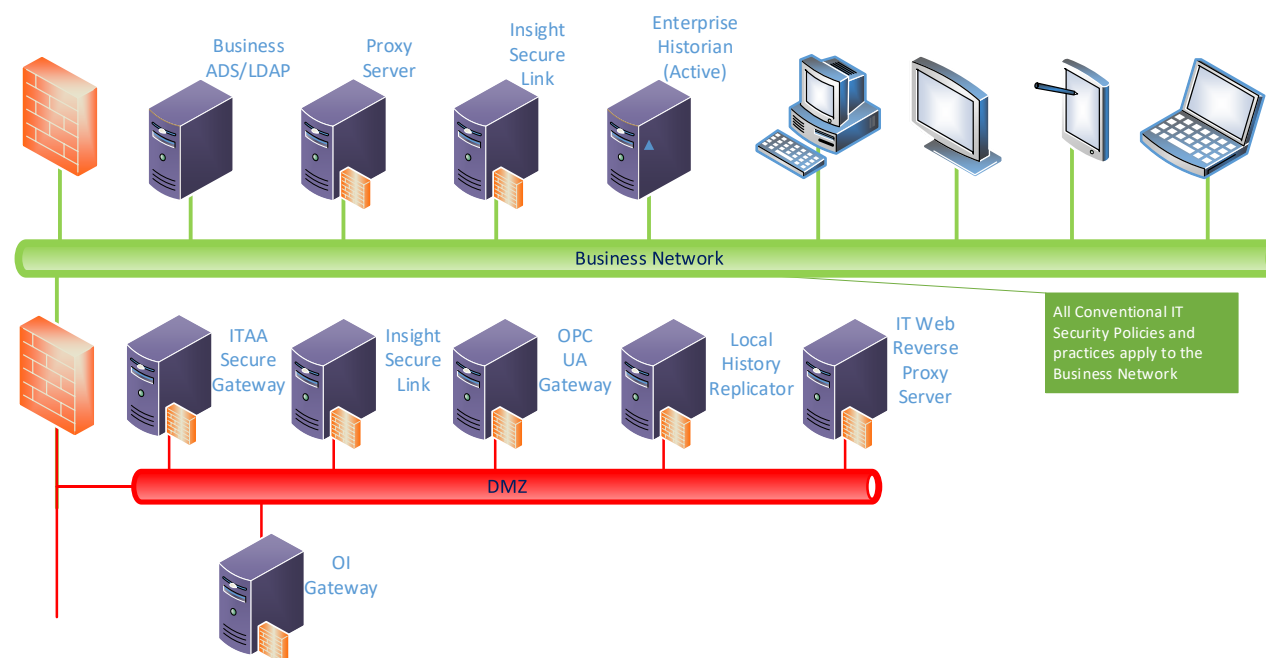
- Firewall Isolated from Control and Business Networks
- Access Routed through Proxies
  - Insight Secure Link
  - Local History Replicator
    - (Currently Enterprise Historian)
  - ITAA Secure Gateway
  - IT Web Reverse Proxy
  - OPC UA Gateway
  - OI Gateway (OPC DA, MQTT, Suitelink, DDE)



# Business IT network (Green Network)

## General purpose business network

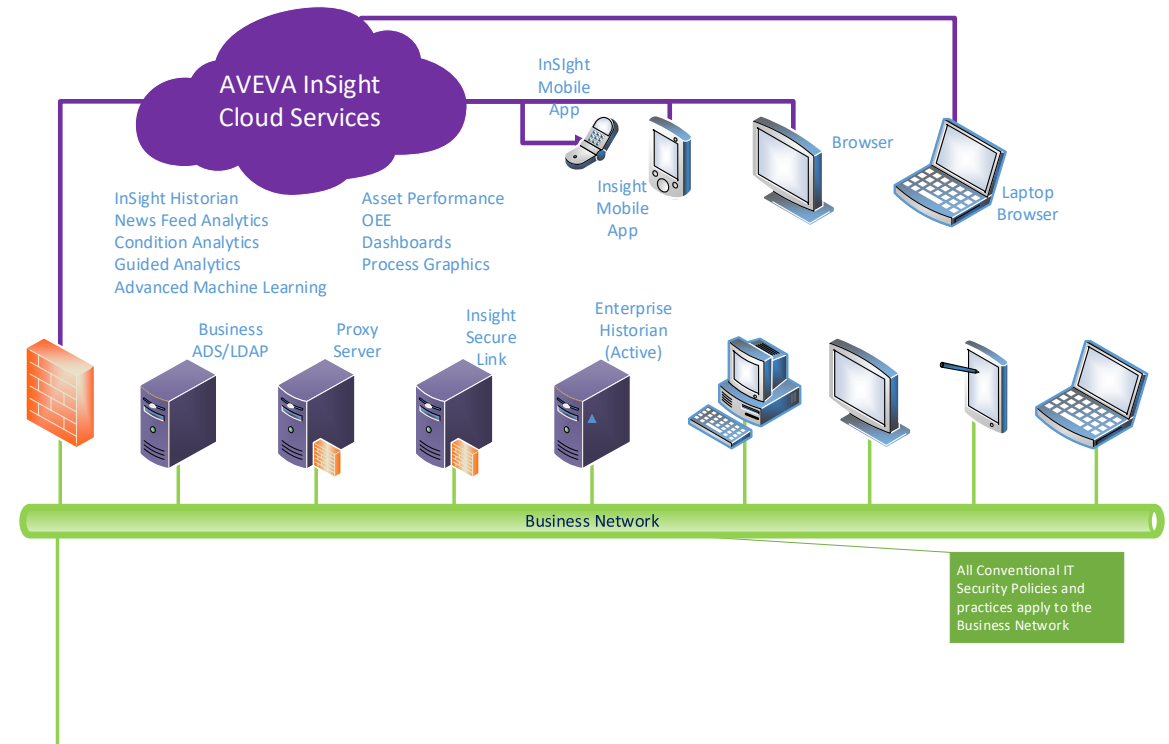
- IT Security Policies and Practices
  - AI Virus Protection (Cylance or Virsec)
  - Domain Isolation (Business ADS)
  - IT Proxy Server to Internet
  - Insight Secure Link
  - Enterprise Historian (AVEVA or OSI PI)
  - Securely Expose Command and Control Through DMZ
  - Firewalls to DMZ and Internet



# AVEVA™ Insight cloud services (Purple Network)

## Cloud-based analytics and information distribution

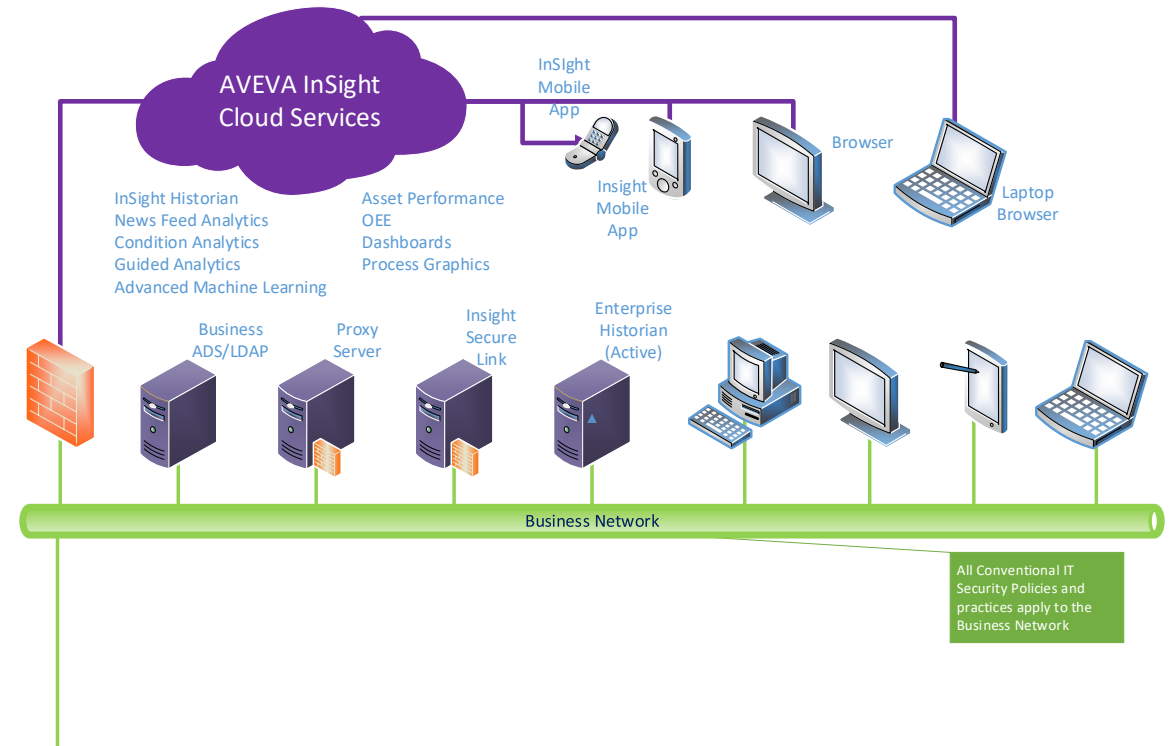
- Secure Data Transmission To/From InSight Cloud via Insight Secure Link
- All Transmission Certificate based and Encrypted with TLS 1.2
- Values are Normalized to 0.0 – 1.0 Identified only by GUID
- MetaData is Identified by GUID
- MetaData and Values stored separately in Insight.
- Transmission Securely from Control Domain
- Cloud Based Analytics Available Securely to Control Domain



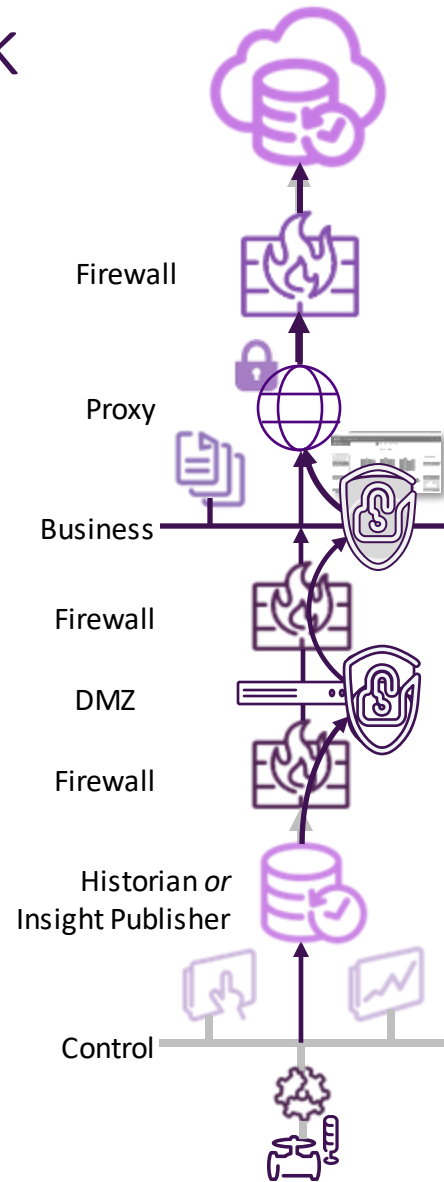
# AVEVA™ Insight cloud services (Purple Network)

## Cloud-based analytics and information distribution

- InSight Historian for Time Series Data
- OEE for Machine Performance
- News Feed for Unsupervised Analytics
- Condition Based Analytics
- Guided Analytics for Asset Specific AI
- Advanced Analytics for Multi-Variate AI
- Dashboards
- Process Graphics
- Securely Distribute Information to Cloud Consumers
- OData and REST API



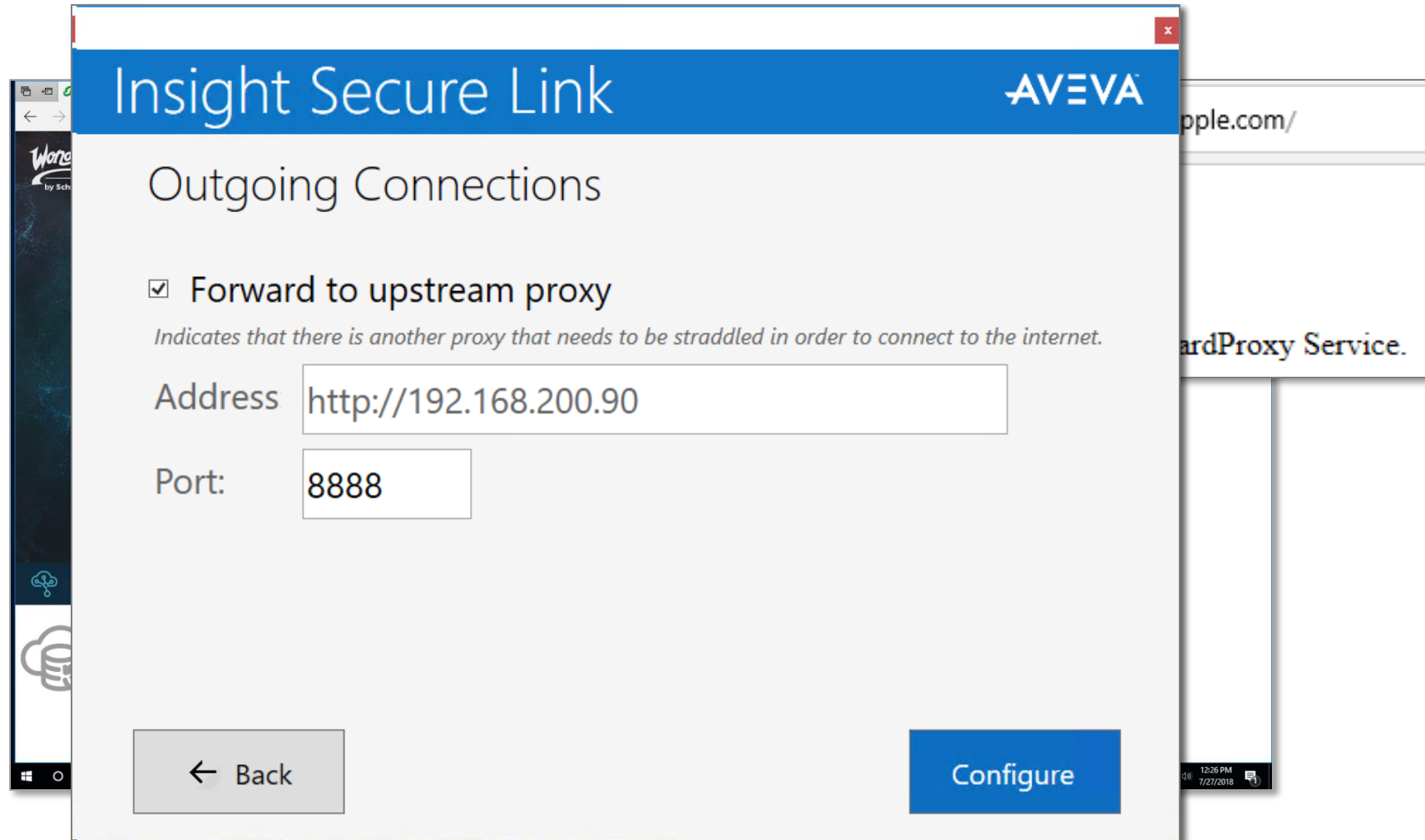
# Insight secure link



- ▲ Single outbound-only port (443)
- ▲ No inbound connection
- ▲ All traffic encrypted (TLS)
- ▲ Anonymous HTTP proxy
- ▲ DMZ
- ▲ Can be chained together



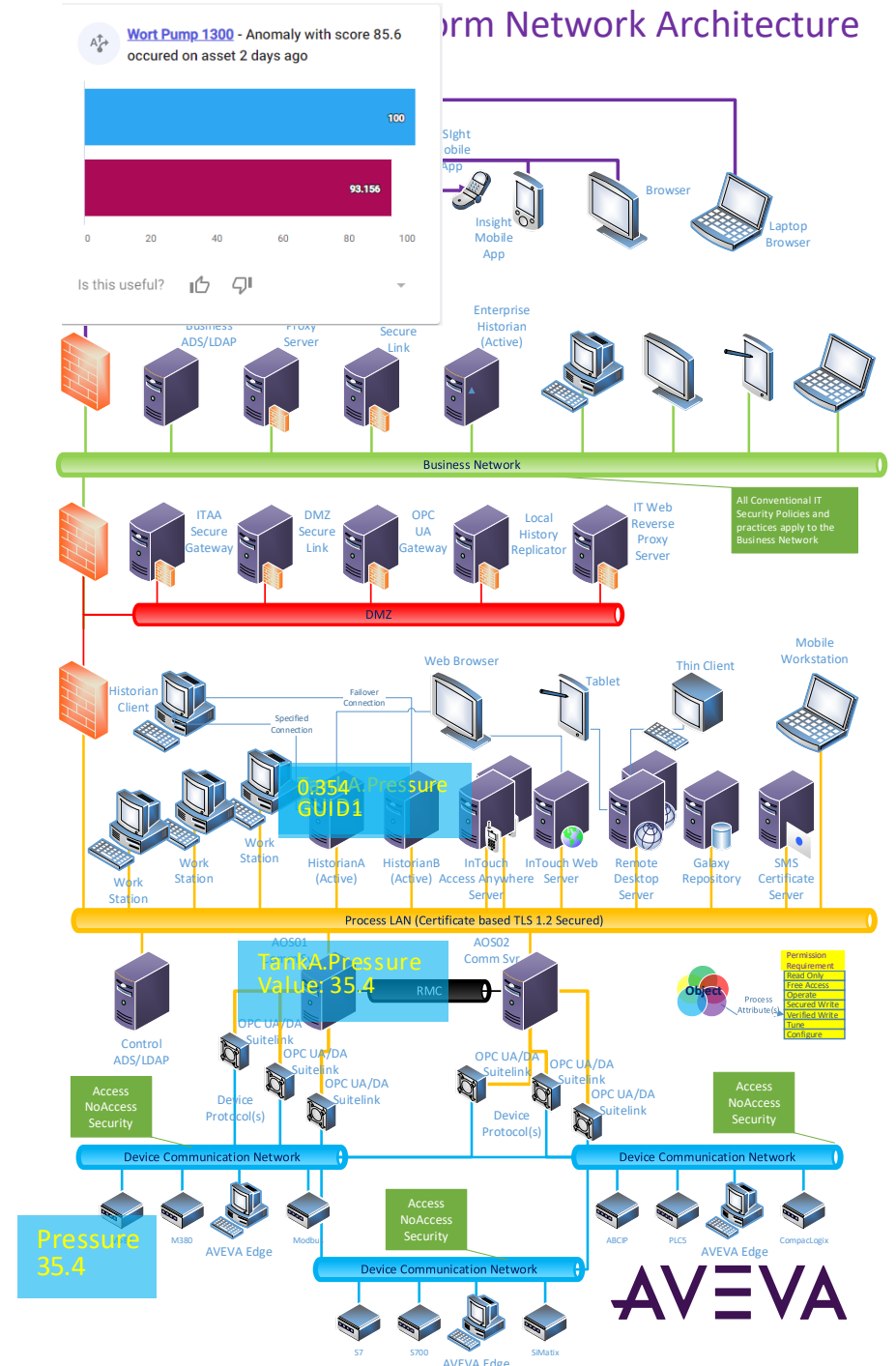
# InSight Secure Link provides limited internet access to/from control domain



# Securing data to AVEVA™ InSight

## Connection can only be originated from process LAN

- Device to Application Server Object
- Object to AVEVA Historian
  - Encrypted Certificate based TLS 1.2
- Historian to Insight Secure Link
  - Denies all Outbound Traffic, Except to AVEVA InSight
  - Denies all Inbound Traffic, Except from AVEVA InSight
  - Encrypted Certificate based TLS 1.2
  - Tag Metadata Keyed by GUID, Sent on Change
  - Value reduced to 0.0-1.0 Keyed by GUID
- DMZ Insight Secure Link to Business Insight Secure Link
- Business Insight Secure Link to Proxy Server
- Proxy Server to Business Firewall to InSight Cloud
- InSight Combines Metadata and Value Together
- InSight Content Delivered Back Through Firewall/Proxy Chain



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# Ensuring a defensible control system

AVEVA system platform-based application server provides the ONLY solution in the industry

- **AVEVA InTouch** can easily have all device communications routed through Application Server
  - Access Name Galaxy secures the data communications
  - Secure and Verified Writes Supported
- **AVEVA Edge** is a Certificate Based TLS 1.2 End Point Device for System Platform
  - Device Drivers are internal to AVEVA Edge
- **AVEVA Batch Management** and **AVEVA MES Operations** can route all communication through System Platform
- **AVEVA Recipe Management Plus** can direct all communication through System Platform
- **AVEVA Workflow** conforms to the Object Security Model when linked through System Platform

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# Requirements of defensible control system security

- Certificate based access only
- Four Aces's of Control System Security
  - Authenticated
  - Authorized
  - Approved
  - Archived
- Enforced at the Destination of Every Command
- Completely Independent of Client Configuration and Protocol
- Securely Engineered Network Segmentation and Intrusion Protection



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# AVEVA system platform enables the defense required

## Message exchange and Platform Common Services (PCS)

- Certificate based TLS 1.2 Encryption
- User Identification Transmitted with Every Write
- Read Path Independent to Write Path, Guaranteed Delivery of Commands
- Graphic Animated to Reflect Write/Read Status independent of Graphic Design
- Security Modeled and Enforced at Object.Attribute Destination
- Changes Logged by the Destination Write Target
- Object.Attribute Security Model cannot be Bypassed
- Writes between Galaxies are Enforced as if Within The Local Galaxy
- User login must be established within Target Galaxy for Write to be accepted



# Questions?

Please wait for the microphone.  
State your name and company.



# Please remember to...

Navigate to this session in the mobile app to complete the survey.



# Thank you!

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The Company shall not be obliged to disclose any revision to these forward-looking statements to reflect events or circumstances occurring after the date on which they are made or to reflect the occurrence of future events.

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#### ABOUT AVEVA

AVEVA is a world leader in industrial software, providing engineering and operational solutions across multiple industries, including oil and gas, chemical, pharmaceutical, power and utilities, marine, renewables, and food and beverage. Our agnostic and open architecture helps organizations design, build, operate, maintain and optimize the complete lifecycle of complex industrial assets, from production plants and offshore platforms to manufactured consumer goods.

Over 20,000 enterprises in over 100 countries rely on AVEVA to help them deliver life's essentials: safe and reliable energy, food, medicines, infrastructure and more. By connecting people with trusted information and AI-enriched insights, AVEVA enables teams to engineer efficiently and optimize operations, driving growth and sustainability.

Named as one of the world's most innovative companies, AVEVA supports customers with open solutions and the expertise of more than 6,400 employees, 5,000 partners and 5,700 certified developers. The company is headquartered in Cambridge, UK.

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