

*Challenges of Digital
Transformation
in the Water Sector*

RESILIENCE IN THE AGE OF CYBER WARFARE

Barbara Wilson

**VP of Technology
Programs**

AMPCUS
collaboration redefined



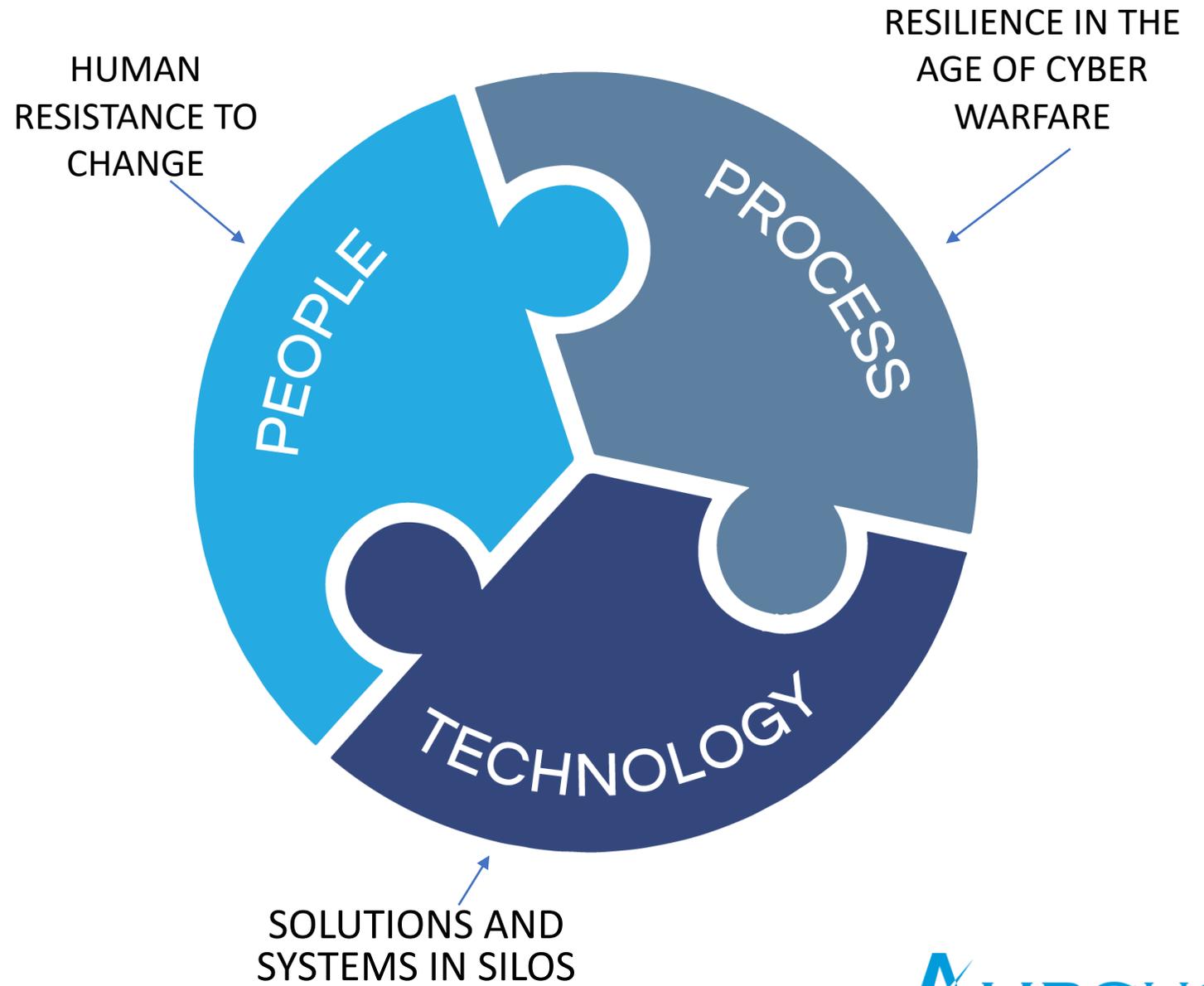
Introduction

Barbara Wilson is the Vice President of Technology Programs for Ampcus Inc.

Barbara previously served as the Senior IT Manager for Metro Water Recovery in Denver, CO. She was responsible for IT at the utility where she led major initiatives in IT planning, wireless connectivity, cybersecurity, and IT Service Management.

Before Metro, Barbara served as the Senior IT Manager at Fort Worth Water (2006-2013) focused on asset management, utility billing, customer experience and IT service initiatives.

Challenges of Digital Transformation in the Water Sector



What can you lose if your utility is targeted with a cyber attack?

- Life
- Operational Control
- Money
- Data= Privacy
- Time
- Reputation





Cybersecurity is
not an IT risk...
it's a business
risk.

What are the business risks you are facing?

Internal

- Employees and trusted third party entities acting maliciously or by mistake.

External

- Cybercrime
- Cyber terrorism
- Corporate espionage
- Intentional access to corporate systems via faulty safety controls of yourself or your trusted third-party partners.

Where in the
utility should
cyber resilience
responsibility
reside?

Cyber protections are like
your utility's safety
program, it's everyone's
responsibility.

What does
cyber
resilience
look like?



How do different teams in the Utility need to look at cyber resilience?

Operations

Engineering

Finance

Procurement

Maintenance

Regulatory

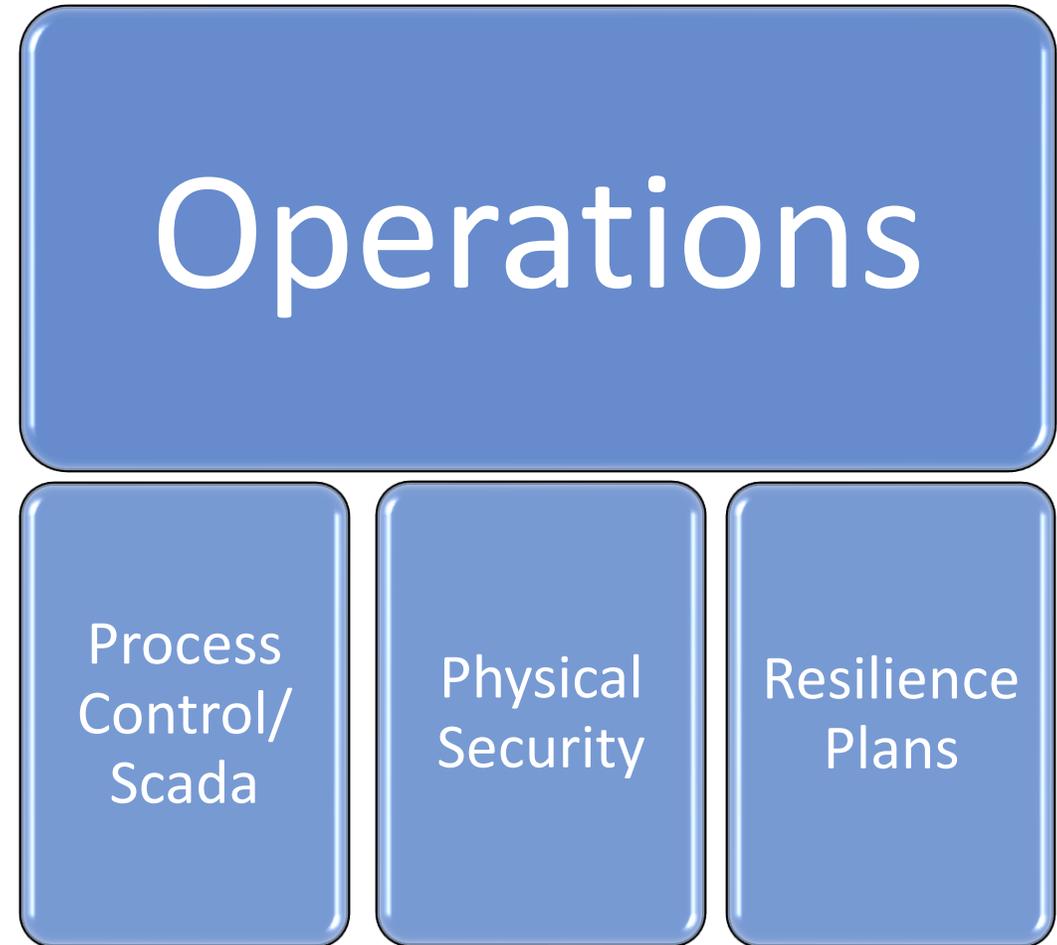
Human Resources

Communications

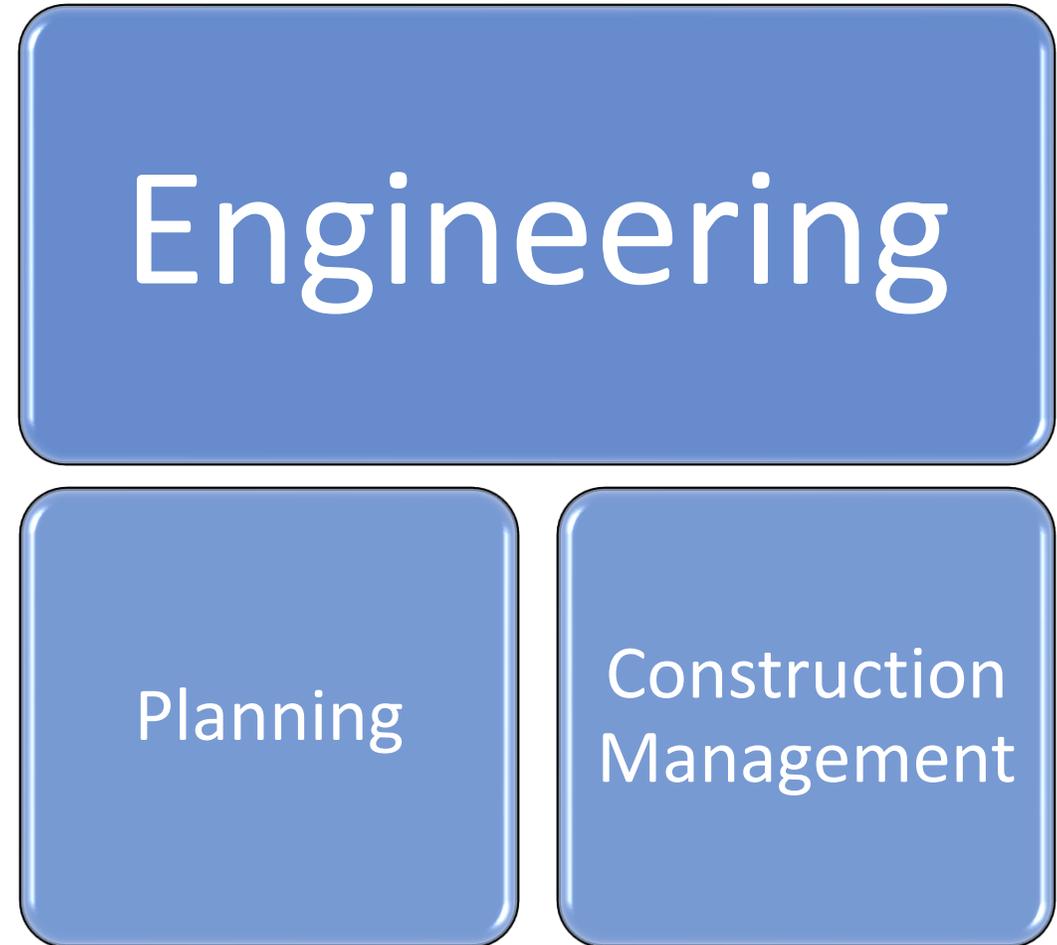
Information Technology

Executive Management

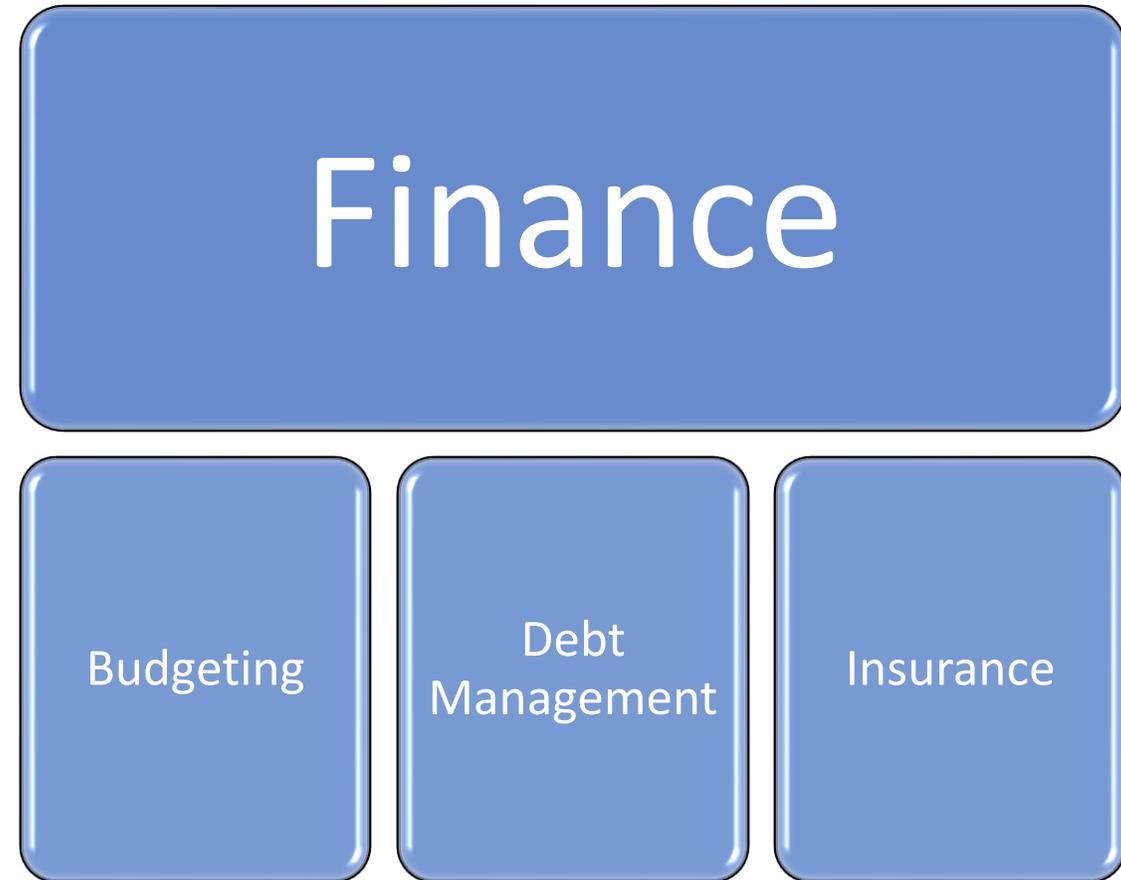
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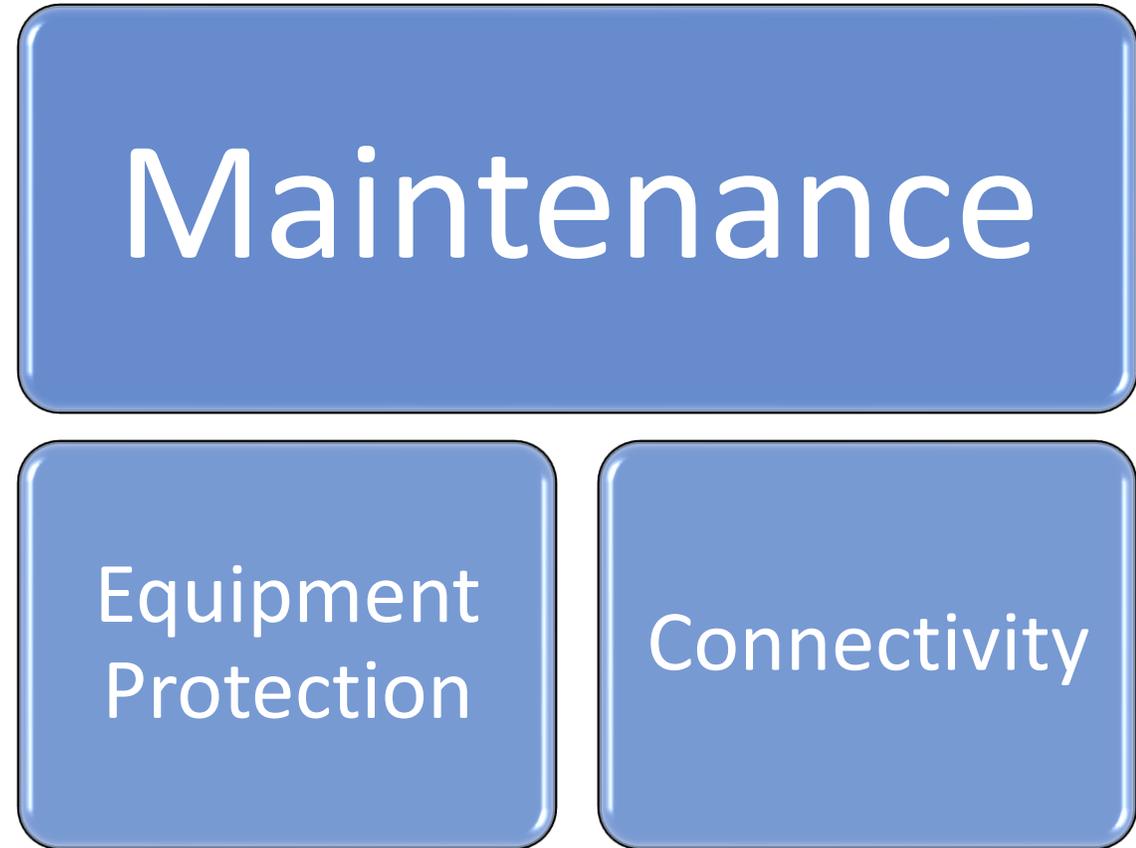
How do different teams in the Utility need to look at cyber resilience?

Procurement

Supplier
Management

Contract
Management

How do different teams in the Utility need to look at cyber resilience?



How do different teams in the Utility need to look at cyber resilience?

Regulatory

Data
Protections
for regulated
industries

Legal
Compliance

How do different teams in the Utility need to look at cyber resilience?

Human Resources

Human
Capital
Management

Training
Program

How do different teams in the Utility need to look at cyber resilience?

Communications

Internal
Comms

External
Comms

How do different teams in the Utility need to look at cyber resilience?

Information
Technology

IT Planning

Daily
Operations

How do different teams in the Utility need to look at cyber resilience?

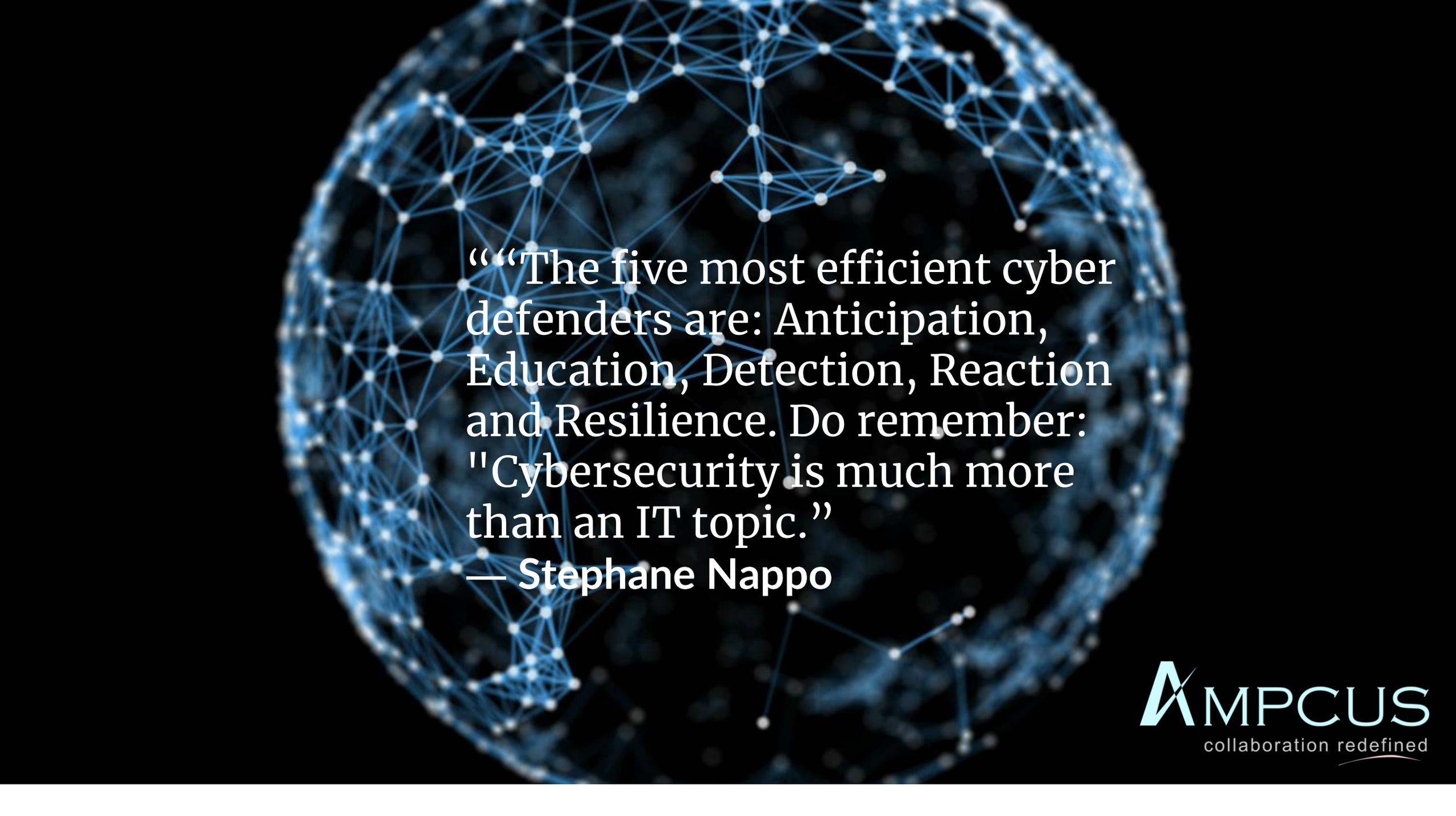
Executive
Management

Strategic
Approach

Organizational
Structure

How do you
ensure you
have
overlapping
protections?





““The five most efficient cyber defenders are: Anticipation, Education, Detection, Reaction and Resilience. Do remember: "Cybersecurity is much more than an IT topic.”

— **Stephane Nappo**

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ANY
QUESTIONS?

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