

The future of operational technology management

Agile. Automated. Service-oriented.

EY-ServiceNow Alliance



Welcome to the next generation of operational technology management

Continuous digitization and interconnectivity of the production environment are paramount to capturing value and transforming current industrial assets and processes.

Yet, at the same time, heightened integration and convergence are exposing every organization's critical infrastructures and operational technology (OT) environments to cybersecurity threats of greater magnitude and sophistication.

To seize the opportunities presented by this next wave of manufacturing digital transformation while also protecting against its risks, organizations require new, scalable solutions that make their OT management model more agile, automated and service-oriented.

The Ernst & Young LLP (EY US) OT Security and Service Management Solution helps industrial organizations and OT asset owners do exactly that, transforming OT service delivery and security operations to deliver:

1. Better governance of OT and underlying infrastructure
2. Improved OT lifecycle management
3. More effective OT security
4. Superior service management
5. Smarter risk management

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We bring strategic acumen and knowledge across technology, cyber risk, IT infrastructure and application management to identify the core components of your organization's IT/OT and security transformation. We work with your teams to seamlessly design, build, implement and run OT management processes that will drive the manufacturing operations of the future.

- Leszek Mróz, EY EMEA OT Security Hub Leader

The EY US OT Security and Service Management Solution

A comprehensive end-to-end solution

The EY US OT Security and Service Management Solution combines the leading NOW™ platform and the unrivaled strategic and delivery knowledge of EY teams to support your organization during IT/OT/IoT transformation and cybersecurity programs:

1. Proven project methodology developed and verified for manufacturing and industrial clients
2. A dedicated team experienced in OT-specific needs and requirements of a production environment
3. Implementation of NOW platform CMDB, Intelligent Workflows and process orchestration to develop a single workspace for OT engineers and service providers who manage the lifecycle and cybersecurity of the OT environment
4. NOW OT add-ons to help enable built-in integration with leading OT and security products
5. IT/OT architecture blueprints to support IT/OT convergence and OT security architecture
6. Predefined governance and service management frameworks to be adopted by future IT/OT organizations
7. EY US OT management and security frameworks providing accelerated implementation of dedicated or adapter OT services



The EY US OT Security and Service Management Solution

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Added value

The EY US OT Security and Service Management Solution is complemented by an extensive suite of innovations so that we can help deliver additional value to your organization:

1 OT asset discovery and continuous monitoring accelerators

Support design, implementation and integration of leading industrial OT asset discovery solutions

2 Dedicated OT CI classes and production line relationships

Define and adapt data models to best represent an organization's OT environment

3 Reference the OT security service catalog and process framework

Accelerate implementation of new processes with reference to OT management frameworks

4 OT target operating model transformation

Adapt and future-proof IT/OT organizations using our OT target operating model transformation approach

Our service approach

Tailored value creation: Our value-led approach is specifically designed for OT asset owners and is tailored to your organization's individual needs.

Specific to your OT environment: Our solution brings OT industry knowledge to both OT asset management, OT service management and OT security management.

Adapted to IT and OT organizational complexity: Our OT transformation capabilities can support and accelerate organizational change and adapt operating and service delivery models to the future OT, IT, security and supporting service organizations.

Jump-started OT service management: We bring our proven service management experience and real examples of OT service catalogs that accelerate new OT and engineering experience.

Sustained OT security program: We provide proven OT security frameworks to build next-generation OT security services. We equip OT engineers and security analysts with tools, processes and workflows to orchestrate identification, detection, protection and response to cybersecurity incidents.

Engaging IT and OT stakeholders to drive change: We transform IT/OT organizations, keeping employees at the center, while guiding IT, security and OT engineers as key stakeholders of the organizational changes.

Proven benefits

- Increases OT systems availability through improved response and recovery
- Reduces operating costs through the elimination of redundant processes and resources
- Reduces OT cybersecurity risk
- Introduces increased visibility of OT systems, assets and configurations
- Accelerates OT asset discovery and data quality assurance for OT configuration items
- Provides dedicated OT-specific data model to reflect your organization's OT environment
- Provides OT service management with implementation to support IT/OT convergence and new operating model for OT
- Supports OT security sustainability and governance by integrating them into change and service request processes and workflows
- Increases monitoring and control over distributed operations



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EY | Building a better working world

EY exists to build a better working world, helping create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

EY and ServiceNow

Together, EY and ServiceNow deliver a business-led, technology-enabled approach to provide service management and business automation services built on ServiceNow's single cloud-based platform. Our services can transform a wide range of business functions including customer service, HR, facilities, legal and IT operations.

For more information

To discover how Ernst & Young LLP and ServiceNow can help accelerate your digital agenda by mitigating risk, automating compliance, improving employee experience, and increasing efficiencies, please contact our teams or visit ey.com/ServiceNow.

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