



Customer Highlight



HAWAIIAN UTILITY

Hawaiian Utility Assesses Cybersecurity and Implements Multiphase Roadmap

CYBERSECURITY ASSESSMENT AND MATURITY ROADMAP. Cybersecurity vulnerabilities present a significant threat to the reliable operation of power systems. To help electric utilities respond to this challenge, SEL cybersecurity experts analyze operational technology (OT) and industrial control systems (ICSs), delivering personalized findings and prioritized recommendations for improving security.

Customer problem

Power systems are facing new cybersecurity challenges due, in part, to the increased connectivity of OT networks and the growing sophistication of adversaries. Utilities must have a plan that outlines how to prepare for, detect, and prevent attacks as well as how to respond to an event that compromises security.

Solution

A regulated Hawaiian utility brought in SEL Cyber Services to perform an initial assessment of immediate opportunities for improving cybersecurity. Together, they also developed a multiphase roadmap for maturing the utility's cybersecurity through formalized policies, procedures, and best practices. SEL Cyber Services continues to work with the utility's leadership to define requirements and establish priorities for maturing their cybersecurity program and posture.

Results

In collaboration with SEL Cyber Services, the utility prioritized short-term cybersecurity investments and now has a foundation for evaluating their cybersecurity maturity over time. They adopted several key cybersecurity plans, including an Incident Response Plan, a Disaster Recovery Plan, and a Continuity of Operations Plan. The utility has also practiced tabletop exercises for each of these plans. Additionally, they have improved their OT system's cyber defenses and increased cross-functional team communication.

About SEL

SEL is a 100 percent employee-owned company that specializes in creating digital products and systems that protect, control, and automate power systems around the world. This technology mitigates blackouts and improves power system reliability and safety at a reduced cost. Headquartered in Pullman, Washington, SEL has manufactured products in the United States since 1984 and serves customers worldwide.

Cybersecurity philosophy

We build layers of defense and maintain the integrity of each layer's purpose—in other words, we apply the right technology at the right layer. We believe simpler products are easier to defend and that the safety of the power system and availability of the protection and control devices come first.

Reliability

SEL products are designed and manufactured for the world's most challenging environments, exceeding all industry standards for temperature, shock, and electric stress.

Our products have a mean time between returns for repair (MTBR) of more than 250 years, based on observed field performance. This means that if you have 250 SEL products installed in your systems, you can expect to have less than one unscheduled removal from service per year for any reason, whether it's a defect or an external factor such as overvoltage, overcurrent, wildlife damage, or environmental exposure.

Warranty

SEL backs our products and commitments with a ten-year warranty, no-charge diagnostic and repair services, local support, and a variety of test procedures and certifications.

Support

SEL support teams are stationed in regional offices around the globe and staffed with application engineers who are experts in our products and in power system applications. We offer free, 24/7 emergency technical support for the life of your SEL products, even if they're outside of our ten-year warranty.

Contact us

To learn more about partnering with SEL Cyber Services, contact secure@selinc.com.