



# Information Security at Austin Energy

Electric Utility Commission

September 19, 2016



# Categories & Regulations of Protected Information

## City of Austin Personal Identifiable Information (City PII)

- All information including, but not limited to, names, phone numbers, addresses, credit card information, social security numbers, and/or account or financial information, of City's customers
- FACTA requires processes in place to protect customers (training, identify theft programs, incident reporting)

## Bulk Electric System Cyber System Information (BCSI)

- Subject to NERC CIP standards

## Employee Sensitive Personal Information

- Medical information subject to HIPAA Privacy Rules

## Other Confidential Information – may or may not be subject to federal or state standards or requirements

- Includes information that is confidential to the City such as technical, financial, ERCOT market, customer and other business information of a non-public nature

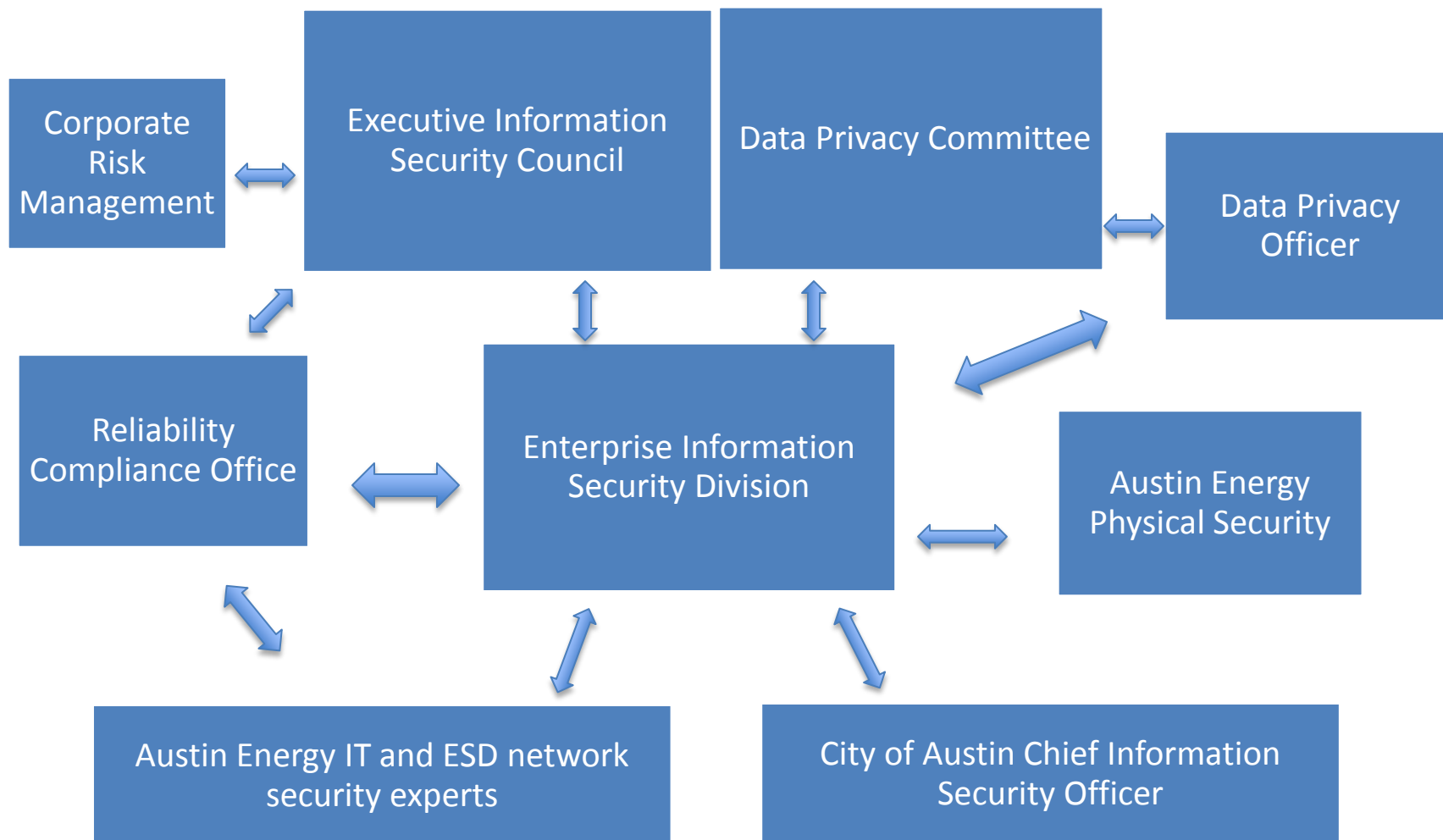


# Major Threats/Risks

- Proliferation of technologies and business processes that access protected information
- Increasing shift towards cloud/third-party hosted solutions
- Increasing behind-the-meter technologies tied into AE systems (DER, etc.)
- Increasing targeted attacks on electric system, both foreign and domestic



# Information Security Roles and Groups





# Highlighted Security Initiatives/Processes

- Personnel Criminal Background Checks
- Extensive system monitoring and vulnerability management & protection
- Controlled Access to Critical Infrastructure and Systems
- Security reviews of all proposed technology solutions by Enterprise Architect
- Incident Response Planning and Management
- Increasing scrutiny and requirements for all vendors handling/accessing protected information
- Employee training



# Risk Management Framework

## ENERGY SECTOR CYBERSECURITY FRAMEWORK IMPLEMENTATION GUIDANCE

JANUARY 2015



U.S. DEPARTMENT OF ENERGY  
OFFICE OF ELECTRICITY DELIVERY AND ENERGY RELIABILITY



NIST framework for facilitating  
constant evaluation of current  
posture and planning for  
improvement