Grid Security Support Services

Security Support Services for GE Transmission Product Line

GE offers specific support services to help our customers address Cyber Security updates and compliance for their mission critical systems.

NOTE: This service applies to all GE Digital Grid (GE) Advanced EMS products (e-terra, PO Reliance)

Level 2 Security Patch Testing Support Services, and Level 3 Security Patch Deployment Support Services

Key Customer Benefits:

- Helps to ensure compliance with NERC CIP and other Cyber Security regulatory requirements
- Verifies compatibility of OS / Third-Party security patches with customer solutions
- Assistance with security patch management and deployment without over-burdening EMS staff

Description:

GE customers with operational AEMS systems must maintain the patch levels of these systems to ensure that available Operating System and non-embedded Third-Party (3rd party) software security patches are installed in a timely manner. This is a continuous effort that requires careful testing and change management and must meet stringent regulatory requirements for security patching.

For GED customers with AEMS systems based on our Platform and Habitat software products, GE includes or bundles Security Update Validation (SUV) services as part of our Standard M&S contracts. These services provide security patch installation and testing for specific non-embedded 3rd party software to verify compatibility with standard GE products, as well as security vulnerability scanning for all embedded 3rd party software within the tested GE products.

For customers on Standard M&S, it remains their responsibility to perform further testing as required of their own system configurations, and to deploy the patches across their non-production and production environments. This additional testing is particularly important to address compatibility with their specific configuration, application / enterprise integration, and software customs.

GE is now offering two new optional services to assist our customers with these essential security patching activities.

Level 2 Security Patch Testing Support Services

- GE will install and test available security patches for specified operating system and 3rd Party software on a customer test system based on an agreed schedule and patching management policy
- GE will provide a report documenting the detailed scope and the results of the testing

Level 3 Security Patch Deployment Support Services

- GE will provide Engineering support services to assist the customer with the deployment of tested Operating System and 3rd Party software security patches
- GE support services will be performed either on-site at the customer location or remotely via customer provided and managed secure access provisions.
- GE will work with the customer to ensure that the tested security patches are deployed successfully, or that a plan is put in place to address any issues that prevent their deployment.

Security Support Services for ADMS Series 3

Maintain & Support your GE Digital Software

Security Support Services for GE Distribution Product Line

Level 1 Security Patch Testing

GE offers specific support services to help our ADMS Series 3 customers address Cyber Security updates and compliance for their mission critical systems. With our service you can eliminate surprises and maximize reliability and system availability.

We provide committed turnaround testing of operating system vendor security patches for compatibility with GE Core Product applications and separately installed Third-Party Software specifically integrated into GE core product applications. We also perform both inventory and security vulnerability scanning of embedded 3rd party software. This service includes customer notification of test results to verify the compatibility of the tested security patches with Series 3 ADMS products.

Security Update Validation Service Testing of individual patches is limited to those that are security-related only. Testing is limited to GE Core and Independent Products as defined in the Product Life Cycle Policy and the Maintenance Support Services Description.

Independent Security Vulnerability Testing

GE will contract with a leading Security Consulting Services company to perform security vulnerability testing of the most recent Series 3 ADMS major release. Testing will be focused on new functionality in the release, and on most likely cyber attack surfaces identified by the independent tester.

Any security vulnerabilities will be captured as security defects and assigned to GE Product Engineering to address. Remediation of critical security vulnerabilities will be based on a risk assessment of the vulnerability. A summary report of the findings will be made available to GE ADMS Series 3 customers following a specific, secure NDA and disclosure process.

NOTE: These services apply to all GE Digital Grid (GE) Advanced DMS Series 3 products. Services will begin on the ADMS version 3.12 release, and will be expanded in 2022 to cover release versions as defined by the Product Support Lifecycle.

Key Customer Benefits:

- Provide timely security patch testing and validation results from GE Support experts
    - Testing of specific ADMS versions with available security patches for specified Operating System and separately installed Third Party software.
    - Security vulnerability scanning of embedded Third Party or Open Source Software.
    - Timely reporting of results to give you the information and confidence to keep your Series 3 ADMS system at current security patching levels.
- Ensure the compatibility of security patches before there are deployed to production ADMS environments
- Test cycles aligned with current Advanced EMS (e-terra based) SUV program
- Patch compatibility testing at Business Validation Test [BVT] level, focused on assessing the overall health and functionality of the patched ADMS Series 3 system(s).
- Utilizing automated test scripts together with manual test procedures to ensure appropriate functional testing coverage.
- Scanning of release code branches for embedded Third Party and Open Source software, both for inventory scanning and security vulnerability scanning.

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