



INDUSTRY BRIEF

# Transportation: Improving Operational Resilience Through OT and IoT Visibility and Security

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## 1. Introduction

# Improving Operational Resilience Through OT and IoT Visibility and Security

Transportation and logistics organizations are rapidly evolving to improve their service levels and efficiency. At the same time, safety has never been more important, as risks from cyber threats increase. The World Economic Forum cites cyberattacks on critical infrastructure, including transportation, as the world's fifth highest risk in 2020.<sup>1</sup>

Intelligent Transportation Systems (ITS) are becoming more digitized, connected and complex, increasing the need for enhanced network and asset visibility across operational technology (OT), Internet of Things (IoT) and information technology (IT) environments. Fortunately, real-time OT/IoT visibility technology can be used to improve both availability and cyber resilience, helping ensure the safety of transportation systems as they transform.

More and more components used in transportation and logistics systems are digitized and connected. From traffic signaling systems with road sensors and lidar, to tunnel lighting and ventilation systems, to railway power and control systems, the complexity of networks and the number of assets in ITS is rapidly growing.

With this increasing connectivity comes an expanded attack surface with many vulnerabilities.

For example, NotPetya ransomware was used to attack a global shipping and logistics leader. The outcome was anything but incidental: a two-week disruption of operations, a shutdown of the Port of Los Angeles' largest cargo terminal, and a loss of \$300 million.<sup>2</sup>

Such incidents have brought OT cybersecurity to the attention of CISOs and managers of both public and private transportation systems. These leaders are under pressure to reduce risk for the entire organization, which involves going beyond enterprise IT systems to include ITS. As a result, initiatives for improving the visibility and cybersecurity of OT/IoT networks are now being embraced.

Given the risk involved, IT experts with a high level of cybersecurity skill are beginning to turn their attention to the challenges of securing ITS. For most IT teams, transportation

systems are "black boxes", providing no visibility into their networks, assets and vulnerabilities. And, traditional IT tools and tactics may disrupt OT/IoT devices and networks. Furthermore, most IT pros are not attuned to the safety, environmental and uptime priorities of ITS operators.



### THE ROAD TO OPERATIONAL RESILIENCE

Read this paper to learn how a unified ITS network monitoring and threat detection solution makes it easy to **achieve operational availability, visibility and security.**

The result is an immediate need for comprehensive ITS security solutions that deliver asset inventory, vulnerability identification, anomaly and intrusion detection, plus fast remediation assistance. Such solutions must integrate with existing IT tools and workflows, yet be safe and provide value to operations teams.

The Nozomi Networks real-time OT and IoT visibility and security solution has been proven to deliver exactly that for major transportation systems around the world.

## 2. Transportation Resilience Challenges by Sector

### 2.1 Airports

Airports represent one of the most complex ecosystems<sup>3</sup> that exist in terms of the number of stakeholders, suppliers, service providers and technologies involved. They are also going through remarkable digital transformation, where COVID-19 public health measures are introducing new systems and practices, and siloed systems are becoming interconnected. More and more IoT devices, such as scanners, access control systems and security cameras are being added at a fast rate.

At the same time, airport operators are concerned about the evolving threat landscape. Cybercriminals, using ransomware for financial gain, have been successful in attacking governments such as those that manage many airport facilities. In 2019, The City of New Orleans suffered a cyberattack serious enough for it to declare a state of emergency.<sup>4</sup> Although airport operations were not impacted in this case, airport leadership must factor ransomware, as well as potential hacktivist or nation-state attacks, into cyber risk assessments.

In the past, airports relied extensively on physical security models,<sup>5</sup> but now, increasing connectivity is making cybersecurity an important part of the overall safety and security lens of airport management.

Despite the myriad challenges to improving airport security, it is possible to make significant progress.



#### CHALLENGES FACED BY AIRPORTS

Airports are under tremendous pressure to strengthen end-to-end security.

**Some of the major challenges to improving airport security are multiple stakeholders, siloed legacy systems, too much connectivity and a quickly evolving threat landscape.<sup>3</sup>**

One of the first steps is to have visibility to all the OT and IoT systems, networks, and devices in use. Once this is achieved, the use of best practices and real-time anomaly and threat monitoring can greatly improve cybersecurity, safety and operational resilience.





## 2.2 Bus, Rail and Highways

Bus, rail and highway systems, many of which are government-managed, are considered critical infrastructure, vital to the functioning of societies and economies. If traffic or rail signaling control systems are disrupted, an entire city or region could be thrown into chaos.

Today, many municipalities are re-imagining their mobility systems. They're leveraging technology, sensors, and connectivity to change the way transportation infrastructure is used, and to improve passengers' experience.

The San Diego Association of Governments, for example, is introducing fleets of on-demand, electric vehicles that connect to transit hubs to address first- and last-mile challenges.<sup>6</sup> While such systems solve mobility challenges, they also create an expanded attack surface for cyber threat actors to target.

Addressing the challenge of ITS operational resilience means meeting the needs of two typically siloed groups, IT and OT. IT teams want to identify assets, communications and networks, and then assess vulnerabilities in the system. Once visibility is achieved, they want to monitor for threats and verify that actions are taken to reduce vulnerabilities, whether done internally or by vendors.

OT teams, on the other hand, are more concerned about availability and safety. They need to know when a cyber incident impacts, or has the potential to impact, normal operations. In addition to malicious attacks, such an

incident could be unintentional. For example, caused by the misconfiguration of an asset, poorly written software that leads to failing equipment, a degraded wireless link that leads to connectivity issues with field devices, or end-user error.

Early warning of such situations allows operators to act before downtime occurs or safety is threatened.



### BRIDGING THE IT/OT DIVIDE

Reducing the cybersecurity blind spots caused by separate IT and OT teams requires leadership and the right tools.

**The Nozomi Networks solution is safe for OT, and helps operators improve availability. It also provides the visibility and threat detection required by IT, while integrating with their existing systems and workflows.**

Transit authorities around the world are conducting audits that unfortunately demonstrate a lack visibility into their ITS cyber and operational risks. With the added concerns of safety and the need to maintain revenue, it becomes clear why many public and private transit organizations are investing in ITS visibility and security solutions.



## 2.3 Maritime

The maritime industry transports 90% of the world's trade<sup>7</sup> and like other industries, is becoming increasingly connected, automated and remotely monitored. Shippers want to optimize voyages and monitor things like:

- Load condition of the vessel
- Fuel consumption
- Position and route
- Machinery performance
- System efficiencies

Rapid digitization is creating a path towards Maritime Autonomous Systems (MAS), where new generation ships will be remotely controlled from land.

### NON-TARGETED ATTACKS CAN BE COSTLY FOR ASSET OWNERS

A cyberattack doesn't have to target an organization to disrupt operations and be costly to fix.

**Email phishing led to Maersk being infected with NotPetya ransomware. Collateral damage included having to rebuild a network of 4,000 servers and 45,000 PCs.<sup>9</sup>**



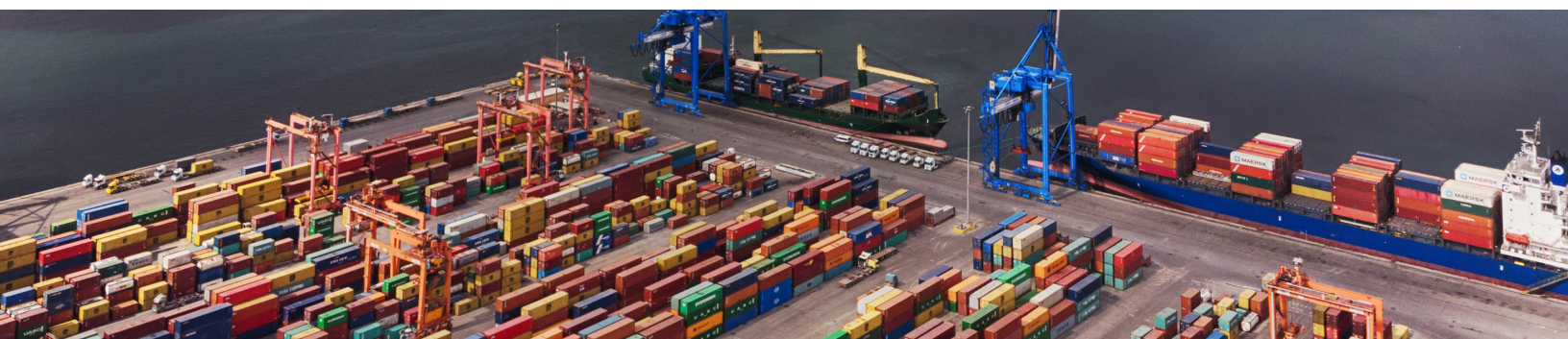
On the other hand, the level of system visibility and cybersecurity maturity in this sector is relatively low. Many ships contain devices and systems that their operators aren't even aware of. Crew are not typically trained to identify phishing emails or manage network access control.

While dramatic situations like a vessel being capsized via hacking are not out of the realm of possibility, they are still unlikely.<sup>8</sup> Crew constantly observe ship behavior and often have the ability to employ manual or safety systems to correct performance that is out of normal range.

Disruptive events that are more likely to occur include:

- Employees or suppliers unintentionally causing cyber incidents that threaten operational reliability or are expensive to remediate
- Cyber criminals disrupting a company's shipping operations or altering documents to facilitate drug smuggling
- Threat actors stopping ship-to-shore functions, such as crane operations, and stopping the flow of goods

Driven by the needs to reduce risk, comply with international shipping standards,<sup>10</sup> and meet insurer requirements, shipping companies are investing in cyber resilience. An important capability lies in identifying maritime assets and their communications. Networks should be monitored for vulnerabilities, threats, and unusual behavior that could indicate a cyberattack.



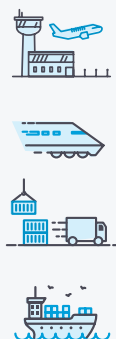
# 3. The Nozomi Networks Solution

## 3.1 How the Nozomi Networks Solution Improves Operational Resilience and Cyber Defense

Nozomi Networks helps transportation asset owners accelerate the pace of digital transformation. Our solution unifies visibility and threat detection across OT, IoT, IT and cyber-physical systems.

We make it possible for organizations to tackle escalating cyber risks to ITS networks while modernizing to succeed in the future.

### SECURING GLOBAL TRANSPORTATION LEADERS



**Nozomi Networks deployments safeguard the movements of billions of people and packages every year.**

Nozomi Networks delivers ITS visibility, threat detection and insight to major transportation systems and thousands of the largest industrial sites around the world. Through the innovative use of artificial intelligence (AI), our solution automates the hard work of inventorying, visualizing and monitoring ITS control networks.

Asset owners benefit from the real-time visibility and threat detection needed to ensure high cyber resilience and reliability.

Following is a short description of our product line, for complete information, visit [our website](#).



SAAS

### Vantage

Vantage accelerates security response with unmatched threat detection and visibility across your OT, IoT and IT networks. Its scalable SaaS platform enables you to protect any number of assets, anywhere. You can respond faster and more effectively to cyber threats, ensuring operational resilience.

*Requires Guardian sensors.*



EDGE OR PUBLIC CLOUD

### Guardian

Guardian provides industrial strength OT and IoT security and visibility. It combines asset discovery, network visualization, vulnerability assessment, risk monitoring and threat detection in a single application. Guardian shares data with both Vantage and the CMC.



EDGE OR PUBLIC CLOUD

### Central Management Console

The Central Management Console (CMC) consolidates OT and IoT risk monitoring and visibility across your distributed sites, at the edge or in the public cloud. It integrates with your IT security infrastructure for streamlined workflows and faster response to threats and anomalies.



SUBSCRIPTION

### Threat Intelligence

The Threat Intelligence service delivers ongoing OT and IoT threat and vulnerability intelligence. It helps you stay on top of emerging threats and new vulnerabilities, and reduce your mean-time-to-detect (MTTD).



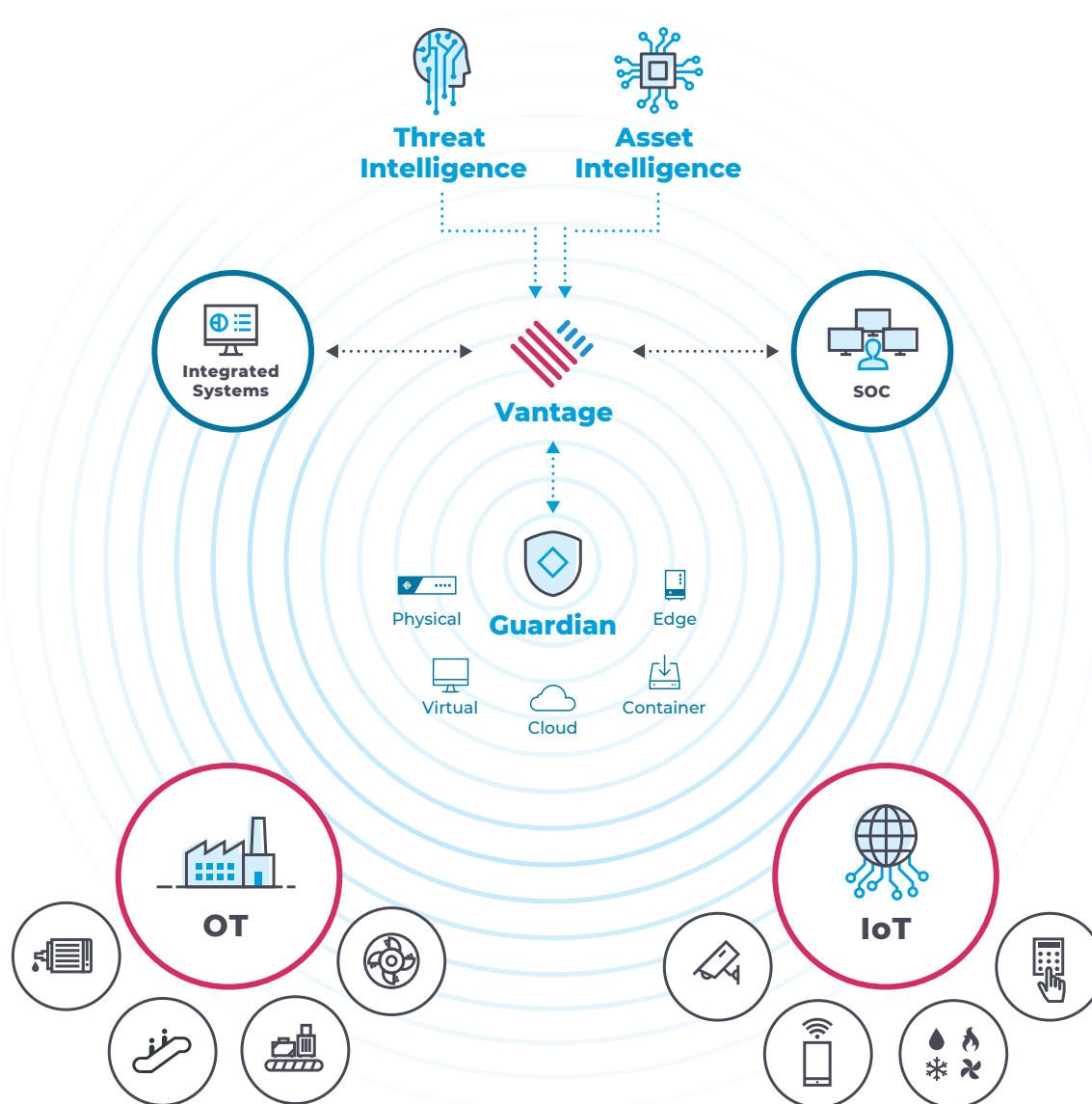
SUBSCRIPTION

### Asset Intelligence

The Asset Intelligence service delivers regular profile updates for faster and more accurate anomaly detection. It helps you focus efforts and reduce your mean-time-to-respond (MTTR).

### 3.2 Diagram: OT and IoT Security and Visibility

You can protect a wide variety of mixed environments with rapid asset discovery, real-time network visualization and up-to-date threat intelligence.

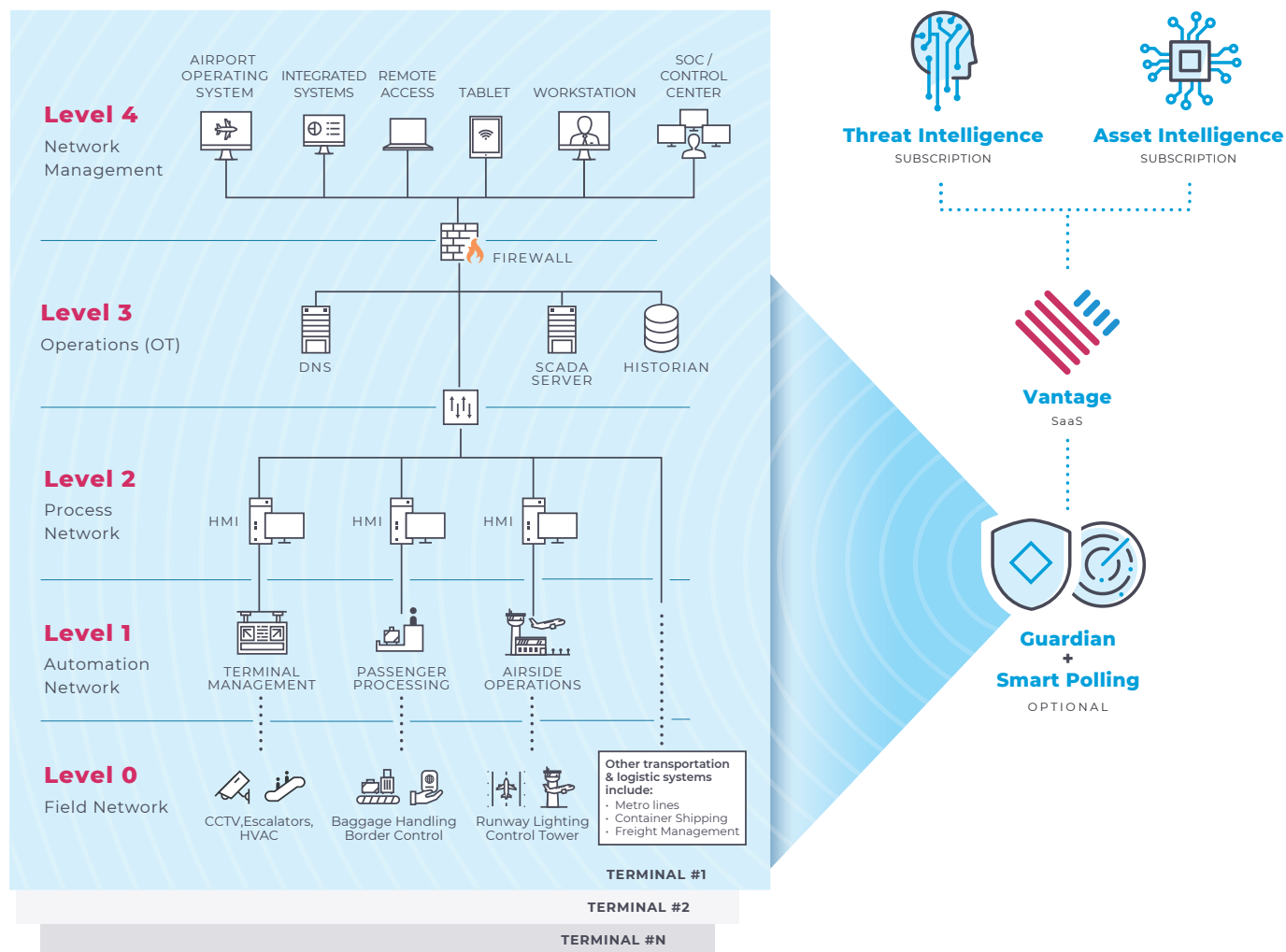




### 3.3 Deployment Architecture: Purdue Model Example

You can tailor the Nozomi Networks solution to meet your needs by utilizing its flexible architecture and integrations with other systems.

Additionally, **Remote Collectors™** can be added to Guardian sensors to capture data from remote and offsite locations.



# 4. Improving Network and Operational Visibility

## 4.1 Use Case: Gaining Deeper Visibility into Multi-System Operations

Transportation and logistics companies are leveraging automation to improve efficiencies across operational systems – from x-ray and baggage handling machines to environmental controls, ticketing and scheduling systems, and more.

This complex technology environment makes consolidated OT/IoT visibility extremely difficult. It also expands the attack surface, increasing vulnerability to cyber threats.

To keep things running smoothly, operations managers need a simple way to inventory the wide variety of devices in the IT/OT environment, along with deep visibility across all their ITS networks.

The Nozomi Networks solution easily addresses the complex operational visibility challenges found in airport, metro and other transportation management environments.

As soon as it's deployed, the solution automatically creates an accurate, centralized inventory of ITS assets and keeps it up-to-date. Detailed asset views make it easy to drill down for deeper insight, while automated alerts bring hardware,

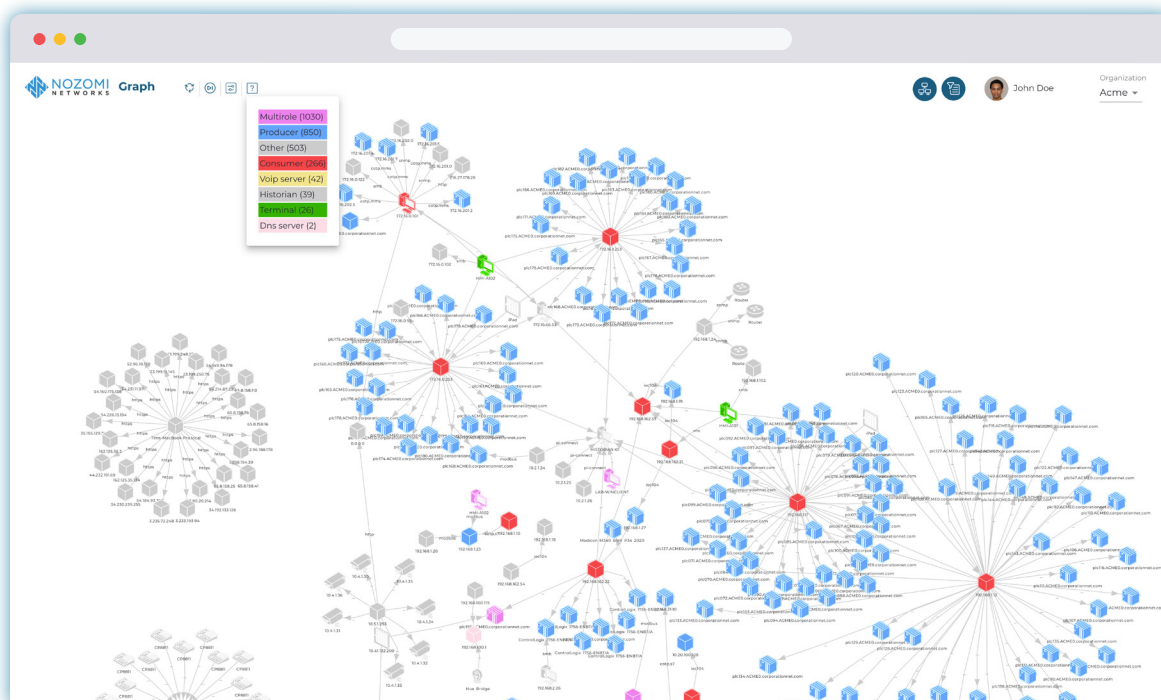
software and device changes to your attention.

Guardian sensors also analyze network traffic, using the data to build a live, interactive visualization of your operational technology systems. An extensive amount of useful information is provided, including:

- A macro view of the entire ITS environment, with the ability to filter by subnets and network segments
- The role of each node and the traffic between nodes
- The protocols used to communicate between nodes and zones
- Network traffic information such as throughput, protocols and open TCP connections
- Detailed attributes of endpoints and connections

The Nozomi Networks solution delivers consolidated visibility into your OT and IoT assets and networks. The breadth and depth of information often provides insight into previously unknown devices, connections and activity.





### Nozomi Networks Solution: Network Graph View

This visualization displays all assets on your network for real-time awareness.

## THE CHALLENGE

- Seeing and securing ITS assets and behavior.

## THE SOLUTION

Using Automated Asset Inventorying and Real-time Network Visualization to Improve OT System Awareness

- The Nozomi Networks solution provides comprehensive visibility into operational networks and ITS/IoT assets.
- Organizations can efficiently manage and monitor processes, identify risks to reliability, and troubleshoot problems.

## RESULTS

**Network-wide situational awareness**

**Comprehensive visibility into ITS networks and systems**

**Better oversight of vulnerabilities and risks to reliability**

**Faster troubleshooting of system changes and issues**

## 4.2 Use Case: Preventing Operational Disruption and Downtime

The global economy thrives on the seamless movement of people and goods. Individual cargo ships can transport 8,000 containers on a single voyage.<sup>11</sup> Mass transit systems carry over 53 billion riders each year,<sup>12</sup> while over 8.8 billion passengers flow through airports around the world.<sup>13</sup>

Think about the impact of a system outage or technology glitch on the processing of people and products. Missed connections, delayed baggage, and unsafe environments are just some of the implications.

Unplanned downtime happens for multiple reasons – a device breaks down from operating 24/7, a networking change disturbs an OT system, or a cyber incident halts a critical process. In transportation operations where every minute counts, operators can lose valuable time trying to locate, understand and address issues that arise.

In one case, an airport had a failing PLC that caused a baggage handling system to stop working.

The maintenance team had trouble pinpointing the cause, resulting in an extended outage. Imagine the benefits of proactively identifying potential equipment problems and spotting cyber threats before they disrupt operations.

The Nozomi Networks solution tackles the risk of transportation system downtime by identifying failing equipment using passive network monitoring and anomaly detection.

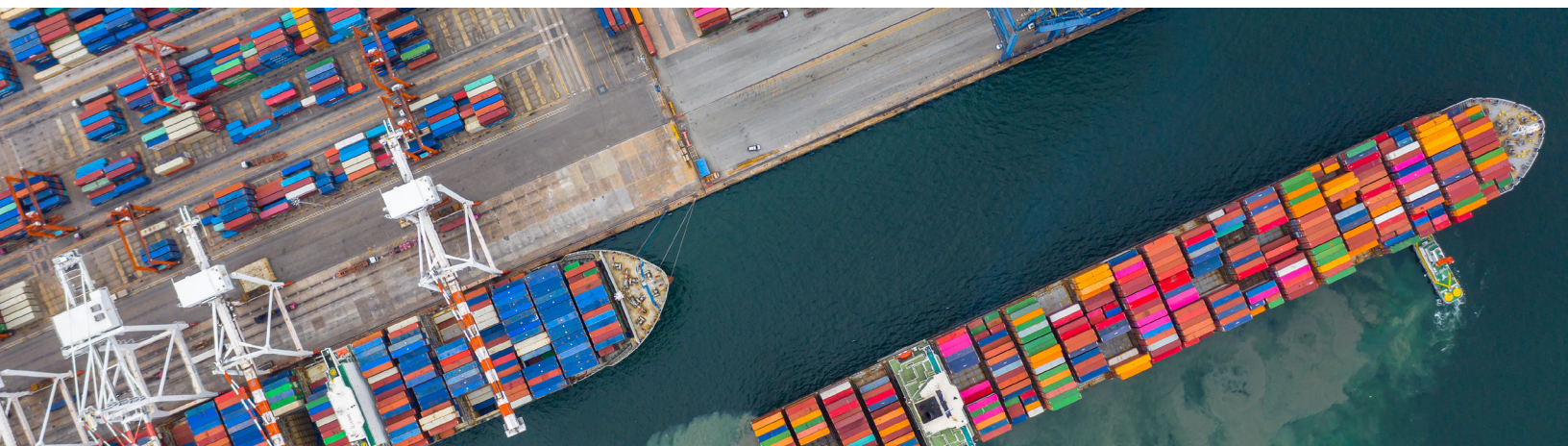
### Baselining Variables

In the initial Dynamic Learning™ phase, the the Nozomi Networks solution uses machine learning and AI to observe your network traffic and create asset and operational baselines. It models behavior and correlates multiple types of data, including information about similar assets within the system, to determine what normal activity looks like.

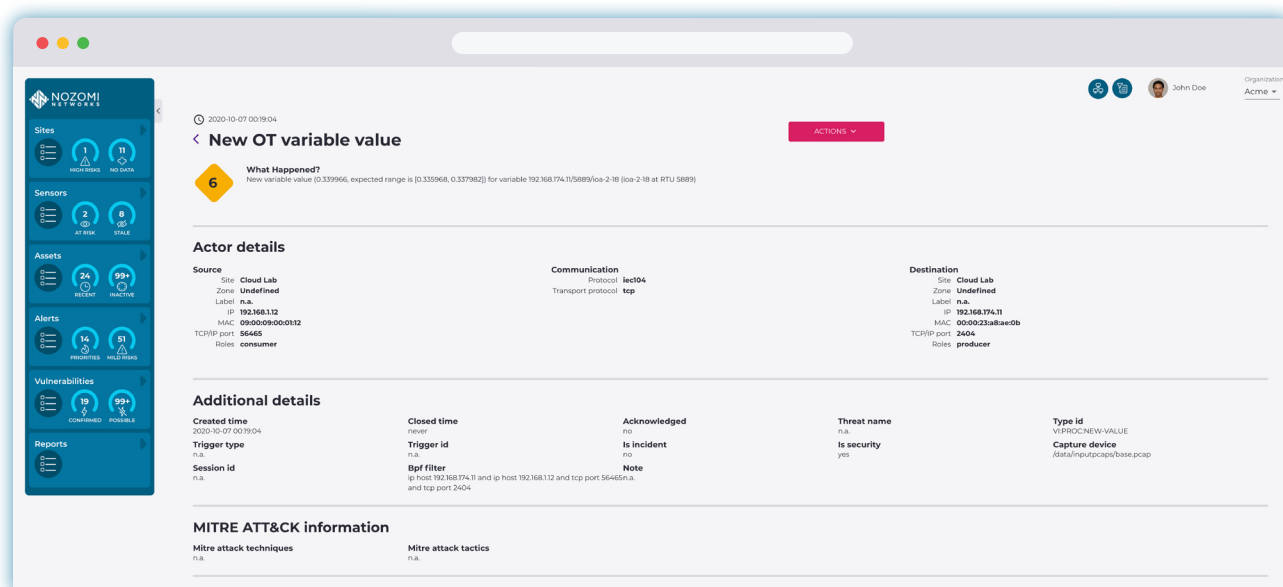
### Detecting Anomalies

In monitoring phase, the solution automatically detects when a specific device or automated operation is deviating from its baseline, and is moving towards a state that could disrupt services. It delivers a simple, consolidated view of what's happening in your multi-vendor, multi-protocol networks, and proactively alerts you that remediation may be necessary.

Anomaly detection, paired with the Nozomi Networks Asset Intelligence subscription, significantly reduces troubleshooting efforts and enables you to act before a device or automated operation fails.







### Nozomi Networks Solution: OT Variable Alert

Unusual device or system behavior could lead to operational disruption and serious safety incidents.

## THE CHALLENGE

- Keeping people and products moving.

## THE SOLUTION

### Using Anomaly Detection to Identify At-Risk Devices and Processes Before They Fail

- The Nozomi Networks solution protects against operational disruption by detecting when a specific device or automated operation is deviating from its baseline and moving towards a state that could disrupt services. It also identifies if vendor work has been completed or not, ensuring that maintenance is done on time.
- Operators leverage a simple, consolidated view of what's happening and receive alerts prompting them to act before a device or automated operation fails.

## RESULTS

### Continuous network monitoring

### Rapid detection of failing equipment or unusual system behavior

### Fast and efficient problem identification, response and remediation

### Improved operational reliability

# 5. Detecting Cyber Risks and Improving Cyber Resilience

## 5.1 Use Case: Understanding Where System Vulnerabilities Lie

Transportation operational environments contain thousands of devices from multiple vendors. For example, assets that track equipment vehicle or rolling stock movement, lighting controls, traffic counters, and so much more.

Unfortunately, most operational devices lack the built-in security required to keep travellers, data and systems safe. Many OT and IoT assets are missing the authentication, encryption, and other security standards that typically apply to IT applications and systems.

Which leaves you with more questions than answers, such as which devices are vulnerable and in need of better protection? And, which ones require firmware updates or other actions to close the door on cyber risks?

The Nozomi Networks solution addresses this challenge by automatically identifying operational system vulnerabilities.

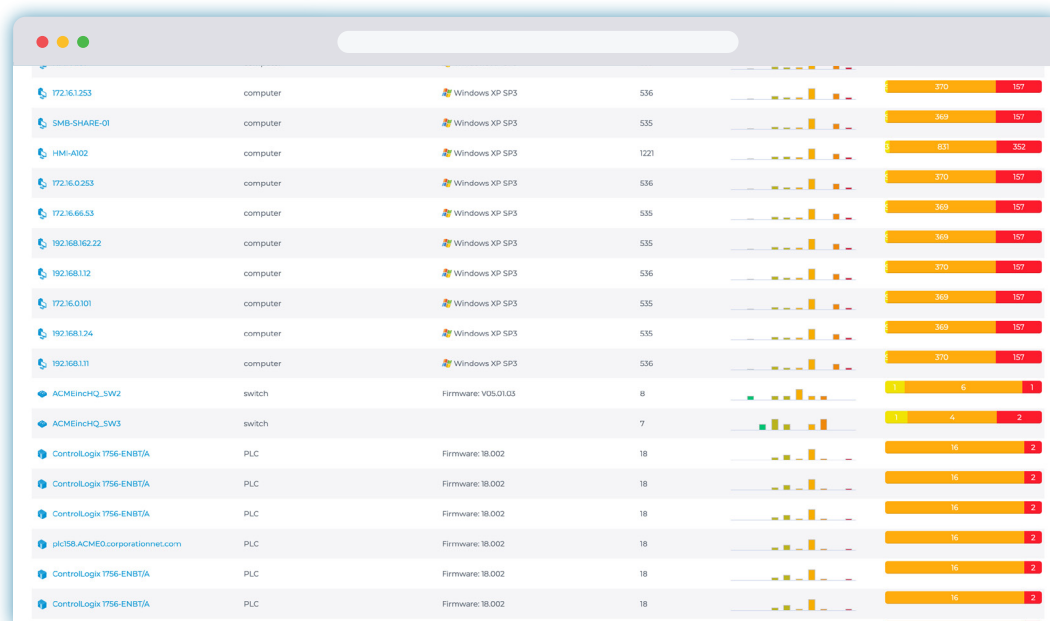
It uncovers weak spots and prioritizes critical exposure points, so you can proactively address them before they are exploited.

The solution helps you answer questions such as:

- Are devices from Vendor X vulnerable?
- How many assets on our network are still running Windows XP?
- Do I need to update certain devices because their firmware is vulnerable?

To help your security team prioritize high-level exposure points, it displays all vulnerabilities by vendor, severity level and more – all in one dedicated view. Plus, it offers drilldown on each vulnerability for deeper troubleshooting and remediation assistance





### Nozomi Networks Solution: Vulnerabilities List

Automated vulnerability assessment helps you rapidly identify which vendor's devices are at risk, and focus your remediation efforts on top priorities.

## THE CHALLENGE

- Identifying which sensors, controllers, and IoT devices are vulnerable.

## THE SOLUTION

### Automated Vulnerability Assessment Identifies At-risk Assets

- The Nozomi Networks solution addresses this challenge by automatically determining which devices are at risk. It uses the U.S. government's NVD (National Vulnerability Database) for standardized naming, description, and scoring.
- To help your security team prioritize high level exposure points, the solution displays all vulnerabilities by vendor and severity level. Plus, it offers drilldown on each vulnerability for deeper troubleshooting and remediation assistance.

## RESULTS

### Automatic detection of vulnerabilities

### Real-time situational awareness using vulnerability dashboards, drilldowns and reports

### Efficient prioritization and remediation of risks

## 5.2 Use Case: Detecting Malware Before It Impacts OT/IoT Networks

In 2008 a teenager in Lodz, Poland demonstrated just how vulnerable a rail network can be. He altered a television remote control and took control of the industrial control systems managing light-rail track points in the city. The impact? Four trains derailed and 12 people injured.<sup>14</sup>

Why did the attack pack such a big punch? Because interconnected operational environments common to the transportation industry create an open and expanding threat surface that is highly vulnerable to malicious intrusion.

Many of the OT/IoT devices and communication protocols used in facility management, cargo handling, automated fare controls, CCTV infrastructure and other operational systems lack built-in security. Cyberattacks on these devices have the potential to endanger the safety of millions of passengers transiting through airports and metro systems, and stop the flow of goods around the world. Transportation management control services can also be the entry point for attacks that ultimately target IT networks.

Advanced malware progresses through different phases during an attack. Early identification of the malware is essential to neutralizing it before it migrates between IT and OT network and damage occurs.

The Nozomi Networks solution uses behavior-based anomaly detection and multiple types of signature and rule-

based detection to identify malware at each attack phase.

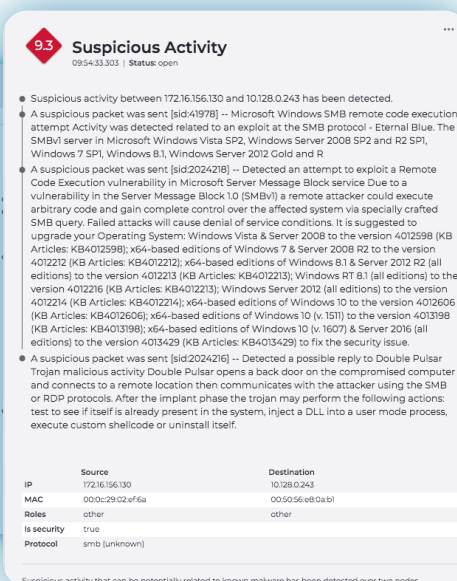
- During early stages, Guardian's anomaly detection flags irregular activity, such as malware that is beaconing out to an external Command and Control server (C&C). Its signatures detect specific content in network traffic related to the presence of the malware.
- During the reconnaissance stage, malware prepares for an attack by triggering a learning process. Here, Nozomi Networks' anomaly detection identifies new commands in the host network. Even if the malware uses standard or proprietary transport control system protocols to communicate, the messages will vary from usual baseline behavior, allowing Guardian to single them out.
- In both early and late stage attacks, Guardian enables transportation operators to implement new firewall rules to block communication or take other actions to stop further attack commands and limit harm.

Built-in integration with tools such as SIEMs and scheduling systems means that IT staff can respond to OT threats cost-effectively with existing tools and workflows.

The Asset Intelligence and Threat Intelligence subscriptions continuously update Guardian sensors, allowing teams to quickly detect and respond to cyber threats and anomalies before they can succeed.





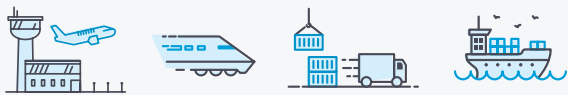


## 6. Conclusion

# Deep Visibility into Transportation ITS Networks Builds Operational Resilience

Transportation system operators are rapidly embracing tools and technology to gain operational efficiencies. However, digitization and high levels of connectivity increase risk and expand the threat surface. This makes it challenging to quickly address operational disruptions and deflect cyber threats.

### SECURING GLOBAL TRANSPORTATION LEADERS



The answer lies in OT/IoT visibility and threat detection. Without this, it's difficult to stay on top of what's happening on ITS networks. One small change or networking issue can impact safety, system uptime, revenue and passenger/traveller experience.

Spotting and troubleshooting issues that threaten reliability requires real-time visibility. Unfortunately, many asset owners lack insight into their devices, connections, and communications.

Security gaps related to people, processes, and technology can have a big impact on operational resilience too. For example, the separation of IT and OT, combined with increasingly connected ITS control systems, can lead to blind spots and vulnerabilities. But with the right technology and a focus on best practices, transportation

organizations can increase operational resilience.

With the Nozomi Networks solution, visibility and cybersecurity are easy to achieve. The solution delivers ITS visibility by automatically creating an up-to-date inventory of all assets on control networks. It then monitors their behavior for anomalies and alerts operators to changes that could indicate potential problems. The solution also provides advanced vulnerability and threat detection, along with detailed insights that lead to faster prioritization and remediation.

Tailored to meet the unique challenges of transportation asset owners, the Nozomi Networks solution helps security and operations teams gain deep visibility into ITS control networks. It significantly helps prevent operational downtime, understand vulnerabilities, detect malware and accelerate incident response.



#### FIND OUT MORE

The world's top companies have chosen our innovative solution for OT and IoT visibility to accelerate digital transformation and reduce cyber risk.

**Find out how **quickly** the Nozomi Networks solution can **boost operational resilience** for your transportation system.**

Contact us at [nozominetworks.com/contact](https://nozominetworks.com/contact)

## 7. Customer Reviews

### Customers Give Nozomi Networks Top Score



#### “Exceeded Expectations. Deeper Visibility Than Expected.”

We place an emphasis that every vendor we engage with understands we are not a set up for a “cookie cutter” type of solution. I honestly expected this to be a problem for most if not all vendors. And I was correct, with Nozomi being the sole exception. Not only has their solution done as advertised, and then some.

[Senior Industrial Security Manager >](#)

#### “Once You Try Nozomi And Its Rich Feature Set You Cannot Imagine Operating Without It!”

We put Nozomi head to head against other similar products and the Nozomi platform was able to pick out and properly categorize more L2 devices than any other tool in the market place at the time of test.

[Security Analyst >](#)

#### “Great Solutions For ICS.”

The solution still has many features that manage the OT environment, such as inventory and vulnerability analysis capabilities. An extra point for the solution is the communication flow map of the neural network, containing information of great relevance for an incident response.

[IT Analyst >](#)

For more reviews, visit [our website.](#)

[See All Reviews](#)

# What to Look for in an **OT** and **IoT** Security and **Visibility** Solution

Technology advancements, such as those found in the Nozomi Networks solution, can dramatically improve security and reliability.

When choosing a solution, look for the following characteristics:

- ✓ Comprehensive OT and IoT visibility
- ✓ Advanced threat detection
- ✓ Accurate anomaly alerts
- ✓ Proven scalability across thousands of sites
- ✓ Easy IT/OT integration
- ✓ Global partner ecosystem
- ✓ Exceptional customer engagement and support

## See the Nozomi Networks Solution in Action

If you would like to see our solution in action, and experience how easy it is to work with Nozomi Networks, please contact us at [nozominetworks.com/contact](https://nozominetworks.com/contact)

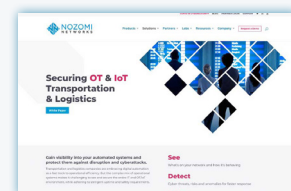
[Contact Us](#)

## Want to Know More?



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WEBPAGE  
**Transportation**

[VISIT](#)



DATA SHEET  
**Vantage**

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DATA SHEET  
**Threat Intelligence**

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# Nozomi Networks

## The Leading Solution for OT and IoT Security and Visibility

Nozomi Networks accelerates digital transformation by protecting the world's critical infrastructure, industrial and government organizations from cyber threats. Our solution delivers exceptional network and asset visibility, threat detection, and insights for OT and IoT environments. Customers rely on us to minimize risk and complexity while maximizing operational resilience.

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