



IT/OT Support

Strengthening Reliability, Resilience, and Control-System Readiness

NAES Asset Solutions provides specialized IT/OT support focused on the operational technology systems that power, monitor, and control energy and industrial facilities.

While IT and OT environments may rely on similar infrastructure, OT systems have fundamentally different operational requirements. NAES brings power-generation and control-system experience to the assessment, maintenance, resilience, and recovery of these critical systems.

WHY IT/OT SUPPORT MATTERS

Operational Technology is directly connected to plant operation. A failure involving control networks, servers, controllers, communications, configuration, or recovery systems can affect the facility's ability to operate as intended.

Many OT environments also contain aging infrastructure, legacy configurations, incomplete documentation, or systems that have not received the same lifecycle attention commonly applied to business IT environments.

A structured IT/OT support program helps owners better understand:

- OT network architecture and system health
- Potential single points of failure
- Configuration and platform vulnerabilities
- Backup and recovery readiness
- Control-system lifecycle requirements
- Data integrity and historian performance
- Cybersecurity considerations specific to operational systems

The objective is to give facility leadership a clearer understanding of current OT condition, risk, and improvement priorities.

HOW NAES SUPPORTS IT/OT SYSTEMS

NAES applies hands-on power-generation and control-system experience to evaluate and support operational technology throughout the facility lifecycle. The engagement may include:

OT Network Health Assessments: Review network architecture, configuration, system performance, resource utilization, and alignment with design requirements and industry practices.

Vulnerability Reviews: Evaluate system configurations, software, procedures, and applicable platform vulnerabilities while considering the operational requirements of the control environment.

Backup & Recovery Design: Review and develop backup and recovery strategies for critical control-system assets, including secure data repositories, restoration procedures, and recovery readiness.

OT Architecture & System Review: Evaluate network architecture, servers, firewalls, control-system interfaces, and other infrastructure supporting plant operations.

Historian Configuration Review: Review historian tags, scaling, units, deadbands, and configuration gaps to improve the consistency and usefulness of operational data.

Focused OT Cybersecurity Training: Provide platform-specific training that addresses the differences between conventional IT cybersecurity and the requirements of

operational control environments.

Control-System Outage Support: Provide specialized technical support during scheduled or forced outages involving DCS controllers, I/O packs, system recovery, troubleshooting, repair, and approved logic changes.

WHAT YOU RECEIVE

The IT/OT Support engagement can provide:

- A documented assessment of current OT network condition
- Identification of system vulnerabilities and potential single points of failure
- Prioritized recommendations for network and control-system improvements
- Evaluation of backup and recovery readiness
- Recommendations related to lifecycle maintenance and system resilience
- Identification of historian configuration and operational-data gaps
- Technical guidance for planned DCS, network, or platform changes
- A clearer roadmap for addressing identified OT risks and system priorities

The result is a more structured view of the technology infrastructure supporting plant operations and the actions required to maintain its reliability and readiness.

WHERE THIS FITS

New Construction: Review OT architecture and control-system design before major design and procurement decisions are finalized.

DCS Upgrades or Platform Migrations: Provide independent technical review of proposed changes, system architecture, logic, and vendor scope.

Periodic OT Health Assessment: Evaluate system condition, configuration, vulnerabilities, and lifecycle requirements.

Following a Cyber or Controls Event: Review system condition, vulnerabilities, and recovery architecture following an incident or controls-related near miss.

Backup and Recovery Planning: Evaluate whether current recovery processes adequately address the facility's critical OT systems.

Scheduled and Forced Outages: Provide control-system technical support when maintenance, repair, upgrades, or recovery activities are required.

IT/OT Support can be delivered as a focused engagement or integrated with broader NAES Asset Solutions reliability, controls, operational excellence, and lifecycle programs.

Engage NAES Asset Solutions to better understand the condition, vulnerabilities, and lifecycle requirements of the operational technology systems supporting your facility.

