CS-AWARE NEWSLETTER

INSIDE THIS ISSUE

By Pilot Team of Roma Capitale and CeSViTer Consulting

May 30, 2020

PILOT AT ROMA CAPITALE

A SUMMARY OF THE EXPERIENCE OF ROMA CAPITALE PILOT

Our CS-AWARE project (https://cs-aware.eu/) is a H2020 funded EU project with a 3 years duration that now is towards its end (by August 2020). It has delivered a functional and demonstrable cybersecurity solution. From the very beginning, it focused on awareness and early threat detection. The solution was implemented at two pilot sites, namely the municipality of Larissa in Greece and Roma Capitale, Italy.

APPROACH

Roma Capitale welcomed the opportunity to participate in the European project CS-AWARE. The security of cyber space is one of principal needs of those that work to guarantee the "collectivity". It is always important to diffuse a culture of security. Both security and privacy need to be taken into consideration in all management decisions and actively lived in order to have them become an integral part of the management culture.

For this reason, participation in the project was received with great enthusiasm by management.

A project head was chosen and a very diverse working group was formed with people from security related backgrounds, others with a general technical experience, some with experience in European projects, and still others with a background in the management of resources in the City of Rome. Furthermore, given the structural and organizational complexity of our working environment it was necessary from time to time to involve other personnel (both from inside and outside of the City administration) based on issues that emerged.

The group, more or less stable (some turnover occurred), has been following a range of activities, managing various administrative questions, organizing workshops, participating in meeting both on site and remotely, presenting the project at various events, and sending updates about the project to the Roma Capitale portal.

ACTIVITIES

PARTICIPATION IN THIS PROJECT HAS BEEN A CHALLENGE, NOT WITHOUT DIFFICULTY, DUE TO THE FACT IT WAS NOT CLEAR FROM THE BEGINNING, AS WAS PREDICTABLE, WHAT THE RESULT WOULD BE.

During the first and second workshop representatives of various application and infrastructural environments were involved to help develop a global panoramic of the functioning of our network. In the successive workshops, on the request of other project partners, areas of interest were selected to focus on to focus attention on using the Soft System Methodology (SSM). One of the more difficult issues was involving, at times with little notice, various people, also external suppliers, who could respond to the questions that emerged during the workshops.

As the project has begun to produce tangible results, and in particular due to the first demo of the graphic interface, we began to clarify our ideas about the representation of what had been until that time only descriptions and concepts; thus, much easier to understand and to furnish responses to various requests

THE CHALLENGES

This methodology has forced all of us to identify those elements that seem obvious but are not at all.

Furthermore, particularly in the workshops, in the phase where each representative described his/her area of competency, everyone had a chance to listen and to understand the description of the activity, the processes, the difficulties of the various environments with respect to their own; thus, allowing people to achieve a better understanding of the internal structure of the administration.

Having a comprehensive vision of the organization has helped us in carry out our daily duties.

Everything was understood even better by those that accessed the prototype of the CS-AWARE platform, in particular the section "System" where one can have in real time an idea of the infrastructure of the complex network of Roma Capitale.

HOW HAS "ACADEMIC "INPUT CONTRIBUTED TO CYBERSECURITY AWARENESS

"Academic" input has allowed us to describe the context and real situations in a rigorous and structured mode. Studying a non-structured problem using "rich pictures" has allowed to "capture" more information with respect to the problems, due to the identification of the actors, their relations and the processes that emerge.

The basic elements in this socio-technical approach are:

- Structure (organization, roles)
- Process (what is happening)
- Environment (pressures, attitudes, culture)
- Customers (those that benefit in some way by the system / Actors: people involved
- Transformation: From input to output
- World view: the 'world view' is a panoramic holistic view of both the processes of transformation and of the problem association with the situation
- Owner: Who is in command
- Environmental constraint: Physical, political, economic, ethical, and legal restraints.

WHAT HAS A MULTI-STAKEHOLDER APPROACH CAN MEANT FOR TEAMBUILDING

The necessity of meeting, discussing, creating working groups with colleagues and suppliers of various technologies, of interacting in an international environment, of interacting with the municipality of Larissa, all represented an enrichment for all of us both from a professional and human point of view.

WHAT CHANGED AND WHAT CHANGE MAY BE SUSTAINABLE?

Participation in the project by our department has generated an increased awareness of cybersecurity on the part of all users. It has stimulated the curiosity of all those colleagues, who in their own sectors, never had the chance to interact with others about these issues of cybersecurity. In addition, the project activities have furnished an opportunity for these colleagues to explore more fully security-related issues with those already working on cybersecurity.