



## **Tech Clinic**

Besides bringing focus on Urban Health, COVID has also brought to the fore the important role that ULBs can play in each city fighting COVID. One of the tools used extensively in this period has been technology. COVID aside, the role of technology is undeniable in today's world, more in City Administration. Be it technology innovation in water supply, citizen service delivery, environmental sensors, smart devices.

Technology is all around us and it only helps us serve our citizens better, transparently, effectively and more importantly with speed. Hence, to keep abreast with latest technological innovations, a series of Webinars (Tech Clinic) are being curated to provide the first-hand glimpse of Technology innovation and Smart Solutions to the responsible city administrators. The webinars will cover innovations in key urban sub-sectors (water, mobility, energy, citizen services, waste management), introduce the audience to the new-age technologies that are finding their way into our lives (AI, ML, IoT). These webinars will be a great learning platform for the stakeholders.

### **Webinar 4: Tech Clinic: Addressing Cyber Security In Our Smart Cities**

*A Video Link :-* <https://mohua-india.webex.com/mohua-india/lsr.php?RCID=d6dd21c968634c6d92e3edd9c0b21583>

*Recording Password:* Nf5Qp7c9

To manage the COVID-19 outbreak in cities, several industry organisations have come forward and are offering their solutions to cities. The webinar focuses on technology solutions from two such organisations and their proposal to the cities for handling the pandemic.

### **Speakers**

1. Mr. Rahul Kapoor – Director, Smart Cities Mission
2. Mr. Rahul Aggarwal- Partner, PwC – Cyber Security
3. Ms. Rama Vedashree – CEO, Data Security Council of India
4. Mr. Manish Bhatt – Vadodara Smart City

### **Introduction - Rahul Kapoor, Director, Smart Cities, MoHUA**

- Mr. Rahul Kapoor stressed on Data security as a major focus area for Smart Cities.
- He pointed out that increasing technology intervention and use of IoT enabled sensors are the prime drivers for the increasing amount of data
- He highlighted that Cyber security is an issue of utmost importance and is often a red flag to look out for in terms of technology adoption.

### **Settling the stage- Top challenges: Rahul Aggarwal, Partner, PwC -Cyber Security**

- Mr. Rahul Aggarwal highlighted the major challenges in cyber security with respect to smart cities.
- Appreciated the COVID war room implementation.
- From a Cyber Security perspective, technology and IoT infrastructure can be misused by attackers.

- Earlier attacks were limited to hackers but now target states and countries are also trying to breach and cause disruptions.
- Using Public WiFi as an example, he explained how hackers are scheming new ways to cause disruptions
- Ransomware attacks can cause interruption in services for months or even more
- Briefly discussed how Cyber Security capacity and capability is limited in Smart Cities
- Threat landscape is changing rapidly due to fast emerging technologies
- Collaboration with stakeholders can also be a security risk
- Percentage of budget allocated with respect to IT landscape is limited
- Regular security assessment and adequate security monitoring needs to be ensured
- He also gave a brief introduction to current Cyber Security policies and frameworks

#### Security framework and Data privacy: Rama Vedashree, CEO, Data Security Council of India

- Ms. Rama gave insights on the framework and guidelines with respect to Cyber Security
- Discussed the extent of infusion of digital technology in providing anytime services
- Increasing integration of utilities and services
- Deploying legacy technologies is a challenge and especially when IT landscape is growing manifolds
- She highlighted that the focus should be to build resilience within the system
- Data Security by design principle should be adopted at each layer of integration
- Bedrock of planning smart cities and cyber security framework involves an institutional governance layer at the top, then technology and solutions layer and at last an assurance layer
- 4 layers for deploying smart infrastructure viz. sensor layer, communication layer, data layer and application layer
- While planning with system integrators and providers, discuss these layers to understand what is being integrated and the risks associated with the layers and data security solutions that needs to be deployed
- Deep dive into the recommendations of the framework provided by the MoHUA and Gol for Smart Cities and which needs to be translated into data solutions being infused and deployed
- Cities should start by building a digital risk profile based on the size of the city
- It should be followed by capacity building among all agencies
- She summarized that the key elements of cyber security policy for a city can be based on focused planning, risks mitigation, capacity building, awareness at both governance and citizen level and institutional infrastructure

#### Mr. Manish Bhatt – Vadodara Smart City

- Mr. Manish outlined some of the key Cyber Security challenges faced by Vadodara Smart Cities
- IoT devices in Smart Cities are opportunities for malicious attacks
- Problem in a single area can quickly cascade in other areas
- Projects which include War Room, ITMS, HMIS, GIS and MyVadodara mobile can be targeted by hackers
- Extensive networks can have multiple access points as potential pathways for hackers
- Cyber Security framework was prepared based on MoHUA guidelines
- Recommended a Cyber Security Operations Centre with advanced security capabilities for Smart Cities.