

# Tacoma Power



## INDUSTRY

Utilities

## LOCATION

Tacoma, WA

## EMPLOYEE COUNT

762

## WEBSITE

[mytpu.org](http://mytpu.org)

## SOLUTION

CimTrak File Integrity Monitoring Solution, Ticketing, and Trusted File Registry

## CUSTOMER SINCE 2019

*Scan the QR code to hear what Tacoma Power has to say about CimTrak*



*“We not only use CimTrak to accomplish all of the requirements specified by CIP-10 R-1, but we’re also able to utilize our custom set of scripts to expand baseline functionality into CIP-7 and a few other areas of interest to fall outside of the CIP program. We manage this under a comprehensive process.”*

**Justin Quevedo**  
Power Supervisor  
Tacoma Power

## ABOUT TACOMA POWER

Tacoma Power is an innovative, citizen-owned electric utility that generates, transmits, and distributes electricity and provides energy and telecommunication services in an increasingly competitive marketplace. Founded in 1893, Tacoma Power is headquartered in Tacoma, Washington, and serves the cities of Tacoma, University Place, Fircrest, and Fife, and also provides services to parts of Steilacoom, Lakewood, and unincorporated Pierce County.

## THE PROBLEM

Tacoma Power was faced with finding the best way to effectively and affordably provide a comprehensive configuration management program for their diverse platform of operating systems to prove compliance with their federal auditing agency.

Tacoma Power was looking to achieve NERC-CIP compliance, specifically for 007 and 010. The North American Electric Reliability Corporation (NERC) has developed a set of standards designed to ensure that critical cyber assets are secure and functioning properly. Finding the right file integrity monitoring solution was critical in minimizing their overall security and operational risk and avoiding costly fees.

In their search, they found that the costs of other applications were prohibitive and engagement with such vendors was difficult.

## THE SOLUTION

Tacoma Power was looking for a solution that fit their needs in terms of compliance, affordability, flexibility, and reliability. After evaluating these factors, CimTrak was Tacoma Power's choice for file integrity monitoring software. Tacoma Power implemented the CimTrak File Integrity Monitoring Solution, Ticketing Module, and the Trusted File Registry Module.

CimTrak proves compliance with NERC-CIP-007 by allowing for all system ports and services to be documented and any change to their status to be detected, alerted, and reported on.

The CimTrak Ticketing Module assures compliance with NERC-CIP-010 by giving users the option to plan changes which allows other baseline deviations to quickly surface, resulting in a fast response to any changes that are unintended and potentially malicious. The ticketing module also gives users the ability to both control exactly which changes are promoted and allow those changes to be documented directly in the solution.

The CimTrak Trusted File Registry provides security professionals with the ability to automatically identify changes due to patches and updates. These changes can also be automatically documented and associated with a ticket. By removing much of the noise due to valid changes, Tacoma Power can focus on the changes that truly matter.

## THE OUTCOME

After implementing CimTrak in their environment, Tacoma Power was able to go into their next NERC-CIP audit and pass, hassle-free. With CimTrak's file integrity monitoring solution for compliance, Tacoma Power reached their NERC-CIP compliance goals while increasing their security footprint and elevating their security posture.

Working with Cimcor has allowed Tacoma Power to become more efficient in day-to-day operations, alleviating additional stress from staff, and accomplishing more at the same cost. Leveraging the CimTrak solution, Tacoma Power realized 98% of savings on working capital.

***One of the most beneficial after-effects of becoming more efficient is that you can produce your work faster without stressing your staff. We're able to accomplish a lot more than we were in the past, with the same staffing, same tools, and the same cost as we were investing previously in our configuration management program."***

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