

# Japanese Information Systems Organization Uses Proactive Services To Protect Infrastructure



Industry  
Transportation



As the only information systems company in the JR Tokai Group, JTIS develops, operates and maintains various systems for JR Tokai as well as the operational-management and reservation systems for the Tokaido and Sanyo Shinkansen lines and the conventional railway lines in the Tokai region.

**JR Tokai Information Systems Company enhances security posture with Mandiant Expertise On Demand**



Mandiant Expertise On Demand



Mandiant Tabletop Exercise

In the railroad business, serious consideration must be given to security, not only in cyberspace but also in “real” space. That is why we have been focusing on our cyber security measures from our early days.

—Mr. Katsutaka Ishikawa, General Manager of Nagoya Core Systems Division at JTIS.

## Outcomes



Tabletop Exercise to assess incident response systems and procedures against global standards



Getting valuable knowledge from threat intelligence reports customized to JR Tokai's business



Ability to use various services, whenever needed, through a flexible subscription model

## Protecting the operation and stability of the Shinkansen rail line

JR Tokai Information Systems Company (JTIS) is the only information systems company in the JR Tokai Group. It is a system integration company responsible for the development, operation and maintenance of various information systems that JR Tokai and its group companies use. Because JTIS handles the systems that support railroads, part of critical social infrastructure, the company has been focused on its security measures for a long time.

### Proactively protecting critical infrastructure

JTIS protects and supports the systems responsible for rail lines in Japan. While the company always kept their defense strong, Mr. Katsutaka Ishikawa, General Manager of Nagoya Core Systems Division at JTIS, wanted the company to stay up to date regarding the latest threats and new technologies and to keep improving their security measures and cyber defenses.

“We thought we had been doing everything possible internally, but have we been complacent? I felt that we needed to see how our system appeared to cyber security experts, have an objective assessment and use the results to make further improvements.”

The company formerly used an external penetration test service. However, Mr. Ishikawa wanted to expand their capabilities.

Most penetration test services use tools to scan for vulnerabilities. However, these are not enough to validate our systems and procedures. We wanted an assessment done by a security company knowledgeable in attacks targeted at critical infrastructures like ours; a company that is good at analyzing the trends of attackers and incidents outside of Japan. We wanted a company with knowledge and experience in actual attacks and incident response. We did not want a company that simply gathers data on mass attacks and sends out alerts.

— Mr. Katsutaka Ishikawa, General Manager of Nagoya Core Systems Division at JTIS.

## Performing a tabletop exercise simulating an international sporting event

Mandiant introduced JITS officials to Mandiant Expertise On Demand, which enabled access to various security services at a flat rate with an annual subscription. This service lets users choose and use services they need from available options, whenever they need them, using “units” that are purchased ahead of time. Options included an assessment of incident response systems and procedures conducted using a tabletop exercise. This was in addition to various information sharing, threat intelligence and training services.

Mr. Ishikawa noted, “We were particularly concerned about increased security threats because of an upcoming international sporting event. We wanted to identify all weaknesses in our security and address them in advance. Mandiant has experience in responding to and analyzing attacks targeted at critical infrastructures outside of Japan. Given their knowledge and experience, we felt it would be effective to conduct a Mandiant Tabletop Exercise.”

We received good feedback overall, and it was reassuring that what we had been doing was not wrong. However, Mandiant consultants pointed out where security was lacking in some areas of our systems, and we immediately addressed the high priority issues. It was easy for us to make specific improvements because they gave us prioritized recommendations.

— Mr. Katsutaka Ishikawa, General Manager of Nagoya Core Systems Division at JTIS.

Using Mandiant’s latest incident-response knowledge and experience, a specific and realistic scenario was developed, from the onset of an incident to its containment. Employees in JTIS Cyber Security Group participated in the exercise. Every detail of the response process was reviewed over the course of an entire day.

## Continuing education to increase cyber awareness

In addition to the tabletop exercise, JTIS is actively taking advantage of other services available through Expertise On Demand. Mandiant also developed threat intelligence reports customized for JR Tokai.

**Cyber-attacks are becoming more complex and sophisticated. Mandiant has a lot of global knowledge, experience and insights on groups with malicious intent. We expect they will continue to provide us with advice and specific recommendations to further improve our ability to defend against cyber attacks**

— Mr. Katsutaka Ishikawa, General Manager of Nagoya Core Systems Division at JTIS.

The Expertise On Demand service is also helping answer critical questions, addressing issues and gathering data on JTIS' day-to-day operations. For example, when a large-scale security incident was reported in Japan, the company received valuable insights from Mandiant by asking, "Do we have the same risk?" In response, Mandiant shared important information in daily reports with JTIS.

JTIS plans on using Mandiant training services through Expertise On Demand to develop and train their security personnel. The variety of services offered through Expertise On Demand has enabled the company to go beyond its initial goal of performing a tabletop exercise. It has dramatically improved JTIS' security posture, according to Mr. Ishikawa.

Learn more at [www.mandiant.com](https://www.mandiant.com)

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### About Mandiant

Since 2004, Mandiant® has been a trusted partner to security-conscious organizations. Today, industry-leading Mandiant threat intelligence and expertise drive dynamic solutions that help organizations develop more effective programs and instill confidence in their cyber readiness.

