



WHEN LIVES ARE ON THE LINE

Protecting PSAPs From Cyber Attacks

Despite being engineered for security, Public Safety Answering Points (PSAPs) and the workstations housed there are increasingly being targeted by cyber criminals and other threat actors. With high potential payouts and a low chance of apprehension, much less prosecution, we can expect a steady stream of attacks to not only continue, but increase.

2 Main Threats

According to the Motorola Solutions Threat Intelligence Team, PSAPs largely encounter two main threats: **ransomware** and **TDoS attacks**.



Ransomware

Ransomware is the most common threat to computer-aided dispatch (CAD) systems. Attackers typically encrypt system files with a promise to provide a key to unlock them once a ransom has been paid

TDoS Attacks

Telephony Denial-of-Service (TDoS) attacks use manual or automated techniques to flood 9-1-1 and administrative systems via their physical and IP-based telephony lines, both of which can result in disruptions to call handling ability.



Fewer than **50%** of public safety agencies

- Have documented security policies and procedures
- Regularly patch their systems
- Conduct periodic risk assessments

Motorola Solutions LMR Cybersecurity Trends Report

PSAP CYBERSECURITY: THE BASICS



How Can MDR Complement Your Security Team?

1

Are you confident your cybersecurity team can differentiate between a routine and critical system alert?

2

Is your cybersecurity team experienced in determining the threat level of suspicious activity, then initiating response actions within 30 minutes?

3

Is investigating alerts the best use of time for your internal cybersecurity staff?

Managed Detection and Response (MDR) services can reduce noise from routine alerts to detect and remediate cyber threats faster and reduce the burden on your internal team.

Motorola Solutions MDR is enabled by the seamless orchestration of:



PEOPLE

Expert talent supporting your agency to ensure system availability, performance and security



PROCESS

A security service delivery strategy aligned with industry-recognized ITIL management practices



TECHNOLOGY

Industry-leading technology that applies analytics, machine learning and automation tools

We bring scalable operations that can help agencies manage cyber risk awareness, detection, response and recovery.

THE FIRST STEP TO ROBUST PSAP SECURITY

No matter where your agency is on its cybersecurity journey, help is available. Managed Detection and Response services can play a critical role in helping you secure your organization and ensure the continuity of your mission. By asking the right questions, then finding the right MDR service provider that can answer them based on your specific agency's needs, you can confidently take the first step on the road to robust PSAP security. When lives are the line, your community deserves nothing less.

For more information about Motorola Solutions cybersecurity services for public safety, visit: motorolasolutions.com/cybersecurity