Securing the Digital Frontier: Cybersecurity in Abu Dhabi Customs Paperless Ecosystem

June 2024
Implementation Lifecycle

Planning
- Risk Assessment
- Business Impact Analysis (BIA)
- Develop BCP and DRP
- Define RPO and RTO

Implementation and Integration
- Monitoring and alerting systems
- Automated switchover/switchback

Continuous Improvement and Testing
- Regular Audits and Reviews
- Update Plans based on Tests

Training and Awareness
- Regular Staff Training
- Simulation Exercises and Drills

Tools and Systems

DR Process Automation

Data Replication Solutions

Backup Solutions

Results

- 99.97% IT Systems Availability
- 0% Systems and Network Disruption
- 0 Min Recovery Point Objective
- < 40 Mins Recovery Time Objective
- 100% Success Rate of Disaster Recovery Drill
- 100% Aware and Trained Staff
Cybersecurity Management

**Security Pillars**
- Information Security Strategy and Plan
- Could Security
- Vulnerability Scanning and Assessment
- File Integrity
- Encryption and Data Protection
- Collaboration and Information Sharing
- Regular Security Audits and Assessments
- Physical and environmental security
- Business and Information Continuity
- Information Security Context
- Penetration Testing
- Security Configuration Management
- Access Controls and Authentication
- Continuous Monitoring and Threat Detection
- Training and Awareness Programs
- Intellectual Property and Legal Compliance
- Change Management
- Change Management
- Operations Security

**Tools and Systems**
- Endpoint Detection Response
- Data Encryption
- Data Loss Prevention
- Multifactor Authentication
- Threat Protection
- Web Application Firewall
- Security Information and Event Management
- Identity Access Management
- Network Security Inspection
- Hardware Security Module
- Network Access Control
- Data Classification
- DNS Security
- End Point and Server Security
- Vulnerability Assessment
- Intrusion Detection and Prevention
- Vulnerability Assessment and Penetration testing

**Results**
- 100% Maturity Compliance with UEA IA - DGE
- 100% Security Incidents Responded
- 0% System Disruption
- 98.77% Security System Risks Closed
- 0 Successful Security Breaches
- 100% Compliance with IS Policies
- 66 Security Campaigns Across all Channels (till end of 2023)
- 85% Increase in the Number of IS Systems (2019-2023)
- 96% of Employees Acknowledged that they have read IS Policies

**Standards & Regulations**
- ISO 27001
- NESA
- ISO 27001
- HR Law
- Electronic Commerce & Transactions Law
- Combating Cybercrimes Law
- IT Security Regulations
- Protection of Personal Data
- Copyright and Neighboring Rights
Standards and Awards Achievements

**ISO/IEC 20000-1:2018**
Service Management System

**ISO/IEC 27001:2022**
Information Security Management Systems

**ISO 8000-1:2022**
Data Quality Management System

**ISO 31000:2018**
Risk Management System

**ISO 55001:2014**
Asset Management System

**GOV Media**
- Digital initiative of the year
- Disaster Management of the year

**Harvard Business Council**
- HBC Smart Application Award

**TLME Game-Changers**
- Awards 2024 & Future-Proof Technologies Conference

**Innovation of the Year Consumer**
- Gold Stevie Award - Invisible Customs

**Effortless Administration**
- The Best CX Strategy Award

**Achievement on Product Innovation**
- Team of the Year – Abu Dhabi Customs 2022

**Best Incorporation of Next-Gen Technologies for Exported Goods**
- Augmented Reality and Virtual Reality - Government Organization

**Gold Stevie Award**
- Invisibility Customs

**Restricted مقيدة**
THANKS

جمارك أبوظبي
ABU DHABI CUSTOMS
THANKS