



# ATENA



H2020-DS-2015-1-Project 700581

## **Advanced Tools to assess and mitigate the criticality of ICT components and their dependencies over Critical Infrastructures**

### **D2.0 – ATENA Glossary**

#### **General information**

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## Executive Summary

This document introduces a glossary encompassing a series of relevant key terms in the scope of the ATENA project. This intends to provide a reference for the reader, but also to constitute a common ground, enabling the ATENA project partners to share a common language. A first version of the glossary is published in the ATENA deliverable D2.1.

This document is intended to be a working copy where definitions can be added in the course of the ATENA project. Some deliverables may reference this document for definition of terms.

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# 1 Glossary

Terminology	Description	Source
<b>Access</b>	The ability and means to communicate with or otherwise interact with a system, to use system resources to handle information, to gain knowledge of the information the system contains, or to control system components and functions.	US-CERT - Common Cyber Language [1]
<b>Accessibility</b>	Information is available and easily usable (formatted for convenient and immediate use).	US-CERT - Common Cyber Language [1]
<b>Accuracy</b>	Closeness of the agreement between the result of a measurement and a true value of the measure and NOTE Accuracy is generally characterized by the overall uncertainty of a measured value.	ISO 18014-4:2011
<b>Advanced Persistent Threat (APT)</b>	An adversary that possesses sophisticated levels of expertise and significant resources which allow it to create opportunities to achieve its objectives using multiple attack vectors (NIST SP800-61).	ISACA – Glossary [2]
<b>Adversary</b>	Individual, group, organization, or government that conducts or has the intent to conduct detrimental activities.	US-CERT - Common Cyber Language [1]
<b>Asset</b>	Anything that has value to the organisation NOTE: There are many types of assets, including: information; software, such as a computer program; physical, such as computer; services; people, and their qualifications, skills, and experience; intangibles, such as reputation and image."	ISO 2700:2012
<b>ATENA</b>	Advanced Tools to assEss and mitigate the criticality of ICT compoNents and their dependencies over Critical InfrAstructures.	
<b>Attack</b>	Attempt to destroy, expose, alter, disable, steal or gain unauthorized access to or make unauthorized use of an asset.	ISO 27000:2012
<b>Attack Detection (Reorder)</b>	An ongoing attack procedure that was recognized by a security system.	
<b>Attack Mechanism</b>	A method used to deliver the exploit. Unless the attacker is personally performing the attack, an attack mechanism may involve a payload, or container, that delivers the exploit to the target.	ISACA - Cybersecurity Fundamentals Glossary [5]
<b>Attack pattern</b>	Abstracted approach utilized to attack software	ISO 20004:2012
<b>Attack potential</b>	Perceived potential for success of an attack, should an attack be launched, expressed in terms of an attacker's expertise, resources and motivation	ISO 15408:2005
<b>Attack Signature</b>	Sequence of computer activities or alterations that are used to execute an attack and which are also used by an IDPS to discover that an attack has occurred and often is determined by the examination of network traffic or host logs NOTE This may also be referred to as an attack pattern.	ISO 27039:2012
<b>Attack Surface</b>	In software security, the collection of interface points that may be attacked and potentially penetrated by a threat agent (i.e., attacker) to obtain unauthorized access to an asset. An attack surface contains the sum of entry points, but we are most interested in those that are exploitable (i.e., vulnerable) to obtain such access via attack vectors (i.e., paths to exploit the vulnerabilities).	Digital - Software Security Glossary [6]

<b>Attack Vector</b>	Path or means by which an attacker can gain access to a computer or network server in order to deliver a malicious outcome	ISO 27032:2012
<b>Attacker</b>	Person deliberately exploiting vulnerabilities in technical and non-technical security controls in order to steal or compromise information systems and networks, or to compromise availability to legitimate users of information system and network resources	ISO 27033-1:2009
<b>Audit</b>	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled NOTE 1: to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines). NOTE 2: to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.	ISO 27000:2014
<b>Awareness</b>	"Cyber Awareness refers to the security awareness of all persons sharing responsibility for information security. Understanding and motivation are necessary to ensure that security rules are observed and implemented on a continuous basis. To remind employees regularly of the importance of their activities for information security, they must be supported through targeted awareness-raising measures".	CCDCOE - Cyber Definitions [4]
<b>Black-box</b>	Idealized mechanism that accepts inputs and produces outputs, but is designed such that an observer cannot see inside the box or determine exactly what is happening inside that box. NOTE This term can be contrasted with glass box	ISO 18031:2011
<b>Business Continuity</b>	Procedures and/or processes for ensuring continued business operations	ISO 27000:2012
<b>Business Continuity Management</b>	Holistic management process that identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities	ISO 22301:2012
<b>Category</b>	The subdivision of a Function into groups of cybersecurity outcomes, closely tied to programmatic needs and particular activities. Examples of Categories include "Asset Management," "Access Control," and "Detection Processes".	NIST cybersecurity-framework glossary [9]
<b>Coherence</b>	The degree to which data that are derived from different sources or methods, but which refer to the same phenomenon, which are similar.	US-CERT - Common Cyber Language [1]
<b>Commercial-off-the-Shelf (COTS)</b>	Products that are readily available commercially and may be used "as is."	US-CERT - Common Cyber Language [1]
<b>Comparability</b>	The degree to which data can be compared over time and domain.	US-CERT - Common Cyber Language [1]
<b>Computer Security Incident Response Team CERT</b>	Team of security experts to support the handling of information security incidents	ISO 27019:2013
<b>Configuration Management</b>	Discipline applying technical and administrative direction and surveillance to identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, record and report change processing and implementation status and verify compliance with specified requirements NOTE Adapted from IEEE Std 610.12.	ISO 15408-1:2009

<b>Consequence</b>	Outcome of an event affecting objectives NOTE 1: An event can lead to a range of consequences. NOTE 2: A consequence can be certain or uncertain and in the context of information security is usually negative. NOTE 3: Consequences can be expressed qualitatively or quantitatively. NOTE 4: Initial consequences can escalate through knock-on effects.	ISO 27005:2011
	The effect of an event, incident, or occurrence, including the number of deaths, injuries, and other human health impacts along with economic impacts both direct and indirect and other negative outcomes to society.	US-CERT - Common Cyber Language [1]
<b>Control Systems</b>	Hardware and software components of an IACS	IEC 62443-3-3:2013-v1
	Computer-based systems used within many infrastructure and industries to monitor and control sensitive processes and physical functions. These systems typically collect measurement and operational data from the field, process and display the information, and relay control commands to local or remote equipment or human-machine interfaces (operators). Examples of types of control systems include SCADA systems, Process Control Systems, and Distributed Control Systems.	2009 NIPP [11]
<b>Countermeasure</b>	Action, device, procedure, or technique that reduces a threat, a vulnerability, or an attack by eliminating or preventing it, by minimizing the harm it can cause, or by discovering and reporting it so that corrective action can be taken NOTE 1 to entry: The term "control" is also used to describe this concept in some contexts. The term countermeasure has been chosen for this standard to avoid confusion with the term "control" in the context of "process control".	IEC 62443-3-3:2013-v1
<b>Critical Infrastructure</b>	"Organizations and facilities that are essential for the functioning of society and the economy as a whole NOTE A: failure or malfunction of such organizations and facilities would result in sustained supply shortfalls, make a significant impact on public security and have other wide ranging impacts."	ISO 27019:2013
<b>Critical Infrastructure Owners and Operators</b>	Those entities responsible for day-to-day operation and investment of a particular critical infrastructure entity. (Source: Adapted from the 2009 NIPP).	US-CERT - Common Cyber Language [1]
<b>Critical Infrastructure Partner</b>	Governmental entities, public and private sector owners and operators and representative organizations, regional organizations and coalitions, academic and professional entities, and certain not-for-profit and private volunteer organizations that share responsibility for securing and strengthening the resilience of the Nation's critical infrastructure.	US-CERT - Common Cyber Language [1]
<b>Critical Infrastructure Protection</b>	The ability to prepare for, protect against, mitigate, respond to, and recover from critical infrastructure disruptions or destruction	EU_Green book
	Actions taken to prevent, remediate, or mitigate the risks resulting from vulnerabilities of critical infrastructure assets. Also called CIP. See also defence critical infrastructure.	CCDCOE - Cyber Definitions [4]
<b>Criticality</b>	The importance of a particular asset or function to the enterprise, and the impact if that asset or function is not available.	ISACA - Cybersecurity Fundamentals Glossary [5]
<b>Cryptography</b>	A way to encode (hide) information such that the sender intends that only the recipient should understand the message.	US-CERT - Common Cyber Language [1]

<b>Cyber Incident</b>	An occurrence that actually or potentially results in adverse consequences to an information system or the information that the system processes, stores, or transmits and that may require a response action to mitigate the consequences.	US-CERT - Common Cyber Language [1]
<b>Cyber System</b>	Any combination of facilities, equipment, personnel, procedures, and communications integrated to provide cyber services; examples include business systems, control systems, and access control systems.	US-CERT - Common Cyber Language [1]
<b>Cybersecurity Cyberspace Security</b>	Preservation of confidentiality, integrity and availability of information in the Cyberspace NOTE 1 In addition, other properties, such as authenticity, accountability, non-repudiation, and reliability can also be involved. NOTE 2 Adapted from the definition for information security in ISO/IEC 27000:2009.	ISO 27032:2012
<b>Cybersecurity Event</b>	A cybersecurity change that may have an impact on organizational operations (including mission, capabilities, or reputation).	US-CERT - Common Cyber Language [1]
<b>Cyberspace</b>	The interdependent network of information technology infrastructures, and includes the Internet, telecommunications networks, computer systems, and embedded processors and controllers in critical industries. Common usage of the term also refers to the virtual environment of information and interactions between people.	US-CERT - Common Cyber Language [1]
<b>Cyclic Redundancy Check (CRC)</b>	An error detection code used in digital networks to detect accidental changes in data during transmission or storage.	US-CERT - Common Cyber Language [1]
<b>Decision Support System</b>	An interactive system that provides the user with easy access to decision models and data, to support semi structured decision-making tasks.	ISACA - Glossary [2]
<b>Dependency</b>	The one-directional reliance of an asset, system, network, or collection thereof—within or across sectors—on an input, interaction, or other requirement from other sources in order to function properly.	2009 NIPP [11]
<b>Detect (Function)</b>	Develop and implement the appropriate activities to identify the occurrence of a cybersecurity event.	NIST cybersecurity-framework glossary [9]
<b>Deterrent</b>	Measure that discourages, complicates, or delays an adversary's action or occurrence by instilling fear, doubt, or anxiety.	US-CERT - Common Cyber Language [1]
<b>Electronic Security Perimeter (ESP)</b>	Adapted from NERC-CIP electric power regulations, a logical perimeter drawn around electronic assets in a security zone to separate it from other zones.	US-CERT - Common Cyber Language [1]
<b>Emergency Cut- off (Blue Light) System</b>	A safety system installed at passenger stations that cuts off traction power and notifies the control centre that power has been cut at this location.	US-CERT - Common Cyber Language [1]
<b>Enterprise Risk Management</b>	Comprehensive approach to risk management that engages organizational systems and processes together to improve the quality of decision making for managing risks that may hinder an organization's ability to achieve its objectives.	US-CERT - Common Cyber Language [1]
<b>Enterprise Zone</b>	The zone of a transit agency that handles its routine internal business processes and other non-operational; non-fire, life- safety; and non-safety-critical information.	US-CERT - Common Cyber Language [1]
<b>European Union Agency for Network and Information Security</b>	The European Union Agency for Network and Information Security (ENISA) is a centre of expertise for cyber security in Europe. ENISA actively contributes to a high level of network and information security (NIS) within the Union, since it was set up in 2004, to the development of a culture of NIS in society and in order to raise awareness of NIS, thus contributing to proper functioning of the internal market.	Cf. [12]

<b>Evaluation</b>	Process of examining, measuring and/or judging how well an entity, procedure, or action has met or is meeting stated objectives.	US-CERT - Common Cyber Language [1]
<b>Fail-safe</b>	A device that fails in a manner that protects the safety of personnel and equipment.	US-CERT - Common Cyber Language [1]
<b>Failure</b>	Termination of the ability of a functional unit to perform a required function [ISO/IEC 61508-4] NOTE The inability of a system or component (1) to perform, or the non-performance by the system or component, of an intended function or service; or (2) a deviation of a function or service from its specified, expected performance, resulting in its incorrect performance. Failures fall into two general categories: <ul style="list-style-type: none"> <li>• Value failures: the functionality or service no fulfills its specified/expected purpose, i.e., it no longer delivers its specified/expected value;</li> <li>• Timing failures: the timing of the functionality or service no longer falls within its specified/expected temporal constraints.</li> </ul>	ISO 29193:2011
<b>Fault</b>	Abnormal condition that may cause in reduction, or loss, of the capability of the functional unit to perform a required function [ISO/IEC 61508-4] NOTE The adjudged or hypothesized cause of an error. A fault is considered active when it causes an error or failure; otherwise it is considered dormant. Some dormant faults never become active. In common usage, “bug” or “error” is used to express the same meaning. Software faults include incorrect steps, processes, and data definitions in computer programs. Faults fall into three basic categories: <ul style="list-style-type: none"> <li>• Development faults: introduced into the software during some stage of its development; developmental faults include incorrect steps, processes, and data definitions that cause the software to perform in an unintended or unanticipated manner;</li> <li>• Physical faults: originate from defects in the hardware on which the software runs (hardware faults include such defects as short circuits or broken wires);</li> <li>• External faults: originate in the interactions between the software and external entities (users, other software).</li> </ul>	ISO 29193:2011
<b>Fault Detection</b>	Determination of faults present in a system and time of detection.	Fredrik Gustafsson, Adaptive Filtering and Change Detection, John Wiley & Sons, Ltd, 2000 [14]
<b>Fault Identification</b>	Determination of the size and time-variant behaviour of a fault. Follows fault isolation.	Fredrik Gustafsson, Adaptive Filtering and Change Detection, John Wiley & Sons, Ltd, 2000 [14]
<b>Fault Isolation</b>	Determination of kind, location and time of detection of a fault. Follows fault detection.	Fredrik Gustafsson, Adaptive Filtering and Change Detection, John Wiley & Sons, Ltd, 2000 [14]
<b>Fault Tolerance</b>	A system’s level of resilience to seamlessly react to hardware and/or software failure.	ISACA - Glossary [2]
<b>Fibre-optic Strand</b>	A portion of a cable in a fibre-optic network. Each strand carries information unique to it and is isolated from all the other strands.	US-CERT - Common Cyber Language [1]
<b>Fire Life-Safety Security Zone (FLSZ)</b>	A zone containing systems whose primary function is to warn, protect or inform in an emergency. It contains systems such as fire alarms and emergency ventilation.	US-CERT - Common Cyber Language [1]

<b>Forensic Examination</b>	The process of collecting, assessing, classifying and documenting digital evidence to assist in the identification of an offender and the method of compromise.	ISACA - Cybersecurity Fundamentals Glossary [5]
<b>Framework</b>	A risk-based approach to reducing cybersecurity risk composed of three parts: The Framework Core, the Framework Profile, and the Framework Implementation Tiers. Also known as the “Cybersecurity Framework.”.	NIST cybersecurity-framework glossary [9]
<b>Framework Core</b>	A set of cybersecurity activities and references that are common across critical infrastructure sectors and are organized around particular outcomes. The Framework Core comprises four types of elements: Functions, Categories, Subcategories, and Informative References.	NIST cybersecurity-framework glossary [9]
<b>Framework Implementation Tier</b>	A lens through which to view the characteristics of an organization’s approach to risk—how an organization views cybersecurity risk and the processes in place to manage that risk.	NIST cybersecurity-framework glossary [9]
<b>Framework Profile</b>	A representation of the outcomes that a particular system or organization has selected from the Framework Categories and Subcategories.	NIST cybersecurity-framework glossary [9]
<b>Function</b>	One of the main components of the Framework. Functions provide the highest level of structure for organizing basic cybersecurity activities into Categories and Subcategories. The five functions are Identify, Protect, Detect, Respond, and Recover.	NIST cybersecurity-framework glossary [9]
<b>Hazard</b>	Natural or manmade source or cause of harm or difficulty.	DHS Lexicon, 2010 [3]
<b>Human-machine Interface (HMI)</b>	The control interface between humans and machines.	US-CERT - Common Cyber Language [1]
<b>Identify (Function)</b>	Develop the organizational understanding to manage cybersecurity risk to systems, assets, data, and capabilities.	NIST cybersecurity-framework glossary [9]
<b>Incident</b>	Event that is not part of the expected operation of a system or service that causes, or may cause, an interruption to, or a reduction in, the quality of the service provided by the control system	IEC 62443-3-3:2013-v1
<b>Incident Mitigation (or simply Mitigation)</b>	The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often formed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.	ICS - Glossary [15]

<b>Incident Response (or Reaction)</b>	Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavourable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at pre-empting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.	ICS - Glossary [15]
	(B767or intrusion response) actions taken to protect and restore the normal operational conditions of an Information System and the information stored in them when an attack or intrusion occurs	ISO SD
<b>April 2007 Incident Service Restoration (or Recovery)</b>	The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.	ICS - Glossary [15]
<b>Information Sharing</b>	The process through which information is provided by one entity to one or more other entities to facilitate decision-making under conditions of uncertainty.	US-CERT - Common Cyber Language [1]
<b>Informative Reference</b>	A specific section of standards, guidelines, and practices common among critical infrastructure sectors that illustrates a method to achieve the outcomes associated with each subcategory.	NIST cybersecurity-framework glossary [9]
<b>Inputs</b>	Resources invested into the program or activity being measured, such as funds, employee-hours, or raw materials.	US-CERT - Common Cyber Language [1]
<b>Interdependency</b>	Mutually reliant relationship between entities (objects, individuals, or groups); the degree of interdependency does not need to be equal in both directions.	US-CERT - Common Cyber Language [1]
<b>Intrusion</b>	An unauthorized act of bypassing the security mechanisms of a network or information system.	US-CERT - Common Cyber Language [1]
<b>Isolate Attack(s)</b>	The act of containing an attack within a perimeter, in order to mitigate and minimize its impact.	
<b>Likelihood</b>	"Chance of something happening NOTE 1: In risk management terminology, the word "likelihood" is used to refer to the chance of something happening, whether defined, measured or determined objectively or subjectively, qualitatively or quantitatively, and described using general terms or mathematically (such as a probability or a frequency over a given time period). NOTE 2: The English term "likelihood" does not have a direct equivalent in some languages; instead, the equivalent of the term "probability" is often used. However, in English, "probability" is often narrowly interpreted as a mathematical term. Therefore, in risk management terminology, "likelihood" is used with the intent that it should have the same broad interpretation as the term "probability" has in many languages other than English."	ISO 27005:2011

<b>Loss of Control</b>	Sharing with inappropriate entities (i.e., unauthorized users) and sharing for inappropriate purposes (i.e., unauthorized uses).	US-CERT - Common Cyber Language [1]
<b>Malware</b>	Malicious software designed specifically to damage or disrupt a system, attacking confidentiality, integrity and/or availability NOTE Viruses and Trojan horses are examples of malware.	ISO 27033-1:2009
<b>Man-in-the-middle (MitM)</b>	A type of cyber-attack where an interloper inserts him- or herself in-between two communicating devices, without either side being aware of the interloper.	US-CERT - Common Cyber Language [1]
<b>Metric</b>	A quantifiable entity that allows the measurement of the achievement of a process goal.	ISACA - Glossary [2]
<b>Mitigation</b>	Capabilities necessary to reduce loss of life and property by lessening the impact of disasters.	US-CERT - Common Cyber Language [1]
<b>Mobile Code</b>	Program transferred between a remote, possibly "untrusted" system, across a network or via removable media that can be executed unchanged on a local system without explicit installation or execution by the recipient NOTE 1 to entry: Examples of mobile code include JavaScript, VBScript, Java applets, ActiveX controls, Flash animations, Shockwave movies, and Microsoft Office macros.	IEC 62443-3-3:2013-v1
<b>Network</b>	A group of components that share information or interact with each other to perform a function.	2009 NIPP [11]
<b>Network and Information Security</b>	It refers to the safeguards and actions that can be used to protect the cyber domain, from those threats that are associated with or that may harm its interdependent networks and information infrastructure. Cyber-security strives to preserve the availability and integrity of the networks and infrastructure and the confidentiality of the information contained therein.	Adapted from [16]
<b>Network Resilience</b>	The ability of a network to: (1) provide continuous operation (i.e., highly resistant to disruption and able to operate in a degraded mode if damaged); (2) recover effectively if failure does occur; and (3) scale to meet rapid or unpredictable demands.	US-CERT - Common Cyber Language [1]
<b>Operations Control Centre</b>	A central location that monitors, and in some cases controls, some portion of a transportation system. It may handle just one system or many systems simultaneously.	US-CERT - Common Cyber Language [1]
<b>Outcomes</b>	Events, occurrences or changes in condition that indicate programmatic progress, brought about at least in part through outputs.	US-CERT - Common Cyber Language [1]
<b>Outputs</b>	Completed or delivered products or services generated through inputs.	US-CERT - Common Cyber Language [1]
<b>Patch Management</b>	Area of systems management that involves acquiring, testing and installing multiple patches (code changes) to an administered computer system NOTE Patch management tasks include: maintaining current knowledge of available patches, deciding what patches are appropriate for particular systems, ensuring that patches are installed properly, testing systems after installation and documenting all associated procedures, such as specific configurations required remotely across heterogeneous environments according to recognized best practices. "	IEC 62443-2-1:2010-v1
<b>Performance evaluation</b>	Process of determining measurable results	ISO 22301:2012
<b>Performance Management</b>	The use of performance information to affect programs, policies, or any other organization actions aimed at maximizing the benefits of public services.	US-CERT - Common Cyber Language [1]
<b>Performance Measurement</b>	Regular measurement of the results (outcomes) and efficiency of services or programs.	US-CERT - Common Cyber Language [1]

<b>PICERL</b>	SANS model for Incident response, encompassing the following stages: Preparation, Identification, Containment, Eradication, Recovery and Lessons learned.	SANS Institute - Infosec Reading Room [17]
<b>Prevention</b>	Those capabilities necessary to avoid, prevent, or stop a threatened or actual act of terrorism.	US-CERT - Common Cyber Language [1]
<b>Privileged User</b>	A user that is authorized (and, therefore, trusted) to perform security- relevant functions that ordinary users are not authorized to perform.	NIST cybersecurity-framework glossary [9]
<b>Processes</b>	The steps that turn inputs into outputs.	US-CERT - Common Cyber Language [1]
<b>Programmable Logic Controller (PLC)</b>	Programmable logic controller.	ISO 27019:2013
<b>Protect (function)</b>	Develop and implement the appropriate safeguards to ensure delivery of critical infrastructure services.	NIST cybersecurity-framework glossary [9]
<b>Quality of Service</b>	A utility company's quality of service applies to the delivery of services to the end user. "Delivery" in this context includes activities preceding and following service delivery and the network components (hardware and software) through which those services (telephone signals, water, and voltage) are provided. Certain services are common to all three utility industries (telecommunications, electricity, and water), and the quality concerns are likewise similar, notably in regard to customer and technical services (e.g., timely installations or connections, prompt responses to customer complaints, efficient billing practices, safeguarding of customer accounts, accuracy of customer information, and network reliability). Other concerns about non-price performance are industry-specific.	Lynne Holt, paper "Utility Service Quality - Telecommunications, Electricity, Water", March 2004 [18]
<b>Recover (Function)</b>	Develop and implement the appropriate activities to maintain plans for resilience and to restore any capabilities or services that were impaired due to a cybersecurity event.	NIST cybersecurity-framework glossary [9]
<b>Recovery (1)</b>	Those capabilities necessary to assist communities affected by an incident to recover effectively, including, but not limited to, rebuilding infrastructure systems; providing adequate interim and long-term housing for survivors; restoring health, social, and community services; promoting economic development; and restoring natural and cultural resources.	US-CERT - Common Cyber Language [1]
<b>Recovery (2)</b>	The activities after an incident to restore essential services and operations in the short and medium term and fully restore all capabilities in the longer term.	US-CERT - Common Cyber Language [1]
<b>Redundancy</b>	Additional or alternative systems, sub-systems, assets, or processes that maintain a degree of overall functionality in case of loss or failure of another system, sub-system, asset, or process.	US-CERT - Common Cyber Language [1]
<b>Relevance</b>	The degree to which the product meets user needs for both coverage and content.	US-CERT - Common Cyber Language [1]
<b>Residual Risk</b>	Risk that remains after risk management measures have been implemented.	US-CERT - Common Cyber Language [1]
<b>Resilience</b>	The ability to prepare for and adapt to changing conditions and withstand and recover rapidly from disruptions; includes the ability to withstand and recover from deliberate attacks, accidents, or naturally occurring threats or incidents.	US-CERT - Common Cyber Language [1]
<b>Respond (Function)</b>	Develop and implement the appropriate activities to take action regarding a detected cybersecurity event.	NIST cybersecurity-framework glossary [9]

<b>Risk (1)</b>	A measure of the extent to which an entity is threatened by a potential circumstance or event, and typically a function of: (i) the adverse impacts that would arise if the circumstance or event occurs; and (ii) the likelihood of occurrence.	NIST cybersecurity-framework glossary [9]
<b>Risk (2)</b>	Combination of the probability of an event and its consequence	ISO 2700:2009
<b>Risk Analysis</b>	Process to comprehend the nature of risk and to determine the level of risk NOTE 1: Risk analysis provides the basis for risk evaluation and decisions about risk treatment. NOTE 2: Risk analysis includes risk estimation."	ISO 27000:2012
<b>Risk Assessment</b>	Overall process of risk identification, risk analysis and risk evaluation	ISO 27000:2012
<b>Risk Avoidance</b>	Decision not to become involved in, or action to withdraw from, a risk situation	ISO 27005:2009
<b>Risk Communication</b>	Exchange or sharing of information about risk between the decision-maker and other stakeholders	ISO 27005:2009
<b>Risk Estimation</b>	Activity to assign values to the probability and consequences of a risk	ISO 27005:2009
<b>Risk evaluation</b>	Process of comparing the results of risk analysis with risk criteria to determine whether the risk and/or its magnitude is acceptable or tolerable NOTE: Risk evaluation assists in the decision about risk treatment.	ISO 27000:2012
<b>Risk identification</b>	Process of finding, recognizing and describing risks NOTE 1: Risk identification involves the identification of risk sources, events, their causes and their potential consequences. NOTE 2: Risk identification can involve historical data, theoretical analysis, informed and expert opinions, and stakeholders' needs.	ISO 27000:2012
<b>Risk Management (1)</b>	The process of identifying, assessing, and responding to risk.	NIST cybersecurity-framework glossary [9]
<b>Risk Management (2)</b>	The process of identifying, analysing, assessing, and communicating risk and accepting, avoiding, transferring or controlling it to an acceptable level considering associated costs and benefits of any actions taken.	US-CERT - Common Cyber Language [1]
<b>Risk Management (3)</b>	Coordinated activities to direct and control an organization with regard to risk NOTE: Risk management generally includes risk assessment, risk treatment, risk acceptance, risk communication, risk monitoring and risk review."	ISO 27000:2009
<b>Risk Prediction</b>	The process of analysing and anticipating the possible occurrence of a risk-related event.	

<b>Risk Treatment</b>	"Process to modify risk NOTE 1: Risk treatment can involve: – avoiding the risk by deciding not to start or continue with the activity that gives rise to the risk; – taking or increasing risk in order to pursue an opportunity; – removing the risk source; – changing the likelihood; – changing the consequences; – sharing the risk with another party or parties (including contracts and risk financing); and – retaining the risk by informed choice. NOTE 2: Risk treatments that deal with negative consequences are sometimes referred to as "risk mitigation", "risk elimination", "risk prevention" and "risk reduction". NOTE 3: Risk treatment can create new risks or modify existing risks."	ISO 27000:2014
<b>SCADA</b>	A control system involving a master terminal unit and remote terminal units, used for supervisory control and data acquisition.	US-CERT - Common Cyber Language [1]
<b>Scenario</b>	A scenario consists of a CI model, the initial states of all components and the scenario behaviour that describes the events that happen within the scenario.	CIPRNet CIP glossary [19]
<b>Sector</b>	A logical collection of assets, systems, or networks that provide a common function to the economy, government, or society.	Adapted from 2013 NIPP [8]
<b>Security Metric</b>	quantitative measure of the confidence in the assurance that availability, integrity and confidentiality of data as well as access to and use of data and automation devices is protected, data flows are securely managed, and anomalous events are reported in a timely manner.	ISA99 Committee - ISA 99 wiki [20]
<b>Service Operative Level</b>	The service operative level corresponds, in measurable terms, to the characterization of the operating service conditions provided by a utility or provider, within a time frame.	
<b>Service Restoration</b>	The act of reinstating a service after the occurrence of an incident interrupting its delivery.	
<b>Smart Extension</b>	A device developed within the scope of the CockpitCI FP7 project, designed to improve the availability and resiliency of legacy RTU and PLC devices.	CockpitCI Project [21]
<b>Software Defined Security</b>	Software-defined security (SDS) is a type of security model in which the information security in a computing environment is implemented, controlled, and managed by security software. It is a software-managed, policy-driven and governed security where most of the security controls such as intrusion detection, network segmentation and access controls are automated and monitored through software.	Symantec™ Data Centre Security - Glossary [22]
<b>Subcategory</b>	The subdivision of a Category into specific outcomes of technical and/or management activities. Examples of Subcategories include "External information systems are catalogued," "Data-at-rest is protected," and "Notifications from detection systems are investigated."	NIST cybersecurity-framework glossary [9]
<b>System</b>	Combination of interacting elements organized to achieve one or more stated purposes NOTE 1 A system may be considered as a product and/or as the services it provides. NOTE 2 In practice, the interpretation of its meaning is frequently clarified by the use of an associative noun, e.g. aircraft system. Alternatively the word system may be substituted simply by a context dependent synonym, e.g. aircraft, though this may then obscure a system principles	ISO 15443-1:2011

	perspective. NOTE 3 NOTES 1 and 2 are also taken from ISO/IEC 15288:2008.	
<b>Terrorism</b>	Premeditated threat or act of violence against non-combatant persons, property, and environmental or economic targets to induce fear, intimidate, coerce, or affect a government, the civilian population, or any segment thereof, in furtherance of political, social, ideological, or religious objectives.	DHS Lexicon, 2010 [3]
<b>Threat(1)</b>	Potential cause of an unwanted incident, which may result in harm to a system or organization	ISO 27000:2012
<b>Threat(2)</b>	Capabilities, intentions and attack methods of adversaries, or any circumstance or event, whether originating externally or internally, that has the potential to cause harm to information or a program or system or cause those to harm others	ISO 21827:2002
<b>Threat(3)</b>	A natural or manmade occurrence, individual, entity, or action that has or indicates the potential to harm life, information, operations, the environment, and/or property.	US-CERT - Common Cyber Language [1]
<b>Threat Identification</b>	The process of identifying situations or conditions that have the potential to cause injury to people, damage to property, or damage to the environment.	ENISA - Glossary [23]
<b>Trusted (Network)</b>	Network of an organization that is within the organization's ability to control or manage. Further, it is known that the network's integrity is intact and that no intruder is present.	US-CERT - Common Cyber Language [1]
<b>Unauthorized Access</b>	Any access to an information system or network that violates the owner or operator's stated security policy.	US-CERT - Common Cyber Language [1]
<b>Uncertainty</b>	The state of being not known, indeterminate, questionable, variable.	US-CERT - Common Cyber Language [1]
<b>Use case</b>	Use cases are often employed in information technology systems design and engineering. They describe the desired response of a system when it receives external requests. The technique is used to develop the behavioural requirements for a system by describing numerous functional scenarios. Each use case characterizes the interaction between an actor (which may be a human user, another system, or a hardware device that initiates an action) and the system. Use cases typically represent the function as a sequence of simple steps. Each use case is a complete series of events, as seen from the actor's point of view. Use cases in their full, formal sense are often associated with the Unified Modelling Language (UML), the Rational Unified Process (RUP), and Systems Modelling Language (SysML). Their application increased during the 1990s, especially among those who employ object-oriented design and programming. Simple, informal use cases may also be applied in various settings. Some of the planning documents being drafted by the Federal Agencies Digitization Guidelines Initiative provide use cases as a form of explanation. For example, the objectives for still imaging (still in draft form at this writing) are stated as simple use cases, e.g., "patron makes a hard copy of one or more images for personal use."	Federal Agencies Digitization Guidelines - Glossary [24]
<b>Vector (for cyber-attack)</b>	The path an attacker takes to attack a network.	US-CERT - Common Cyber Language [1]
<b>Virtual Private Network</b>	A computer network in which some of the connections are virtual circuits instead of direct connections via physical wires within some larger network, such as the internet.	US-CERT - Common Cyber Language [1]
<b>Vulnerability</b>	Weakness of an asset or control that can be exploited by one or more threats	ISO 27000:2012
<b>White-listing</b>	Describes a list or register of entities that are granted certain privileges, services, mobility, access or	US-CERT - Common Cyber Language [1]

	recognition.	
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