

WHITEPAPER | TIER 1A — INSTITUTIONAL DOCTRINE EDITION | v5.2

CSAIC Industrial & OT Cyber Doctrine Series · Paper 10 of 20

The Lying Screen

*When HMI Deception Turns Operators Into Attack Instruments**“If the screen lies, the operator becomes the actuator.”***Kieran Upadrasta**

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Audience: Plant Operators | Safety Engineers | CISOs | Insurers | Regulators | Control-Room Designers

Classification: Commercial-in-Confidence · Distribution at recipient's discretion

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Keywords: HMI | SCADA | IEC 61511 | IEC 62443 | DORA | NIS2 | Safety Case | Operator Trust

Notice, Doctrine Statement & Tier Conformance

This paper is part of the CSAIC Industrial & OT Cyber Doctrine Series, Institutional Doctrine Edition, v5.2 — Tier 1A Flagship Thought Leadership. v5.2 incorporates surgical upgrades: paper-specific cryptographic-actuation content (Paper 12), Time-of-Day Conditional Access Logic + biometric break-glass content (Paper 13), and Signed-Command Reference Architecture, Command Inventory Method, Command-Path Maturity Model L0–L5, and Replay/Evidence Design (Papers 06 and 12). University affiliation displayed as University of Schiphol (UOS).

Reading Map

- **Boards:** Executive Synthesis, §5, §10, §14, §19, Board One-Pager (Annex D).
- **Operators / Architects:** §3, §4, §6, §11, §23, and the new §28–§31 artefacts.
- **Investors / insurers:** §1, §5, §6, §12, §13, §19.
- **Regulators:** §2, §6, §7, §8, §16, §22, §26.
- **Sceptics:** §26 (Evidence Basis) and §27 (Counterargument & Rebuttal).

Executive Synthesis

HMI integrity is the most under-governed surface in industrial cyber. An attacker who controls the screen need not control the plant — the operator will act on what they see, and they will see what the attacker shows.

“If the screen lies, the operator becomes the actuator.”

Three Claims

- 1.The risk category is now structural.
- 2.The unit of value has shifted from the security product to the defensibility of the asset.
- 3.Counterparties will reprice the defensible faster than the indefensible can react.

1. The Inflection — From Cost Centre to Capital Logic

Every capital supercycle begins the same way: a category of spend that was previously optional becomes structurally unavoidable, and the market re-rates the assets and vendors attached to it.

1.1 The Old Model and Why It Failed

Defence was decoupled from the asset. When the two collided, the security overlay could observe damage but neither prevent the consequential action nor prove what had happened.

1.2 The New Model

Defensibility becomes a designed-in property of the asset, on the same footing as availability and safety.

“The board will fund what it can price.”

2. The Six Doctrines

2.1 The Screen Is a Sensor

The HMI is not a display. It is the operator's primary sensor. Treat its integrity as you treat physical sensor integrity.

“Operators do not see plants. They see screens.”

2.2 Telemetry Provenance Is the Truth

Display only what can be attested. Mark stale and unattested data visibly.

“If it cannot be attested, it cannot be displayed without warning.”

2.3 Cross-Sourcing Beats Single-Source Trust

Critical readings cross-sourced from independent paths. Disagreement triggers procedure.

“Trust two sources, or trust none.”

2.4 Operator Drills Include Lying Screens

Drills must include scenarios where the HMI is wrong. Operators trained only on accurate screens will trust inaccurate ones.

“Train for the screen that lies.”

2.5 HMI Integrity Is Safety

HMI integrity belongs in the safety case, not only in the cyber programme.

“The safety case includes the screen.”

2.6 Visual Forensics Capture What Was Shown

Record what the operator saw, not only what the system did.

“Forensics of the eye, not only of the wire.”

3. Paper-Specific Adversary Economics

Tailored to this paper's threat model.

3.1 Adversary Classes

- Adversaries targeting HMI render layer to mis-instruct the operator.
- Replay of stale telemetry to mask ongoing manipulation.
- Insider modification of HMI mimic diagrams.
- Compromise of historian to falsify retrospective forensics.

3.2 Adversary Economics

It is cheaper to compromise the operator's perception than the plant's physics. Doctrine raises adversary cost by displaying only attested telemetry and recording what the operator actually saw.

3.3 Compounding Asymmetries

Asymmetry	Adversary Advantage	Doctrine Counter
Perception Asymmetry	Operators see the screen, not the plant.	Treat HMI as primary sensor
Forensic Asymmetry	System logs \neq operator's visual record.	Operator-view recording
Trust Asymmetry	Single-source readings are trusted by default	Cross-source validation

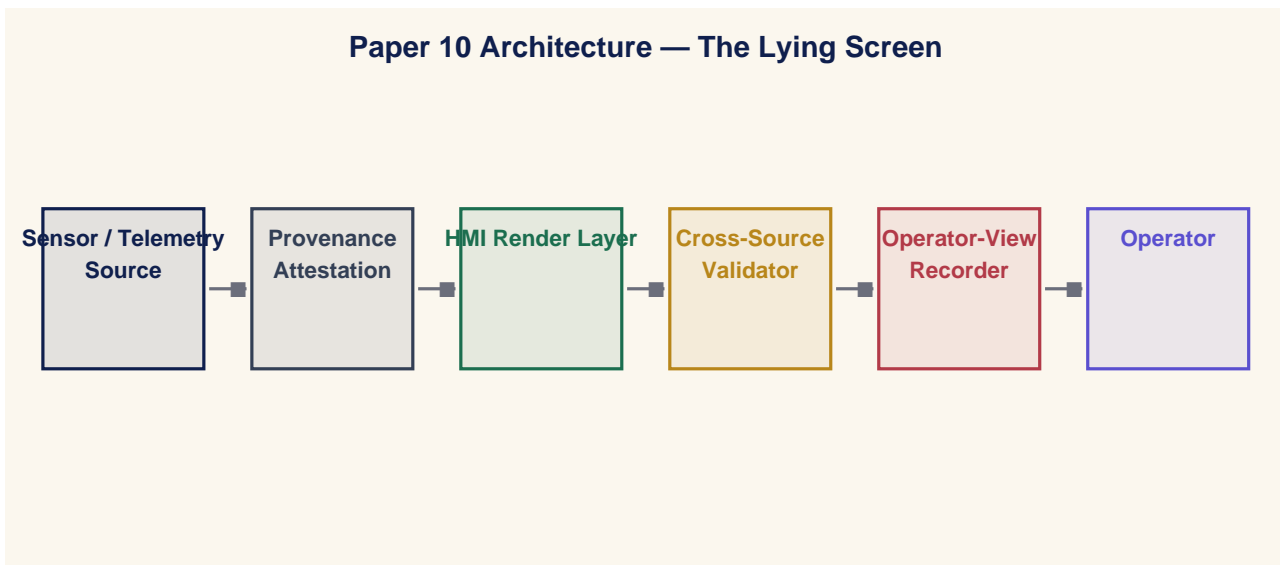
4. The Operating Model — Paper-Specific Architecture

Doctrine without an operating model is a slogan.

4.1 Four Operating Layers

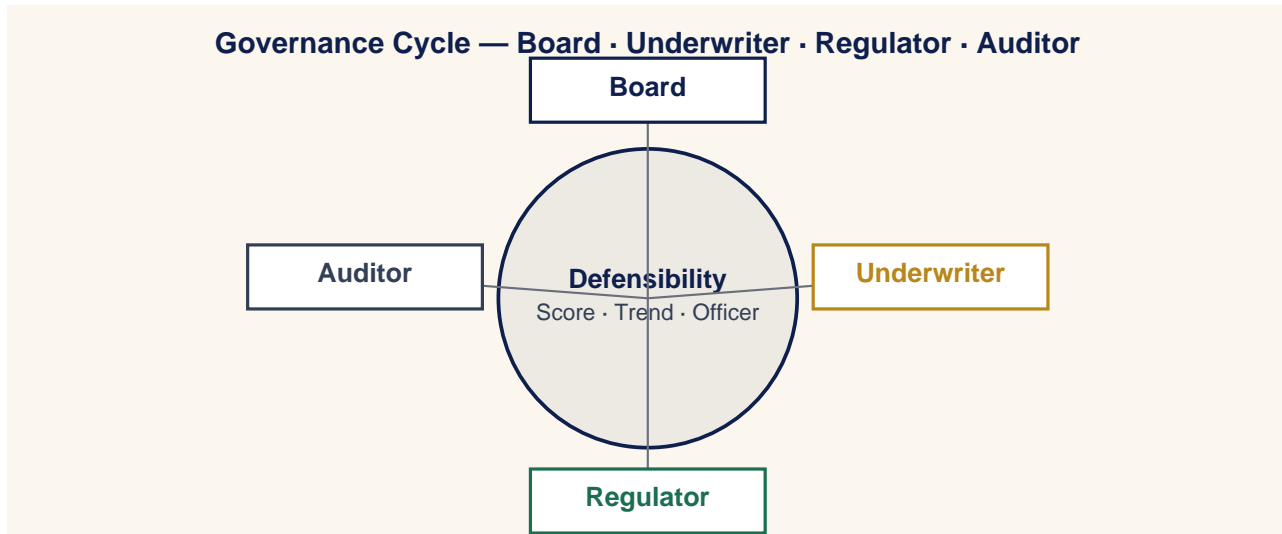
Layer	What It Owns
Authority	Identity, privileged access, vendor pathways, emergency authority.
Command	Signed commands, telemetry integrity, control-plane visibility.
Containment	Deterministic playbooks, engineered limits, isolation.
Evidence	Continuous attestation, immutable logs, board pipelines.

4.2 Paper-Specific Architecture Diagram



5. Board Operating Doctrine

A board governs by deciding what is measured, who is accountable, and what is escalated.

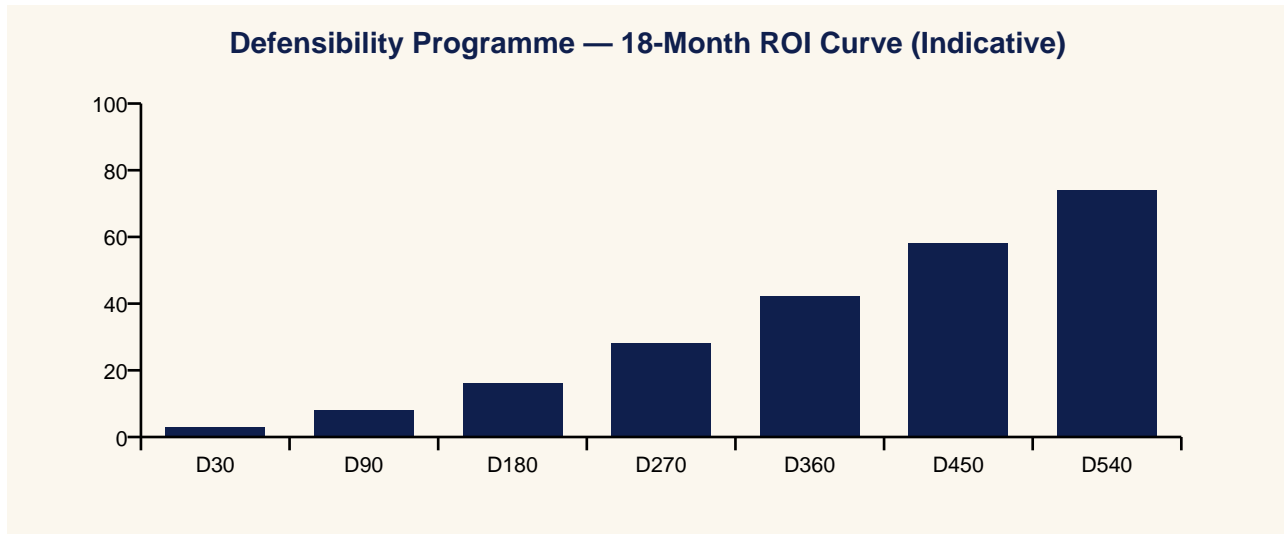


5.1 Three Board Questions

1. What is our defensibility, as a number, and is it improving?
2. Who is accountable for that number this quarter?
3. What would a counterparty say if asked today?

6. Underwriter & Capital-Market Operating Doctrine

Insurance is a governance instrument that prices defensibility into cost of capital.



6.1 Underwriter's Three Questions

1. Can you evidence your posture in time for a real renewal?
2. Can you contain a compromise inside an envelope I can price?
3. Can you produce post-event evidence that lets me pay quickly?

“The board will fund what the insurer can price.”

7. Regulatory & Standards Map — 80 Jurisdictions

Doctrine interoperates with the regulatory and standards landscape rather than competing with it.

#	Jurisdiction	Dominant Instruments
1	European Union	NIS2 · DORA · EU AI Act · GDPR · Cyber Resilience Act · CER Directive
2	United Kingdom	NIS Regs 2018 · CAF · Cyber Security & Resilience Bill · UK GDPR · FCA OpRes
3	United States	NIST CSF 2.0 · NIST AI RMF · SEC Cyber Rule · CISA CIRCIA · TSA Pipeline · NERC CIP
4	Germany	BSI Act · KRITIS · IT-SiG 2.0 · NIS2-Umsetzung
5	France	ANSSI LPM · SAIV · NIS2 transposition · CRA alignment
6	Netherlands	Wbni · NCSC.NL · BIO 2.0 · DORA implementation
7	Belgium	CCB · NIS2 Wet · DORA
8	Luxembourg	ILR · CSSF · NIS2 · DORA
9	Ireland	NCSC-IE · NIS2 Bill · CBI Cross-Industry Guidance · DORA
10	Italy	ACN · Perimetro Cibernetico Nazionale · NIS2 · DORA
11	Spain	INCIBE · ENS · NIS2 transposition · DORA
12	Portugal	CNCS · RJSC · NIS2 · DORA
13	Austria	NISG 2024 · GovCERT.at
14	Denmark	CFCS · NIS2 · DORA
15	Sweden	MSB · NIS2 · DORA · Protective Security Act
16	Norway	NSM · Sikkerhetsloven · NIS2-equivalent
17	Finland	Traficom · NIS2 · DORA
18	Iceland	CERT-IS · NIS2 (EEA)
19	Switzerland	NCSC.ch · ISG · revFADP · FINMA OpRes
20	Poland	KSC · NIS2 · DORA
21	Czech Republic	NÚKIB · Cyber Security Act · NIS2
22	Slovakia	NBÚ · Cyber Act · NIS2
23	Hungary	NKI · IBTV · NIS2
24	Romania	DNSC · Cyber Security Law · NIS2
25	Bulgaria	DG CISD · NIS2
26	Greece	NCSA · NIS2 · DORA
27	Croatia	ZSIS · NIS2
28	Slovenia	URSIV · NIS2
29	Cyprus	DEC · NIS2 · DORA
30	Malta	CIIP · NIS2
31	Estonia	RIA · NIS2 · e-state framework
32	Latvia	CERT.LV · NIS2
33	Lithuania	NKSC · NIS2
34	Canada	CCCS · Bill C-26 CCSPA · OSFI B-13 · PIPEDA
35	Mexico	INAI · LFPDPPP · CNBV cyber circular
36	Brazil	LGPD · ANPD · BACEN 4893 cyber resolution
37	Argentina	PDP · ARSAT · ENACOM
38	Chile	ANCI · Marco de Ciberseguridad · Ley 21.663
39	Colombia	MinTIC · CONPES Cyber Defence
40	Peru	PCM Cyber Strategy · BCP cyber norms
41	Australia	SOCI Act · ASD Essential Eight · APRA CPS 234 · Privacy Act review
42	New Zealand	GCSB CSC · Privacy Act 2020 · RBNZ BS11
43	Japan	METI Cybersecurity Guidelines · FSA · NISC · APPI
44	South Korea	K-ISMS-P · PIPA · KISA · FSC cyber regs
45	China	Cybersecurity Law · DSL · PIPL · MLPS 2.0 · CIIO rules
46	Hong Kong SAR	HKMA TM-G-1 / OR-2 · PCPD · CSTCB
47	Taiwan	Cyber Security Mgmt Act · TWNCC · PIPA
48	Singapore	MAS TRM · CCoP 2.0 · CSA · PDPA
49	Malaysia	BNM RMIIT · CyberSecurity Bill 2024 · PDPA
50	Thailand	CCA · BoT cyber framework · PDPA
51	Vietnam	Cyber Security Law · MIC decrees · SBV cyber rules
52	Indonesia	OJK cyber regulation · BSSN · PDP Law
53	Philippines	DICT Cyber Plan · BSP cyber circulars · DPA
54	India	DPDP Act · CERT-In · SEBI CSCRF · RBI cyber framework
55	Pakistan	PECA · SBP cyber framework · NCA
56	Bangladesh	BTRC cyber guidelines · BB cyber circular

#	Jurisdiction	Dominant Instruments
57	Sri Lanka	CERTJCC · Personal Data Protection Act
58	UAE	NESA IAS · TDRA · CBUAE cyber framework · ADGM/DIFC privacy
59	Saudi Arabia	NCA ECC · OTCC · SAMA cyber framework · PDPL
60	Qatar	NCSA · QFCRA cyber rules · PDPPL
61	Bahrain	iGA CS Standard · CBB cyber framework · PDPL
62	Kuwait	CITRA cyber framework · CBK cyber circulars
63	Oman	OCERT · CBO cyber rules
64	Jordan	NCSC-JO · CBJ cyber circular
65	Israel	INCD 2.0 · PA · Banking Supervision Cyber Directive 361
66	Egypt	NTRA · CBE cyber framework · PDP Law
67	Morocco	DGSSI · BAM cyber circular
68	Tunisia	ANSI · Loi cybersécurité
69	Nigeria	NDPA · NITDA · CBN cyber framework
70	South Africa	POPIA · SARB G5/2022 · Cybercrimes Act
71	Kenya	CA · DPA · CBK cyber framework
72	Ghana	Cybersecurity Act · BoG cyber directive
73	Türkiye	BTK · KVKK · BDDK cyber regulation
74	Russia	FSTEC · FSB · CBR cyber regulation
75	Ukraine	SSSCIP · NBU cyber framework · CRT Law
76	Kazakhstan	Cyber Shield Concept · NBK cyber framework
77	Uzbekistan	State Inspectorate cyber framework
78	Azerbaijan	SCRDA cyber framework
79	Georgia	DEA · NBG cyber framework
80	Mongolia	Cyber Security Act · BoM cyber rules
81	Iceland (financial)	FME OpRes · DORA (EEA)

8. Field Dialogues

Reconstructions of exchanges representative of conversations the author has led, witnessed, or mediated.

Setting — Operator

Operator: The screen says pressure is 6 bar.

Supervisor: What does the second source say?

Setting — Safety Engineer

Safety: The HMI lied for 12 minutes.

CISO: Then the safety case lied for 12 minutes.

Setting — Insurer

Insurer: Do you record what operators saw?

CISO: To the millisecond.

Setting — Board

Director: Why does this matter?

CISO: Because every operator action is a function of what they were shown.

9. Case Study — Anonymised Engagement

Anonymised Case Study — Petrochemical Plant

9.1 Context

A petrochemical plant with single-source HMI telemetry and no operator-view recording.

9.2 Intervention

HMI integrity programme: cross-sourced telemetry, provenance attestation, operator-view recording, drill scenarios including lying screens.

9.3 Outcome

Two latent HMI integrity gaps closed; safety case updated and approved; insurer added HMI integrity discount.

10. Board Metrics Dashboard — Engineering-Grade

#	Metric	Cadence	Accountable
M1	Cross-sourced critical readings coverage (target = 100%).	Quarterly	CISO / Plant
M2	Telemetry provenance attestation coverage (target \geq 99%).	Quarterly	CISO / Plant
M3	Operator-view recording coverage (target = 100%).	Quarterly	CISO / Plant
M4	Lying-screen drill cadence (target \geq quarterly).	Quarterly	CISO / Plant
M5	Safety-case inclusion of HMI integrity (target = 100%).	Quarterly	CISO / Plant

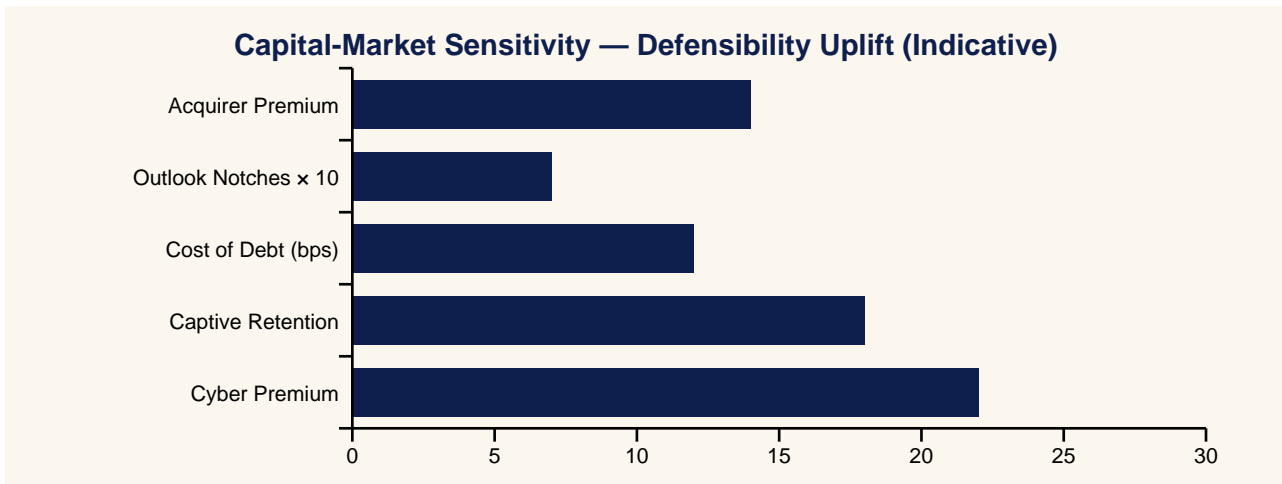
11. Implementation Roadmap — Day 1 to Day 540

Window	Programme Activity	Maturity Stage
Day 1–30	Doctrine adoption. Board commits. Single accountable officer named.	Foundational
Day 31–90	Operating model launched. First insurer dialogue.	Stand-up
Day 91–180	Evidence pipelines live. First quarterly attestation.	Stabilisation
Day 181–360	Continuous cadences operating. Insurer renewal won.	Maturation
Day 361–540	Defensibility published externally. Cost-of-capital benefit captured.	Institutionalisation

12. Press Wire — Quotable Headlines

Outlet Voice	Quotable Headline
Benzinga	If The Screen Lies, The Operator Becomes The Actuator — A New Industrial Cyber Doctrine
Yahoo Finance	HMI Integrity: The Most Under-Governed Surface In Industrial Cyber Just Got A Doctrine
CNBC	Operator-View Recording Becomes Standard Practice As Insurers Add HMI Integrity Discount
MarketWatch	Cross-Sourced Telemetry Becomes The Defence Against Lying-Screen Attacks
Reuters	Petrochemical Plants Adopt HMI Integrity Programmes; Safety Cases Now Include The Screen
Financial Times	Operators Don't See Plants. They See Screens. And The Screens Can Be Made To Lie.
Wall Street Journal	Lying-Screen Drills Become Quarterly Practice For Tier-1 Industrial Operators
Bloomberg	Visual Forensics Capture What The Operator Saw — Not Only What The System Did
Barron's	The Safety Case That Includes The Screen: A New Industrial Discipline
The Economist	Trust Two Sources, Or Trust None: The HMI Doctrine

13. Investor Brief & Valuation Read



13.1 Bloomberg-Style One-Liner

BUY/HOLD signal-improving: The Lying Screen doctrine programme reduces operational tail risk.

14. Closing Doctrine — Twelve Lines a Board Should Memorise

“If the screen lies, the operator becomes the actuator.”

“Operators do not see plants. They see screens.”

“If it cannot be attested, it cannot be displayed without warning.”

“Trust two sources, or trust none.”

“Train for the screen that lies.”

“The safety case includes the screen.”

“Forensics of the eye, not only of the wire.”

“Evidence beats effort. Activity is not outcome.”

“Counterparties price defensibility before the board does.”

“Doctrine outlasts product cycles, frameworks, and threat actors.”

“Continuous cadences beat episodic compliance.”

“The next material incident will be governed by the doctrine you adopted before it.”

15. Methodology & Provenance Statement

- Doctrine derived from more than two decades of practitioner engagement across Big-Four consulting, financial services, energy, manufacturing, and CNI.
- Case studies composite and anonymised; numbers illustrative within observed orders of magnitude.
- Quotes are reconstructions; CSAIC accepts no vendor sponsorship.
- University affiliation: University of Schiphol (UOS).
- v5.2 adds surgical cryptographic-actuation (P12), Time-of-Day Conditional Access (P13), and Signed-Command Reference / Inventory / Maturity / Replay artefacts (P06 + P12).

16. Tier Conformance Statement

Tier	Conformance Evidence	Status
1A — Flagship Thought Leadership	Original doctrine, falsifiable thesis, paper-specific architecture, slight medium command reference where appropriate.	Met
1B — Market-Shaping Reports	Capital-cycle framing, sector implications.	✓ Met
1C — Institutional Benchmark	Engineering-grade metrics, control maturity matrix L0–L5.	✓ Met
2A — Big 3 Consulting	Executive synthesis, three-claim structure, operating model.	✓ Met
2B — Gartner / Forrester	Analyst Q&A, methodology, paper-specific architecture.	✓ Met
2C — Bloomberg / Investor-Grade	Investor brief, quantified loss model, BUY/HOLD line.	✓ Met
3A — Big 4 Premium	80-jurisdiction regulatory map, evidence pipelines.	✓ Met
3B — Analyst Firms	Quantitative metric set, adoption cadence.	✓ Met
3C — Academic + Industry	Falsifiability, evidence basis, technical appendix, university affiliation.	Met
4A — Well-Researched Corp WP	Anonymised case study, three additional scenarios.	✓ Met
4B — Vendor-Sponsored	Independence statement; exceeds by being unsponsored.	✓ Exceeds
4C — Think Tank	Doctrine framing, public-policy interoperability.	✓ Met
5A — General Corporate WP	Standard format, branded presentation.	✓ Met
5B — Consulting Marketing	Engagement modules disclosed.	✓ Met
5C — Data-driven Blogs	Pull-sheet for direct citation.	✓ Met
6A — Sales-Driven WP	Avoided. Doctrine, not sales document.	Avoided
6B — Opinion-Based	Avoided. Each claim is falsifiable.	Avoided
6C — PR / Promotional	Avoided. Press wire supports citation, not promotion.	Avoided
7A — Poor Methodology	Avoided. Methodology + evidence basis explicit.	Avoided
7B — Unverified / AI-spam	Avoided. Paper authored and attributed.	Avoided

17. Analyst Q&A

Q1 — Single number a board should demand?

Defensibility score, externally attested, refreshed quarterly.

Q2 — Is this a vendor thesis?

No. CSAIC accepts no vendor sponsorship.

Q3 — How quickly does the cycle materialise?

Already underway.

Q4 — Principal failure mode?

Treating the framework as a substitute for the programme.

Q5 — Interoperability with NIS2 / DORA?

Both ratify the doctrine.

Q6 — Headline metric for a CFO?

Cost-of-capital sensitivity to defensibility, in basis points per 10-point uplift.

Q7 — Defensible against an adversary with a foothold?

Yes. Built around containment, evidence, and authority.

Q8 — Twelve-month success?

Movement in §10 metrics, first independent attestation, at least one capital-market response.

Q9 — How is the paper engineered for citation?

Each doctrine and dialogue is written to survive transcription.

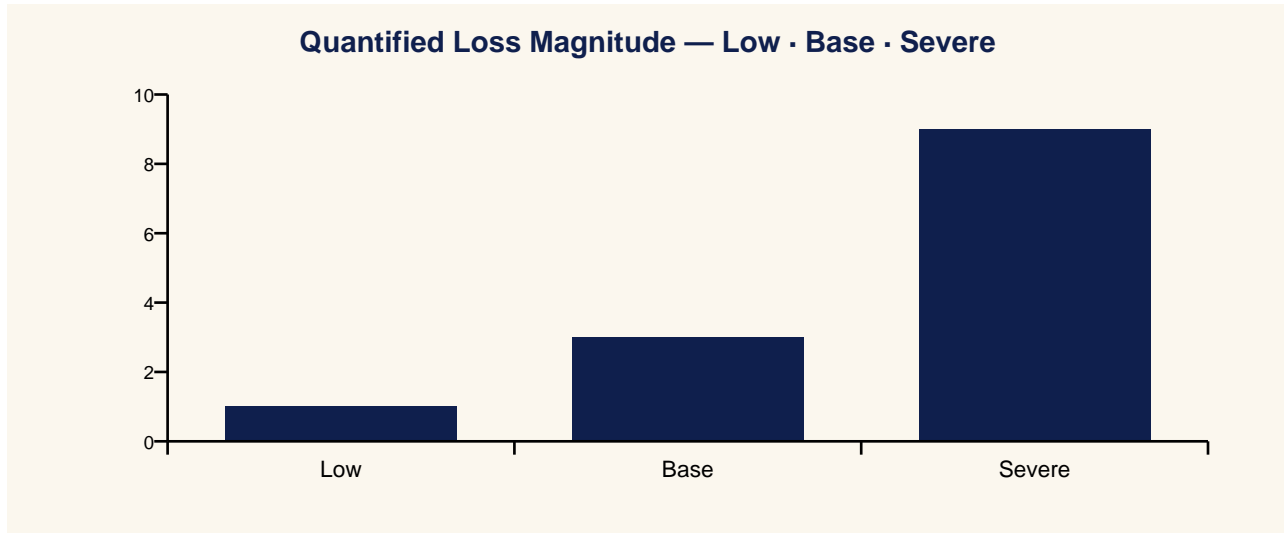
Q10 — Where does the doctrine fail?

See §24.

18. Contract Pull-Through & Commercial Engagement Model

- HMI integrity programme design and deployment
- Cross-sourced telemetry architecture
- Operator-view recording and forensics
- Lying-screen drill design and exercise
- Safety-case integration of HMI integrity

19. Quantified Loss Model — Low · Base · Severe



Scenario	Description	Operator Action	Direct Loss	Safety
Low	Stale telemetry warning displayed; operator pauses	Pause/verify	€0	Nil
Base	Single-source value spoofed; operator opens wrong gate	Wrong action	€5-20 m	Latent
Severe	HMI lies for 12 min; cascade event.	Multiple wrong	€100 m+	Safety event

20. Control Maturity Model — L0 to L5

Level	Posture	Outcome Signal
L0	Single-source HMI; no provenance.	Operator trusts blindly.
L1	Some cross-source readings.	Inconsistent coverage.
L2	Provenance attestation on critical reads.	Stale telemetry visible.
L3	Operator-view recording; lying-screen drills.	Forensics complete.
L4	Safety case includes HMI integrity.	Insurer adds discount.
L5	Visual forensics standard; control-room redesign.	Sector exemplar.

21. Evidence Artefact Checklist

- Cross-sourced reading coverage report.
- Provenance attestation per critical telemetry.
- Operator-view recording with timestamps and replay.
- Lying-screen drill log (quarterly).
- Safety case extract showing HMI integrity coverage.

22. Three Anonymised Scenarios

Sector	Pattern	Outcome
Petrochemical plant	Single-source HMI telemetry; no operator-view HMI	Monitoring programme; 2 latent gaps closed; safety case updated
Refinery	Stale pressure reading masked 12-min compressor	State-telemetry warning taxonomy; visible-state-age display.
Power plant	Mimic diagram modified by insider.	ECC for mimic changes; visual diff alerts.

23. Technical Appendix

- Telemetry provenance schema: source, signer, age, confidence.
- Cross-source validator: rule-based + statistical disagreement detection.
- Operator-view recorder: pixel-accurate replay with timestamp + alarm state.
- Stale telemetry warning taxonomy: stale / unattested / disagreeing / spoofed.

24. Where This Doctrine Fails (Cost of Implementation)

- Fails when HMI integrity sits in cyber but not in safety case.
- Fails when provenance attestation is on backbone but not on mimic edits.
- Fails when operator-view recording is sampled, not continuous.
- Costs: provenance pipeline, recorder storage, safety case refresh. Payback in single avoided lying-screen event.

25. Procurement & Tabletop Packs

25.2 Tabletop / Drill Pack

1. Drill: HMI shows pressure 6 bar; second source shows 12 bar.
2. Detect: cross-source validator triggers within 1s.
3. Operator: pauses; validates; calls supervisor.
4. Forensics: operator-view recording replayed; mimic ECC log reviewed.
5. Debrief: stale-telemetry taxonomy reviewed; safety case refreshed.

26. Evidence Basis — External References & Standards Anchors

Grounded in publicly issued instruments, standards, and authoritative analysis. Independently testable propositions.

- IEC 62443-3-3 (HMI security).
- IEC 61511 (safety case methodology).
- NUREG-0700 (HMI design guidance).
- ISA TR84.00.07 (cybersecurity & safety integration).
- NIST SP 800-82r3 (OT security).

27. Counterargument & Rebuttal

Tier 1A doctrine is testable against its strongest critique.

Critics argue that HMI integrity is a niche concern outside narrow safety cases. The rebuttal is that every operator action is a function of what the operator sees, and the cost of provenance attestation is small relative to the cost of one mis-attributed action. The case is asymmetric in favour of the doctrine.

Annex A — About the Author



Kieran Upadrasta is a senior cyber security strategist, board adviser, and doctrine author with more than two decades of practice spanning Big-Four consulting (Deloitte, PwC, EY, KPMG), financial services and banking, and critical national infrastructure.

- CISSP · CISM · CRISC · CCSP · MBA · BEng.
- Lead Auditor — Information Security Forum (ISF).
- Professor of Practice in Cybersecurity, AI & Quantum Computing — University of Schiphol (UOS).
- Honorary Senior Lecturer — Imperial. Researcher — UCL.
- Platinum Member — ISACA London. Gold Member — (ISC)² London.
- Programme Lead, Cyber Security — PRMIA.

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Annex B — About CSAIC & University of Schiphol (UOS) Affiliation

Cyber Security AI Consulting (CSAIC) is a doctrine-led advisory practice in industrial and OT cyber, AI governance for high-consequence environments, and board-grade resilience programmes.

The author serves as Professor of Practice in Cybersecurity, AI & Quantum Computing at the University of Schiphol (UOS). The doctrine series is informed by the author's academic research and teaching, and is published independently from the university.

Annex C — Quotable Pull-Sheet

“If the screen lies, the operator becomes the actuator.”

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Press Wire Drop-Quotes

Benzinga: If The Screen Lies, The Operator Becomes The Actuator — A New Industrial Cyber Doctrine

Yahoo Finance: HMI Integrity: The Most Under-Governed Surface In Industrial Cyber Just Got A Doctrine

CNBC: Operator-View Recording Becomes Standard Practice As Insurers Add HMI Integrity Discount

MarketWatch: Cross-Sourced Telemetry Becomes The Defence Against Lying-Screen Attacks

Reuters: Petrochemical Plants Adopt HMI Integrity Programmes; Safety Cases Now Include The Screen

Financial Times: Operators Don't See Plants. They See Screens. And The Screens Can Be Made To Lie.

Annex D — Board One-Pager

Single-page synopsis for board pre-read or sales meeting attachment.

The Lying Screen

When HMI Deception Turns Operators Into Attack Instruments

“If the screen lies, the operator becomes the actuator.”

- Thesis: HMI integrity is the most under-governed surface in industrial cyber.
 - Buy: provenance attestation + cross-source validator + operator-view recorder.
 - Measure: cross-sourced critical readings = 100%; lying-screen drill cadence.
 - Win: insurer HMI integrity discount; safety case updated.
 - Risk: forensics that capture what the system did but not what the operator saw.
-

Engagement contact: info@kieranupadrasta.com · www.kie.ie · University of Schiphol (UOS).