

# MaritimeSG Shipping CyberSafe Scorecard Frequently Asked Questions (FAQ)

<https://www.scissor.sg>

## Categories

General.....	2
Data & Privacy .....	4
Registration & Setup .....	5
Response Submission .....	7
Scoring .....	8
Cyber Insurance .....	9

### **1. What is the MaritimeSG Shipping CyberSafe Scorecard, and what is its purpose?**

The MaritimeSG Shipping CyberSafe Scorecard is a specialised survey tool designed to aid shipping companies in evaluating cyber risks to their vessel systems and fleet operations through self-assessment. It is developed by the Singapore Shipping Association (SSA) in collaboration with maritime and cybersecurity experts, and with the support of the Maritime and Port Authority (MPA) of Singapore.

### **2. Why should our shipping company use the MaritimeSG Shipping CyberSafe Scorecard?**

By utilising the MaritimeSG Shipping CyberSafe Scorecard, your company can measure and evaluate your fleet's cyber maturity, and proactively manage potential cyber risks impacting your vessel systems and fleet operations. It serves as a benchmarking tool for making a comparative analysis of your fleet cybersecurity measures against those of other shipping companies, and provides insight into areas that your company can strengthen to align with growing industry best practices.

As a scorecard participant, you will also have the option to share this scorecard with key stakeholders and showcase your fleet's compliance and data protection capabilities, which may contribute to reinforcing insurance coverage for your assets. This not only ensures the security of your assets, but positive reinforcement also allows you to highlight and promote your commitment to industry-leading cybersecurity practices.

### **3. How is the MaritimeSG Shipping CyberSafe Scorecard different from other cybersecurity measures?**

Unlike generic cybersecurity measures, the Scorecard is industry specific, focusing on the unique challenges faced by maritime entities. It is designed with input from a specialised panel comprising professionals from the maritime, cybersecurity and insurance sectors, as well as Classification Societies.

The Scorecard utilises and aligns with the well-established NIST Cybersecurity Framework Version 1.1, and features carefully chosen questions that adapt to and address the pertinent aspects of cybersecurity on vessel systems and operations.

### **4. What is NIST and how is it utilised in this Scorecard?**

The [National Institute of Standards and Technology \(NIST\)](#) is a non-regulatory federal agency within the United States Department of Commerce. NIST develops and promotes measurement, standards and technology to enhance productivity, facilitate trade and improve the quality of life. It is known for its work in developing standards and guidelines for various industries, including cybersecurity, information technology and measurement standards.

The NIST Cybersecurity Framework (CSF) is designed to provide organisations with a comprehensive overview of their cybersecurity posture. It is organised by the five key functions of Identify, Protect, Detect, Respond and Recover. NIST CSF Version 1.1 has been used in a wide range of governments, organisations and businesses since 2018, with the latest Version 2.0 released in February 2024 to keep up with changes in technology and cybersecurity threats.

While the Scorecard is currently designed based on NIST CSF Version 1.1, it will be continually updated and improved to adapt to NIST CSF Version 2.0 and other latest guidelines.

**5. Will the Scorecard be accepted by Classification Societies, BIMCO or maritime cyber insurance companies as a replacement for their audits or survey forms?**

The Scorecard is aligned with the compliance-based surveys by Classification Societies and BIMCO, as they are similarly based on the NIST Cybersecurity Framework. However, as the Scorecard is based on a maturity model, it will not be accepted by these bodies as a replacement for their own audits or forms.

The Scorecard's key purpose is to help companies understand and improve their security maturity level, thus readying them to meet the requirements of these bodies. It has been accepted by an insurance underwriter as meeting the requirements as a preliminary questionnaire.

**6. How is this Scorecard different from a cybersecurity audit?**

The Scorecard helps to determine and improve the cyber maturity level of your vessel systems and fleet operations, and benchmark your company against other industry peers. In comparison, audits are more detailed and prescriptive, as they check your processes and practices against your policies.

**7. Will the MPA or SSA carry out a verification audit if we submit a response in the Scorecard?**

No. As the Scorecard is a self-assessment survey, it will not be audited by MPA, SSA or any other body.

**8. Can any shipping company participate in the Scorecard? What about foreign operators not located in Singapore?**

The Scorecard is currently open for participation to shipping organisations operating in or from Singapore. Whether you oversee a substantial shipping fleet or manage a smaller number of vessels, our Scorecard is crafted to be user friendly for all eligible shipowners and managers. It serves as a valuable tool for evaluating your fleet's cyber maturity, benchmarking your company among similar peers and industry standards, and pinpointing areas for improvement. Both SSA and non-SSA member companies are welcome to participate in the Scorecard.

For shipping companies located outside Singapore, registration requests on the portal are subject to verification by SSA before approval.

**9. Is any form of payment required to participate in the Scorecard?**

Participation in the Scorecard is voluntary, and participants do not need to pay any fees to take part in the Scorecard. We aim to reach out to as many shipping companies as possible to build a more accurate, relevant overview of Singapore's maritime cybersecurity landscape, and welcome all interested and eligible companies to register for it.

**10. Our shipping company only charters vessels and does not own or operate any of them. Can we still participate in the Scorecard?**

Yes, you may still participate in the Scorecard whether your vessels are owned, managed or chartered. However, your ability to gather the information required for completing the Scorecard questions may depend on the clauses relating to cybersecurity in your charter party agreements, and whether your vessel operators are ready and willing to share this information.

**11. Our company's fleet IT is outsourced. Can we still participate in the Scorecard?**

Yes. However, you may need input from your fleet IT service provider to answer some of the more specific questions in the Scorecard.

[ [Back to Top](#) ]

## Data & Privacy

**12. Who owns the MaritimeSG Shipping CyberSafe Scorecard portal and its content?**

The MaritimeSG Shipping CyberSafe Scorecard portal and its content are exclusively owned by the Singapore Shipping Association (SSA). This ownership guarantees that a dedicated and reputable entity is entrusted with maintaining the platform, ensuring the highest standards of cybersecurity are upheld. While SSA, in its stringent management approach, may engage a third-party service provider to oversee the operational aspects of the scorecard, it is imperative to note that SSA retains direct oversight and control.

In this collaboration, SSA remains committed to ensuring that any third-party service provider engaged is in strict compliance with all necessary Personal Data Protection Act (PDPA) regulations. This commitment underscores SSA's dedication to maintaining the confidentiality and security of the information collected through the scorecard, fostering trust and reliability in the management of the platform.

**13. Can we submit responses to the Scorecard anonymously?**

No. All Scorecard participants have to create an account to submit responses. This is to ensure that your organisation is a legitimate maritime entity, and that the information you submit is accurate.

In addition, the reports generated from your Scorecard responses will be associated with your company, which will be beneficial for benchmarking it against industry peers if you wish to improve your fleet cybersecurity measures, or if you intend to use it to start a dialogue with your preferred marine cyber insurers.

**14. Will participants' accounts and responses submitted to the Scorecard be kept confidential?**

Absolutely. SSA is committed to maintaining the privacy of all Scorecard participants, and the confidentiality of all survey responses and data received through the Scorecard. Your company-specific information will not be shared or disclosed.

The survey responses collected will be solely used to generate and analyse anonymised, high-level industry trends and reports aggregated from the responses of all Scorecard participants.

**15. What are the security measures in place to protect data on participants' cybersecurity measures and vulnerabilities submitted through the Scorecard?**

SSA takes data security seriously, and employs various measures to safeguard all information submitted through the Scorecard.

Our security protocols align with industry standards such as those recommended by NIST and ISO 27000. These include but are not limited to:

- **Multi-Factor Authentication (MFA):** Users are ensured secure access to the Scorecard portal by undergoing a stringent verification process. This includes receiving One-Time Passwords via email during critical actions such as company registration, user registration or password changes.
- **Data Encryption/Obfuscation:** Our portal utilises SSL encryption to safeguard data during transfer, ensuring secure communication between users and the platform. We actively manage data transfers, prioritising user-initiated actions for enhanced security.

[ [Back to Top](#) ]

## Registration & Setup

**16. How can our company access the MaritimeSG Shipping CyberSafe Scorecard?**

You may access the MaritimeSG Shipping CyberSafe Scorecard using the dedicated online portal. Here are the steps to register for a company account:

- a) Visit the Scorecard portal homepage at <https://www.scissor.sg> and click on the 'Register Account' button.
- b) Enter your company name and email address.

- c) If your company is based in Singapore, enter your company's Unique Entity Number (UEN). If not, enter the International Maritime Organization (IMO) code of your company. If you are an overseas company and have neither a UEN or IMO code, please request access to the Scorecard by emailing [ssa.admin@ssa.org.sg](mailto:ssa.admin@ssa.org.sg).
- d) Click on 'Submit' to send in your registration request. You will be sent an email with an Organisation Code unique to your company, along with a link to register for a user account. Click on the link and enter the organisation code to register your user account on the Scorecard online portal.
- e) Complete and submit the Scorecard to generate a customised report based on your responses. You can then download the report directly from the online portal as a PDF document.

For administrative assistance regarding account setup, please email [ssa.admin@ssa.org.sg](mailto:ssa.admin@ssa.org.sg).

#### **17. Can we register for multiple accounts under one company?**

Each shipping company can create only one account per UEN / IMO number. However, if the company has branches or divisions with a different UEN or IMO Number, they may create separate company accounts for these entities.

#### **18. How do we register for different user accounts under our company?**

You may register for multiple user accounts under the same company. Here are the steps to register for a user account:

- a) Visit the Scorecard portal homepage at <https://www.scissor.sg> and click on the 'Login' button.
- b) Click on the 'Register' button on the login page.
- c) Enter the same unique Organisation Code that was sent to your company during company account registration. All user accounts created under your company should use the same Organisation Code.
- d) Enter your name, email address, role and location, and create a password for your user account. Click on 'Send OTP' to receive a One-Time Password (OTP) sent to your specified email address, and enter it in the form.
- e) Once your OTP has been verified, click on the 'Register' button to finish setting up your user account.

#### **19. We have registered for a company account, but did not receive our account details.**

Please ensure that you have keyed in your email address correctly during registration. Check your email inbox or spam folder for an automated confirmation email from [do\\_not\\_reply@scissor.sg](mailto:do_not_reply@scissor.sg).

**20. I have forgotten my user account password. How do I reset my password?**

Click on the 'Forgot Password' button on the Login page and enter the same email address you used to register your account previously. A password reset email containing a One-Time Password (OTP) will be sent to this email address. Enter the OTP in the online form to finish resetting your user account password.

**21. Why do we have to provide our company's vessel types and numbers?**

The vessel types and numbers are required to benchmark your cyber maturity level against industry peers. This will ensure that your Scorecard assessment results are comparable with other companies that are of the same size and have the same type of vessels as yours.

[ [Back to Top](#) ]

## Response Submission

**22. We have groups of vessels with different cybersecurity regimes. Can we submit the survey multiple times for different fleet types?**

If your company has different types of fleets or fleet groups with different cybersecurity regimes, you may submit a separate survey for each fleet. This ensures that each submission accurately represents the characteristics of the respective fleet group.

When you start a new survey, you have the option to add more than one fleet type in the same group. However, note that you can only carry out one survey at a time.

**23. Can we submit the data for only a few of our vessels and not all of them?**

Yes, you are free to submit responses only for selected vessels in your fleet.

**24. Our vessels are managed by third-party managers. Can we still submit the Scorecard directly, or do our managers have to submit it on our behalf?**

Yes, you may still participate and submit the Scorecard directly if you wish to do so. However, you may need input from your fleet managers to answer some of the more specific questions in the Scorecard.

**25. I have assigned one domain of the Scorecard to my colleague. Can I reassign it to another colleague?**

Yes, you may assign the five domains of the Scorecard to different colleagues, as long as you are the one who initiated the survey.

**26. We submitted our Scorecard response and received the generated report. Can we still make changes to our response?**

No. Once the report has been generated, you will not be able to make further changes to your responses. We recommend that you review all your responses before generating the report.

If you have already generated a report, you may start a new survey and update your responses accordingly.

**27. Is there any expiry date for our submitted responses?**

There is no expiry date for the responses. However, the responses may be out of date if there have been changes in your policies, processes and practices. We recommend that participants carry out the survey at least once a quarter.

**28. Can we save our responses even if they are only partly completed?**

All responses are automatically saved. You can log in again and continue the survey from where you left off.

**29. How frequently can we submit responses to the Scorecard?**

You may submit responses as often as you wish. We recommend that you submit a survey at least once a quarter, or if there have been significant changes to your policies, processes or practices.

[ [Back to Top](#) ]

## Scoring

**30. How are the scores calculated in the Scorecard, and how will they benchmark our cyber maturity against those of other shipping companies?**

The Scorecard questions are assigned weights based on their importance and criticality. Your responses will be aggregated across the domains and question categories to calculate your overall cyber maturity level, your cyber maturity level for each functional domain, and compared with the median cyber maturity level across the industry. The reports generated from your responses will not be compared with that of other specific shipping companies.

**31. We are a small shipping company. Will we get a low score because of our size?**

The scores are not based on your company's size, but on your company's cyber maturity level.



**32. We received the report from our company's survey responses, but our score is low. How can we improve our score?**

The report will identify up to four topics in each functional domain with the lowest scores. You can target these topics to identify areas for improvement in your fleet cybersecurity processes.

[ [Back to Top](#) ]

## Cyber Insurance

**33. How will our Scorecard results be shared with insurers?**

Sharing your Scorecard results with insurers is voluntary. If you wish to share your results with any insurers, you may download the report and share it with them manually.

**34. Who are SSA's preferred marine cyber insurers? Do we get any benefits if we consult them after completing the Scorecard?**

In Q2 of 2024, SSA continues its collaboration with Lockton, a designated insurance broker, to assist members in obtaining marine cyber insurance. This partnership enables SSA members to potentially access exclusive benefits or discounts on insurance packages tailored to their needs. Lockton's involvement streamlines the process for members who choose to explore marine cyber insurance options, enhancing convenience and providing valuable support in navigating insurance decisions.

**35. We have our own cyber insurers. Can we submit our report from this Scorecard to them?**

Yes, you may submit your Scorecard reports to any cyber insurer of your choice.

**36. Where can we get technical help to improve the cyber maturity of our fleet?**

You may contact any reputable company providing cybersecurity services to assist you.

[ [Back to Top](#) ]