cbi

IT Risk Management

Client Profile
One of the largest Catholic health care systems in the United States.

Challenges

The first challenge that CBI encountered when it launched the project was the size and geographically dispersed nature of the client's facilities. Each location was responsible for the management of its own equipment and, prior to implementation of the CBI solution, there was significant inconsistency in configuration of the machines across the client's network. Each office was managing its IT network in silos, as opposed to one centralized, cohesive operation.

The health care provider was lacking an automated, holistic compliance and risk monitoring tool. The organization's IT team had to run multiple reports to collect required data, which is used internally to identify network vulnerabilities and create remediation plans. The data is also critical for external audits, which are conducted to ensure that the client continuously meets stringent compliance standards. Absence of a tool with which to collect and present this information put the client at risk of noncompliance and created significant internal barriers to mitigating environment vulnerabilities in a timely, effective manner.

Solution

CBI first conducted a comprehensive audit of the client's monitoring capability and reporting process—working at all levels of the organization, from CIOs and board members to the legal team and a myriad of IT personnel. The assessment resulted in a ground-level understanding of the clients unique IT and monitoring needs, which led the CBI specialists to recommend implementation of Symantec Control Compliance Suite (CCS).

CCS enables the client to compose multiple pieces of data into one easily digestible graphic interface. CBI uncovered highest systems at risk, top 10 failed system checks and the like, empowering the client to drill down into specific issues quickly and hone the focus on remediation as compared to data compilation. CBI also implemented training procedures to ensure that the various IT teams across the company are maintaining consistent corporate standards at all times.

Results

The results for the health care provider were dramatic. CBI's implementation of CCS delivered measurable value to the client in three areas: transparency, accountability and consistency

Transparency was realized through unified reporting. Employees at all levels of the organization were privy to the same reports, monitoring results and exposed vulnerabilities. Accountability was generated as a result of transparency. Because CCS identifies gaps in the network automatically, the individual facilities that were not meeting corporate standards were quickly unveiled. With ongoing monitoring in place, the IT teams are far more likely to keep their systems up-to-date. Finally, the reporting system ensures consistency throughout the network.

In addition to these big-picture deliverables, the CBI solution resulted in considerable cost avoidance by creating regular reports that can exhibit trending policy improvement and the like—thus, maintaining compliance. The automation of the data collection and presentation process also resulted in substantial time savings for the client's IT team, increasing productivity and the ability to focus on critical remediation needs.

Overall, the client has gleaned IT monitoring and reporting momentum and the CBI specialists earned high praise.

OVERVIEW

Industry
Healthcare

Solution
Control Compliance Suite (CCS)

CBI Generated Results
- Transparency, accountability & consistency realized
- Unified reporting & current IT systems
- Cost avoidance through satisfaction of compliance regulations
- Significant time savings & big-picture focus

CBI CASE STUDY