

**Industry:** Healthcare  
**Solutions:** Control Libraries, Vendor Risk Management, Security Incident Response



## Situation Summary

Despite being one of the most heavily regulated industries, Healthcare companies still struggle to assess their risk at more than a surface level. A good assessment has to include people, policies, procedures, controls and technologies. The task is daunting but increasingly critical.

A large healthcare organization, with dozens of hospitals and tens of thousands of employees wanted to expand their ability to assess manage and respond to risk across the enterprise. Their goal was to go beyond simply meeting HIPAA requirements. Their home-grown tool and spreadsheets were inefficient, not able to scale and presented significant performance issues. In addition, they needed actionable reports highlighted the status of compliance and remediation/mitigation actions.

## Solution

The organization selected Rsam's security operations platform, which included:

- Control Libraries
  - HIPAA Security
  - HITECH
  - PCI-DSS
  - NIST 800-53
- Vulnerability Management
- Security Incident Response

They were able to tailor workflows to their environment, generate reports across all workflows, integrate data from external platforms and show tangible reliability improvements.

## Results

Since implementing Rsam, all threat events and incidents are presented to the information security team with the control, solution and risk scenario content so they can take action quickly. Results include:

- Risk associated with primary domains are now managed and measured
- High Risk Vulnerability is fully measured
- Security Incident Response is linked to risk scenarios
- Security incident control analysis is automated
- Communication is standardized
- Visibility into the true systemic risk
- Line of site down to the level of tactical execution

The security leader described cyber security as an exercise in managing day to day chaos. The right workflow can significantly impact how quickly and effectively you respond. He suggested that organizations spend time working on their workflow reality and adjust accordingly. Start by listening to the business before trying to force-fit an unnatural process. Visualize and agree on your process with stakeholders before you start programming. Then make sure you have a good test environment. Make sure to document testing scenarios so they are reusable.

## About Rsam

Rsam is a leader in the field of Governance, Risk, and Compliance (GRC) solutions and is the fastest time-to-value GRC provider. The Rsam platform delivers unparalleled flexibility for companies to leverage out-of-the-box solutions and "Build Your Own" (BYO) applications for a wide range of GRC functional areas, including audit, business continuity management, compliance, enterprise risk, IT risk, incident management, operational risk, policy management, security risk intelligence, vendor risk management, regulatory change management and more. Learn more about Rsam at <http://www.rsam.com>

