



Privacy and Security

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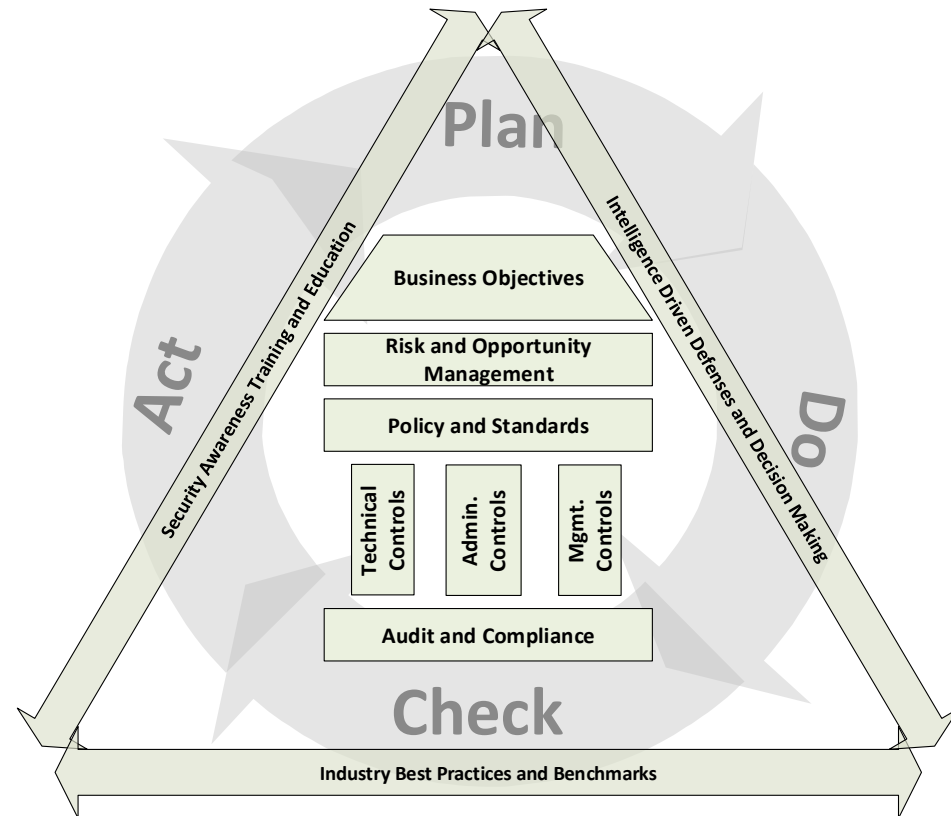
Vision and Mission

Vision

Propel inspiration.
Secure the business.
Protect the consumer.

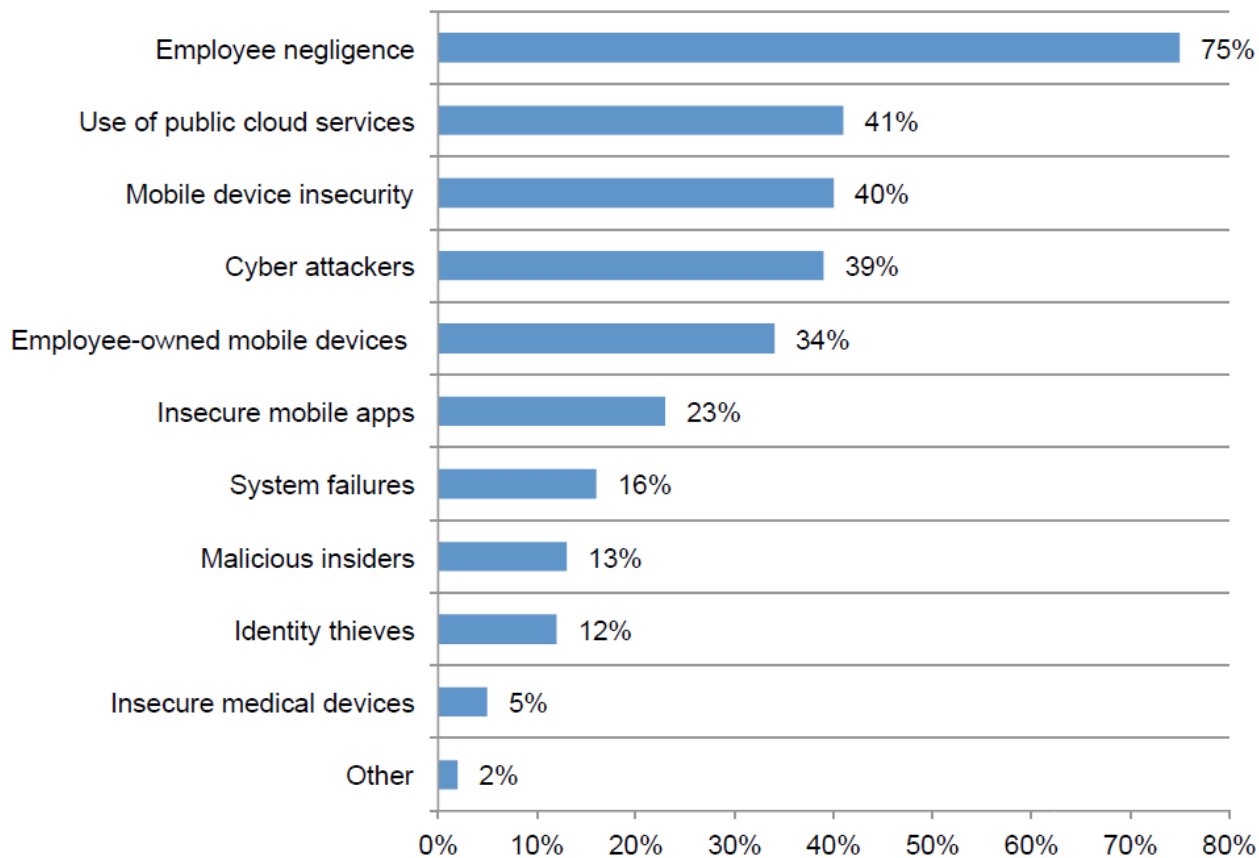
Mission

The mission of the PSO is to mitigate risks while complying with regulatory, contractual and internally developed requirements.



Industry Landscape

Security Threats of Most Concern to the Industry



Source: Fourth Annual Benchmark Study on Patient Privacy & Data Security, March 2014, 91 respondents

Goals, Objectives, Operations

Goals	Objectives	Operations
Mature the governance program	<ul style="list-style-type: none"> ➤ Strategy and planning ➤ Compliance ➤ Policy, standards, processes, guidelines ➤ Develop PSO training plan 	<ul style="list-style-type: none"> ➤ Revise, update, and adjust privacy and security program in response to new release of the marketplace ➤ Quarterly leadership meetings (COO, CFO, CTO, PSO)
Mature risk management program	<ul style="list-style-type: none"> ➤ Risk Management 	<ul style="list-style-type: none"> ➤ Engage business owners ➤ Improved integration with vendors ➤ Cybersecurity insurance
Protect information and assets	<ul style="list-style-type: none"> ➤ Asset mgmt. ➤ Data classification ➤ Identity and access mgmt. ➤ Human Resource Security ➤ Operations mgmt. 	<ul style="list-style-type: none"> ➤ Focus on call center technical and physical security practices ➤ Initiate and complete rollout of already approved privacy and security policies ➤ Finalize remaining plan of action items ➤ 3rd party assessment and pen test
Maintain operational readiness	<ul style="list-style-type: none"> ➤ Activity mgmt. ➤ Proactive testing 	<ul style="list-style-type: none"> ➤ Institute privacy and security health checks ➤ Self assessments ➤ Tabletop exercises
Empower the workforce	<ul style="list-style-type: none"> ➤ Awareness and training ➤ Remove bottlenecks 	<ul style="list-style-type: none"> ➤ Increased frequency of training ➤ Process development and rollout ➤ Regular security awareness articles

Governance and Operations Internal Measures

Internal Measures

- Governance
 - Leadership
 - Policy Management
 - Standards
 - Performance Measurement
 - Resource Management
 - Risk Assessment
 - Risk Management
 - Compliance
- Operations
 - Incident Management
 - Application Security
 - Vulnerability Scanning/Pen Testing
 - Malicious Activity Management
 - Security Awareness Training
 - Communication
 - Policy Compliance
 - Physical Security



2014 Detailed Plan

★ Key Milestone	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Plan of Action and Milestones (POA&M)	POA&M Response					Chk Point	Chk Point		Chk Point		End Yr Report ★	
Continued Policy Rollout, Review, and Health Check (PDC, CSC)					Chk Point		Chk Point ★		Chk Point		End Yr Report ★	
							Health Check Plan		Health Check Execution and Response			★
Internet Presence and Marketplace Assessment and Pen Test									Assessment and Response ★			
									Pen Test and Response ★			
Privacy and Security Leadership Team							Kickoff Team		Mtng		Mtng	

2014 – 2018 Roadmap

