



PRIVACY & SECURITY OFFICE ANNUAL BOARD PRESENTATION 2019

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PSO Mission

Mission

The mission of the PSO is to manage risk and seek out opportunities for improvement while complying with regulatory, contractual, and internally developed requirements and policies. We accomplish this mission by continuous review of process, procedure, systems, and projects and by safeguarding the confidentiality, integrity, availability, and privacy of Exchange data and systems.

Looking Back: 2019 Significant Highlights and Achievements

CMS Authority to Connect (ATC) Update

PSO negotiated dropping a legacy ATC, thereby giving the State and C4HCO a single ATC to support. PSO negotiated the ability for a new, future C4HCO only ATC for the Exchange Modernization Project.

Risk Reduction

Proposed new PSO staffing model was accepted and roles filled and addition of new Privacy Manager position provided for new capabilities to deliver assessments and security/privacy services which reduced risk on projects and organization wide. IRS, CMS, and 3rd party assessor feedback continue to show that findings/gaps in the Security/Privacy program are being managed effectively.

Business Support

PSO fully supported OE6 projects, Technology group process changes and adoption of new tools, data release requests, security improvements, and strategic planning. List of projects where PSO offered significant contributions towards furthering business goals includes: Automation project, Virtual Worker, Failure to Reconcile, Exchange Modernization Project, and Edge Protection.

PSO Strategy for 2019 included Three Key Goals, Which Were Met

Goals	Objectives	Operations
Maintain current Security/Privacy Programs; Operationalize activities	<ul style="list-style-type: none"> ➤ Create strategy/plan activities ➤ Manage process and deliver all ATC & IRS artifacts that are required for 2020 	<ul style="list-style-type: none"> ➤ Maintain, improve, and handle appropriately all incident response activities ➤ Update policies, procedures, guidelines ➤ Update security/privacy training ➤ Execute all Security Compliance Schedule activities
Support C4HCO business projects / strategy	<ul style="list-style-type: none"> ➤ Align with business and support all projects ➤ Critical projects included: Exchange Modernization Project and other prioritized projects 	<ul style="list-style-type: none"> ➤ Execute appropriate project reviews, risk assessments, and implementation of security recommendations
Manage security audit activities, improve compliance	<ul style="list-style-type: none"> ➤ Work with partners to maintain or improve current level of compliance ➤ Continually mature the overall program 	<ul style="list-style-type: none"> ➤ Manage audit activities and effectively communicate results

PSO Core Functions

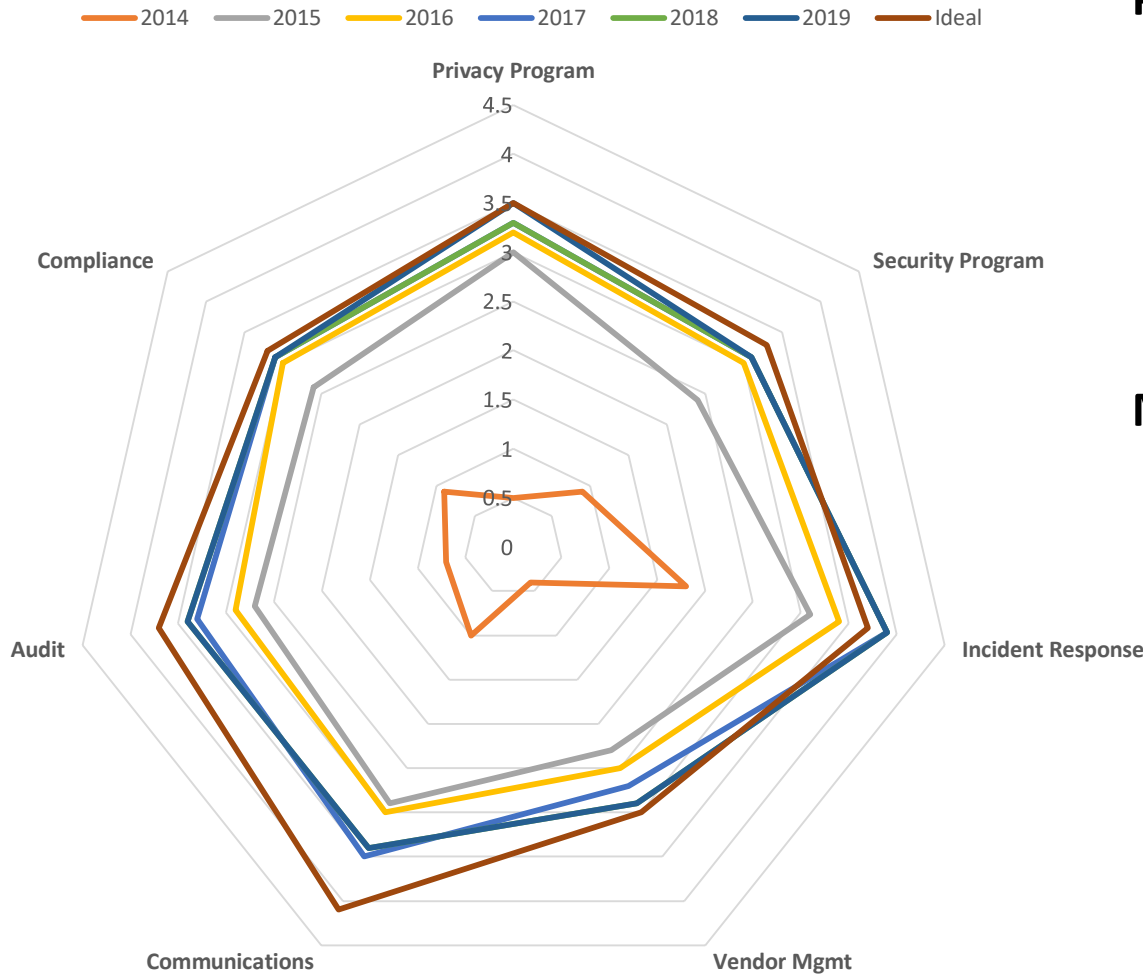
The following are the core functions being performed throughout the year:

- Security Program – maintain program and responsible for security controls
- Privacy Program – maintain program and responsible for privacy controls
- Incident Response – lead security incident and privacy breach preparation and response efforts
- Compliance – manage multiple compliance programs
- Audit – lead planned and unplanned audit activities
- Business and Technology Project Support – involved in almost every project; performing security and privacy analysis and providing recommendations

Privacy & Security Program – Maturity

Note: Information is for C4HCO only and does not reflect State partner programs

Privacy & Security Program Maturity Comparison



Program Maturity Scores:

- 5 = Optimizing
- 4 = Measured and Controlled
- 3 = Defined
- 2 = Managed
- 1 = Initial
- 0 = Non-existent

Maturity Comparison:

2014 Score	0.89
2015 Score	2.71
2016 Score	3.00
2017 Score	3.27
2018 Score	3.30
2019 Score	3.33
Ideal Score	3.50



Maturity Tracker