Guidacent®

Solution Spotlight

Maturing IT Controls Governance Programs through Intentional Process & Change Management

The Situation:

*A large healthcare client experienced a **breach** that resulted in the **loss of customer electronic protected health information (ePHI).** After the company rectified the problem, they needed to reinforce the IT controls environment while complying with all the external obligations. The company selected the **HITRUST Common Security Framework** and related certification, but needed support with all of the components of the program – **operationalizing the controls** into its existing environment, managing **organizational change**, adhering to regulatory and **injunctive relief requirements**, while creating an **IT controls governance program** to ensure the **long term** security of the company.*

Guidacent's Approach

*Guidacent's consultants drew upon their proven experiences to develop a **multi-threaded solution** to help drive the program forward. By focusing the work efforts on 2 different time horizons, Guidacent supported the client to achieve not only the **short term HITRUST certification**, but also the **longer-term** organizational **capabilities** required for sustained success.*

Short Term Wins

- Program Structure, Management & Workflow
- Control Definition & Implementation

Long Term Wins

- Established Governance Program
- Enablement of Risk Based Decision Making

Cybersecurity | Success Stories

HITRUST Certification Management

The client has made great progress continuing to mature its processes over the past couple of years. This was one of the cleanest validated assessment reports I have seen as an assessor.

External Assessor after completing the second HITRUST certification after year 2 of the program

Guidacent helped to establish a HITRUST program and achieve certification within an aggressive timeframe. Guidacent **developed and executed a strategy** for operationalizing controls, assigning ownership, managing an external readiness assessment, overseeing remediation efforts, and organizational change management. The client achieved **certification ahead of schedule**, and Guidacent implemented a post-certification strategy to **ensure continued framework compliance**.

Breach Remediation Management

I was impressed with the professionalism and work of Guidacent. I am comfortable referring other related companies to Guidacent who need to execute against breach-related settlement agreements

Client Internal Counsel

Guidacent managed a series of **government assessments** intended to measure **compliance** with policy and conformance to leading technology control practices. Serving as **the single point of contact**, Guidacent clarified the scope of the work and **established a structure** to ensure the growth of the control environment. Guidacent teamed with inside and outside counsel to identify and **manage the assessment findings** as well as managed **remediation and reporting efforts**.