Edgile Case Study: Healthcare Provider w/ Research

A health system based in the Southwest that operates over 20 hospitals/facilities across 6 different states

Challenge

- Unstructured Data posed significant risk to the org.
- Specialized tool was in place to scan for high-risk unstructured data such as ePHI, credit card data and PII
- A solution for the entire workforce to support the adjudication and treatment of the scan results did not exist

Goal

- Operationalize and automate the end-to-end lifecycle of unstructured data management

ServiceNow Products

- Integrated Risk Management

Edgile Approach

- Developed workflows to route scan results to the data owners for action to be taken and notifications to remind them when tasks were overdue
- Developed dashboards and reports to provide management with insight and analytics into the scan results and the performance around the adjudication and treatment of unstructured data
- Developed scripts to move unstructured data to protected file shares or delete the data based on a two-tiered approval protocol

"We had invested a lot of time and money in tuning a point-specific product to scan for unstructured data. We could scan and identify the issues, but taking action became a manual activity with email and spreadsheets. Now we can both find it and action it – using a core platform of ServiceNow that the hospital uses on a daily basis, the users are familiar with the interface and are regularly in the system."

-- Linda – IT Manager, Healthcare Provider

Results

Improved visibility of unstructured data exposures using alerts and notifications

Demonstrable compliance for protected data sources (e.g., ePHI, PII)

Clear actions to be taken with status monitored to increase accountability