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

- Lack of visibility into the organization's risk posture across the IT landscape

Goal

- Establish the baseline risk levels and prepare a board-level report of investments paying off and where more work was needed

ServiceNow Products

- Integrated Risk Management

Edgile Approach

- Edgile Automated Regulatory Compliance (ArC) Content Subscription for Healthcare Providers with Research
- Risk methodology definition
- Risk Register workshop to rate inherent and residual risk for 250 detailed risks that rolled up into 26 risk topics and 6 risk categories
- Board level reporting package demonstrating where investments were paying off, where investment was needed and the lifetime risk reduction to date

"Historically, we were just qualitatively talking about risk, which registered with the board but was not quite what they were looking for. Instead, using the Edgile ArC Content as well as ServiceNow, we were able to transform and begin talking about risk quantitatively — adding numbers to back up that data — and really show where we moved from and how we reduced our overall risk posture. This helped the board to understand where investments were being made and where investments were paying off, but additionally, it helped us understand internally where we needed to invest in order to reduce risk."

-- Greg, Director IS Governance, Healthcare Provider

Results

Board level risk reporting to demonstrate where investments were paying off

Risk Statements tied to Control Objectives and mandates

Risk Assessment Tasks Streamlined and Automated