Case Study: Banner Health

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Client Profile

Banner Health is a non-profit health system in the United States, based in Phoenix, Arizona. It operates 28 hospitals and several specialized facilities across 6 states. The health system is the largest employer in Arizona and one of the largest in the United States with over 50,000 employees.

Like other healthcare providers, they face numerous laws and regulations that require strong GRC capabilities that could be enabled by ServiceNow.

Real Value Delivered

230 Number of detailed IT risk measured	**100** Number of laws and regulations harmonized
80% of risk reduction demonstrated to Board	**1** **servicenow**®

Solution Details

	Strategy & Roadmap	Risk Register	IT Controls	3rd Party Risk Management
What was Needed	Principled approach and clear path forward for Information Security, IT Controls, Risk Management, 3rd Party and Metrics.	Clear understanding of information and technology-oriented risks both without controls and after compensating controls are incorporated.	Automation to proactively route control performance requirements, capture evidence and perform a pass/fail rating.	Coordination with procurement, legal, IT, business and information security to manage risks and control capabilities of their vendors.
What We Did	We took a services-based approach, defined services the functions needed to offer, assessed the current and target state, then packaged, prioritized and sequenced projects with resource and time estimates.	Used our risk methodology and accelerators to develop an integrated risk and compliance framework with risks categorized and and rated. Included harmonized laws and regulations.	Enabled automation with standardized risk control matrices and narratives along with playbooks to perform the requisite controls. Included a cross-walk with transparent linkage to related laws and regulations.	Converted spread-sheets and manual processes into standardized forms, dynamic workflow with tiered risk-based surveys and assessments.
Benefits Delivered	Clarity of two-year journey, interdependencies with a risk-based strategy and supporting business	Board level reporting with easy-to-understand risk ratings, where investment is paying off and hotspots and regulations.	180 degree cultural shift to proactive, positive assurance, ultimately reducing audit issues	Automation efficiencies, centralized access to standardized vendor ratings and improvement areas.

Connect with us to get started

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