

EMC IT Management Solution for Healthcare

Manage risk and enable compliance through administration safeguards for Protected Health Information

The Big Picture

- Discover, monitor, analyze, and secure the configurations of applications, storage, servers, and networks with the EMC portfolio of best-of-breed security, resource management, and information rights software and services
- Minimize vulnerability to external infrastructure security breaches and eliminate the risk of access by internal staff members
- Automate security and IT auditing requirements, including the application of user ID and password controls, audit trails, and/or encryption
- Avoid financial penalties and the associated negative perceptions that can result from a data breach, unintended data exposure, or misuse
- Document and maintain configuration standards across the information infrastructure to adhere to regulatory standards

Business challenge

One of the more challenging aspects of meeting Protected Health Information (PHI) requirements is the documentation of the IT environment. To comply with HIPAA and Joint Commission requirements to establish and maintain a contingency plan with the appropriate level of access controls, healthcare organizations must complete an up-to-date inventory of information infrastructure, including applications, servers, networks, and storage platforms.

In order to effectively execute these contingency plans, healthcare organizations must be able to compare application relationships and server and network configurations, and have the appropriate storage capacity and configurations available. The EMC suite of resource management software—including EMC® Smarts® Application Discovery Manager, EMC IT Compliance Analyzer, EMC Server Configuration Manager, and EMC VoyenceControl™—enables healthcare organizations to automate many of the tasks associated with developing a detailed understanding of their information infrastructures, and managing their configurations and security.

As healthcare organizations continue to seek the efficiencies realized through virtualization, the challenges of managing risk and compliance can be compounded. The dynamic nature of virtualization means that PHI—and the applications and infrastructure that support it—can be altered more easily and often. When this process is not managed properly, IT organizations can lose visibility and control of how PHI is accessed, stored, and protected. Maintaining control of virtualized environments with EMC not only protects PHI, but also enables continuous adherence to best practices, which promotes IT efficiencies, better care for patients, compliance with regulations, and streamlined administrative workflows.

EMC IT Management Solution for Healthcare

EMC solutions greatly simplify the identification and maintenance of application, storage, and network configurations to meet the common criteria established for your organization. If a change is made to any application, network, or storage element that violates a best practices security or configuration policy, the IT Management Solution for Healthcare notifies IT operations immediately, enabling them to immediately identify and correct any problems before they have a negative impact on service delivery.

Infrastructure and asset discovery and classification

Managing and controlling risk and compliance requires a detailed and accurate picture of IT assets and infrastructure. This picture includes understanding the network, server, application, and storage infrastructure, and information assets—as well as identification of asset and infrastructure use, relationships, and both IT and business process owners. This feature of the IT Management Solution for Healthcare enables organizations to identify a baseline for analysis.

Automated and continuous monitoring

The IT Management Solution for Healthcare provides automated and continuous monitoring of the IT environment for adherence to or violation of policies. This capability is critical to a sustainable risk and compliance strategy, and can enable IT to drive significant efficiencies in risk and compliance and relieve the burden upon business—providing a lower cost to managing risk and maintaining compliance.

Change/configuration management and remediation

Healthcare organizations are dynamic and fluid. The IT Management Solution for Healthcare enables organizations to maintain compliance as the business evolves. A sustainable risk and compliance strategy requires monitoring changes when: business connections are set up; users are provisioned, re-provisioned, or de-provisioned; configurations are changed; and new systems are deployed. The change management and remediation features of the IT Management Solution for Healthcare provide for a sustainable IT risk and compliance strategy, ensuring that audit and remediation policies are in synch and that changes are consistently maintained while errors are reduced in translating audit results to remediation.

Validating that a configuration management process is in place is a critical step in passing audits and regulatory inspections. The IT Management Solution for Healthcare not only helps organizations maintain compliance and control risk, but also streamlines the audit process with an integrated strategy for assessing changes and controls.

The solution can also help organizations find issues and automatically feed them into the appropriate remediation response to bring the element back into compliance. Control deficiencies can also be remediated by automatically bringing infrastructure and systems back into a state of compliance.

Problem management and remediation

In order bring the organization back into a state of control, minimize the mean time to repair, and maintain compliance when problems arise, healthcare organizations need automated root cause analysis with correlation across the various technology domains (for example, applications, servers, networks, and storage). The IT Management Solution for Healthcare helps organizations streamline identification and management of issues, strengthening problem management processes.

Reporting and metrics

Technologies that are deployed to define policies, monitor change, remediate control deficiencies, and automate enforcement of controls help provide for risk and compliance sustainability, but are not complete unless the organization can document and report on the state of risk and compliance. Healthcare organizations need to prove to auditors, regulators, stakeholders, and third parties that risk is managed, controls are in place and effective, and that systems and information are in compliance with policy. The IT Management Solution for Healthcare provides realtime monitoring of the environment, reports on controls and policy violations, and supports the remediation and response to discovered incidents—providing proof of IT risk and compliance.

EMC IT Management Solution for Contingency Planning and Access Control

The IT Management Solution for Contingency Planning and Access Control includes EMC ControlCenter® and Application Discovery Manager.

HIPAA requires organizations to perform periodic data backups, have critical facilities available for continuing operations in the event of an emergency, and have disaster recovery procedures in place. EMC ControlCenter documents and helps maintain storage capacity and configuration baseline information to deliver an acceptable level of infrastructure capability for SAN environments.

EMC ControlCenter also delivers faster and more secure systems planning and acceptance activities through new security features and by leveraging additional components such as EMC ControlCenter SAN Advisor™ to predict the impact of changes to SAN environments. Now including RSA® key management technology, EMC ControlCenter adds RSA-secure client-server connections to eliminate any possibility of unauthorized access to your infrastructure management activities and processes.

Application Discovery Manager provides continuous discovery and mapping of applications, their dependencies, and configurations with respect to their underlying infrastructure in data center environments. Application Discovery Manager provides accurate, realtime visibility into the data center

About HIPAA

Since 1996, when Congress enacted the Health Insurance Portability and Accountability Act (HIPAA), healthcare organizations have been investing in technology solutions to standardize healthcare data exchanges and protect the privacy and security of Protected Health Information. Security standards, tools, services, and technology must be chosen and implemented based on the risk of confidentiality breaches and the level of an organization's vulnerability. HIPAA also outlines standards for the storage, management, and use of such information to ensure it is securely maintained to better protect the privacy rights of patients.

As more patient information and images become digitized, healthcare organizations are experiencing the exponential growth of medical information while balancing patient care needs. At the same time, the increasing complexity and scale of the information infrastructure demands careful decisions regarding information management policies, procedures, and IT systems. To meet HIPAA requirements, healthcare organizations need to consider the consequences of improperly managing their information infrastructure including the security and privacy of patient information.

from an application standpoint—a critical capability for planning data center consolidations and migrations, as well as managing change impact, virtualization initiatives, disaster recovery, and CMDB population.

EMC IT Management Solution for Encryption and Workforce Security

Helping organizations secure their information infrastructures, the IT Management Solution for Encryption and Workforce Security includes RSA enVision® and EMC Voyence®.



RSA enVision helps healthcare providers manage access, federate identities, and enforce policies across web resources, portals, and applications. Step-up authentication is enabled by these capabilities, which provide the right authentication at the right time and optimize user experience. The solution allows companies to manage large numbers of users while enforcing a centralized security policy that ensures compliance, protects enterprise resources from unauthorized access, and makes it easier for the right users to securely gain access to the right information.

EMC VoyenceControl—the industry's only model-based, automated network compliance, change, and configuration management solution—delivers features, advantages, and benefits that ensure the compliance, operational efficiency, security, and availability of your network. VoyenceControl makes this possible—and gets you up and running quickly and easily—by supplying industry-recognized best practices, enhancing collaborative network infrastructure design, verifying controlled change processes, providing network device and service configuration transparency, and ensuring compliance with corporate and regulatory requirements. In addition, VoyenceControl now includes extensible, hybrid modeling capabilities, true multi-configuration file support, and enhanced compliance and reporting.

EMC IT Management Solution for Proactive System Management

The EMC IT Management Solution for Proactive System Management includes EMC IT Compliance Analyzer Application Edition and EMC Server Configuration Manager. With full visibility and control across physical and VMware® environments, healthcare organizations can ensure that virtual environments are as secure and manageable as physical environments.

EMC IT Compliance Analyzer Application Edition enables users to leverage the data provided by Application Discovery Manager to quickly and easily apply custom IT policies to the configurations and dependencies of the application infrastructure. When a change occurs that violates a policy, IT operations can be immediately notified before any vulnerability is exposed.

EMC Server Configuration Manager puts the control of every corner of your network securely in your hands. Whether you have 30 or 30,000 users on your network, Server Configuration Manager works with existing management tools to manage, update, and ensure compliance with HIPAA privacy and security requirements across your server infrastructure.

Server Configuration Manager uses a lightweight DCOM executable to collect configuration data from every NT, XP, Windows 2000, Windows 2003 server and workstation on the network. This data is centralized into a SQL database for easy analysis, update management, and change implementation. Compliance templates identify and correct configuration drift, maintaining optimal settings by referencing previously established parameters to update and maintain HIPAA and other regulatory standards.

EMC Professional Services

EMC Global Services can help you successfully build and implement the appropriate strategy and set of solutions to address the business and IT challenges associated with HIPAA and other regulatory standards. Trust the experts at EMC.



EMC CORPORATION
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

Take the next step

To find out how the EMC IT Service Delivery Solution for Healthcare can improve service levels and put the appropriate administrative safeguards in place for your healthcare information infrastructure, please contact your local EMC account manager, visit our website at www.emc.com/healthcare, or call 800.607.9546 (outside the U.S.: +1.925.600.5802).