

## EMC IT Management Solution for HIPAA

### The Big Picture

- Discover, monitor, analyze, and secure the configurations of applications, storage, servers, and networks with EMC's 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 who may have control over protected systems and PHI
- Automate security and IT auditing requirements that include 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 your information infrastructure to adhere to regulatory standards

## Maintaining administrative safeguards for Protected Health Information with an EMC information infrastructure

### Business challenge

One of the most challenging aspects of meeting the appropriate level of HIPAA compliance is the documentation of the environment. The requirement to establish and maintain a contingency plan and the appropriate level of access controls mandates that a healthcare organization completes an up-to-date inventory of information infrastructure which includes applications, servers, networks, and storage.

In order to effectively execute a contingency plan, healthcare organizations must be able to compare application relationships, server and network configurations, and have the appropriate storage capacity and configurations available. With EMC's resource management software, including Smarts® Application Discovery Manager, IT Compliance Analyzer, Server Configuration Manager, and Voyence-Control, healthcare organizations can automate many of the critical tasks associated with developing a detailed understanding of their information infrastructures.

### EMC IT Management Solution for HIPAA

EMC® solutions greatly simplify the identification and maintenance of applications, 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, IT operations can immediately identify and correct any problems before they cause a vulnerability or have a negative impact on service delivery.

### Infrastructure and asset discovery and classification identify a baseline for analysis

Managing and controlling risk and compliance requires a detailed and accurate picture of IT assets and infrastructure. This includes understanding the network, server, application, and storage infrastructure, and information assets—identifying their use, relationships, and establishing both IT and business process owners.

### Automated and continuous monitoring of the IT environment against policies

Critical to a sustainable risk and compliance strategy is the ability to automate the ongoing monitoring and analysis of the IT environment for adherence to or violation of policies. This is a significant area where IT can drive efficiencies in risk and compliance and relieve the burden upon business—providing a lower cost to managing risk and maintaining compliance.

#### About HIPAA

Since 1996, when Congress enacted the Health Insurance Portability and Accountability Act (HIPAA), healthcare executives have been investing in technology solutions for standardizing healthcare data exchanges and protecting the privacy and security for Protected Health Information (PHI). 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's securely maintained to better protect the privacy rights of patients.

Healthcare providers and payers are all experiencing the exponential growth of healthcare information as more patient information and images are becoming digitized. At the same time, the increasing complexity and scale of your IT infrastructure demands careful decisions regarding information management policies, procedures, and IT systems. Healthcare organizations that must meet HIPAA requirements need to be aware of the consequences of improperly managing their information infrastructure, such as when the privacy of patient information can be compromised.

## Change/configuration management and remediation maintain compliance as business evolves

Organizations are dynamic and fluid—constantly changing. Risk and compliance is not a point-in-time assessment, but is required as business changes. Validating that a configuration management process is in place is a critical step in passing audits and regulatory inspections. Change and configuration management 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 reducing errors in translating audit results to remediation. A robust change and configuration management strategy will not only help the organization maintain compliance and control risk, but will also streamline the audit process with an integrated strategy for assessing changes and controls.

A sustainable risk and compliance strategy requires monitoring changes when business connections are set up; users are provisioned, re-provisioned, or de-provisioned; when configurations are changed; and new systems are deployed. Organizations should look to utilize change and configuration management technology to find issues and automatically feed them into the appropriate remediation response to bring the element back into compliance. Change and configuration management technologies are also utilized to remediate control deficiencies by automatically bringing infrastructure and systems back into a state of compliance.

## Problem management and remediation streamline identification and management of issues

Problem management and remediation come into play when something breaks. This requires that the organization gain a firm hold on problem management through the deployment of systems to monitor, document, and manage the remediation process.

Organizations need solutions to aid them in automated root-cause analysis with correlation across the various technology domains (e.g., applications, servers, networks, and storage). This provides sustainability by streamlining the process of bringing the organization back into a state of control, minimizes the mean-time-to-repair, and maintains compliance.

## Reporting and metrics provide proof of IT risk and compliance

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.

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. This requires that an organization implement integrated solutions that provide realtime monitoring of the environment, report on controls and policy violations, and support the remediation and response to discovered incidents.

## EMC IT Management Solution for Contingency Planning and Access Control: EMC ControlCenter and Smarts Application Discovery Manager

- Since HIPAA requires organizations to perform periodic data backups, have critical facilities available for continuing operations in 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 your SAN.
- **EMC ControlCenter** delivers faster and more secure systems planning and acceptance activities by including new security features and leveraging additional components like **EMC SAN Advisor**™ to predict the impact of changes to your SAN. 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.
- **EMC Smarts Application Discovery Manager** provides continuous discovery and mapping of applications, their dependencies, and configurations with respect to their underlying infrastructure in data center environments. With Application Discovery Manager, you get accurate, realtime visibility into the data center from an application standpoint across physical and virtual environments—critical 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: RSA enVision and EMC Voyence®

- When it comes to securing your information infrastructure, **RSA enVision®** helps customers manage access, federate identities, and enforce policies across web resources, portals, and applications. Step-up authentication is enabled by these capabilities, which provides the right authentication at the right time and optimizes user experience. In combination, these solutions allow 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.
- **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: EMC Server Configuration Manager and IT Compliance Analyzer— Application Edition

- **EMC IT Compliance Analyzer—Application Edition** enables users to leverage the data provided by Smarts 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 (SCM)** puts the control of every corner of your network securely in your hands. Whether you have 30 or 30,000+ users on your network, SCM works with existing management tools to manage, update, and ensure compliance with HIPAA privacy and security requirements across your server infrastructure.

SCM uses a lightweight DCOM executable to collect configuration data from every Windows, UNIX, Linux, and Macintosh 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 your business and IT challenges associated with HIPAA or other regulatory standards. Let EMC experts take care of it so you don’t have to.



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### Take the next step

To find out how EMC IT Management Solutions can improve service levels and put the appropriate administrative safeguards in place for your healthcare information infrastructure, please contact your local EMC account manager or visit our website at [www.EMC.com/Healthcare](http://www.EMC.com/Healthcare).