

SOLUTION OVERVIEW



Purpose-built for healthcare: Imprivata Identity Governance



Table of contents

Why Imprivata Identity Governance?	3
The Imprivata digital identity framework	4
Imprivata Identity Governance integrations	6
Full solution delivery from a single, responsive vendor	8
Customer success with Imprivata Identity Governance	10
A partnership for the journey	12

Why Imprivata Identity Governance?

Designed and built exclusively for healthcare, Imprivata Identity Governance® is an end-to-end solution with precise role-based access controls, automated provisioning and deprovisioning, streamlined auditing processes, and analytics that enable faster threat evaluation and remediation. By automating identity management processes, IT costs decrease, data security increases, and the focus shifts to quality patient care.

A new Total Economic Impact™ study by Forrester Consulting, commissioned by Imprivata, examines the potential ROI that enterprises can realize with Imprivata solutions. Forrester interviewed Imprivata customers to better understand the benefits, costs, and risks.

Key findings included increased efficiency in onboarding employees with Imprivata Identity Governance, yielding \$2 million in productivity gains.

Imprivata Identity Governance uniquely offers the following:

- Fastest time-to-value (automated identity management in months, not years) with an [award-winning solution](#) and services from a single, responsive vendor
- Strategic integrations with leading EHR systems including Epic, Cerner Millennium, MEDITECH, and others to seamlessly automate the provisioning, management, and deprovisioning of provider identities
- API-level integration with healthcare applications and support for non-API-level integration using Imprivata Bridge Studio, a drag and drop interface, to easily add automation
- Imprivata OneSign® and Imprivata Confirm ID® integration to accelerate role development, monitor digital identities, and reduce risk while accelerating compliance; not only do care providers receive day-one access, they are enabled with single-sign-on capabilities
- Healthcare-specific governance, risk, and compliance modules with healthcare-specific prebuilt reporting, allowing an organization to easily bring its user attestation/periodic access review program to 100% compliance

Imprivata Identity Governance is a key component of the Imprivata digital identity portfolio, which also includes Imprivata OneSign and Imprivata Confirm ID. All three solutions help fulfill the identity and access management capabilities outlined in the Imprivata digital identity framework.

The Imprivata digital identity framework

Imprivata Identity Governance is foundational to the Imprivata digital identity framework for healthcare, which provides an organized structure to help healthcare delivery organizations holistically manage and secure their users' digital identities in a way that reduces security risks, eases the burden of complying with regulatory requirements, improves workflow efficiencies for providers and IT alike, and helps to address the unique challenges of healthcare IT security environments.

The framework is structured according to the key categories required for a robust digital identity strategy that align with [H-ISAC's identity framework for healthcare](#): **governance and administration, identity management, authorization, and authentication and access**.

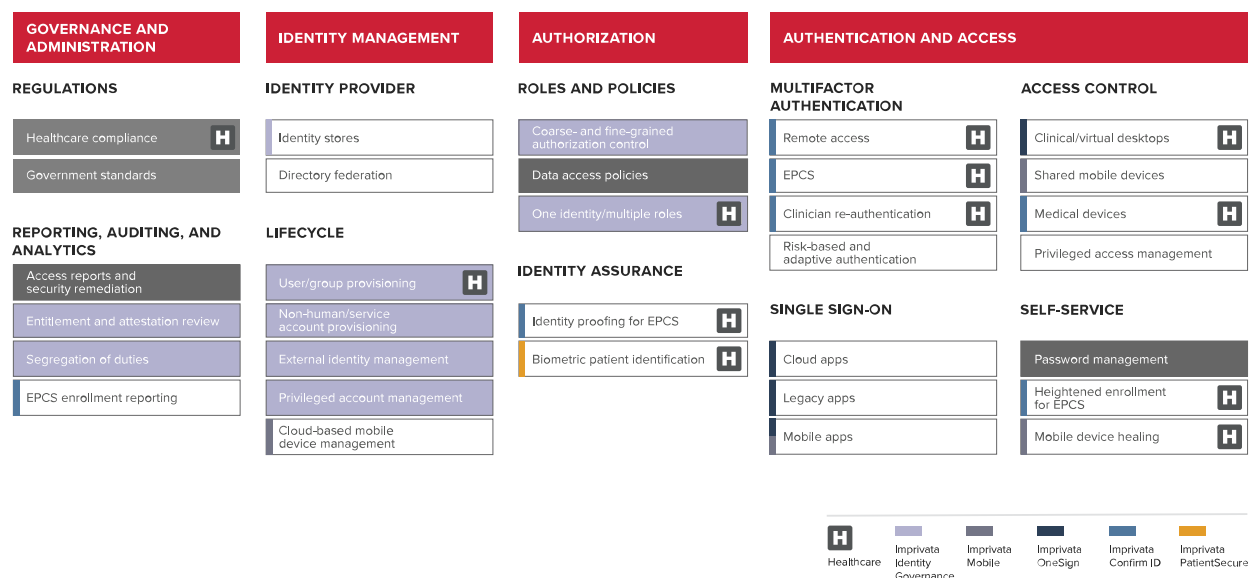


Fig. 1, Imprivata digital identity framework

The capabilities of Imprivata Identity Governance are highlighted in purple in the framework above. Additionally, Imprivata's cross-portfolio solutions, indicated by the grey boxes, also include Imprivata Identity Governance capabilities. Imprivata Identity Governance contributes broadly across the four pillars of the framework as described in the following sections.

GOVERNANCE AND ADMINISTRATION

Imprivata Identity Governance provides dashboards that organizations can use to track, and modify, which applications are being accessed by clinical and non-clinical users as well as generate entitlement and access reports. For example, an administrator can leverage report data to manage appropriate access for particular user roles. Simple report generation helps organizations meet audit requirements, including healthcare specific regulations.



Fig. 2, Governance, risk, and compliance dashboard

IDENTITY MANAGEMENT

An effective identity and access management strategy must integrate directly with a healthcare organization's diverse identities, from IT administrators to practicing clinicians, as well as the numerous applications and workflows found in today's clinical environments. Imprivata Identity Governance automates the identity management process and ensures consistent entitlement assignment per role to reduce risk from privilege build-up.

AUTHORIZATION

In the hospital environment, care providers may take on different roles that change between shifts as staff rotates. A practitioner could serve as an emergency department physician one day and an administrative physician, performing oversight duties, the next. Imprivata Identity Governance defines an identity as "one beating heart," and using role-based access, the system adjusts permissions as needed and without delay as a user changes roles.

AUTHENTICATION AND ACCESS

Authentication and access control functions need to be in sync with clinical staff operations, including, for example, quickly accessing an individual's instance of a workflow from a shared nurses' station or retrieving data from a mobile device dedicated for use during that shift. The hospital environment contains a variety of professional roles (e.g., clinical, administrative, temporary, non-clinical) and a multitude of endpoints for accessing applications. Imprivata Identity Governance ensures that the end-users have the right access based on their roles on day-one.

Imprivata Identity Governance integrations

Imprivata Identity Governance integrates with the applications integral to healthcare delivery organizations. Imprivata Bridge Studio software allows organizations to build identity management connectors into clinical and business applications in a self-service way, bringing automated application provisioning and management within reach of mid-size to large hospital IT staffs. With Imprivata Bridge Studio, administrators can seamlessly create application connectors into any type of application with a wizard-like drag and drop interface.

In addition to Imprivata Bridge Studio, the extensive Imprivata identity and access management library of clinical and non-clinical applications allows for a quick start in integrating with a variety of applications from vendors such as Epic, Cerner, Allscripts, and GE Healthcare.

Imprivata Identity Governance also integrates with Imprivata OneSign and Imprivata Confirm ID to create a broader identity and access management platform purpose-built for healthcare.

INTEGRATION WITH LEADING EHRS

For healthcare organizations, the electronic health record system is one of the most critical applications for clinicians to be able to access on day one. Imprivata Identity Governance has been successfully automating provisioning processes for leading EHR solutions including Epic, Cerner, MEDITECH, and others, for decades. With that experience, Imprivata has standardized the integration approach so that health systems are able to seamlessly automate the provisioning, management, and deprovisioning of provider identities and achieve faster ROI. Where possible, Imprivata leverages available APIs to integrate with EHRs, allowing for faster implementation and tight security protocols.

Imprivata Identity Governance integrates with the applications integral to healthcare delivery organizations.

INTEGRATION WITH MICROSOFT AZURE

Imprivata Identity Governance allows joint Imprivata and Microsoft customers to manage the provisioning, tracking, and deprovisioning of users in their hybrid on-premises and cloud environments. This powerful solution delivers a new level of security and compliance to healthcare organizations by ensuring that, on day one, the right users have the right access to the right on-premises and cloud applications, all of which is audited. Imprivata Identity Governance provides native integrations with Microsoft Azure applications such as Office 365 email and applications, Microsoft Skype, Microsoft Teams, and Microsoft SharePoint as depicted in the following graphic:

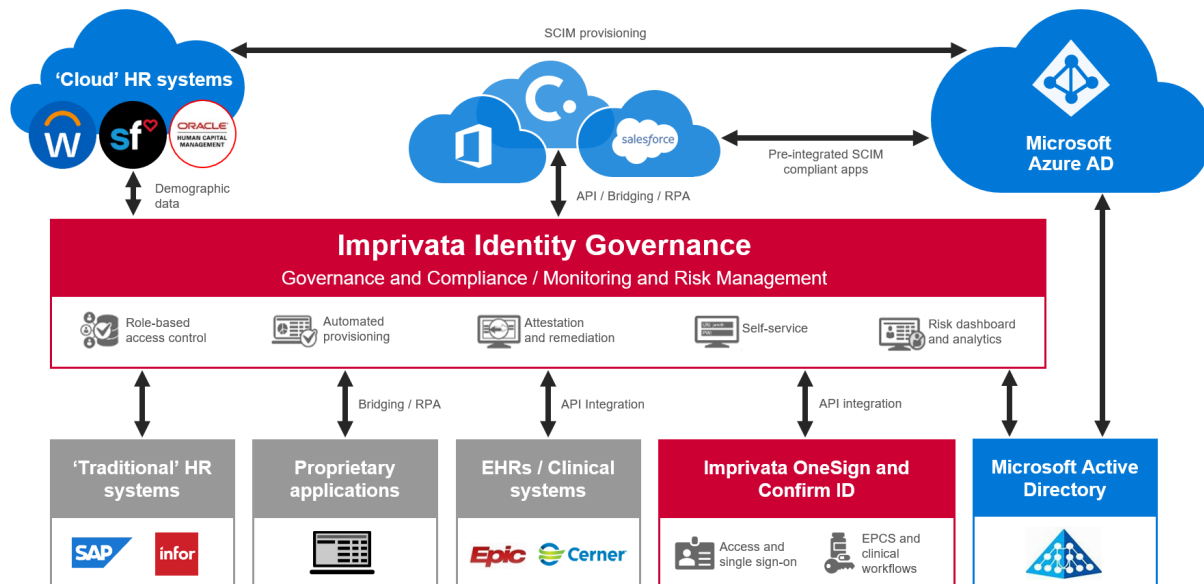


Fig. 3, Imprivata Identity Governance and Microsoft integrations

Additionally, Imprivata Identity Governance can be hosted in an Azure environment, unlocking scalability and flexibility for healthcare enterprises. From a security perspective, the combined solutions ensure clinical access governance for cloud and healthcare applications with compliance reporting capabilities.

INTEGRATION WITH IMPRIVATA ONESIGN AND IMPRIVATA CONFIRM ID

When using Imprivata Identity Governance with Imprivata OneSign and Imprivata Confirm ID, Imprivata Identity Governance will provide an integrated solution suite that – more than any other identity governance solution – will further reduce IT costs, improve data security, and shift the focus to quality patient care, exactly where it should be.

Specifically, the benefits of Imprivata Identity Governance integration with Imprivata OneSign and Imprivata Confirm ID include the following:

- An **improved security** and a **near-passwordless** end user experience: Imprivata Identity Governance automatically stores application credentials into Imprivata OneSign, eliminating the need for users to ever have to enter new credentials. Application credentials do not need to be delivered to users via email or on printed slips of paper and will never be seen by another individual in the organization.
- **Role reconciliation** for role discovery, optimization, and risk assessment: Imprivata Identity Governance can analyze report information from Imprivata OneSign to automatically determine which users have access to particular applications. This information allows administrators to assess the proper scope of application entitlements, establishing new roles and reconciling existing ones.
- **License optimization** and management: By identifying users' existing access to applications from Imprivata OneSign reports, Imprivata Identity Governance can determine appropriate application license needs and usage.
- **Automation of the electronic prescribing for controlled substances (EPCS) onboarding process:** As providers are approved for EPCS privileges, Imprivata Identity Governance will automatically assign the user to an appropriate user policy enabling enrollment within EPCS as well as provide notification to the provider.

Full solution delivery from a single, responsive vendor

When you invest in Imprivata Identity Governance, you will have access to a team of resources that are dedicated to ensuring a fast and successful deployment. Imprivata Education Services will provide your system administrators with proper training and the Imprivata Customer Experience team will provide ongoing customer support.

IMPRIVATA PROFESSIONAL SERVICES: FASTEST TIME-TO-VALUE IMPLEMENTATION

Imprivata Professional Services has developed a streamlined approach for implementing Imprivata Identity Governance so customers can achieve maximum ROI in minimal time. With decades of combined experience in healthcare IT, healthcare security, and software engineering and deployment, the Imprivata Professional Services team helps Imprivata Identity Governance customers achieve higher rates of adoption and satisfaction than other solutions that require multi-year consulting contracts.

The Imprivata Professional Services team includes Project Managers, Implementation Engineers, and Integration Engineers. The team's collaborative approach, combined with expertise in healthcare, allows Imprivata to deliver a powerful identity governance solution in a fraction of the time of other vendors. Many of the Imprivata Professional Services team members have worked for large healthcare organizations or EHR vendors and are acutely aware of the challenges healthcare IT teams face on a daily basis. This experience enables Imprivata Professional Services to become a trusted advisor for customers to guide them through the challenges of implementing a digital identity solution. [Learn more about our approach to implementation.](#)

Below is a sample implementation timeline:

	Month 1	Months 2–3	Months 4–5	Month 6
Milestones	Project Kickoff Discovery	Installation and Configuration Test Plan Approved	Validation Cycle Testing Signoff	Pre Go-Live Change Control Go-Live
Customer commitment	IT Leadership – 4 hrs Workday Analyst – 16 hrs IT Admin – 24 hrs – this is the Technical Owner of Imprivata Identity Governance	Server Administrator – 24 hrs DB Admin – 24 hrs Both required for installation and bootstrapping only	IT Admin – 10 days Clinical Resource – 8 hrs (workflow testing) Help Desk resource – 8 hrs (workflow training and validation)	Server Admin – 16 hrs DB Admin – 16 hrs IT Admin – 24 hrs (Imprivata Identity Governance Technical Owner working with Imprivata to deploy and monitor solution)

Imprivata Education Services offers an Imprivata Identity Governance certification program, a five-day training and certification program for administrators.

LEARN MORE

Customer success with Imprivata Identity Governance

ROI metrics are a key factor behind successful IT investment. Without time-tested, proven ROI, most healthcare IT projects will struggle to gain executive approval, especially because IT resources are limited, and priorities are always evolving. Imprivata understands that to drive meaningful, consistent ROI, solutions have to be purpose-built for healthcare so that organizations can focus on what matters most: delivering quality patient care.

“ The amount of time that we’re saving creating accounts is priceless. ”

Ana Agostini, Administrative Director of IT Services, Memorial Healthcare System

Several leading healthcare organizations recognize this need and have achieved significant ROI with Imprivata Identity Governance:

- **Provisioned 4,000 new users in just three days**
- **100% access review compliance**
- **Reduced provisioning time from 90 minutes to five minutes per account**

Although there are several benefits of leveraging Imprivata Identity Governance, customers continue to emphasize the following as the most important:

1. IT time and cost savings
2. Clinician productivity
3. Security and compliance

IT TIME AND COST SAVINGS

In just six months, South Shore Hospital of Massachusetts was able to implement key applications, including their EHR and other legacy applications. In fact, by automating provisioning processes, Imprivata Identity Governance helped reduce one employee's workload by more than 50%, freeing that FTE up to work on other critical priorities including other IT and security projects. South Shore Hospital has also been able to improve their stance on security and compliance by ensuring that every user has the appropriate level of access to the applications they need, and that all access is removed upon termination.

CLINICIAN PRODUCTIVITY

Every second counts in healthcare. The last thing an IT admin wants is a call from an ER doctor who needs access to the EHR during a life or death situation. It's also not the call any ER doctor should be forced to make. Another common scenario is a CFO asking IT why their higher-paid employees – in many cases clinicians – have been with the hospital for several days but remain unable to access critical hospital systems and applications. Whether it's finance, security, or patient care driving the discussion, identity governance cannot take a backseat.

SECURITY AND COMPLIANCE

For over a decade, Memorial Healthcare System in Florida has partnered with Imprivata to achieve a number of significant milestones that have greatly benefited their organization. Memorial started by automating their provisioning process, but as they achieved the desired milestones, they expanded to automating the attestation process that managers used to certify the accuracy of their employees' access levels. The subsequent shift to an automated quarterly review process has resulted in consistent 100% compliance. Results such as these are possible when healthcare organizations work collaboratively with partners who are experts in healthcare workflows and committed to their success. To learn more about Imprivata Identity Governance at Memorial Health System, [watch a short video](#) or [read a case study](#).



















“ We have issued periodic access reviews every quarter. It's very easy to use and we get 100% compliance every time — and we're talking about sending it to over 700 plus leaders throughout the organization. For them to validate the access that their employees have, for the right applications and in very short time, it's sound governance. ”

Oscar Perez, VP of IT, Memorial Healthcare System

A partnership for the journey

Sustaining and increasing benefits from healthcare organizations' investment in identity governance and administration solutions can be challenging; projects can stall, champions can change, and ecosystems are constantly evolving. Imprivata has developed a **phased maturity model** with criteria and metrics to assess operational and governance status and keep projects on track. Our team will continue to work with you to ensure you are getting value out of your investments with us.

IMPRIVATA IDENTITY GOVERNANCE MATURITY MODEL

	Phase status	Key metrics in phase	
Phase 0 Ad hoc	Siloed user and account management.	 Build catalog of applications.	 Approved timeline.
	Delayed, costly mistakes.		
	Disparate attestation campaigns with poor success rates.	 Documented product plan.	 Identify stakeholders and project champion.
Phase 1 Tactical	User provisioning transformed to central system.	 Automated priority core application.	 Birthright roles for key user types.
	Birthright role-based access.		
	Manageable IT process in place.		
	Critical core application coverage.	 Annual access certification by manager for EHR.	 Documented security breach protocol identified.
	High risk area reporting and ability to schedule attestation campaigns.		
Phase 2 Defined	Accelerated application adaptation.	 Automated core applications.	 Automated access certification by manager for EHR.
	Process is defined, proactive, and standardized.		
	Successful automated, attestation campaigns.	 Optimized role definition.	 Access data-enhanced risk reporting.
	Some key metrics proactively addressing issues.		
Phase 3 Repeatable	Predictable, repeatable automation to ramp to 50–75% application coverage.	 Automated majority of applications.	 Quarterly automated access certification for multiple core applications.
	Outcomes are tracked to improve effectiveness and advance capabilities.		
	Attestation campaign success covering multiple applications and user types.	 Access certifications for all user types.	
Phase 3+ Optimized	Automated control for 90% of critical and costly applications.	 Seamless application onboarding for all new applications.	 Federated data ownership.
	Growth practices in place. Strategic analysis performed on quality of the process.		
	Executive level oversight of key metrics, 90% success campaigns.	 Premeditation and breach protocols are well documented and practiced.	

“ With Imprivata Identity Governance in place, we’ve seen huge time savings due to the reduction of manual processes, and we’ve ensured that clinicians receive fast and secure access to applications and systems. ”

*Shawn McCrum, Manager of Identity and Access Management,
Northern Light Health*



Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare’s unique workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700
or visit us online at www.imprivata.com.

Copyright © 2020 Imprivata, Inc. All rights reserved. Imprivata, Identity Governance, OneSign, Confirm ID, Mobile, and PatientSecure are registered trademarks of Imprivata, Inc. in the U.S. and other countries. All other trademarks are the property of their respective owners.