

Imprivata Identity Governance solution assessment overview

Approach

The solution assessment workshop engages a healthcare provider's caregivers, IT, compliance, HR staff, and application specialists in a half-day collaborative workshop designed to rapidly produce a new model for fully automating the organization's provisioning environment. Building on industry best practices and the collective experience of the organization's clinical, IT, and compliance staff, session participants collaboratively produce a vision of a new automated provisioning solution tailored to the organization with the appropriate operational and governance capabilities. Session discussion and subsequent deliverables will focus on the following topics:

Workflows

Step-by-step business processes for requesting, granting, managing, and disabling resource access privileges and the information flows that support them.

Policies

Business rules and internal controls that define:

- Who may access certain classes of information
- Who may take which provisioning actions
- How exceptions to standard policies are handled
- Other rules and controls that ensure timely and secure access to sensitive information

Roles

Groupings of individuals with common access rights that simplify and better control the user provisioning process. Focus will be placed on defining roles so that individuals within a given role will be granted only the minimum access required to conduct their job functions.

Audit and compliance

Processes, reports, and information infrastructure that enable the staff to respond to internal audits and security/privacy requirements associated with HIPAA, The Joint Commission, Sarbanes-Oxley, and other related regulations.

Target application environment

Clinical, administrative, and personal productivity systems for which user provisioning will be implemented. For each application, an understanding of the relationship between clinical roles and specific access rights associated with credentialing, clinical/regulatory requirements and protected health information (PHI) will be developed at a granular, functional level.

Financial model

A quantitative expression of the resources expended on the provisioning process and the potential revenue and cost benefits of implementing provisioning.

Operational readiness

A listing of the key prerequisites for deploying a user provisioning solution and an assessment of the provider's current policies, identity data, and infrastructure relative to the ideal starting point.

Benefits

The benefits realized from pursuing this collaborative, problem-solving approach include:

- Creating positive momentum by jointly creating a vision of the desired end-state provisioning and governance model
- Taking the first steps towards organizational alignment across all clinical, IT, and compliance functions as it relates to policies, processes, roles, and information infrastructure
- Increasing all stakeholders' understanding of the resources and activities required to implement a user provisioning solution

Sample agenda

The half-day session is facilitated by an Imprivata provisioning service professional using a structured format to methodically collect information on the healthcare provider's unique environment and elicit interactive discussion among all clinical, IT, administrative, and compliance stakeholders:

Conduct provisioning overview

- Provide an introduction to Imprivata Identity Governance covering key concepts, product architecture, and a product demonstration

Understand current provisioning environment

- Build a shared understanding of the provider's existing practices and processes covering user types and profiles, sources and forms of requests, high-level provisioning tasks, credentialing requirements, and any unique aspects of the provider's environment
- Collect data associated with resources, transactions, statistics, and other metrics to be used in building a business case for provisioning

Define and quantify provisioning goals

- Identify strengths and weaknesses of current provisioning processes
- Define strategies for closing operational gaps
- Define the governance controls necessary to achieve compliance objectives
- Set quantified goals for process and business performance improvements

Develop provisioning roadmap

- Prioritize provisioning processes and improvements
- Identify potential issues and deployment barriers
- Jointly determine how to define project phases in terms of target applications, policies and controls, and workflows

Deliverables

Based on the solution assessment session, Imprivata will provide the following items:

Provisioning solution diagram

Graphically summarizes desired end-state provisioning policies, workflows, role framework, and information infrastructure requirements.

Description of current provisioning environment

Describes recommended Imprivata software and services as well as a project plan with projected scope, costs, and an implementation timeline.

Business impact statement

Estimates on the financial and operational impact of project including a return on investment (ROI) analysis, provisioning cycle time reduction, cost outlays and savings, adherence to compliance requirements, and physician and patient satisfaction metrics.

