ISE® North America Awards 2014
Project of the Year Nomination Form

Nomination submission period July 14 – September 12, 2014

PROJECT EXECUTIVE SPONSOR CONTACT INFORMATION

Please list name, title and company/organization name as you would like to see in all print materials.
(Include phonetic pronunciations)

Data Fields with Asterisk Are Required	Enter Data In This Column
First Name*	Karen
Last Name*	Steele
Title*	Chief Information Security Officer
Company/Organization Name*	US Healthcare Corporation
Mailing Address*(No PO Boxes)	678 Healthco Plaza
City*	Boston
State*	MA
Zip*	02108
Office Phone* (Include area code and extension)	617-555-1212
Mobile Phone (Include area code)	617-555-9881
Email*	ksteele@ushealth.com
Assistant's Name	Linda Cooper
Assistant's Phone (Include area code)	617-555-1213
Assistant's Email	

Data Fields with Asterisk Are Required	Enter Data In This Column
Names of key team members and their titles. (Please include phonetic descriptions for names that are commonly mispronounced.)	Kevin Bektollshine, Project Mgr [BECK-tol-shine] Kerry Brown, Infrastructure Manager Nancy Carrerre, Deployment Mgr [CARRY- air] Vijay Shacravarrtee, Lead Engineer {Vee-jay} [CHAK-ra-VAR-ti] Travis Folsom, Systems Engineer Mary Ford, Integration Manager Christopher Giarram, Security aAchitect [JAR-ram] Herb Jones, Security Consultant

NOMINATOR CONTACT INFORMATION

Data Fields with Asterisk Are Required	Enter Data In This Column
Name of Official Nominator* *(if different than Executive Sponsor Information above)*	Joe Turner
Title*	Vice President Sales, North America
Company Name*	IAM Technologies Inc.
Address*	4090 Perimeter Center Plaza

City*	Palo Alto
State*	CA
Zip*	94306
Office Phone* (Include area code)	650-555-1333
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Email*	jturner@iamtechinc.com

PRIMARY CONTACT CONCERNING THIS NOMINATION FORM

Data Fields with Asterisk Are Required	Enter Data In This Column
Name of Primary Contact Person regarding this Nomination Form*	Amy Jones
Title* (*Complete remaining if different from Nominee or Nominator contact information*)	Product Marketing and Field Services Director
Company Name*	IAM Technologies Inc.
Email*	ajones@iamtechinc.com
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PUBLIC RELATIONS CONTACT FOR THIS NOMINATION FORM

Data Fields with Asterisk Are Required	Enter Data In This Column
Name of PR Contact (if applicable)	Carla Miles
Company Name	Green Seed Communications
Title	Account Executive
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City	Natick
State	MA
Zip	01760
Office Phone*	617-555-9850
Mobile Phone (Include area code)	617-555-0213
Email*	cmiles@green-seed.com

PROJECT CATEGORY NOMINATION QUESTIONS

IMPORTANT: Company logo, executive sponsor, team members and project description will be included on our website and in promotional materials. **All other information provided in the nomination form will be treated as confidential.**

Company/Organization General Information

1. What is the company's/organization's URL?   www.ushealth.com

2. Provide a brief description of the company or organization's products or services.

   US Healthcare Corporation is the nation's leading provider of healthcare services, composed of locally managed facilities that include 157 hospitals and 101 freestanding surgery centers in 25 states and the United Kingdom. At its founding in 1971, US Healthcare Corporation was one of the nation's first hospital companies.

3. What is the total revenue of the company/organization?
   __Less than $500M   __$500M-$1B   __$1-50B
   XX $50-100B   __Greater than $100B

4. What is the total number of employees in the company/organization?
   __Less than 10K   __10K-50K
   __50K-100K   XX Greater than 100K

5. Please indicate the company's/organization's industry.
   __Agriculture and Mining   __Media and Entertainment
   __Business Services   __Non-profit
   __Computers and Electronics   __Other (please indicate:_____)
   __Consumer Services   __Real Estate and Construction
   __Education   __Retail
   __Energy and Utilities   __Software and Internet
   __Financial Services   __Telecommunications
   __Government   __Transportation and Storage
   XX Healthcare, Pharmaceuticals and Biotech   __Travel, Recreation and Leisure
   __Manufacturing   __Wholesale and Distribution

6. Does company/organization have a national or a global presence?
   __National   XX Global

Company/Organization Information Security Department Information

1. What is the total annual budget for Information Security?
   __Less than $1M   __$1-25M
   __$25-50M   XX More than $50M

2. What percentage of the IT budget does this amount represent? 3%

3. How many employees are in the Information Security Department? (Please indicate for both US and worldwide)
   __0-10   __30-75   __150 or more
   __10-30   XX 75-150

4. Is the Information Security Department a part of the IT organization? Yes.
   If not, please share which department.

All questions in this section are required to be answered for the nomination to be considered complete. **Please limit each essay question answer to 300 words or less.**

Question 1. Project Overview
What is the Project name?   Endpoint Encryption

Provide a brief high-level description of the project.   *The description should be a maximum 100 words.*
(This will be published in the online ISE Project Nominee Gallery and printed program materials.)

With regulatory requirement mandates, such as the HITECH Act, driving additional consequences and penalties, US Healthcare Corporation had to implement a strong and flexible data protection solution for thousands of endpoints, including mobile devices and removable media, to be compliant. Due to the vast amount of confidential medical information and patient records that pass through US Healthcare Corporation centers and satellite offices, a top Endpoint Encryption initiative undertaken was to secure all healthcare and patient information.

When did the Project begin?   April 2013

When did the Project end?   November 2013
(*Entire project or major phase of nominated project must have an end date within the past 18 months*)

Describe the number of users the Project supports/protects in the US.   65,000 users across 5 hospitals and 2 satellite offices, including physicians, nurses, clinical staff, executive management, and administrative/support staff.

Describe the number of users the Project supports/protects worldwide. See above.

What is the approximate budget for the Project? $2.5M

Describe the technology that was implemented for this Project and why it was selected.

US Healthcare Corporation implemented SBS Encryption for Healthcare because it provided extensive data and device encryption capabilities; centralized policy administration and self-contained key management; device management; and advanced reporting capabilities. The system was chosen because it provided a unique policy based approach to encryption that tailored the solution to our specific needs, while minimizing impact to end users and business workflows. The solution encrypts data on laptops, desktops, tablets, CDs, DVDs, USB drives, and any other removable media. The solution offers enterprise-wide full disk, file/folder, and removable media encryption, combined with granular port and device control to prevent unauthorized access and use of private information, as well as a complete audit trail to demonstrate compliance.

Question 2. Business Case – Challenges or Issues to Solve
What were the challenges or issues that needed to be solved?

Unencrypted systems pose a high risk to US Healthcare Corporation due to the potential to expose protected health information (PHI), confidential information, and personal identifiable information (PII) in the event of theft or loss. HIPAA/HITECH and state regulations require health providers to protect PHI and PII, and impose costly penalties if the lost or stolen device was not encrypted.

US Healthcare Corporation identified five business issues/challenges:
- Protect PHI and PII
- Demonstrate compliance with HIPAA/HITECH and state regulations
- Prevent costly data breaches

- Secure devices without hindering employee productivity, impacting patient care or impacting the installed base of healthcare applications and modalities
- Accommodate various device types, OS builds, and hardware platforms
- Scale to meet future needs

What were the goals of the Project?

The overall goal of the Endpoint Encryption project was to reduce the risk of a breach caused by the loss or theft of a device. Specific goals included:
- Design, test and deploy a centrally managed endpoint encryption system within 9 months
- Achieve full disk encryption to more than 60,000 endpoints
- Encryption all USB and external media
- Promote the normal flow of business and support patient care

Describe the Project that was implemented to solve the problem and why.

The project was initiated to encrypt all desktops, laptops and any USB attached portable media across the entire organization. The project team had to deal with a very complex environment to deploy this solution. Over 1500 applications needed to be tested for compatibility with the encryption software. These applications were managed by five different IT organizations and dozens of business units. Impacting an application can be a serious risk to providing patient care, so testing had to be carefully coordinated. The deployment strategy also had to take into account the sensitivity of the devices, rolling out larger numbers of office devices and smaller numbers of clinical devices at a time to ensure appropriate resources were available should any issue arise.

US Healthcare began the endpoint encryption deployment by first identifying all laptops and other transportable medical devices in its IT environment. Then the company validated that endpoint encryption integrated well with its standard workstation and laptop images, and overall IT environment.

Effective communication is essential to any project and it was especially true in this case. Regarded as a major factor in the project's success, communication planning and execution was handled in a systematic and collaborative fashion. Once we identified the order of deployment groups for encrypting our inventory of transportable laptops and devices, we began a detailed communications campaign with employees and staff. The campaign involved presenting during CFO and facility-level administration meetings to ensure everyone was aware of the deployment and how it might affect their work. The campaign also involved sending letters to each employee the week before deployment, two days prior to deployment, and the day of deployment with detailed procedure documentation, to minimize impact on employees' day-to-day work.

Question 3. Results/Impact of the Project
Provide impactful and measureable results of the Project. *Describe how the Project has been effective in achieving top and/or bottom-line results for the business or organization, including new business ventures, cost savings (ROI), productivity increases, improved operations and/or revenue growth, etc.*

The Endpoint Encryption project has been highly successful on several fronts. First, it caused minimum impact on our primary business of providing care. In most cases, the end users did not even know that the encryption had occurred. For the USB encryption, we needed to train the users in a new process. An additional benefit came as we understood the uses of USB encryption, and through educating the users on appropriate use, we were able to find more secure alternatives to using USBs including network storage and backup.

A primary benefit of the project is that we have been able to verify that all devices that have been lost or stolen since the deployment have been encrypted. And since the solution is FIPS 140-2 certified, we have been able to avoid any reportable incidents as this provides us safe harbor from data breach penalties under HIPAA and state data privacy laws. The total cost of the project was significantly less than the cost of remediating a potential breach.

Why do you think this Project should win?

US Healthcare Corporation identified a security risk of the potential to lose data from lost or stolen devices. We then identified a product to mitigate this risk, designed a solution, and implemented the solution across a heterogeneous environment, with decentralized IT organizations, on systems running both IT and business managed applications, within various management hierarchies. We successfully implemented the solution to over 90 percent of our devices in 4 months. We completed the Phase I deployment in just 9 months, and rolled right into Phase II, deploying USB encryption to the same endpoint devices. This left the organization with all end-point devices encrypted for both local data, and any data copied off the devices. This has significantly lowered our risk posture, and addressed the top three types of HIPAA incidents. (Stolen laptop, stolen portable hard drive, and lost/stolen USB thumb drive) This provides US Healthcare Corporation with Safe Harbor from reportable incidents per the HIPAA Privacy Rule.

Project Team Personal Interests
During the ISE® Awards Gala, our audience enjoys hearing about the personal side of the Project Team nominees as they are called to the stage. Please tell us about **one or two** of the following:

1. Something funny or interesting that happened to project team member(s) during the course of the project

During the course of the project, teams waged friendly bets against which would be the first to complete their respective tasks. The team on the losing side (red or blue team) of the bet would have to perform actions placed forward by the winner. On one occasion the red team was on the losing side of the bet and was forced to be at the beck and call of the blue team for a week. Needless to say that the blue team made multiple trips to the local diner, shoe repair, dry cleaning and other labor related tasks that had nothing to do with their normal day to day job duties. The blue team sure did regret taking this particular bet.

2. Comments or feedback from senior management on the success of the project
3. What you'd do if you won the lottery with a BIG payout for the team
4. Something fascinating about the project (its technology, processes or people)
5. Anything else you'd like to share

Please do not include anything you would not want the audience to hear at the Awards Ceremony.

EXECUTIVE SPONSOR'S DECLARATION AND DETAILS

In submitting this form, I believe that the information I have provided is correct to the best of my knowledge. I authorize the release and use of any and all materials furnished in the nomination form for the purposes of evaluation and judging.

I understand that the company logo and project description submitted on this nomination form may be used in publicity related to the ISE® Awards; and that all other information will be treated as confidential.

(Electronic submission of the form is taken to mean that the terms and conditions of this nomination form are accepted.)

Executive Sponsor Authorization: (type in name) _____

Title: _____

Date: _____

SUBMISSION QUICK CHECK LIST

1. Did you complete the contact information where applicable in this document?
2. Are the executive sponsor name, title and company/organization name and project name as you would like to see them printed in materials and on the website?
3. Did you complete the ISE® Project Award questions in the nomination questions section?
4. Did you answer the project team personal interest questions?
5. Did you fill in the executive sponsor declaration?
6. Did you send a company/organization logo in a high-resolution format (.EPS or.JPG) to ISE@techexecnetworks.com?
7. Did you pay the application fee?

NEXT STEPS

1. Upon submission, a T.E.N. team member will confirm receipt of completed nomination form, photo and payment of application fee.
2. An email will follow with details of the agenda of the ISE® Executive Forum and Awards and how to register for the program. Nominees, their teams, and qualified IT executives they would like to invite are eligible to attend the entire ISE® Executive Forum and Awards. *(A qualified IT executive cannot work for a vendor that provides information security products or services.)*
3. Details will also be provided on hotel registration, rates and how to book your room.

Jennifer Tanner
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Thank you for participating in the ISE® North America Awards. Good luck to you!