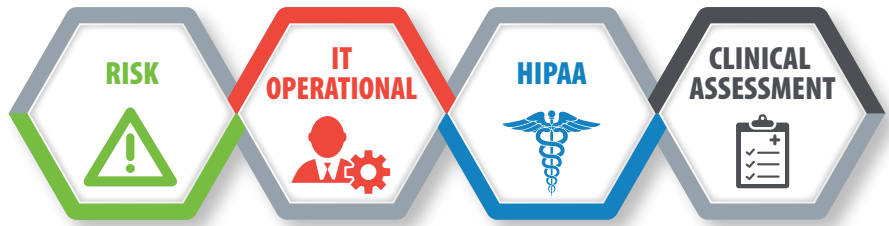# RELIABLE IT
## HEALTHCARE

**25 YEARS OF EXPERIENCE**

**SPECIFICALLY DEDICATED TO HEALTHCARE ORGANICATIONS**

**EXPERTISE IN HEALTHCARE COMPLIANCE**

**PROUD SPONSOR OF THE ORTHOFORUM AND ORTHOCONNECT**

**RISK**

**IT OPERATIONAL**

**HIPAA**

**CLINICAL ASSESSMENT**

# IT ASSESSMENT PACKAGE

## WE FOCUS ON YOUR IT SO YOU CAN FOCUS ON YOUR PRACTICE

## SOLUTIONS THAT PROVIDE PEACE OF MIND

- STRATEGIC IT PARTNER
- TRUST/CREDIBILITY
- RESPONSIVENESS
- SCALABILITY
- PREDICTABLE SPEND
- STABILITY/RELIABILITY

# RELIABLE IT
### HEALTHCARE

## AVAILABLE ASSESSMENTS

**1** Risk

**2** IT Operations

**3** HIPAA Security

**4** Clinical

**5** Technology Plan

**6** 3-Year Technology Budget

"Reliable IT outshines other IT firms in their ability to provide a thorough and detailed analysis of our current IT spend and situation."
The entire process was very thorough. I was impressed with the amount of time spent with my staff to learn about my current network and processes. I found getting an outside prospective on my IT infrastructure to be very beneficial. It was also good to have them look at my operations through an IT lens. The most valuable piece of the process was the extensive cost analysis of my current network. I would highly recommend this analysis to anyone.

**Kayo Elliott**
*Chief Executive Officer*
*Athens Orthopedic Clinic*
*Athens, GA*

## PROFESSIONAL ASSESSMENT SERVICES TO STREAMLINE AND PROTECT YOUR PRACTICE

Let us perform a thorough assessment of your environment to ensure you have a sound roadmap to compliance and optimization.

### HERE'S WHAT THIS MEANS FOR YOU

- Spend more time with patients, less time on technology problems
- Ensure HIPAA security and other BCDR/IT best practices
- Save money by repurposing existing hardware and software
- Get short-term and long-term cost models that guide capital and operational expenditure decisions

- Increase system responsiveness (speed)
- Improve system reliability (uptime)
- Get timely technology refreshes to continually optimize systems

Achieve the objectives of the IHI Triple Aim framework with the support of Reliable IT's best-practice guidance.

- Improve the patient experience of care (including quality and satisfaction)
- Improve the health of populations
- Reduce the per capita cost of healthcare

# Let Reliable IT Uncover Your Areas of Risk

Managing the complexity of your information technology is daunting. You want to focus on building a successful practice and serving the needs of your patients, not the technology that supports these endeavors. Let **Reliable IT** provide peace of mind with a comprehensive assessment of your environment.

Using a Standard Information Gathering (SIG) questionnaire, our team will uncover any issues and provide a scorecard so you can easily see any trouble spots that need to be addressed. The issues we identify include:

- Risk Assessment and Treatment
- Security Policy
- Organizational Security
- Asset Management
- Human Resource Management
- Physical and Environmental Security
- Communications and Operational Management

- Access Control
- Information Systems Acquisition Development and Maintenance
- Incident Event and Communications Management
- Business Continuity and Disaster Recovery
- Compliance
- Privacy

## Get Your Scorecard and Recommendations for Remediation

Once we've completed the assessment, we distill the information into an easy-to-understand scorecard that is color coded to highlight areas of concern. This provides a starting point for your planning. A representative example is shown below:

| HIPAA | SIG | Issue | Finding | Severity | Impact | Security | LOE | 2012 | 2013 |
|---|---|---|---|---|---|---|---|---|---|
| 7, 15, 40 | H.4.2, G15 | S 1.1 | Domain Password Policy | H | M | H | M | H | H |
| 2, 10, 11, 34 | H.1.2 | S 1.2 | Administrative Accounts | H | L | H | M | H | H |
| 2, 10, 11, 34 | H.1.2 | S 1.3 | Enterprise Administrator Group | L | L | M | L | N | N |
| 2, 10, 11, 34 | H.1.2 | S 1.4 | Schema Administrator Group | L | L | M | L | N | N |
| 2, 10, 11, 34 | H.1.2 | S 1.5 | Administrative Least Privileges | H | L | H | M | N | N |
| 2, 10, 11, 34 | H.1.2 | S 1.6 | Local Administrators Group | H | L | H | M | L | L |
| 13 | H.1.2 | S 1.7 | Domain Trust | L | L | L | M | N | N |
| 2, 10, 11, 34 | H.4.2, G14 | S 1.8 | No Password Required Flag | M | L | M | M | N | N |
| 7, 15, 40 | G.15.19 | S 1.9 | Domain Admin Accounts | H | L | H | M | H | H |
| 8, 15, 16, 22, 40 | G.15.19 | S 1.10 | Default Administrator Account | M | L | H | L | N | N |
| 2 | G.15.1 | S 1.11 | Domain Name Services | L | L | L | M | N | N |
| 2 | H.1.2 | S 1.12 | Printer Access Permissions | M | L | M | M | N | N |
| 2 | G.15.1 | S 1.13 | Active Directory Inconsistencies | L | L | L | M | N | N |
| 2 | G.15.1 | S 1.14 | Bad Computer Accounts | M | M | M | M | N | N |
| 7, 8, 15, 16, 40 | G.15.2, I.3.4 | S 1.15 | Windows XP Computers | H | M | H | M | N | N |
| 13 | G.15.19 | S 1.16 | Employee Badges ID | H | M | H | H | N | N |
| 2, 40 | G.15.19 | S 1.17 | Single Sign-On (SSO) | M | M | M | H | N | N |
| 4, 38 | G.15.2, I.3.4 | S 1.18 | Windows Server 2003 | M | M | M | H | N | N |
| 13 | K.3 | S 1.19 | Mail Delivery Redundancy | H | M | M | M | N | N |
| 7, 15, 40 | K.3 | S 1.20 | Mailbox Database Redundancy | H | M | M | M | N | N |
| 13 | G.20.3, I.6.2 | S 1.21 | USB Devices Enabled | H | M | H | M | M | M |
| 19, 21 | H.1.2 | S 1.22 | File Share Permissions | M | L | M | M | N | N |
| 19, 21 | G.20.14 | S 1.23 | Laptop and Desktop Encryption | M | M | M | L | H | H |
| 10, 29, 31, 32 | K.1 | S 1.24 | Business Continuity Plan | H | M | H | H | H | H |
| 2, 10, 11, 34 | K.1 | S 1.25 | Mail Archiving | M | M | L | M | N | N |
| 42 | G.7 | S 2.1 | Antivirus Deployment | M | L | M | M | L | L |
| 17, 18, 19, 20, 21 | G.15.2 | S 3.1 | Patch Management | M | M | M | M | M | M |
| 17, 18, 19, 20, 21 | G.15.4 | S 4.1 | Windows System Auditing | M | M | M | M | N | N |
| 13 | G.15.2 | S 5.1 | VMware Tools | L | M | M | L | N | N |

**H** High
**M** Medium
**L** Low
**N** No Finding

# RELIABLE IT
## HEALTHCARE

# SERVICE OFFERINGS

Today's complex technology environment and compliance mandates can significantly reduce the amount of time you spend on patient services. Rely on support from an IT company focused solely on the needs of healthcare organizations.

**Reliable IT Healthcare has you covered with a full spectrum of technology and compliance services.**

## CONSULTING

- Clinical workflow analysis
- Virtual CIO services
- HIPAA security and compliance assessments

## MANAGED SERVICES

- IT systems and network management
- 24/7 support; backup and security
- Business continuity/disaster recovery

## CLOUD HOSTING

- Affordable, scalable, and reliable web infrastructure
- Secure, anytime/anywhere access to data
- Greater agility, higher speed, and lower cost

## CLINICAL IT/IS OUTSOURCING

- Improve your organization's focus on key clinical and business needs
- Multiple IT certifications to keep abreast of key industry best practices
- Maximize IT dollars and control IT spend