

Client Profile

Banner Health is a non-profit health system in the United States, based in Phoenix, Arizona. It operates 28 hospitals and several specialized facilities across 6 states. The health system is the largest employer in Arizona and one of the largest in the United States with over 50,000 employees.

Like other healthcare providers, they face numerous laws and regulations that require strong GRC capabilities that could be enabled by ServiceNow.

Real Value Delivered

230 Number of detailed IT risks measured

100 Number of laws and regulations harmonized

80 Percentage of risk reduction demonstrated to Board

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Case Study: Solution Details



<h3>What Was Needed</h3>	<p>Principled approach and clear path forward for Information Security, IT Controls, Risk Management, 3rd Party and Metrics.</p>	<p>Clear understanding of information and technology-oriented risks both without controls and after compensating controls are incorporated.</p>	<p>Automation to proactively route control performance requirements, capture evidence and perform a pass/fail rating.</p>	<p>Coordination with procurement, legal, IT, business and information security to manage risks and control capabilities of their vendors.</p>
<h3>What We Did</h3>	<p>We took a services-based approach, defined services the functions needed to offer, assessed the current and target state, then packaged, prioritized and sequenced projects with resource and time estimates.</p>	<p>Used our risk methodology and accelerators to develop an integrated risk and compliance framework with risks categorized and rated. Included harmonized laws and regulations</p>	<p>Enabled automation with standardized risk control matrices and narratives along with playbooks to perform the requisite controls. Included a cross-walk with transparent linkage to related laws and regulations.</p>	<p>Converted spreadsheets and manual processes into standardized forms, dynamic workflow with tiered risk-based surveys and assessments.</p>
<h3>Benefits Delivered</h3>	<p>Clarity of two-year journey, interdependencies with a risk-based strategy and supporting business case.</p>	<p>Board level reporting with easy-to-understand risk ratings, where investment is paying off and hotspots.</p>	<p>180 degree cultural shift to proactive, positive assurance, ultimately reducing audit issues.</p>	<p>Automation efficiencies, centralized access to standardized vendor ratings and improvement areas.</p>

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