knowledge17

WORK at LIGHTSPEED

Keeping House – Device Compliancy at Ascension

Aubrey Tribble
Solutions Development Sr. Analyst
Ascension Information Services

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servicenow

Agenda

- About Ascension
- AIS
- Current Threats
- Security Controls and Initiatives
- Building the Process in ServiceNow

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Speaker Introduction



NAME: Aubrey Tribble

TITLE: Solutions Developer Sr. Analyst

FUNCTION: ServiceNow Development and Integrations

COMPANY: Ascension Information Services

EXPERIENCE: 6 years as ServiceNow Administration and Development experience.

EXPERTISE: Application Development, Integrations, Service Catalog Design and Development

ACHIEVEMENTS: Developed an onboarding and off-boarding integration using the ServiceNow catalog to reduce paper transactions and increase efficiency for security provisioning.

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About Ascension



NAME: Ascension

INDUSTRY: Healthcare

Ascension is the largest non-profit health system in the U.S. and the world's largest Catholic health system. Ascension is committed to delivering compassionate, personalized care to all.

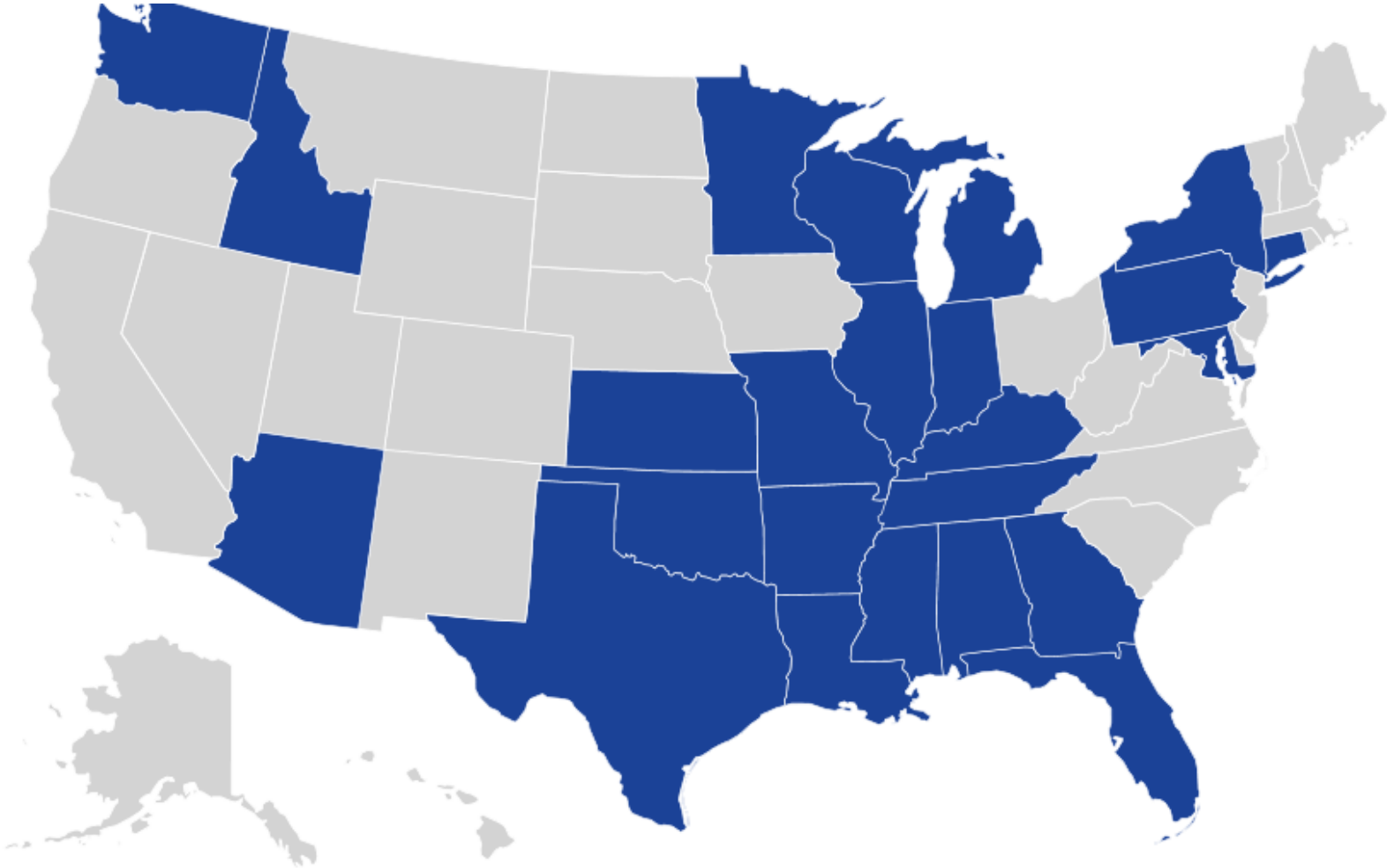
- In FY2016, Ascension provided more than $**1.8** billion in care of persons living in poverty and other community benefit programs.
- Ascension includes approximately **150,000** associates and **36,000** aligned providers. Ascension's Healthcare Division operates **2,500** sites of care – including **141** hospitals and more than **30** senior living facilities – in 24 states and the District of Columbia.

- In Fiscal Year 2016, Ascension managed a total of :
  - **22,990** available beds
  - **23,657,773** outpatient visits (excluding ER visits)
  - **11,159,811** physician office visits
  - **3,007,923** emergency visits
  - **1,527,543** clinic visits

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Main Ministry Sites

- Behavioral health, counseling services and support groups
- Child development and early childhood education
- Dental care
- Health education, wellness, exercise and disease management programs
- Legal and social services, such as rent and utility assistance and food pantries
- Senior services



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Ascension Information Services



NAME: Ascension Information Services

INDUSTRY: IT Services

MARKET FOCUS: Make knowledge and data actionable, leading to improved patient outcomes.

- Ascension Information Services (AIS) is one of the largest healthcare IT services companies in North America.
- Ascension created AIS to provide better access to IT resources for the organization.

We provide Ascension and its subsidiaries low-cost, high-value IT infrastructure and software application services that:

- Support rapid and effective clinical decision making
- Improve efficiency and care transitions
- Foster information sharing across the continuum of care
- Make knowledge and data actionable, leading to improved patient outcomes

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Ascension Information Services

- The IT environment at Ascension is made up of highly interactive and interconnected systems that interact with patients, providers, physicians, and third party solutions.
- Network and data security is essential to protect the information that may be sensitive or confidential.
- A means to encrypt the data is essential to ensure it is not accessed, disclosed, or modified by individuals that are not authorized to access sensitive data.

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Current Threats/Risks on the Landscape

- Hackers / Organized Crime
  - McAfee reports that “cybercriminals have spent at least the past 5 years targeting more than 70 government entities, non-profit groups and corporations around the world to steal troves of data.”
  - Hacktivist is the subversive use of computers and computer networks to promote a political agenda.
- Coordinated Cyber Attacks
  - United Nations, the International Olympic Committee and companies mostly in the United States.
  - High-profile hacking cases in recent months: Blue Cross, Citigroup, Target, Lockheed Martin, PayPal, and PBS.
- Lost/Stolen Laptops, External Hard Drives, and Flash Drives with ePHI / Sensitive Information.
- Social Engineering; Email Phishing Schemes & Compromised Web Sites/Links

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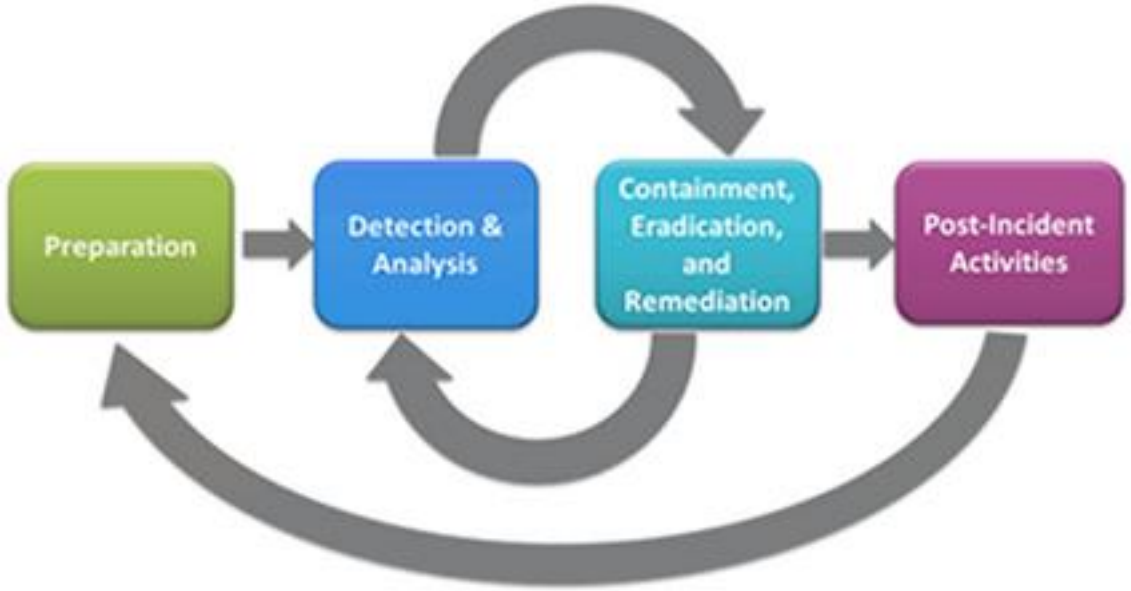
AIS Enterprise Activities

Similar to other organizations, AIS is taking steps to secure through encryption and other means all areas of risk across the enterprise pertaining to computers, data, and portable media.

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AIS Security Controls & Initiatives

Build the process and leverage ServiceNow to support it.

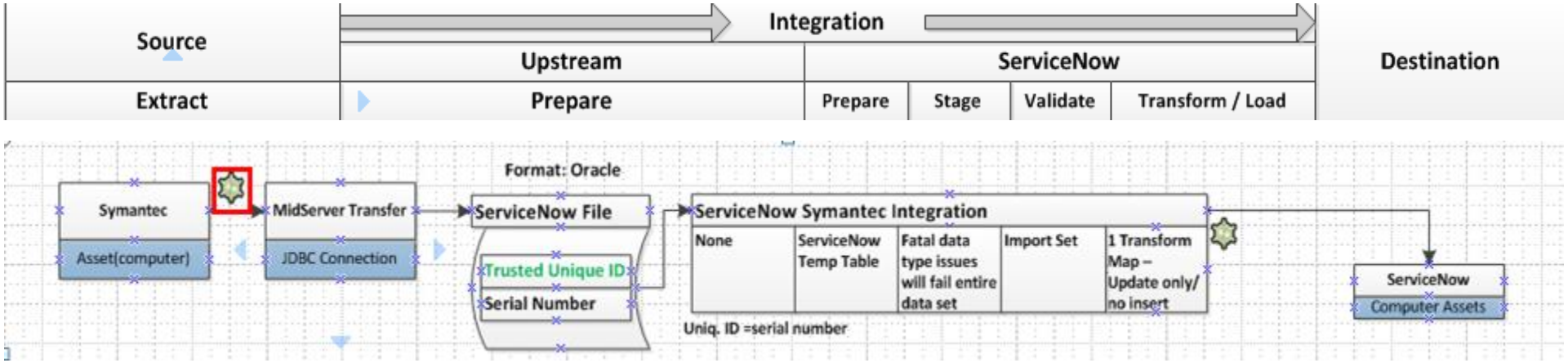


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Solution – Strategy

Integration

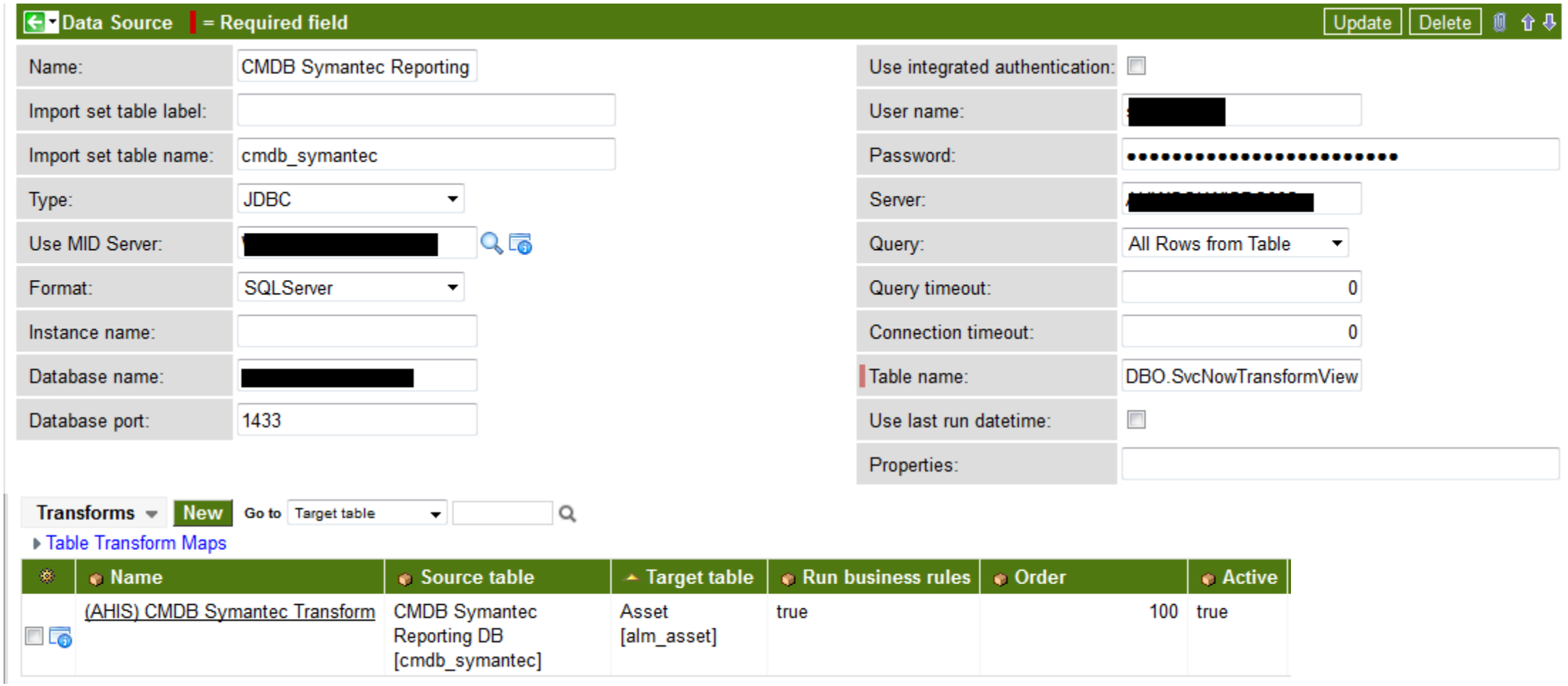
- Automate feed between Reporting DB and Service Now for the population of the attributes of “Full Disk Encryption” and “Removable Media Encryption”.



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Solution – Strategy

- Create a JDBC data source with a transform map.



Data Source | = Required field | Update | Delete

Name:	CMDB Symantec Reporting	Use integrated authentication:	
Import set table label:		User name:	[redacted]
Import set table name:	cmdb_symantec	Password:	••••••••••••••••••••••••
Type:	JDBC	Server:	[redacted]
Use MID Server:	[redacted]	Query:	All Rows from Table
Format:	SQLServer	Query timeout:	0
Instance name:		Connection timeout:	0
Database name:	[redacted]	Table name:	DBO.SvcNowTransformView
Database port:	1433	Use last run datetime:	
		Properties:	

Transforms | New | Go to | Target table

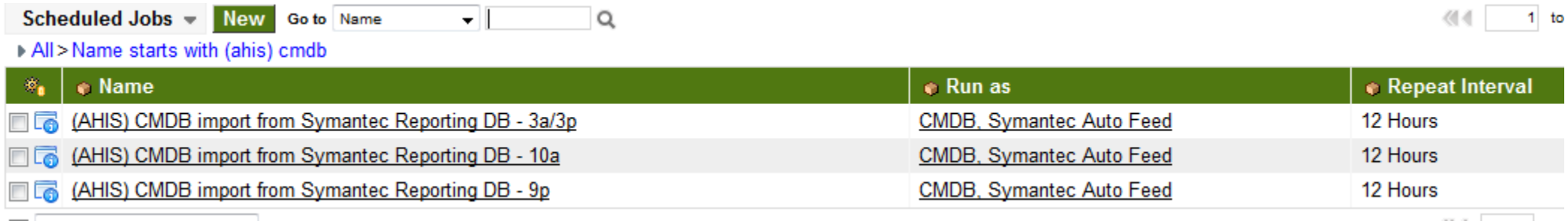
Table Transform Maps

Name	Source table	Target table	Run business rules	Order	Active
(AHIS) CMDB Symantec Transform	CMDB Symantec Reporting DB [cmdb_symantec]	Asset [alm_asset]	true	100	true

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Solution – Strategy

- Schedules run 4 times a day to keep data fresh.



Name	Run as	Repeat Interval
(AHIS) CMDB import from Symantec Reporting DB - 3a/3p	CMDB, Symantec Auto Feed	12 Hours
(AHIS) CMDB import from Symantec Reporting DB - 10a	CMDB, Symantec Auto Feed	12 Hours
(AHIS) CMDB import from Symantec Reporting DB - 9p	CMDB, Symantec Auto Feed	12 Hours

- Another set of schedules calls a script include to create P2 tickets by time zone for any laptops that do not have an exception and are not encrypted.

Name	Run as
P2 Encryption Incident - MOSTL	Admin, Service Account
P2 Encryption Incident - US/Central	Admin, Service Account
P2 Encryption Incident - US/Mountain	Admin, Service Account
P2 Encryption Incident - US/Arizona	Admin, Service Account
P2 Encryption Incident - US/Eastern	Admin, Service Account
P2 Encryption Incident - US/Pacific	Admin, Service Account

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Solution – Strategy

- Script Include
  - Creates P2 tickets at a set time per time zone. Based on Asset category and install status.
  - Assigns to the field services group.
  - Hardcoded description sets instructions and keeps tickets uniform across all time zones and Ministries.

Field Services - Please work to find this device at the local site and remediate the encryption software on the device. Please exhaust all resources - Review staging wipes, old asset records, tickets, and track down department managers if you need to.

This device check in Service now as encrypted but no active record of the device on the encryption server.

On the physical device:
1. Verify all encryption components are installed.
2. Through the client, verify that the drive is fully encrypted.
3. Check the device in through the client.
4. Run the utility (look up by SERIAL NUMBER) and verify it reflects that all of the above are successful (refer to SESL training documentation).
5. Capture screen shots of the client and SESL reflecting that the device is fully encrypted and checked in.

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Solution – Strategy

- Reports
  - P2 tickets by time zone.
  - Encrypted devices.
  - Exception devices.

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Lessons Learned

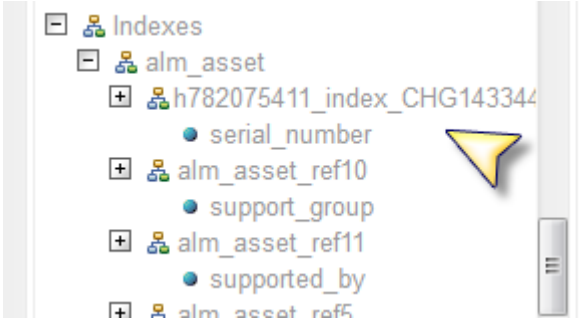
- Create a service account. Job not tied to an ID that could be deactivated.
- Performance slowdowns. Ensure only the records you want are updated by adding conditions

```
if(source.sys_import_state == "updated"){
    var record = new GlideRecord ('alm_hardware');
    record.addQuery ('serial_number', source.u_smbiosserialnum);
    record.query();
    while (record.next()) {
        if (record.serial_number != '') {
            record.u_last_interface_update = gs.nowDateTime();
            record.setWorkflow(false);
            record.update();
        } else {
            ignore = true;
        }
    }
}
```


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Lessons Learned

- Lessons learned performance slow down.
  - Table indexing. If the job is very slow you may need to have an index created.
    - go to tables and columns
    - Click on alm_hardware
    - Click on indexes and validate



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Lessons Learned

- Review all methods of creating Assets to ensure process is consistent with compliancy process.
- Ex. Default initial import set of non deployed assets to install status that does not trigger P2 process.



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Q & A

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Thank You

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