

# THE SECURITY STANDARD

## Adapting Enterprise Security to New Realities, Threats and Endpoints

September 10-11, 2012 | New York Marriott at the Brooklyn Bridge | New York City

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CSO

# There's No Way to Avoid Widespread iPad Use

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# Obligatory Brag Slide

- Providence Health & Services – Catholic Hospital System
- \$12.5 Billion revenue is bigger than Starbucks
- 32 hospitals in 5 states & 400 other facilities
- 65,000 employees, 10,000 physicians
- 65K endpoints: desktop, laptop, mobile

# Old Mobile Strategy

- All mobile devices owned by Providence
- Use Blackberry Enterprise Server only
- Allow exceptions to this with approval
  - Exchange ActiveSync
  - Any device that could use EAS
  - Minimal security controls

# Catalyst For Change

- HHS Resolution Agreement
- Mobile Device Inventory
- Physician Adoption
- Executive Management Conference in 2010
  - Less than 6 months after iPad release
  - Every exec in the room had a BYOD iPad
- The solution to BYOD was not wishful thinking

# Creating A Strategy

- First we needed to agree on the need
- Then we had to shape a vision
  - Execs and Operational Leaders
  - Information Technology Leadership
  - Discover what was possible
  - Make sure that it was acceptable to clinicians
  - What about patient care (i.e. business) issues?



# Solution

- Exchange Active Sync as foundation
- Only devices that can be encrypted
- Implement Security Controls
  - Time out to password/PIN
  - Remote Wipe
  - Encryption
  - 10 failed attempts and wipe
- Follow up with Mobile Device Management

# Lessons Learned

- You cannot stop BYOD
- 10,000 mobile devices is challenging
- Good processes are critical
- Stakeholder buy-in must occur
- Don't get hung up on ownership of the device
- Get Legal and Compliance on the team early
- You cannot stop BYOD



# The Future

- Reality of the future is transformation
  - Cloud, Virtualization, Consumerization
- Getting BYOD right is the first step
- It sets the foundation
- What comes next is exciting
- If you are an obstacle, you will get run over

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