



VA CIO Conference Framing IT Success



CyberSecurity

Breakout Session Results
October 31, 2001



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Stakeholder Impacts



Stake Holder Impacts-- Positive



- Greater confidence leading to increased usage by veterans = positive Public Relations
- Consistency leading to compliance with regulatory requirements
 - HIPPA
 - GISRA
 - OMB



Positive Impacts Cont'd

- Clearer understanding on how to do a good job
“Guidance from above”
- Imposed protection of assets
- Inclusion of security at “inception” -->
development



Stake Holder Impacts-- Negative



- Access & Training issues for the veteran population- need for access, redundancy, alternate approach
- For Staffing and Systems- need tools-
 - training
 - people
 - funds
 - hardware performance



Negative Impacts Cont'd

- Lack of ability to tailor to individual service needs- Users & Patient
- Possibility of increased lag time for solutions to emerging problems
- Need to accommodate range of medical devices



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Driving and Restraining Forces



Structural/Organizational Driving/Restraining Forces

Driving:

- VA Leadership priority
- Protection of system integrity

Restraining:

- Lack of Training/Tools
 - Leadership training
 - Project management
 - Organizational analysis
- Management-level support (Competing priorities)



Technology Driving/Restraining Forces



Driving:

- Changes in technology
- Biometrics
- High-level support
- Cyber threats

Restraining:

- Money, staffing, time
- Old legacy systems
- Variety & quantity of systems



Support Systems Driving/Restraining Forces

Driving:

- Centralized cyber security office
- Management support

Restraining:

- Priority of resources in a limited budget
- Resistance to change
- Training needs



Social Cultural Driving/Restraining Forces

Driving:

- Public users awareness of threats
- Work ethic
- Political climate
- Acceptance of authority
- Diversity of skill sets

Restraining:

- Conflicting goals
- Inconsistent direction from leadership



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Factors That Will Create Success



Critical Success Factors

- Resources
- Communication
 - Clearly defined goals & guidance
 - Active involvement of administration (all levels)
- Project Management
 - Plan
 - Buy-in
 - Support During and After Implementation
- Leadership





Next Steps

- Training
- Determine where we are (realistic assessment of present state)
- Documentation of as-built
- Realistic timeline and deliverables
- Project plan
- Procedures going forward





Next Steps

- Clearly defined goals
- Joint policy development
- Collaboration
- Identify a leader/sponsor
- Support Infrastructure
- Clearly define authority for action
- Celebrate Success





What do we need?



- Clearly defined plan
- Realistic, reasonable timeline
- Accountability
- Resources
- Standardization
- Support from all levels
- Cultural Change, buy-in from staff

