

How Iceberg APS helped bring a hospital's GRC program back to health

Iceberg recently worked with a large California-based healthcare facility to make critical configuration updates to their GRC solution and to mentor their internal IT resources, ultimately driving greater user adoption and value.

The Challenge

The organization first implemented a GRC solution in 2013 to handle application risk assessments, but they have had difficulty retaining certified resources to support the solution. That hampered their ability to adapt their GRC solution to meet the changing requirements of their organization, and the tool is not being used to its full potential.

The initial goal was to build back user confidence in the GRC solution. The organization wanted to fix some critical configuration issues that were a barrier to full adoption, and train a junior IT resource to become the technical owner of the solution going forward.

The Solution

The hospital enrolled in the Iceberg APS program, which allows customers to leverage Iceberg's resources to augment and support their internal resources. In this case, the hospital chose a dedicated support option, providing named resources from our pool of skilled and experienced GRC developers and consultants. Iceberg's team worked remotely to help prioritize and solve critical issues that were causing user confidence issues.

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The Impact

With the critical configuration issues resolved, the organization saw an immediate up-take in usage of the GRC solution. The organization now uses their solution to manage approximately 1,000 application risk assessments concurrently at any given time.



CASE STUDY: ICEBERG APS FOR USER ADOPTION AND MENTORING

The GRC solution has been configured with more effective reports and real-time dashboards, meaning that executives now have greater confidence that they have an accurate and meaningful view into the security risk of all applications in their environment.

Through Iceberg's APS program, the hospital has been able to continue to grow their internal team and develop more resources to support a sustainable GRC program.

The initial Iceberg APS engagement was extended, and since then we have helped to expand the GRC program to implement additional use cases including Business Continuity, Physical Security, SecOps and Internal Audit.

On an ongoing basis, the organization continues to access Iceberg's GRC developers and senior GRC consultants to help advise, plan, and develop their program as the organization continues to evolve through acquisitions and expansion of their services and operations, including a significant corporate merger in 2017.

Quotable

"The level of service has been excellent. We have weekly calls. They're very responsive, very knowledgeable, very professional. I'm completely comfortable and confident that if we have any situations or incidents with our GRC platform that Iceberg can quickly address any critical issues that we may have with our system... I know that we can be successful because I have Iceberg with me."

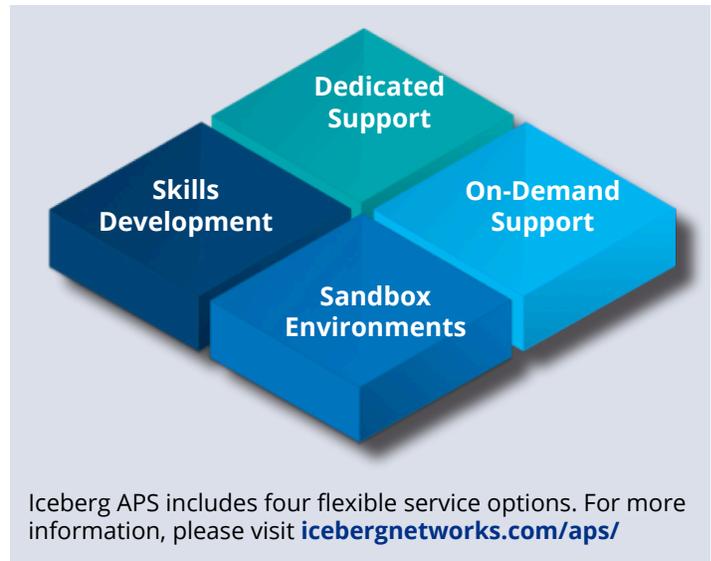
–GRC Program Owner

About Iceberg

Headquartered in Ottawa, Canada and serving all of North America, Iceberg's team of consultants, developers and subject matter experts offers a full lifecycle of services, including executive workshops, implementation and integration, and support services. We are also a value-added partner for North America's leading GRC software platforms.

We believe that having an effective, trusted risk intelligence program is essential for all organizations in both the private and public sector. Iceberg helps organizations plan, deploy and support successful implementations of Governance, Risk Management & Compliance (GRC) solutions, to drive more informed business decisions.

For more information, please visit icebergnetworks.com



Iceberg APS includes four flexible service options. For more information, please visit icebergnetworks.com/aps/