Agenda

- Who is Michelle Nix?
- McKesson Overview
- ITRM Program Management
- A Request
- Questions
Who is Michelle Nix?

Director of IT Risk Management
McKesson Corporation, U.S. Pharmaceutical
$100 Billion in Revenue

Background:
► Broad Healthcare Industry Expertise: Pharmaceutical Research and Development, Direct Patient Care to IT Risk Management, 22 years
► IT Security/Risk Management, 8 years
► CalOHII Privacy Steering Committee, Co-chair

Certificates and Education:
► CGEIT, CHPS, GSLC, CRISC, ITIL V3 Foundations
► BS in Biopsychology, University of California, Santa Barbara
► BA in Biology, University of California, Santa Barbara
► Masters in Healthcare Administration, Golden Gate University
Who is McKesson?

► *Largest* healthcare services company in the world
  – Fortune 15 – $112 billion in revenues (FY11)
  – More than 36,000 employees dedicated to healthcare ▼

► *Oldest* U.S. healthcare company
  – Established 1833 – 177 years
  driving innovation in healthcare

► *Only* company offering solutions at every point of care

► *Deep* clinical, IT and process expertise
A 360° View of Healthcare
Creating Value at Every Point of Care

Manufacturers
400 Pharmaceutical
2,000 Medical-Surgical
950 Consumer Product

Retail Pharmacies
26,000 Locations

Consumers
25 Million Covered Lives

Healthcare Providers
200,000 Physicians
10,000 Long-Term Care Facilities
5,000 Hospitals
(including VA and DoD)
750 Home Care Agencies

Health Plans
600 Payor Organizations
(Public and Private)
Unified by Our Company Values

- Integrity
- Customer First
- Accountability
- Respect
- Excellence
McKesson’s Vision for Healthcare in the Post Reform World

“We must now move beyond the debates that have divided the country and move forward to take action and make things better for patients…McKesson has a special role in this process to help implementation go as smoothly as possible and do what we do best: make healthcare work better.”

John H. Hammergren
Chairman, President and Chief Executive Officer
ITRM is more than security…

…and it is more than technology solutions (widgets) for security ‘problems’…

…what it is about is understanding technology risks in business context.
ITRM Program Management

Business Relevancy
ITRM Program Management

Business Relevancy

- Provides business view of ITRM scope.
- Articulates understanding of the business needs and drivers.
- Results in increased support for ITRM program…and therefore a more robust program overall.
Integration with the business occurs at the following layers:

► Governance

- Enterprise-level policies
- Enterprise-level security training and awareness programs
- Enterprise-level integration with other internal risk assessing organizations (internal audit, etc.) = Enterprise Risk Council
- Etc.
ITRM Program Management
Integration

► Program

– Ongoing reporting/communication with business leaders
– Integration with business initiatives
– Integration with business reporting
– Customer response support
– Regulatory response support
– Relationship management
– Etc.
ITRM Program Management
Integration

Process

– Integration into product development lifecycle
– Integration into project lifecycle
– Integration into Information Technology Service Management Program (ITIL v3-based model)
– Integration into other governance processes (e.g., reporting at BU level Sr. Leadership meetings, CIO Council, etc.)
– Etc.
ITRM Program Management
Benefits and Challenges

**Benefits**

► Increased IT Risk Awareness:
  ► A Governance, Risk and Compliance framework supported by processes and technology tools
  ► Risk assessing organization collaboration

► Valued Business Partner:
  ► ‘Collaborate - not audit’ approach
  ► Process integration
  ► Result - proactive risk remediation

**Challenges**

► Rapid and Varied Threat Evolution:
  ► ‘Keeping up with the Jones’
  ► Tool integration
  ► Rapid leverage of technology consumerization

► Conflicting Business Priorities
  ► Process integration
  ► Rapidly Changing Drivers
ITRM Program Challenges
Rapid and Varied Threat Evolution

Keeping Up With The Jones

- The Value of Data
- Social Engineering – Low Value to High Value Targets
- Advanced Persistent Threats
ITRM Program Challenges
Rapid and Varied Threat Evolution

Tool Integration

- So many tools…so little time
- Conflicting business priorities
- Relationship management…walking the risk high wire
ITRM Program Challenges
Rapid and Varied Threat Evolution

► Rapid Leverage of Technology Consumerization

- Gizmos, Gadgets, Glamour
- Work and Life Balance Integration
- Social Networking Enablers
ITRM Program Challenges
Conflicting Business Priorities

► Process Integration

- Increased Risk Awareness….Stagnant Resource Pool
- What is enough?
- Red Herrings
ITRM Program Challenges
Conflicting Business Priorities

► Rapidly Changing Drivers

- Rapid Business Concept Development
- Rapid Customer Response Needs
- Maintaining Alignment
So….

Lets Talk!