



# IHS Adopts eGov RPM to Assist with C&A

## Department of Health and Human Services

As an operating division (OPDIV) within the Department of Health and Human Services (HHS), Indian Health Service (IHS) is responsible for providing federal health services to Native Americans and Alaska Natives. The OPDIV is the principal federal health care provider and health advocate for Native Americans. The agency provides a comprehensive health service delivery system for approximately 1.9 million people who belong to 564 federally recognized tribes in 35 states.

## Indian Health Service

With so many people relying on the services of IHS, security and managing potential risks to its systems are top priority. The agency adopted eGov Risk Portfolio Manager™ (eGov RPM) in 2010 to assist in its certification and authorization (C&A) process, and supplement its information technology (IT) security architecture, engineering, and support efforts. eGov RPM has brought the capability to standardize how risks are managed with the IT department. The tool also provides the mechanism to view risk at the enterprise and customer level.

### Problems, Obstacles, and Challenges

Prior to eGov RPM, IHS entered their risks manually and relied heavily on spreadsheets. IHS also used other tools to collect data for its risk assessment process; however, none of the tools had robust risk management components.

Today, eGov RPM is currently helping the security team to enter risks in one central repository. The team also uses the tool to attach risk assessment documents to relevant portfolios (projects) within the actual application. Having risks logged in one centrally located repository and the ability to attach documents enables IHS staff to make more informed decisions because of heightened awareness of their specific risks.

### Changing the Way They Do Business, For the Better

IHS security team values the hierarchal structure of eGov RPM. The security team also likes the roles based feature, which only allows users to see risks relevant to their duties, position, or function.

*An eGov RPM  
Case History*



### Adoption of Version 4

IHS was the first federal organization to adopt the latest eGov RPM version, which included 17 new enhancements and features that Version 3 users requested. New features include enhancements to the Risk Management, Security Planning, Reporting, and Administration modules such as a new menu interface, which provides users with 30 percent more view screen space as well as triggers that notify users when additional risk analyses are needed. eGov RPM enables IHS staff to capture and manage risks at the enterprise level and store important documents such as system security plans (SSPs), Plan of Action and Milestones (POA&Ms), and annual controls assessments.

### The Future

eGov RPM allows for easy export of data. As such, the tool can provide Cyberscope compatible data exports to meet the IT security data of federal agencies. IHS will also benefit from the increase security that comes with the Personal Identity Verification (PIV) enablement feature, which allows authorized personnel with active PIV cards to gain access to the software easily and securely.