

Webinar

Customer Conversations: The Value of Cyber Peer Benchmarking

Ed Gaudet: Welcome to the Censinet Healthcare Cybersecurity Benchmarking Study Webinar. I am Ed Gaudet, the CEO and founder of Censinet, and I will be your host today. And I am pleased to be joined by an esteemed panel of cybersecurity and risk management professionals. James Case, the VP and chief information security officer from Baptist Health in Jacksonville, Florida. Welcome, James.

James Case: Thank you.

Ed Gaudet: Uh, Kevin Saint Laurent, um, executive director of information security and compliance at Indiana University Health. Welcome, Kevin.

Ryan Kolczac: Thank you.

Ed Gaudet: Uh, Jennifer Coryell, the information services manager for Indiana University Health. Welcome, Jennifer.

Jennifer Coryell: Thank you very much.

Ed Gaudet: Ryan Kozak, the chief information security officer from Valley View, Did I get that? Did I pronounce that right? Ryan?

Ryan Kolczac: Yep. You did? Yeah.

Ed Gaudet: Yeah, it reminds me of a show I used to watch as a kid: The Kolchak the Night Stalker. Does anyone remember it?

Ryan Kolczac: That? Actually, I have heard that before, so. Okay.

Ed Gaudet: Okay. Darren McGavin was the actor. It was great. It was a great show. Okay, well, let's get into it. We've got a lot to cover. And, um, before we jump into it, I'd just love to thank our sponsors of the cybersecurity benchmarking study. Um, sensor networks with class research to collect the data. And, uh, class does all of the analysis of the data. Uh, and we work in conjunction with the American Hospital Association, Health ISAC, the health sector, uh, Coordinating Council, Hhsc. We've just added the Scottsdale Institute this year, and we're pleased to have joined the cohort of sponsors. Um, and so, as we think about value for benchmarking, we ran a study about two years ago that identified a couple of value points. But we'd love to really get a sense of your individual, um, reasons for joining the study and some of the high-level value points that you've received as a participant. And maybe we'll start with Ryan Right.

Ryan Kolczac: Um, where we joined here was, is also is helping with the prioritization of the road mapping. Right. So that that was the big thing for us is our roadmap has always or excuse me, our risk assessment has always been based on, you know, um, the, the impact more to say, right. You know, the frequency of an event. Right. But with the, with the council and staring at everything else, here is we started looking at this at a different level, and we were starting to see like where our programs weren't strong enough, where they were adequately, sufficiently resourced Resource where we needed to make additional investments, and that influenced our roadmap more than just our security risk assessment. The roadmap always addressed the top priority, but we also needed to add elements that we needed to to meet the CPGs.

Ed Gaudet: Excellent.

Ryan Kolczac: But just slightly going on about that, it was also fantastic to see our peers' what they were doing right and to know that our investment was sufficient or, you know, some places low.

Ed Gaudet: Excellent. Kevin. Jennifer.

Ryan Kolczac: Yeah. I mean, like I said, I think I'll go first on this. I think, you know, what what Ryan brought forward on roadmaps and risk is a truth in the findings. But it's also interesting to see, like you said, where are your weaknesses? And it's interesting I know we're probably in our third year with Censinet. And it's it's been interesting to watch it mature, um, and see and see what we're and how we're and how we're actually being able to grow in our environments. And I think, you know, um, at one level, you know, data-driven, data-driven decisions are is always a factor for our C-suite. And they want to know exactly where we're at and what and where we're headed and when we're able to give these type of reports to them. I think they come off with a better sense of who we are and how we're handling things. Um, and that's why, and I think, and then when we're able to actually look at our comparisons with other health systems, our size, that's a big factor, especially our C-suite comes in really strong with. Yes, they want you know, everybody wants to be as best as you can or as good as you can, but at the same time, you want you want to be sure that you're covering the gaps and not missing anything. And what we also can get to, to kind of rectify from these findings, is the fact that, you know, we find out that other health systems are having the same problems, right? So then you ask yourself, is the investment coming across the board from everybody? Um, and it probably is because everybody is fighting the same battle. So I think that you know, at the end of the day, this has been, um, the value of your, of your system has been outstanding for us. Jen, would you have anything to say on that?

Jennifer Coryell: Yeah. Just tying back to what Kevin said, the benefit of looking at this assessment in conjunction with the assessments that we run on an annual basis in the network, it validates the work that we're doing, but it also gives us the impetus to go back to the C-suite and say, you know, we need resources here or we need resources there. Um, can we shift how we fund this? Can we shift how we fund that? And I think those are strong points when you look at, especially the financial situation that most healthcare facilities are in these days, I think this information gives us some leverage when we come back and say, we need help or you're doing great.

Ed Gaudet: Excellent. And how about you, James?

James Case: I mean, so awesome answers so far. I think the only thing I would add would be for, you know, C-suite was mentioned. But how about board presentations, right? So in board meetings, whenever I talk about where we are in our, you know, journey on CSF, right? It's, you know, there are often questions about, well, how do we compare to, you know, to others. And so it's you know, having that information to me is vital.

Ed Gaudet: Excellent.

Ryan Kolczac: Excellent. Very good point, James. Like I said, I was going to say that too. Yes it does. It does? It does. Rifle through our board. Pretty heavy. So. Yeah, but everybody wants to know at that level for sure. Mhm.

Ed Gaudet: And Ryan, do you use it with your board as well?

Ryan Kolczac: My board members absolutely want to know what the spending is effective right. And in line with where our peers are. Right. So they need to know that we're not deficient. But they also do not want to be overspending. And this gives me a great position to say where we are.

Ed Gaudet: Excellent, excellent. And then, James, we'll start with you this time. Anything you identified through the survey that may have changed your earlier assumptions, um, that you had about a particular area, um, or maybe gap.

James Case: Not yet, because we just completed it. So, really, I'm looking forward to sinking my teeth into it over the next month or so.

Ed Gaudet: Okay. How about you, Ryan?

Ryan Kolczac: Oh, I always felt my email program was stronger than it was. But, you know, you start really digging in, and you miss that, and you're like, oh, right, there's my number one vector. And you know, I thought I was an A grade, and oh, I'm actually a C, you know, like we could do better, right?

Ryan Kolczac (cont'd): And it gave us a way to reassess the technology that we always had in our risk assessment just listed it as yep, check control in place. Right. But to deep dive into it and make sure that the technologies were all in place.

Ed Gaudet: Excellent, excellent. How about you, Kevin, and Jennifer?

Ryan Kolczac: Yeah, like I said, I probably would. Like I said, once again, since we're, we're we're a little bit deeper into the process with you looking at the maturities. Right? I think that's where it's our biggest game is and seeing how, over year over year, we're advancing and being able to make changes that we've been able to apply from the previous years. Right. So we've been able to say, yeah, okay. You know, you brought up a good point with email on, on that, Ryan, that, you know, we went back and reassessed some things after that and found that we had some deficiencies that we were able to clear up year two. Right. And then by year three we're showing that actual, um, that upward trend. So that's what I think. You know, the maturity piece of this, of this is what is the biggest value that that we're gaining from it.

Ed Gaudet: Excellent.

Ryan Kolczac: Thanks, Kevin. Rephrasing slightly for me, what I had just mentioned though is when we go list our controls against the risk, right? It's just as effective or not effective. This allowed me to really dial in and say how effective.

Ryan Kolczac: Good point.

Ed Gaudet: Are you also pursuing out-of-band maturity? Are you interested in capturing the maturity of your overall program?

James Case: Yes. For me. I mean, you know, CSF is one key way that we track maturity. You know, where we you know, where are we on that journey? What are the priorities next? Where do we have the largest gaps? And you know, as far as focusing.

Ed Gaudet: Yeah. So use the tier-the-tier model that's in the CSF to sort of, yeah. Plot your maturity. Okay. Does anybody else use that?

Ryan Kolczac: Yeah. We use the same thing. We also use the SRA OCR type work with HIPAA security um, to to test it also. Um, Jen can probably speak to that from that program side.

Ed Gaudet: Got it.

Jennifer Coryell: Yeah, I come to you guys.

Ryan Kolczac: I'm a little bit weaker. I'm sorry. Go ahead. Jennifer.

Jennifer Coryell: Oh, sorry about that. I come to you guys from a little bit of a different level. I'm a manager, so I'm still down in the trenches with my people. So it's interesting for me to watch year over year, the ebb and flow. Um, you know, when you think of maturity, you would hope it would be linear, but it's not. And sometimes that's people-based as opposed to technology-based. If you have a new director or a new supervisor, they may not be as cognizant of the policies and procedures in place. And that can affect your scores. So it's interesting for me when we see the scores, how to dig in and learn what the true value of that score is. So for our purposes with year three of the assessment, it's been interesting to go back and dig in and see who did what and how it impacted the overall maturity scores.

Ed Gaudet: Excellent point. Does anybody else apply that?

Ryan Kolczac: It's as a rural healthcare. I'm saying I'm a little bit more entry on that for that measurement. Right. Because we're just so much, as Jennifer mentioned, is kind of like in the trenches, right? Those policies and procedures are weaker. And it gives me that, that line to be able to at least know where we're at and what comes next. Mhm.

James Case: Okay. Jennifer made me think of one thing about the ebb and flow, and that's NIST 2.0 coming out as far as CSF. Right. So that sort of resets us a little bit. We were doing well with 1.1. And now with two, you know, we have a little bit of a reset there. And so it's, you know, so to me, that's part of the ebb and flow as well.

Ed Gaudet: So yeah, that's a great point and a good setup for the next set of questions.

Ed Gaudet (cont'd): So you know, as you think about the change from one 1 to two zero, um, do you leverage the findings aspect of the benchmarks, where not only are we sort of identifying where you are but also offering up recommendations of things to do? Do you leverage that piece of the capabilities as well?

James Case: Yeah, I found the guidance like each of the questions had guidance. And so I found those helpful too. And we certainly captured notes out of there and key action items out of there to help us steer or to help confirm how we are compliant or how, you know, meeting that, you know, you know, that control. But yeah, so that certainly helped with the planning.

Ed Gaudet: Okay. Anybody else?

Ryan Kolczac: Yeah, I agree with James on that. I think a lot of it is just being able to see it and then dig into it. But yeah, I totally have the same thought process.

Ryan Kolczac: It has saved me from overinvesting. Right. because it lists some of those things that are good for small businesses and others that are large. And I read about all those things that are large, but it keeps reminding me where the investment needs to go first. Right.

Ed Gaudet: Oh, that's a good point. And did any of the data actually change your investment profile, where you may have made an assumption about a particular area of spending and changed it based on the data? Yes. Yeah. Can you tell maybe the story around that?

Ryan Kolczac: Um, let's see here. How do I phrase it without getting too myself into too much trouble? Yeah, yeah, yeah, yeah, yeah. Zero. Trust is a very wonderful concept. And when your network has, you know, started flat, Right? and is really, you know, has, has migrated. But it's not perfect yet. Right. You know, just some of those are just VLAN separation and not exactly firewall separation when you talk zero trust, and you put that on the roadmap, and you recognize just how far that is away, right? Like, why am I putting the resources into, you know, finding a vendor and building a project plan when I have to do, you know, email security or, you know, you know, other things first.

Ed Gaudet: So, it helps drive the priorities.

Ryan Kolczac: Yeah, there's a finite amount of resources and it's a matter of doing the right thing. Right. So, you know, eyes on the prize.

Kevin Saint Laurent: Yeah. And I think a lot of it too comes I think a lot of it too comes down to the size of your system. Right. So I mean, if you if you've got smaller systems versus large systems, I mean, we're sitting with almost 40,000 population. It's it's very it's very it's very interesting to try to see trending and then try to make sure we're following that based on the size. So, you know, at the same time, we fight a lot of those battles, like you said. I mean, Jen was mentioning kind of being in the trenches and watching how things are, are happening on those lower levels. But we, like I said, when we're trying to, when we're trying to to run this across a large, a large network, it's just it ends up being very interesting. But the data, the data that we're getting out of this is what is being able to drive all those decisions. And that's what's real key to what we're getting out of this. So.

Ed Gaudet: Excellent. And how about in the trenches, Jen? Any, um, Jennifer, any um, any insights you can share?

Jennifer Coryell: Yeah. And feel free to call me Jen. Um, okay. That's what I go by. Um, it's for me, it's interesting because I get to see a little bit of both worlds. Of course, Kevin is my executive director, so his involvement in the central portion and in the integral portion of the policies and procedures feeds me that information. And then to see what is communicated out to our regions and how well it's communicated out, because if you know there's a specific policy or control in place, how well is that communicated out? So some of what I find is our gaps may merely be communication. How do we communicate this information? Um, again, with as many people as we have in the network, we have turnover like everyone else. So, where are you at in your career with IU Health? If you're helping me with this assessment and you've only got three months under your belt, I'm going to expect a low score this year, whereas your vertical may have had a better score last year. So those those little things are what have to come into play also. So as we look at the scores, we have to we have to look at it from, you know, the ten zero zero zero foot level where sometimes people want us to be down to the minute level. And that's not always an accurate picture for us.

Kevin Saint Laurent: Yeah, I think I think kind of kind of what you get to out of these, these assessments.

Kevin Saint Laurent (cont'd): A lot of times you're, you're, you're thinking to yourself, should we be a five? Should we be a three? Should we be a one? And you know. And the board always wants you to be a five, right? Of course, you know, we need to be perfect, but in reality, most of us are probably twos and threes at best. Right. But we we have to understand that, especially with the size of networks and what we're trying to achieve. So I think I think these type of assessments really bring that to light. And it really helps. Like I said, it helps digest that information when you're looking at when you're looking at the big picture.

Ed Gaudet: Excellent. Do you have any other comments on that? Jen, I think you brought a point up that I just want to explore. So, are our folks using the assessment, or are our folks assessing one department and/or location or using it across a couple of different health system hospitals within your health system, a couple of different locations? Are you using it centrally, or are you distributing and then aggregating the data?

Jennifer Coryell: It depends on the assessment. So the next assessment is done as a global or security risk assessment. Of course, following the OCR guidelines is done by vertical. Um, so several hundred of those go out. So it depends on the assessment. And what I find interesting is that regardless of the number of members in the audience, our scores are pretty consistent.

James Case: Yeah. So that gives me great confidence in.

Kevin Saint Laurent: In.

Jennifer Coryell: In the network.

Kevin Saint Laurent: That's what I was going to say when she. Yeah, definitely. Um, from that standpoint, this particular, um, the NIST assessment is a centralized assessment. All of our other assessments could be completely broken out regionally and everything else. But what we like to do then is, like I said, take all that data, accumulate it, tie it back, and see if it still matches. And we really are. So that's what's that's that shows us a perfect a perfect system in a way that we're checking ourselves about checks and balances across the system as far as our assessments go?



Ed Gaudet: Got it. Does anyone else have anything to add on that, James or Ryan?

James Case: No, I covered it.

Kevin Saint Laurent: Okay, good. All right.

Ed Gaudet: All right. Good, good. Um, let me just go to the next slide here. Um, you know, we talked about the board performance, um, communicating the performance at a board level. Um, what are some of the surprises you may have experienced once you have the data and you were able to use it at a board level? Um, anything that you didn't expect, um, from from the board, from an in terms of a response or, um, did it facilitate a type of discussion that you didn't expect otherwise? And so that's that's the first question. The other question is how are you applying the data. Are you also applying it to your cyber insurance packs, your bond ratings, um and maybe any other external data sets? Uh, who wants to go first?

James Case: I'll go.

Ed Gaudet: Okay. James.

James Case: So I would say it didn't create any extra questions. I would say it answered the questions before they were asked. Really, it provides that validation, confirmation that the investment in what we're doing is working and that we're on par or better. And, you know, in some areas. Um, so I would say that that's really where that kind of showed for me.

Kevin Saint Laurent: Um.

James Case: Um, what was the second part? Again? I already forgot.

Ed Gaudet: How are you using the data to, again, help the board respond to cyber insurance?

James Case: Uh, cyber insurance. That's right. Sorry, I did not this year. And one thing I did do, and I think I've shared this with you, that I created a packet of, here's what you didn't ask, you know, for my cyber insurance carriers. Right.



James Case (cont'd): And it's 19 pages this year of, of you know, and I talk about CSF and our whole maturity where we are. But I didn't include this. So I think that's a great idea for me to include. Right. So thank you for raising that up.

Kevin Saint Laurent: All right.

Ed Gaudet: Anyone? Anyone else? Kevin.

Kevin Saint Laurent: Yeah. I mean, you know, basically it's a good it's a good point. Our board, our board's kind of unique. Um, we have our global board, and we have smaller boards. Right? So basically, our global board loves to see this data because they're, um, outside the system looking in. And then we've got the more of the internal boards that are really kind of digesting this information day to day. Um, the best part about it is that we've really gained a lot of trust with our board from our cybersecurity program. We're a very, um, a very tight-knit in that situation. So people really trust what we're saying. And we've and we've been able to prove that. So our data and, and all of these things have really gained a lot of respect so that when we are. But the other part of that is the ability to see it against other health systems. Right? This is probably the largest value add. So that's why we want to participate in this. Because at the end of the day, the board loves to see how we're doing with with other systems. And, you know, as, as much as much as you hate to say, it's a competition thing. It is a little bit of a competition thing. And you want you want your guy. You want, you always want to look like you're shining on the top, right? But no, I feel like I feel like at the same time, the and as far as like, you know, with our with our cybersecurity insurance. Yes. We bring these we bring this stuff to them all the time. So we work with our with our with with with all of our insurance about this. We make sure that they understand where we're at. And like I said, as long as you've got a good buy-in from your board and your C-suite on what's happening, I feel like that's what these just enhance that experience.

Ed Gaudet: Excellent. From my standpoint. And Ryan?

Ryan Kolczac: Allowed me to see the difference here on screen, right? You know the difference between the gaps in each of those access areas. Right. This was where I was able to lean right in and demonstrate the areas in which I needed additional funding. Right. Because this is where we're weaker because of our security guys, right?

Ryan Kolczac (cont'd): We're also prone to be able to say, like on this graph, if you look, just draw the line over it like 80%. We're going to tell you like, oh, it's not perfect, it's not perfect anywhere. And I you know, here's this exaggerated budget that I would like. And then I settle for a lower number. Right. This allowed me to start the conversation just to be able to say, look, nobody's at a 90, right? But my largest gap is to be all like my peers at the same ranked size as my org. I need to invest in technology one and technology two, and I'm asking for additional investment here. But it also says, and by the way, in the other eight areas that you've already authorized for, we are being effective, right. Your risk is being managed. The team is doing quality work. It shows them where their money went, not only what I'm asking for, but where it went.

Kevin Saint Laurent: Very good point, Ryan. And that's, and you kind of hit it on the head too, because if you do have 1 or 2 areas that are really dropping down in that scale that, that that does, that becomes, that's a question they raise back to us. Then they say, okay, hold on. You know what's going on here and what can we do to help? And that's kind of where I'm hoping that you facilitate those conversations. So that basically that's where that the money does come. Right. And then, and with a good explanation, you say, well, you know, look how we're doing so well and everything else. And then they say, well, that means the resources and the money's flowing correctly into those. So let's just add a little bit to this and see where we're at next year, which is what we've been able to do, where we've had some of those gaps, where we've said, okay, year one-two, and then we changed some things and modified some resources and funding, and then we've been able to bring those up the next year, which is why, like I said, at the end of the year, at the end of the conversation, it basically, um, brings us to it brings us to the close of everybody likes what we're seeing, you know what I mean? Because at the end of the day, that's what we want. We want to see maturity. We want to see growth, and they want to see that their money is being used in a way that's making a difference.

Ed Gaudet: Yeah. Excellent. Jen.

Jennifer Coryell: You know, I defer to Kevin. I stay out of the board conversations as much as I possibly can.

Ed Gaudet: Okay. All right. Let's let's go and explore something you mentioned earlier that I really liked. Um, I want to sort of tease it apart a little bit. Um, you talked about trends.

Ed Gaudet (cont'd): You talked about connecting those trends with, you know, team performance, I guess, if you will. And so, are you using the data in a way also to show over time where the team has been effective and showing progress, and also tying it back to the team? Hey, look at we made progress over the last year. We closed these gaps you know great job. And is it. And actually going one step further and feeding it into any performance review conversations you're having.

Jennifer Coryell: Is that coming at me?

Ed Gaudet: Yeah, yeah, yeah we'll start we'll start there. Yeah, yeah, yeah.

Jennifer Coryell: So it truly does. Um, to go to Ryan's point, when you go to the board and Kevin, does that work for us and says, you know, hey, we're doing great here. We need some more resources here. It's a bit of a validation. Um, you know, we spend a lot of money on security, and there are instances out there where people don't understand why the budget is what it is for security. But this gives us the validation to say, listen, we're protecting your patient data to the best of our ability we can do better with this. So when we come back to the teams, it is a good way for us to go and say, you've done a great job here. Help us come up here, or can we shift a bit to this focus? So it does help us drive future plans and roadmaps for future work for the teams. It also helps us drive where our resources are going to go. You know, we found ourselves at a point where the program outgrew the available resources. We were able to go back and say, we're drowning. And they came back, and they graciously gave us the resources. So it's going to be exciting to see where the growth comes from. So I like these type of tools because it gives me something concrete to go back and say I need as opposed to just I want.

Kevin Saint Laurent: And one thing I'll add, Ed, is performance reviews, right? So we can use this to actually drive it down to, like, Jens Jens team level. Right. And we can say, yes, we're going to have assignments against this too, and we want to make sure our performance comes up. So it gives them something to perform on. And we can actually judge on that performance review as they're coming. Do you know what I mean? Because yes it does. Because now we we can show our team being active. We can show our team growing, and then we can show the team maturing.

[00:25:11] **Kevin Saint Laurent:** Excellent. Um, others.

Ryan Kolczac: Have an annual report, um, out to board members. Right. It's for the entirety of that, is it? But graphs like this have really helped my security department division. However, you'd like to phrase it to shine. Well, right. Not only did you know the prior points, we were all hitting on where it shows you where your gaps might be. It's also demonstrating, you know, financial responsibility. My blue lines are never too much higher than the, you know than the olive lines, so to say, right. I'm not wasting the money that they've afforded me, either. Right. So. Right. I'm being responsible and effective at the same time. And then we'll move on to my other teams.

Kevin Saint Laurent: Excellent.

Ed Gaudet: James.

James Case: As far as your questions about using this and reviews. No, I don't I don't bring this back to the team in that way. But I think that's a cool idea. And also, you know, keeps us all on the same page in that way. Uh, and then using it in reviews, I've never done that. But again, that's another good idea. So.

Kevin Saint Laurent: Well, I mean, I think we look at it as we, I don't know, every system has its own goal-setting efforts. Right. So what we'll do, what we'll do is we'll take some of this information and we'll add it to goals. Right. So then that's where the goals tie to the performance review. That's how that's that's how we tie it back. So you know we because we'll take a section of business and say well, okay, here's here's what we should be doing in this section of the business. Maybe it's our emails. Maybe it's this, maybe it's our maybe it's my offensive security team. Maybe it's this team, whatever. But when we come down, and we figure out what that gap is, then that team then will actually put into their goals for their team that we're going to make this, meet this, meet this and that. Like I said once again, just it gives everybody a driving initiative. That's why I just wanted to clarify what the goal and how the goals played into the performance review, if you know what I mean. Yeah.

Kevin Saint Laurent: Excellent.

Ed Gaudet: Uh, I know we talked a little bit about this slide already but has anyone leveraged the data in a way to, um, um, either drive better coverage based on your policy or reduction of premium costs, maybe from an increased perspective, and leverage the data in that way to communicate with the insurer or with the bond rating system in a way that you got to you got a positive outcome. I've talked to customers that have used it in bond rating packs, and they've they've talked about the value that it provides. I've talked to other customers who said, hey, we had a premium increase, but overall, it was a lot less than what we saw from our peers, etcetera.

Kevin Saint Laurent: Yeah, and I was. I guess I'll speak to this. Yes. We just this last year, for instance. And I know everybody's probably feeling the same thing, but, you know, cyber insurance. Cybersecurity insurance is just going up, right? I mean, we're all paying more regardless. So you end up saying to yourself, yes, what can this data provide? What can this lower, not lower, but what can this lessen the hit? Right. And yes, and basically, this has been a big help for us, lessening our hits and actually giving us better premiums.

Ed Gaudet: Okay. Excellent. Anyone else?

James Case: I mentioned mine already. Oh, sorry. Go ahead.

James Case: I mentioned mine already that I didn't include this. I put everything but this in. So I think it's a great point. Like why didn't I include it I don't know, I just didn't think. But I put, you know, nice maturity and a lot of other things. Program management, you know, board reporting structure, a whole bunch of things to really show maturity. Um, but not the benchmark. So again, I've already written it down, like, why didn't I include that? So I will next time.

Ed Gaudet: Okay. Excellent, Ryan.

Ryan Kolczac: For me this is future looking, right? I haven't done past. I haven't done the bond worthy, but I had every intention of doing it for our cyber liability insurance right on this one here, because there are those nice little clauses in there that say that, you know, the policy will be exempt if you have, I'm going to say lied, right. If you have done anything less than honest. Right.

Ryan Kolczac (cont'd): And to include the results of other, you know, audits, reports, benchmarking, all that extra evidence protects me, right? In that next event that to all of my beliefs, you know, we were here as the state of the industry. You accurately as stated.

Ed Gaudet: Excellent, excellent. All right. Good. So, um, before we end and wrap this up, is there anything that, um, you we could add to the overall benchmark study that could help you, uh, in any area that we already discussed, whether it be team performance, program performance, um, um, leveraging cyber insurance, etc., um, premium reduction or coverage increases.

Kevin Saint Laurent: Creases.

Ed Gaudet: Etcetera. Um, anything. We'll start with Jen. Is there anything that you would like to see us add or change, or maybe an additional survey, etc.?

Jennifer Coryell: I'll be honest, that's not something I've thought of. It would take longer than we have right now for me to process and pull some stuff, so I'll defer.

Ed Gaudet: All right. All right. Kevin.

Kevin Saint Laurent: I, like I said, you know, I mean, you guys have really grown this thing. We've watched it mature like with you as you've grown it. I really like the add of the AI ML stuff this year. Um, that was a big plus. I know, um, because right now we're spinning up a big ai ml um, uh, committee. So we got that going. So those type of situations, once again, more data feed from that is a positive for us. Um, encourage you guys to keep, you know, keep on track with whatever upgrades Mnest has, you know, like you've been doing 1 to 2. And as we move on and what's going on, love those factors that are in there. Um, because like I said, I feel like at the end of the day, you're putting out a really good package and I, and Ryan, I totally agree with you with what you said about, you know, when you're able to show them even from the bond ratings and stuff, other companies that are matching that, that's more proof positive, right? That way that's not nobody can come back. And second guess, is this really true or not? Right. When you when you when you're giving your information. So I think that was an excellent point you made.

[00:30:58] **Ed Gaudet:** Thank you, James.

James Case: I've got two thoughts on my mind on this one. When I have raised questions and enhanced my, you know, ideas, your team has added them, right? So I love that. Uh, so I don't have anything today, but, you know, along these lines and then two, uh, you kind of taken a step back and really looking at this, I love, love, love that the assessment that the benchmarking is really just the assessment. Right. We were already doing that anyway. So it was not extra work in any way. So I love that part that it's two birds, one stone with tons of value both ways. Uh, so anyway.

Ed Gaudet: Excellent. Thank you. Ryan.

Ryan Kolczac: Um, as our rural health Right. is, you know, our hair is always on fire, right? Not mine. Because I don't have it. But but we keep, you know, we wear multiple hats. Right. And I fear that what we might be leaving out of this industry is the rural and the frontier folk. Right? I think there might need to be an extra reach out to them to see this. And the reason I phrased that for my own selfish for this report, my in number of companies like me was relatively small. Right? And I feel like if there was an additional reach out to some of those other cyber groups, we'd start showing some other trends in the industry as well that, based on your size and where you're located, security looks very different.

James Case: Yeah, that's a really good point.

Kevin Saint Laurent: That's a really great point.

Ed Gaudet: I'm going to reach out to you afterward and get some more thoughts on that because, um, as you guys, as you know, the, the, the, the study in and of itself, we offer to the industry at no cost so you can participate. Um, whether you take advantage of all the other features on the benchmarking or you just want to participate in the study. Um, so, you know, we would love to have more rural community, um, participants in the study itself. So, um, that's sort of a, an open, an open request for others to join, um, if they could. And there are, um, we didn't really talk about this, but there are tools that we, we have to enable you to jumpstart if you will accelerate, um, your completion of the overall surveys. Um, and has anyone taken advantage of that? And I know we didn't talk about that. Was that useful, though, because we do invest in those tools? So it'd be good to know whether or not that actually provided the level of value to you.

Kevin Saint Laurent: Yeah, I'll speak to that. As I said, I know over the years, um, some of the jump start tools that I think we talked about year 1 or 2 or something like that, we said, man, it'd be great to have this added, right? And you guys were able to get it done. And so I mean, as I said, once again, you guys have grown this into a really, um, well-formed system. Love, love the way it operates, your jump starts and stuff like that. Some of those things you guys have built-in have been perfect for helping that, you know, get stuff done. Because like I said, you know, we're all we're all busy every day, right? So anything where we can kind of get to a situation where we can have any of that added value that you can add, you can add is a positive. And I would say, you know, back to like you said, you know, we try to Mitch and I try to socialize this as much as we can with where we're at to make sure we're trying to get that more rural and suburban-style health that are smaller. We want to get more people involved in this because, I think, at the same time, it's nice for us to see it on a grander scale because usually, you can get the big systems right. Everybody's willing to jump on board, but when you try the smaller ones, that's where they're more concerned about what it's going to cost me. What's this? What's that? You know, but if we can start seeing more data in the system, I think across that, I think that would really probably benefit you, Ryan. Pretty well.

Ed Gaudet: Right. Mhm. Yeah. Yeah I love it. Yeah. We had I think we've got currently 140 people right. 140 systems right now that have been, um um, have been onboarded. Um, obviously, they have to complete this study. So, you know we're still we're still tracking, too. Completions. Um, and then, of course, we publish, uh, through the great work that the class research team does. We publish the analysis to the participants in the complete report. We also provide the executive summary, uh, generally to folks that are interested in seeing at a high level what the what the study showed. So, um, any other last comments or considerations for folks from anybody?

James Case: Yes, sir. I've shared mine. No.

Kevin Saint Laurent: No, Jen.

Jennifer Coryell: Good. Thank you.

Kevin Saint Laurent: All right. It's been a great forum.

Ryan Kolczac: No, thank you for the conversation.

Ed Gaudet: All right. No, I really appreciate your time. Thank you Jen. Thank you, Kevin, James, and Ryan, for your time participating in the benchmark study and sharing your journeys. And, you know, the challenges, but also the benefits of participation in the study. Really appreciate you.

Kevin Saint Laurent: And your time. Thank you.



Censinet RiskOps™ Demo Request

Do you want to revolutionize the way your healthcare organization manages third-party and enterprise risk while also saving time, money, and increasing data security? It's time for RiskOps.

SCHEDULE

www.Censinet.com