IBM

Tivoli® software

Bet you didn't know that …
Tivoli software can help you increase staff productivity and reduce administration costs.

Highlights

- Provide secure access to patient information while helping reduce administration workload

- Help improve productivity by reducing multiple user IDs and passwords

- Help reduce the time and cost of addressing regulatory privacy mandates

How can you provide secure, timely access to the systems your staff depends on for vital patient information?

Though a fast pace is a given for healthcare providers, the increase in mobility in the past few years has surprised even those closest to the industry. Hospital clinicians frequently move between units. Temporary nursing staff are routinely hired to supplement permanent staff, while physicians often work with many hospitals. Even the physical environment of healthcare facilities has become more mobile—kiosks and other shared workspaces allow hospitals to support larger numbers of users on each workstation.

But the growing number of users accessing healthcare information becomes burdensome. To access data,

clinical staff must repeatedly log on and off using numerous IDs and passwords. Many facilities lose as much as an hour of each floor clinician's shift to logon times. That means the clinicians lose time they should be spending on patients — time that represents millions of dollars per year in lost productivity.

IT staff face the pressures of granting new staff members access to the systems that house critical patient data quickly—and removing access immediately when an employee leaves. Furthermore, they are charged with securing and controlling access—plus maintaining a log of six or more years of access data—to demonstrate compliance with regulatory measures.

End-to-end security management is the key

IBM Tivoli® security management solutions for healthcare tackle the key issues you face today. Tivoli security management software helps you create an identity infrastructure that enables you to manage user access rights and privacy preferences with minimal hands-on interaction. Some key benefits of the IBM solution are:

- Bringing users, systems and applications online quickly while maintaining access rights and privacy preferences based on preset policies.

- Increasing staff productivity and lowering costs by providing users with fewer IDs and passwords and by allowing user self-management.

- Augmenting audit capabilities to help reduce the time and costs associated with your regulatory compliance measures.

To understand how Tivoli security management software can help your healthcare facility, consider Duke Medicine, one of the top 10 healthcare institutions in the United States. Its 20,000-plus staff members rely on timely access to patient records to make the split-second decisions their jobs require. Delays that occur when staff must manage multiple passwords and IDs to access various applications negatively impact patient care. The hospital's already overburdened IT staff were taxed with simple tasks like resetting passwords for nurses and physicians, who had no time to wait for support.

Like most hospitals, Duke Medicine also has a constant stream of visiting clinicians—all of whom must quickly gain access to the applications they need to perform their jobs. The hospital needed a way for its IT staff to rapidly provision and deprovision the ever-increasing number of user accounts.

Middleware is Everywhere | **Can you see it?**

Furthermore, the hospital needed to ensure — and prove — that the right people had access to the right information at all times to maintain the stringent privacy regulations required by federal law and expected by patients.

With Tivoli security management software, Duke Medicine was able to:

- Automate and streamline the user provisioning and deprovisioning process.
- Enable users to efficiently access the information they need through a single ID and password.
- Speed access to information — enabling staff to spend more time caring for patients.
- Provide additional privacy and audit capabilities for user access information to help demonstrate compliance with federal legislation such as HIPAA.

Take advantage of Tivoli software

Proven solutions from IBM can help you address the specific challenges your healthcare facility faces. The comprehensive suite of specially designed security management software includes:

- IBM Tivoli Access Manager for Enterprise Single Sign-On software powered by Passlogix, which lets users access multiple applications through a single user ID and password to help ensure data confidentiality and integrity.
- IBM Tivoli Identity Manager, which automates the business processes of provisioning and deprovisioning users across your infrastructure, in compliance with your organization's security policy, to help reduce administration costs through delegated administration, centralized user account creation and self-service interfaces.
- Netcool®/NeuSecure centralizes and stores security data from throughout the IT infrastructure so that you can automate log aggregation, correlation and analysis, enforce security policies and provide comprehensive reporting for HIPAA compliance efforts.

"IBM is helping us make sure our vital systems remain operating constantly, that they remain secure and that the right people have access to them. Like Duke, IBM understands that for hospitals, there can be no such thing as downtime."

— Asif Ahmad, Vice President of Diagnostic Services and CIO, Duke Medicine

When you're ready to meet today's healthcare challenges, turn to Tivoli software.

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage information technology (IT) resources, tasks and processes in order to meet ever-shifting government requirements and deliver flexible and responsive IT service management, while helping to reduce costs. Tivoli IT Service Management solutions help drive healthcare industry objectives by optimizing the reliability, performance, security and responsiveness of IT. Tivoli software is backed by world-class IBM services, support and research.

For more information

To learn more about how IBM can help your healthcare facility drive the security of your critical applications and the productivity of your staff, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli

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