

The information technology department would like to share our progress with you! Our goal is to keep you, our Regency family, informed of current projects, systems, and policies that affect you and our residents.

We also want to hear from you, please send any comments regarding the newsletter or topics of interest to:

itfeedback@regencyhealthcare.com

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From the Desk of the CIO, Jonathan Cerezo What are IT Assets and How are They Managed?

When you think of Information Technology you usually think of your computer but there is so much more.

When most people think of IT, their first thought is of the computer they use to access information needed to do their job. Though this is how most access that information, there is so much more to it. Information Technology can be as simple as a single device or as complicated as a global network of information brought to you in various ways so you can perform at your highest level.

Regency Integrated Health Services, LLC has spent millions of dollars to upgrade, replace, build new, or create so many systems over the past 4 years to get you what you need and when you need it without the information falling into the wrong hands. Some of this is done with services like phone lines or internet. Some is done with software like Microsoft, Rehab Optima, or PointClickCare. Some of it is done with hardware like computers, desk phones, tablets, and cell phones. All these things must work together seamlessly and integrate properly to get you what you need, when you need it, and how you need it.

When we look at IT Assets, we are looking at an investment in a product or technology over 3-10 years depending on what it is. Some examples of an IT Asset are the following:

- Computer
- Cell Phone
- Desk Phone
- Windows 10 License
- Foxit License
- Firewall
- Server
- Projector
- Office 365 License



Jonathan Cerezo, Chief Information Officer

From the Desk of the CIO, Jonathan Cerezo

Assets Continued:

We have over 15,000 assets in our organization that are purchased, tracked, maintained, upgraded, and kept secure by a small team of individuals. These assets allow us all to access the information that we collect, store, manage, and ultimately present it back to us quickly so we can do our daily jobs a little easier.

This takes long range thinking and testing to ensure we use the assets that provide the best performance in a multitude of different environments that are often out of our control such as hospitals, airports, hotels, and even our homes. When most people buy a TV or Computer, they are planning on using it in a specific place for a specific purpose. They are usually purchasing 1 or 2 of these devices to be used for a few things at a few places.

When we look to acquire an asset we are looking at how many things we can do with it well, where it can be used, how easy is it to use, how easy is it to secure, how can we track it, how can we maintain it remotely, how often do we need to replace it, what it costs to buy, and what it costs to own. We then thoroughly test these devices before we decide to invest in them. Once we have all the information we can, we make our decisions and move forward to purchase, configure, and deploy these assets to all of you for your use at the company.

Our IT Assets team, headed by Renee Grossheim along with Enrique Chavez and Billy Blanchard, works diligently to make sure you get an asset that is highly reliable, easy to use, and in the very best possible condition for your use. Some devices are replaced every 3 years, every 5 years, every 10 years. It really depends on the type of device, how it is used, and where it is used.

All these devices have tracking software on them and this, along with a multitude of other software, is constantly updated monthly. For this reason, we would like them kept on as much as possible to get their regular updates. If you do not leave them on, then when you do turn them on, they may take quite a while to get a bunch of updates all at once. In addition, you will likely start getting calls from the helpdesk to please have your device turned on so it can check in.

We hope you enjoy using your IT Assets and feel free to call us if you have any questions or concerns

- If you have any trouble at all, please CALL our helpdesk at **1.844.782.HELP(4357)**

We would love to hear any suggestions or comments you may have regarding information technology or security. We have an IT feedback email address and welcome any ideas, complaints, or suggestions you may have. That email address is: itfeedback@regencyhealthcare.com.

In addition, if you have had a great experience with a member of the IT department and want them to receive some recognition of how they helped you please send a note to itallstars@regencyhealthcare.com

I also want to take a minute to thank you all for what you do each day. Taking care of our residents and providing them the highest quality of care is what we are all about here at Regency Integrated Health Services. Yes, I have been a technologist for over 30 years, but the reason I do what I do is because I love working with and caring for people. I want to use technology to help you, help those who need it most, and to provide only the best possible outcomes.

With my sincere appreciation,

Jonathan Cerezo

Chief Information Officer

Regency Integrated Health Services, LLC

"Yes, I have been a technologist for over 30 years, but the reason I do what I do is because I love working with and caring for people. I want to use technology to help you, help those who need it most, and to provide only the best possible outcomes."

IT Asset Management from Business Intelligence

Recently, my wife Tiffany and I took on the daunting challenge of cleaning out the upstairs closet. I think most people have a proverbial upstairs closet at their home. This is the one where life's accumulation adds up. Where we put the things that we seldom use but is stuff that we need when we need it. It is amazing what is found in the upstairs closet when we clean it out. As we sift through life's stuff, we are reminded of past experiences and things forgotten. It is nostalgic in a way and gives a feeling of satisfaction and accomplishment to clean out and organize that closet. When Tiffany and I finished cleaning out the upstairs closet, we felt organized, we had a good handle of what stuff was in there and knew that we could get to that stuff when needed.

Our IT Assets are, in many ways, like that upstairs closet! If we cram our IT Assets in to a "closet" and forget about them, we will not have a good handle on tools that are available to help us be successful. In the case of the Business Intelligence Team, we need to understand and document all the software applications that we use to manage the business. We need to know who our business contacts are for each of those applications and we need to know who our vendor support contacts are in case we need help! Similarly, we need to document the way we use our data. What data do we have, who uses it, and how do we use it? By organizing our enterprise software applications and data, we are to know we have these IT Assets safe, secure, and accessible. This allows us to bring value to the business by providing efficient support, and by delivering effective processes and data solutions.

Curtis Moore
Director of Business Intelligence

"By organizing our enterprise software applications and data, we are to know we have these IT Assets safe, secure, and accessible. This allows us to bring value to the business by providing efficient support, and by delivering effective processes and data solutions."

Happy Autumn Everyone!

I want to take a moment and thank those individuals that manage our IT assets. These individuals such as our awesome staff of HRC's, our ever-vigilant IT Assets team and everyone in between that constantly manages the flow of IT related assets within the Regency family.

You may be asking yourself "why IT Asset Management is so important to IT Security and to Regency as an entity?" Let us start with compliance. HIPAA requires a comprehensive IT asset inventory as part of the risk analysis process. The Office for Civil Rights (OCR) (the agency that enforces HIPAA) released a gentle reminder about the importance of IT Asset Management in the Summer 2020 cybersecurity newsletter. The OCR also made special note regarding the comprehensive information necessary in said inventory. In addition, there are other sections of the HIPAA security rule which require tracking the movement and flow of IT assets through the organization.

Another aspect to consider regarding IT Assets is the risk associated with lost and stolen devices. Very recently, an organization was fined \$1,040,000 for a stolen laptop (please see the link at the bottom for the full article). Please feel free to review the HHS article for more information.

The bottom line: When IT assets are properly tracked and monitored, organizations reduce the security risks that come from unknown, lost, or misconfigured IT assets.

If you consider not just the compliance requirements but the overall positive consequence, then it is clear as to why IT Asset Management is a cornerstone of any effective cybersecurity strategy.

Have a happy holiday season and thank you for your continued diligence!

Reference URL: <https://www.hhs.gov/about/news/2020/07/27/lifespan-pays-1040000-ocr-settle-unencrypted-stolen-laptop-breach.html>

Matthew M. Borrusso
IT Director of Security

"When IT Assets are properly tracked, organizations reduce the security risks that come from unknown, lost, or misconfigured IT assets."

IT Assets within the Service Desk

An effective asset management system will do more than help than track our inventory. It helps the Service Desk offer quicker support by answering key questions that come up for certain tickets:

- Is that computer on this year's replacement schedule? If it is, then let us get them a new computer instead of fixing this one.
- Is this device under warranty?
- Do we need to send out a replacement computer or repair the computer with an issue at the corporate office?

Maintaining a fleet of 3,500 computers across the state means we always have assets in transit, either coming to the office for repair or being returned to a facility. Here are some ways you can help us with this momentous task:

- If you see a device that does not have a label on it, please call the IT Service Desk so we can help identify the device and send you a label
- If you see a device in a closet, drawer or is otherwise unused, please contact the Service Desk so we can verify who the device is assigned to.
- When you have a device to send in for repair, do not wait. Send it in immediately. You can get shipping labels from your BOM and your Maintenance Director typically can help you find boxes and packing materials

This helps us repair that device, get it back to you promptly and allows us to maintain enough devices in inventory to keep sending out replacement equipment.

G. Travis Cochrane
IT Service Desk Manager

"An effective asset management system will do more than help than track our inventory. It helps the Service Desk offer quicker support by answering key questions that come up for certain tickets."

IT Asset Management

“What is an IT Asset?” or “Why do we need ITAM?”

Allow me to answer these two questions specifically.

Here at Regency, it has been determined that there are two types of assets: Assets that are both tagged and tracked or assets that are not tagged with a regency tag, but tracked by serial number or other identifiable information. Machines that are tagged include tablets, monitors, desk phones, Kiosks/Nurse stations/Med Carts and Networking equipment. This tag number (or R#) should be included in all tickets as this expedites support. The second type that are not tagged but tracked include company cell phones, Mi-Fi devices and software. While these are not tagged, we do keep track of serial numbers, IMEIs, and other information in tickets and monitoring software.

To answer the second question posed of “Why do we need ITAM?”. Here at Regency we spend a tremendous amount of time and resources on technology. With that in mind, the leadership at Regency wants to know where the technology that has been acquired is located and who is using it. Once Regency is aware of where the technology “lives” they can be accountable to various internal and external regulatory groups that are concerned with HIPPA, PPI, PHI, etc. Knowing where the devices are located allows for centralized management of the equipment and mitigates the risk of data breaches which in turn diminishes the loss of revenue, creditability, and brand worth.

As always, if not sure of a devices function or assignment please call the Help Desk immediately so we can check this device against our records and ensure it is being used for the right purpose.

Renee Grossheim
IT Asset Manager

“Knowing where the devices are located allows for centralized management of the equipment and mitigates the risk of data breaches which in turn diminishes the loss of revenue, creditability, and brand worth.”



"Engineering provides the systems to monitor and track assets."

Engineering provides the systems to monitor and track assets. Using Meraki Dashboards, we can track and monitor our network equipment and assign it to specific locations. Using the Crexendo Dashboard we can assign your desk phones to your location and in turn this helps asset management keep track of where this device is. Desk Phone Failure? Asset management has you covered there as well! With Engineering's help and providing your Extension and location, we can verify what phone model is needed to be replaced. We also use a tool called OPManger that will verify in real time the facility's network equipment status. Network failure is crucial to get resolved as soon as possible so you can provide the excellent care that is needed to our residence. Asset Management always makes sure to have a spare so we can keep your facility going!

As said above Engineering provides the tools so asset management can be successful. Before moving any equipment, IT Service desk should always be aware as this helps us update these portals and asset locations. Planning on moving Offices? Want to take your Computer or your Desk Phone? Service desk should always be aware so they can notify Asset Management to update their information and Engineering to make sure we push configurations to your devices to make sure they work.

Oscar Baron
IT Systems Engineering Manager

Asset Logistics and Configuration

From desktops and laptops to desk phones and cell phones – how do we keep up with it all? Every device in our organization that is either plugged in or on battery power requires some sort of configuration and to be monitored. When IT assets break, we will either dispatch a field service technician or other technician to repair the device, or we will ship a replacement device that is configured correctly for its function. Every device requires a specific configuration for its purpose and even the office that it is in. For this reason, it is imperative that assets are never shared between people, such as laptops and desktops, and other static assets, such as printers and desk phones. never move offices without prior approval from facilities management and IT. Cables may need to be run and additional configurations will be needed in order for that device to function properly – so chances are if you move a device it will stop working. But do not fret, when in doubt simply put it in an IT service desk ticket and we will get you set up.

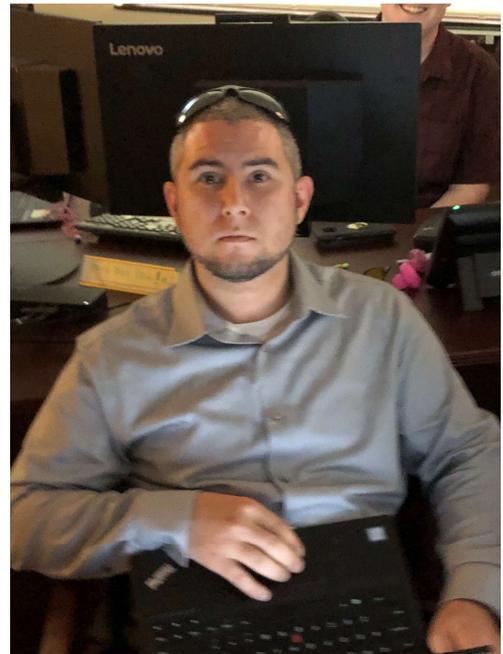
Quincy Raybon
Director of IT Operations

"Every device in our organization that is either plugged in or on battery power requires some sort of configuration and to be monitored."

Please congratulate **OSCAR BARON** for winning IT ALL STARS.

In addition, please congratulate him on his promotion to IT Systems Engineering Manager.

Thank you for your hard work!



IMPORTANT EVENT

In November we will be conducting a Disaster Recovery test. We will be starting this at approximately 9am on 11/8 and it will take a couple hours to move our active Datacenter from San Antonio to Chicago. We will then test all applications and if all goes well, we will run on the Chicago Datacenter for 1 week. We will bring it back to San Antonio (same process) on 11/15