

Tribal Triple Play

Compliance Solutions

Tribal Triple Play

- ⇒ Service Automation Solutions
- ⇒ **Compliance Solutions**
- ⇒ IT Services Management

Agenda

- ⇒ World of Compliance
- ⇒ Is Compliance Relevant to Me?
- ⇒ How To Simply Comply
- ⇒ Q & A

World of Compliance

Corporate Governance
Internal Processes
Information Technology Standards
Regulatory Standards
Federal Laws
Grant Standards
SLAs
Local Ordinances
PCI DSS
State Governance
HIPAA Privacy Act
FISMA/FIPS
HIPAA
NIGA Standards

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Joys of Compliance

“It is not enough to be in compliance, to be truly compliant, organizations must be able to prove their compliance”

- ⇒ How much is enough?
- ⇒ Who has precedence?
- ⇒ Can I afford to be compliant?

“Compliance is all about information”

Why Compliance, Why Now?

- Increasing Complexity
 - Internally: 1000+ device Casinos, CRM solutions containing lots of membership/client data
 - Casino player tracking
 - Tribal Memberships
 - Externally: Non-tribal commercial partnerships; new regulatory domains
- New business models → new compliance challenges
 - Call centers/Processing centers → Privacy considerations
 - Online gaming

What's at Stake?



Key Business Drivers

Manage Governance, Risk and Compliance
Basic controls are not enforceable or measureable

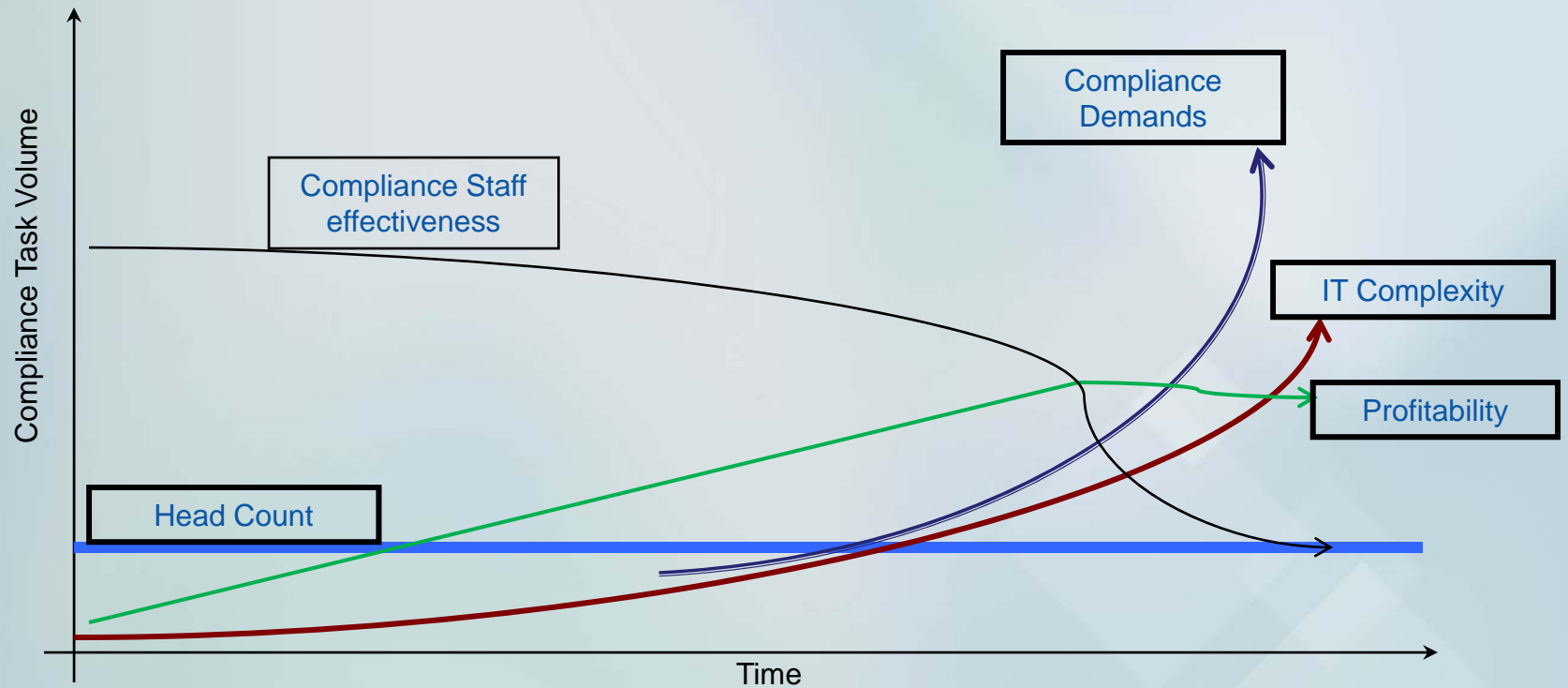
Reduce Compliance Cost
Inefficient resources: information silos, redundant monitoring, manual reporting

Improve Service Deployment
Reduce MTTD Services by 30% - right first time deployment










Improve Availability
60% of outages are caused by misconfigurations

Enable Virtualization and Cloud Computing
Increased cost to manage complex environments

Business Challenge: Compliance demand outpaces complexity



Processes Within An IT Silo

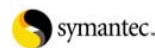
IT Silos	Silo Processes
Event Mgmt	Triage and diagnose 
Service Desk	Integrate service desks with data center tools 
Asset/CMDB	Update CI and assets systems 
Configuration	Coordinate audit, compliance, and change 
Virtual	Orchestrate life-cycle management 
Security	Patch , user on-boarding, password reset 
Storage	Provision, verify, manage, and retire 
Server	Provision, verify, manage, and retire 
Network	Provision, verify, manage, and retire 

Microsoft

bmcsoftware



bladelogic












vmware

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Compliance Processes

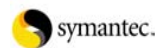
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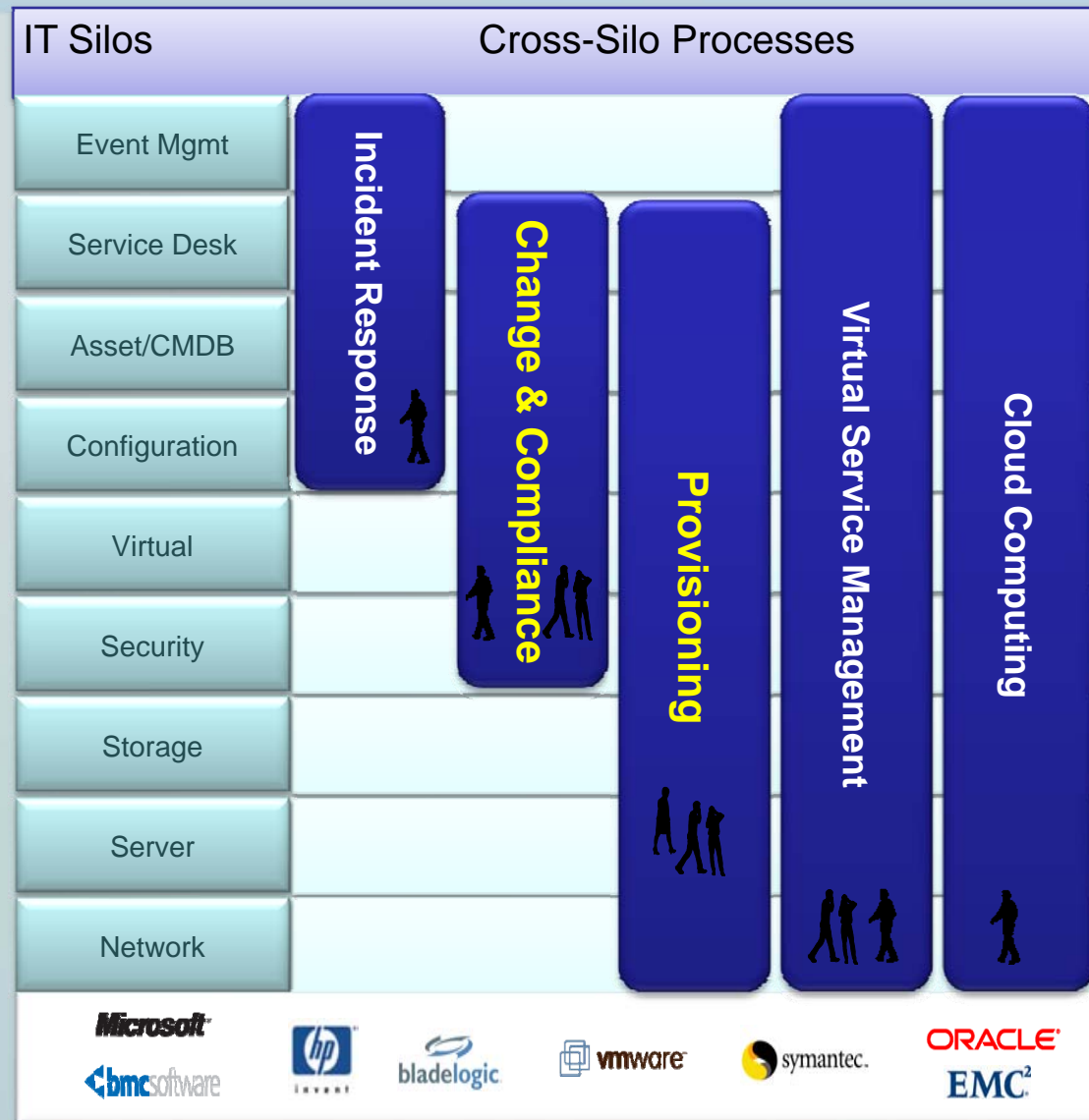
vmware

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Processes Across IT Silos



IT Enabling Compliance

- Inspect, Analyze, Report
 - Manage the information deluge
- Direct the processes
 - Automate compliance management processes
- Centralize compliance management
 - Efficiency & economics

Simplify Compliance

- Break the spiral
 - New Capabilities → New IT → new compliance requirement → new compliance management solution → new staff? → more funding?
- Compliance Ready IT Service Management
 - New business models → extend compliance solution → incremental cost, incremental training

Simplify Compliance

- Determine What & How Much To:
 - Inspect
 - Analyze
 - Report
- Select an Appropriate Technology
- Consider Implementation Options

Select an Appropriate Technology

Domain Agnostic?

Should be capable of supporting any required compliance management through workflow integration

Flexible?

Changes can be made to the physical infrastructure without changing the compliance framework

Extensible?

Out-of-the-box bidirectional integration with other solutions, third party, & homegrown management tools

Easy to Use?

GUI that allows for centralized design and management of workflow and system administration

Out-of-the-Box Workflows?

Comprehensive library of pre-built, reusable best practice workflows & operational actions that streamline inspection, analysis and reporting

Consider Implementation Options

- On-Premise
- SaaS
- Managed Service

Summary

- Prepare for the information demand
- When implementing:
 - Utilize appropriate technology
 - Consider available implementation models and options

Q & A

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