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

SLAs

Regulatory Standards

Federal Laws

HIPAA Privacy Act

FISMA/FIPS

State Governance

HIPAA

PCI DSS

Local Ordinances

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 MTTR 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

- Compliance Task Volume
- Time
- Compliance Demands
- IT Complexity
- Profitability
- Compliance Staff effectiveness
- Head Count

Transforming IT
Processes Within An IT Silo

<table>
<thead>
<tr>
<th>IT Silos</th>
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## Compliance Processes

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*Image credits:*
- Microsoft
- HP
- bladelogic
- Symantec
- VMware
- Oracle
- EMC
- Emtec
Processes Across IT Silos

IT Silos
- Event Mgmt
- Service Desk
- Asset/CMDB
- Configuration
- Virtual
- Security
- Storage
- Server
- Network

Cross-Silo Processes
- Incident Response
- Change & Compliance
- Provisioning
- Virtual Service Management
- Cloud Computing
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

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<th>Requirement</th>
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<td>Domain Agnostic?</td>
<td>Should be capable of supporting any required compliance management through workflow integration</td>
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<td>Flexible?</td>
<td>Changes can be made to the physical infrastructure without changing the compliance framework</td>
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<td>Extensible?</td>
<td>Out-of-the-box bidirectional integration with other solutions, third party, &amp; homegrown management tools</td>
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<td>Easy to Use?</td>
<td>GUI that allows for centralized design and management of workflow and system administration</td>
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<td>Out-of-the-Box Workflows?</td>
<td>Comprehensive library of pre-built, reusable best practice workflows &amp; operational actions that streamline inspection, analysis and reporting</td>
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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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