ENVISION
TECHNOLOGY PARTNERS

Growth from COVID-19; lessons and strategies to inform our IIS future

AIRA National Meeting

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Topics – COVID MythBusters

❑ Data Improvement

❑ Security

❑ Relationships

Data Improvement

"Fast is fine, but accuracy is everything. In a gun fight...you need to take your time in a hurry." - Wyatt Earp

Evidence

❑ COVID immunization rates/vaccine inventory

Conclusion: Speed and accuracy matter, speed may be a short-term gain for long-term losses due to poor quality.

Data Improvement

"If only I had better technology, data quality wouldn't be an issue."

Evidence:

❑ Technology has ability to address data availability and validity

❑ Technology may enable data completeness and timeliness but is limited by submitting sources

Conclusion: Technology can help, but policies – business rules – data sources/value play a bigger role.

Data Improvement

"Not everything that can be counted counts, and not everything that counts can be counted." - Albert Einstein

Evidence

❑ Managing duplicates/multiple data sources

❑ Race/Ethnicity

Conclusion: Continue to be creative in linking data sources for key data (e.g. DMV for race/ethnicity) and build trust in your submitters for how data will be used – how will providing data help vs. hurt the person providing it?

Data Improvement

"The greatest value of a picture is when it forces us to notice what we never expected to see." - John Tukey (American Mathematician)

Evidence

❑ Data dashboards +/- coverage rates

Lesson: A picture is worth a thousand words; meaningful data visualization is here to stay.

Security

"Cyber-Security is an IT problem for them to deal with."

Evidence:

❑ 2020/2021 Breaches/Incidents

❑ No sector is safe from cybersecurity breaches due to the vast supply of real-time data and potential human errors. The malicious hackers observe the weak links and grasp every opportunity to demand ransomware for confidential data leakages such as credentials, sensitive data, financial records, medical reports and many more.

Conclusion: Security is everyone's responsibility. A tool is only as good as it's user and being kept in good working order.

Security

"Security is a fad"

Evidence

❑ TSA

❑ Evolving CISA guidance/tools

Lesson: Security is constantly evolving, 'fads' change and require continued diligence.

Security

"The task we must set for ourselves is not to feel secure, but to be able to tolerate insecurity." – Erich Fromm
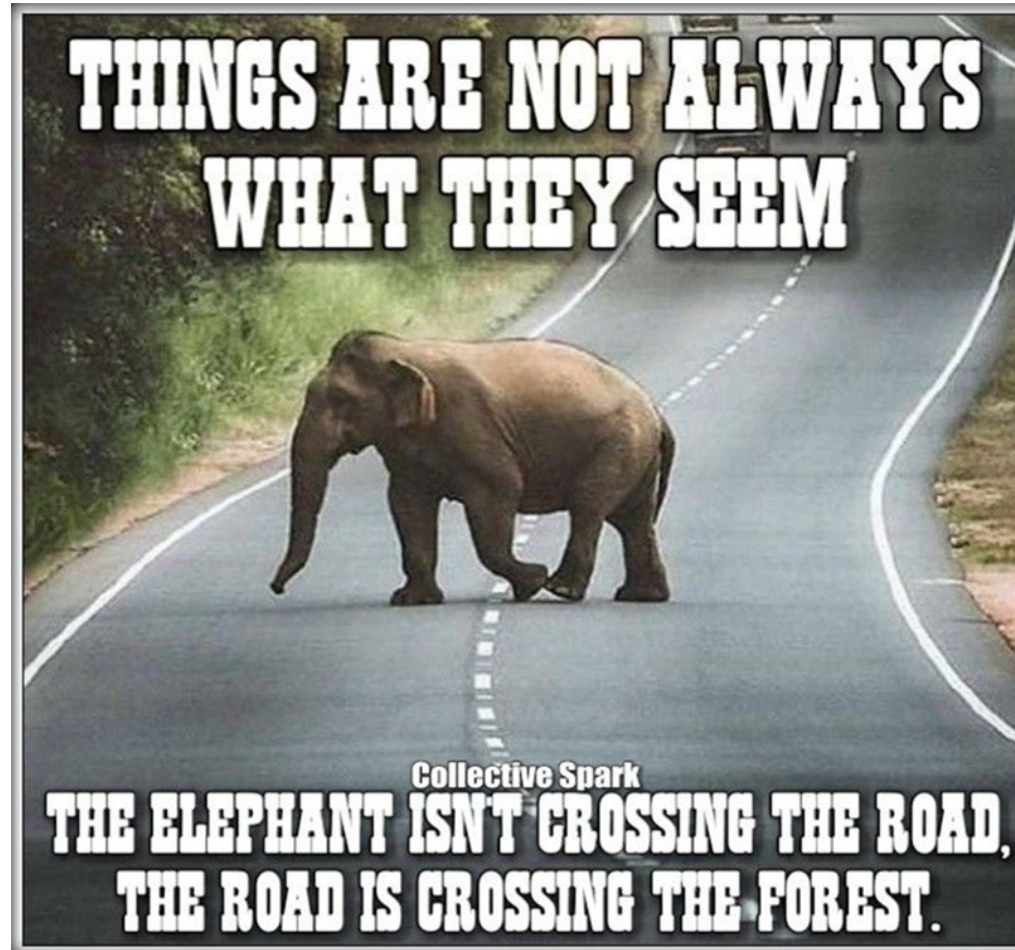
Evidence

❑ Evolving security guidance

❑ Evolving security tools and audits

Lesson: Security will require continued focus and investment. This investment includes tools, training, people, scans and regular audits with SOC II Type II become more prevalent for IIS.

Relationships

"Perception, messaging and politics don't matter – it is about the data"

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Evidence:

❑ Lack of executive knowledge creates uncertainty, higher scrutiny – directed leadership based on public perception

Conclusion: Perception matters and can become a distraction working against the mission of the program.
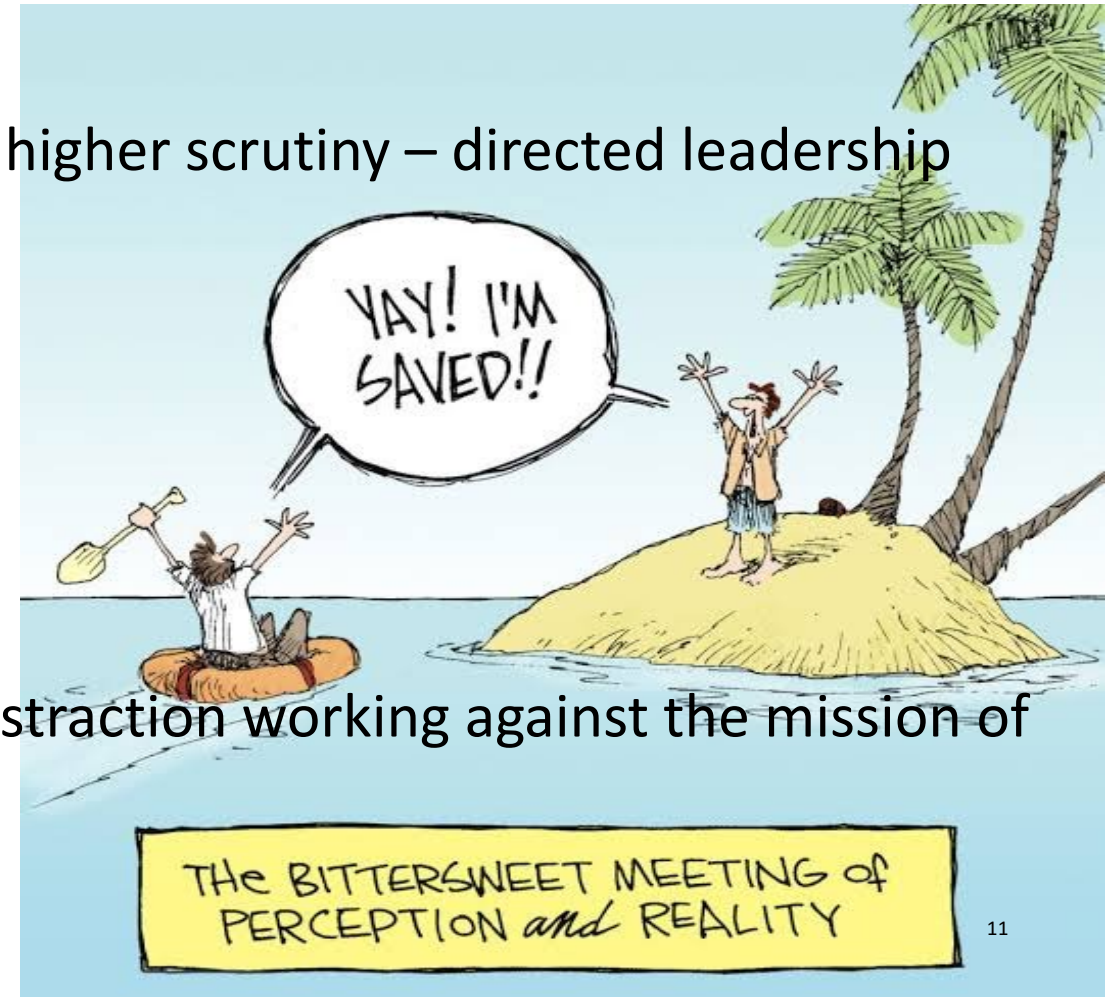
Relationships

"I can't wait to get Senior Leadership out of my sand box so we can run our program again."

Evidence:

❑ Being within leadership's focus is exhausting and stressful

❑ Bringing dependable outcomes, developing trust, and informing leadership leads to empowerment for your program

❑ Leadership can move mountains at the right level with or without you

Conclusion: Ongoing relationships with Senior Leadership are key to continued empowerment and advancement of your program.

Summary

Data Improvement

➢ Technology enables business rules and policies

➢ Keep it simple and meaningful - visualize

Security

➢ Ongoing and ever-evolving area requiring continual focus and investment

➢ Plan for continued evolution of security tools, scanning and audits that also require budgetary support (e.g., SOC II)

Relationships

➢ We are better together (including Senior Leadership); build/grow relationships established during COVID

➢ Find connections and 'value' to make your leadership and organization shine

➢ Focus on education and advocacy