

# CONTROL CONFIDENTIAL DATA AND KEEP ALL USERS INFORMED

As one of the five healthcare facilities in the GHT18 group (a regional hospital group in France), the Bourges Hospital Center has opted for NetSupport Notify, an automated notification solution, and DriveLock, a data security solution provided by Query Informatique. Frank Moussé, CISO and DPO of the GHT, explains why.

**To reduce the risk of malware entering the system, and to minimize confidential medical and personal data being moved around unprotected on USB drives or removable media, our General Security Policy for Healthcare Information Systems (PGSSIS) recommends that USB ports are blocked at all our facilities.**

## Flexible USB port blocking

Up to three years ago, anyone was able to plug a USB drive into the hospital center's computers, which was a highly critical and dangerous risk. „At first, we used Group Policy Objects (GPOs) to block USB ports completely to protect the workstations. But that wasn't practical if someone needed quick access," says Franck Moussé. A solution had to be found to save time and facilitate maintenance. "A year ago, we decided to implement the DriveLock solution with the support of Query Informatique, as it offered several advantages: To begin with, it allowed us to quickly install an agent on all workstations that would authorize the USB drives provided by the hospital center exclusively and on demand."

Each USB drive, or removable media, is encrypted, and permissions are managed from a console. „Generally speaking, a USB drive can only be used on a

computer if DriveLock has authorized it, and if it has been encrypted using DriveLock Encryption 2-Go or BitLocker, Microsoft's encryption solution". In addition, DriveLock enables the SIS to reduce the risk of viruses, uncontrolled data loss and data breaches if a USB drive or external disk containing healthcare data is lost. DriveLock also enables remote unlocking of USB ports, without being connected. „This is a very valuable feature, as it allows remote users to access the contents of their USB drive from outside the facility".

Another important aspect emphasized by the CISO is the ability to register USB drives in the system by means of the vendor's IMEI number, which allows exceptions for using a USB port with a dongle, plus the possibility to track all actions carried out on the drives and media.

## Information instantly available

Before NetSupport Notify, the IT department sent out information and alert messages by e-mail, or other indirect means, but this was not very effective. Today, Notify can instantly inform all users, or a group of users via Active Directory matching, with a single click of a pop-up that appears directly on the computer screen. For example, Technical Support can inform users that an

application is unavailable at a given time if an update is required, and then notify them as soon as the application is accessible again. The process is very simple, especially as Notify offers pre-formatted messages.

Notify is also used for alerts: while conducting a crisis unit exercise, the Technical Services department noticed that they were having trouble keeping users informed. „With the new Notify console, the Crisis Department can now send pre-formatted alert messages to all computers and reach everyone". Access to the console has even been extended to the Security PC, which may need to notify other departments or the whole hospital in specific circumstances, for example if it detects an intruder, or if there is a risk of a terrorist attack (Vigipirate, French antiterrorist plan). „The Communications Department is also able to send out information messages on a whole range of subjects, and I can request that computers be disconnected, or cables unplugged to resolve a cybersecurity incident".

As Frank Moussé points out, these two perfectly independent solutions fully meet the needs of GHT18 today. „ Among the 5 hospitals, only one is currently waiting to migrate to the NetSupport Notify solution ... Overall, installation via Group Policy Object (GPO) or SCCM (System Center Configuration Manager) was very quick and totally transparent for the users. „The agent communicates with either the Notify console or the DriveLock console". As risks continue to increase, the GHT's CISO and DPO may be adding new Drivelock features, such as a File Protection module.



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