MARIPOSA Your COMMUNITY HEALTH CENTER

Cyber Security
Experience & Risk Mitigation

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Location:
Santa Cruz County, Arizona

- ~30,000 patients served
- ~$47 million budget
- ~400 employees
- Southernmost central part of the state, bordering Mexico
- Largest single border crossing for Mexican fresh produce
- Approximately $2.5 billion of fresh produce comes thought the Nogales port of entry annually
- This accounts for about 37% of the produce imported into the US from Mexico

Data

Why care about cybersecurity?

Context:

- The following data is based on a 2022 study published by IBM
- Data was was collected on 550 companies from 17 countries around the world…
- The United States had the most companies in this study (64)

IBM Cost of Breech Report 2022

Average Cost of Breech

Trend 2016 – 2022 in Millions of Dollars

Cost of a data breech reached an all time high in 2022

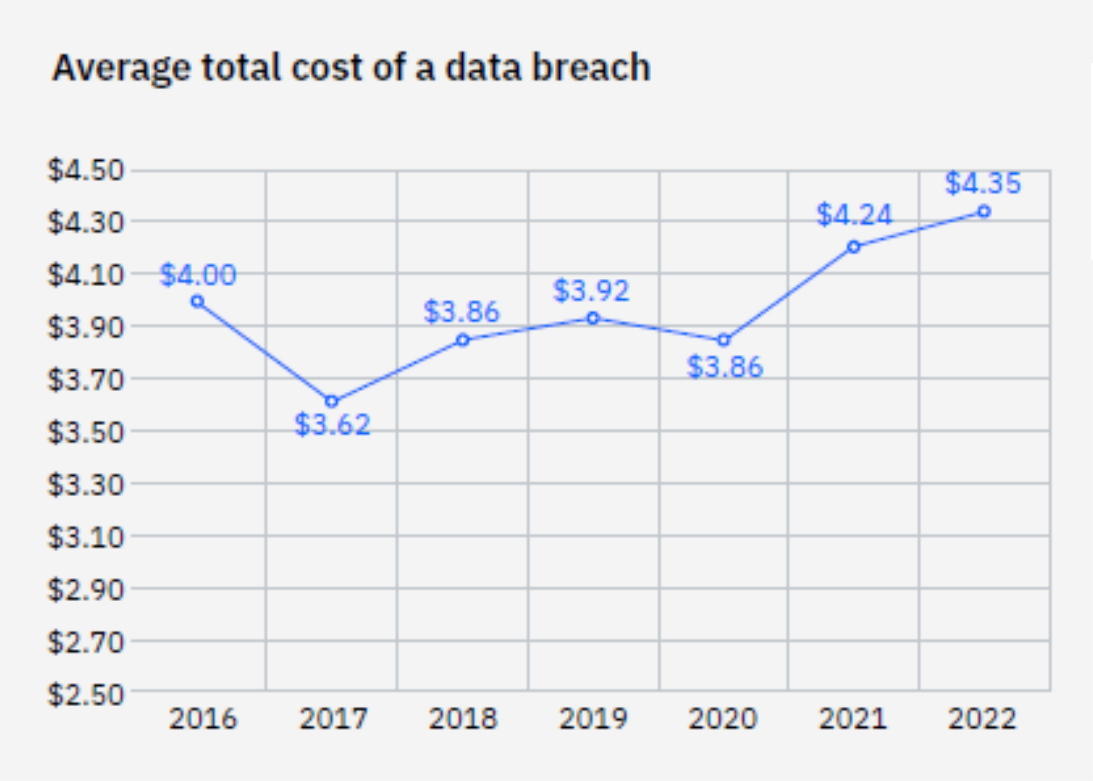


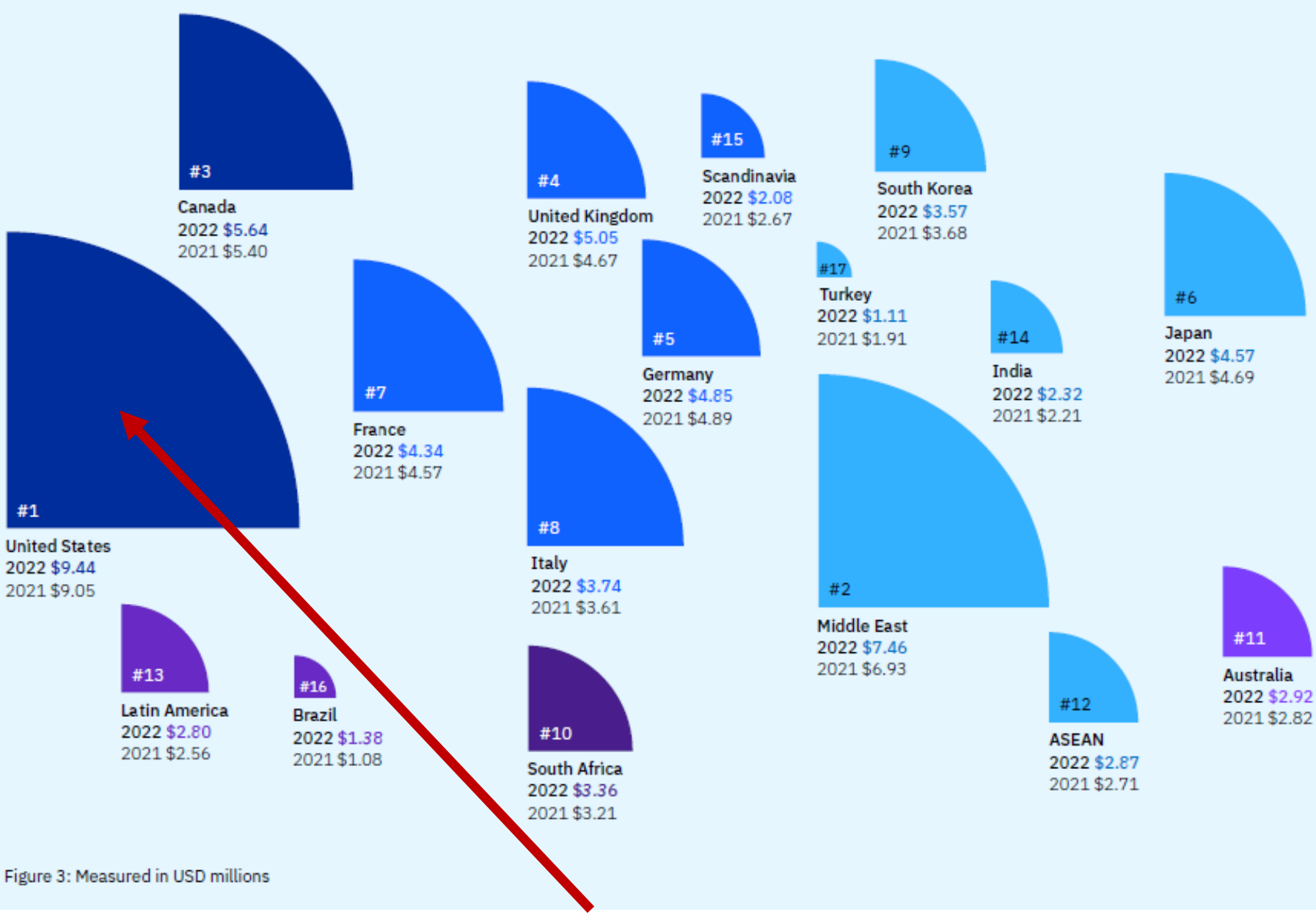
Figure 1: Measured in USD millions

USD 4.35 million

Global average total cost of a data breach

USD 9.44 million

Average cost of a breach in the United States, the highest of any country



U.S. has the highest costs for data breeches

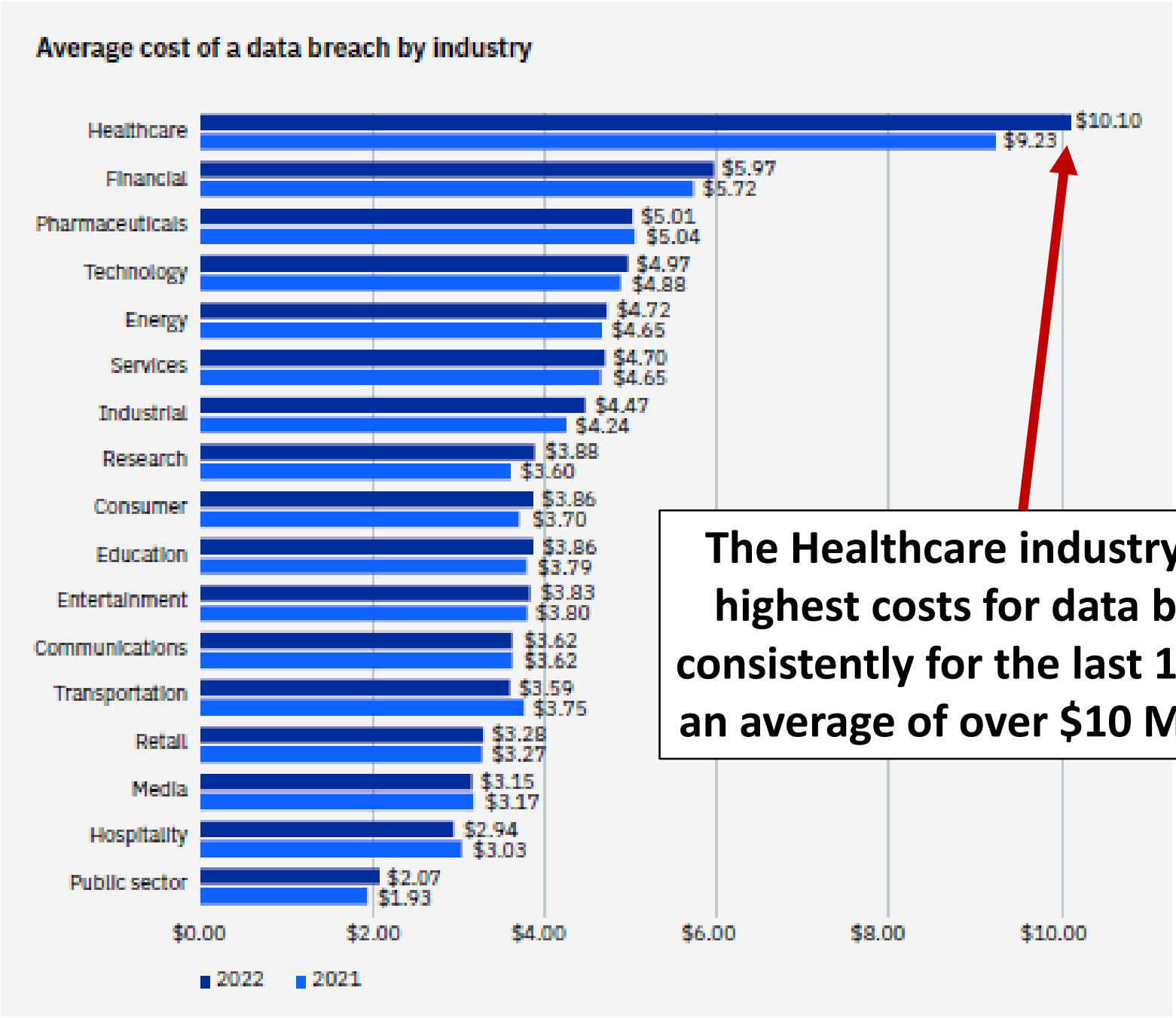


Figure 4: Measured in USD millions

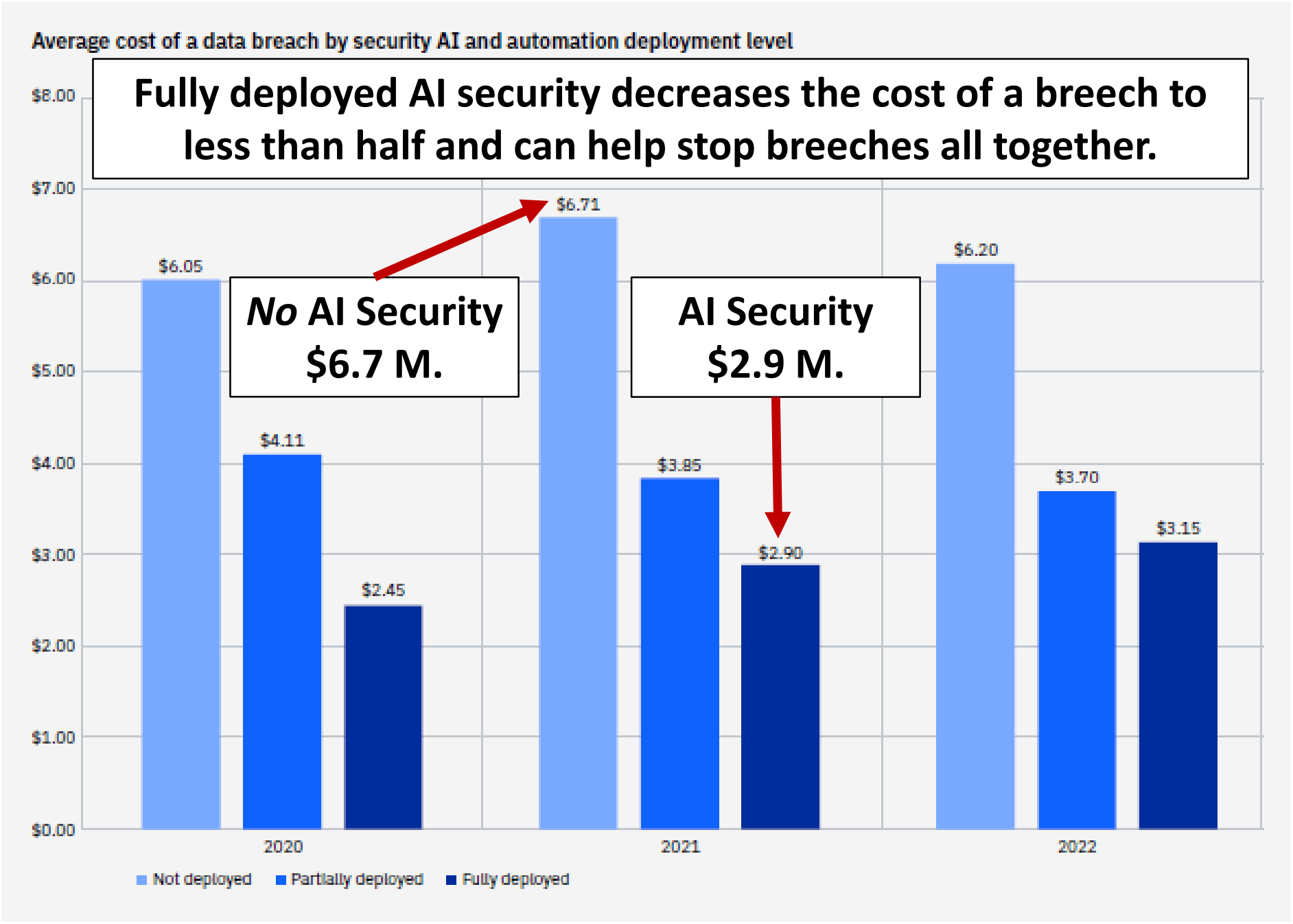


Figure 17: Measured in USD millions

Zero Trust Impact

Will Help prevent some breeches all together

Average cost of a breech with no Zero Trust deployed $5.1 M.

Average cost of a breech with full Zero Trust deployed $3.45 M.

Average savings $1.65 M.

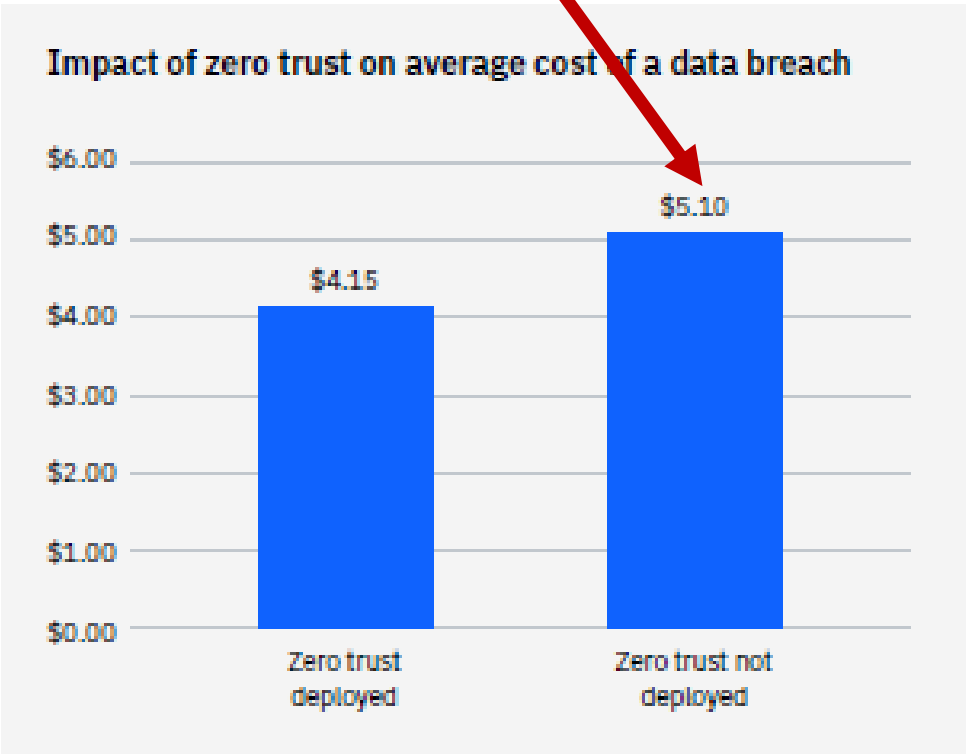


Figure 27: Measured in USD millions

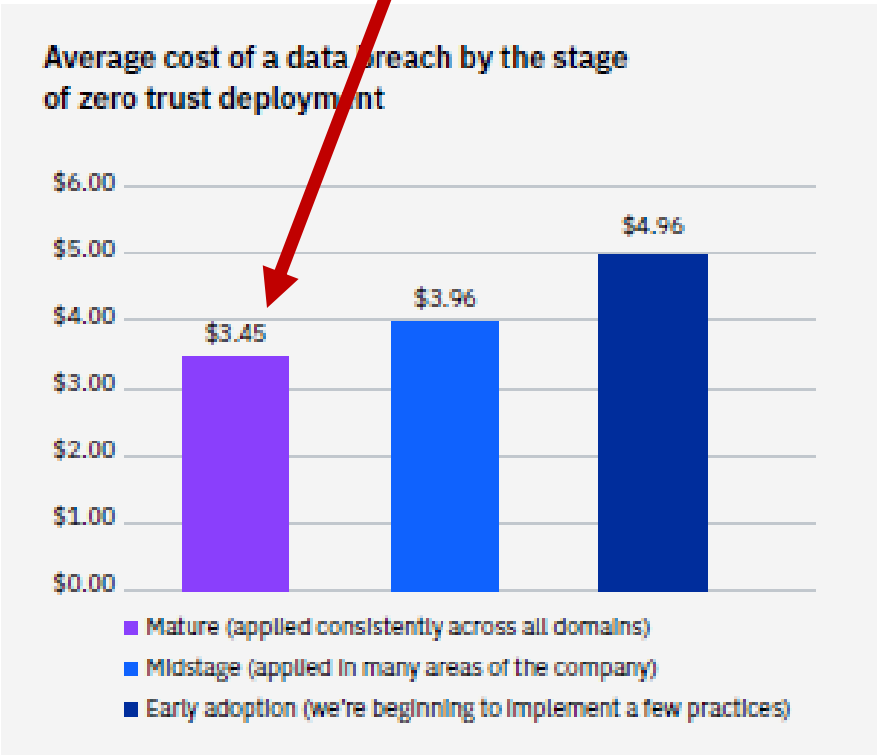


Figure 28: Measured in USD millions

Fellow FQHC Case Study

Cyber Attack, consequences and outcome.

- Nevada FQHC was under attack
  - Phishing attack gave employee credentials to a hacker.
  - Those credentials were leveraged to gain Admin credentials.
  - The intruder was then able to encrypt the FQ's data.
  - Ransomware demands began showing up throughout the organization.
- The Response
  - Locked everything down.
  - Contact cyber liability insurance company.
  - Notify leadership & great a game plan.
- The Solution
  - Wipe and reimage everything & rebuilt domain.
  - Restore from cold air gap storage.
  - Further staff training.
  - Further system monitoring.

Because of cold air gap storage no ransom was paid!

Some Mariposa History

IT Vendor Transition

- Our initial IT vendor had several base layers of security:
  - Multi Factor Authentication (MFA) for off site access
  - Laptop drive encryption
  - Virtual Private Networks (VPNs) for off-site use
- When moving to our new IT vendor
  - The vendor claimed to have all these base security tools ready to deploy
  - However, it took nearly two years for them to deploy
  - We had extended periods of time where we bore a substantial amount of risk
- Have had $1 M. in cyber liability insurance

Mariposa Current State

- Multi Factor Authentication(MFA) for mobile and off-site access.
- All workstation drive encryption.
- Virtual Private Networks (VPNs) for off-site use.
- Cyber Security/Phishing training for all staff.
- Threat detection and immediate IT response (manual).
- All staff warnings when we are under phishing attacks.
- Blacklisting potential intruders.
- Microsoft E365, Exchange ATP & Critical Security Controls (CIS).
- Privilege Identity Management (PIM).
- Mobile Application Management (MAM).
- Annual tabletop disaster and recovery exercises.
- Increased to $3 M. in cyber liability insurance.

Future Roadmap

- Deploy artificial Intelligence automated monitoring tools.
- Develop a mature Zero Trust network.
- Always on VPN for all external Access for remote access.
- Roll out advanced biometric authentication.
- Deploy cold air gap storage for critical systems.
- Enhancing our new hire/annual Cyber Security Continued Education programs.
- Rollout automated process for simulated phishing email attacks/network intrusion, and continuing staff threat education.
- Have regular touchpoints with security experts to keep on top of changes in the industry to drive needed infrastructure growth.
- Stricter internal access controls for Servers/Network hardware.
- Increase cyber liability to $4 M. and potentially more in the future.

Questions?

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