IBM Watson Health Audit Results

Item 9A – Group Insurance Board

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Informational Item

- No Board action is required

Background

IBM Contract

- March 1, 2017 – December 31, 2020

DAISI Operations
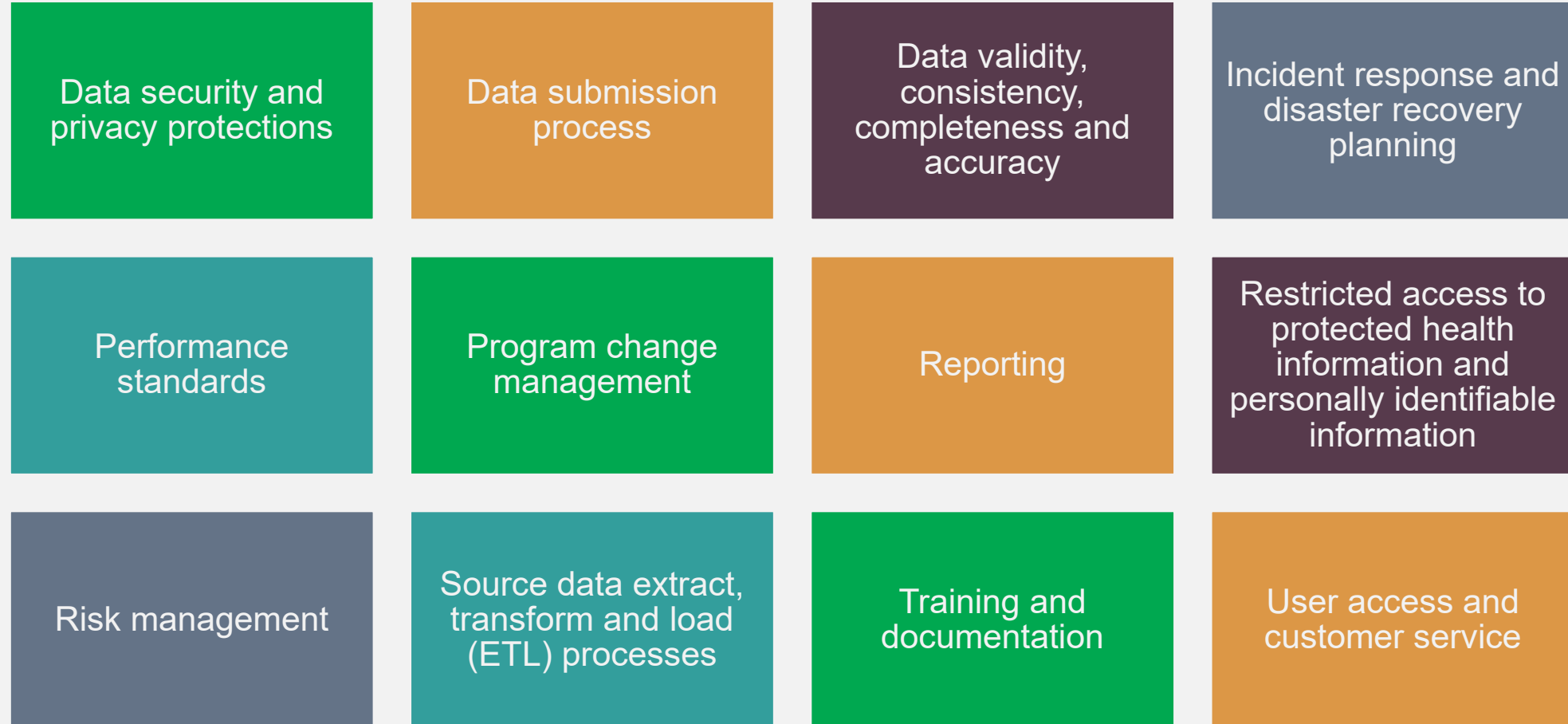
- Starting in September 2018

Segal Amendment to Review IBM

- June 2019

Audit Period

- September 2018 – June 2019

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Audit Scope
Focus: Data Quality and Security

Data security and privacy protections	Data submission process	Data validity, consistency, completeness and accuracy	Incident response and disaster recovery planning
Performance standards	Program change management	Reporting	Restricted access to protected health information and personally identifiable information
Risk management	Source data extract, transform and load (ETL) processes	Training and documentation	User access and customer service

Methodology

Conducted ETF and IBM staff interviews

Reviewed:

- Sample communications
- Contractual documents
- Data models and data management process documentation
- IBM security-related documents, including its SOC2 report

Segal did not separately validate IBM's controls

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Findings

- Segal found no critical or high-level risks in its review

- Segal had recommendations for ETF to address

Segal Recommendations:

ETF request and review a variety of IBM security-related documents

ETF reviewed IBM's security related documents during implementation

ETF annually reviews IBM's SOC2 reports

ETF continue to develop information security/risk management practices

Vendor risk management will be a focus in 2020

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Segal Recommendations:

Reduce the amount of time spent on data validation to allow more time for data analysis

Data validation is a crucial step in having high-quality data

Goal is to achieve a reasonable balance

Segal Recommendations:

ETF must have solid and measurable performance standards in place

IBM contract already has a robust set of performance standards

ETF and IBM are currently reviewing those standards (See Item 9B)

ETF has imposed a performance penalty on IBM for the first two quarters of 2019

It did not meet the 99.9% uptime requirement in both quarters

IBM has met this requirement for the third quarter of 2019

Next Steps

ETF will continue work on its information security/risk management practices

ETF will continue to seek to balance the use of resources for data validation vs. data analysis

ETF continues to work with IBM to review its performances standards to ensure they reflect ETF's priorities and are enforceable

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Questions?

Thank you

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