

Experienced, knowledgeable HITRUST TPRM professionals can provide cost-efficient services to make your risk management team more effective.



The dedication, focus, and skills our HITRUST Assessment XChange Onboarding Specialists deliver is what sets our Third-Party Risk Management (TPRM) services apart.

WHAT IS THE HITRUST ASSESSMENT XCHANGE™ (THE XCHANGE)?

The HITRUST XChange is a comprehensive managed service that helps organizations assess the information security risk associated with their third parties and execute due diligence along with efficiently managing ongoing security and privacy assessments.

WHAT ROLE DOES THE HITRUST ONBOARDING SPECIALIST (OBS) PLAY?

One of the primary benefits that the XChange offers is that each Participating Organization (PO) in the XChange program is assigned skillful resources to their account, referred to as Onboarding Specialists.

OUR ONBOARDING SPECIALISTS ARE EXPERIENCED PROFESSIONALS THAT HELP PARTICIPATING ORGANIZATIONS (POs):

- Stand up, operate, and manage Third Party Risk Management (TPRM) programs.
- Augment existing risk management staff functions, or provide comprehensive TPRM managed services.
- Contact and follow up with vendors, suppliers, service providers and other third-party partners to arrange for and track information security assessments.
- Reduce the need for organizational resources to spend time on low-value TPRM management and maintenance administrative tasks.
- Give PO teams time back to focus on more impactful risk management activities.
- Improve TPRM program and information to help POs make better informed risk management decisions across the enterprise.

The HITRUST Assessment XChange is designed to be an extension of an organization's third-party risk management program, streamlining and simplifying the process of managing and maintaining risk assessment and compliance information from third parties.

The XChange offers many subscription levels to meet any level of need.



SAMPLE SERVICES THAT A HITRUST ONBOARDING SPECIALIST CAN PROVIDE INCLUDE:**PO Support**

Full technical support and access to assist Participating Organizations (POs) in mapping existing proprietary questionnaires to the HITRUST library(s) as well as helping to navigate through the HITRUST TPRM Process and Methodology.

End-To-End Vendor Assessment Support

Engage all vendors throughout the TPRM life cycle (diligence/vetting, on-boarding, and ongoing monitoring) to communicate your organization's assurance/assessment requirements, and ensure that vendors deliver the assessment requested with the appropriate scope within agreed upon timelines.

Vendor Support

Onboarding Specialists can provide training and support for vendor partners to answer questions, help them understand requests, use the Assessment XChange Manager Portal, link assessments/documentation, and educate on good security posture.

Third-Party Data Loading and Validation

Load vendor data into the Manager Portal and establish individual vendor profiles, verify that pertinent data points are received and accurate, validate third-party points of contact who are responsible for responding to requests, as well as source additional data outside of points of contact, EIN, and website.

Reporting

Deliver TPRM reports including the status of all vendor Assessment Report Requests (ARRs), risk and maturity scores, and outreach summary, along with custom notes when applicable.

Scoring Analytics

Aggregate vendor scoring analytics including Inherent Risk, Maturity, and Residual Risk scores across your vendor population to help the PO make better informed risk management decisions.

Sourcing Supporting Documentation

Request relevant supporting evidence and documentation from your vendors related to certain assessments/controls, remediation of gaps identified in their assessments, and other pertinent or desired documentation associated with the vendors' information security or privacy programs.

Follow-up on Requests

Work directly with vendors as needed to provide information, determine status, identify when deadlines are missed, and raise your attention when escalation may be needed.

Corrective Action Plan Monitoring

Proactive tracking against closure of gaps and corrective action plans that have been identified during past vendor assessments.

Status Meetings and Optimization Sessions

Arrange periodic program reviews to share results and status with your team to identify trends across your vendor population and offer recommendations of possible actions to further address risk.

Consultative Support

Access to HITRUST TPRM experts to explore and discuss any questions related to operating your TPRM program.

THE HITRUST XCHANGE OFFERS FLEXIBILITY TO ENHANCE TPRM EFFICIENCY

Many of the services described above are standard across all subscriptions and will be performed regularly by your Onboarding Specialist. The more advanced services are provided at higher subscription tiers.

ASK ABOUT CUSTOMIZATION

Every organization is different and the HITRUST XChange is designed to accommodate customization specific to an organization's needs (within the bounds of our capabilities). Custom services can be explored and proposed prior to joining the XChange, or if you are already enrolled, your Onboarding Specialist and Account Manager can work with you to identify customized offerings.

CONTACT A HITRUST ASSESSMENT XCHANGE SPECIALIST

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