



# HITRUST<sup>®</sup> RESERVATION SYSTEM

*Overview*

**HITRUST<sup>®</sup>**

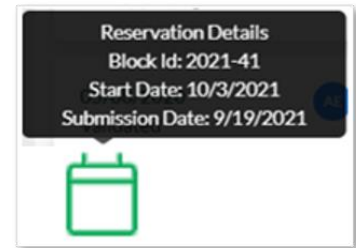
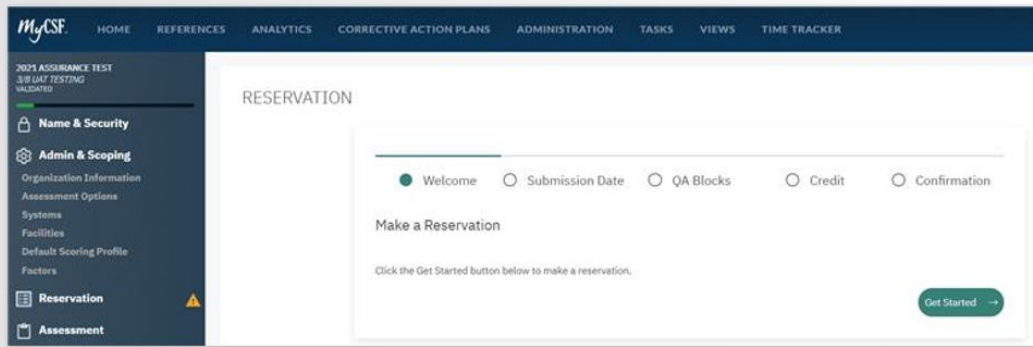


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# Summary: HITRUST® Reservation System

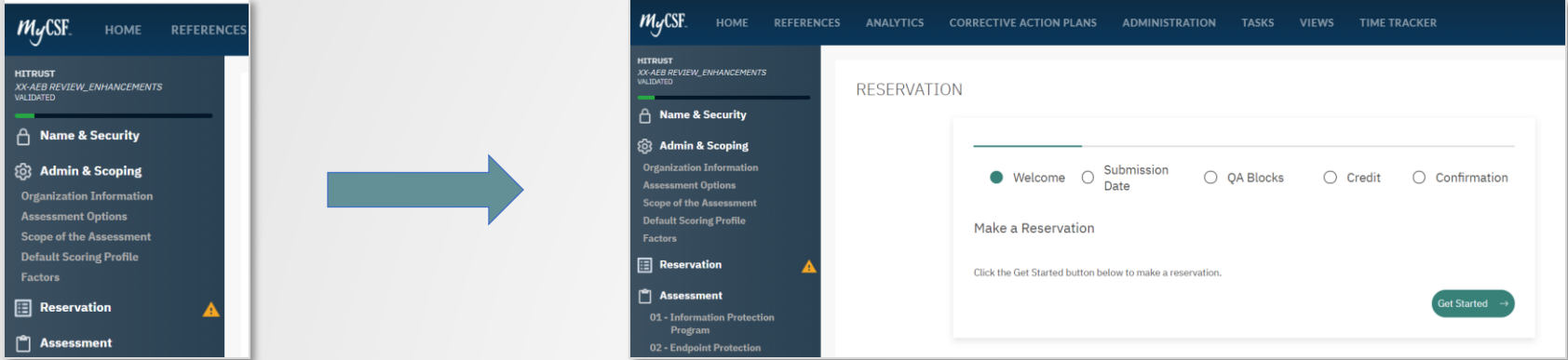
- The Reservation System will be a function within the HITRUST MyCSF® platform that will allow Assessed Entities to schedule when quality assurance (QA) work will begin for a HITRUST CSF Validated Assessment.
- Assessed Entities will have the ability to select when QA will begin for a HITRUST CSF Validated Assessment up to a year in advance.
- As of July 1, 2021, all HITRUST CSF Validated Assessments that have not previously been submitted to HITRUST will be required to make a reservation prior to submission.



# Instructions: How to Make a Reservation

The Assessed Entity should access the assessment in MyCSF and, within the assessment object, follow the steps below:

- Step 1 - Navigate to the Reservation System by clicking *Reservation* on the left sidebar within your assessment.



- Step 2 - Click *Get Started* to begin making your reservation.

# Instructions: How to Make a Reservation


- Step 2a - Select the date that you plan to submit your assessment to HITRUST and click *Continue*.

**Note:** If you do not submit your assessment on or before the submission date that you select, your reservation will be cancelled, and you will have to make a new reservation to submit your assessment. Assessments cancelled 30 days or more prior to the submission date are able to schedule a new reservation without incurring a change fee.

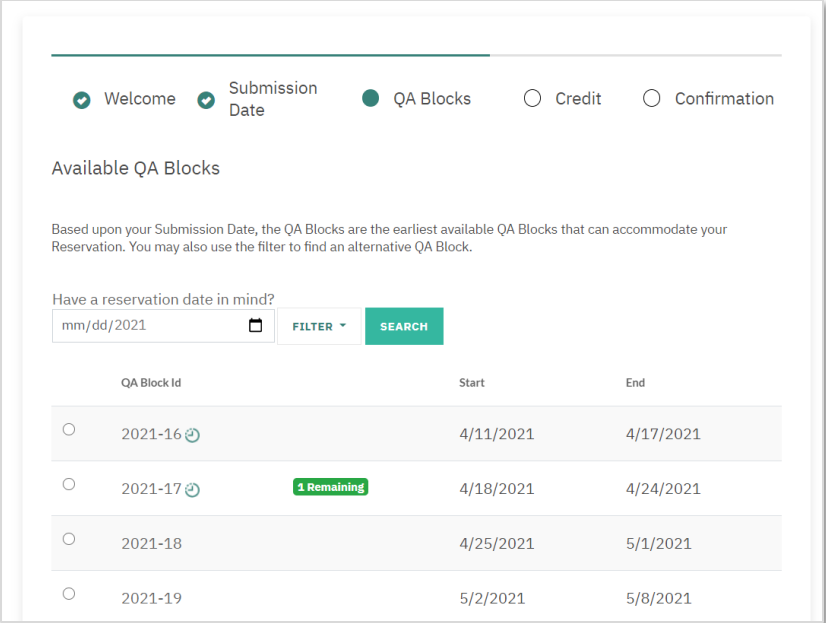
The screenshot displays the HITRUST MyCSF interface. The top navigation bar includes links for HOME, REFERENCES, ANALYTICS, CORRECTIVE ACTION PLANS, ADMINISTRATION, TASKS, VIEWS, and TIME TRACKER. The left sidebar menu is organized into sections: Name & Security, Admin & Scoping (with sub-items like Organization Information, Assessment Options, etc.), Reservation (which is the active section), and Assessment (with sub-items like Information Protection Program, Endpoint Protection, etc.). The main content area, titled 'RESERVATION', shows a progress indicator with five steps: Welcome (completed), Submission Date (current step), QA Blocks, Credit, and Confirmation. The 'Submission Date' step is active, and the user is prompted to 'Pick a submission date' with the instruction that the assessment must be submitted by this date. A date picker is shown with '03/24/2021' selected. At the bottom of the reservation form, there are 'Go Back' and 'Continue' buttons.

# Instructions: How to Make a Reservation

- Step 2b - Select the QA Block that you would like to reserve and click *Continue*. The QA review of your assessment will begin during your reserved QA Block.

**Note:** The  icon indicates that the QA Block contains only expedited reservations. An expedited credit is required to make an expedited reservation. You may contact your Customer Success Manager to purchase an expedited credit.

QA Blocks without the  icon can be reserved using your regular Validated Assessment Report Credit.





Available QA Blocks

Based upon your Submission Date, the QA Blocks are the earliest available QA Blocks that can accommodate your Reservation. You may also use the filter to find an alternative QA Block.

Have a reservation date in mind?


mm/dd/2021

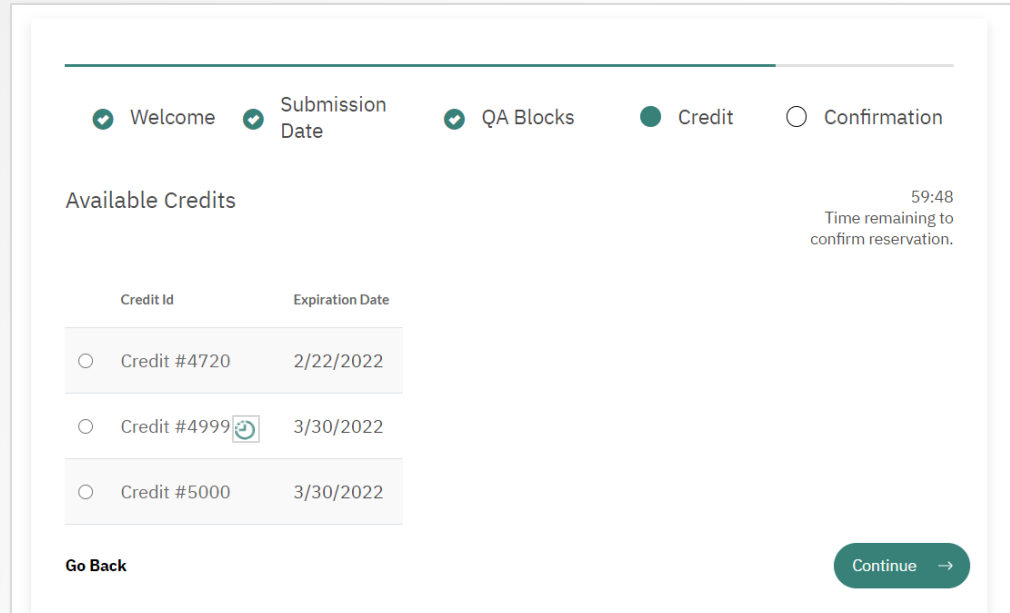
QA Block Id	Start	End
<input type="radio"/> 2021-16 	4/11/2021	4/17/2021
<input type="radio"/> 2021-17  <span>1 Remaining</span>	4/18/2021	4/24/2021
<input type="radio"/> 2021-18	4/25/2021	5/1/2021
<input type="radio"/> 2021-19	5/2/2021	5/8/2021

# Instructions: How to Make a Reservation


- Step 2c - Select the Validated Assessment Report Credit that you will use to submit this assessment and click *Continue*.

**Note:** This page will be skipped if you have only one available Validated Assessment Report Credit. If you have multiple credits to choose from, we recommend selecting the credit with the soonest expiration date.

Credits with the  icon can be used to reserve expedited reservations.



The screenshot shows a progress bar at the top with five steps: Welcome (checked), Submission Date (checked), QA Blocks (checked), Credit (selected), and Confirmation (unselected). Below the progress bar, the text 'Available Credits' is displayed. To the right, a timer shows '59:48 Time remaining to confirm reservation.' Below this, a table lists three available credits:

Credit Id	Expiration Date
<input type="radio"/> Credit #4720	2/22/2022
<input type="radio"/> Credit #4999 	3/30/2022
<input type="radio"/> Credit #5000	3/30/2022

At the bottom left, there is a 'Go Back' link. At the bottom right, there is a green 'Continue' button with a right-pointing arrow.

# Instructions: How to Make a Reservation

- Step 3 - Review your reservation information on the confirmation page, agree to the Cancellation Policy, and click *Continue* to confirm your reservation.

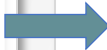
58:38  
Time remaining to confirm reservation.

Reservation Confirmation

Welcome Submission Date QA Blocks Credit Confirmation

<b>Submission Deadline</b> 3/24/2021	<b>Change / Cancellation Policy</b> Customers may change or cancel their reservation date at any time prior to submitting their assessment; however, changes or cancellations within thirty (30) days of the reservation date will incur a Change Fee. The Change Fee will be an amount equal to ten percent (10%) of the cost of the Validated Assessment Report Credit being used for this reservation. The Change Fee will be invoiced at the time of the reservation change or cancellation. If the Customer's submission is not received on or before the date of the reservation, the Customer will also be considered to have cancelled the reservation and will incur the Change Fee as noted above. The payment terms for a Change Fee will be net thirty (30) days from the date of the invoice and must be paid prior to submission of the Validated Assessment to HITRUST.
<b>QA Block</b> Block 2021-16 4/11/2021 - 4/17/2021	<b>Modify Reservation</b> 3/12/2021 Last day to cancel a reservation without penalty. <input type="checkbox"/> I have read and agree to the HITRUST Reservation Cancellation Policy *
<b>Credit Used</b> Credit #4720 Expires 2/22/2022	

Go Back Continue →



RESERVATION

Reservation 1549

<b>Submission Deadline</b> 3/24/2021	<b>Change / Cancellation Policy</b> Customers may change or cancel their reservation date at any time prior to submitting their assessment; however, changes or cancellations within thirty (30) days of the reservation date will incur a Change Fee. The Change Fee will be an amount equal to ten percent (10%) of the cost of the Validated Assessment Report Credit being used for this reservation. The Change Fee will be invoiced at the time of the reservation change or cancellation. If the Customer's submission is not received on or before the date of the reservation, the Customer will also be considered to have cancelled the reservation and will incur the Change Fee as noted above. The payment terms for a Change Fee will be net thirty (30) days from the date of the invoice and must be paid prior to submission of the Validated Assessment to HITRUST.
<b>QA Block</b> Block 2021-16 4/11/2021 - 4/17/2021	<b>Modify Reservation</b> 3/12/2021 Last day to cancel a reservation without penalty.
<b>Credit Used</b> Credit #4720 Expires 2/22/2022	

MODIFY RESERVATION CANCEL RESERVATION



# Instructions: Change Reservation

Reservation 1549

<p><b>Submission Deadline</b> 3/24/2021</p> <p><b>QA Block</b> Block 2021-16 4/11/2021 - 4/17/2021</p> <p><b>Credit Used</b> Credit #4720 Expires 2/22/2022</p>	<p><b>Change / Cancellation Policy</b></p> <p>Customers may change or cancel their reservation date at any time prior to submitting their assessment; however, changes or cancellations within thirty (30) days of the reservation date will incur a Change Fee. The Change Fee will be an amount equal to ten percent (10%) of the cost of the Validated Assessment Report Credit being used for this reservation. The Change Fee will be invoiced at the time of the reservation change or cancellation. If the Customer's submission is not received on or before the date of the reservation, the Customer will also be considered to have cancelled the reservation and will incur the Change Fee as noted above. The payment terms for a Change Fee will be net thirty (30) days from the date of the invoice and must be paid prior to submission of the Validated Assessment to HITRUST.</p> <p><b>Modify Reservation</b> 3/12/2021</p> <p>Last day to cancel a reservation without penalty.</p>
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**MODIFY RESERVATION**    **CANCEL RESERVATION**

**MODIFY RESERVATION**

**Change Reservation:**  
Click on *Modify Reservation* and make the new reservation.

Welcome    Submission Date    QA Blocks

Make a Reservation

Click the Get Started button below to make a reservation.

# Instructions: Cancel Reservation

The screenshot shows the 'RESERVATION' page for Reservation 1549. A modal dialog is open at the top asking 'Are you sure that you want to cancel your reservation?' with 'OK' and 'Cancel' buttons. The reservation details include:

- Submission Deadline:** 3/24/2021
- QA Block:** Block 2021-16 (4/11/2021 - 4/17/2021)
- Credit Used:** Credit #4720 (Expires 2/22/2022)
- Change / Cancellation Policy:** Customers may change or cancel their reservation date at any time prior to submitting their assessment; however, changes or cancellations within thirty (30) days of the reservation date will incur a Change Fee. The Change Fee will be an amount equal to ten percent (10%) of the cost of the Validated Assessment Report Credit being used for this reservation. The Change Fee will be invoiced at the time of the reservation change or cancellation. If the Customer's submission is not received on or before the date of the reservation, the Customer will also be considered to have cancelled the reservation and will incur the Change Fee as noted above. The payment terms for a Change Fee will be net thirty (30) days from the date of the invoice and must be paid prior to submission of the Validated Assessment to HITRUST.
- Modify Reservation:** 3/12/2021
- Last day to cancel a reservation without penalty.**

At the bottom, there are two buttons: 'MODIFY RESERVATION' and 'CANCEL RESERVATION'. A red arrow points to the 'CANCEL RESERVATION' button, which is highlighted with a larger, semi-transparent button labeled 'CANCEL RESERVATION' below it.

**Cancel Reservation:** Click on *Cancel Reservation*. A system confirmation will be displayed and then click continue to have the option to make a new reservation.

The screenshot shows the 'RESERVATION' page with a modal dialog titled 'Reservation Canceled'. The message reads: 'Your reservation has been canceled.' Below the message is a green 'Continue' button with a right-pointing arrow.

# Anticipated Questions

Number	Question	Answer
1	<b>Are reservations required?</b>	Starting on July 1, 2021 a reservation will be required for any HITRUST CSF Validated Assessments that will be submitted to HITRUST and have not previously been submitted.
2	<b>Do I need to make a reservation for a Bridge, Interim, or Readiness Assessment?</b>	No, reservations are only available for HITRUST CSF Validated Assessments.
3	<b>Where do I make a reservation?</b>	Within the MyCSF platform.
4	<b>How far out can I make a reservation?</b>	Reservations are possible up to one year in advance.
5	<b>Are there any changes to the QA process?</b>	No, there are no changes to the steps and procedures in the QA process, the only change is scheduling the starting date.
6	<b>Can I make reservation without a Validated Assessment Report Credit?</b>	No, a Validated Assessment Report Credit is required to make a reservation.
7	<b>Is there a cost to use the Reservation System?</b>	There is no additional cost to use the Reservation System.
8	<b>Can I make a reservation without creating my assessment object?</b>	No, the assessment object must be created in order to book a reservation.
9	<b>What is a QA Block?</b>	QA Blocks are one week increments that contain reservation slots which are tied to specific assessments.
10	<b>During my QA Block when can I expect to receive feedback from HITRUST?</b>	For assessments in the normal QA workflow External Assessor Organizations can expect to receive feedback from HITRUST within seven to ten business days after the end of the QA Block.
11	<b>Does a reservation represent the date HITRUST will finish QA and post my draft report?</b>	Reservations within a QA Block indicate the week that the HITRUST analyst will begin QA procedures on the assessment.

# Anticipated Questions

Number	Question	Answer
12	<b>I submitted to HITRUST, however my assessment was returned. How much time do I have to resubmit?</b>	Your assessment must be accepted prior to the start of your QA Block, otherwise your reservation will be cancelled. You should work with your HITRUST Authorized External Assessor Organization to remediate any issues and resubmit as quickly as possible.
13	<b>My assessment was reverted during QA. Do I need to make another reservation to resubmit it?</b>	No, reservations are only required for the initial submission.
14	<b>How can I purchase an Expedited Reservation?</b>	Contact your Customer Success Manager and they can assist you in purchasing an expedited reservation.
15	<b>How can I get help making or modifying a reservation?</b>	Please contact HITRUST Support for assistance utilizing the Reservation System.
16	<b>I missed my submission date. What should I do?</b>	Work with your HITRUST Authorized External Assessor Organization to determine a new submission date and book a new reservation.
17	<b>What if I know beforehand that I need to reschedule my submission date?</b>	You can reschedule your reservation at any time without a change fee up to 30 days prior to the reservation date.
18	<b>I plan to submit my HITRUST CSF Validated Assessment on or prior to June 30, 2021. Do I need to make a reservation?</b>	No reservation is required. HITRUST will not enable the reservation functionality within MyCSF until July 1, 2021.
19	<b>My Validated Assessment Report Credit will expire before my submission date. Can I still use it to make a reservation and submit to HITRUST?</b>	Yes, the credit must be valid at the time of making the reservation.



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