HITRUST MyCSF FAQs

FAQs are specific to this webinar. Visit our General FAQs here.

Subscription

Q: What do I receive if I only purchase a report?

A: Those purchasing a report and not a subscription to MyCSF® will only have access to the MyCSF Assessment and Reports for authoritative sources such as HIPAA, SOC2®, and HITRUST®. Also, report-only access is limited to 90 days. Extensions of access may be purchased for an additional fee. Each extension is for 30 days of access—a maximum of one extension is allowed.

Q: Can I get a free trial subscription or demo?

A: HITRUST does offer a free 2-week trial access in the MyCSF tool. This access is provided in a sandbox environment. This environment does not contain all of the functionality found in the production version of MyCSF and information input into this system will not transfer into production should you subscribe. It is designed for organizations to familiarize themselves with MyCSF. Organizations can also request a demonstration through our website.

Q: Why should I purchase a MyCSF subscription if I only need a report?

A: Purchasing a subscription will open access to the MyCSF assessment, authoritative source reporting and will include a full, customizable view of the HITRUST CSF, advanced analytics for managing risk posture, benchmarking data, ability to leverage the functionality to support Corrective Action Plan (CAPs) management and longer-term remediation tracking. A subscription also includes the interim assessment for no additional cost.

Q: What are the advantages of having a subscription to MyCSF?

1. **To save time and costs**

   - A subscription enables clients to retain data, eliminating redundant (internal or assessor) data-entry tasks for the interim assessment and subsequent assessments saving organizations potentially hundreds of hours on a two-year assessment cycle.

   - With Advanced Analytics & Benchmarking in the MyCSF tool, reporting and analytics for managing the assessment will help reduce cycle time and resources required by providing actionable reports.

   - The interim assessment is included for no additional cost. A savings of $3000.

2. **Better understanding of risks**

   - A subscription provides an organization continuous visibility to risk posture throughout the assessment lifecycle and provides insight into their overall risk status. It allows organizations to continuously assess over time, reacting to changes to the HITRUST CSF and threats in its environment, and to maintain a constant and clear understanding of risk posture.

3. **Improves management reporting**

   - With Advanced Analytics & Benchmarking, organizations have the ability to communicate what has been done, is being done and needs to be done in the assessment process. Management and administrator reporting enables organizations to maintain alignment across all levels of management and Board of Directors for accurate decision making.

Q: Does a subscription add value if I'm not getting CSF Certified?

A: Yes, even if you are only completing an assessment. Purchasing a subscription will open access to the MyCSF assessment, authoritative source reporting and will include a full, customizable view of the HITRUST CSF, advanced analytics for managing risk posture, benchmarking data, ability to leverage the functionality to support Corrective Action Plan (CAPs) management and longer-term remediation tracking. A subscription also includes the interim assessment at no additional cost.

Q: Will companies still have to pay to allow their assessments to be inherited?

A: Yes. Inheritance will continue to be a premium feature in MyCSF and will require an appropriate subscription.

Q: Does the tool support organizations other than those in healthcare?

A: Yes. MyCSF and the HITRUST CSF support organizations across all industries and globally.

Q: We didn't purchase MyCSF 1.0 because of the lengthy loading time when clicking links or when moving to a new section. Are there any performance improvements with MyCSF 2.0?

A: Yes. We have minimized the number of clicks required to navigate an assessment. Also, we have tuned all queries and optimized caching to improve overall performance.

Q: Who will need to subscribe for inheritance, the person receiving the inheritance, or the person providing it? Right now, the payor is not the person who benefits. Is that reversed now?

A: Anyone that wishes to allow their assessments to be inherited will need to subscribe. This applies to internal as well as external inheritance. External inheritance is viewed as a service that is provided to customers making it easier to assess if they are working with a service provider that they can inherit from. This should encourage organizations to do business with those that provide this service.

Q: Will we have the option to convert before subscription renewal?

A: Yes. If you are interested in migrating early, contact support@hitrustalliance.net and they will get you into the queue for migration.

Q: Will there be a fee associated with API integration? Or a subscription level?

A: Yes. This feature will only be available with certain subscription levels.

Technical

Q: Does evidence always have to be referenced to the requirement for each assessed area (e.g., implementation, measured, managed) or can we say that we observed and explained what is being done?

A: When possible, all evidence should be uploaded into MyCSF. This ensures a quick and consistent QA process. Failure to upload all evidence of testing will result in a "live" QA review by HITRUST via Webex.

Q: I have started an interim assessment with my assessor organization. Should I stay on My CSF 1.0 until that is complete or switch over to My CSF 2.0? We have about two months for completion of the interim assessment.

A: Yes. Complete your interim in MyCSF 1.0 and the next cycle around it will be done in MyCSF 2.0.

Q: How long does it take to migrate from MyCSF 1.0 to 2.0?

A: Migrations will occur over a weekend, well in advance, and a migration specialist will communicate the timing and answer any questions.

Q: Will the number of requirements change from 1.0 to 2.0?

A: No. The number of controls required for CSF Certification is a function of the version of the CSF you are assessing against and not the version of MyCSF you are using.

Q: Have scoping factors (e.g., environment use of mobile devices, accessible from a public location, etc.) changed between MyCSF 1.0 and 2.0?

A: No. The scoping factors are a function of the HITRUST CSF and not the version of MyCSF.

Q: Will you be able to produce the targeted assessment, i.e., PCI from the HITRUST assessment, for the questions that are the same?

A: No. A targeted assessment will be generated from the CSF library by pulling all requirements related to the targeted authoritative source. It will be a stand-alone assessment, but it can inherit from other assessments with the appropriate subscription level.

Q: We are working on a self-assessment on version 9.1 of the HITRUST CSF, what will change for us?

A: Nothing. We advise scheduling your conversion after you have finished any active assessments to help ensure a smooth migration.

Q: What will be different for the tool administrator in comparison to MyCSF 1.0?

A: The only change is that it is fully integrated into MyCSF versus being its own application. There are no changes to how you administer MyCSF.

Q: Will those that just purchased a self-assessment then purchased the validated assessment be in the old version to start and the new version when they switch to the validated assessment?

A: Assess-only users should complete their assessments in the current environment. Keep in mind that if you have not purchased a subscription or access & retention with your assessment, your data will not be migrated and will be deleted 60 days after assessment access expires. Once your data is deleted from MyCSF 1.0, any new assessments will be created in MyCSF 2.0. Anyone that wants to maintain their self-assessment data for use in their validated assessment is encouraged to contact sales@hitrustalliance.net to purchase a subscription or access & retention.

Q: Will the new tool allow "partial" assessments to allow inheriting reusable component parts into new assessments? For example, can an object be built and assess only policies, then use that policy assessment to populate multiple system assessments?

A: No. When you inherit a control requirement, it inherits scores related to all maturity domains based on the weight given to each. If you inherit from an object that has only scored policy, you will also be inheriting the zeros for the remaining maturity domains.

Q: APIs - which GRC tools will the APIs connect to? Will it allow the import of controls into the GRC tool and export from GRC response fulfillment into MyCSF 2.0?

A: The API allows use by many GRC tools. We are working with the largest players in the GRC market to develop guidance for the integration process. The current API deployment will allow for information to be extracted from MyCSF. In the future, you will be able to place information from your native tool sets into MyCSF. We will be publishing the API specification in the near future.

Q: Is inheritance all or nothing for each requirement or can it be weighted?

A: You will be able to assign a weight to the inherited score that will apply to a particular control requirement.

Q: Do you support a hierarchy so that you can respond once on common controls like HR related items with the parent company and the responses go to all the sub assessments?

A: No. We do not have a hierarchy nor maintain any relationships between assessments. We encourage organizations to take advantage of the inheritance capability to achieve this.

Q: When is the HITRUST CSF v10.0 being released?

A: HITRUST CSF v10.0 will be released 1Q 2019.

Q: Will organizations be able to select which assessment version they use? Will you now be able to grandfather organizations into a previous assessment version if they completed their self-assessment on that version?

A: MyCSF 2.0 will be launched with CSF v9.1 in its library. It will have the feature to maintain multiple CSF versions and you will be able to take advantage of this once CSF v10.0 is released.

Q: Is there a release plan for customers who aren't subscribers, but who just purchase assessment objects as needed?

A: No. For assess-only users, new assessment objects will be provisioned in MyCSF 2.0. Your data in MyCSF 1.0 will not be migrated and will be deleted 60 days after your assessment is complete. If you wish to maintain your data, you will need to purchase a subscription or access & retention. For more information contact sales@hitrustalliance.net.

Q: What about modules such as policy management?

A: MyCSF 2.0 will not provide the modules of Incident Management, Exception Management, or Policy Management. These modules will be sunset when all customers are migrated to MyCSF 2.0.

Q: Can I get a HIPAA specific report?

A: Yes. In MyCSF 2.0 there is the ability to generate a targeted assessment against any one of the authoritative sources. Targeted assessments will only generate scorecards within MyCSF and will not result in a HITRUST Assurance Report.

Q: Will the documents and commenting from MyCSF 1.0 be transferred to MyCSF 2.0?

A: Yes. Customers who have a MyCSF subscription or access & retention will have their data migrated from MyCSF 1.0 to MyCSF 2.0.

Q: Will we be able to perform at-will assessment exports into an excel document or CSV?

A: Organizations that have the appropriate subscription will be able to export assessment data. Assessors' test objects will not have this capability.

Q: If we decide to use the API, how will MyCSF development environments (QA/UAT) be available?

A: Initial deployment of the API will focus on getting information out of MyCSF and into your native toolsets. The API will eventually allow getting information into MyCSF. Customers who subscribe at a level that includes this feature will be provided a test instance for integration testing.

Q: Can other types of assessments be done such as FISMA?

A: Yes. Targeted assessments can be performed against any of the authoritative sources of the HITRUST CSF. Targeted assessments are not submitted to HITRUST for validation and will not result in a HITRUST assurance report. They will only generate the appropriate scorecard within MyCSF.

Q: What is the MyCSF 2.0 QA process? How will the new process be different from the current process?

A: The only change to the QA process is that the process will be performed in MyCSF. There are other changes that are being implemented to the QA process that are focused on ensuring the integrity and consistency of the assurance program. These changes will be announced as they are implemented.

Q: With the ability to note which document goes with which maturity, will this eliminate the spreadsheet that the assessor is asked to provide outside of the portal?

A: The HITRUST assurance team will generate as much information for the reports from MyCSF as possible to minimize the manual and sometimes redundant collection of information.

Q: Is there a limit to the number of active assessments?

A: Yes. The number of assessments that an organization can have is limited by the level of access they have in MyCSF. Subscribing customers can purchase additional assessment objects in MyCSF if necessary.

Q: In the questionnaire, can you select IT supplier, Healthcare, Payer, etc.? What are the other options?

A: The options are a function of the HITRUST CSF and will be updated to reflect more industry agnostic options with the release of HITRUST CSF v10.0.

Q: Will HITRUST provide a webinar specifically for assessors and practitioners? How do practitioners see customer comments, the evidence cited and how will assessors and practitioners provide comments?

A: Yes. We will be revising the full and refresher training courses. These can be taken through our LMS and will walk assessors through the process. We intend to make this module available to all CCSFPs.

Q: Do you have more information on the BASICs program? Can any organization participate or is there certain criteria that needs to be met?

A: The BASICs program is targeted to lower risk organizations. We will be defining the criteria of lower risk and these criteria will need to be met to participate.

Q: The other types of assessments (GDPR, etc.) are only self-assessments and can't be validated?

A: Yes. We do not generate any type of assurance report for targeted assessments. There are assessments that you can perform internally, and you can generate score cards within the tool.

HITRUST MyCSF FAQs

Q: Can we leverage MyCSF if we are looking to achieve HITRUST with SOC 2?

A: The only way to efficiently tailor an assessment and generate the control requirements is in MyCSF. Organizations that are undergoing a SOC2 that is based on the HITRUST CSF can leverage MyCSF to make the process more efficient. This is the case even if only pursuing the SOC2 and not HITRUST CSF Certification.

Q: Is attaching a w/p or policy required? I thought only the name of the evidence we collected was needed in the tool. After that, if QA'd by HITRUST, is the evidence needed?

A: There are several changes that will be announced relating to the Assurance Program requirements. These are independent of the HITRUST CSF and MyCSF and are designed to increase the consistency and integrity of the assurance process.

Q: For organizations that have already started their assessment, will their current identified requirements be automatically populated into the new MyCSF tool to ensure no mismatch between HITRUST provided requirements and ones generated by the tool?

A: If you are a subscribing customer, actively preforming an assessment and going through the validation process, we recommend delaying your migration until you complete that process. All of your data will be migrated over to MyCSF 2.0.

Q: Can we inherit controls from our existing assessments to new objects in MyCSF 1.0?

A: No. Internal inheritance is only available in MyCSF 2.0.

Q: Is the back end of MyCSF 2.0 still RSAM? If so, will it impact the speed of processing?

A: No. MyCSF 2.0 is not built upon any existing GRC technology and has been tuned to optimize performance.

Q: Can the tool link to supporting documents rather than copy?

A: Yes. MyCSF 2.0 maintains a library of documentation and relationships between the documentation and its related control requirements and maturity domains.

Q: Does MyCSF 2.0 give organizations access to their vendors and their HITRUST certifications (or lack thereof)?

A: No. This functionality is part of the HITRUST Assessment XChange. For more information on the XChange, contact spencer.langston@hitrustax.com.

Assessor

Q: Will assessors get access to a demo environment as we have now on MyCSF 1.0? If so, when can we expect the release?

A: Assessors will continue to have access like they do today. Assessor accounts should be created in MyCSF 2.0 by the end of July.

Q: Will assessors be converted?

A: Yes. Assessors will maintain access in both versions of MyCSF until all accounts are converted so that they can continue to serve their clients.

Q: Will assessors be provided access to MyCSF 1.0 for interim reviews beyond 3/31/19?

A: No. Interim assessments that are performed for Certifications that were obtained in MyCSF 1.0 do not require access to MyCSF. However, once all accounts are converted, all interim assessments will be required to be performed in MyCSF 2.0.

Q: Will a similar demo be done for assessors to understand the capabilities for assessors?

A: Yes. We will be providing a demonstration targeted to assessors. Also, we will be making an online learning module available to all CCSFPs through the HITRUST Academy.