HITRUST MyCSF®

Autumn 2019 Release FAQs

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

Q: Is the drag-and-drop feature for multiple files available for all levels of HITRUST MyCSF® ("MyCSF") access? Or just annual subscriptions?

A: At the present time, the drag-and-drop document upload feature is available to all MyCSF users at any access level.

Q: Whenever I change or add a delegate to a control requirement statement, the previously inputted data gets erased. Can we make changes to delegates without deleting information?

A: This function allows for a workload to be assigned to a user, and in doing so provides that delegated individual with a 'clean-slate' with which to answer. The deletion of information upon delegation is a known functionality for this purpose. However, multiple users can be assigned to a single control, allowing for each assigned person's input to be incorporated.

Q: Does HITRUST® have any assurance documentation now that it is storing uploaded documents from clients within MyCSF?

A: HITRUST takes the security and privacy of our clients very seriously; the MyCSF platform has been purposefully built with multiple measures in place to safeguard your organization's sensitive data. For more information, please contact sales@hitrustalliance.net.

Q: Can HITRUST get accredited to issue Continuing Professional Education (CPE) credits for webinars?

A: HITRUST currently has no plans to pursue accreditation for CPE credit issuance, however customers can self-enter credits using traditional entry methods.

Q: Can we delete documents that are wrongly uploaded into MyCSF?

A: Yes, documents can be completely deleted, unassociated with control requirement statements, or replaced.

Q: Will HITRUST Authorized External Assessors who performed validation work for an assessment have access to extract the HITRUST CSF Validated Report? Or would it depend on the type of MyCSF access?

A: Authorized users who have access to an active MyCSF account and assessment object will have access to view and extract the report from that assessment object.

Q: Is it on the roadmap to allow users to upload documents to pointer references that have already been mapped to control requirement statements?

A: There is an upcoming update to the MyCSF platform which will revitalize the offline assessment feature, making it easier to associate document references with control requirement statements.

Q: When we drag-and-drop a document, is there a way to link that document with respective control requirement statements and maturity levels, other than manually?

A: Our current option does not facilitate automatic mapping to multiple requirement statements or maturity levels. We are continually updating and improving MyCSF and will consider ways to do this.

Q: The MyCSF section of the website notes "integration with major GRC platforms." What GRC platforms are possible, and to what extent of integration?

A: We offer an API within MyCSF that enables other systems to interface with the application in a more programmatic way. With that said, it does require a bit of technical knowledge by the consumer. For that reason, we have multiple conversations ongoing to provide a more seamless, plug-and-play type of solution with certain GRC tools.

Q: I really like the ability to create a vendor assessment. How would the licensing work for vendors to access MyCSF and answer the assessment?

A: This functionality is not yet developed within the MyCSF platform but, should we move forward, it would be a feature associated with the HITRUST Assessment XChange®. To learn more about how the HITRUST Assessment XChange can help streamline and simplify your organization's third-party risk management program, click here.

Q: Can zip files be uploaded?

A: Yes, zip files can be uploaded and MyCSF offers the option of uncompressing the files within to be listed individually. Zip files can also be housed within MyCSF as a single file, but if done so, should only be used to support a single maturity finding.

Q: What could be the minimum period for a HITRUST CSF Validated Assessment?

A: The HITRUST CSF Validated Assessment requirements can be found in the *HITRUST CSF Assurance Program Requirements*.

Q: Can users edit diary entries once created?

A: Currently, no. We will be evaluating this functionality in the future.

Q: Will HITRUST be adding a functionality to the diary feature to notify parties when entries are created?

A: This functionality has been added to our backlog and is on the roadmap.

Q: Can a single Excel file with all five maturity levels for a control requirement statement be linked to all five maturity levels within MyCSF, or would we need to upload and attach a separate Excel file for each maturity level?

A: Each associated file should support a single maturity score.

Q: Is there an effort to update the MyCSF platform to allow users to track documentation/feedback at the maturity score level? For example, a comment box/column for each maturity level to document supporting documentation/gaps/feedback?

A: We continually evaluate the methods and options for providing support for scoring. Our feedback indicated that the single commenting area was the desired method.

Assurance-related Questions:

Q: At what point does the 90-day clock begin ticking for submitting an assessment for quality assurance (QA) review?

A: The 90-day clock begins when the External Assessor enters the field to begin testing. The *HITRUST CSF Assurance Program Requirements* documentation states: "All testing performed by the HITRUST External Assessor in support of the validated assessment must be conducted within 90 days of the submission date to HITRUST."

Q: What if clients don't want to upload their sensitive documentation into the MyCSF portal? In the past, you accepted the names of the documents only. Is that still acceptable?

A: External Assessors are required to link documents to requirement statements. A link is established in MyCSF when the document name and any required properties are inputted and does not require uploading the document file. For any requirement statements that are selected for QA that have linked documents without attached files, the QA analyst will reach out to the External Assessor to request a WebEx meeting to view the document file(s).

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