

Loudoun County

County/Local Leadership

Founded in 1757, Loudoun County is a dynamic county with an outstanding quality of life, located just 25 miles from Washington, D.C. Loudoun has established a reputation as an international center for technology, communications and transportation and is the home to Dulles International Airport and America Online. With a population of 271,987 Loudoun also enjoys a reputation for their vision, high quality services and first-rate educational systems.

Utilizing Awareity's services since March 2005 Loudoun County is one of Awareity's first and largest clients in Virginia.

Information Security Challenges in County Government

With over 3,050 employees, Loudoun County knew they needed to find better ways to empower their PEOPLE (employees, management, responders, vendors, contractors, suppliers) and protect sensitive information from external and internal threats and vulnerabilities while understanding and complying with federal regulations, state mandates and organizational policies. Loudoun's management recognized that it needed to ensure each individual had ongoing awareness of roles and procedures to effectively share sensitive information, safeguard citizen information, meet security standards and maintain high levels of integrity and availability. Individuals also needed accountability of their responsibilities for many different events and emergency situations, as well as legal due diligence efforts.

Statistically, Human Factors represent an organization's biggest risks and gaps which can lead to embarrassing incidents, breaches or increased liability and fraud. Security and privacy of personally identifiable information is an escalating and ongoing challenge and requires immediate and ongoing proactive oversight.

Overwhelmed with Status Quo...and Obligations

Loudoun County's management realized that outdated manual efforts needed to be replaced immediately to keep up with escalating challenges and obligations. Management was becoming overwhelmed with mounting obligations and responsibilities for developing, implementing, communicating, tracking, documenting and maintaining people's awareness of roles, procedures, guidelines and plans. Preventing liabilities and meeting examination and audit requirements, while ensuring that all individuals have acknowledged their roles and responsibilities was complex and difficult using outdated processes. Management needed a more effective approach to ensure internal controls were ongoing and documented at the individual level.

Loudoun looked to Awareity for assistance to automate and eliminate manual processes, using one of Awareity's Individual Awareness and Accountability Services (IAAS), called MOAT (Managed Ongoing Awareness Tools). MOAT gives Loudoun County's management the ability to accurately and efficiently provide situational awareness and accountability, while building trust and saving time, money and valuable resources.

Awareity's Solution for Loudoun County

Embarrassing headlines, incidents and constantly changing risks continue to expose organizations' many weaknesses and the need for more effective management tools to ensure internal controls are addressed and individuals are aware and accountable.

Surveys and experts continue to validate Human Factors are resulting in compliance and information security incidents, making the need for situational awareness critical. Awareity's IAAS tools help organizations "connect the dots" and eliminate gaps and ensure that "blueprints" (policies, procedures, guidelines, assessments, lessons learned, regulations, etc.) become living documents to improve accountability, integrity, clarity, auditability, survivability and much more.

Loudoun County invested in Awareity's MOAT, as a revolutionary solution that allows managers to oversee 40+ departments and utilize the same web-based tools for multiple critical issues including:

- Information Security and Protection
- Information Privacy (HIPAA)
- Risk Management
- Regulatory Compliance (VA Executive Order 43, SEC-501, etc.)
- Employee Awareness (Phishing, Pharming, Spyware, Viruses, etc.)
- Acceptable Use (Passwords, E-mail, Workstation Security, etc.)
- Legal Due Diligence
- And much more...

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"Security awareness training is a key component in Loudoun County Government's overall security framework. Awareity's MOAT provides our IT department with a mechanism to raise staff awareness, resulting in a better educated user community. The MOAT system is simple, flexible, and user friendly."

- Loudoun County Administrator Brian Beebe



Building Strong PEOPLE, PROCESSES, and TECHNOLOGY

Loudoun County

MOAT helps eliminate Loudoun County's gaps, while connecting the dots between their PEOPLE, PROCESSES and TECHNOLOGY. Many organizations are implementing technology, but technology alone is not the answer. Awareity's tools are more efficient and more effective than conventional communications systems and 'digital megaphones,' which offer little or no security, confidentiality, accountability, auditability or measurability. Managing Human Factors requires coordinating people, coordinating processes and controls, and coordinating guidelines and regulations across all levels of government to maintain situational awareness and accountability.

By taking the initiative with MOAT, Loudoun County has access to the award-winning Security Awareness Modules and can also easily assign additional policies and procedures across multiple departments and track individual acknowledgements in real-time as people accept their responsibilities or acknowledge updated versions of policies. Loudoun County's management has access to on-demand progress reporting and preparedness metrics, as well as documentation for regulatory reviews and board meetings.

Connecting the Dots with IAAS

Loudoun County implemented Awareity's award-winning MOAT almost 3 years ago to improve security awareness, oversight and preparedness. MOAT is a revolutionary IAAS tool, requiring NO software and NO hardware implementation. MOAT offers accessibility from anywhere Internet access is available – at work, home, traveling and during emergency situations.

Since the initial implementation, Loudoun County has expanded MOAT to over 40 departments, including Sheriffs, Court Systems, Family Services, Parks and Recreation, Fire and Rescue, Transportation, and Health. The MOAT Vault has been utilized to share multiple policies and procedures relating to HIPAA and information security, and Loudoun County now has the "21st century tools" they need to ensure employees and third-party users are "certified" before they are allowed to access sensitive personal or organizational information. Documentation of personnel certifications and individual awareness is automated and ongoing to meet audit and examination requirements, as well as regulatory and legal obligations.

Loudoun County can continue to expand MOAT across even more departments and improve situational awareness across the organization by utilizing the MOAT Vault for new and changing organizational policies for technology, compliance, human resources and business continuity, as well as secure sharing of roles and responsibilities with third-party entities and emergency personnel.

21st Century Challenges and Beyond

MOAT allows organizations to address future challenges, such as Terrorism, Pandemic Flu and Emergency and Crisis Response, by providing the tools to implement best practices and improve and expand situational awareness on an ongoing basis. Policies, procedures, guidelines, standards and protocols must be managed, communicated and updated across multiple individuals, across multiple entities and across multiple levels of government, law enforcement and other responders. Every individual has critical roles and responsibilities and Awareity's IAAS allows organizations to ensure that each individual has acknowledged existing and updated responsibilities.

By implementing proactive prevention, proactive oversight and proactive management efforts for Human Factors, Loudoun County has become a leader across Virginia.

About Awareity

Awareity is the leader in Individual Awareness and Accountability Software (IAAS) and 21st century tools for management and oversight. Human factors are the leading cause of all types of expensive and embarrassing incidents, as well as unnecessary loss of lives. Awareity's services empower management to implement situational awareness, trust and accountability at the individual level across one or more multiple organizations on an ongoing basis while eliminating business as usual methodologies that are expensive, complex and inefficient.

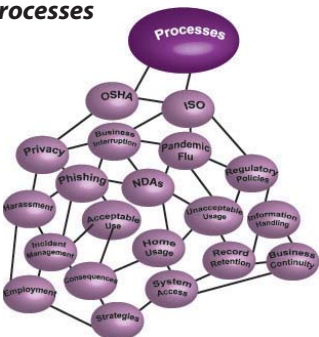
Awareity's "first-of-its-kind" IAAS solutions are proven across multiple levels of government as well as education, finance, healthcare and other critical industries. Awareity's award-winning solutions enable organizations to improve efficiencies, minimize costs, and reduce measurable risk. Awareity's solutions automate manual and traditional methodologies for compliance, security, privacy, safety, coordination, preparedness, response and recovery efforts. Awareity's solutions allow organizations to be proactive and securely share the right information with the right people at the right time with accountability and auditability at the individual level.

Connecting the Dots and Eliminating Gaps

People



Processes



Technology

