

# Client References & Testimonials



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## **Risk Analysis & Technical Vulnerability Assessment**



## **Training & Certification**





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# **Consulting Testimonials**



"We are very satisfied with your thoroughness and have made a number of policy adjustments as a result of the findings. We look forward to a continuing relationship and would highly recommend ecfirst."

LEE PAYNE
Director of Healthcare Services
Konica Minolta Business Solutions U.S.A., Inc.





I have 20+ years of experience in the Healthcare IT industry in a variety of roles including Cybersecurity software and services. During this time I have seen numerous speakers on the topic of Cybersecurity and Ali Pabrai is among the best. He covers the state of the industry, healthcare-specific regulations, process, product, best practices and call- to-action takeaways in a manner that can be understood at multiple levels including technical, clinical, supply chain and executive."

"Ali also weaves in stories and humor to keep the audience engaged on what can be a dry yet frightening topic. I highly recommend Ali Pabrai as a speaker, trainer and consultant in this area."

Chris Liburdi
Director – Business Development
Srcg Ops – Business Technology





"I first learned about ecfirst through a detailed online search of providers in the healthcare certification space, specifically HIPAA and technology security related programs for my company. I quickly learned two things that was not immediately available online. First, the detailed nature of the testing met my criteria to ensure this is not a 'check the box activity' but rather one that ensured adoption and internalization of knowledge. Second, I found the secondary businesses units that can provide compliance as a service. I purchased a penetration test and had one of our applications certified 'HIPAA Complaint" and feel that both items added fantastic value to my organization."

John Cruz Chief Executive Officer Prove It!





"Prime Healthcare and its network of 14 hospitals in Southern California are excited to have exclusively selected ecfirst, home of the HIPAA Academy, to address HIPAA and HITECH regulatory compliance mandates. The engagement is based on the ecfirst Managed Compliance Services Program which is a complete end-to-end comprehensive compliance solution that addresses risk analysis, technical vulnerability assessment, policy development, social engineering, business impact analysis, creation of a disaster recovery plan, as well as on-demand remediation services for risk management (corrective action plan). Prime Healthcare is excited to have partnered with an organization – ecfirst – that is recognized in the healthcare industry and with business associates internationally, as a leader devoted to enabling health systems to continually meet information privacy and security regulatory requirements."

Prime Healthcare Corporate Marketing



# **To Whom It May Concern:**

I am pleased to write this letter or recommendation for ecfirst.

One of my main clients, the Utah Department of Health has been managing a major breach of data under the control of a business associate.

ecfirst was contracted to provide security risk analysis, technical vulnerability assessment, policy development, as well as training and certification services, including the Certified HIPAA Professional (CHP) and the Certified Security Compliance Specialist<sup>™</sup> (CSCS<sup>™</sup>) programs.

My client reports, and my interaction supports, that ecfirst has been very professional in their contract performance. Services were tailored to meet the needs of the Department and Utah law.

ecfirst has demonstrated dedication to ensuring that projects goals were met or exceeded every step of the way.

I strongly recommend them to anyone in need of similar services.

Doug Springmeyer, Assistant Attorney General Chair, HIPAA Implementation Committee Utah Attorney General's Office

"ecfirst provided The Utah Department of Health (UDOH) a set of HIPAA security policy templates and follow-up consultations. We were able to efficiently modify, adopt and put the policies into practice. Adopting ecfirst policy templates shortened our policy developmental time and established a solid foundation for us to implement HIPAA requirements."

Wu Xu, Ph.D. Director, Office of Health Information and Data Security Information Security Officer, Utah Department of Health

"The professionalism and complete subject matter knowledge make ecfirst the consultants of choice for HIPAA and HITECH information and issues. Our experience with ecfirst was unwavering in addressing all issues and enabling a foundation for an active and vibrant compliance program. Pabrai's leadership was exceptional, very devoted to ensuring all areas were appropriately addressed."

Blake Anderson

Department of Health, State of Utah



#### **Recommendation About ecfirst for InfoSec Services**



"As a long-time customer of All Covered, a business unit of Konica Minolta, who manages my company IT infrastructure, my firm first reached out to determine if they knew of a party to help with an Information Security Risk and Vulnerability Assessment. I was pleasantly surprised to know that All Covered has a strategic partnership with ecfirst. This eased my mind immediately because I knew that any successful assessment and subsequent actions would require collaboration from multiple parties."

"Since the beginning, my experience with ecfirst has been outstanding. I spent the most time with the professional responsible for the Risk Assessment. He was outstanding every step of the way. Unlike other company services which encompass an assessment only, ecfirst offered a package of services which did not stop with the assessments and instead began the groundwork for a solid set of policies and procedures which I could then review and amend with the particular information that only I would know about my company processes. Many questions came up during this part of the project, and ecfirst was beyond responsive and answered every question as thoroughly as I could ever imagine."

"I am very grateful for the services ecfirst has offered and very fortunate to have this partnership between ecfirst and All Covered/Konica Minolta available."

"I would recommend ecfirst for information security services."

An Existing All Covered Client in Southern California August 2015



# Consumer Driven Healthcare Account Administration Leader ecfirst Testimonial



"As a leader in consumer-driven healthcare account administration of HSA, HRA, FSA, and VEBA, and with health exchanges, HealthEquity is very sensitive to the PHI it manages. HealthEquity selected ecfirst to partner with for an independent, third-party review of our compliance with HIPAA and HITECH mandates. We found that ecfirst provided exceptional value for the work they delivered. The staff members were easy to work with. Their insight and guidance has enabled our organization to be better positioned to address compliance requirements. We highly recommend ecfirst and look forward to working with them again in the near future."

Eric Sorenson Information Security Officer HealthEquity



# Risk Analysis, Technical Vulnerability Assessment & Social Engineering Client Testimonial For Hospital Network



"Our organization manages an IT infrastructure for a hospital system that is rich and deep in confidential patient information. We selected ecfirst (The HIPAA Academy) to partner with, for an independent, third-party review of our compliance with HIPAA and HITECH mandates. The core objective of the exercise was a comprehensive risk analysis exercise that was inclusive of a technical vulnerability assessment and a social engineering engagement. We found that ecfirst provided exceptional value for the work they delivered. The staff members were very professional and easy to work with. Their insight and guidance has enabled our organization to be better positioned to address complex compliance requirements. We highly recommend ecfirst and look forward to working with them again in the near future."

Phil Wasson, President and CEO TriRivers Health Partners



### **Enterprise Information Security Plan Testimonial**



"ecfirst was engaged to develop a comprehensive enterprise information security plan. The process of development of the plan included interviews, review of critical documents, including policies and information related to security controls implemented."

"The ecfirst Security Team was very responsive and tailored the information security plan to our specific requirements, including compliance mandates/standards such as HIPAA, HITECH, ISO 27002 and NIST SP 800-53. Work was professionally executed and of exceptional quality. ecfirst has worked hard to earn our confidence and our trust. We look forward to work with ecfirst again in the near future."

Tom Brink
Director IT Operations, HIPAA Security Officer
Maricopa Integrated Health System



## **Risk Analysis & ecfirst On-Demand Testimonial**



"As a Health Information Exchange (HIE), MHIN is very sensitive to the PHI it manages. MHIN selected ecfirst to partner with for an independent, third-party review of our compliance with HIPAA and HITECH mandates. We found that ecfirst provided exceptional value for the work they delivered. The staff members were easy to work with. Their insight and guidance has enabled our organization to be better positioned to address compliance requirements. We highly recommend ecfirst and look forward to working with them again in the near future."

Kristi Schmidt Michiana Health Information Network (MHIN)



### **Risk Analysis & Vulnerability Assessment Testimonial**



"A.O. Fox Memorial Hospital, a member of the Bassett Healthcare Network, in upstate New York provides a broad spectrum of healthcare, with renowned specialties in emergency, acute, and primary care. The privacy and security of patient information is of vital importance to the organization. It is for this reason we selected ecfirst, Home of The HIPAA Academy, to conduct a thorough and comprehensive review of our safeguards around PHI across the enterprise."

"ecfirst came across as a diligent organization, exceptionally professional and responsive to all our requirements, be it policy review, risk analysis or technical vulnerability assessment. A relationship of trust has been established and we have no hesitation in recommending ecfirst. We look forward to continuing the relationship we have established with ecfirst in the future."

Joe Phillips
Director of IT/CIO



## **Expert Services on Information Security, Testimonial**



"Nixon Peabody provides extensive services in the area of HIPAA and HITECH legal services and recently retained the services of Ali Pabrai, MSEE, CISSP (ISSMP, ISSAP) as an expert on information security. The case involved a data breach matter between a covered entity and a business associate. I found Mr. Pabrai and his organization, ecfirst, as exceptionally responsive in supporting all our activities as requested on a timely and professional manner. His insight was valued and of significance. We look forward to our continued association."

Linn F. Freedman Partner Nixon Peabody LLP



### **Business Impact Analysis (BIA) Testimonial**



"ecfirst was selected to conduct a comprehensive Business Impact Analysis (BIA) exercise for our complex technology infrastructure with hundreds of servers, applications across several sites. The work was completed professionally by deeply experienced experts that combed through numerous documents, an intense series of workshops and interviews, and resulted in a complete report that was actionable by senior management. ecfirst delivered enormous value in cost and the final report was supported by an executive presentation that was tailored to our requirements. We look forward to building a long-term relationship with ecfirst and recommend ecfirst highly."

Reji Kothari Senior Director, Technology and Operations Services Alexian Brothers Health System



## **Security Reminders (OLS) Testimonials**



#### **About HIPAA & Security Compliance Reminders**

Security Reminders is an addressable implementation specification under the Security Awareness and Training Standard of the HIPAA Security Rule (§ 164.308(a)(5)(ii)(A)). As part of the overall training program, the HIPAA Security Rule's guidance is to implement "periodic security updates". Since this requirement is addressable, covered entities and business associates can select the topics, venues, media, and frequency for these updates.

As part of the requirement, covered entities and business associates should document the security reminders they distribute. Documentation should include the type of reminder, the message, and date it was sent (if emailed) or posted.

ecfirst recommends that reminders be in several forms – emails, newsletters, posters, bulletin boards, or educational video clips are some options. To assist you with requirement compliance, ecfirst has developed a security reminders document with reminders around common themes in the workplace and some real-world scenarios.

#### **Testimonials**

"I just want to say THANKS! This is going to make our security awareness training reminders so EASY! Literally 5 minutes and my team had the reminder and it was logged in my binder. SUPER!"

Daneele Shipman Whitney Sleep Center





"When it comes to compliance and security solutions, Brookshire Brothers has not hesitated to utilize ecfirst and the HIPAA Academy. The value gained through service deliverable performance (Gap and Risk Analysis, Technical Vulnerability Assessments and Policy/Procedure Development) and the knowledge transfer of related training has been immense. Based on their vast experience, the ecfirst team provides impactful solutions recognized in the short and long-term."

Sumner Osgood VP of Information Technology Brookshire Brothers July 17, 2012





"When GHX began discussing our march toward HIPAA compliance, there was a general consensus about where we had to be - in three years, but there was also a notable lack of agreement on how we might get there. After thoughtful consideration (and amazing good fortune) we chose to seek the services of ecfirst as our "implementation partners" to assist our efforts with HIPAA using ISO 27000 as the framework."

"I'm happy to say, it was the best choice we could have made. Their ISO 27000 experience, comprehensive approach, and practical guidance, have put us solidly on the road to achieving our goal, within our time window."

"For GHX, achieving compliance is a huge effort, and having a dependable ally was critical to our success."

Patt Anderson Compliance Manager GHX





"We have come to rely on ecfirst as our partner for HIPAA and HITECH compliance. As a preferred client in the ecfirst Managed Compliance Services Program (MCSP), ecfirst makes sure that we do the right things at the right times with critical mandates. We have come to rely upon their expertise and are secure in knowing that we are getting the best advice possible. Regulations are constantly changing and the team at ecfirst keeps current with the requirements. ecfirst enables our organization to be focused on what is important."

"We would highly recommend ecfirst to any covered entity or business associate."

Lawrence Roberts
Principal
Integrated Health Management Services, LLC





"ecfirst provides excellent value across a comprehensive portfolio of first rate solutions for regulations such as HIPAA | HITECH compliance, risk analysis, social engineering, vulnerability assessment, disaster recovery and business continuity. They are not just experts in these respective fields but are able to communicate and motivate corporate audiences to effect change."

"ecfirst is an excellent business partner that focuses on long term, successful relationships through consistently successful project delivery."

Joe Granneman Chief Technology Officer (CTO) and Chief Security Officer (CSO) Rockford Health System





"Ensuring secure and appropriate access is not just a compliance requirement, but vital for protecting confidential patient information. Northwest Community Healthcare (NCH) has been very fortunate to find a partner in ecfirst to address several compliance challenges, be it HIPAA, HITECH, PCI DSS or the FACTA – Red Flags Rule. NCH has been an early adopter of the ecfirst Managed Compliance Services Program (MCSP) which provides a comprehensive framework to address areas such as Business Impact Analysis (BIA), Disaster Recovery Plan (DRP), Risk Analysis, Vulnerability Assessment, Security Remediation, Training, Certification, Policy Updates and more."

"ecfirst has been a highly valued and responsive partner in its role to enable NCH to be a more trusted hospital."

Suresh Krishnan Chief Technology Officer (CTO) & Information Security Officer (ISO) Northwest Community Healthcare (NCH)





"Outcomes Health delivers best in class health information solutions and as a business associate, places high priority for compliance with HIPAA & HITECH mandates. Outcomes has subscribed with the Managed Compliance Services Program (MCSP), an exclusive with ecfirst, Home of The HIPAA Academy, to ensure that policies, risk analysis, vulnerability assessment and associated remediation activities are performed with diligence on a rigid schedule. Our commitment with securing sensitive information is matched by the ecfirst devotion to ensuring continual compliance. Outcomes values the partnership with ecfirst highly."

Anil Kochhar Vice Chairman, Compliance Officer, CIO, COO Outcomes Health Information Solutions





# Schumacher Group On-Site Cyber Security & HIPAA Training

"Presented the information in terms that I could understand and follow along with. Hit on the areas concerned with my role."
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"Entertaining, energetic, informative, nice flow."
en e
"Wealth of Information presented."
"Ton of info, well organized."
"The PCI DSS portion was informing."
"Very Informative."
"Very Informative and related to our work environment."
"Highlights of requirements and standards to guide us to needed documentation and auditing practices."
"Lots of detail - concise presentation."
"Creat coverage of a lot of information "
"Great coverage of a lot of information."
"Covered a large amount of information condensed down into a reasonable timeframe."
"Good flow to course, relevant context, excellent instructor."
"Prior to this CSCS™ course I had little knowledge of security regulations that affected healthcare. After completing the CSCS™ Program, I have a very well rounded knowledge of what affects my business and understand what is needed. I can go back to my firm and feel confident in addressing risk."
"The CSCS™ training was very organized and the teacher was well prepared. Great information that will be useful for our company."





"Working with ecfirst has been a great partnership. The professionalism and depth of knowledge from the ecfirst team enabled us to expedite many components associated with enhancing our security and compliance program. In a time where health information technology professions struggle to keep up with all of the regulatory changes, it is great to know that we have an national and international partner which can help us address opportunities to better protect confidential and sensitive data."

Douglas Menefee
Chief Information Officer
Schumacher Group





# National Health Insurance Authority (NHIA), Successfully Completes CHP & CSCS™ Program in Accra, Ghana, Africa

Initiative to Prepare for Privacy & Security of Electronic Health Records

#### NEWPORT BEACH, CALIFORNIA, USA - September 12, 2012

The National Health Insurance Authority (NHIA), headquartered in Accra - Ghana, is an organization that administers a social health insurance scheme to residents of Ghana. The NHIA also has regulatory oversight over the private health insurance companies operating in the Republic of Ghana. With a focused directive to support and encourage electronic heath records, the NHIA exclusively engaged ecfirst, Home of the HIPAA Academy, to deliver the Certified HIPAA Professional (CHP) and the Certified Security Compliance Specialist (CSCS™) instructor-led training programs in Accra, Ghana during the months of August and September, 2012.

Fifty management and technical staff from the NHIA, the Ghana Health Service (GHS), the 37 Military Hospital, the Police Health Services, Christian Healthcare Association of Ghana (CHAG), and the three leading health facilities in the country - Korle-Bu, Tamale & Komfo Anokye Teaching Hospitals - participated in this seminal training program.

"The NHIA is very serious about establishing credible safeguards in its security architecture and the CHP and CSCS™ Programs enabled the team to carefully step through critical areas of significance," stated Dr. Gustav Cruickshank, Chief Internal Auditor, NHIA. "The CHP Program is the gold standard in the industry that addresses all core aspects of the HIPAA and HITECH regulations. The CSCS™ Program is the world's first program that thoroughly examines the areas of cyber security and regulatory compliance standards such as ISO 27000, PCI DSS, and FISMA."

The risk to patient information in healthcare organizations and business associates is significant. A risk to Protected Health Information (PHI) today is a risk to the organization. Symantec recently reported that targeted attacks rose to an average of 151 per day in the first half of 2012 (WSJ, July 19, 2012).

"The NHIA has taken the initiative, in fact demonstrated leadership in being proactive to raise the level of knowledge significantly to better understand how to appropriately protect confidential, sensitive information it processes for its customers. The students were actively engaged and focused in thoroughly examining areas of potential risk related to the processing and management of confidential health information," stated Ali Pabrai, Chief Executive, ecfirst.

### Client References & Testimonials



#### **National Health Insurance Authority (NHIA)**

The NHIA vision is "to be a model of a sustainable, progressive and equitable social health insurance scheme in Africa and beyond." The NHIA provides financial risk protection against the cost of quality basic healthcare for all residents in Ghana, and it is focused on delighting its subscribers and stakeholders with an enthusiastic, motivated and empathetic professional staff who share the values of honesty and accountability in partnership with all stakeholders.

#### ecfirst

Devoted to its clients and delivering with passion, ecfirst, home of the HIPAA Academy, provides deep expertise to healthcare covered entities, business associates and Personal Health Record (PHR) vendors with its full suite of services that include:

#### Service Deliverables

- Privacy and Security Risk Analysis
- Technical Vulnerability Assessment
- Policy and Procedure Development
- Contingency Planning/Business Impact Analysis/Disaster Recovery Planning
- System Security Plan Development
- Social Engineering
- On-Demand Consulting
- Managed Compliance Services Program (continual HIPAA and HITECH compliance)

#### Training & Certification

- Certified HIPAA Administrator (CHA<sup>TM</sup>)
- Certified HIPAA Professional (CHP)
- Certified Security Compliance Specialist (CSCS™)

With over 1,600+ clients, ecfirst was recognized as an Inc. 500 business – America's Top 500 Fastest Growing Privately Held Business in 2004 – our first year of eligibility. ecfirst serves a Who's Who client list that includes technology firms, numerous hospitals, city, state and federal governments departments, and hundreds of businesses across the United States and abroad. A partial list of clients includes; Prime Healthcare Services, Kaiser Permanente, Microsoft, Symantec, HP, McKesson, EMC, IBM, Principal Financial, U.S. Army, U.S. Dept. of Homeland Security, U.S. Dept. of Veterans Affairs and many others.







"We are really grateful to Pabrai and his team coming all the way to Ghana for the HIPAA and CSCS™ training. The training changed the perception of most of the delegates resulting in change of attitude in their work in relation to data protection & handling and IT security. The lessons learnt was invaluable and most of the participants have started putting in requests for an encore."

"It was a great pleasure working with the ecfirst team, learning about how to handle different working culture in our various countries. We take this opportunity to say a big 'Ayekoo' (Well done in our local parlance) to all the team members of ecfirst who made this maiden training program in Ghana a success. Season greetings to you all and a Happy New Year. Cheers and God bless you all."

Gustav G.L. Cruickshank (Dr.) Chief Internal Auditor National Health Insurance Authority









"ecfirst has been one of the best things to happen to our overall information security and privacy compliance program. They literally fell out of the sky and have been a valuable asset to our organization. Their Managed Compliance Services Program (MCSP), methodic approach and thorough analysis leaves no stone unturned, giving our organization the information we need to make effective decisions."

Wes Rogers
Director, Information Security and Support
GEMCare Health Plan/Managed Care Systems, LP



# GOLDEN GATE



"I want to state categorically that your work and that of the ecfirst team throughout this process has been exemplary, as has been the finished product. I would not hesitate to recommend you and ecfirst to colleagues at other PPs. Rarely have I been so impressed with the knowledge, professionalism and quality of work as I have been with both of the HIPAA audits your firm performed for PPGG. Thanks again for all of your team's hard work."

Joel Roth IT Director Planned Parenthood Golden Gate



## **State of Illinois, Department of Human Services**

"I discovered ecfirst, Home of the HIPAA Academy, when I made an application to the National HIPAA Summit in Washington DC. As part of the application process, HIPAA Academy's HIPAA certification courses were offered. The price was very competitive and I could regulate how quickly or slowly I took the course. I took ecfirst's Certified HIPAA Administrator (CHA<sup>TM</sup>) course and exam. The course instructed the learner in the basics of HIPAA Privacy and Security."

"The next course in their series is the Certified HIPAA Professional (CHP). This is an intensive training program delivered by one of ecfirst's professional instructors. Thirteen privacy officers in my agency attended that training. This course is much more detailed in terms of HIPAA Privacy and Security. My colleagues and I now have a much deeper understanding of the Privacy Rule, the Security Rule, National Healthcare Identifiers and Code Sets."

"The on-line support provided by ecfirst was excellent and timely."

"I highly recommend the ecfirst and HIPAA Academy certification courses."

Peg Tanner HIPAA Chief Privacy Officer State of Illinois, Department of Human Services



### U.S. Department of Veteran's Affairs



WASHINGTON, April 27, 2006 – The U. S. Department of Veteran's Affairs faced a daunting task – choosing an organization to train the nation's VA Hospitals' Privacy and Security Compliance officials on the Health Insurance Portability and Accountability Act (HIPAA). Since each official was responsible for compliance with the federal regulation protecting patient data for their respective hospital, a comprehensive training program was required. ecfirst, a division of ecfirst, was chosen based on their reputation in the healthcare industry for high-quality and comprehensive HIPAA training solutions.

"ecfirst is one of the finest educational organizations with whom I have had the pleasure to work. The staff are extremely knowledgeable and experienced both in private sector and government sector security legislation" stated Lydia Duckworth, HIPAA Security Project Manager for the VA.

Uday 'Ali' Pabrai, CEO of ecfirst, was involved in the project from the beginning and delivered the security training. "During our work together, Ali Pabrai was able to impart best practices for developing disaster recovery plans, the technical specifications for public key infrastructure and other encryption based solutions, wireless security requirements and the general state of HIPAA Security compliance."

"I welcome the opportunity to work with ecfirst again in the future and would recommend this organization to anyone looking to develop security or privacy training tailored to their particular environment whether you are a healthcare organization or a business associate of a healthcare organization", said Duckworth.

#### About the U.S. Department of Veterans Affairs

The Department of Veterans Affairs (VA) is responsible for providing federal benefits to veterans and their families. Headed by the Secretary of Veterans Affairs, VA is the second largest of the 15 Cabinet departments and operates nationwide programs for healthcare, financial assistance and burial benefits. VA's healthcare system now includes 154 medical centers, with at least one in each state, Puerto Rico and the District of Columbia. VA operates more than 1,300 sites of care, including 875 ambulatory care and community-based outpatient clinics, 136 nursing homes, 43 residential rehabilitation treatment programs, 206 Veterans Centers and 88 comprehensive home-care programs. VA healthcare facilities provide a broad spectrum of medical, surgical and rehabilitative care.





"The ecfirst Team conducted a comprehensive review of our healthcare application. The HIPAA Evaluation Report provided to us included a detailed Corrective Action Plan (CAP) that enabled NCORD to fast track further enhancements to ensure that NCORD addresses the compliance mandates. The ecfirst Team always responded professionally and was detailed and diligent in its guidance. We look forward to a long relationship between our firms."

Tejashree Shirole NCORD





"As a Business Associate based in California, Episource is very sensitive about any U.S. healthcare client information it processes at its offshore facility. With a deep commitment to ensure complete HIPAA and HITECH Act compliance, Episource selected ecfirst as the optimal organization to partner with for a comprehensive and thorough analysis of its policies, procedures, and practices to meet U.S. federal and State mandates. Episource is looking to adopt the ISO 27000 as the broad security framework for its internal compliance requirements – and the efforts of ecfirst have positioned us exceptionally well in this area."

"The ecfirst HIPAA, HITECH and ISO 27000 knowledge, experience, and practical guidance, have put us solidly on the road to achieving our goal, within our time window and budget defined. ecfirst demonstrated enormous flexibility in packaging its services to address our specific requirements."

"For Episource, achieving compliance is a an issue of ensuring client trust, and we could not have met our objective without the insight and devoted engagement by ecfirst."

Sishir Reddy CEO Episource LLC





"pi International was looking to partner with a firm that would "look underneath the rocks" to ensure compliance with the HIPAA regulations. No organization provides the depth of expertise and hands-on experience in enabling compliance with regulations as ecfirst, home of the HIPAA Academy. ecfirst has been relentless in ensuring that we at pi raise our bar significantly to protect and secure all PHI we process. We are today a better organization for our clients as a direct result. As a business associate with capabilities in the USA, Singapore, BVI, and India, we treasure our relationship with ecfirst in working with us to always ensure we keep ahead of the regulatory challenges in the healthcare information technology area."

Peter Isaac Founder & Chairman pi international India; pi international LLC – USA; pi international solutions PTE LTD – Singapore; pi international group LTD – BVI.







"Ali really had his work cut out for him. Talking to a group of security solution experts about compliance and regulation. He also had the added layers of this training being held in Las Vegas during a sales kickoff event which kept most of the attendees up all night:). The material was presented very professionally and with a pleasant level of enthusiasm. Ali's preparation really paid off as the class often took opportunities to have some fun with him and he didn't miss a step. Ali's commitment and professionalism really came through when he offer to host a after-hours study session for us and by the end of the two days it really seemed as Ali was 'one of us'."

"The class has really helped my confidence in speaking to customers about compliance and I have already been able to use lessons learned in class to assist my customers. Thanks to ecfirst for making compliance training interesting and dare I say fun!"

Michael Lawson Senior Sales Engineer





"Aultman Hospital in Ohio provides a broad spectrum of healthcare, with renowned specialties in emergency, acute, and primary care. The privacy and security of patient information is of vital importance to the organization. It is for this reason we selected ecfirst, Home of The HIPAA Academy, to conduct on a regular schedule a thorough and comprehensive review of our safeguards around PHI across the enterprise."

"ecfirst came across as a diligent organization, exceptionally professional and responsive to all our requirements, be it policy review, risk analysis or technical vulnerability assessment. A relationship of trust has been established and we have no hesitation in recommending ecfirst."

"We look forward to continuing the relationship we have established with ecfirst in the future."

Barbara J. McGill, AAB, CHP, CSCS HIPAA Security Officer/Analyst Aultman Health Foundation





"We conducted a search for the right firm to conduct our HIPAA Privacy and Security self-audit and selected ecfirst because of their exceptional focus on HIPAA rules and regulations."

"Right from the start, I was very impressed with the ecfirst certification program. The training is thorough and the instructors are very knowledgeable. They are very detail-oriented with their findings and specific with their recommendations."

"I sleep easier at night knowing we have a company like ecfirst ready to assist us in the interpretation and implementation of the ever-changing HIPAA laws."

Stephanie Casey Certified HIPAA Professional (CHP) Manager, Compliance and Governmental Affairs Delta Dental of Oklahoma





"The discussion with Pabrai was very well received and clarified a lot of issues for our complex, multi-entity environment. Pabrai is very knowledgeable and has been patient with us. We really gained from his experience in the HIPAA field. Thanks so much!"

Virginia Mao Vice President, Corporate Administration QTC - A Lockheed Martin Company





"Bista Solutions is a service provider in the Healthcare industry mostly focussing on the provider side. We take security and compliances seriously, which is the reason we opted for ecfirst to assist us in our journey of HIPAA audit and compliance. There was a suggestion of doing the compliance in-house, but we found ecfirst to be a leader in the field and the right partner to assist us in our HIPAA compliance endeavour. The HIPAA training provided by ecfirst to our team was invaluable and the meticulous Audit process assisted us in marching our company towards HIPAA compliance."

Faisal Basar CTO Bista Solutions Inc





"ecfirst is very knowledgeable and brings an expertise that is needed to a healthcare organization regarding security and privacy. They helped our organization prioritize risks from our assessment and also provided us with templates of policies that were needed to ensure a foundation for HIPAA security and privacy. Ali and his ecfirst team are top notch, easy to work with and helped us to meet our timelines."

Debbie Sarantopoulos-Palese, MS, RHIA Vice President Health Information & Informatics Management & National Privacy Officer Seasons Healthcare Management, Inc.

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### **Executive Brief: Testimonials**

"Overall Rating of Course: 10. Overall Rating of Instructor: 10." Pedro Marzocca Gastro Health

"It is a very complete course in reference of the policies and procedures to follow the patient's confidentiality and the protection on them; the privacy of the patient and employees. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Adelis Masson

Gastro Health

"It was very comprehensive program and included specifies I had not seen in other HIPAA trainings. Overall Rating of Course: 9. Overall Rating of Instructor: 10." Leo Vela

Gastro Health

"Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Eduardo Soler Gastro Health

"Ability to ask specific questions relating to specific job. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Eric Mendez Gastro Health

"Upbeat and interactive. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Elizabeth Robles
Gastro Health

"Well prepared instructor. I enjoyed the real-life examples of HIPAA violations. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Roderick Zamora Gastro Health

"Very extensive and comprehensive. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Jennifer Muina

Gastro Health

"Engaging. Offered a lot of examples of difference scenarios. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Melissa Jimenez Gastro Health

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Gisselle Gonzalez Gastro Health

#### Client References & Testimonials

"Well presented. I think the staff could also benefit from this training. A webinar would be beneficial as well. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Chante Bethel

Gastro Health

"Reviewing the examples of breaches and penalties – was well done. Great reminder for BA's. Overall Rating of Instructor: 10."

Ellen Benner

Gastro Health

"Covered specific examples. Easy to understand. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Marianela Breslof

Gastro Health

"The presenter gave very good examples and was very thorough. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Zaida Hernandez

Gastro Health

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Marila Frometa Gastro Health

"Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Maritza Rangel Gastro Health

"Very knowledgeable. Very instructional. Great training. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Lou Arp

Gastro health

"Examples provided to support data. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Erica Miehl

Gastro Health

"Examples were excellent. Easy to understand language. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Ana Pardino

Gastro Health

"Provided a lot of examples and made the group understand the subject in a simple manner. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Mariela Lago

Gastro Health

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#### Client References & Testimonials

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Maritza Anillo Gastro Health

"Thorough and easy to understand. Overall Rating of Course: 10. Overall Rating of

Instructor: 10." Carri Capers Gastro Health

"Clear delivery. Impactful, entertaining. Very well-rounded speaker. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Pierrot Alexis Gastro Health

"All the information provided was excellent. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Jacueline Diaz

Gastro Health

"I do have a better understanding of the topics. The course was very detailed and had a lot of real life examples that was helpful. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Wilmide Duversonne

Gastro Health

"Very informative. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Carla Baker Gastro Health

"Very prepared, Lorna was able to give everyday examples. Coordinating with my staff of what needs to be done to raise more awareness of HIPAA breaches. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Tamara McLean Gastro Health

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Mairenys Diez Gastro Health

"Sense of Humor. Interactive! Lorna is great! Makes day material interesting. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Alexis Feldman Gastro Health

"Provided credible information! Stated facts. Good job! Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Tami Craig Gastro Health



"Great Humor. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Zulma Guillot Gastro Health

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### ecfirst Event Testimonials

"Ali's presentation (OCR HIPAA Audit Prepared) was excellent!" Mary Beth Joublanc, JD, CIPP/G Chief Privacy Officer State of Arizona

"Thank you for today's webinar, it was very informative and very applicable to our current situation with regard to data security and protection of personal health information."

Nicole Johnson, Sr. Director, IT First Things First

"The information was presented in a helpful and accessible manner, and I believe will be easy to share with appropriate members of our compliance team."

Felicia DeDominicis, J.D.

Senior Vice President, Chief Legal Officer

& Corporate Compliance Officer

Hospital for Special Care & affiliates

"Thank you for the great presentation on "Prepared for an OCR HIPAA Audit". Ali Pabrai did a wonderful job in bringing focus on the most important aspects of the OCR HIPAA audit."

Yolanda C. Gonzales, CISA IT Compliance, Audit Support Kaiser Permanente

"Terrific program. Has provided me with some focus for assessing my program." Stephanie Musso, RN, MSN, CHC, CHP, CIPP Stony Brook University Hospital, HIPAA Privacy Officer

"Thanks to you (John) and Ali again for a very informative webinar on Preparing for an OCR audit!"

Andrea Deepe, Compliance Officer

Warren Washington Association for Mental Health, Inc.

"The webinar was very helpful to me. I am fairly new to the security field and attend as many webinars as possible to increase my knowledgebase."

Donna Stone

Security Access Analyst, Information Systems Southern New Hampshire Medical Center

"It was a very informative webinar. The information presented enforces our current Policies and Procedure."

Karen Levy

County of Sacramento



"Thank you. I found the Webinar of great value as someone now working on updating a very old Compliance Plan developed before Hi Tech was of great concern. Your presenter did an excellent job in keeping the slides moving along and focusing on the most relevant issues. As a Director and Board member of the Maryland MGMA, I am going to provide information to the Education Chair regarding the topic. They may be interested in having your company present to our members in Maryland if you are interested."

Janice F. Abbott Regional Manager / Compliance Officer Medical Practice Management, Inc.

"I found the information presented during the Webinar to be useful. It's important to keep up with what the experts in privacy and security have to say."

Bonnie R Millman, Privacy Officer

BayHealth

"I really enjoyed the webinar today. It was interesting and informative."
Mary Taylor
Cumberland County North Carolina

#### "Final Rule" Webinar, Testimonials

"The information presented by ecfirst has set many thoughts in process to figure out where I need to go. The summary data sent and the slide presentation all are good reminders of what I need to do."

Timothy Picou, MCSE Luh Online

"I found the ecfirst presentation offered a more precise and practical overview of what my organization could do in a step-by-step manner to achieve compliance with the final rule. Your presenters are always prepared and knowledgeable in the latest regulations and save me a lot of valuable time that I would have otherwise wasted researching and trying to "decode" the regulations on my own.

Thanks again!"
Elizabeth Fair, CHP
Medical Records Supervisor
HIPAA Privacy Officer

"The presentation was very informative and concise. Great presentation! Lots of information in a digestible, easy to understand, and retain to hit the ground running for compliance."

Ron Motiram, Product Manager Sentry Data Systems, Inc.

#### Client References & Testimonials

"I thought the presentation was excellent and was the right length, and providing us with these two documents is incredibly helpful - and generous."

Gary Ansell, CHP

HIPAA Compliance Coordinator

Kaiser Permanente - Center for Health Research

"It was great! For me, maybe even a little too short as I'm always interested in the specifics of HIPAA law. But for others, it was probably just right as it covered all the key points. I don't think anything was left out."

M. Iris Anderson, CHP, CHSS, CSCS

Application Analyst - Information Technology Department

HIPAA Security Officer - Desert Valley Hosp & Desert Valley Medical Grp

HIPAA Privacy Officer - Desert Valley Medical Grp

"Excellent presentation on the new HIPAA rules! Thanks so much!" Melisa "Lisa" Baize, CRM, CBCP, CDIA+ Clark Baize Consulting, LLC

"Thanks for the great overview of the new rules!"
Sonya Love
Privacy & Policy Manager
Legal Department - Privacy Office
AtlantiCare Health System

"I've been out of privacy for a couple of years now. The presentation was a great overview to help me to understand the changes in privacy. Thank you for bringing the above-referenced presentation to us today."

Tammy Nash

Senior Legal Service Specialist

OptumRx

"Thank you for providing the Webinar this afternoon on the Final Rule. We are pleased to be partnered with ecfirst and rely on your expertise."

Beth Cannon

Senior Contracts Administrator II

**CBORD** 

"I found the presentation very informative. Thank you."

Brenda Stevenson

**Privacy Officer** 

Titusville Area Hospital

"Thank you for the very helpful webinar today."

Debbie Mikels

Corporate Manager, Confidentiality

Partners HealthCare System



"Thanks for the great presentation!"
Roby Jacob, PMP, CISA, CISSP, CRISC, CISM, CHP, CSCS
Kaiser Permanente

"I did enjoy the presentation - it was just the high level review I needed since I had not had the time to study directly."

Nadine Turner

Manager, SOX & Compliance - LSSBB, CSM, CHP, CSCS

Kaiser Permanente

"I would like to express my great appreciation to ecfirst for the exceptional Webinar training on HIPAA which proved extremely useful to me and my team. We look forward to more of these training to remain conversant with the latest updates on HIPAA." Suraj Kumar Naidu Senior Vice President pi International

"Thank you! We have worked with Ali Pabrai and are familiar with ecfirst services. I found the webinar to be a valuable resource and just about right in terms of delivery time. Thank you again!"

Francesca Lanier

Utah Department of Health

"I found the webinar on the Final Rule to be very valuable. It was a clear and concise message about what to expect with the recent changes. I look forward to the next webinar! Thanks!"

Wes Rhea

"I attended the HIPAA Final Rule Webcast and I found it informative, clear. The Webcast provided clarification in several areas, specifically in regard to notification. I always enjoy the ecfirst Webinars and this one was no exception. Thank you for always staying in the forefront regarding HIPAA."

Karen Abbott H.I.M. Manager - Chief Privacy Officer Ozarks Medical Center

#### HIPAA Compliance Workshop, Chennai July 11, 2013 - Testimonials

"The HIPAA Omnibus section and strategy slides were interesting." Abhinaya R. Zifo Technologies Pvt. Ltd.

"The presentation was very good. Very robust presentation." Venkatraman SriSeshaa Technology



"The presentation was very good and it gave a good insight into HIPAA."
B. Suganthi

ecare India Pvt. Ltd.

"Mr. Pabrai was very effective in explaining the HIPAA security paradigm. He was very clear in articulating the requirement under the HIPAA regulations, and provided comprehensive clarifications on our questions. Great presentation! Very useful." S. Krishna Kumar Independent Consultant

"It was a good insight on HIPAA." Siddarth Nair Fyrsta Solutions

"Very informative. Essential. Thanks."
Dr. Anita Kumari
Lemieux Global Pvt. Ltd.

"Well organized, informative session. We got insights on HIPAA with respect to the law as well as career."

Prabhakaran B.

Star Pac India Ltd.

Instructor is informed well about HIPAA and the presentation was crisp and to the point."

K.R. Srinivasa Varadan SriSeshaa Technologies

"The session has provided good information on the HIPAA regulations." Savitha

Hexaware Technologies

"It was good presentation."

A. Chanakhya

**Technosoft Corporation** 

"Excited to know more about HIPAA." Shatheesh Lingam

**Technosoft Corporation** 

"Good session on HIPAA." Mohaideen Riyas Technosoft Corporation

"Thank you for the information on HIPAA."

Mythu

Attendee

#### Client References & Testimonials

"This is really an eye opener HIPAA presentation and we need this for everyone."

N. Prakash

Object Frontier Software (OFS)

"Excellent HIPAA overview presentation."

HR Mohan

The Hindu/CSI/IEEE CS

"Based on the presentation – I find that there is a lot of potential for security and compliance related to hospital and insurance industry along with their business associates."

M.M. Vishnu Vardhan

Inflow Technologies Pvt. Ltd.

"Interesting perspective on HIPAA for the IT services industry."

Maneesh Bomb

SriSeshaa Technologies

"Information on the deadline for HIPAA for the US and Business Associates is extremely useful"

**Daniel Victor** 

Rapid Care Transcriptions (P) Ltd

"Got good insights about HIPAA."

Siva Kumar S.

Rapid Care Transcriptions (P) Ltd

"Good introduction to HIPAA."

P. Saravanan

Ilink Multitech Solutions Pvt. Ltd.

"Presentation was fine. We got a lot of information."

Rajesh K.

ecare India Pvt. Ltd.

"Good introduction to HIPAA and the importance of HIPAA in the U.S. Healthcare System. We now understand the deadline for the revised HIPAA regulations." Dinesh Ganesan

Attendee

"HIPAA is a topic of immediate need for a company and professionals."

Murugan K.

Computer Sciences Corporation India Pvt. Ltd.

"Excellent presentation and coverage of the subject, HIPAA."

Ram Shankar Iyar

Tata Consultancy Services





"Well organized HIPAA & security presentation."

P.B. Mohan

Scope eKnowledge Center

"Very good HIPAA & security presentation."

Naga

Scope eKnowledge Center

"Presentation was Informative and helpful in nature."

P. Vimal

Lemur Global Pvt. Ltd.

"Interesting program with insights into the world of HIPAA Security."

Dr. S. Kannan

Tata Consultancy Services

"Eye opener to all about the HIPAA Rule."

J. Dhenesh

ObjectFrontier Software (OFS)

#### HIPAA Fundamentals Program, Chennai August 30, 2013 - Testimonials

"Thanks for the wonderful session on HIPAA Fundamentals. Excellent course on HIPAA fundamentals."

S. Prasanna

Calsoft Labs

"A packed four hours training session with the pace of a Chennai Express! Well prepared!"

S. Sivakumar

Calsoft Labs

"Learned the core concepts of HIPAA. Learned about practical HIPAA implementation."

P Sandani Basha

Calsoft Labs

"Good course to get the knowledge about how to find the gaps and define the process for HIPAA compliance."

Raji Pappu

Calsoft Labs

"Very useful and good session on HIPAA fundamentals."

Suresh S.

Calsoft Labs



"Very informative course. The program was very helpful. Instructor was very knowledgeable and answered all our questions. The course gave a good perspective on HIPAA."

C. Bipin Calsoft Labs

"Course coverage is good and presentation given by Mr. Ali Pabrai is excellent. It made the class to be active until the session ended."

Kamala Kannand

Calsoft Labs

"Course provided in-depth knowledge of HIPAA. Catchy examples. Good course material, including Summary, and details provided."

C. Ram Prakash

Calsoft Labs

"Course emphasized the importance of HIPAA. Course provided explanation of key acronyms and concepts."

Venkatesh Nagarajan

Calsoft Labs

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#### **CHA & CHP Client Testimonials**



"Structured knowledge is the strength of the course. Great course & instructor. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Basil Bakri

MatchMD

"Comprehensive HIPAA professional course. Enjoyed learning from Lorna. Much better than my self-taught online course. One of the best HIPAA training experiences I have attended. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10." Eric Woolridge DHC Central

"Easy to follow with the Instructor led course. Overall Rating of the Course: 9. Overall Rating of the Instructor: 9."

Phillip Bays City of Austin

"Very detailed information. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."
Suzanne Pliska
The McGregor Clinic

"Overall Rating of the Course: 9. Overall Rating of the Instructor: 9." Brian Griffin Springhill Medical Center

"Overall Rating of the Course: 10. Overall Rating of the Instructor: 10." Marilyn Goodwin Springhill Medical Centre

"Lots of information that I was really unaware of. Really great. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10." Samantha Siple Bureau of Reclamation – PN Region

"Preparedness and flow of information are the course strength. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Daniel Olson

IHCRC



"Lorna's mastery of the material was exceptional. Well done." Chris Newland Pathways

"In-person review is the strength of the course. Overall Rating of the Course: 9. Overall Rating of the Instructor: 9."
Anton Almqvist

Sythc

"Lorna's training was a great refresher and triggered a few take-aways for me."
Rob Ressmann

"Very knowledgeable! Explanation of maturity of all security laws and standards are the strength of the course. Aware of final HIPAA rules now. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Aaron Kelly CareSource

"Strength of the course is gives me "why" of why we have HIPAA the Importance & what can happen if not followed."

Natlie Moon-Storer

CareSource

"Good. Details information. Overall rating of the Course: 9." Beth Weidner CareSource

"Well prepared. Book & materials are strength of the course. Overall rating of the Course: 9. Overall rating of the Instructor: 9."

"Course strength is blending HIPAA regulation with security. Overall rating of the Course: 9. Overall rating of the Instructor: 10."

"Great Speaker. The right amount of "Fun" added to keep interest. Lorna is great and very engaging. I enjoyed personal stories that aided in understanding the material. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Regina Dillon CareSource

"Instructor / Examples / Pace / Detail are the course strength. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

James Dillon Carson

CareSource

#### Client References & Testimonials

"Very Knowledgeable instructor. Great speaker. Great course! I wish all of CareSource could take this training! Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Searsa Johnson

CareSource

"Instructor is very relatable, makes the dry subject seem interesting, I feel everyone in our company should be required to take this class! Overall rating of the Course: 9. Overall rating of the Instructor: 9."

Betsy Epperson

CareSource

"Entertaining & broad. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Dan Wilkins

CareSource

"Great presenter. Lorna always does a great job keeping the topic interesting. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

**Chris Harlow** 

CareSource

"I had a good understand. Helped to tie it all together. Good examples provided to demonstrate the topics. Overall rating of the Instructor: 10."

Angi Moots

CareSource

"Pace & detail were appropriate. Great examples. Overall rating of the Course: 9. Overall rating of the Instructor: 9."

Robert Leik

CareSource

"Good examples. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Steve Binder

CareSource

"Keeping attention & clarity of course are the greatest strength. Overall rating of the Course: 9. Overall rating of the Instructor: 10."

Joseph Waits

CareSource

"Great overview, examples shared help reinforce information. Overall rating of the

Course: 10. Overall rating of the Instructor: 10."

Tammy Crawford

CareSource

#### Client References & Testimonials

"Many good & realistic examples throughout the lecture. Overall rating of the Course: 9. Overall rating of the Instructor: 9."

Lisa Spatz CareSource

"I feel I have a better understanding of HIPAA after the class. Great presentation. The real-world examples make the topic easy to understand and bring the topic close to home. Overall rating of the Instructor: 9."

"Instructor was very well versed in subject matter. Very informative. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Darin Hurst CareSource

"Lorna made the course interesting with her real-life examples. Overall rating of the Course: 9. Overall rating of the Instructor: 9."

Marrisa Foudray CareSource

"Numerous examples, antidotes to enhance audience understanding. Great speaker. Very knowledgeable, good pace really liked the binder received. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Sherri Kist CareSource

"Experience of instructor, quality of manual and related slides and greatest strength. Overall rating of the Course: 9. Overall rating of the Instructor: 9."

Robert Hunt

CareSource

"Very informative. Nice to have binder material. Great info and presentation. Presenter very professional & very knowledgeable. Overall rating of the Course: 9. Overall rating of the Instructor: 9."

**Dustina Schroder** 

CareSource

"Depth of material is the greatest strength. Attending this course provided me a thorough understanding of HIPAA. I previously had only annual training on this topic. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Jordan Jahn

CareSource

"Instructor was conversational & entertaining. Great notes, great resources to review later. My intention was to take back learnings to my team. I think I'll bring some stories, commercial for appropriate safeguards. Overall rating of the Instructor: 10." Jennifer Meyer

CareSource

#### Client References & Testimonials

"Well prepared. Understandable information. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

**Amber Chappelow** 

CareSource

"Very thorough. Well organized. Understandable. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Kristina Harold CareSource

"Excellent presentation & written materials. Lorna's humor is the greatest strength. Well organized. Understandable. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Barb Lahmann

CareSource

"More interaction. Subject matter."

Craig Ruse

CareSource

"Very well prepared. Great presenter. Related stories and examples are strength of the course. Lorna made this topic very interesting. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Gail Broome

CareSource

"Wonderful progression of information. Real world application/examples help to provide clear understanding of information. History was beneficial & handouts were wonderful. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Jessica Rowland

CareSource

"Very prepared & knowledgeable instructor. Lorna's delivery of information was interesting and explored analogies to make the topic discussion enjoyable.

Overall rating of the Course: 9. Overall rating of the Instructor: 10."

Elizabeth (Lisa) Stokely

CareSource

"Robust use of examples are greatest strength. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

S. Michelle Phillips

CareSource

"Took a very complex topic and condensed it to give a good comprehensive overview. Overall rating of the Course: 10. Overall rating of the Instructor: 10." CareSource

#### Client References & Testimonials

"Presenter, Handbook & speaker knowledge are the greatest strength. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Sandra Spencer CareSource

"Strength of the course are presentation, binder/handouts & speaker knowledge. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Christy Walters
CareSource

"Strength of the course is giving "Why's. Overall rating of the Instructor: 10." Julieanne Jenkins

CareSource

"Excellent info with examples & stories by presenter. Very effective in helping to explain info! Great training. I was triggered by presentation for great ideas to use when training in my department. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Wendy Hoffman

CareSource

"Have a greater understanding of the bigger picture of HIPAA/Security in workplace. Also, as employee to be aware of vulnerabilities and individual responsibility to address HIPAA. Overall rating of the Course: 10. Overall rating of the Instructor: 10." DaVonna Hornback

CareSource

"Lorna's knowledge and the way she presented examples was great. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Mary Eileen Lechleitner

CareSource

"Good presentation. Held audience attention. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Peggy Beat CareSource

"Great examples that went along with definitions. Overall rating of the Course: 10.

Overall rating of the Instructor: 10."

LaDawn Manning

CareSource

"Strong course. Overall rating of the Instructor: 10."

Megan Thompson

CareSource

"Very detailed about the laws and what the specification are."

Sheila Thompson

CareSource

#### **Client References & Testimonials**

"Very knowledgeable. Instructor's experience is the greatest strength. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Stacie Conklin CareSource

"Nice handouts. Understood about business associations as related to HIPAA. Overall rating of the Instructor: 10."

Vicki Hornbeck CareSource

"A lot of information covered. Appreciated. Overall rating of the Course: 8. Overall rating of the Instructor: 9."

Jason Folks WageWorks

"Very comprehensive always. This course was very good. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Aaron Fraser WageWorks

"Quality of presentation is the greatest strength. Had a great experience and Lorna has a great personality and managed a class very well! Overall rating of the Course: 9. Overall rating of the Instructor: 9."

Rob Royse St. Louis County

"Overall rating of the Course: 10. Overall rating of the Instructor: 10." Mary Munson Woodlands BHN

"Interactive course. Delivered personal stories & experiences. Overall rating of the Course: 9. Overall rating of the Instructor: 9."
Patricia Perry

**HCSC** 

"Makes me understand how important it is to be HIPAA Compliant. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Anthony Gresham

**IHCRC** 

"Well Prepared. Overall rating of the Course: 9. Overall rating of the Instructor: 9." Tracey Renaud Derick Dermatology

"She was very funny and kept it interesting. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Kellie Clinton

Trustmark

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#### Client References & Testimonials

"Lorna made the class so interesting with various scenarios. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Sheela Suresh

Joint Commission

"Detailed and timely presentation. It was great class. Lorna did an excellent job of making a topic that is very interesting and comical when appropriate. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Theresa Wacker

Cytek

"Lorna is fantastic! She made HIPAA fun. I would recommend this class to anyone that is looking to become a certified HIPAA professional. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Autumn Twidwell Scott AFB, IL

Dental Clinic Records & Administration

"Overall rating of the Course: 10. Overall rating of the Instructor: 10". Oai Huynh RevenueWell Systems

"Mrs. Waggoner did an outstanding job. Lots of good info and she gave good examples/stories to support bullets. She made the course easy. I enjoyed taking this course. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Juan Busanet

Brooke Army Medical Center

"Great reminder on topics that I have been taken previously. Very comprehensive. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Tom Streeter

HCIM

"Ease of understanding the material being presented. Overall rating of the Course: 8. Overall rating of the Instructor: 8."

Ann Hart

Woodlands BHN

"Content was clear. Easy to understand and the instructor kept me motivated, amuzed while learning more of a topic that I thought I knew for a decade. Loved the funny scenarios & stories. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Vanessa Jacobs

Integration Link, LLC

"Awesome. Overall rating of the Course: 9. Overall rating of the Instructor: 9." Gregg Cesario
HCSC

#### Client References & Testimonials

"She made it entertaining and used plenty of examples. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Rosio Zambrano

**HCSC** 

"Clarified the rules and regulations for HIPAA and made me realize the importance of securing ePHI. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Chris Burg

TechBox Inc.

"Instructor was well prepared. All topics and knowledge of the instructor were a great strength. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Rodney Larson

TechBox Inc.

"Effective teaching from a qualified person. Teaching a lot from an overview level while also being able to answer specific questions. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Jeremy Schrader

TechBox Inc.

"Indepth Information. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Isaac Wilson

TechBox Inc.

"A lot of areas covered. The instructor was great. Overall rating of the Instructor: 8." Pete Richards

TechBox Inc.

"Great presentation. Lots of info. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

John Zerkle

TechBox Inc.

"Having a knowledgeable instructor facilitating the course is the overall strength. Overall rating of the Course: 8. Overall rating of the Instructor: 9."

Elinor Ferguson

MS Division of Medicaid

"Lorna is a great and energetic instructor. This is a lot of information. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Karson Luther

MS Division of Medicaid

#### Client References & Testimonials

"Lorna is a wonderful instructor! Her teaching style and experience is great strength. I feel I have a much better understanding of HIPAA requirements. Overall rating of the Course: 9. Overall rating of the Instructor: 9."

Janie Simpson

MS Division of Medicaid

"Good presentation. Overall rating of the Course: 9. Overall rating of the Instructor: 10." Charles R. Terry

MS Division of Medicaid

"Making complex regulations understandable. Overall rating of the Course: 8. Overall rating of the Instructor: 8."

Sheila Kearney

MS Division of Medicaid

"Thorough knowledge of instructor is the great strength. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

**David Neil Dumas** 

MS Division of Medicaid

"Instructor well prepared. Overall rating of the Course: 10. Overall rating of the

Instructor: 10."

Kimberly Sartin Holloway

MS Division of Medicaid

"Very thorough and well-prepared instructor. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Robert G. Anderson MS Division of Medicaid

"The instructor was knowledgeable and very interactive. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Denita N. Smith

MS Division of Medicaid

"Real world explanations/examples provided made convoluted topics easier to understand and remember. This was my re-certification session and Lorna was just a dynamic as she was 3 years ago!! Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Beth Lo

Eden Autism

"Instructor was well prepared. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Peter C. Spratt

Yakima Valley Farm Worker's Clinic

#### Client References & Testimonials

"Great course. Very informative. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Michelle Henderson

Medcom Benefit Solutions

"Instructor was very knowledgeable and thorough. Delivered relevant information."

Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Traci Boon

ProCare Pain Solutions

"In-depth knowledge is the strength of the course. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Jeffrey McIntyre

MSDH

"Well prepared. Depth of coverage. Instructor did an outstanding job. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

James Meadows

Biomerieux

"Well organized topics. Interesting stories. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Connie Seal Carson & Saint

"Goal flow; started at the top, describing HIPAA and diving into details. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Paul Kiely

Akili Interactive

"Discussion/Examples Driven. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Chris Keim

Christopher B. Keim, PC

"Instructor was very much prepared for the course. Overall Rating of Course: 10.

Overall Rating of Instructor: 10."

Neera Ohri

Kaiser Permanente

"Course had detailed explanation by examples which made it easier to understand.

Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Jack Kim

Prunso Technology

#### Client References & Testimonials

"Course had good, on-point stories and examples. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Trevor Briede'

Kaiser Permanente

"Instructor was very much prepared for the course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Neera Ohri

Kaiser Permanente

"Instructor was prepared. Course was clear, concise and focused on the key elements. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Dalita Isahakian

Kaiser Permanente

"Good introductory course. Lorna was funny and high energy. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Marta Kourliandtchik

GlobalMed

"Awesome knowledge source. Lorna was very prepared. Covered all the important points not only for an exam but also for real world else. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Nahom Tulu

"Clear and direct. Excellent examples. Encouragement of class participation. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Veronica Brown Common Ground

"Instructor had thorough understanding. Documentation provided was through and a good future too. I enjoyed my experience and am leaving with more understanding of HIPAA and the importance of it. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Catrina LaRocca

West Health Institute

"The workbooks are really helpful. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Tessa Wunder

ecfirst

"Good Information. Overall Rating of Instructor: 9."

Stephen Brown

University of Tennessee



"Lorna was very dynamic, engaging, & knowledgeable. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Sophia Preston ecfirst

"Knowledgeable Instructor. Reference manual to refer back is the strength. Overall Rating of Course: 10. Overall Rating of Instructor: 10."
Lisa Barton ecfirst

"Important historical content. Overall Rating of Instructor: 10." Glora Beckett
MS State Dept. of Health

"The information was very detailed for understanding HIPAA. Overall Rating of Instructor: 9."
Shanda Steele
PHL - MS State Dept. of Health

"Great Training – Just a lot of info to take in. Overall Rating of Course: 8. Overall Rating of Instructor: 9."
Christie Craft Berry
MS State Dept. of Health

"Detail. Overall Rating of Course: 10. Overall Rating of Instructor: 10." David Hall MS State Dept. of Health

"Great book & resources. Overall Rating of Course: 9. Overall Rating of Instructor: 10." Amanda White
MS State Dept. of Health

"The course was great! Would be nice test after each module. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Latrese Hossley Thomas

HFLC - MS State Dept. of Health

"Lorna was very prepared and knowledgeable. Overall Rating of Instructor: 10." Donna Etheridge MS State Dept. of Health

"Knowledge of instructor is great strength. Class was very intensive. Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Degina Booker

MS State Dept. of Health



"Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Charlotte Holly

MS State Dept. of Health

"Lorna's ability to use real life experiences. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Kendra Sch

MS State Dept. of Health

"Received knowledge regarding HIPAA polices & guidelines. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Gloria Grant

MS State Dept. of Health

"Highly detailed specific information. Course was extensive and course handbook looks to be a good reference for future use. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Mike Fuller

MS State Dept. of Health STD HIV

"Very interesting, loved stories that related to subject matter. Overall Rating of Course:

9. Overall Rating of Instructor: 10."

Jennifer Lawson

MS State Dept. of Health

"More knowledgeable about HIPAA in general. The class was fast but the instructor made it interesting. There was a lot of information to comprehend and retain in such a short period of time. Overall Rating of Course: 8. Overall Rating of Instructor: 10." Jeanette Johnson

MS State Dept. of Health

"The course provided everything we needed to know. Lorna was an enjoyable speaker. The class was very intensive. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Lashandria Hampton

MS State Dept. of Health - Health Planning

"Learned a lot more about HIPAA. The instructor and class was very prepared and organized. Overall Rating of Instructor: 10."

"Very good course, lots of information in short time. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Teletha Johnson

MS State Dept. of Health

#### Client References & Testimonials

"Good information; Knowledgeable and engaging instructor; Great material. I wish there were more instructors like her. She was truly awesome. Overall Rating of Course: 9. Overall Rating of Instructor: 10+5."

Eva Thomas

MS State Dept. of Health

"Specific examples and excellent presentation. A good clear understanding of material and hearing some new information. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Toya Ford

MS State Dept. of Health, Child health services

"Very detailed. Overall Rating of Course: 9. Overall Rating of Instructor: 9." Kimberly Reese MS State Dept. of Health

"The instructor was very knowledgeable about the material. She answered everyone questions. Funny and nice! Overall Rating of Course: 8. Overall Rating of Instructor: 9." Kelli James

MS State Dept. of Health – HFLC

"Very interesting. Learned some things we were doing wrong then this class. Knowledgeable. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Michele Whitehead

MS State Dept. of Health

"This was very eye opening. Overall Rating of Course: 8. Overall Rating of Instructor: 9." Sharlyne Vuyovich MS State Dept. of Health

"Very knowledgeable and great guidelines. Overall Rating of Course: 10. Overall Rating of Instructor: 10."
Mary "Missy" Fisher
MS State Dept. of Health

"Knowledgeable instructor who kept class moving at a brisk pace yet presented information in a relatable manner. Overall Rating of Course: 8. Overall Rating of Instructor: 8."

"Goes beyond typical HIPAA background and adds a comprehensive depth to topic. Gained increased knowledge of HIPAA from varied perspectives. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Vickie Tucker

MS State Dept. of Health OTC

### (e)cfirst

#### Client References & Testimonials

"I feel like most of my retenties was from Lorna makes the subject at the time into a story, it was a good way to learn. I do with the class could have been 2 ½ and 3 days. The last part seems rushed. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Chalise Whitehead MS State Dept. of Health

"More resourceful regarding HIPAA rules/etc. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Lois Moore

MS State Dept. of Health

"Thorough overview. This course is too many hours for each day. Adult learners do not absorb taught materials for 5-7 consecutive hours. Should be 4-5 hours/day over 2-4 days. Overall Rating of Instructor: 9."

Becky Shipp

MS State Dept. of Health

"Overall Rating of Course: 8. Overall Rating of Instructor: 10" Antenikah Robbins

MS State Dept. of Health - HFLC

"Good instructor/good Material. Lorna was incredible! Very good presentation with very good mix of real world events along with great stories and illustrations! Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Lee Winborne

MS State Dept. of Health

"Very good Presenter would have enjoyed more if it was not rushed. Too much information for 2 days training need informative that office MSDH. There were things that I will not be able to use ever, like all the acronyms. Overall Rating of Instructor: 10." Kim Evans

MS State Dept. of Health

"Instructor was very knowledgeable. Overall Rating of Instructor: 10."

Sharon Rouser

MS State Dept. of Health

"Fantastic Presenter. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Alisa Williams

MS State Dept. of Health

"Strength of the course is the book; reviewing what would be on the test; welcomed audience questions; practices tests. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

"Good information. Overall Rating of Course: 8. Overall Rating of Instructor: 10."

#### Client References & Testimonials

"Instructor knew information and got my attention with stories. Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Brieah Hudson

Oral Heath

"Overall Rating of Course: 8. Overall Rating of Instructor: 7."

"Very well prepared. The instructor was great – Stories were very helpful. Great Class, I learned a lot. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Ingrid Dave Williams

MS State Dept. of Health

"Lots of information did not know. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

"Very intense course. Instructor well prepared. Overall Rating of Instructor: 8." Robbie Grant

"Informative. The Instructor is very knowledgeable." Xueynan Wang

MS State Dept. of Health

"The class was very informative. I learned a lot of information regarding HIPAA" Overall Rating of Course: 10. Overall Rating of Instructor: 10." Lisha Jones

MS State Dept. of Health

"Large amount of information in two days course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Teresa Windham

MS State Dept. of Health

"Great course materials, informative instructor. Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Theresa Kittle

MS State Dept. of Health/WIC Program

"Informative. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Linda Horne

MS State Dept. of Health/WIC Program

"Strength of the course is to prepare Department of Health Staff in the requirements of HIPAA. We can relate the training to our daily operations. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Stella Williams

MS State Dept. of Health



"Covers all practical areas of HIPAA. Overall Rating of Course: 8. Overall Rating of

Instructor: 9." Rebecca Henley

MS State Dept. of Health

"The indepth understanding of HIPAA. Overall Rating of Course: 10. Overall Rating of

Instructor: 10." Tiffany Johnson

MS State Dept. of Health

"Learning about Privacy and Security rule and learning the different codes. I enjoyed the class. I love how Mrs. Waggoner give examples & life stories pertaining to HIPAA.

Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Morgan Reed

**TB Office** 

"Great information, delivery of content excellent and maybe needed another day to absorb information. Thanks! This training was excellent. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Beryl Polk

MS State Dept. of Health/WIC Program

"Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Joe Hudson

Department of Health and Social Services

State of Alaska

"Strengths of the course is in-depth coverage of Privacy Rule. Overall Rating of Course:

8. Overall Rating of Instructor: 7."

Kathy Long

Department of Health and Social Services

State of Alaska

"Real world examples and references to regulations. Overall Rating of Course: 8.

Overall Rating of Instructor: 9."

Elaine Rich

Department of Health and Social Services

State of Alaska

"In-depth presentation. Excellent introduction to HIPAA. A must for any CIO on CISO who is responsible for HIPAA data. Overall Rating of Course: 10. Overall Rating of

Instructor: 10."

Shannon Michael Lawson

State of Alaska, CISO

#### Client References & Testimonials

"Covered history of HIPAA and HITECH. Good slides and written information per page. Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Grady Treston
State of Alaska

"Comprehensive approach in short time period. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Paula Smedley State of Alaska

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Michael Walker Behavioral Health

"Professional, kept my interest, very thorough. Couldn't have asked for more. Vastly improved my understanding of HIPAA. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Troy Lofven

Department of Health and Social Services

State of Alaska

"Strengths of the course is very thorough. Lorna was a great and enthusiastic instructor who speedily but thoroughly navigated our team through the smells of the rocky HIPAA sea. A+++, would pirate and plunder with again. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Teresa Combs-Fisher

Department of Health and Social Services

State of Alaska

"Lorna's enthusiasm is infectious. Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Tom Mangelsdorf

Wostmann & Assoc.

"This was an amazing course and I would recommend this course as required to any professional who works with HIPAA. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Philp Rosen

Department of Health and Social Services

State of Alaska

"Stories help drive the content home. Lorna is perhaps the most knowledgeable HIPAA instructor and advisor one can find. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Thor Ryan

Department of Health and Social Services

State of Alaska



"Overall Rating of Course: 10. Overall Rating of Instructor: 10." Michael Walker

Behavioral Health

"Professional, kept my interest, very thorough. Couldn't have asked for more. Vastly improved my understanding of HIPAA. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Troy Lofven

Department of Health and Social Services

State of Alaska

"Strengths of the course is very thorough. Lorna was a great and enthusiastic instructor who speedily but thoroughly navigated our team through the smells of the rocky HIPAA sea. A+++, would pirate and plunder with again. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Teresa Combs-Fisher

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Tom Mangelsdorf

Wostmann & Assoc.

"This was an amazing course and I would recommend this course as required to any professional who works with HIPAA. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Philp Rosen

Department of Health and Social Services

State of Alaska

"Stories help drive the content home. Lorna is perhaps the most knowledgeable HIPAA instructor and advisor one can find. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Thor Ryan

Department of Health and Social Services

State of Alaska

"Strength of the course is real world understanding of HIPAA. Real world examples.

Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Michael Laconti Konica Minolta

"Really detailed information. Great Resource book. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Leighann Straughen

New Season-CMG LP

## Client References & Testimonials

"Fast paced will a lot of info. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Bev Nicholson

Pathways of Idaho

"Extremely prepared. The overall course assisted me tremendously. Great class! Thank you Lorna! Overall Rating of Course: 10. Overall Rating of Instructor: 10." Johari Barber

Konica Minolta, Healthcare Americas, Inc.

"Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Kenna Cuomo Catholic Charities

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Steve Calicutt

CenterPath Hospital

"Security manual is the strength of the course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Neil Hall

Konica Minolta

"Instructor knew the subject & made it interesting. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Tracy Frye

Universal Mental Health

"Lorna was incredible. I appreciated her approach with stories and real life application. Brings all the aspects of HIPAA together in a nice compact bundle. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Leslie Cothren

Universal Mental Health

"Knowledgeable instructor. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Mary Schufreider

Caverlot

"Lorna was fully prepared. Overall Rating of Course: 9. Overall Rating of Instructor: 9." Malik Shehryaawan

"Instructor was very prepared. Knowledgeable, course material & reference cards are the strength of the course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Christopher A. McWhite

**Ashley Addiction Treatment** 



"The instructor's ability to engage the class and help them retain the information. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Jacqueline Pontarelli

Labor First LLC

"Informative and relatable examples were used to cover content. Understood the administrative, physical & technical safeguards. Overall Rating of Course: 8. Overall Rating of Instructor: 9."

Jessica Nicol

**Booz Allen Hamilton** 

"Analogies, real world examples & Jokes are the strength of the course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Omar Dennis

Sedulous Consulting

"Great & fun class. Informative. Overall Rating of Course: 10. Overall Rating of Instructor: 10."
Thomas Strish
Sedulous Consulting

"Much better understanding of HIPAA. Appreciative. Immediately impact my roles & values. Overall Rating of Course: 8. Overall Rating of Instructor: 10."
Peter Batura
KMBS

"Knowledgeable Instructor. Overall Rating of Course: 9. Overall Rating of Instructor: 10." Karen Perry-Wenstrat HIPAA Cratic

"Lorna was extremely knowledgeable on the covered topics. She was engaging and knew how to keep it entertaining. I'm so happy to attend this course. I thought I had a working knowledge of the HIPAA combined text coming into this course. I learned so much. Thank you Lorna! Overall Rating of Course: 9. Overall Rating of Instructor: 9." Kelli Ogunlesi HIPAAwise

"I already have my CHP, but after this class I have a way better understanding of CHP now. Lorna had excellent knowledge about CHP. Course gives and prepares us to meet the HIPAA compliance and to keep our info secured. Thank you Lorna! Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Dhilip Kumar Sivaraj ecfirst

## Client References & Testimonials

"Class was a comprehensive overview of HIPAA that allowed for questions and facilitated discussion between professionals at many backgrounds. Overall Rating of Instructor: 9."

Tahlia Brody

**TLD Systems** 

"Complete review. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Camille Young

Modoc County Behavioral Health

"Overall Rating of Instructor: 10."

Ramiro Soto

Kaiser Permanente

"Depth of framework information is the strength of the course. Overall Rating of Course:

10. Overall Rating of Instructor: 10."

Rick Guetschow

**Episource** 

"Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Stephanie Kessler

**RKL LLP** 

"Strength of the course is giving real life examples for each topic. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Vanessa Segay

Indian Health Service

"Instructor was amazing. Examples were really helpful. Overall Rating of Course: 10.

Overall Rating of Instructor: 10."

Shaina Morris

Healthgrades

"Overall Rating of Instructor: 10."

Kien Trinh

NextGen Flex IT

"The depth of information and assistance in what is important to focus for exam and in practice. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Rachelle S. Richardson

MS Division of Medicaid

"The instructor was very knowledgeable and able to answer questions. A very good class. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Joseph Loo

Los Angeles Child Guidance Clinic

## (e)cfirst

### Client References & Testimonials

"Comprehensiveness was a strength of the course. I feel like I have a better understanding of the various complexities of HIPAA. Thank you for providing this training! Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Natalie Novello

Area Agency on Aging 1-B

"Ability to make all elements of the framework easier to understand was a strength of the course. Overall Rating of Instructor: 9."

Steve Ubiera

Healthgrades

"Lots of resources available and examples of topics. Lorna was wonderful and extremely knowledgeable. Open dialog discussion. Enjoyed my time in this course. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Wendy Todd

California Dept. of Corrections & Rehabilitation

"Actual examples of breaches is the strength of the course. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Michael Davidsen

Managed Care Systems

"Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Amar Manro

**CHMA** 

"Covered HIPAA Accordingly. Recommended! Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Drake Marinca RISE Services, Inc.

"Stories applicable to topic and funny. Overall Rating of Course: 10. Overall Rating of

Instructor: 10." Chuck Holmes Modoc County

"Much deeper understanding. Rules, regulations, legislatives, compliance, and governance areas are the strength of the course. Great instructor, great course to learn about HIPAA. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Lac Tran

Prime Healthcare

"Instructor is very knowledgeable and able to answer questions as well as make the information interesting. Exposure to a lot of information. Have a great security officer, so hopefully she is up to speed! Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Stephanie Faulkes

Mahaska Health Partnership

## Client References & Testimonials

"Depth of material is the strength of the course. Grounded in Actual law (Federal Register). Lorna keeps rather boring and technical content interesting and engaging. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Jay Wilson

Healthgrades

"Very fun and interactive course in a short timeframe. Overall Rating of Course: 9.

Overall Rating of Instructor: 9."

Joseph Porto

**Broadridge Financial Solutions** 

"Lorna was great! Really knows her stuff and makes the class fun with personal stories of relevance. Thank you. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Paul Nink

**Broadridge Financial Solutions** 

"Lorna is very knowledge. All courses factors are associated with HIPAA. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Che S. Sukdeo

**Broadridge Financial Solutions** 

"Very much enjoyed the course! Thank you. Details review of material & practice exams. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Dilip Mandavia

Broadridge Financial Solutions

"Material was well organized. Instructor kept the class engaged. Hope I pass!! Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Susan DeRose

**Broadridge Financial Solutions** 

"Well done. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Royer Meyer

**Broadridge Financial Solutions** 

"New materials covering different areas of HIPAA security. Very informative. Enjoyed it! Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Jibin john

**Broadridge Financial Solutions** 

"Knowledge sharing is the course strength. Overall Rating of Course: 8. Overall Rating of Instructor: 8."

AJ Lopez

**Broadridge Financial Solutions** 

## Client References & Testimonials

"Easy to follow. Covered closely what's exactly on exam. Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Tara Kaur

**Broadridge Financial Solutions** 

"Having a working knowledge of HIPAA & ability to explain in real life situations. I found the class educational, informative & enlightening. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Kristina Cole

**Broadridge Financial Solutions** 

"Great class. Came out of the class with increased knowledge. Eye opening material.

Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Joseph Mapa

**Broadridge Financial Solutions** 

"Great information. Detailed instruction. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Michael Campa

**Broadridge Financial Solutions** 

"Great class. Very informative. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Mike Kleiber

**Broadridge Financial Solutions** 

"Effectively got through HIPAA rules in a short time. Lorna's stories were both interesting & informative. Overall Rating of Course: 8. Overall Rating of Instructor: 10." John McCune

**Broadridge Financial Solutions** 

"Good context. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Elizabeth Sobchuk

**Broadridge Financial Solutions** 

"Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Jonathan Hoffman

**Broadridge Financial Solutions** 

"Complete overview of the applicable material for HIPAA awareness and understanding.

Overall Rating of Course: 8. Overall Rating of Instructor: 8."

Badri Parthasarathy

**Broadridge Financial Solutions** 

"Good examples in strength. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Kelley Moore

**Broadridge Financial Solutions** 

## Client References & Testimonials

"Many supporting stories, examples disclosed supporting the materials. Methods of instruction met & exceeded my expectations based off the significant amount of material to cover in a relative short time of time. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Michael DeLaRosa

**Broadridge Financial Solutions** 

"Overall Rating of Course: 8. Overall Rating of Instructor: 8."

John Farag

**Broadridge Financial Solutions** 

"The HIPAA architecture, legal foundation and all required actions associated are the best strength of the course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Thomas Edlund

**Broadridge Financial Solutions** 

"A lot of information. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Stephan Sassi

**Broadridge Financial Solutions** 

"Strength of the course insight on the intense security required when handling ePHI.

Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Jonathan Najera

**Broadridge Financial Solutions** 

"A lot of information in a fun manner. Giving a good base understanding. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Patricia Cowie

**Broadridge Financial Solutions** 

"Overall Training experience is good. I would like to have this kind of training in future as well. Overall rating of course: 10. Overall rating of instructor: 10."

Mohammad Nooruddin Ghouri

**Optum Global Solutions** 

"Knowledge of instructor & completeness of instructor manual. Overall rating of course:

9. Overall rating of instructor: 10."

Trisha Gardner

Cascade – City-County Health Dept.

"Covered a broad range of topics. I came to the course with limited HIPAA Compliance. Understanding & experience other than basic employee training. My expectation was to come and learn more detailed info to take back and apply to my organization. Overall rating of instructor: 8."

Bruce Brown

US Army



"A ton of great content with great documentation to bring home. Overall rating of course: 10. Overall rating of instructor: 10."

Katherine Bellantoni

Gemrine Group

"Very informative, well organized. Information was clearly presented. Overall rating of course: 9. Overall rating of instructor: 10."

**Cheryl Chang** 

**CHSi** 

"A lot of details. Overall rating of course: 10. Overall rating of instructor: 10." Anantram Deopersaud Jamaica Hospital

"Really clear outline with focus on meaningful detail & illustrative anecdotes. As a European Privacy Officer, I was almost totally inexperienced in US regulations. I feel now have a really good understanding of HIPAA Title II. Overall rating of course: 10. Overall rating of instructor: 10."

Nicholas Bertrand

Voluntis

"In-depth coverage of HIPAA. I would recommend the course to others & post it was very useful. Overall rating of course: 9. Overall rating of instructor: 9." Patrick Story

**NECC** 

"Overall rating of course: 10. Overall rating of instructor: 10." Sami Boshut

ILINAO

**JHMC** 

"Interactive. Overwhelming great. Overall rating of course: 10. Overall rating of instructor: 10."

Janell Smith

Comprehensive Health Service Inc.

"The course material was easy to understand & was presented in the same manner. I was able to fill in the gaps in my knowledge. Overall rating of course: 10. Overall rating of instructor: 10."

**Brandy Cunningham** 

Muscogee (Creek) - Nation Dept. of Health

"Understandable compared to ledger. Instructor was informative with many anecdotes keep us interested and better understand application of ideas. Overall rating of course: 9. Overall rating of instructor: 10."

Micah Athy

Crisis Center of Tampa Bay

## Client References & Testimonials

"Very personable & gave a lot of real life examples. I came in with zero knowledge of HIPAA so yes, but I learned a ton. Overall rating of course: 10. Overall rating of instructor: 10."

Eric Hansen

Normel Tech, LLC

"Great class. Looking forward to CSCS. Overall rating of course: 10. Overall rating of instructor: 10."

Joshua Burch

Normel Tech, LLC

"The small class size was good for open discussion and Lorna was very inviting of questions and clarification."

Russ McGuire

**Cerner Corporation** 

"Lorna is an awesome trainer and her depth of knowledge provides practical solutions to difficult requirements."

Nita Bowers

The Training Place

"Great instructor for material."

Cory Simmons

Wheelhouse IT

"Was a very thorough class and the instructor was great. I would recommend to anyone in the industry to take."

Ryan Hockenga

Wheelhouse IT

"Very professional and enthusiastic."

Melvin Ostlie

Community Hospital Connection

"Course was a very good balance between topics covered and conciseness. Learned everything about HIPAA that I was hoping for!"

David Delarosa

Mednax

"Excellend presentation, quite informative & engaging."

Kim Tendrich

FL Dept of Health

"Instructor is very knowledgeable. Kept the class interesting, provided scenarios to better explain topics and materials. Great course!"

Cecilia Lorenzo

Clini Sanitas

## Client References & Testimonials

"Lorna Waggoner's breadth of knowledge is truly impressive. She shined the light in the darkness to bring understanding!"

Elizabeth Brown

**CTSI Outsourcing** 

"Lorna has been great throughout the process. I look forward to future courses." Enrique Sanchez

**Guidewell Sanitas** 

"Enjoyed learning more about HIPAA with Lorna."

George Bessenyei

YoCierge

"Very knowledgeable and helpful in answering questions and making the material relate to real life scenarios."

Stacey Wieland

Einstein

"I know a whole lot more about HIPAA than before I started. Immensely useful!" Anonymous

San Jose Public Class

"Love training with Lorna!"

Tracy Nyre

SCL Health

"Lorna rocks! I enjoyed the class, her energy, her knowledge."

Anil Pillai

Healthlucid, Inc.

"I found the course to be very informative."

Karissa Cinelli

Northwell Health

"Lorna is great personality wise and made for an entertaining, yet informative instructor.

Open to all questions."

Daniel Manalo

Nortwell Health

"Excellent, well-taught and lively course."

Joseph Bryan Henderson

BrightOutcome, Inc.

"Great course. This course will help provide the knowledge and authority needed to better assist my organization."

Joshua Grantham

Solera Health

## (e)cfirst

### Client References & Testimonials

"Overall the course was well done. Lorna is very knowledgeable." Justin Graves
AAA9

"This was one of the most educational classes I've ever attended. Very impressed." Mark Slivka

**Edwards Business Systems** 

"Lorna was extremely knowledgeable about the HIPAA material. Great stories and examples to better understand the material."

Debra Furia

**DMSink** 

"This was a great class. I am now ready to go back to my agency and help implement our compliance with all things HIPAA!"

Rita Pauley

AAA7, Inc.

"Lorna was very knowledgeable of the subject matter and an excellent instructor." Greg Stephens
Prime Healthcare

"A lot of information but Lorna keeps your attention." Vanessa Martinez DVH

"Lorna is a very good instructor. She has a very unique way of teaching, which helps very much and make it easy to grasp and retain all information that I learned from the class."

Anonymous

"Thank you for a great and interactive session." Saad Thara

Garden Grove Hospital

"Thank you for all the information. You made the lecture very interesting." Deepthi Mopathi

Prime Healthcare

"Amazing course. I learned a lot and can't wait to get my knowledge out there and use it on my job.

Anthony Urquieta

Chino Valley Medical Center

"Great, informative class. Very educated speaker."

Niel Dalal

Prime Healthcare

## (e)cfirst

### Client References & Testimonials

"I must admit that I was told earlier that this was going to be a great experience and they were right! Excellent teaching skills. Organized course structure." Sminil Mahajan

Prime Healthcare

"The class was very active and practical to the subject. Lorna always has a great attitude and always is able to help with any questions and set backs."

Diego Contreras Bueno

Prime Healthcare

"Very informative and enjoyable lecture. Thank you!" Swapna Dwarsala

"As the Privacy Officer at my hospital, these classes help me do a better job. HIPAA is always changing and we need to keep up with the changes to safeguard our patient's PHI."

Mary Rogers

Prime Healthcare

"Lorna and ecfirst have been a great partner to the Prime security effort."

**Robert Gates** 

Prime Healthcare

"Very nicely explained, superb knowledge base of instructor."

Vykram Dhillon

Prime Healthcare

"This being my first time, it's a world of information and I appreciate all I've learned." Nana Manu

Monroe Hospital

"Lorna is a great instructor. She explains the material well. I feel like she has taught me a ton within these two days."

Heather Burke

"Lorna takes a hard subject and makes learning about HIPAA fun & exciting. Her passion for HIPAA shines through her presentation. Very informative and easy to learn." Marishia Phillips

Pathways Human Services

"Lorna was able to break down complex material into easy to understand content." Stephanie Kurtz

"Lorna was great and kept my interest throughout the entire course." Anonymous

## Client References & Testimonials

"Great insight on HIPAA having attended the program conducted by Ali Pabrai. The session were lively with rich sharing of experience by Ali who is a master in this field. I highly recommend this course to all of those involved in this field. Overall rating of course: 10. Overall rating of Instructor: 10."

Ashok Kumar Vootla

**Episource** 

"Ali has an exceptionally great energy level. Amazing Instructor with great knowledge. Keep smiling Ali. Overall rating of course: 10. Overall rating of Instructor: 10." Keeli Abhishek

Primera Medical Technology

"Good course for candidate to have knowledge on HIPAA. Overall rating of course: 10. Overall rating of Instructor: 10."

Vamsi Krishna. T

Primera Medical Technology

"Thank You Pabrai. Overall rating of course: 10. Overall rating of Instructor: 10." G. Sri Mallikarjuana

Primera Medical Technology

"Uday Ali Pabrai, the "BADSHAH" of HIPAA, is an institution in himself. Overall rating of course: 10. Overall rating of Instructor: 10."

Masthan Shaik

Primera Medical Technology

"Great content, lot of information, good instructor."

Phillip Walsh

Brighter Inc.

"Great course. I now have a better understanding on HIPAA."

Anonymous

"Great training."

Anonymous

"Great course! Lots of information that can be immediately put to use!" Anonymous

"Lorna is in a class of her own. She is absolutely the best possible instructor for a very tough subject matter."

Stephen Stewart

"Great Instructor! Lively and engaging."
D'Angelo Bailey
UI HelathCare

## (e)cfirst

## Client References & Testimonials

"Great class. You made it easy to understand."

Sherry Lampe

Stewart Memorial Community Hospital

"Lorna was not only extremely informative, but made this all very fun and entertaining." Don Hiller

PHM

"Fantastic course. Wonderful instructor. Thoroughly described. Highly recommended." Mark Miles

PHM

"Wonderful class; wish more department managers attended. Should be a requirement." Amy Hanchey

PHM

"Lorna makes the course fun. She teaches in a fashion that makes HIPAA easily understood."

Sheila Asson

**Pathways** 

"Wonderful, person-centered instructor."

Alexis Harris

Family Preservation, DC

"Lorna was fabulous! She made the day go quickly and kept me interested the entire course."

Marishia Phillips

**Pathways** 

"Class was very helpful. It made me think of lots of ideas and questions to take back to my office."

Angelica Vidro

Pathways of Delaware

"I enjoyed the examples of incidents."

Tyler Reese

**Pathways** 

"Enjoyed the class and instructor. The content was easy to follow."

Anotnio Teixeira

**Pathways** 

"I really enjoyed Lorna teaching the CHP course this week. I felt she delivered value in her multiple real-life examples and through the ecfirst content." Anonymous

## Client References & Testimonials

"Love the way I've been informed of the best practices in the healthcare industry right at the start of my career."

Ronak Thaker

"A lot of material being covered but it was done very professionally." Shami Brar

"Although an accelerated course, Lorna was very detailed and her presentation and speaking really helped me absorb all the information needed."

Adam Romo

"Enjoyed the training. Material was relevant. I haven't done formal training in years. I really appreciated the format and especially the test exam questions."

Anonymous

Chicago Public Class

"Lorna was a fantastic instructor that did a great job pulling all the HIPAA information together. I learned a lot during his course. Thank you!"
Tiffany Reilly
KMBS

"I thought this class was extremely helpful in bettering my understanding of HIPAA." Amy Lovelace Pathways

"Good examples given in class." Elizabeth Epperson CareSource

"Really liked some of the stories Lorna used as examples. They made some of the information memorable."

Chris Harlow CareSource

"Fantastic instruction. I would take another class from this instructor. She made the material interesting, which is not an easy thing."

Robert DeCarlo

Harris Corporation

"I very much enjoyed this class; very valuable information and Lorna was outstanding!" Wendy Kelly

**UPH Methodist Peoria** 

"Lorna did a great job making the tedious federal rules and legislation understandable and entertaining to keep the class engaged."

Dan Schmidt

**KMBS** 

## (e)cfirst

### Client References & Testimonials

"Lorna did a great job keeping everyone engaged and kept it fun." Anonymous

"I've been through the course before and it was still very informative." David Cunliffe Crisis Center of Tampa Bay

"Great, organized approach to this training. Good real world examples." Blythe Logan Konica Minolta

"Excellent and informative class. Instructor held our interest and kept the class moving." Kathy Garza Marklund

"Without a doubt this will help when discussing HIPAA with my clients." Dunca Wierengo Konica Minolta

"Excellent information, excellent organization, can't wait to discuss without customers. Would consider making this mandatory training for all of our healthcare sales reps." Tracy Wood KMBS

"Lorna was both entertaining and informative. Enjoyed the class very much!" Ron Otis KMBS

"One of the best and most thorough classes I have attended." Brian McCarthy Norton Healthcare

"Lorna was a great instructor. Her way of teaching was really impressive and it will help me and other participants of the class to function under the guidelines. Class was really beneficial."

Prabhu Bollu

St. Rose Hospital

"The delivery of the course was very interesting and engaging."

Himanshu Handa

St. Rose Hospital

"I feel that I now have a better understanding of the legal requirements surrounding HIPAA."

Benjamin Worden

St. Rose Hospital

## Client References & Testimonials

"Instructor's presentation style was great and she gave examples, stories and talked about personal experience. It was very interactive and the summarizing at the end of the modules were very helpful."

Anonymous

St. Rose Hospital

"This was excellent! Heavy, comprehensive, but good. Instructor was knowledgeable and entertaining."

Sylvia Dawavendewa

**CRIT-DHSS** 

"Great class - learned a lot."

Charmaine Etsitty

**CRIT-SDP** 

"Most intensive training I have ever attended. Enjoyed it!" Nita Strickland

**CRIT-DHSS** 

"Learned, passionate, determined, detailed, and delightful! Mrs. Waggoner delivers a lot of information in a short period of time with just enough humor to keep it interesting. Outstanding trainer."

**Edward Rogers** 

Indian Health Care

"The course information and instruction was superb."

Adam Callei

County of Modoc

"The class was a well structured presentation for the HIPAA Professional The instructor was second-to-none and an obvious subject matter expert."

**Christopher Nowak** 

"Lorna was an awesome instructor. The material was presented very professionally and effectively. She is extremely passionate regarding HIPAA which makes the presentation exciting."

Charlotte Meck

Ashley, Inc.

"Instructor very knowledgeable."

Sandy Recker

AAA3

"Lorna did a fantastic job! Very knowledgeable."

Peter Bilsky

Ashley, Inc.



"I would absolutely recommend the course, especially with Lorna!"

Beth Lo

Eden Autism

"A lot of information covered. All presented in a clear, concise and understandable manner. Lorna kept the class very engaging."

**Brian Murphy** 

Northwell Health

"Excellent course! Great instructor!"

Anonymous

Philadelphia Public Class

"Great course. A lot of material to cover in 2 days but Lorna was great."

Adam Woodall

**BSPCA** 

"This course well positioned me to share the requirement with my company in a comprehensive and definitive manner for us to take prompt actions."

Anonymous

Philadelphia Public Class

"Lorna was a fantastic instructor. She explained and taught the content in a fun and simplistic manner. Well done!"

Janet Filipow

Konica Minolta

"The HIPAA Academy Course was very informative to help me be a better HIPAA Administrator for my company."

Lisa Carpenter

Broadridge"

This was a great class. Lorna is very knowledgeable and an excellent presenter. She knew the material very well and had great stories to tell that related to the subject matter more easily to specific situations. Well worth the time."

Randy McNeely

"I really received a great deal of knowledge on HIPAA."

Derrek Wilson

Maricopa County

"It was extremely informative with a passionate and knowledgeable instructor." Maricopa County employee

"What could have been a painful two days was made tolerable and in some cases entertaining. I learned so much but am sure I will need to refer to my workbook on a regular basis. Happy to have the information easily accessible."

Lori Rehder

Maricopa County



"Stories associated with the rules and regulations helped me to remember and put into context."

Maricopa County employee

"Very impressed on all that I learned. I have a better understanding on patient privacy and how important it is to make sure everything be kept secured."

MS Lopez

Maricopa County

"Lots of information. Information was very useful. Good reminders of lots of daily practices."

Dyana Hocking Maricopa County

"I feel the information was presented in a manner in which everyone understood. I think the class as a whole participated due to the positive energy of the instructor." Renee Tarrow
Maricopa County

## **Milton Hershey School**

"Very thorough training that can easily be followed. Provided a better understanding of HIPAA and how it is applicable."

"I had been casually acquainted with HIPAA guidelines with broad strokes of what is and is not permitted. After this presentation, I have a more fine tuned understanding of some of the instances of this Act. The presenter was very knowledgeable and enthusiastic discussing this topic!"

"Great introduction to a very broad topic. Presenter did a fantastic job keeping us engaged on what could have been a dry topic. The presented topics really got us talking and thinking - even on the lunch break. Great starting point for us."

"Made a dry topic interesting."

"Great course/presentation."

"I now know more about HIPAA then ever before."

"As part of a hybrid, it was great to be with other areas of health services and share the same information. I now know better what my rights are and also how to better access information from other areas."

"Lorna did a wonderful job making a long training both informative and fun. I have a much better understanding of HIPAA and how it applies to me professionally."



"I found this class to be very interesting, especially since I am writing a paper on HIPAA. I was very interested in the HITECH Act and all information related to EHRs."

"Very informative training."

"Lorna was a lively presenter who effectively balanced training principles with humor and personal relevance. Would highly recommend her."

"Lorna is a very knowledgeable presenter on HIPAA and found ways to present humor within a mundane topic."

"The most entertaining HIPAA training I have ever attended."

"The instructor is extremely knowledgeable."

"Very thorough, detailed information. Instructor was pleasant and made the presentation fun and informal."

"Lorna's training provided staff with a quality overview of HIPAA - content that is understood by all participants; regardless of job responsibility."

"HIPAA Academy's training and materials aided my understanding of the law and best practices."

"Excellent presentation regarding the impact of HIPAA compliance for organizations and individuals. Specific examples of implementing the HIPAA Security Rule especially applicable to our setting."

"Very informative presentation regarding past, current and future regarding HIPAA."

"Very funny, kept lively, very informative."

"Prior to this training I knew nothing about HIPAA. As a result of this time, I now know not about HIPAA, but I have a better understanding about how to move forward."

"Great presentation with very useful information."

"The HIPAA overview training is necessary for all covered entities. The training provides valuable information about HIPAA and discusses how organizations can improve their practices and minimize risks. I am already thinking about ways we can minimize our risks in our department."

"Great instructor. Made an otherwise dry material interesting."

"This thorough training provides a very detailed overview of laws, regulations, and guidelines related to HIPAA. This allows for individual & organizational reflection on policies and practices pertaining to health care information."

"I appreciate receiving education on HIPAA for professional and personal awareness."



"The instructor, Lorna, did a terrific job of bringing the course to life; otherwise, it may have been very boring. She has a great sense of humor and plenty of real life experiences."

"A very good course. The instructors use of real life examples helped to make learning easier."

"Thorough overview. Good use of humor, repetitive messages help to reinforce."

"Information presented was refresher for me, but it has been a while, so helpful to hear again. I appreciated the presenter's style, very engaging with the audience. Kept things moving, presented a lot of info that we as an organization will be able to use to improve practice."

"Being a new intern in the social work department of Milton Hershey School, this was my first professional training I have attended. I felt this training was very informative and beneficial for my knowledge of the field I am working in."

"I learned a lot." Patrick Lee Lykins

"Good course, very good teacher." Anonymous

"Great class!"
Carol Talkington

"I was able to learn a great deal of HIPAA regulations. The instructor was great and created the session in a fun way."

Kathn D.

Lidl US

"Lorna was excellent at leading our group through the course. She used relevant examples that the audience could easily relate to, and helped make a not as exciting topic more exciting!"

Anonymous

Lidl US

"It was a great course. I learned a great amount of information. Lots of great teaching techniques."

Kassy Havez

Little River Healthcare

## Client References & Testimonials

"Instructor Lorna has a solid command over the material and extensive experience in the field. It wasn't easy to sit through two full days of class, but Lorna kept it interesting and the instruction was valuable and definitely pertinent to my job as a Security Officer." Stephen De La Vega

Alameda County Public Health Department

"This course helped expand my understanding of HIPAA policies and procedures, what to do in the event that situation occurs and expanded my outlook on what IT can help cover."

M. Van Loon

Tech Enterprise Inc.

"Presenter made material understandable. She did an excellent job getting crowd participation."

Anonymous

San Antonio Public Class

"I feel this course filled a gray area in my knowledge of HIPAA regulations and how it impacts my institution."

Luis Forestier

Our Lady of the Lake U.

"Informational overload but the class is structural in such a way to make learning easy." Ray Chouinard

**CEI Community Mental Health** 

"Excellent training, good pace and very informative. Most valuable training I've attended in years."

Anonymous

San Antonio Public Class

"I am scared straight into doing my best with HIPAA compliance."

Ray Mata

Compuwork

"I would highly recommend this course for any professional that needs a better understanding of HIPAA & PHI."

Brian Goza

Hemphill County Hospital

"Great course, very detailed."

Tim Londer

Shutterfly Inc.

## Client References & Testimonials

"A very serious subject delivered clearly and with appropriate humor. Kept my interest and I feel much better about working with Privacy and Security at my agency. Greatly appreciate the comprehensive delivery and workbook full of resource information. Would recommend to anyone!"

Nina R. Keller

Area Agency on Aging #7

"Instructor was amazing." John Lazo Lazotek Computers

"Class was very informative. Information was clear and concise." Nicole Evans

Kaiser Permanente

"Thank you for such vital information and excellent training!" Maria Burton University Retirement

"Love Lorna - what a great presenter. She gave great applications and presented in an easy format."

Dena Smith

**PRS** 

"Great class. Quick but very detailed." Anonymous

"Learned and laughed quite a bit."
Matt Stuart
Pacific Retirement Services

"Great instructor. Made learning the information enjoyable as possible on a not so exciting topic."

Alexis Gulpan

Mirabella Portland

"This course was great for someone who came in knowing little about HIPAA. Well done."

Marybeth Schombert Cascade Manor

"Thank you for your teaching method. You made HIPAA interesting & (almost) fun!" Susan Platte
PRS

## Client References & Testimonials

"Instructor was very informative and detailed. She explained and spoke clearly, answered questions to her best ability. I would recommend her for HIPAA training to and for other facilities."

Anonymous

"Thank you Lorna for delivering HIPAA information in an engaging way!" Jonna Robinson Roque Valley Manor (PRS)

"Lorna is a wonderful instructor. Truly knowledgeable about the subject matter and kept the class fully engaged with her humor and upbeat personality. I've enjoyed the course thoroughly."

Julie Chau Diano

County of Santa Clara - VHP

"Excellent drive in HIPAA. I have a greater understanding for the topic and gained a better knowledge of the topic."

Anonymous

"Lorna does a great job presenting the information in an entertaining way." Anonymous

"Great, detailed training on HIPAA. I have a better understanding on vital safeguards for our organization."

Anonymous

"Very good course. Very useful information regarding the policies. I have a much better understanding of HIPAA."

Student in Vegas Public Class

"This class armed me with information I can help my client (health system) understand and the real risk they will face every day. This is a service that will impact their hospital, the patients and healthcare overall; saving lives and protecting everyone's healthcare information."

Katherine Finley KMBS

"I am just starting to learn about HIPAA and have learned so much. It was a great class."

**Anita Bennett** 

Broadridge Financial

"A great overview of HIPAA. Excellent for those already familiar with HIPAA and those with no HIPAA experience."

Ryan Deneau

Intelligent Technical Solutions

"Program was very thorough and intense. Lorna delivered a very complete overview and knowledgeable level of experience." Student in Vegas Public Class

"I found this class to be comprehensive and informative. I now feel better equipped to assist my clients in matters concerning HIPAA compliance." Michael O'Hara **KBC** 

"Lorna is great at what she does. She makes the material easy to learn and retain with examples and stories that are relevant, concise and memorable. She maintains control of the class and the flow of information with a positive manner."

Rob Slanchik

**KMBS** 

"Amazing amount of material covered in two days!" Deb Rathbun Delta Dental of OK

"Lorna is a very good presenter. She made learning easy and fun. Lorna is very knowledgeable and experienced on HIPAA compliance." Peter Burton **KMBS** 

"Great class, great instructor and what I needed to help be better at what I do." Student in Vegas Public Class

"I would highly recommend this 2-day course to anyone needing or wanting to learn about HIPAA." Judith Lindsay JAL Consulting

"The course was well organized and well presented. Each topic was explained." Lawrence Walker **Bienvenidos** 

"I would highly recommend this course; and Lorna!" J. Cordes Righway Consulting

"This course was very helpful and informative. It turned the complexities of HIPAA into very digestible information that can be retained." Crystal McCalley

"This was a very informative course. Lots of information to process. Lorna kept my attention – I never got sleepy! I learned so much even though this is for re-certification." Katherine Bischof

Prime Healthcare Services

## Client References & Testimonials

"This is my second time to take the class with Lorna. She always keeps it up beat and is very current on all her information."

Gayla Aman

Simmons Foods

"Lorna is a wonderful and knowledgeable instructor. Her classes are among the best I've had."

James Dunham

Simmons Foods

"Lorna was great! She provided a training session that was comprehensive, fun and informative. Would highly recommend taking the CHP course to better your organization."

Devyn Jackson

Westminster-Canterbury on Chesapeake Bay

"I feel better prepared, more knowledgeable and better equipped to exact changes at my company needed to maintain HIPAA compliance." Student in Vegas Public Class

"Great class. Thanks for a great session."

Melissa Leonard

Unity Point Health - St. Luke's

"Lorna does a great job staying on task and keeping us focused and not falling asleep." Anonymous

**Buckeye Hills** 

"Lorna was so much fun and extremely knowledgeable!" Maryann Sims **Buckeye Hills** 

"The materials provided along with the course structure and instructor technique made the course an enjoyable one and the information easy to understand."

Anonymous

Orlando Public Class

"Every HIPAA Security, Compliance professional should consider taking this class. Very informative and training should help your HIPAA organization."

**Brad Scott** 

1-800-Contacts

"Thank you, Lorna, for teaching an IT person more of PHI and the whole world of HIPAA."

Nancy Santana

TriServe Tech



"Lorna is fantastic!" Paul Wozniak Kaiser Permanente

"Lorna brings experience and expertise and mixes it with humor and real-life situations to help demonstrate the subject matter. She is one of the better instructors that I've had."

Linda Foster LTC Partners. LLC

"Lorna Waggoner is a superb instructor who provides great examples." MaryEllen Graham Neighborhood Health Plan

"Lorna made HIPAA learning exciting which is probably hard to do." Heather Nicholson All Covered/KM

"Instructor was extremely knowledgeable and engaging." Anonymous Orlando Public Class

"Lorna did a great job of making the course fun. She kept the audience engaged." Anonymous Verizon Wireless

"I will take this course content all back to my team!" Kim Gane Verizon Wireless

"I feel as though I have a better understanding of HIPAA and feel more comfortable speaking to it."

Bobby Samayai

Verizon Wireless

"Great class!" George Nikolis Verizon Wireless

"I feel much more comfortable speaking about HIPAA! Thank you!" Anonymous Verizon Wireless

"HIPAA can be extremely dry content. Lorna made it not just bearable but enjoyable." Francis Gallie Verizon Wireless

## Client References & Testimonials

"I loved the class! It will help me sell and support my customers." Mary Washington-Nieves Verizon Wireless

"Lorna made the material easy to understand for non-health care trained employees." Mark Lavorgna Verizon Wireless

"Course was very in-depth and informative." Anonymous Verizon Wireless

"I feel better prepared to speak about the topic of HIPAA on a general leve." Anonymous Verizon Wireless

"This was a great class that will contribute to my success!" Dan Roman Verizon Wireless

"I would recommend this course to all involved in HIPAA." Dana Posey The Tulalip Tribes

"Came wondering, leave knowing. Now I KNOW HIPAA!" Matt Sorensen

"Great class!" Anonymous Denver Public Class

"Thank you for the opportunity to take the live course. Great interactive review of the material!"

Joanne Little

LHC Group

"This course was GREAT! As a small business owner I have the knowledge to compete in the HIPAA arena. I'll have the confidence to walk into each office as their professional."

Sam Smith Compliance Only

"Nice work making a 'dry' topic easy to learn and retain." Anonymous Denver Public Class

## Client References & Testimonials

"Lorna made the topic very interesting and made it easier to understand. Lorna has a great sense of humor and made topics 'bearable'."

Renee Thibodeaux

"Although the course is long days, Lorna was very good at keeping the class attentive. I learned more than expected and enjoyed the course."

Danielle Rodriguez

Second Image National

"I was initially excited to get my CHP certification and I left feeling the same way! Can't wait to come back for more certifications."

Allen Zaghikian

Kaiser Permanente

"Lorna is a great instructor. Makes the class fun, along with all the detailed knowledge.

Great stories."

Carrie Secondo

Oracle

"For those in IT and Security or Risk analysis this is an excellent course."

Joetta Meigs

State of Colorado

"Great course. Instructor knowledgeable and approachable. Materials were easy to follow and understand."

Anonymous

**Denver Public Class** 

"I actually really enjoyed taking this course and will tell my boss to inform people about it. I believe this training will help me greatly in my day-to-day work."

Don Williams

Kaiser Permanente

"This course was much more interesting than I expected, considering the nature of the subject. Highly recommend!"

Harry Anderson

Konica Minolta Business Solutions

"Any person working in a healthcare, privacy or security role would greatly benefit from this course."

Anonymous

"Ms. Waggoner was energetic and kept full focus on HIPAA subject." Carissa McCann

"Very intense and beneficial training. Thank you for the class and materials provided." Bishwo Khadka

Prime Healthcare

"I have learned a lot and feel I can use a lot of this training in my workplace." Marisol Elizarraraz

Prime Healthcare

"I liked this course. It was informational and will help in my daily routine. Lorna was very knowledgeable and explained the content well with examples. Before coming to the class I felt it would be 2 days of boring; but it was very interesting. This credit goes to Lorna's energy levels."

Sandeep Rademi

Prime Healthcare

"This class had a lot of detail and our instructor was very passionate and prepared to teach."

Josh

Prime Healthcare

"Excellent teaching." Hema Majjiga Prime Healthcare

"It was a great class. I had very little knowledge on the dynamics of HIPAA but after this class it gave me a better understanding and awareness of HIPAA." Joshua Vergara

Prime Healthcare

"Lorna has exceptional command over the subject and excellent teaching skills." Raghav Sharma Prime Healthcare

"Excellent trainer. Lorna made the words come off of the page to life. That is what an excellent trainer does. Well done!"

**Greg Walker** 

**MHMC** 

"Great course – very informative! The book is also very helpful for future reference." Courtney Delaney

Garretson Resolution Group

"Lorna provides a very hands-on series of instructions, organized into 4 modules that is very effective to get the basic concepts of HIPAA. This was a very helpful 2 days of training."

Sylvius von Saucken

**Garretson Resolution Group** 

## Client References & Testimonials

"Although there was a lot of information, it was presented in a manageable style."

Carol Brown

Garretson Resolution Group

"Very informative and very helpful! I have a better and more well-rounded understanding of HIPAA."

Anonymous

**Garretson Resolution Group** 

"I will be asking my customers to attend." John W. Wagner

**KMBS** 

"Well worth the time. Gives me a great level of understanding of challenges faced by my customers and the confidence to discuss my company's solutions which address them."

Mike Kinnich

**KMBS** 

"I gained insights that will help me speak to healthcare providers in a knowledgeable way and offer to be a resource to others."

Anne Jarrett

**KMBS** 

"Very helpful."

Gary Whittaker

Columbia Co. DHS

"Excellent use of the presentation to tie into the examples and stories."

Scott Lehew

**KMBS** 

"I would recommend this class; it flowed, was current, and extremely informative."

Zebulun Haggerty

Columbia County NY

"Very informative."

John Kemp

**KMBS** 

"Gained a much better idea of what HIPAA is all about. As a result, I have new ideas regarding how to approach to the healthcare market."

Eileen Burns

**KMBS** 

"Great course. A lot to learn and understand, but great information."

Mark Gordon

**KMBS** 

## Client References & Testimonials

"I would recommend this course to anyone who wanted to gain a better understanding of the HIPAA Security and Privacy Rules."

Jimmy Hicks

Solution 32, LLC

"Lorna is a great teacher/speaker." Afzal Khan Everest Re

"Lorna is an outstanding instructor able to keep our attention for the full two days." Marwan Hanania Indiana University

"The instructor was great and the course was interesting. Looking forward to applying everything we've learned."

R. Decker DSS

"The Certified HIPAA Professional training was very informative; I really got a lot out of it. The structure with ten separate courses and short quizzes after made more manageable when I didn't have any real time off from work and had to complete it in separate chunks. The final exam was difficult but the short reference guides were very helpful study guides. I was very relieved to pass on the first try!"

Maureen Fay Chavez, Senior Counsel

Hewlett-Packard Company

"Good course – lots of information!" JA Torrance Essex County

"More information than I thought was involved with HIPAA. A little more in depth for what my job entails, but still useful information."

Seth Celotti

Essex County

"Trainer did a great job." Doreen Abrahamsen ECPH

"I found the training very useful. I was not very aware of HIPAA. After the training, I can say that I can help our company to practice the policies and rules strictly. Overall, CHA™ Program was very useful and entertaining as well. Program provides a deep understanding of what is HIPAA, and best practices to comply with it. Course rating: 10. Instructor rating: 10."

Jan Christopher Larin

Visaya KPO

### Client References & Testimonials

"Learned a lot from the CHA™ Program. Invaluable training. Very good reference material."

Visaya KPO Participant

"Very interactive program. All speaks well in terms of his HIPAA experience and expertise. Clearly his know-how will be an invaluable asset for my organization. Instructor rating: 10."

Visaya KPO Participant

"CHA™ training has enlightened me with basic understanding of HIPAA law. Detailed and experienced speaker with terrific understanding of HIPAA."

Paul Michael Santiago

Visaya KPO

"Very informative course. A strength of the course were the several discussions on HIPAA law. Course rating: 10. Instructor rating: 10." Cesar Valenzuela

Visaya KPO

"Strengths of the course were the many examples, scenarios covered. Course rating: 10. Instructor rating: 10. Fun course, very informative."

Jennifer S. Pasag

Visaya KPO

"Each topic in the CHA™ Program was properly presented and very well explained. Course rating: 10. Instructor rating: 10." Melchisedec Eborde Visaya KPO

"Great manual for the CHA™ Program. Great explanation, and terrific instructor/trainer. A very enlightening session. Details of the general things I know were discussed and questions in my mind were answered. The trainer was knowledgeable and able to answer our queries."

Jan Michael Lim Visaya KPO

"This course connects dots that experience will not."
Nathan Riley
LogRhythm

"Very helpful!" Erik Haller Konica Minolta

### Client References & Testimonials

"Quite a bit of information in two days, but very easy to learn & understand the information with the way the instructor taught. She was engaging and related her stories to help you understand."

Lauren Bedford Konica Minolta

"Very informative and the book was excellent. Lorna has a great teaching style that keeps you engaged."

Gary Martino

West Health

"Very positive experience that kept my attention when not looking at the gold course and ocean."

**Devin Singleton** 

Reflexion Health Inc. (West Health)

"Great class, content, and instructor was wonderful.

"This course provided an excellent opportunity to test my knowledge of HIPAA. The quizzes were thought provoking and Lorna was very personable and knowledgeable. I would recommend this course to anyone who wants a basic to intermediate understanding of HIPAA whether you are a covered entity, business associate or subcontractor."

**Edward Dailo** 

Second Image National

"Excellent presentation by Lorna."

Crispen Maung

Box, Inc.

"Very well prepared materials. Exceptional speaking/presentation. Love all the examples; that helps to retain the information."

Huan Tran

Reflexion Health

"I feel better equipped to understand BAA's and my company's role as a BA."

"Lorna makes preparing for the exam and learning what is arguably dry material, very enjoyable and fun. I highly recommend taking this course."

Joel Benavides

Box, Inc.

"Instructor was enthusiastic and passionate about the topic. Provided numerous examples."

## Client References & Testimonials

"The class is a great learning tool having little to no prior experience with HIPAA. The examples are helpful in understanding how the complex requirements apply to real life situations."

Stephanie Chin

Box, Inc.

"Very well taught and sufficient coverage of key areas."

Peter McGoff

Box, Inc.

"Mr. Pabrai has been extremely flexible and has accommodated all of our requests to deliver a very successful session at Coimbatore. We are happy we got a chance to work with the best! We definitely had a great value add and I'm sure we will continue to work with him for trainings in the future."

Nandhini P.

Payoda Technologies

"The strengths of the course included a detailed explanation of the HIPAA rules, applications and implications. The course will help me leverage HIPAA and all of its related content in a far better way so that Payoda is compliant in all of its operations." S. Vijayakumar

Payoda Technologies

"Very good course. Focused and straight to the point. Clear communication. Very good clarity. Thanks for the course."

Rajordu C.

Payoda Technologies

"The training material and the confidence level of the instructor were the strengths of the course. The whole training program was an absolute eye opener on HIPAA. As an organization trying to USA healthcare domain, this course was very much needed by Payoda. It was very well delivered by Mr. Pabrai. Thanks to The HIPAA Academy and Payoda."

Sujana Arul Selvi

Payoda Technologies

"The clarity and detailed information on key topics of HIPAA were the strengths of the course. The course was very useful in getting knowledge of HIPAA and other related key topics."

Kirubha Chinaa Gounder

Payoda Technologies

"Acquired a good understanding of HIPAA rules and standards. Thank you!" N. Manoj

Payoda Technologies

### Client References & Testimonials

"Mr. Pabrai's training was excellent. I got insight into how to use HIPAA compliance in our products and services. The strength of the course was the knowledge of HIPAA acquired with practical application to Payoda."

Vaskar Mistri

Payoda Technologies

"Thank you for a wonderful HIPAA training class." Javad Shareef

Payoda Technologies

"The instructor spent the time well for training us about HIPAA. The course covered everything related to HIPAA. Repetition of key topics helped us know more and better understand HIPAA. Overall, the instructor covered every aspect of HIPAA." Prabhakar D.

Payoda Technologies

"I like the way the HIPA training was provided with examples." I learned about HIPAA, policies and the regulation."

John Pritto

Payoda Technologies

"It was a lot of knowledge that was provided on HIPAA and the context was given to our current work. Now have a good understanding about HIPAA."

D. Arunkumar

Payoda Technologies

"A very good training method and instructor provided a lot of practical information. Information was explained with real-time, applicable case studies." Rajendran A.

Payoda Technologies

"It was great knowledge to understand HIPAA as part of the work we do. It has helped me to know the USA healthcare industry. Better understand how patient data is managed and governed. Got a good understanding of the HIPAA regulation." Bharath K.

Payoda Technologies

"Trainer, materials, presentations, and examples provided were a strength of the training provided. Training was very helpful to understand HIPAA from ground zero. The instructor was good in articulating many scenarios in a simple language and terminology."

Harish Kashyup

Payoda Technologies

"Class provided in-depth information that can be used during customer interactions, to build real credibility."

Nick Mauricio

Konica Minolta

### (e)cfirst

### Client References & Testimonials

"I really enjoyed the in-depth review of HIPAA and look forward to developing my technical capability. My ability to become a better consultant could have a strong foundation based on this training. Thanks again!"

Ken Boyer

Konica Minolta

"I have never learned so much in 2 days and actually retained and understood what I was supposed to take from it. It was very well taught."

Lisa Carter

Konica Minolta

"Lorna built great rapport with our group and moved us quickly through material, but with key stories and illustrations to make it understandable. She has a great sense of humor and is very knowledgeable. I feel I have a good grasp of HIPAA compliance requirements after taking this class."

Lisa Rolfs Konica Minolta

"Lorna's knowledge base was excellent. It allowed the class to flow quickly and questions were answered accurately and quickly."

Mark Fosmoen

Konica Minolta

"Overall gained a lot of knowledge. I could sit for another hour or two asking questions!" Jan Maniscalco

Knoica Minolta

"Lorna did an excellent job; keeping the pace and energy at a good level."

Carig Tardo

Konica Minolta

"Very professionally prepared materials."

Renee Fielding

Konica Minolta

"I feel better prepared to help my customers and reps."

Cindy Thomas

Konica Minolta

"Lorna made the subject matter fun and interesting."

Michael Perry

**CSI** International

"I really enjoyed learning this extensive material from Lorna. I liked the module structure and the amount of materials for and time spent on each."

Briana Forsythe

Louisville Metro Dept of Public Health & Wellness

### Client References & Testimonials

"This course definitely made the Federal Register less intimidating. I would definitely recommend this to my fellow co-workers and colleagues."

Arlacia Tisdale

Health Partners Plans

"Enjoyed the class. Lorna was very thorough in answering questions and covering many aspects of HIPAA/HITECH."

Kyle Schmiel

FICO

"Lorna is very prepared and experienced. It's a lot of information to cover in 2 days, but I feel the information was detailed and simplified enough to help me absorb it all. Thank you!"

Lynn Mohn

Arches Health Plan

"Good way of structuring lots of information for a variety of roles who need a better understanding of HIPAA."

**Betsy Stevens** 

CHP, INC.

"HIPAA Compliance was my area of least command. This class has given me more confidence to tackle my role as security officer."

Nick Bradaschia

Foxdale Village

"This course was a great introduction to HIPAA."

**Brittany Stephenson** 

**Providence Service Corporation** 

"The CHP training is certainly important for any healthcare professional, not only for the in-depth content provided, but to hear from a passionate expert and instructor, Lorna Waggoner. She provides an easy to follow curriculum which allows for an adult learning experience that will not only prepare you for the CHP exam, but more importantly, will help tackle your daily challenges of HIPAA compliance within your organization."

Nathan Gibson, CISA, CISSP, CPHIMS

Director of IT Operations | Privacy Officer

WVMI & Quality Insights

"I found the course very helpful and I have a better understanding of HIPAA."

Kurt Weirich

**Providence Service Corporation** 

"Impressive presentation of a large amount of information."

Kimberly Wilson

**Providence Service Corporation** 

#### Client References & Testimonials

"Great class! Lots of information in short period of time but doable." Amika DuPree Providence of ID

"Lorna was amazing. Her execution and delivery on HIPAA was perfect. She is able to include real life situations that help you understand the terminology. I enjoyed every second of this intense course."

Leah Sanchez

El Rio Health Center

"Highly recommend. Will definitely do business with ecfirst."
Joseph Blumenfeld

"Lorna is entertaining and knowledgeable."

Ray Cruz

Cruz Inc.

"Going back home with lots of homework and a couple more compliance items to address."

Rene Rivera Miranda Interactive Systems, Inc.

"Provides a very thorough basis for understanding HIPAA." John Zahorsky Eden Autism Services

"Enjoyed the class. It was very informative." Lynn Knight The SSI Group, Inc.

"Lorna was very informative and knowledgeable." Yolanda Prince The SSI Group, Inc.

"Great class!"
Lynn Armstong
The SSI Group, Inc.

"Great class. Anecdotes were priceless and really helped to solidify concepts." Kiandrea Turner

The SSI Group, Inc.

"Lorna was a wonderful instructor. She was very upbeat and attention grabbing. She gave the real world examples along with HIPAA examples which was very helpful." Sandy Hickman

The SSI Group, Inc.



"I really enjoyed Lorna. She made HIPAA interesting." Shelby Mitteer
The SSI Group, Inc.

"Great content and a wonderful and knowledgeable instructor."
Kaiser Permanente Student

"Lorna was a phenomenal instructor with a wealth of knowledge imparted to the class." Andrew Gallup

Kaiser Permanente

"Great job, Lorna! The stories to go along with the information really helped see everything in real world scenarios."

Danielle Pei

Kaiser Permanente

"Enjoyed the class!"
Kaiser Permanente Student

"Wonderful class, good pace, great instructor. Highly recommended!" Nadeem Masson Kaiser Permanente

"It was a good presentation. I had a better understanding of entire HIPAA." Rameez Khan
Bista Solutions Pvt. Ltd.

"As IT Industry, we required more information on Security." Gopinath Achari Bista Solutions Pvt. Ltd.

"Mr. Pabrai, it was great experience having you here and sharing your knowledge and wisdom."

Prasan Das

Bista Solutions Pvt. Ltd.

"Today HIPAA Session had taught me lot more new thing regarding security and privacy. It was great course! Thank you!!"
Shahid Labbai
Bista Solutions Pvt. Ltd.

"Excellent way of transforming of knowledge is much professional way." Sufyan Reshamwala Bista Solutions Pvt. Ltd.

### Client References & Testimonials

"The training was ideal for a consulting firm like us. Mr. Pabrai has a good background of US as well as having roots in India. So he was able to explain it well to the Indian team."

Faisal Basal

Bista Solutions Pvt. Ltd.

"It was a great session to understand everything about HIPAA. Mr. Pabrai is very good in addressing all the topics with real world examples."

S.R. Pathak

Bista Solutions Pvt. Ltd.

"Excellent way of explaining things. I did not know HIPAA before but this training has given me more value."

Saurav Kumar

Bista Solutions Pvt. Ltd.

"Very Good Trainer. Impressed with the level of training for HIPAA with lot of live examples. Good interactive training session. Great job! Thanks."

Bhawna Agarwal

Bista Solutions Pvt. Ltd.

"Would refer to clients interested in HIPAA implementation." Shekhar Gadekar

Quality Edge

"Excellent treatment of a technical, dry subject. Great examples & practical application illustrations."

Hedy DiSimoni

Infineum USA

"Thank You. You made the 2 days of HIPAA informative and kept my attention. I feel more prepared for my organization now!"

Kristen Marks

Gannett Co., Inc.

"Great mix of formal material, personal anecdotes, real life scenarios, and humor." Wayne Marshall

**EDI Staffing** 

"Extremely informative, I learned a lot."

John Hunt

**Boca Raton Regional Hospital** 

### Client References & Testimonials

"After needing to know everything about HIPAA for my new role, I thought I would be impossible to gain that knowledge in a two day training. The instructor was awesome, the manual is user-friendly, and I have gained all the knowledge necessary to assist in my organizations HIPAA compliance."

Jaidith Crespo

PSC of DE

"This was a great and intense experience."

Kim C. Elliott-Cromartie

Family Preservation of DC

"This course was very informative and assisted in increasing my knowledge of HIPAA policies and procedures."

Brian Dappolone

Miles Technologies

"I came with a fairly solid understanding of the security rule but was lacking on the privacy rule. I now feel I have a complete grasp of privacy and even better understanding of the security rule."

Chris Grieco

**FDRHPO** 

"I learned a great deal of information on HIPAA."

Tyler Reese

Providence

"I have a CISSP and a CISA. I came in expecting to glide through. The exact opposite was true. I had to work and put a lot of extra study time in after class. This is a positive comment. The details and coverage of the HIPAA regulation was fantastic. I am taking a lot of real-world information back to apply to my job immediately."

Wyatt Scheiding

Health Alliance Medical Plans

"Blown away by the depth, breadth, application, organization of instructor, motivation of instructor, and linking to all the laws, rules, regulations, and industry best practices." Patrick Willhite

**MED-EL Corporation** 

"Great class and instructor. I highly recommend this class."
Jeff Marshall

LINECo

"Highly recommend the class for any IT or compliance resource." George Morris

"I would highly recommend this class." Mary Garite LINECo



"The class was very informative in explaining HIPAA Inc. bringing to light items not previously aware of."

Kathy Hames LINECo

"This course is recommended for every healthcare professional, especially decision makers. It provides a very good foundation for what needs to be done to take businesses to the next level."

Patricia Calope

Altegra Health

"Very enthusiastic, knowledgeable about HIPAA with a good job incorporating humor and personal stories to help get a better understanding of HIPAA."

Neil Panchal

University of Illinois College of Medicine

"I have a more clear understanding of HIPAA and various violations." Lisa Willis-Smith State of MS Division of Medicaid

"The class is great. I feel like I actually understand HIPAA more than I did before." Joshua Bankston

State of MS Division of Medicaid

"It was great! We covered a lot of material over a short amount of time. Lorna did a wonderful job speaking and giving real-life examples through entertaining stories." Erin Barham

State of MS Division of Medicaid

"If you are going to have to do this, Lorna Waggoner is the one you want." Sarah Underwood State of MS Division of Medicaid

"I really enjoyed the course, learned a lot and enjoyed the way it was presented." Billy Thompson

State of MS Division of Medicaid

"This was an excellent class. Very informative and the instructor was very knowledgeable about the topic. I will refer others to take this training." Sabrina Hogue
State of MS Division of Medicaid

"I have a much better understanding of HIPAA."
Fran Ingram

State of MS Division of Medicaid

#### Client References & Testimonials

"I learned a great deal about the importance of confidentiality and security of PHI. If possible, all employees should have this course."

Colbert Graham

State of MS Division of Medicaid

"The instructor was knowledgeable and prepared for this course. She took a difficult subject and made it interesting."

Kathy Jones

State of MS Division of Medicaid

"I feel that I have a much better understanding of HIPAA now."

Grant A. Banks

State of MS Division of Medicaid+

"While the course was very dense and compressed, I feel 100% more confident with the goals and components of HIPAA. More importantly, I now see the vision of where HIPAA will take us as force for improved healthcare in the United States."

Jim Mason

Verizon Enterprise Solutions

"The instructors were very engaging and really helped to make a lot of detailed information relevant and easy to understand why it is important."

Val Romansky

Verizon

"I think it was one of the best courses I have taken, in which so much was covered and transformed in a very simple and methodological way."

Kashif Haqqi

Verizon

"Instructors were both knowledgeable and engaging."

Mary Goodwin

Verizon

"Very informative course. Great slide preparation and presentation. Easy to follow."

Alpesh Shah

Verizon Terremark

"Both instructors were great."

Joe Martin

Verizon

"The course provided me with the technical verbiage and knowledge to build a stronger relationship with my customers."

J. Gregory

Verizon Wireless

### Client References & Testimonials

"Great class. Better understanding of HIPAA and how I can better discuss it with my customers."

Erica Feeley

Verizon

"HIPAA is now logical." Mary Evonne Weeks

"Really enjoyed the class. Actually provided me with knowledge that can increase sales."

Sherri Rice

Verizon

"Lorna's an excellent instructor."

Latina McCallum

BrightOutcome, Inc.

"Having class with Lorna again was wonderful. I enjoy working with her!"

Traci Nyre

Sisters of Charity

"Lorna was very informative and friendly."

Bonnie Hamilton

"This is the second course I've attended presented by ecfirst. The content is well presented and informative."

Joy Patton

Pampa Regional Medical Center

"The class will allow me to support my facilities' HIPAA Security office in ensuring we are compliant with the safeguards implemented and to ensure our EPHI/PHI is protected."

Tammy Deras

**Desert Valley Hospital** 

"Chris is very knowledgable and he knows how to, and when to teach."

Jeevan Atturu

San Dimas Community Hospital

"The instructor was knowledgeable."

Maureen McManus

Sherman Oaks Hospital

"Informative Course."

Bhagirath Reddy Palla

Prime Heathcare

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### Client References & Testimonials

"Training material was a good reference. Chris provided us a great understanding regarding security and privacy rule related to HIPAA."

Ferlinda Tandoc

Sherman Oaks Hospital

"I found the training very useful to gain understanding of HIPAA. Especially with the industry's transition to EPHI, I think it is a necessary training for all healthcare professionals."

Susmita Dhakal

Prime Healthcare

"Great instructor-very focused and organized in presenting the course."

**Edna Peters** 

Sherman Oaks Hospital

"The course was a healthy session that provided the necessary tools to speak HIPAA-ISH."

Ricky T. Johnson, Operations Compliance Consultant

Kaiser Permanente

"Good base level crash course for understanding HIPAA components and history of legislation."

Dean Curry

Kaiser Permanente

"Overall Chris did a great job explaining the content and engaging the class."

Lisa Filippelli

Kaiser Permanente

"This is a class that is needed by more people in the health care industry."

Tim Donald

**Project Manager** 

Kaiser Permanente

"Chris is great, appreciated his sense of humor."

Michelle Siciliano

Kaiser Permanente

"Great course overall. Chris did an excellent job of presenting and explaining and teaching."

Krist Zenalyan

SOX and Compliance Lead

Kaiser Permanente

"This training course and booklet is what's needed to learn all things HIPAA. The information is just right and it's easy to understand and learn. Highly recommend this course for anyone who would like to learn about HIPAA."

Cora Durham

Kaiser Permanente

### Client References & Testimonials

"Thank you so much, ecfirst, for your help last night! I was in a serious time crunch and it made ALL the difference to be able to take the exam last night/this morning rather than having to fit it in between flights over the next few days. I really appreciate that you went out of your way to help. Not just everybody does that these days! And...drumroll please...I passed! Thanks again!"

Andrea White, MBA, PMP, CHP | VP Marketing Clearwater Compliance, LLC

"Speaker made the topic very interesting." Darlene Davis Highland Clinic

"Lorna was an excellent instructor! She knew the material well and presented the modules with an engaging, interesting manner."

Loni Hodel

Highland Clinic, APMC

"Lorna was very professional. She made the course fun. She kept us engaged! Lorna did a great job!"

Vicki Bass

**Highland Clinic** 

"I didn't think I would get much out of taking the course a second time. I was wrong! I am taking away a lot more knowledge to help me better my training program and provide better service to my company. Thanks!"

**Kevin Hosty** 

Cleverley + Associates

"I thought I had a good understanding of HIPAA until I attend this class. There is a lot to know, and now I feel comfortable to find answers most important to satisfy our customer needs."

Jennifer Spade

Verizon

"I really enjoyed the course and have a clear understanding of HIPAA."

Amanda Chisly

Verizon

"Solid course and learned much more than expected. Applied to both the certification as well as real life situations."

Ryan Henry

Verizon

"Practical Use – Applying to real world."

Nancy Green

Verizon



"As a salesperson, I can now speak more intelligently with my customers in the Healthcare space."

Alan Digilio Verizon

"Chris provides a lively and authoritative presentation of HIPAA regulations. His strong technical background gives essential context is all real world questions."

Nick Kennedy

Verizon

"This course is very useful to gain comprehensive knowledge on HIPAA in short time."

Raj Vepa

Verizon

"Very good coverage of regulations in the materials."

Manikandan Govindapanicker

Kaiser Permanente

"The instructor (Ms. Lorna) was very informative and kept the class lively and engaging. The examples she used were really good and helped to stay in memory."

Anetha Sugumaran

Kaiser Permanente

"Instructor was clear and fast paced. Translation of information into laymens terms was helpful in putting the info into context."

Attendee from Kaiser Permanente

"As this new and upcoming domain, this cause will really help organizations to comply with controls."

Sachin Kawalkar

Infosys

"Lorna is a great instructor who uses funny stories and experiences to help her students learn the information. I have learned a lot during her 2 day training and would highly recommend her to any company."

Cora Durham

Kaiser Permanente

"I was planning for HIPAA Training for a long time and got a chance to attend this training program conducted by ecfirst. Now, have this better knowledge in HIPAA. Thanks to ecfirst for conducting training in India."

Arun

Infosys

### (e)cfirst

### Client References & Testimonials

"The SSI Group has used ecfirst for compliance training and consultation since 2011. The Certified HIPAA Professional (CHP) program (CHP) provides our compliance department with the education and ongoing guidance needed to successfully implement our HIPAA compliance platform and Lorna Waggoner has become a friend as well as a mentor to everyone in the team. Her anecdotal way of demonstrating each of the lessons is very valuable and assists people new to HIPAA to easily understand the many nuances of an otherwise very complicated subject."

Information Security Director, The SSI Group, Inc.

"Great Course! Really great learning and useful for future professional." Prasanna Infosys

"It is a very good course on HIPAA and take away for the participants are huge / relevant to the business."

Srinivas Venugopal Infosys

"We need more elaborate course containing with explained & live case studies." M.S. Srinivasan Marstech Cyber Solutions

"Well & good."
P. Saravanan
ILink Multitech

"The Course is really good, after this I got exposure about HIPAA." M.S. Velmurugan Marstech Cyber Solutions

"Looks ok. Could have improved since it has evolved may years for now." V.S. Kuzhalan Virtusa

"Great class, I enjoyed it an the stories that related to the information." Dianne Rice Encounter

"Lorna made the class enjoyable and gave great examples to keep it interesting." Steve Chambers Cassling

"Excellent presenter, good pace, lots of 'real world' applications and examples." Joey Sharpe ISG



"Lorna did a great job!" James Dunham Simmons Foods

"Great course-wish I had taken it sooner." Alan Avery MCS

"Very good course. I would recommend. I learned a lot. Instructor was very knowledgeable."
Furney Brown
Plante Moran

"As an HR Rep, this training was mind blowing. It's our responsibility to discipline HIPAA violators. Therefore, the training was of much interest to learn and absorb the importance of the laws and regulations that have been put into place to protect our beneficiaries information and prevent the unauthorized disclosure of their information. It was a lot of valuable material and information to ingest in two days, but I certainly learned a lot and understand even more why privacy and security rules must be established and adhered to at all costs."

Jennifer Washington
MS Division of Medicaid

"I really enjoyed Lorna's teaching technique. She is amazing and very informative. Thank you for being so pleasant."

Jenniffer Hale

HCA/Parallon Business Performance Group

"Very well delivered, especially considering the volume of information." Jared Dunn Fairbanks Cancer Care Physicians

"Excellent Class! Excellent Instructor!"
Jeffery Decker
CCMH

"The way the instructor delivered the material allowed me to understand every aspect of the class."

Joe Nelson

Michigan Public Health Institute

"A great class that covers the HIPAA Privacy and Security rule." Gerald Beebe Argus Health Systems



"The class was filled with great information that was relatable and relevant. Took complex information and made it easier."

Lana Overturf

BettrLife

"One of the best trainings I have ever attended. Lorna is so smart and personable." Shailee Nelson

Yukon-Kuskokwim Health Corporation

"You have made my day! I look forward to receiving my CHP certificate. Thank you also for being so responsive to my questions throughout this process. It has been a pleasure using your services and I will recommend you to my peers."

Becky Stoffel, Consultant

MPC The Global Privacy Experts

"I feel I'm empowered to be the HIPAA expert for my organization and to help 65,000 physicians understand the importance and do-ability of HIPAA."

Chicago Public Class Attendee

"I am a beginner but even with that limited knowledge I feel much more informed after taking this course."

Chicago Public Class Attendee

"I will be much more experienced in presenting regulatory requirements. This will provide me with a much stronger knowledge base."

Chicago Public Class Attendee

"Lorna did a great job of getting the class through all the material without even making us feel rushed or hurried. Her obvious experience with the issues was very helpful. I am ready to go back to work and get our compliance effort back on track with these new 'tools'."

Keith Lancaster WKU Health Services

"Great detail given to a very deep subject." Bob Acosta KMBS

"Very informative, structured, and well-paced." Greg Covelli

"Thalaiva! It was very good training." Ravi Rai Surendar Kranium Technology

### Client References & Testimonials

"Shared a very good and valuable time with Mr. Ali Pabrai. Hope I will do more with HIPAA."

Samal Subhransudas

Apollo Hospitals

"The instructor was very knowledgeable and encouraged students to participate in an interactive class-room environment. Covered all core HIPAA topics. Very interactive." Nazeem

Scope e-Knowledge

"Got good knowledge on HIPAA. It was a good session on HIPAA. Mr. Ali Pabrai provided good insights about HIPAA. Thanks for the time spent for the training." Siva Kumar S.

Rapid Care Transcriptions (P) Ltd

"Good and informative session." Nikhil Ranjan Nayak Apollo Hospitals

"The instructor-led course was effective and covered all aspects of the HIPAA Final Rule well. Mr. Ali Pabrai came across as a very knowledgeable person on HIPAA and brought with him a wealth of implementation experience across various healthcare organizations. Course rating 10. Instructor rating 10! Effective instruction communication and the enthusiasm of the instructor were strengths of the CHA™ Program."

Dinesh Ganesan Healthcare Consultant

"Very good job by the instructor. He was able to address all the queries from the participants in the class. I would like to thank the instructor for sharing his invaluable knowledge and experience. Course strengths included focused content and instructor communication."

Dr. Ram Deepak Scope e-Knowledge

"Strength of the CHA™ Program included an overall understanding of HIPAA and the Privacy Rule, including key terminology."

Bibhudatta Mishra

**Apollo Hospitals** 

"The CHA™ Program is really enriching and will help me get my organization to be more current on HIPAA compliance requirements. Up-to-date information and examples."

Praveen S.

Transcend India Pvt. Ltd.



"Mr. Ali Pabrai is an excellent trainer. he has in-depth knowledge and explains in the simplest language. His training has been so interesting that the entire day-long session was very captivating. The instructor was very well prepared."

Prasant Kumarkar

Scope e-Knowledge

"I believe that this course has given me an excellent foundation of knowledge about HIPAA that is directly related to my work responsibilities."

Aaron Henton

Cerner

"The CHA™ Program is a very useful session for anyone who is looking for in-depth information about HIPAA and the healthcare domain. Training materials and the knowledge of the instructor were the strengths of the program."

P. Saravanan

I-link Multitech Solutions Pvt. Ltd.

"Working with the biggest healthcare group in India, the CHA™ Program curriculum is going to help standardize the practices globally for our enterprise. The strength of the CHA Program is the coverage of the regulatory standards followed in the USA, which may be applicable to the Indian healthcare industry."

Surjyaku Das

Apollo Hospitals

"The course is informative and provides an excellent HIPAA overview. Lorna is a great instructor and keeps the class engaged and makes a very dry topic interesting and fun." Leslie Lapsley

Cerner

"Very good course that helped me connect a lot of dots where HIPAA is concerned! Definitely came away with a list of actions and areas to focus within my own organization."

Anonymous

"The CHP course was a worth-while learning experience. Lorna's training methods and story-telling made the information understandable and applicable to my role." Anonymous

"The intent of the course adequately matched my experience, understanding of HIPAA and expectations. Great broad overview to assure more confidence in my daily activities and point out areas for improvement."

Abigail Mohs

Cerner

### Client References & Testimonials

"This class was an eye-opener! I never knew there was so much to HIPAA. I was really impressed with Lorna. She is entertaining and effective!"

Brittney Jensen

Cogent Health

"Very helpful and explained every concept clearly. Thanks for fielding our questions." Chris Keates

Cogent Works

"Great course. Intense information and a lot to learn. We will hit the road running and get our procedures & policies implemented."

Marianne Standfield Cogent/CompToday

"Lorna is great. She is passionate about HIPAA and knows it frontwards and backwards. She has high energy and controls the atmosphere. I stayed awake the whole time (which I wasn't expecting, frankly)!"

Reeder Bromwell

**AutoRx** 

"The course was very informative and moved along at a reasonable pace, highlighting the important aspects of HIPAA. The course material provides additional information and references additional material."

Roger Kartchner

Cogent Works

"Enjoyed class. Presenter would provide stories or situational events to help explain HIPAA policies which was helpful."

Lisa Seethaler

Cogent Works

"Having the instructor come to our site allowed us to ask questions that pertain specifically to our business."

Kim Arnold

Cogent Works

"Excellent program (CHA™). Will help immensely in designing a HIPAA compliant application."

Sai Kiran M

Vision 2K, Inc.

"Excellent program (CHA™). Very helpful. Will refer to my friends in the healthcare industry."

Siddharth Malviya

Vision 2K, Inc.

### Client References & Testimonials

"Very interactive and informative program, CHA™. Especially thank Mr. Ali Pabrai for providing deep insight on the HIPAA Privacy Rule."

Dr. Subhash Gundla

Vision 2K, Inc.

"CHA™ was an excellent course with lots of interaction. Had everything clearly explained."

Srinivasa Reddy C.B.

Vision 2K, Inc.

"CHA™ is a good program. Now have an understanding on the requirements of the HIPAA Privacy Rule. Would recommend the CHA Program to my colleagues." Sowmitra Deshmukh

Vision 2K, Inc.

"CHA™ was an interactive and comprehensive training program."

Dilip Jetty

Vision 2K, Inc.

"CHA™ has a very well laid out curriculum. Easy to understand without too much prior knowledge. The material was covered very systematically. The instructor was very effective. The course was informative and fun."

Veena Reddy Endula

Vision 2K, Inc.

"The CHA™ Program provided detailed insight into HIPAA and its impact. Very useful, informative course and definitely an impressive instructor."

Dr. Murali Mohan

Vision 2K, Inc.

"Good knowledge transfer."

Vikram Prodduturi

Vision 2K, Inc.

"The CHA™ Program came across as a very interactive program with high energy from the instructor throughout the session."

Sunil Marampallay

Vision 2K, Inc.

"Mr. Pabrai has delivered an excellent program on HIPAA where I could gain maximum knowledge about HIPAA compliance. I thank him for delivering the CHA™ Program and to make the content understandable to me."

Dr. B. Padmalatha

Vision 2K, Inc.

### Client References & Testimonials

"CHA™ is a very well organized program. Highly knowledgeable instructor in privacy and security and importance of following HIPAA."

P. Anil K. S. Moses

Vision 2K, Inc.

"Had a great experience in learning and getting updates on HIPAA. Mr. Pabrai was very helpful in educating me on HIPAA and HITECH."

D. Jyotirmai

Vision 2K, Inc.

"I thank ecfirst for making us understand about HIPAA, the HITECH Act and the Final Rule. It will help us with our clients and within our organization."

C. Vamshi Krishna

Vision 2K, Inc.

"Mr. Pabrai delivered an excellent CHA™ Program."

Vijay Sai Krishna

Vision 2K, Inc.

"I am thankful to Mr. Ali Pabrai for helping us understand HIPAA and HITECH Acts. This will be very helpful for our client work."

Dr. V. Vedavathi

Vision 2K, Inc.

"Mr. Pabrai has presented the CHA™ Program in a very good manner. It has opened up ideas for us to re-organize and structure our work to ensure compliance."

G. Subramanya

Vision 2K, Inc.

"Lorna was a terrific instructor. She changed the way I look at HIPAA. The course was taught in a way that was easy to follow, learn & retain."

Marney Patton

Qualis Health

"Course was good and detailed. Instructor knows materials and 'real world' experience were awesome."

Qualis Health

"The instructor was very knowledgeable and brought humor to the class. Would recommend to anyone interested in the topic. Great course."

Crystal Jack

Jackson Rancheria Casino Resort

"Very informative and resourceful to our business and operation."

Van A. Rader

Jackson Rancheria Casino Resort

### Client References & Testimonials

"11+. Great overview and at a level that was understandable. Was an eye opening class! It gave information that will help us start right away with making changes, Great class!"

Melody Mauck

Jackson Rancheria Casino Resort

"Good information. Easy to understand. I enjoyed the class and learned a lot in a short period of time. I feel that I have a much more solid understanding of the HIPAA law than ever before."

Christina M. Bingham

Jackson Rancheria Casino Resort

"The CHA course gives a great start to our company to start from. Information was structured for our company to meet compliance."

Genny L. Ward

Jackson Rancheria Casino Resort

"Ali explained a lot. Very good instructor. Good sense of humor. Well informed. Thought class would drag on, but went fast."

Lisa M. Pulskamp

Jackson Rancheria Casino Resort

"Ali was engaging with tough subject matter; examples of real world applications were a strength of the course."

Anie Schultz

Jackson Rancheria Casino Resort

"Ali was entertaining. I feel good that although I didn't know everything that I protect the information to the best of my knowledge. Thank you! Glad to have a reference book to refer to - useful to be in compliance."

Lina E. Marohl

Jackson Rancheria Casino Resort

"Great Course, I would highly recommend to anyone needing a deep dive of regulations. Lorna is a terrific instructor and makes the topic engaging and fun." Dallas Public Class Attendee

"Strong class. Instructor did a good job of going over the material and make to learn." Dallas Public Class Attendee

"Thanks Lorna!"

Ryan Heckman, ecfirst

"Definitely glad I took the live class as oppose to the on-line version.

Kept class entertaining."

Marai Kidwai

Prime Healthcare Service Inc.

### Client References & Testimonials

"Great refresher on a topic that doesn't really change much, but brings to light deficiencies and where improvements are needed."

Dallas Public Class Attendee

"Good course. Very informative!" Dallas Public Class Attendee

"Everything was great but I wish we could take the test on 3<sup>rd</sup> day instead of the end of day 2. This does not give us enough time to study information from the second day of training."

Natalie Lonergne

The Delta Pathology Group

"Excellent class!"

Dallas Public Class Attendee

"Some of the security standards and implementations are very gray regarding real world scenarios."

Dallas Public Class Attendee

"Lorna was well prepared and delivered the material with enthusiasm and energy. Well done!"

Joe Cisna

Konica Minolta

"Excellent course!"

Dallas Public Class Attendee

"Great course for a person new to CHP/HIPAA."

Christopher Nash Highland Clinic

"The class was great, very informative."

Becky Dunn

Clinics of North Texas

"Thank you for an excellent class."

Sue Birck

Country of Riverside

"I enjoyed the examples given to better explain the information."

Kristi Thibockaux

Schumacher group

"I would recommend this class to anyone trying to understand HIPAA!

All my clients could use this understanding!"

Mary Bradbury

Affiliated Resource Group

### Client References & Testimonials

"Great course. I would highly recommend to anyone needing a deep dive of regulations. Lorna is a terrific instructor and makes the topic engaging and fun."

Dallas Public Class Attendee

"Strong class. Instructor did a good job of going over the material and make it easy to learn."

Dallas Public Class Attendee

"Definitely glad I took the live class as opposed to the online version. Kept class entertaining."

Maraj Kidwai

Prime Healthcare Services, Inc.

"Great refresher on a topic that doesn't really change much, but brings to light deficiencies and where improvements are needed."

Dallas Public Class Attendee

"Good course. Very informative!"

Dallas Public Class Attendee

"Documents provided include complete overview of regulatory requirements."

Mary Hyland

The SSI Group, Inc.

"Lorna was an excellent instructor and very enthusiastic during the class. She was able to relate the subject through stories and give clear instruction on HIPAA requirements." Cnalice Beam

The SSI Group, Inc.

"Knowledgeable & pleasant instructor."

Glen Fielder

The SSI Group, Inc.

"I have enjoyed this course, and I feel that this will help me to better understand what HIPAA will require of me."

Alan Cook

The SSI Group, Inc.s

"The CHP class was overall great value, but in particular, Lorna's presentation style and high level of organization allow her to be comfortable and casual with her students. When combining this with her efficacious use of mnemonic devices, ecfirst delivers a powerful service."

John Ware

**HCA** Healthcare

"This training has been an eye opener and I think more policy makers should be included in this training."

Abass Suleymana

National Health Insurance Authority (NHIA), Ghana



"I have always enjoyed all the ecfirst webinars I've attended as well as the CHP and CSCS™ classes. The webinars are very informative and relevant, and Ali's presentation style gets people fired up! The CHP and CSCS™ classes are very comprehensive – a lot of information in a short time, but well presented by Lorna and Ali. Both classes provided me with information that is useful, helpful and very pertinent." Rose Marie Prince, RN, BSN, MBA/HCM, CHP, CSCS IT Service Delivery Process & Quality Analyst Presbyterian Healthcare Services

"A truly insightful cause and the sure way forward for better care in Ghana and everywhere else to guarantee privacy and confidentiality for patients. I would recommend it as a "must-attend" for all healthcare professionals." Iddrisu A. Tanko
National Health Insurance Authority (NHIA), Ghana

"The whole program and training was educational." Issa Shiraz

National Health Insurance Authority (NHIA), Ghana

"I enjoyed the course and would recommend it to anyone who wants to gain a better understanding of HIPAA."

Craig Devashrayee

Paralegal, Utah Department of Health

"Lorna did an outstanding job presenting the content, not only to prepare for the exam but more importantly assuring that her students gained a solid understanding of HIPAA. I felt I walked away with the foundational knowledge required to support Missouri Health Connection and Missourians in building a private and secure Health Information Exchange Network in the State of Missouri."

Ragan Sappington

Missouri Health Connection

"I have been there on my own because I want to grow as a professional and I wasn't to do the best in my job as a compliance officer. The first day I was terrified because the course was in English and I am in Puerto Rico. I'm so thankful to Ms. Waggoner because she was so helpful – I understand all that she said (great jokes and great examples)."

Tony Torri MBA, CISSP, CISA, CIA, PMP Computer Security and Privacy Officer, Health Plan Business Operations Kaiser Permanente Information Technology

"For very difficult material, very dry administration and implementation of critically required materials, Lorna brought the information to life with practical examples." Sheila Walsh-McDonald

Breach Ombudsman, Utah Department of Health

"Great Instructor! Strong knowledge-based program. Well laid out." Labette Health

### Client References & Testimonials

"I felt the course was very beneficial to my career goals and in preparing for the exam. Lorna was a wonderful instructor who was able to guide the beginners and the experienced HIPAA attendees through the material at the same level. I would recommend the course to help ensure a broad understanding of the HIPAA regulation." Terri Thompson

University of Kansas Physicians

"This class is great for preparing for the exam. I found it to be very clear and easy to understand. Lorna did a wonderful job!"

**Annette Ternes** 

"Lorna did a fantastic job in presenting the course material. A tremendous amount of material was covered over the two-day class period and the class material segmentation helped in the learning process."

Anonymous

"Great class, needed the refresher."

Anonymous

"Very good course; very informative and relevant."

Trace Ridpath

State of Colorado

"Lorna made HIPAA very fun. It was a really good course."

**Eddie Myers** 

**CREST Services** 

"Lorna Waggoner, the instructor, kept this course very interesting and all of us on the tip of our toes/edge of our seats. Enjoyed the course and all the information."

Dayton Green

**COSTEP** 

"Great Instructor!" Mari Mann-Silva

**Diligent Technologies** 

"I'm very happy to have been here learning all the HIPAA rules and knowledge that will help me to better serve my patients and avoid errors of being compliant."

Guillermo Cruz Palomo

Consultoria Medico (PR)

"Lorna is a really good professional and teacher. I learned in two days more than in 6 years working with HIPAA regulations in my old work place."

Mari C Padilla

"Thank you! Great class." Ann Ahumada Kaiser Permanente





"Great class."

David Beasley

"This class gave me a better understanding of what HIPAA is." Anonymous

"This was the most enjoyable course I've ever attended concerning a subject as potentially dry as HIPAA. Well done – Lorna was great!"
P. Mowry

WellDyneRx

"I thought the class was very informative and the instructor was excellent; both knowledgeable and engaging."

Anonymous

"Lorna did a fantastic job in presenting the course material. A tremendous amount of material was covered over the two-day class period and the class material segmentation helped in the learning process."

Patricia Beard

COSTEP

"Great information taught by a wonderful instructor." Anonymous

"I enjoyed the course. The examples used were excellent. The instructor was concise, precise and clear in everything that was presented in the course."

Susana Garcia

Hospital del Maestro

"I thought the class was very informative and the instructor was excellent. Both knowledgeable and engaging."
Sue Wong

Kaiser Permanente

"I'm the President of a small Healthcare IT consulting firm, and I am the second of our staff to attend an ecfirst HIPAA training course. In my opinion the course was well organized, well presented, and a wealth of information was provided for all of the students to learn. The instructor, Lorna Waggoner, was passionate about the topic, and was able to bring the material to life with her many personal anecdotes and experience. The materials provided were well written, accurate, and easy to read, which helped translate dry Federal Law into usable material. The venue was perfect for the course, easy to get to, had free WiFi, and excellent lunch food was provided. I would recommend this course and ecfirst to anyone seeking to gain more knowledge and expertise about HIPAA legislation. It was a very pleasant experience."

Evan Corstorphine The Portable CIO



"Great course! Lots of material in a short period but the instructor made the information easy to remember and digest. I would highly recommend this course to the beginner to the expert; IT people as well as administrative. There are 2 A's in HIPAA and Privacy is not in the title!"

Zadoc-Lee Kekuewa MSC-Navy

"The CHP course was a well condensed course with excellent delivery of the needed regulations for my staff to be able to talk the talk and know how to walk the walk on their own. The instructor's (Lorna Waggoner) witty jokes and delivery of the information made it easier for myself, and later my staff, to comprehend and retain the information being presented to us. During the CSCS™ class my staff enjoyed Allen's teaching technique, although Ali taught when I went I found the information was delivered both times in an equally impressive, condensed but retainable manner and we all came away from both classes knowing the information and not just memorizing a bunch of acronyms. I highly recommend ecfirst."

Clint Russell
Mays Home Health Company

"Lorna was well prepared and gave a very enthusiastic and cohesive course. The collateral material was very thorough and appropriate. Will recommend the course to colleagues in my field."

Humberto Diaz MDx Solutions

"Great information taught by a wonderful instructor." Kaiser Permanente Student

"I really like Alan's energy, openness and humor and making the course more interesting. I learned a lot. Thanks."

Conrad Fernandes

San Mateo Medical Center

"I have to say that it was not easy but the information is really great. This is something that has given me the ability to have an entirely different conversation with my customers. I would very highly recommend that if you are working in the healthcare field, this course should be a must. I'm so glad that I got the books as well as the online class as my book is going to be something I will constantly reference."

Mimi Shaw

AT&T



"The presentation of the material assisted with a more complete understanding of the Privacy Rule versus the Security Rule. The complete review of different aspects of a contingency plan showed me ways to develop the required processes and policies." Catherine Giannini

Riverside County Regional Medical Center

"Alan Yue did a great job preparing us for the exam. HIPAA tends to be a dry subject, but Alan made it fun. His analogies helped me remember the concepts." Lili Jafari

**SCUHHS** 

"Course and instructor were excellent. Knowledge provided in a way that is was easy for all to understand."

Kathy Latimer

**CDRSN** 

"Alan Yue presented the material in an outstanding fashion. He was able to present a lot of information in a short period of time. I highly recommend this course, as well as the instructor, for anyone who is in any way responsible for HIPAA compliance within their organization."

Dave Frv

Contra Costa County Health Services Dept.

"This is a great two day course. You leave with a greater understanding of HIPAA Privacy & Security." Debra Darden, RHIT

Alameda County Medical Center

"I enjoyed Lorna's teaching style! She was awesome, and kept us awake!" Emi Kustal

Kaiser Permanente

"This course gave me a higher level of confidence with regard to HIPAA. The instructor gave a fast paced, entertaining presentation to what is a rather dry subject matter."

Sean Folweiler

"Lorna does a great job of helping to understand a very complex compliance environment. Her level of experience and understanding are very valuable in helping the student apply knowledge to the real world. I would recommend the class to those that need to understand the compliance environment as well as those that oversee compliance."

David Ashley

Horne LLP



"I really enjoyed the course, the presenter was very good. His presentational style and the depth of his knowledge on the issues concerned made it easier to understand the course. I wish to say that the course was very useful and beneficial to my work." Gustav G.L. Cruickshank (Dr.)

National Health Insurance Authority

"I thought the Certified HIPAA Professional course was extremely worthwhile and helped to clarify the murkiness that is HIPAA. The instructor, Alan Yue, did a great job leading the course. He took a very dry topic and made it interesting and demonstrated the importance of the regulations relative to our business. I would recommend the ecfirst course to anyone, and most especially would recommend Alan as the instructor!" Marie Simonelli, Senior Privacy Analyst OneBeacon Insurance Group

"Alan really helped me understand the core elements and details. I will be recommending ecfirst and this course to others."

Stuart Foster

MediServe

"Great course. Instructor was VERY knowledgeable. I would definitely recommend this course for people who are new to HIPAA and the regulations."

Jimmy Goga

Portable CIO

"I really enjoyed the class. I've been reading HIPAA regulation on and off for some years now, but felt rather bored and lost at times on how to approach understanding such a dauntingly large and somewhat nebulous federal regulation. The HIPAA Academy's Certified HIPAA Professional (CHP) class encapsulated everything into a well-organized and structured logic that I could understand and absorb much more easily and quickly."

Patrick So, CISA IT Compliance Kaiser Permanente

"ecfirst's Certified HIPAA Professional program did a great job of taking a large body of law and condensing it down to cover the aspects of the security and privacy rules that most directly impact companies that work with PHI. After taking the classes I feel confident about making HIPAA-related policy decisions that will keep our organization in compliance and ready for an audit."

Mark Adams LeonardoMD, Inc.





"Lorna is so Pro HIPAA – she makes us all want to go back to work to share & implement HIPAA requirements. As a clinical professional, the knowledge this course provided me was amazing. The manual & reference cards are invaluable tools to have handy when implementing HIPAA and needing as a reference. I would recommend this course to all clinical and non-clinical healthcare workers."

Dana McGrath

"The CHP course was a well condensed course with excellent delivery of the needed regulations for my staff to be able to talk the talk and know how to walk the walk on their own. The instructor (Lorna Wagoner) witty jokes and delivery of the information made it easier for myself and later my staff to comprehend and retain the information being presented to us. During the CSCS™ class my staff enjoyed Allen's teaching technique, although Ali taught when I went I found the information was delivered both times in an equally impressive, condensed but retainable manner and we all came away from both classes knowing the information and not just memorizing a bunch of acronyms. I highly recommend ecfirst."

Clint Russell Mays Home Health Companies

"Excellent, up-to-date information; expert instructor with great presentation style." Doug Renshaw Highmark

"This class is for beginners as well as people who have previous HIPAA experience as it validates what we have been doing is correct and if not, how to make it correct and feel in control of our PHI."

Sylvia Hale Umpqua Community Health

"Instructor was awesome! He knew his stuff and was able to help us put the regulations into context relative to our specific issues to the regulations. I'd highly recommend him as an instructor. The only negative I had was that it would have been helpful to have the book prior to the class. This way, we could have been more prepared to ask questions on specific items and also to have more time for on-site exam preparation." Students from OneBeacon Insurance Co.

"First, Lorna is an outstanding instructor. She did an excellent job of keeping the class focused especially with all the material that needed to be covered. Several years ago in the original HIPAA Privacy and Security programs, I was responsible for the security assessment for the enterprise network (WAN). Learned a lot back then. It was great to see what's happening in the evolution of HIPAA even as we speak. Had a great time, learned a lot. Best of luck to all you folks at ecfirst."

Preston Sharpe, Senior Technology Consultant IT Compliance

Kaiser Permanente

### Client References & Testimonials

"My experience with the HIPAA Academy, specifically ecfirst was by far the least painful training experience in my 11 years in the industry. HIPAA as it applies to Business Associates has always been a gray area for me. As a vendor, being compliant in a client's eyes is of the upmost importance and this course really gave me some insight to be able to speak intelligently about this area."

Chuck Edwards

Health check Incorporated

"The CHP course was a lot to take in at once, but the instructor's (Lorna Wagoner) anecdotes based on her extensive and relative field experience and her course delivery made the compliance material and the rather prosaic nature of the HIPAA Rule itself frighteningly enjoyable! I learned a lot!"

Chelsea Budzko Info@Risk

"Lorna was an excellent teacher! She was fun and kept things interesting. There are other people in my firm that should and will take this class. I feel a lot more comfortable about how HIPAA relates to my company and how I will update our policies. THANKS! Also, I wanted to let you know that I was in a meeting on Monday and the owner of my company was talking about NPIs vs. UPINs. I was able to speak to the group on the difference and how the NPIs are assigned. Wow, did I take a lot out of your training!" Kevin Hosty

Cleverley & Associates

"Great Course! Thoroughly, cleared up some of the muddiness of the HIPAA regulations for me."

Deb Kipp

**HKS Medical Information Systems** 

"I recommend the CHP course for anyone desiring a comprehensive understanding of HIPAA. The HIPAA Academy course solidified the understanding of HIPAA I had as a healthcare professional and increased my knowledge base in the areas of portability and accountability of healthcare information."

Catherine Mathis, RHIT

La Palma Intercommunity Hospital

"After years of confusion about how HIPAA regulations impact the dental practitioners, this course has laid it out in plain English. I now feel confident about implementing the requirements and can also see business value in doing so."

Victoria Post, DDS

American Dental Partners

"Extremely informative. Stories that relate to HIPAA "text". Not just straight "text book talk". Excellent presentation."

Yvonne Ramos, HIPAA Privacy Officer

Montclair Hospital Medical Center



"The two days spent studying HIPAA in this format with people from all over healthcare fields greatly improved my understanding and ability to deliver compliance plans for my organization and our clients."

Karl A. Mudra

Delta Dental of Missouri

"Wow! Lots of information in a short amount of time, but delivered in a way I could understand."

Laura Morgan, Regional Applications Manager, Information Services West Anaheim Medical Center

"I have attended over 70 trainings and still needed more information. The HIPAA Academy provided outstanding training both broad-based as well as in-depth that was comprehensive and critical to my complete understanding. I am grateful to my trainers who were both extremely knowledgeable yet were able to share their information on a level that I could comprehend. They were also reassuring and supportive." Debby Fencil

Familylinks, Inc.

"Within the first 30 minutes of this course I learned principles that have changed my entire foundational understanding of HIPAA. This training has given me a rock-solid foundation to build on."

Jason Anderson JD3 Solutions, LLC

"I recommend this class for all privacy, security officers. There is a lot of information that is beneficial and important for the healthcare provider. The class was fun, interesting and well organized. Thank you!"

Edelma Urquieta, HIPAA Privacy Officer Chino Valley Medical Center

"I had no idea the topic of HIPAA was so involved. After taking this class, I feel that I have the information available to me in an easy to use resource that will help me to perform my job to a higher standard. Lorna Waggoner was able to take a complex (somewhat dry) subject and break it down into digestible and interesting 'bites'." Meg A. Watt Intuit, Inc.

"A fast and effective overview of HIPAA; beginning to end, top to bottom." Kurt Harle



"The content of this course was extremely valuable and will drive significant change in our organization. In addition, the material was well structured, the instructor was very knowledgeable and the presentation was engaging."

Caleb Merriman

**Guidant Corporation** 

Mercy Medical Center - North Iowa

"Knowing nothing about HIPAA before attending - other than it existed - I left the CHP HIPAA training from the HIPAA Academy with a fairly thorough understanding at a very complex subject. I highly recommend the course for anyone who has a need (or desire) to understand HIPAA or how to assist an organization become HIPAA compliant."

Peter A. Savarese

Compliance Counsel, LLC

"Lorna has incredible enthusiasm and while HIPAA training can tend to be boring, Lorna does an excellent job of keeping her CHP class participants engaged."

Liz Johnson

Big Sky OB/GYN

"The course gave me the framework to build my knowledge on the topic. I'll walk away prepared to deal with my responsibilities with confidence since I know where to find my resources. Great course; it exceeded my expectations."

Dana Webb

County of Riverside, California

"Lorna Waggoner, the instructor, took a complex subject and made it user friendly. Great Job! Great Class!"

Jim Drennen

Pensacola Junior College

"The task of bringing my client to HIPAA compliance was dumped in my lap. As a consultant more on the management side of the healthcare industry, I felt overwhelmed when given the responsibility. Being only slightly familiar with the medical transactions, codes and procedure, I thought it impossible to even grasp HIPAA from a class. Boy was I wrong! I now am aware and feel competent in my knowledge of the scope of HIPAA, and I am convinced that it will be evident in my report/briefs to my clients. Thank you HIPAA Academy!"

Anita Herron

**Primary Care Partnersss** 

"HIPAA Academy is a leader in the industry of HIPAA Compliance. It has been a professional and knowledgeable exchange of information. The personable and customizing options make the HIPAA Academy the source for your complete HIPAA Compliance."

Jenice Harter

Medical Staffing



"Great program to attend – especially an instructor lead class. It makes HIPAA easy to understand and apply. Thank you for the information shared!"

Abhishek Pandey
IBM

"Enjoyed the class. We covered many topics that are very relevant to healthcare and Privacy and Security of PHI."

Anonymous

Pensacola Junior College

"Great class! Knowledge of the instructor was right on par!" Katie Avril Lakeland Regional Medical Center

"The material covered was extremely well organized. Ms. Waggoner stayed on task and presented the material in an environment conducive to adult learning. I now have some valuable tools to take back to my workplace on this important topic."

William Norrish

City of Pensacola

"Very valuable information! Lots to absorb. Love the design and layout of the textbook. Written well."

Linda Weishahn

Pensacola Junior College

"Instructor is extremely knowledgeable about course material and HIPAA regulations. Never a dull moment! She put a real world touch to material covered throughout the course."

**David Bourassa** 

Pensacola Junior College

"On behalf of the State of Oregon Department of Human Services HIPAA Privacy team, we would like to say, Thank You."

"The dedication and passion that your team presented on a daily basis for the past five months has been outstanding. We were able to surpass our project goal by 6 percent and maintain our projected budget! This is a direct reflection of the flexibility of both your Management team and the on-site HIPAA Consultants performing the training."

"When our organization scoped out this project to train up to 10,000 DHS employees on HIPAA Privacy we knew we would have to partner with a company that has proven their abilities at a national level. We were very pleased to learn that you had an interest in working closely with us to ensure our projects' success. The HIPAA Academy's past experiences, team members and client success' made you the best choice for our project. You were able to prove to us the project plan you put on paper was able to be implemented and successfully achieved."

### Client References & Testimonials

"Every HIPAA Academy instructor delivered the training with enthusiasm and customized it to include specific examples from various organizations within the State of Oregon. The project itself was managed closely, transparently and responsibly from the Project Manager and her supporting team in the HIPAA Academy back office. All feedback was very quickly integrated in subsequent sessions to make every training session the best it possibly could be."

"To date this is the largest departmental training project we have attempted. We owe a great deal of its success to the team at HIPAA Academy. I hope we have the opportunity to work together in the near future. We have and will continue to refer your services to all parties that are looking for HIPAA compliance services."

Teri Cardinale

Training Specialist

State of Oregon HIPAA Privacy Team

"Very good HIPAA course for all levels of knowledge. Instructor was well prepared and very knowledgeable about the subject. The instructor kept the topic interesting over the two days."

Randy Haskins, IT Director

Mercy Medical Center - North Iowa

"This was a great course and Lorna is a great instructor. I enjoyed the class and learned a lot."

Victor Hair

"As a medical professional, I found this training course to fill in many of the HIPAA holes that existed after my formal training was completed. I would recommend this course for all medical professionals."

Evan Dapo

PA-C

"Great class."
William Flanagan
Singer Nelson Charlmers

"Lorna was great! Very animated and kept my attention."

Karen Merse

Singer Nelson Charlmer

"The class is like a crash course but very helpful in getting compliant with the HIPAA regulations."

Ricardy Joseph

Singer Nelson Charlmers

#### Client References & Testimonials

"This HIPAA class is helpful and informative to me and my business. After I took this, I realized what is needed to meet HIPAA requirements."

David Nguyen

Fluency Inc.

"Knowledgeable Trainer, kept class engaged in topics." Michael DeGraff

Northwest Community Healthcare

"Excellent class benefit was wonderful. Material provided was excellent. Instructor presented well and kept the attention of audience. Would hire company again." Kathy Fletcher

**V V RMC** 

"I really enjoyed taking this class. I look forward to taking my knowledge back to my employer and sharing all of the information with the co-workers, as well as my upper management!"

Michelle Boyd

"I would recommend this course to anyone who needs to understand the benefits and requirements of HIPAA."

David P. Spaker III Innovative Solutions

"I liked the course the way it was laid out and presented. Instructor was well organized and was very friendly. She answered the questions with patience. Thank you Mrs. Lorna Waggoner."

Uma Reddy

**Desert Valley Medical Center** 

"I thought the day would be "dry" & move slowly. I was pleasantly surprised, we moved right along with a good mix of teaching, visuals and time for questions and illustration. Worth the time!"

Susan Brown

**IFMC** 

"Fantastic course. I am a security person with no privacy responsibilities but I found the privacy and transaction code material to be great background information. Alan Yue presented the material in a logical, clear, and fun manner."

Bryan McLaughlin

Creighton University

"Clear and concise instruction quickly brought me up to a very familiarity with HIPAA statutes."

Steve Garcia

Nuscribe



"The session was interesting and helpful. We had certain loopholes, which were connected by learning and knowing more about HIPAA and compliance. This was a good learning session with all different people around and from various streams." Rajitha B.

Zavata India Pvt. Ltd.

"Before starting this class, I thought HIPAA was an animal from the zoo, and now after taking it, I feel very confident that I will pass the certification with great ease!"

Rick Blanford

"I was very impressed with Alan's enthusiasm, knowledge and ability to teach the material. He was effective in his delivery and was able to convey the information to the class in an interesting manner."

Michele Fox PNC Bank

"Alan was very knowledgeable and was able to answer our specific questions with authority. I feel I have a good grasp of the HIPAA privacy rule."

Mary Ranalla

Ameriprise Financial

"Excellent! I finally understand some of the principles that I had problems with. Alan explains everything so clearly – great style and knowledge of material."

Marie Cervantes

Yoakum Community Hospital

"Informative, well organized presentation that provides a comprehensive overview of HIPAA legislation, implementation and compliances."

Roger Rodwell

Kuakini Medical Center

"Lorna Waggoner, from HIPAA Academy, presented an outstanding in service on HIPAA. The information she presented was pertinent to our organization. Her in service was well organized and moved smoothly. She had tailored her program to meet our needs. Lorna spoke with authority and freely answered our questions. We are a more informed organization on HIPAA, because of her presentation."

Donna Jensen

Utah Navajo Health System

"It (the private class) certainly was a wonderful experience! Ali demonstrated not only to be a well prepared, skilled and knowledgeable professional, but also a great human being. This has been one of the best professional experiences I've had in my life." Elvis Lopez

Inmediata Health Group Corp, Puerto Rico

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#### Client References & Testimonials

"Alan's grasp of the material and ability to communicate it to someone with limited knowledge of HIPAA is outstanding. I highly recommend it."
Shaun Cook
Support MD

"Alan Yue was the Best instructor I have ever had. His knowledge of the HIPAA Administrative Simplification Regulation was/is outstanding, as well as many other security professional topics. I am very satisfied with the training I received; I will definitely recommend others to attend."

Casey Pitts

**HMIS** 

"I was skeptical coming into a 3 day training class on HIPAA, but I knew during the day it would not be as I expected. The class was very informative and I'm walking away with a better understanding of HIPAA. Also, the best instructor yet!"

April Mershon

ONEOK

"This was a great class! I thought I knew HIPAA inside and out. I was wrong. I now feel much more comfortable with the thought of presenting our company obligations - and short coming with respect to our compliance efforts (or, more of our efforts to assist our customers in their compliance's efforts)."

Megan Heffernan

Webmedx

"Was an excellent class. Would recommend it to anyone that needs to better understand the full breath of the HIPAA regulations."

Jeff Russell

King's Medical Group

"Excellent instructor. Recommend this class to anyone that wants a good understanding of HIPAA Regulations and Security Practice."

Sam Hilton

NetSec

"Excellent information. Presentation was done very professionally and full of energy!" Evon Rasmussen

Division of Child & Family Services

"Great job Alan. I learned a lot and will put my new knowledge to great use. Thanks." Julie Peterson

Bamboo Management

"This class was informative from a software security specialist standpoint." Josh Mugele Tablus

#### Client References & Testimonials

"Fantastic course. Instructor was very knowledgeable and was able to keep my attention the whole time."

Scott Salerno

Mountain Medical Physicians

"The CHP course covered all the pertinent material to properly, effectively and expertly educate on a manner that was easy to assimilate and truly understand. HIPAA material is very complex, the instructor was among the best I have had."

Dan Joyce

Lifeline systems

"I have attended many security classes. This one is, by-far, the superior offering in the security realm. The real-world experience of Alan (instructor) added value to the course content."

**Robert Beady** 

Signal Solutions Inc.

"I came to the class not having much of a background in the HIPAA areas and rules. I feel I am leaving the class with a greater knowledge that will help me move my company forward compliance. The presentation and instructor of the class was excellent."

Mike Melvin

Montgomery County

"At the beginning of this course I felt a little overwhelmed with the responsibility I have been 'nudged' into. This course has given me guidance and knowledge of how to perform my job in the best possible way."

Nicole Beatingo

Alexian Brothers Medical Center

"The course was fantastic - well worth the time and cost benefit."

Bekki Sanchez

Harbor View Medical Center

"Alan did a remarkable job presenting three days' worth of somewhat tedious and minutiae-filled information. His enthusiasm and energy kept me interested all along the way."

David Lehrman

Netcomm Consulting Services, Inc.

"HIPAA is a subject containing an overwhelming amount of information. This class presented this information in an interesting and very easy to understand manner. When looking at the materials, it's hard to imagine it can be presented, much less well-presented, in three days' time, but this class does it in spades."

James Taylor

Network Consultants, LLC



"I found this class to be extremely useful in understanding the general concepts of HIPAA."

Chris Thompson

"HIPAA Academy has produced clear and understandable content with expert level instructors. I have been able to develop a solid foundation to strengthen my company and protect my customers. I recommend Academy courses for several levels of company employees."

Sal Velasco

"Prior to this class I had limited knowledge of HIPAA; I found this class very useful and interesting and a great introduction to HIPAA requirements and lingo. It was the instructor who made the class extraordinary. He was not only knowledgeable but also enthusiastic and energetic. He explained the HIPAA concepts using real world examples as well as everyday analogies. I feel confident that after reviewing the material briefly that I will successfully pas the CHP exam."

HCR Manor Care

"Excellent training. It was a great experience that will be useful for my job." Nayda Carrasquillo

"The class as instruction was very well written and taught. This has given me a better understanding of the HIPAA Standards and Rules."
Rickey Earley
CHS

"The course was developed very well. It was a great eye-opener for me entering the healthcare industry. Having already received my CISSP, it was nice seeing that the wheel was not reinvented and that industry standards were followed. Alan proved his knowledge and awareness of the course material and presented it very well!!!" Joey Belans

Emdeon

"This course is definitely an essential training aid for anyone working in the areas of Privacy & Security. I entered the course with a brief overview of the subject matter but have gained a better knowledge base and understanding due to attending the course. I'd definitely recommend the course to all healthcare facilities and covered entities who must comply with HIPAA. The brevity of course provided outstanding detailed information to each of us."

Felicia Burks

US Army

"Having recently implemented an enterprise HIPAA Compliance Program for one of our clients, this course was able to validate certain processes of the HIPAA program and help identify areas for improvement. Having a better understanding of HIPAA law certainly makes me feel more confident about the advice I give my clients. Thanks, HIPAA Academy"



LeRoy Brown Automation Management Consultants

"The CHP class was a great value. The information provided not only help you get certified, but helps you with HIPAA compliance. The instructors are top notch." Kevin Varley UPMC

"The instructor is very well informed, experienced and provides a practical approach to a complex subject."

Jeffrey L. Hunter COPCP

"In depth understanding of the 3 major parts of Title 11 of HIPAA Transaction Standards, Privacy Rule & Security Rule."

Patty Neumayer

HP

"The CHP course was extremely valuable in giving me a better understanding of the HIPAA Privacy Rule as it relates to my position of a compliance specialist. The course also gave me a much better understanding of the Security Rule. I feel that an IT person should attend. I will be sure to relate that to senior management. The Security Officer absolutely should take this course."

Robyn Reiss

JLT Services Corp.

"Excellent course. Instructor was very knowledgeable and delivered content in a clear manner"

Wayne Kincaid

"I got very good understanding of HIPAA regulation after attending the HIPAA Academy Course. Thank You."

Pyreddy Reddy NC-DHHS

#### Client References & Testimonials

"The course held expertly developed material that combined with the outstanding skills of the presenter unlocked the tangle of HIPAA Regulations and presented them in a logical format. Well done!"

Mark Gower

**Great Wall Consulting** 

"This class was so much more than I expected. Alan is a dynamic, knowledgeable presenter who can share the information in a practical and user friendly manner. I feel Alan has given me the tools to go back to my place of employment and begin implementing what I have learned. I would highly recommend this class to anyone who requires HIPAA knowledge."

Sandra Nettleton

Valir Health

"I have attended many classes like this one, never have I seen such enthusiasm and drive from an instructor. The class was very helpful and I would recommend it to anyone."

Pat Taylor

"Enjoyed the class very much. The Instructor was very well prepared and knowledgeable. I will recommend this class to anyone (Administrator) to attend." Shawn Shamsaie
Sisters of Providence

"The instructor was excellent. Lots of good information presented in a well-structured manner with many real world practice examples."

Steve Jourdan

HHS

"HIPAA CHP - was very informational, I feel like I now have a better idea of what I need to be doing with our compliance program. I look forward to coming back and learning more!!"

Rhonda Hawson Advanced Medical Imaging

"Highly recommended class & professor!" Suren Avunjian Health Line

"Very good course and a great instructor. My knowledge of HIPAA was greatly enhanced."

Jeff Marshall

Zenith Administrations

#### Client References & Testimonials

"I came to the HIPAA seminar with my mind made up that it was just another law to create more problems for business owners. After attending the seminar I realize how important the privacy and security rules are for all people to have their confidential information kept private."

Denise Russell Fincher & Hecht LLC

"The CHP class was excellent. The instructor (Alan Yue) took a dry and complicated subject and made it fun and informative. The best training class I've ever attended." Stephen Whicker

St. Vincent Health

"The training was thoroughly, systematic, and still managed to be interesting. I strongly recommend this course to anyone who needs a complete and timely understanding of HIPAA issues, values and compliance."

Michael Ehart

Capstone College

"Excellent, well organized course, includes a thorough coverage of the HIPAA regulations and the several rules that are implemented. HIPAA Academy has an excellent set of materials to study and tech this important healthcare transforming law. Our instructor made his course very lively and interesting."

Alberto LaCava

Felician College

"Class was great. Instructor was wonderful!"
Jaren Johnson
St. Vincent Health

"I feel better prepared and equipped based on the text, material and the high degree and quality of the instructor. I would not keep this a secret - I will take my chances spreading the word!"

Jeff Scardino

JLT Services Corp

"Alan's Knowledge and enthusiasm, combined with the course materials, made the course enlightening and enjoyable."

Richard O'Malley

Medical Services of America Inc.

"The class has been the best on privacy that I have attended. Alan made things or issues with privacy scalable."

**Becky Short** 

Maumee Valley Guidance Center

#### Client References & Testimonials

"Since I am an independent consultant, I was trying to determine if the class over home study was worth my money. After the first day of class, I was so happy that I chose to come to class. I feel as if I can pass the certification."

Kathy Robinson

Fade to Black

"Alan is a dynamic and energetic speaker. He grabs the student's attention from the beginning. There is an enormous amount of information, but Alan presents it in such a way that you are able to follow him and come away from the event as if though you are spilling over with info. Thanks Alan 'job well done'."

Teresa Romero

Taos Orthopedic Institute, PC

"Great boot camp for HIPAA. It has served my knowledge base well and been the efficiency for our organization."

**Charles Merritt** 

KMSF, Inc.

"The amount of information covered and additional references were so much more than I expected. Great course!"

Mark Roberts

Plainfield Health Center

"I was assigned to new job responsibilities and needed to get up to speed fast. Alan fulfilled this need with grace and energy."

Eric Marx

**VCU** 

"The HIPAA Academy CHP course provided me with a great tool to take back to my organization to assist with HIPAA implementation."

Paul Lastrella

El Paso County, Colorado

"Good overview of the Administrative Simplification given the short span of time. The course content is good too!"

Sunilha Modoor

**Deloitte Consulting** 

"Great Course! Alan was very knowledgeable, and I learned a great deal about how to align SARBANES-OXLEY initiatives with HIPAA. The course was well presented, and supported by good materials."

Gary Benesko

Robert Half Management Resources



"This was an excellent class for gaining a full understanding of HIPAA. It's impact upon your company and developing an implementation plan to be in compliance. Alan is a phenomenal instructor, who takes the time to help you understand complex information. I highly recommend this class."

Paul Vobgetin Interleukin Genetics

"HIPAA is a huge undertaking, which can be overwhelming. The CHP course approaches the material in an organized manner that will make compliance with HIPAA far more manageable."

Sean Patrick Gibson Area Hospital

"The class was very informative. I learned a lot and feel I am better prepared to implement HIPAA compliance initiatives. The instructor really knew the material and put these topics in plain terms."

John Christly

Memorial Healthcare System

"HIPAA Academy CHP Program is a Fact Based, Realistic Approach to the process, changes needed to understand, implement and monitor the HIPAA Rule/Regulations. The 3-day course has prepared me to be able to train/educate my staff as well as develop p&p to implement the rule. The instructor was dynamic and presented real life experiences to compliment the material/rule."

Dorothy Knioat

Health Resource Alliance

"I thought the course was outstanding. It allowed me the chance to learn an area indepth that I know little about before."

Timothy D. Kennedy Backbone Security

"I was impressed with the competency of Alan. He was willing to do whatever was necessary to ensure understanding of the topics at hand. I am walking out with more knowledge than I thought possible!"

Ronald Johnson

Aspin Technologies





"The course was exactly what I needed to help my clients. I feel that what I have learned in the CHP course will help me to pass the cert test and find a better client base for my company."

Michael Stewart Integration, LLC

"Alan was awesome! He made the material easy to understand. He also has excellent knowledge in this subject matter and used "Real World" explanation to make the material relevant."

Kevin Roney ITXM

"Alan is an extremely knowledgeable instructor and he was always to make the class very interesting. He kept us awake and made otherwise dry material fun. He made himself available at all times. Thank you!"

Lance Anderson

**ITC** 

"Alan really went the extra mile and spent time after class tutoring on transactions and security."

**Andrew Pernie** 

"This course was outstanding, the instructor was exceptional and the material was well organized and delivered."

Chris McBrairty
Backbone Security

"Very challenging class which demands for a complete, unwavering commitment. This course could not have been successfully completed without the dedication, strong degree of professionalisms and caring approach of Alan Yue. Will definite recommend this class again."

Sophie Luu

"Alan Yue is an exceptional instructor, whose enthusiasm is matched only by his fervent drive. He engages you individually, as well as a group. He has a very thorough knowledge of the subject matter. Alan is the kind of instructor you hope you get." Kelly Henson

TCI

"I would highly recommend this class for anyone who needs as much information as possible on HIPAA. This was a great learning experience for someone just entering into the health industry."

Kenneth M. Kerrick, III Delta Health Systems



"The HIPAA Academy CHP course enhanced my knowledge in Privacy and Security standards in order for me to feel comfortable taking the CHP test. I have a better understanding of the HIPAA requirements."

Kim Ball

**CMC** 

"Great course on HIPAA guidelines!"
Donna Weeden
Council of Community Clinics

"I will certainly highly recommend to my Privacy Officer to attend the next scheduled HIPAA Certified Professional course. In addition, I will recommend our Legal Counsel and Compliance Officer to attend a CHP class with HIPAA Academy."

Vincent C. Quichocho

**Guam Memorial Hospital** 

"This was the most in-depth, yet easy to comprehend (as well as enjoyable!) HIPAA workshop I've attended and (I have attended quite a few). I have a good idea of the steps necessary to get my company moving in the right direction. Alan was so knowledgeable and gives great analogies + examples. He amazingly made government regulation interesting and even fun."

Seth Walker

**Healthcare Partners** 

"I would definitely recommend this course. This has been a great explanation and learning tool for me."

Debra K. Bakker, CCS Community Medical Center

"This course included a comprehensive model that provided me with a clear understanding of the HIPAA regulation and the steps necessary to achieve compliance." Jeff Norris

Shared Care Inc.

"Good Job!" Terry Ziemniak HIS

"Timely & effective. A lot of meaningful knowledge gained for myself and my company's projects to comply with HIPAA regulations. Thanks for sharing multiple approaches to challenges that we will face."

Roger Moy

GE Consumer Finance

### Client References & Testimonials

"The class was enjoyable. The content of the class was structured in a very easy and understandable way. I learned more here this past three days than all of my other training combined this past year. Great presentation. Thank you!"

Jim Smith

Little River Medical

"The class helped me understand how all of the different terms and concepts of HIPAA come together. I have a much better understanding of where I am going in the quest to become HIPAA certified!"

Nick Eastby

Heartland Information Services

"I wish I knew about this class when I first took over the job of HIPAA compliance! Alan Yue is the best instructor I've ever had. He makes sure no one is left behind."

Virginia Benson

**EDS** 

"I ready love the guidance that I received from the instructor to understand the Standards and Privacy rights. I feel that I have general knowledge to now apply this to our corporation in a general sense and plan to educate myself further to apply these compliance standards within our company for a better workforce environment." Teresa Fahle

**EMSI** 

"The Certified HIPAA Professional course covered all the important HIPAA issues in a short direct time frame without falling short on any coverage of topics."

Dennis C. Olliney

Park University

"With an information security background, I needed to learn specific information about the healthcare industry and HIPAA compliance. This course helped me do that. I believe I am better able to help clients in the healthcare industry meet their HIPAA implementation and compliance goals."

A student from Pennsylvania Class

"I highly recommend this class for anyone who wants to learn about, or more about HIPAA. The certification is a great plus. Concepts are presented in a very logical sequence to build your knowledge base. Outstanding Course!"

John Bell

St. Jude Children's Research Hospital

"HIPAA Academy & especially Alan presented a very detailed statutory law into a concise 'need to know', manner. I have a greater understanding of how the Privacy rule applies to my organization."

Suzanne Hribik

Goodwill Industries

#### Client References & Testimonials

"HIPAA Academy was able to package & present lengthy and complex material in a very concise and informational format. HIPAA Academy was able to bring out all the salient business issues and benefits from Government mandates."

Jim Higgins

Jim Higgins & Associates, Inc.

"Alan did a great job explaining all the content, very informative, highly recommended for a medical, hospital, privacy officers. Great content in the class."

**David Diaz** 

Forte Industries

"A great presentation of both the specifics of the legislation and the practical issues of compliance- where the rubber meets the road."

Chris Layton

"I found the CHP course to be very useful and applicable. My company and clients will greatly benefit from the better understanding of HIPAA compliance that I now have. The instructor was excellent and did a wonderful job engaging the group into the conversation and content."

Rick Goins

**Ncontrol System Integration** 

"Thank you HIPAA & Alan for constructing a course that allows the attendee to get valuable & useful information on a very difficult law. Mr. Yue's depth of knowledge of the subject & his enthusiasm for it was wonderful to be a part of."

Dave Mast

**Tech Depot** 

"Provided clarification on HIPAA requirements and implementation." John Kuginski

Signal Solution

"I am very thankful I took the time to take this class. The knowledge I received was very helpful. Our instructor Alan was very helpful. He took the information and put it in everyday use. We were given examples of everything. Alan goes way above & beyond what a normal instructor would do."

Bobbie Afable Safety Send

"This was an excellent class. I have a better understanding of HIPAA compliance requirements. The instructor was very knowledgeable in all aspects of HIPAA privacy & security."

Jeff Hanneman

**HCF** Management Inc



"The HIPAA Academy CHP training program provided essential information in an easy to apply format."

Kevin Youngblood

HCR Manor Care

"The content is great and the Instructor really knew her stuff." Kyle Sessions Pathology Service Associates, LLC

"After completing the CHP course provided through the HIPAA Academy, I feel I have a basic overall knowledge of the HIPAA regulations, specifically the Privacy, Transaction, and Security components. I believe Alan played a huge role in this by presenting the information in a clear, thorough and applicable training manner."

Sharon Barnhart

Summacare Health Plan

"I had no idea how extensive the laws were and how it impacted my organization. I have a much better understanding & appreciation of HIPAA Privacy that I hope to convey to the key players within my Organization to help us strengthen our existing Compliance processes for HIPAA."

Richard Cheshire

New Hanover Regional Medical Center

"The class was very informational on the regulations and rules of HIPAA. The instructor was very good at explaining and going over questions that we had concerning HIPAA rules and regulations. The instructor went over the material in detail."

Kyle Unverferth

**HCF Management Inc** 

"Excellent program! Very well organized and well prepared Instructor." Rita Smith

"The material covered opened my eyes to many things that need to be addressed in and around my workplace. It gave me insight and information to what will help get us on our way to compliance."

Jimmy Johnson

Pathology Service Associates LLC

"HIPAA is a huge piece of legislation. This course plotted a clear direction through the piles of paper, to an understanding of all the WHO, the WHAT, and the HOW. This course will send you on your way. Thanks for all the great info. I am ready to get started."

Trey Ford

FishNet Security



"Coming to this Class I didn't have an understanding of the Privacy side of HIPAA. This class made it very clear to me of the requirements that I need to do for the organization."

Shane Kramer

Olmsted Medical Center

"I felt I have benefited greatly from this class. The instructor was very knowledgeable and patient. I would highly recommend it."

Lora Steiner

MidOhio Cardiology and Vascular Consultant Inc.

"CHP was a very informative course on HIPAA and covers in-depth the various aspects of HIPAA compliance."

Sonia Soni

Saifirst

"The certified HIPAA Professional course was an exceptional method for obtaining a thorough understanding of the HIPAA regulations. The instructor was very knowledgeable of the materials. Provided excellent real life examples and kept the course interesting."

John Kerber

Consultant

"Very good training on HIPAA procedures & regulations and its impact on healthcare services."

Nasser Azan

**Computer Associates** 

"Very intuitive, well thought out course that covered all of the HIPAA requirements." James Holler

James Holler Inc

"Excellent course. I have a much stronger understanding of the HIPAA requirements and standards."

**Brigied Holland** 

Navapache Regional Medical Center (NRMC)

"The class size allowed for a great interaction and discussions on real-life privacy and security issues. Mark is a great Instructor and really kept things moving and on track. I would highly recommend this session for individuals needing more in-depth, realistic discussions of the HIPAA regulations."

Dena SanMiguel

AIM Healthcare Services, INC



"I am new to the HIPAA arenas. After taking this course, I feel like an expert on HIPAA compliance. This course would benefit anyone involved in E-PHI and the medical industry in general."

Dwayne Roberts United States Air Force

"This HIPAA Academy course provided me with vital information to assist my customer's activities their HIPAA requirements."

Kevin Russell

MSI Systems Integrator

"Spot-On. The course met my objectives." Steve Dunkle American Fidelit

"Having entering the course knowing only what HIPAA stands for, I came out of completing the course understanding the laws, rules and regulations to create, and implement the standards of HIPAA in the everyday practices of the company."

Paula Loving

US MedTrans

"The CHP class provided the information necessary for me to perform my duties as a HIPAA privacy officer."

Lisa B. Echan

State of Nevada Dept. of Human Resources

"A great overview that provides a "bread crumb" approach to understand the application of HIPAA as a part of the business processes."

Robert Schadey

ISEC IASED

"Jody is an excellent instructor. It would have been beneficial to have a copy of the regulations either in the class or indicated in the course material. It would have been helpful to have some examples to apply the requirements to. The class did an excellent job of providing/identifying areas for the exam."

Anonymous

"I signed up for the CHP course on the high recommendations of security colleagues. Without a doubt, the Instructor and the course both delivered up to and well beyond my expectations. Great Course, great Instructor."

Jody Fraser

#### Client References & Testimonials

"The instructors were very nice + helpful with questions. I now have a better understanding of HIPAA and how to implement procedures for this in the workplace to include staff training. The book + laminated cards are a great reference and irreplaceable as far as finding all of this information in one place, consolidated in this manner." Tracy Mergenthaler US MedTrans

"This class was a great foundation for Privacy and HIPAA overview." Tom Ennekins Mount Carmel Health

"This course presented me with an opportunity to gain a greater understanding of the HIPAA standards and to network with those with a common interest."

Jody Landrigan

"It was really nice to have an instructor like Mark with his extensive knowledge of HIPAA. I learned a lot about Privacy and Security Rule."

Nakul Mittal

B2B Technology

"After taking this class, I feel more comfortable with HIPAA Privacy and Security. As a CISSP, this is a great course to take for CE requirements. Furthermore, I feel more prepared as a consultant to assist my healthcare customer with HIPAA compliance." Chris Feeney, CISSP Computer Services Partners Inc.

"Mr. Glowacki has inspired and motivated me to investigate and become as knowledgeable as possible in HIPAA. I look forward to further education with the HIPAA Academy as our company's future progresses."

Lani Kaiser
Z Technology

"These people are the epitome of HIPAA." Issa Sweilem HIPAA Council

"It was a very 'HIPAA-licious' (CHP) Program. I recommend it for all practice managers, doctors and nurses too!"

Darlene Wystub

Big Sky OB/GYN

"Very helpful in understanding the Transaction and Privacy rules. Course material makes an excellent future reference."

Dan Hoskins, CISSP



"This helped me to untangle the web of standards that have been required by HIPAA." Chip Carper

**Bauguess Management** 

"The HIPAA Academy training program helped me understand how to implement HIPAA and is a good course."

Nancy Tarr Veridian

"When I entered the class I knew nothing about the HIPAA. Now I have a firm understanding of the HIPAA Regulations and how to begin the process of performing a HIPAA Analysis. The Instructor was knowledgeable and extremely well spoken. I would take a course from HIPAA Academy again."

Banjot Chanana

VeriSign

"The class is an excellent class. It was informative and the instructor was knowledgeable on the subject."

Paul Mancini

Signal Solutions

"The instructor was very knowledgeable and able to convey the information. The class as a whole reinforced what I thought I knew and clarified what I didn't."

Jay Falck

**Unicorn Computing** 

"This class was a great introduction to HIPAA concepts and processes. I now have a basis for integrating HIPAA into our organization. Thanks."

Robert Sossman

Signal Solutions

"The instructor is well-suited for the class and friendly, making it easier to learn and understand what's necessary for me to return to work and do my job."

Jeannie Nicol

Blue Cross and Blue Shield of Michigan

"Very broad and comprehensive coverage of HIPAA privacy. Knowledgeable instructor who used a lot of examples to elucidate key issues."

K. Thayalan

"A balanced but very directed introduction to, and expansion of, the complexities of HIPAA presented with clarity and real world solutions to HIPAA compliance." John Landrigan

"Well worth the time & money great Instructor!" Lisa Grant



"Clearly Mark is a leader in the field and is one of the most, if not the most, knowledgeable trainers I have encountered in 12 years. I look forward to continuing his curriculum."

Michael Power HIPAA Council

"The strength of the seminar was Mark's knowledge and his great ability to answer all questions. He was outstanding. I would recommend this course to anyone in the health field who is responsible for implementing HIPAA."

Debra Cascardo WebMD

"I would recommend this program to anyone that needs to get up to par on the HIPAA regulations. Anyone that deals with most aspects of the healthcare industry should take it. The instructor, Mark Glowacki, presented the information in a way that was understandable as it was comprehensible. He supported each topic with real life situation that put the regulations in real world applications. It was a great experience." Neela Balling

"Instructor Mark Glowacki is an excellent facilitator who delivers the HIPAA certification information with an upbeat and refreshing tone!"

Margo Schaefer

"Thank goodness there are people out there who truly understand all the aspects of HIPAA and can explain and relate them to those of us who have been inundated with unanswered questions and clouded with gray areas. I have the best grasp of this material that I could possibly have expected and the background educational support to go forward with development and enforcement of policies and security actions to interpret the rules and meet compliance."

Donna Angiulo Huntington Hospital

"Good Class. The large amount of material was presented in an easy to understand and lively fashion. The instructor brought in many real world examples and actively solicited student participation. This kept everyone involved interested. Great Job!" Heidi Powers

"Best HIPAA Course I have found."
Russell Meyer
US Oncology
"Well Organized; Instructor was very knowledgeable."
A student in Chicago Class

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#### Client References & Testimonials

"The Certified HIPAA Professional (CHP) course offered by HIPAA Academy is an outstanding course if you need to learn how the federal regulations apply to you! Mark Glowacki is an extremely energetic Instructor who does an exceptional job of facilitating the entire learning experience."

Julie Fetcho

"I found Ali to be very informative and easy to listen to. Thank you." Lyn Formella

"With the Myriad of HIPAA training programs that present themselves daily, it is refreshing to finally find one that delivers the wealth of knowledge possessed by the instructor combined with an energetic teaching style creates a rewarding and enjoyable learning environment."

**Brandon Gust** 

"Mark Glowacki is an outstanding Instructor who clearly knows not just the course but the intricacies of the regs."

A student in Chicago Class

"I found this course material to be especially enlightening. It was a great way to establish clarity about the HIPAA and to obtain a broad overview and how we could begin to build an integrated HIPAA project plan. I feel very empowered as a result of having taking this course."

A student in Chicago (July 21-23)

"The class was very beneficial. It confirmed what I knew about HIPAA But more importantly, it made some areas of the regs so much clearer." Shelly Gliner Schmierer BH Corp

"This class was excellent for providing me with the concepts of HIPAA, since I did not know anything about HIPAA. Excited about taking the Security Specialist Class. Thanks Mark for a great Job."

Tony Diaz

"This course confirmed a lot of what our organization had already researched. However, research does not allow you to ask questions. Having an instructor that knew what he was talking about was Awesome."

Kerri Alexander

The Scooter Store

"Mark Glowacki is an excellent Instructor and really understands the complex language of HIPAA. He was able to convey his knowledge of the regulations in a way that a diverse group of students could all understand. Well Done."

Ken Ihrer, CISSP

Advance PCS

#### Client References & Testimonials

"Discussion was very helpful and enlightening. Instructor's suggestions and insight was great. A great class to achieve an overall understanding of HIPAA Privacy, Transaction & code sets and Security."

Trish Voss

Parkview Medical Center

"I felt that the classes I attended were highly informative, well-organized and well-presented. I thought Mark did an excellent job as the instructor and contributed significant value-added information to the course. I also thought Mark did a great job of soliciting relevant class participation. I thought the course material was comprehensive and easy-to-understand."

Lynn Gibson

Gibson Dimensions

"Very well done. Terri made a very complex law understandable. She made time during presentation to answer questions."

Judy Stevenson

**Bremer County** 

"The overview presented was very user friendly. Very good and pertinent discussions.

Good presentation."

**Shane Walter** 

Siousssx County

"The HIPAA Brief was very interesting, exciting, and informative" Raimbekov Karim, Irina
K. Haroug MD, LTD

"As a healthcare quality assurance/peer review clearinghouse, we had specific questions regarding HIPAA. Mike was extremely helpful."

Dr. Michael Eisner

Federal Healthcare Review

"Helped considerably. I've been away from the medical industry for 3 ½ years and returned one week ago. So I have a lot to catch up on – real quick!" Pat Drelie

"The course was very informative and entertaining."

Kim Agort

Illinois Implant Dentistry

"My base knowledge of the changes was greatly broadened. It will help to organize the attack."

Ron Jones, Ph.D.

Sun Health, Inc.



"Mark is a great instructor; he kept the material clear and interesting which is not easy!" Student in Des Moines CHP course

"The course is well structured and very clear. I was very impressed!" Student in Des Moines CHP course

"I have been made aware of how important it is to protect other person's information. I also want my private info protected."

Myrna Williams

Dr. Sarita Woodson

"JK successfully used real-world examples to illustrate the text provided in the book." Chris Kerstiens
Sentigy

"The HIPAA course (CHP) was outstanding! The huge amount of information distributed throughout the course not only held my interest, but also left me with the desire to learn more about the HIPAA background."

Ben Sabedic

"A very knowledgeable speaker who provided a clear overview of HIPAA and the impact on various groups."

Deb Westvold

Iowa State Association of County Officials

"The class covered HIPAA regulations in a very thorough and well presented training course. I learned more then I could have expected about HIPAA implementation and legislation. The instructor was extremely well prepared and presented the material in a format anyone could follow. I recommend this class to anyone interested in HIPAA regulations or working within the healthcare industry."

Chris Brown

Zebec Data Systems

"The HIPAA Academy has embarked on a mission to train those involved with healthcare data - on the details of HIPAA law. This is no small task, as it seems even after 7 years the creators of the law have yet to move a good portion of the law out of the realm of theoretical. The instructor is probably one of the most knowledgeable in the country and his love of the subject shows in his lectures."

Jim Reynolds

Zebec Data Systems

"The material and instructor (JK) gave needed detailed information. This course was not just a simple overview."

A student in the CHP course in Houston

#### Client References & Testimonials

"The course gave a good overview of the fundamentals of HIPAA Privacy, Security and the Transactions & Code Sets. The Instructor was knowledgeable and his ability to relate the concepts to real life experience was beneficial."

Margie Polis

New Horizons of Syracuse

"Overall the HIPAA Academy provided clear concise presentations dispelling many of the common misconceptions of the reach of the HIPAA Legislation."

Rick Van Luvender

The Training Camp

"HIPAA Academy is obviously knowledgeable in the HIPAA requirements. I will be looking into future training. Your instructor was very personable and kept your interest. HIPAA Academy is obviously a good resource for our questions." Terri Brown

Halvorson Trane Co.

"The class gave me a solid understanding of HIPAA Privacy and the Security requirements."

Linda Dyczkiewycz

ComDoc Inc.

"Courseware contents were very good. The Instructor's ability to relate to personal experience was extremely useful. Class discussions were excellent and role plays added value."

Ken Jaffe

Computer Education Services

"This course gave me an EXCELLENT theoretical and practical basis to assist the medical community implement HIPAA."

Roy Kotze

Instructional Design Associate

"The resources in the class really helped in the learning process. Instructor really gave the extra mile."

Comment from an attendee

"Instructor was lively, personable. Course was very good, informative."

Astread Ferm-Poole

Department of Social Services, State of Connecticut

"Outstanding course. Excellent overview. Course rating 10. Instructor rating 10." Mass Mutual Financial Group

#### Client References & Testimonials

"This session has more information than some of the websites I have visited. I learned how much of an impact this has on my business than previously thought. It gave me insight into other areas that I have to identify for compliance with HIPAA."

Deanna Shokan

**TechniMed Transcriptions** 

"I feel that the overall knowledge that the HIPAA Academy brings to a seminar such as this, is well worth any business owner or employers time."

Gail Hilsabeck

**Benefit Source** 

"Excellent presentation. It brought the heavy weight information down to the individual level of understanding."

Jean Hodges

Newburry Management Co.

"I have a better understanding of what is required of my company to be compliant. The websites for information on a HIPAA will be very beneficial."

Kim Heggen

Vital Support Systems

"A very knowledgeable speaker who provided a clear overview of HIPAA and the impact on various groups."

Deb Westvold

**ISAC** 

"A solid broad overview of a complex law having major impact on health professionals and the business community."

Linda Goeldner

**Iowa Nurses Association** 

"Mark was an excellent instructor. He was always ready to discuss the details and fine point of HIPAA with examples. Much appreciated."

Jerry Moore

New Horizons of Orlando

"Excellent class. I have attended several boot camps and due to the lack of the instructor to relay the information I was extremely disappointed. This class, however was a very good class and was well instructed."

Charles Morgan

**New Horizons** 

"Excellent delivery and well-paced. The strength of the course was entirely the knowledge and presence of the instructor. Ali was knowledgeable and entertaining. Course rating 10. Instructor rating 10."

Elisa Chase

State of Connecticut



"Allan is a very good instructor. He made HIPAA fun to learn." HIPAA Professional Student

"I would like to take this time to thank Tom Eilers for his outstanding efforts in a meeting we set up with him and the EMS staff. Tom went out of his way to attend this meeting and helped us answer some of the questions the EMS people had. I would like to request Tom be the instructor for CHP class as he has the knowledge of how HIPAA will affect the EMS people. Once again, New Horizons appreciates the great support we are receiving from the HIPAA Academy as we continue to notify our customers of the partnership New Horizons has made with the HIPAA Academy and the training that is offered."

Sandy Mead, Senior Account Executive New Horizons Computer Learning Cente

"I believe that the Certified HIPAA Professional (CHP) course is an effective way to obtain a solid understanding of the pending HIPAA standards. I couldn't imagine a company attempting to become HIPAA compliant without first attending a course like this."

Shane Smith Clark University

"The strength of the course was the enthusiasm and knowledge of the instructor." Bob Mallick

Mass Mutual Financial Group

"Allan did an excellent job in instructing us on HIPAA compliance. I enjoyed his class and it was very beneficial to me. I like the small class size we were in- it made it easy to discuss topics and issues we had. The most important thing was the ability to ask questions or discuss issues that we had at any point during the seminar and not having to wait till the end for a question and answers session."

Julie Bain

J.D. Bonner, MD

"Chuck was an excellent instructor. He gave a lot of examples and truly understood the material."

**HIPAA Professional Student** 

"Chuck made class enjoyable while teaching professionally. Great job!" HIPAA Professional Student

"The course was excellent for learning the basics of HIPAA. The material was easy to understand considering the difficult and complicated subject."

Kathy Atchley

St. Bernard's Medical Center

"I enjoyed the course very much. Chuck was very knowledgeable in the HIPAA regulations and effectively communicated them."
HIPAA Professional Student



"I was very apprehensive about HIPAA going into this course. To be honest, I was very ignorant of HIPAA. However, by the end of the day, I realized in many areas our office was already HIPAA compliant. But I learned many things we needed to incorporate into our clinic in order to meet compliance. This one-day course was very informative and helpful for me."

Jonesboro Surgery Clinic

"Excellent class! The instructor was fantastic!" HIPAA Professional Student

"Excellent course. The most informative I have ever attended." Lynn Simmons Jonesboro Surgical Assoc.

"The class was very good. The instructor was very knowledgeable. He spent a lot of time making sure we understood the material and how to use it. When you finish this class you should be able to pass the certification test."

Kathryn French

"An excellent intensive program with practical helpful information that can be used in the work setting. Very practical."

Phyllis Woolverton

St. Bernard's Medical Center

"An excellent intensive course with helpful information that can be used in everyday practice."

**HIPAA Professional Student** 

"Allan does an excellent job of breaking HIPAA down into understandable "English" instead of lawyer language."

HIPAA Professional Student

"Allan is a great instructor who effectively uses examples to explain issues, makes the course enjoyable and encourages discussions."

**HIPAA Professional Student** 

"Great overview!" Robert Savage USDC

"The instructor was extremely knowledgeable about this subject and willing to answer all questions. She was also able to put the information in Layman's terms."

Andi Cady

**Hollywood Pediatrics** 

#### Client References & Testimonials

"A tremendous amount of material explained in a coherent manner." Jason Schulman Hollywood Pediatrics

"We covered an enormous amount of material in a short period of time. The Certified HIPAA Instructor made complex and hard to understand material easy to learn!" Joe Flippin

"The Professional course is a must do for anyone involved in a HIPAA implementation!" Anthony Williams

"I had attended a couple of shorter seminars prior to this training; however this Professional course was much more informative. It offered me an opportunity to ask questions and gave me time to work on our facility plan to become HIPAA Compliant. The instructor's knowledge helped me make the information easier to comprehend. I appreciate the huge manual concerning HIPAA rules and will use it as a wonderful source of information to assist us in becoming HIPAA compliant."

Karen Duregger

Duncan Heights, Inc.

Iowa Association of Homes & Services for the Aging

"A fast pace, informative overview of the Administrative Simplification portion of the HIPAA legislation. Excellent reference tools and indicators to help administrators identify the 'next course of action'."

Deborah Windish

Michigan Academy of Family Physicians (MAFP)

"The class was very well paced with information in all areas of the new requirements." Kellien Duncan

County of Alameda

"The Professional Course helped me get my arms around HIPAA and I now have a much greater understanding of compliance steps. Lorna did a wonderful job of presenting the information. The manual is a very complete reference tool and I appreciate being able to walk away with a plan to take back to our facility." Betsy Burton

Bethany Manor

"I was very nervous to break into small groups to write a compliance plan. Listening to other groups present their plans was very useful to me. Everyone thinks of different things, everyone has new, different ideas. Thanks for making me do that!" Chris Boyken

Duncan Heights, Inc.

Iowa Association of Homes & Services for the Aging

"I have learned a tremendous amount!"



#### Victoria Sunshine

"The instructor was very knowledgeable about HIPAA Compliance. This is the most information I've gotten about HIPAA. I've been to other HIPAA training and I have never gotten the wealth of information I received today."

Inez Wondeh

Peninsula Medical Group

"Excellent overview of HIPAA regulations. I look forward to attending the advanced programs on the implementation."

Steven Shurts

Harris HealthTrends, Inc.

"Ali's presentation was both highly informative and a basic building block for implementation of HIPAA regulations. This was a fundamental step toward a large training opportunity for New Horizons of Michigan."

Mark McManus, Sr. Chairman

New Horizons of Michigan

"As a project manager for DHS Oklahoma, I found the training session held by Ali a very informative and productive use of my time. The session covered the key aspects of HIPAA and how it affects government and healthcare organizations along with the key high-level tasks that need to be completed to be HIPAA compliant. Ali also shared his insights and experiences with the group and this was extremely beneficial to me. I would recommend that anybody that needs a decent overview of HIPAA must attend this session. It will help you get out of the starting block in a hurry."

Sarjoo Shah, HIPAA Project Manager

Department of Health Services (DHS)

State of Oklahoma

"Was very helpful, I would even call it vital. I will urge all my co-workers and associates to get trained. Everyone should attend the 3-Day Professional boot camp. I wish I'd done this last year."

Trish Chandler

SHARP, Inc.

"The Certified HIPAA Professional course has not only enlarged my knowledge and expertise, but also opened wider the door to professional and entrepreneurial opportunities."

Laurice Green

Child and Family

"Well organized information. A solid understanding of the topic was presented as well as insights into opportunities that will be available as a result of this initiative."

Terry Roberts

**Business Systems Engineering** 



"I enjoyed the class. I initially thought that healthcare portion would be hard to follow coming from a technical background. The course and the regulations related a lot to network technologies. I just passed the CISSP exam and combined with this credential, I feel this will help my consulting business tremendously."

Lisa Jones

Slipknot Technologies

"The information in the course is clear and concise and will serve as a good HIPAA reference!"

Gina Winchester

Sharp, Inc.

"I have an EDI X12 background in distributing manufacturing and finance. I am familiar with mapping software and principles. This course explained many new terms and procedures in an easy to learn style and I would recommend it to people with or without a healthcare background."

Ernie Schum

Schum Consulting, Inc.

"The class was extremely informative. I've learned many new things and also received confirmation that I understand certain aspects of HIPAA correctly."

Darcey Gartner

Vista Healthplan, Inc.

"Lorna is an excellent instructor. Her examples of in-the-box and out-of-the-box were excellent."

Betty Aukee

ADP

"One of the strengths of the course was the overview of upcoming changes to HIPAA legislation."

Karla Combs

Lipscomb & Pitts

"This was by far the most in-depth HIPAA course I have attended. The instruction staff is very knowledgeable of the Administrative Simplification Title. They did a great job of operating a comfortable environment."

Kelly Gruber

Des Moines Orthopedic Surgeons



"I realize the professional importance of understanding this information. I really believe my professional life is dependent on acquiring this knowledge. It is a lot of information in a short time, but I have a reference book. I am accustomed to Federal and State rules and regulations and this is just one more very important tool to do a better job. I have now been given the tools and opportunity to succeed. I will recommend this course to others without hesitation."

John Palmer Shelby County Government Oakville Healthcare Center

"I'm amazed at how much I was able to learn in just 3 days. I feel very confident that the information I picked up, the practical exercises and the class interactions provided me with what I need to help my customers through the HIPAA hoop! The instructors were knowledgeable and always willing to address specific questions. All in all, this was a great experience that will benefit me, my clients, and my company!" Cathy Pitt

**Hewlett Packard** 

"What an eye opener. Before the course I had only a vague idea of the implications and scope of HIPAA. Now I realize how much work is left to be done to get into compliance and how this is going to touch every aspect of the healthcare industry."

James Cerney

J.C. Solutions

"I am excited to learn about the HIPAA Academy and its services." Bill Bendall SeniorCare, Inc.

"The Size and scope of the HIPAA legislation was brought into perspective buy the HIPAA Academy. I now have a far greater understanding of the impact on the entire healthcare industry. The importance of the Professional class cannot be under stated." Allan Gilbreath Network Edge

"I have been following HIPAA progression for 2 years and found this course the most comprehensive of all my studies, especially in the privacy section. The instructor seemed to take personal responsibility to assure the students understood that this section was important to all areas of the HIPAA legislation."

"I would recommend this course to anyone in the medical field responsible for HIPAA Compliance. I had very little knowledge of HIPAA and the medical industry as a whole. This course educated me in these areas. I feel that I came away with a good base to build on. I believe that many people will struggle with compliance without this help!" Tom Agnitsch

ANE Technology Services



"This class was very intense and extremely beneficial at breaking down the core components of Title II. I was already familiar with HIPAA and had attended previous courses, however I feel this class brought it all together for me."

Tracie Martin

**Baylor Health Care Systems** 

"Fast paced, well organized, data packed, lively and entertaining." Sumner Buck
VP Open Road Technologies

"The Certified Professional Course is a great course packed with useful information." Margie Pullock Orlando, FL

"They are the only organization that could help me achieve my goal of certification. I would rate them very highly. They have a broad background of HIPAA knowledge." Tom Eilers

HIPAA Consultant & Project Manager

"The strength of the course was the instructor's knowledge base beyond the scope of requirements for certification. This was a great learning experience and a non-intimidating atmosphere."

Francoise Ager

AT&T

"I would highly recommend the HIPAA Academy to anyone in healthcare that wants to obtain the knowledge that will be crucial to implement HIPAA legislation in their organization. I found the instructors a

nd the course material to be first rate and the information taught will help healthcare professionals at all levels to navigate the risky waters of HIPAA."

Joel H. Snook, CPA

Chief Financial Officer

St. Petersburg, FL

"The Certified HIPAA Professional course is a great source of information. It really lets you get your hands around what HIPAA and the Administrative Simplification Title mean and how it will change business. Not only does the course show business requirements, but the business opportunities that will arise as well."

Chris Reynolds

ExecuTrain of Nebraska

"The instructor was great; his enthusiasm for the course material was only surpassed by his knowledge of the material."

Lori Lederman

Orlando, FL





"Your instructor took the regulations and made them easier to understand!"

"Your instructors are great about answering one-on-one questions and making extra time for the students."

Student in Des Moines Professional Course

"The Certified HIPAA Professional course is one of the best, if not the best, courses on the down and dirty of HIPAA. I highly recommend this course as a "Train the Trainer" for health care organizations looking to comply with current and pending requirements. This course is going to help me immensely in architecting solutions for organizations to comply with Title 2 requirements."

Bob Tahmaseb, CISSP, Systems Engineer

RSA Security Inc.

"The HIPAA Academy training course is comprehensive and practical. I walked away from this course with a very clear understanding of the Administrative Simplification components of HIPAA. This course allowed me to get my arms around some very complicated requirements and helped me piece the requirements together. I was surprised at how helpful it was because I had a fairly comprehensive understanding to HIPAA prior to taking the course. I highly recommend it to anyone who will be involved with HIPAA compliance; in fact, anyone who is involved with HIPAA would be foolish for not taking this course."

Teri Ann Lawyer, HIPAA AttorneyInc Pingel & Templer, P.C.

"This is by far the most comprehensive course I have ever taken. The instructor's personality and knowledge of the course really moves things along without making you feel too overwhelmed. For anyone involved with HIPAA in any capacity, I wholeheartedly recommend attending this course."

Barbara Slocumb

Orlando, FL

"All of us at New Horizons Computer Learning Center wanted to commend you on an excellent HIPAA session yesterday. We appreciate you coming in from Chicago for us. As we committed, our turn out was strong and attendee involvement was high. Our sales team very encouraged by the amount of interest that was generated in such a short amount of time. Out of the forty plus registrants around thirty arrived and many of these are preparing for future classes. Many of the students have commented on the quality of the HIPAA Academy material and the professional manner in which the subjects matter was delivered. Your ability to answer questions thoroughly and quickly was greatly appreciated. I have no doubt they will refer additional co-workers to this session. On a separate note several members had shown additional interest in security training, which the SCP can deliver."

"If there is any way we can assist you in the future do not hesitate to call. We value our Partnership and plan on having great successes this year."

Dan Sorenson, Sales Manager

New Horizons of Des Moines, Iowa

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#### Client References & Testimonials

"Lorna's presentation was, again, great! She is a wealth of Knowledge. As a CHP, I took this again to learn of any changes since 2009. The class was better the second time around, and that's because it reaffirmed what I already knew."

Tom Dumez, Compliance Specialist Kent Record Management, Inc.

"I would recommend this course to anyone that deals with HIPAA, whether or not they have been trained. Excellent course! Great benefit to me and my company."

Jerry Lavergne, IT Security & Compliance
Pathology Resource Network

"The Certified HIPAA Professional course is an excellent distillation of what really matters in HIPAA. Security and Privacy have been intimidating topics in HIPAA. The course materials organized the information in an approachable format. I'd recommend the class to anyone in a leadership position in the healthcare industry. In three days you really can get up to speed on the most significant event for the industry since Y2K."

Mark Glowacki IT Consultant & Project Coach

"It's a lot of information and I need to digest it before I go back to the plan I had already started to create."

"I learned a lot!"

"This course is the most complete, well written and well-presented HIPAA Courses I have been to."

"I thought that Alan was a terrific instructor. His enthusiasm for the subject matter made for an enjoyable class. His insights and examples added some clarity to content that could be considered very cloudy in some respects. As far as the structure of the class, I thought that two days and an exam (even though I didn't take it) seemed like too much to absorb. HIPAA regulations aren't what I consider an easy topic and there was way too much to cover to prepare for an exam."

"I thought the instructor was great; really liked his teaching style and thought he knew his stuff. On the class, I actually think for most companies- 2 days is probably about right. We tend to ask tons of questions / get into different topics (in a good way)."

"Instructor was extremely knowledgeable on the subject matter and has a passion for the content. He is wonderful and I really like how he used the dry erase board for a lot of the topics. For me, a visual gives a better understanding on how things work and the explanation."



"I thought the class was excellent. Not only did Alan have a thorough knowledge of what he was teaching (and many other things), he presented what could be a very tedious class in a way which kept your attention. I do think there was too much material for two days, but I think that was more of a OneBeacon thing."

"I think the instructor did a very good job. He was able to help us relate the HIPAA regulations to our specific situation, concerns, and issues. His presentation style was appreciated because what could have been a very dry topic was made somewhat more interesting with real examples & applicability to our needs. I do think 2 days was adequate to cover the material."

"I finally feel like I have a direction to go with HIPAA."

"The instructor is very knowledgeable of the material!"

"This course went over all aspects of HIPAA."

"I am glad I attended the Professional course. What a great help."

"Excellent information provided in a simple way. I really did learn a great deal, thank you so much!"

Various other student comments

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#### **CSCS™ Client Testimonials**



"Much needed information to build a good cybersecurity program at my place of work. Overall rating of the Course: 10. Overall rating of the Instructor: 10." Anthony Gresham IHCRC

"Ali was great! Instructor was supremely knowledgeable about information presented. I had a great time participating in this course. Great job, ecfirst.

Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Juan Busanet

U.S Army / Brook Army Medical Centre

"The information provided was extremely up-to-date and thorough as it relates to cybersecurity across multiple industries. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Theresa Wacker Cytek

"A tremendous amount of cyber information that I can apply immediately. The strength of the course is the volume of information on cybersecurity. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Tom Streeter HCIM

"Great information on cybersecurity laws and standards. Overall rating of the Instructor: 9."
Richard Clasen
MHC Memorial Hospital

"Strength of course: Ali Pabrai's knowledge. Rating of CSCS™ course: 10. Rating of instructor: 10."

Connie Seal

Carson & Saint

#### Client References & Testimonials

"Not having an IT background, I was afraid I would be lost in the material. Happily, many concepts were broken down in a very understandable way. I found the practical exam exercise helpful in remembering the ISO standards. Instructor was able to provide real world examples to make technical concepts relatable and memorable. Rating of CSCS™ course: 10. Rating of instructor: 10."

Beth Lo Eden Autism

"Instructor was prepared for the course. Rating of instructor: 10." Brian Shank Centers Plan

"Strength of the CSCS™ course was the instructor's level of knowledge. Rating of CSCS™ course: 10. Rating of instructor: 10."

Jeffrey McIntyre

MSDH

"Instructor was very enthusiastic and made the class more interesting. It was a great overall discussion of all the standards and regulations including certifications hat businesses have to comply with. Rating of CSCS™ course: 10. Rating of instructor: 10." Michael Carr

**Beacon Health Options** 

"Learned a lot. Thank you! The strength of the CSCS™ course was the interaction with the instructor as well as the detailed presentation. Rating of CSCS™ course: 10. Rating of instructor: 10."

Liz Garcia Centers Plan

"Strength of the CSCS™ course was the instructor. Overall rating of instructor: 10." Jim Nation Mobility Exchange

"The instructor was very prepared for the CSCS™ program. Great introduction to all things cybersecurity. I feel I am able to engage with my IT staff about related materials successfully. Rating of CSCS™ course: 9. Rating of instructor: 10." Kristen Joshnick CCNV

"Strength of the CSCS™ course was the instructor experience and ease with which information was provided. Made a complex topic more understandable. The CSCS™ course material covered a breadth of information with depth. Not just any instructor could make it easy to digest. The CSCS™ program is a great introduction to compliance mastery. Rating of CSCS™ course: 8. Rating of instructor: 10."

Karen Perry-Weinstat

HIPAAcraticRx.com

#### Client References & Testimonials

"Great preparation of Uday Ali Pabrai is the strength of the course. Overall rating of the Course: 9. Overall rating of the Instructor: 10."

Ken Mickelsen Printer Logic

"In-depth coverage of relevant principles and regulations. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

John Beuke

Printer Logic

"Always very informative and explained logically. And the knowledge of the Uday Ali Pabrai is the strength of the course. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Michael Laconti

Konica Minolta

"I have learned a lot of information regarding Security and compliance which I wasn't aware of. Good and clear voice tone, writing workflow and how everything linked with security and compliance helped to understand the material. Overall rating of the Course:

- 9. Overall rating of the Instructor: 10."
- J. Dominguez-Saure
- St. Rose Hospital

"Focused on important concepts and standards. Excellent course and information provided during the sessions! Look forward to utilizing the concepts taught to strengthen our Information Security program. Overall rating of the Course: 9. Overall rating of the Instructor: 10."

John Bhambra

Marin County HHS

"Instructor is the strength of the course. Overall rating of the Course: 9. Overall rating of the Instructor: 10."

Shahram Ghobadi

"Teaching style made me easy to understand and the course material were well layed out. Excellent class for anyone wanting to learn more from experts that are easy to understand based on the teaching style. Class was also very lively and fun. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Divyash Patel

MX2 Technology. Inc

"Taking the CSCS<sup>TM</sup> course has opened my eyes to the possibilities around building frameworks for IoT. Overall rating of course: 10. Overall rating of instructor: 10." Ralph Ramsey

Zingbox



"Overall rating of course: 10. Overall rating of instructor: 10." Mike Turpin PurFoods

"Provided excellent high-level overview. In-depth instructions when needed. Overall rating of course: 10. Overall rating of instructor: 10."

Steven Ransbottom
Bone&Joints

"Overall rating of course: 10. Overall rating of instructor: 10." Thomas Blume

"Interactive. Well-placed. Fantastic class. Indicated areas for additional learning/education. Overall rating of course: 10. Overall rating of instructor: 10." Richard P. Thielman NASWA

"Exposure to cybersecurity regulations and frameworks were the strengths of the CSCS<sup>TM</sup> course. Overall rating of course: 10. Overall rating of instructor: 10." Chris Bosque PrinterLogic

"Fantastic interaction with instructor. Overall rating of course: 10. Overall rating of instructor: 10."
SolDyn

"Great, informative class. Instructor was very knowledgeable and kept us engaged. Thank you! Overall rating of course: 9. Overall rating of instructor: 10." Kelly Rogers
PrinterLogic

"Lots of additional information from interaction with other students in the CSCS™ class. Overall rating of course: 10. Overall rating of instructor: 10." PurFoods

"Ali's enthusiasm for the subject matter makes it very easy to engage and to extrapolate questions. Course rating: 10. Instructor rating: 10. I would recommend this class to anyone involved in compliance, in any industry. As technology expands, so do the compliance requirements and cybersecurity challenges."

Tessa Wunder

"Knowledgeable instructor. Course rating: 9. Instructor rating: 10." Gavin Hinze Function 4

#### Client References & Testimonials

"Organized well. Instructor has strong background in subject matter. Course rating: 10. Instructor rating: 10."

Joy Bosley

Goodwill of Central & Southern Indiana

"Focused on key concepts of security and compliance. A lot of good information and materials to use and apply in building our own security and compliance program. Overall Rating of Instructor: 9."

Bryan Villanueva

**TRIONFO** 

"Very detailed, break down well defined. Overall Rating of Instructor: 9." Veronica Brown
Common Ground

"Covered high level of most important frame-works and laws in cyber security. Overall Rating of Course: 9. Overall Rating of Instructor: 10."

Nahom Tulu

"Instructor is very knowledgeable and helpful. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Sophia Preston

ecfirst

"Strengths of the course is stayed on task. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Eric Crane

Delta Dental of Oklahoma

State of Alaska

"Comprehensive. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Eugene Smith Garden of the Gods Collection

"Comprehensive. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Jerry Rieger ecfirst

"Strengths of the course is HIPAA and ISO. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Carmita Rivera

"Good review of a wide subject. Enjoyable two days to ever, what is valuable material, that can be dry. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Dora Keller

Aultcare



"Extremely knowledgeable, Excellent Instructor. Have better understanding on many topics. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Joyce Klutts

"Good overview of multiple policies. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Eric Landford

Trinity Valley School

"Overall Rating of Course: 9. Overall Rating of Instructor: 10." Amar Manro CHMB

"Gave real world examples. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Vanessa Segay Navajo Area Office

"Overall Rating of Course: 10. Overall Rating of Instructor: 10." Drake Marinca RISE Inc.

"Lots of information to cover in two days, but Keith did on excellent job. Real world examples were provided. Overall Rating of Course: 8. Overall Rating of Instructor: 10." Vincent Weatherall Prime Healthcare

"I was impressed with the amount of experiences instructor had and sharing with us. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Chuck Holmes Modoc County

"Great course. Overall Rating of Course: 9. Overall Rating of Instructor: 9." Dan Beal MCSI

"Very in-depth. Overall Rating of Course: 10. Overall Rating of Instructor: 10" Rick Guetschow Episource

"A crash course of understanding PCI, HIPAA to ISO. Very good instructor. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Lac Tran

Prime Healthcare

#### Client References & Testimonials

"It was amazing to be a part of the CSCS™ Program and the credit goes to Mr. Pabrai for making the sessions very lively and useful. The training class is very informative and will us in our business and further development."

Girishbabu L.

Synowledge India Pvt. Ltd.

"Excellent program. Strong concepts. Application of information to the attendees was awesome."

Narasimhan G.

Innova Solutions Pvt. Ltd.

"The CSCS<sup>TM</sup> Program covered several information security areas including ISO 27000, HIPAA, PCI DSS, FISMA and others. I really liked the way the whole program was delivered by Ali Pabrai. He covered the landscape of global information security and compliance. Ali brings a lot of energy and passion towards the subject and a good sense of humor while delivering these complex topics. Would highly recommend others to take this certification program."

V. Ashok Kumar

Episource India Pvt. Ltd.

"The CSCS™ Program was packed with lots of great information. The way Mr. Pabrai highlighted the major important areas was mind blowing. He is like the "pacific ocean" on cyber security. I loved the Business Continuity module and the way it was delivered, it cultivated an additional power inside me. I will always remember this smart and excellent instructor, Mr. Ali Pabrai."

Buvaneswari M.

Pabrai India Pvt. Ltd.

"It was an eye opening experience to go through the training program. It was one of the most fantastic and knowledgeable session that I have been a part of. I am a core IT guy and now knowing compliance and security is really going to add value to all my services. I thank Mr. Pabrai's valuable time in delivering the CSCS<sup>TM</sup> Program." Nelson N.

Synolwledge India Pvt. Ltd.

"CSCS™ was an excellent course by a phenomenal instructor. I enjoyed it immensely. It was very well presented and highly informative. Mr. Pabrai's excellent delivery method made the course very interesting and kept the class engaged where each member shared their experiences and challenges. The discussions in the class really enhanced my knowledge about several concepts in compliance and security. Mr. Pabrai was exceptional in his delivery of the program contents."

Anuradha Sharma

Pabrai India Pvt. Ltd.

"I gained so much more applicable knowledge about ISO 27000, PCI DSS, and also about the healthcare industry. Thank you!"

D. Sivasakthi

Pabrai India Pvt. Ltd.

#### Client References & Testimonials

"Packed with information on compliance, frameworks, standards, and regulations. All delivered in a very short period, which was excellent. The CSCS<sup>TM</sup> Program is very useful in my day to day work. I know better understand the interdependencies across so many frameworks and standards. As an instructor, Mr. Pabrai, is a person with unconditional positive character that ensures a long term and lifelong relationship which I would like to have."

Lakshmi Narasimha Innova Solutions Pvt. Ltd.

"The strength of the CSCS<sup>TM</sup> Program was the instructor experience and expertise. The trainer, Mr. Ali Pabrai, was very good with concepts and examples. I wish we had spent more time with him. The training was delivered in a very professional manner. The best aspect about the course was undoubtedly, the instructor."

Abdul Azam

Synowledge Pvt. Ltd.

"Mr. Pabrai is certainly the most knowledgeable person in the field of compliance. With a wealth of his experience and expertise the CHP and CSCS<sup>TM</sup> courses have gained a great deal of respect. I wish ecfirst and Mr. Pabrai continued success for years to come. The CSCS<sup>TM</sup> Program covered a great deal of information."

Prashant Phatak

Valency Networks

"One of the most informative classes I've ever attended. I really learned more than I could imagine."

Mark Slivka

**Edwards Business Systems** 

"Most informational class regarding HIPAA and Information Security Management that I have ever taken."

Jimmy Bradley

**BCBSAL** 

"Ian is amazing!" Josh Grantham Solera Health, Inc.

"It was great to learn with the group and have different perspectives from different backgrounds."

Winson John

Delta Dental of Oklahoma

"The case study was awesome as it applied the skills learned to solve the case." Deepak Ohri IBM

#### Client References & Testimonials

"I highly recommend others interested in understanding regulatory & compliance requirements attend this course."

Al Backeris KM/All Covered

"I really enjoyed the class and learned a lot in the two days of study." Miguel Oliva
UnityPoint Health

"I have very much enjoyed this class. I wasn't sure where knowledge of compliance gaps may be and I now have serveral items to go back and look into closer." Charity Sharpe
UnityPoint Health

"Taking the CSCS<sup>TM</sup> course has exposed numerous areas that need improvement and review. The knowledge gained will be immediately applicable within my role." Todd G. Krajewski UnityPoint Health

"A lot of information over 2 days. I enjoyed the practical exercise as it put what we learned into a real world scenario."

Rich Hardyman UnityPoint Health

"Received in-depth understanding of security laws, especially regulations of high importance in the healthcare industry."

Ronak Thakur

**AV Hospital** 

"All the material covered is very valuable and much needed in the industry. Thank you so much for making us aware of what we need to do to impact processes with our workforce in our organization. Thanks a lot."

Ankit Pandya

**AV Hospital** 

"Ali Pabrai teaches an excellent program. He's thorough and his knowledge and experience is highly valued. A very informative program. Instructor and course rating: 10."

Shami Brar

**AV Hospital** 

"The strength of the course was the instructor, Ali Pabrai. Taking this program was highly beneficial to my career. Ali Pabrai is an excellent instructor with great knowledge of security and compliance. Instructor and course rating: 10."

Adam Romo

#### Client References & Testimonials

"Retention is key for training. The pace and attitude of this program were both conducive to that retention. Upbeat, fast-paced environment. Instructor and course rating: 10."

Clint Anderson

Little River Healthcare

"It is a learning curve for all of the students in the class (private). Ian has highlighted the topics and discussed in a detailed way how we can prepare for the worst case scenario. Overall it was an excellent class."

Prabhu Bollu

St. Rose Hospital

"This course was better than I expected. The presenter and course material is very well designed."

Himanshu Handa

St. Rose Hospital

"Wow! Drank from the fire hose of cyber-security knowledge. Ian Walters was a wealth of information and experience. A true professional. I have the confidence now that I have knowledge to keep my patients safe and my organization compliant."

**Christopher Nowak** 

Universal Health Services, Inc.

"I am recommending this program to everyone I know in the industry. The practical exam was my favorite part! Provided real world experience."

Krista Theodore

University of Miami

"Course was very comprehensive and timely for any type of organization to take an active review of their operations."

Anonymous

Philadelphia Public Class

"Enjoyed the presentation and way of presenting the information."

Anonymous

Philadelphia Public Class

"Glad to take the course. I strongly recommend it.

Anonymous

Philadelphia Public Class

"He explained everything so I could understand."

Stephanie Ellis

Fairmont Regional Medical Center

"Lots of information given in such a short time, however, it was delivered in a way that most of it can be retained easily."

Patrick Lee Lykins

Fairmont Regional Medical Center

#### Client References & Testimonials

"I have a very clear path to HIPAA compliance by leaning on other standards, i.e. PCI DSS and ISO 27000, for specific approaches. This path will scale as my company and client base grows, and the materials on ecfirst.biz will provide the necessary 'aftercare'." Scott Vanderluit

Managed Care Systems, Inc.

"A very valuable course; I will recommend it for all my staff." Lilian Boules Kaiser Permanente

"I feel better equipped with this knowledge to affect positive and actionable changes to my organization and to the ways I work and think about security in general." Jimmy Chen Singulex, Inc.

Offigures, fric.

"While this course is only 2 days long, Ian did a great job of outlining the security compliance concepts needed in today's world."

M.B. O'Hara

**KBC** 

"This is a fantastic introductory course into compliance. It touched on a lot of areas and provided a great amount of detail in a short amount of time."

Ryan Deneau

Intelligent Technical Solutions

"This course opened my eyes to the many aspects of compliance that I didn't know and I appreciate that the instructor was so thorough and explained the differences and similarities."

Steve Ramos

Westminster Canterbury

"lan was the best instructor I've ever had. I am very new and came into class not knowing anything besides HIPAA. He was extremely helpful."

Anita Bennett

Broadridge Financial

"lan was very knowledgeable and kept the class engaged. The pace of the course is very fast, but the understanding of security and implementation is excellent."

Ben Exstrom

**GOBHI** 

"Very good class. Covered a wide variety of topics, showed how they are all tied together and how to apply them in my own organization."

Michael Campa

Broadridge Financial

#### Client References & Testimonials

"lan was a great instructor and kept the material very relevant. It was clear he was very knowledgeable on the subjects and had plenty of real world experience."

Anonymous

**Denver Public Class** 

"Great job! Everything was easy to understand."

Eric Bryan

First Transit

"Enjoyed learning about this topic."

A Brackett

Sequent Information Systems

"Great course and instructor."

Anonymous

**Denver Public Class** 

"Very informative."

Raghav Sharma

Prime Healthcare

"Great class. Clear and straight to the point subject matter. I learned a great deal about security."

Joshua Vergara

Prime Healthcare Management

"I enjoyed lan as the instructor as he had also done our risk assessment."

Janice Wampler

Monroe Hospital

"Instructor led the class very well. I got a good understanding of the subject."

Shivani Sharma

Prime Healthcare Management

"Great content and presentation by the instructor."

Marc Tardiff

Premera Blue Cross

"Great job."

**Deborah Gambill** 

Altus AFB Oklahoma

"We covered a ton of knowledge in a short time. Ian kept us on track while making sure we could map the information to our jobs."

Harry Mayfield

KP Center for Health Research



"Great class, taught well and prepared me for the exam." Anonymous

"Instructor, Ian Walters, is very knowledgeable to teach this class and I would highly recommend the instructor led versus online training."

Alice Martell
Indian Health Services

"Great job!"
Daneele Shipman
Whitney Sleep

"This is the second time I have taken the class. I learned even more the second time with all the additional changes. The instructors give excellent examples and really keep you involved. Great job, Ian! ecfirst rocks!"

Yvonne Hanger Memorial Hospital

"Everything was great!"
Zulaika Rivera Rosado
UPR – School for Medicine

"The CSCS™ Program was presented by Ian Walters in a very organized and informative manner. Ian explained topics on our level and guided us through the course, noting the importance and guidelines to help us comply to all levels of compliance and security, Ian is very knowledgeable in his field."

Becky Bunselmeyer Memorial Hospital

"I enjoyed meeting Lorna and Ian which are great and knowledgeable instructors! I'll certainly have to send others on my team to future classes as well. Anyways, just wanted to send over a follow-up and thanks again!"

Nathan Gibson, CISA, CISSP, CPHIMS Director of IT Operations Privacy Officer WVMI & Quality Insights

"The CSCS™ class was a very efficient way to deepen my understanding of local, national and international regulations that govern data use. Thanks, lan, for doing a good job at helping us digest it!"

Nick Bradaschia Foxdale Village

"Enjoyed the class. The 'nuggets' of information gleaned from the instructors real world experience was the best part."

Kyle Schmiel

FICO

#### Client References & Testimonials

"The CSCS™ training course is a great way to get out of your normal routine and learn alternative regulations, compliance, and various industry best practices ranging from the U.S, Canada, Japan, and EU that you may not otherwise be exposed to within your roles and responsibilities or industry. This course can help enhance your knowledge and set your organization apart from others by taking your compliance efforts to the next level."

"Feel free to use these testimonials if desired but please only use my name and not my organization. As a nonprofit organization and government contractor, we stay vendor neutral and don't endorse any products or services. But I'm happy to provide the testimonials personally based on my experience."

"Taking this class has really opened and broadened my eyes on security. Ian did a great job on explaining and clarifying material presented."

Tony Slonaker

Crossover Health

"My experience at ecfirst has truly been a remarkable one." Kaushik Joshi

"Class was great. Ben was a very knowledgeable and excellent instructor." Joseph Blumenfeld Great Health Works

"This is the third training I have attended. At the rate information security changes, I enjoy the updated training topics!"

Christina Banta

Muscogee Creek Nation Dept of Health

"Big concentration of information, covered in two days. Going back with many ideas and lots of homework."

Rene A. Rivera Miranda Triple\_S, Inc.

"Well timed. I especially liked Ben's teaching style. Vegas was a great location." David Pyzik

Ancor

"Class was great, full of good content. Instructors were knowledgeable." Bill Hope Ancor

"Very informative. Super useful today." Kevin Williams Acuity Healthcare

#### Client References & Testimonials

"The CSCS™ class was packed with great information. There was a lot to learn but the instructors, Ben and Ian, made it easy and simple to learn and retain. I will definitely use this information in my day to day functions in my career."

Rebecca Hall

Providence

"Great knowledgeable instructors that made the class enjoyable!" Carmen Zavalza Skilled Healthcare

"Ben and Ian did a phenomenal job at delivering information that is often looked at as a foreign language. Their ability to keep the audience engaged and focused was done so naturally. It was apparent that these gentlemen are very well educated inside and out with security and compliance. I loved the class."

Leah Sanchez

El Rio Health Center

"CSCS™ Program, Great job – great course." Troy Kantner Solve IT Solutions

"Great teachers and information. Coming in with very little knowledge, I am leaving feeling very confident on the material covered."

John Hunt

Bora Raton Regional Hospital

"CSCS™ has been a fantastic course and a great learning experience."

Rick Garofolo

The Practice Mechanic

"Good information given in the CSCS™ program in an easy to understand method."

Brandon Hobbs

**Medel Corporation** 

"Ali and Ben did a great job describing all of the compliances in the CSCS™ course. I will recommend this to co-workers."

Brian Dappolone

Miles Technologies

"Excellent class! I was very happy with the content and especially having Ali Pabrai as an instructor."

Wyatt Scheiding

Health Alliance Medical Plans

"The CSCS™ class is very informative and thorough. Ali Pabrai is very knowledgeable."

George Morris

Chicago CSCS™ Public Class Attendee

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#### Client References & Testimonials

"The CSCS™ training was useful to understand the difficult options/regulations/programs that we can use to perform a security evaluation. Provides a big picture of what is happening and how it can be applied back home in Puerto Rico."

Saundra Cruz

Neptuno Networks

"The CSCS™ course provides a comprehensive foundation that a decision-making executive can use inputting together the puzzle called 'information security management'."

Patricia Calope

Outcomes Health/Allegra Health

"The CSCS™ Program is a wealth of information and is a great starting place for understanding compliance regulations and procedures for remaining so."

**Daniel Siefert** 

**Pro-Change Behavior Systems** 

"Coming into this CSCS™ course, I expected a great deal of rote migration with little application to my duties. Instead, I find a wealth of information that will allow my company to build a worthwhile and consistent foundation of institutional security. Mr. Ali Pabrai was very friendly and effective, especially in light of the difficulties he had even getting to the class here in Chicago."

Adam Neace

Healthware Systems

"This CSCS™ Program was very data rich. Overall the information was presented in a cogent fashion."

Glenn Westfield

Health Alliance

"The CSCS™ class is an exceptionally informative program. The information was clear, concise and easy to understand. The instructor covered all areas of the course material in a very interactive way. I truly enjoyed the program."

Elizabeth David-Nichols

AmeriHealth Carilas

"Lots of great information to take back! I cannot wait to start restructuring my Department with the information gathered in the CSCS™ program." Traci Nyre SCL Health System

"The CSCS™ class was very good and educational. The speaker was fabulous and kept me engaged the entire time. Mr. Pabrai is very knowledgeable and a wonderful presenter. I would highly recommend anyone who wants to get an overall picture of security compliances to take this course."

Bonnie Hamilton

Denver Health

#### Client References & Testimonials

"The varieties of security standards was covered in a concise way that tied everything together well. The CSCS™ program is beneficial to anyone working in information security or compliance."

lain Lumsoen Denver Health

"Excellent course. All knows his information in great detail and is a very effective presenter."

Chris Gebhardt

AMRG

"The information covered is excellent. I would highly recommend the course for anyone in a tech career."

Frank Huston

**ARTEMIS** 

"The CSCS™ course as taught by Chris O'Reilly is a very informative class. His knowledge of all areas made for a very smooth and efficiently orchestrated class. I would recommend this class to anyone wanting to make an effort to reach compliance." Brandon Floyd

**Ozarks Medical Center** 

"Chris was a great teacher! He kept the class interesting and gave a ton of information that I can use to better my security policy."

**Kevin Hosty** 

Cleverley + Associates

"ecfirst is dedicated to seeing its students succeed. The instructors are always looking for ways to make the information clear and succinct. I'm looking forward to applying this new knowledge in my workplace."

Alisa Bonham

elevate

"Complex information delivered in an understandable manner."

Jose R. Claudio

"Very detailed and thorough course; relevant to today's issues and helpful to an organization's corrective implementation processes."

Scott Dickinson

Family Medicine Associates

"The ecfirst CSCS™ Program provided excellent insight to various security regulations and best practice standards. The program facilitated side-by-side comparisons of the best practices & standards."

Donna Yeager

Hearst Business Media



"Good, practical overview of key security issues and policies."
Jess Coburn

"Great knowledge and learning about all the various standards and policies. Recommend the class to everyone."

Humayun Hag

Humayun Haq Jamaica Hospital

"The instructor for the CSCS™ Program seems very knowledgeable." Paul Hanson

CQuence Health Group

"The CSCS™ training program offered by ecfirst was very informative. Thank you."

James Stennett

COurse Health Croup

CQuence Health Group

"Good explanation skills. Instructor was knowledgeable and handouts were effective."
Vivin Purushothaman
CQuence Health Group

"I learned a lot about security standards and compliance. CSCS™ was a great course, great reference information and a knowledgeable and engaging instructor."

Brian Erdman

**CQuence Health Group** 

"Very well done, Ali Pabrai really is passionate about the program and it is reflective in his presentation about it."

**Burkley Stebbins** 

**CQuence Health Group** 

"A lot of content in the CSCS™ Program and was delivered very well."

Roger Hill

**CQuence Health Group** 

"Very good program. A lot of information and it was presented very well by Ali Pabrai." Randy Wobig, CIO

**CQuence Health Group** 

"Fantastic training. Was in control of all the subjects and has thorough knowledge." Ananth B  $\mbox{N}$ 

Hinduja Global Solutions

"Chris was very energetic and was able to connect with all of us very well. Trainer was able to relate instances with the topic to make it very lively."

Ateegur Rahman

Hinduja Global Solutions

#### Client References & Testimonials

"This program has been very informative. This has helped me understand the concepts of Compliance and Information Security. Also given insight into a whole new side to the importance of Cyber Security. I would definitely refer/recommend this program to a lot of corporate professionals to enhance their knowledge on Information Security." Melissa Roberts

Hinduja Global Solutions

"The structure of the workshop is good and the facilitator (Chris) is excellent with his knowledge and facilitation skills."

Gautam Mohata

Hinduja Global Solutions

"Overall a good experience. Chris helped us a lot. His patience, humor, and experience kept the show going. Learned a lot about standards, laws, and case studies."
Rudra Mishra

Hinduja Global Solutions

"This is a great program covering various useful compliance standards in one sitting. It could be better if the duration of the training could be revised considering the large amount of information that's covered as part of the CSCS™ program. Thanks to Chris for an interactive training."

Saranya Ganesh Hinduja Global Solutions

"This program brings together various international standards, US state legislation and acts. The course material is well researched. The trainer, Chris O'Reilly, brought in his vast experience as a IT professional, shared anecdotes and stories from his career with humor and kept it interesting. This is a very unique program that provides a good exposure."

Nandakumar Hinduja Global Solutions

"A wonderful training with loads of information which helps build compliance in an organization. Chris is a wonderful person full of energy and humor. Overall, a wonderful training."

"The CSCS™ program was really detailed, covering a varied range of International standards and US requirements related to Security & Compliance. The course material provided to us during the program was really helpful. Our instructor, Chris O'Reilly, is a wonderful person, a phenomenal teacher, and his vast experience has helped us learn the standards in a simplified form. I really enjoyed the examples that he shared with us." Meenakshi Chopra

Hinduja Global Solutions

#### Client References & Testimonials

"The Certified Security Compliance Specialist™ (CSCS™) program has enabled us to establish a very knowledgeable Compliance Focus Group which helps drive our corporate compliance initiatives. Without the energy and enthusiasm that Ali Pabrai brings to the classroom this would be a very difficult subject to teach to non-security professionals but his knowledge and delivery technique ensures that nobody gets left behind. For the security professionals in the room, there is still more than enough content to keep them interested and the structure of the course is such that there is plenty of time for side-bar discussions on company specific case studies thus bringing

"real life" to the classroom and well thought out solutions back to the business." Ian Walters, CHP, CSCS™ Information Security Director The SSI Group, Inc.

"The information presented in the CSCS™ Program was very detailed and comprehensive. The presentation was extremely well done." Garin Danner The SSI Group

"I was very impressed with the CSCS™ Program. I felt the instructor was very knowledgeable on the subject matter and was very engaging. A very professional presentation."

Mike Wall The SSI Group

"Great information in the CSCS™ Program and a very engaging speaker." Scotty Johnson The SSI Group

"Considering the amount of material covered in the CSCS™ Program I was very satisfiers with the presentation. I enjoyed the interactive discussion as well as the reference material to our business."

Jason Huff The SSI Group

"ecfirst provided a very detailed, comprehensive and engaging CSCS™ class. It covered many of the industry requirements and frameworks applicable to our business. The professional presentation will be a valuable reference in improving our business." Owen Lyons

The SSI Group

"The instructor Ali Pabrai covered a lot of material over a two-day period. The CSCS™ class has been a great resource on knowing where to look. It has also spawned a lot of thought on what SSI is doing right, and what needs to be done."

Tommy Walley

The SSI Group

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#### Client References & Testimonials

"Excellent course (CSCS™ Program)! Provided lots of direction useful for product engineering."

**David Butt** 

The SSI Group

"The CSCS™ Program was very thorough. A lot of information was covered in the two-day class."

Bradley T. Savin

The SSI Group

"Thank you! Tough material to present considering the volume and time allowed but it was delivered in a very easy to understand, and easy to follow way. I am excited about the additional information I now have about compliance and cyber security."

Susan Scott

The SSI Group

"Excellent introduction into the subject matter. Ali Pabrai was extremely helpful and put the subject matter and concepts into context."

**Bryan Pearce** 

The SSI Group

"I believe the diversification with the type of employees who attended the CSCS™ Program made for a great discussion."

Donna Cooper

The SSI Group

"Information discussed in the CSCS™ Program was very informative. The instructor Ali Pabrai kept the course lively and interesting, even during portions of content that may be considered 'dull'."

Andy Childs

The SSI Group

"A wealth of information for a two-day course (CSCS™ Program). Great information and a lot of it."

Diane Brooks

The SSI Group

"Everything was put together well in the CSCS™ Program. Material covered everything that we needed. Very well done job!"

Scott Irwin

The SSI Group

"CSCS™ is a great program that provides a good overview of various IT Security guidance from government regulations, industry guidance/policy/standards. Saves my team a lot of research time and have all the information in one manual." Kevin Ngo



"The CSCS™ Program covers the ever changing landscape of compliance in an efficient and brisk manner. The expertise transferred by Ali Pabrai during this course was invaluable and applicable on a daily basis."

Alan Cook

The SSI Group

"The CSCS™ course organized a sea of information on cyber security and compliance to easy understand and memorize format. Thank you!" Eleanor Lee

"The CSCS™ Program has clarified or shed light on the specific steps that we'd have to take to generate a process narrative for HIPAA."

Shano Fonseka

"Chris is a very thorough instructor. He is very willing to provide guidance and help to understand all the principles in the class. Chris goes the extra mile to provide extra links and resources to help everyone get a better understanding."

Charles Lee

"The instructor, Chris, delivered many examples in reality. It's quite helpful. He teaches the class in a fun way so that the attendees are paying more attention to the class. The materials are very helpful."

Yi-Wen Chang

"The CSCS™ class is very informational and will be helpful in my daily job. The class material and expertise of the instructor is exceptional and beyond my expectations. All the class materials are very well organized and the instructor presents and relays the information very realistic and up-to-date to prepare our company to comply with regulations."

Adrienne To

"The class added a lot value for us especially Chris did a lot of research and gave us a lot of detailed information. Chris is a great trainer and he is very well organized and well prepared. He gave us a lot of great information we need and go beyond that." Wing C Hon

"This is the first vendor offered compliance class. It gives me an overview of list of regulations/standards and their structures even details like control levels. I can adopt the concept and implementation information and apply to my job immediately." Helen Sun

"Ali Pabrai provided an extensive view of key information security frameworks and emphasized the concepts we could use in our compliance programs." Gerald W. Beche, Jr.

Argus Health Systems

#### Client References & Testimonials

"Received a wealth of knowledge that may be applied towards my company and its security. Ali Pabrai is extremely passionate and keeps the intensive CSCS™ course interesting. His "can do" attitude is infectious."

Chalice Morgan

The SSI Group, Inc.

"I really appreciate the instructor's teaching technique. Out of all the classes I have attended, this is by far one of the best I have participated in. Excellent job!"

Jennifer Hale

**HCA Parallon BPG** 

"Ali Pabrai's presentation was dynamic and very informative. A lot of information was covered and was focused on much needed topics. Compliance and security measures are changing daily. Therefore, programs like CSCS™, are much needed." Jennifer Washington

MS, Division of Medicaid

"The information delivered was helpful. Definitely felt that I was now more aware of my organization's overall responsibilities and areas we need to address."

Stephanie J. Evans

MS, Division of Medicaid

"Definitely achieved the purpose of participating in the CSCS™ class. As a cloud services company, we are directly affected by the changes and regulations of the healthcare industry. Having this information will greatly help in the structuring of our compliance program."

David Lozano

Host IT Solutions, Inc.

"The CSCS™ class was very informative and helpful. I have enjoyed all the very active participation and dedication throughout the two days. I have gained a lot of knowledge about HIPAA compliance and information security."

Vishnu Duruulu Reddy

Prime Healthcare

"The material in the CSCS™ book is well organized. Ali Pabrai did a fantastic job of keeping the class engaged by both his knowledge of the material and his sense of humor. Excellent class + instructor."

Chris O'Reilly

"The CSCS™ certification class was very informative. Ali Pabrai did a wonderful job! I will take the knowledge gained back to my company."

Tamekia Lee

**HCA** Healthcare

#### Client References & Testimonials

"The CSCS™ Certification Program was invaluable for our info sec training. Ali Pabrai is truly a subject matter expert in the field. His knowledge of information security enhanced the learning environment."

Michael Lehman SMB Enterprise

"CSCS™ is a great course in learning and exploring the elements of information security regulatory requirements. I would recommend the CSCS™ Program to those have a role in IT Security or IT Compliance."

Furney Browne Plante Moran

"CSCS™ is a very good program. Lots of detailed information. Very well presented. You can tell Ali Pabrai is both knowledgeable and passionate about the subject matter." Carlo Terlizzi

Vantage Oncology

"The CSCS™ Program was an excellent overview of security, the different standards and discussions on how to address solutions. I am looking forward to implementing what I learned and passing along this knowledge to my company."

Damien Gagnon

Cogent Works

"It was really a great experience learning and listening about how organizations are implementing policies and the resulting changes. Ali Pabrai is a great teacher and instructor. His knowledge is tremendous and really helpful for all organizations in a fast growing technology world."

Prabhu Bollu

St. Rose Hospital

"Very detailed explanations; the instructor was clear about information delivered. Relaxed environment. Straight to the point."

Kathy Wang

**Dental Health Services** 

"A great deal of information was covered in the CSCS™ Program and ALL useful, as well as applicable! Materials provided with the course are a great reference. Will refer to this over and over in the future. Ali Pabrai was a great instructor."

Joey Sharpe

ISG

"The CSCS™ Program was fantastic. A lot of information and extremely informative! Every company I have worked for can use this information."

Dan Messerschmido

Purfoods, LLC



"Very good presentation." Joe Cannizzaro Dental Health Services

"Enjoyed the CSCS™ certification class. The instructor broke down complex IT language into understandable information. He was extremely knowledgeable about all areas covered."

Nathan Wilson

MS, Division of Medicaid

"Ali Pabrai is at his best when teaching! He's dynamic, clear, fields questions well and encourages discussion. This class is valuable for newbies and those of us who are HIPAA compliance veterans!"

Sherri Henkin

"For tough to teach topic, Ali Pabrai had great presence of knowledge. He was very helpful to suppress student conversations as they led to some invaluable information. Good job!"

Kyle White

MCS

"Ali Pabrai presented the information for the CSCS™ certification class in a great way. There is a lot of information to cover and he was able to do it in a way that made it understandable and clear."

James Dunham

Simmon Foods

"Excellent material was delivered in a way that I can able to understand and process." Joseph Nelson MPHI

"Absolutely wonderful instructor. Made a very compliance subject much easier to understand! Will highly recommend for future students."

Jeffery Decker

CCMH

"We very much anticipated our participation in the program. Enjoyable experience. We will be sending additional staff to training sessions. Was a great review." Stephen Kennedy

State of MS, Division of Medicaid

"Good job covering a lot of information in a short time."
Jeff Mugleston
Cogent Works

#### Client References & Testimonials

"CSCS™ is an excellent and an eye opening program. The instruction and content is by definition, "World Class". I highly recommend this certification course for any security and compliance minded professional."

Jeff Cox

intelliHealthIT

"Excellent training material. Exceptional presentation. Awesome case studies/examples."

Dr. Santosh Kumar Guptha M., CEO Medesun Healthcare Solutions

"The instructor was very good in delivering the content. The CSCS™ course was excellent."

Prashanth M.

iMedX Information Services

"Great insight into various aspects of information security and compliance. Pabrai's knowledge on these areas is immense and delivery was world-class. A MUST ATTEND for individuals and professionals who would want to be more knowledgeable on security compliance."

Satish Narayanan, CEO

ForceOne Secure Computing

"A good program that helps responsible executives in the organization connects the dots and look at information assurance as a topic of leadership discussion." Venkataraman S.

Columbia Asia

"One of the best training attended. The best security and compliance training program. Acquired good knowledge and well worth attending. Took security knowledge to new level."

Dr. T. Raghu Vardhan

"A program that enlightens and encapsulates various information security requirements, an organization should consider before adoption. Highly recommended for C-level executives."

Ashokkan Somuveerappan

Columbia Asia

"The program was very interesting. The program helped me gain more knowledge about international regulations and standards, as well as U.S. regulations. Mr. Pabrai provided clear cut explanations about global information security standards."

Vijealakshmy, CHA, CHP

Pabrai India

#### Client References & Testimonials

"An excellent insight into the compliance aspects of all standards and regulations of various countries, including HIPAA. Excellent delivery and knowledge imparted along with sharing best practices. Look forward to implementation of these standards in the USA."

Shekhar Gadekar Quality Edge

"Thalaiva! You are great, Mr. Pabrai! The CSCS™ Program is absolutely a very good program."

S. Yuvaraja

Pabrai India

"Excellent resource! The CSCS™ course takeaway for me was a detailed introduction and association of relevant security regulations. The frameworks for implementation will help in a long way. Thank you!"

Sudeep Reddivari

Columbia Asia

"We were happy to attend the CSCS™ training programme which has given me the best understanding about different type of security standards. The importance of security is growing in the fast paced, competitive world. Thanks to Mr. Ali Pabrai and ecfirst for taking the initiative to conduct such a programme."

Dr. Sashikanth

Medesun Healthcare Solutions

"Very informative and elaborative syllabus covering vital areas of security. The program has the basic information required for all stakeholders of a company in terms of information security. Mr. Ali Pabrai taught the topics in a very analytical and impressive manner."

Dr. Subash Gundla VISION 2K+ Inc.

"The CSCS™ Program has given a detailed picture of the various security compliance acts/guidelines from various countries and industries. The training provides various scenarios for companies to comply with mandatory requirements. A VERY GOOD PROGRAM!"

K. Prasad

Columbia Asia

"I have never experienced such a good program before! Got great knowledge about various areas of security standards. Thanks to Mr. Ali Pabrai for conducting this programme in Bengaluru!"

P. Saptagiri

Medesun Healthcare Solutions

#### Client References & Testimonials

"The sessions have been conducted in a very lively and interactive manner by Mr. Ali Pabrai. The high points through all sessions were the clarity of thought, logical sequence of ideas, concepts and many examples from real world situations. I have been thoroughly impressed by the quality of delivery and content in all the sessions from start to finish. The best training program I have attended in a long time!"

S. Krishna Kumar

Independent Security Consultant

"The session was very good. I learned a lot and gained knowledge about security. Ali Pabrai taught the class well."

O. Priyadarisini

Pabrai India

"The CSCS™ Programme was really very interesting. I learned about PCI, NIST, HIPAA and associated standards. Thank you!"

S. Indumathi

Pabrai India

"It was a very interesting session and the information shared is very useful and critical for the information security strategy implementation for any organization. The learning gained from these two days is highly valuable and important. Will replicate the same to reinforce security and compliance in my organization's information security strategy. Will propose to engage ecfirst for auditing the information security policies and procedures currently in our organization and to help us improvise the same."

Yatendra Kumar

**Gokaldas Exports** 

"The CSCS™ Program is extremely helpful to learn the standards which are prevalent, including HIPAA. It also covers the security regulations in other countries. The presentation was very informative and interactive. I am grateful I had this opportunity to attend this class."

Jeevitha

Pabrai India

"An excellent programme! Learned about international security standards and how to implement in our organization."

Sai Kiran M.

VISION 2K+ Inc.

"Very helpful programme to understand and implement compliance related requirements in our organization."

VISION 2K+ Inc.

"I appreciate the course and its content. The instructor expended efforts to highlight the security importance of data with respect to the organization."

Dr. M. Murali Mohan

VISION 2K+ Inc.

### (e)cfirst

#### Client References & Testimonials

"We are very happy that ecfirst is available to us here in our country. India is a major outsourcing hub for BPO for many USA firms. Firms here may not have sufficient knowledge on compliance and security measures. The CSCS™ training programme has given my firm and my team extensive knowledge and a head start towards compliance and security. We are grateful to Mr. Ali Pabrai to take the efforts to come and teach in Bengaluru. We are very, very happy with the programme. Mr. Ali Pabrai you are the best in class!"

P. Anil Kumar Samuel Moses VISION 2K+ Inc.

"The 2-day CSCS™ Program provided more relevant information than what you can typically find in a 5-day course. Topics discussed and material provided have given me a framework that I can take back to my organization and build our security strategy upon."

Karen Lentz

Common Ground Healthcare Co-op

"An excellent program which is well designed. Covers all areas related to security standards and regulations. The programme describes every standard and regulation from a current business perspective. The programme has already led to us thinking about reviewing several areas in our organization. This will certainly enable us to comply with security standards used by our clients across the world, especially USA. Mr. Ali Pabrai is an excellent trainer!"

Sowmitra Deshmukh

VISION 2K+ Inc.

"The CSCS™ Program is well organized, well thought through and thorough. I was impressed with Ali Pabrai and ecfirst's breadth and depth of knowledge. I feel confident that this course has empowered me to utilize this knowledge effectively in my organization."

Chris Nichols

**Derick Dermatology** 

"Ali Pabrai is a great teacher. A lot of information. I learned a lot and it was a great class."

Gayla Aman

Simmons Foods

"There is a lot of valuable information presented in the CSCS™ class." Gail Trautmann

"Great class. Lots of information. I have a much better understanding of what is required for HIPAA security compliance."

Linda Jenkins

Simmons Foods

#### Client References & Testimonials

"I am very new to this material. I appreciate the organized manner, both written and the instructor's presentation."

Joe Cini

**Automated Health Systems** 

"CSCS™ class has great material and teacher." Annjanette McHart Unity Point Health

"Most comprehensive program ever attended. Pabrai is very engaging. Covering all these regulations over a period of two days is a feat by itself. I highly recommend this to every ISO out there."

Suresh Krishnan, CIO

Loretto Hospital

"The amount of material was a bit daunting. The pace was fast but not overwhelming. The presentation style was excellent; informative, while still being interesting and even humorous at times. I hope I passed the exam! Even if I did not, I learned a tremendous amount of information that will be instrumental in designing a BC/DR Plan and working towards HIPAA compliance. This was one of the most useful classes I have taken!" Keith Lancaster

WKU Health Services

"A lot of good information in a short period of time." Beth Wilson

Unity Port Health

"The CSCS™ Training Program is full of useful information. Although a lot to learn over two days, the book will be a great resource."

Shannon Pepper

INETU Inc.

"I thought the 2-day CSCS™ class was presented professionally and very well done. Enjoyed Ali's personable manner and his obvious expertise in the subject matter. I feel my company received a very good return on their educational investment." Jennifer P.

CSCS™ Program, June 2013

"Very comprehensive. I enjoyed the presenter's enthusiasm and industry savvy. I will definitely recommend this program to my peers in compliance."

Michele N.

CSCS™ Program, June 2013

"I thoroughly enjoyed the CSCS™ program presented and learned invaluable information that will assist my job duties as an IT Compliance Analyst. The instructor was incredibly knowledgeable in the areas of compliance and cyber security methods." Steve M.

CSCS™ Program, June 2013



"I have been involved with information security and compliance for over 20 years and this course is the best I have seen in tying together all the competing requirements and regulations in the area."

Doug B.

CSCS™ Program, June 2013

"Ali did a fantastic job!" Tiffany B. CSCS™ Program, June 2013

"I thought the program was very detailed and covered a lot of information successfully in a short amount of time. This was all new information, so it was overwhelming. However, I appreciate the instructor going back and re-emphasizing the key points." Akshita T.

CSCS™ Program, June 2013

"This is an excellent course (CSCS™) on compliance and IT system security. I thoroughly enjoyed and learned so much from exposure to the current regulation around system security, the major standards and guidance available to help organizations comply with the regulations, and inside tips on working as a compliance specialist. Thank you for a highly interactive and engaging session!"

Thanh-Thien N.

CSCS™ Program, June 2013

"The CSCS™ course materials were very good, structured well and comprehensive. The instructor, Ali Pabrai, was very good and knowledgeable. He was very open in addressing questions and aligned with our organization's needs." Jim W.

CSCS™ Program, June 2013

"First-rate information delivered by a top-notch instructor! If security compliance is a part of your responsibilities, you must attend this course."

Curt Schatz

New Mexico Cancer Center

"I want to convey my thanks for the CSCS™ class last week (Dallas, TX – Instructor-Led). It was an incredible experience and Ali Pabrai was a fantastic instructor. There is so much information to absorb but the pace wasn't overwhelming and I came out with an exponentially higher amount of knowledge than going in. I don't know that I can make that claim regarding many other classes I have experienced."

Curt Schatz, MBA

NMHIMSS President

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#### Client References & Testimonials

"Prior to this course I had little knowledge of Security Regulations that affected healthcare. After completing this course, I have a very well rounded knowledge of what affects my business and understand what is needed. I can go back to my agency and feel confident in addressing risk."

Aimee Bertrand Schumacher Group

"It was great having an overview of several industries in one class. If you are in a company that works with several industries, this class is vital. It helps you understand the requirements faced and define your expectations."

Dani Williams

"The training was very organized and the teacher was well prepared. Great information that will be useful for our company."

Kristi Thibodeaux Schumacher Group

"Mr. Pabrai was very detailed and made the class entertaining. The class helped me with the understanding of PCI, ISO and other standards that I was originally unaware of."

Christopher B. Nash Highland Clinic APMC

"Highly relevant, highly informative class! Ali is a wonderful instructor and has a wealth of knowledge and experience in HIPAA and information security filed as a whole. This class is a must for any information security professional. Highly recommend!" Lynn Gibson

East Keep Security

"This has been a great class, very good Instructor with lot of knowledge on the topics." John Chou Slalom Consulting

"This was a fast paced review of many security compliance frameworks including COSO, NIST, COBIT, PCI-DSS, and ISO. The program was valuable to me as my organization is in the process of implementing a HIPAA compliance strategy. I can now enhance our chosen NIST framework with the best from COSO, ISO, and COBIT." Randy Surratt

Conceptual MindWorks

"The CSCS™ Course was excellent in that it covered a large amount of information very thoroughly in a very short period of time. Mr. Pabrai is a subject matter expert and was able to immediately answer any question I presented."

Ryan Heckman

"Very detailed material." Sai Shankar Slalom Consulting



"Gained valuable information in a very short span of time. Very well done ecfirst!!!" Slalom Consulting Attendee

"This course has given insight to security aspects and actual challenges that needs to be adopted in any organisation. Very informative facts and context shared. Definitely elated about the knowledge shared by Mr. Pabrai."

Nikhil Ranjan Nayak

Apollo Hospitals

"Ali is a wonderful instructor, knowledgeable and was able to explain very technical, and sometimes confusing materials, logically that made sense."

Slalom Consulting Attendee

"The instruction and the training material were practical. I gained more knowledge in compliance by the way the Instructor delivered the content. My heartfelt thanks to Mr. Ali Pabrai and ecfirst for conducting such a wonderful training program."

N. Sasikumar

EpiSource India Pvt. Ltd.

"Overall the program gave us good understanding about various compliance programs with global examples. The strength of this course is that is covers key areas and is very informative. This will definitely be useful as I continue my journey towards security and compliance. Thanks to Ali for presenting in an understandable manner."

A.H. Mohamed Salish

EpiSource India Pvt. Ltd.

"The course is really very good and useful. Thank you very much for the course."

T. Brindha VijayaNandhini
Pabrai India Pvt. Ltd.

"This course is very good with lots and lots of information on security and compliance. After finishing the CSCS™ program I feel it is going to boost my career in many ways and help me to get into the next level of my work. I am very impressed by Pabrai's way of presentation. He made it easy for me to get into the subject area." Sunil Clement. K OBSS

"When I go back to my work, I now better understand how and why security and compliance is important for an organisation. It was a very good launching pad for me personally. I would want to register for similar courses in the future with ecfirst." S. Neelakanth EpiSource India Pvt. Ltd.

#### Client References & Testimonials

"Overall I found the course was very useful. Lots of learning and now the work starts for us to implement this in our organisation and also educate others in the industry on the importance on IT security. Mr. Pabrai explained it very well, especially, when there is significant course material to be covered in two days."

Tapesh Kumar Agarwal Meddiff Technologies

"It's a wonderful training program covering the securities compliance regulations and standards. The way Mr. Pabrai provided the training was just awesome."

R. Saravanan

EpiSource India Pvt. Ltd.

"This is one of the most valuable courses I ever attended. Further, the information provided in this course is the most valuable resource for me to support my current organisation implementing and sustaining the information security and compliance. This will definitely help me to explore more information related to the topics I learned in this course."

Nanda Kumar

EpiSource India Pvt. Ltd.

"Ali presented the information in terms that I could understand and follow along with. There was a lot of information shared and the manual was well structured to follow and refer to."

Brian Bille

Schumacher Group

"Very well taught class. Ali Pabrai was engaging and prepared." Jemmy Martin Schumacher Group

"Offered a wealth of information and insight into compliance mandates."

Kellen Flott

Schumacher Group

"Presenter was enthusiastic and energetic. Great projection and involvement. Material very helpful and well laid out. Great session!"

Amy Frederick

Schumacher Group

"The class was very informing and very well taught."

Roderich Mcmiller

Schumacher Group

"Very informative. It was a lot of information in short time. I have a lot or reading to do." Junes Bron

Schumacher Group

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#### Client References & Testimonials

"I felt like the course was very thorough and the instructor was extremely knowledgeable. He was able to cover the course material in time. We have much to build on with the information from this course."

Giuseppe Setaro Schumacher Group

"Ali and Lorna were fantastic at making a topic generally regarded as uninteresting, interesting. We covered over 700 pages of content in 8 hours so it did feel a bit high level and rushed. Overall the training was beneficial and terrifying."

Brian Lavin
Schumacher Group

"Having attended other training events, I'm thoroughly impressed with both the instructor's ability in keeping the class engaged and the consistent delivery of information. Made retention easier."

Steven Waskey

Mid Florida Community Service, Inc.

"ecfirst provides the most comprehensive overviews of HIPAA Privacy & Security that I have seen in my 10 years as a Privacy Officer. The training is not only thorough but relevant to today's industry standard. ecfirst has the most up-to-date guidance on the latest regulations and publications within days of the release. Thank you ecfirst for challenging my brain and influencing my future."

Elizabeth Fair

Indian Health Care Resource Center

"I now understand information security and its impact it may have to the organization." Ron Motiram Sentry DS

"I recently attended the CSCS™ class taught by Ali Pabrai. I am familiar with HIPAA, PCI and SOX, but it has been a few years since I worked in the SOX and PCI areas, so I was happy for a refresher."

"Ali is a wonderful instructor, mentor and cheer leader. Although the class is 2 solid days of lecture, Ali was energetic, engaged and demonstrated his interest and care for his students throughout the class. He encouraged class discussion, while at the same time, keeping us on task to learn what was needed to pass CSCS™ certification. Although I was sceptical that I could pass on the first attempt, I was pleasantly surprised. I attribute my success to the many hints and tips Ali shared throughout the class."

"I highly recommend this class to both the novice and experienced practitioner of compliance."

Marcia Arrow, CISA, CISM, CSCS, CHP

#### Client References & Testimonials

"Course provided assistance with the many different security standards. This course is a great resource for knowledge and materials about information security requirements. Well worth the time and effort to complete."

Karen Chrisman, Staff Attorney & HIPAA Privacy Officer GOEHI

"A lot of information was delivered in a very short time. Trainer is knowledgeable, extremely articulate and also made the information very interesting. Thanks so much for a job well done."

Denise Hart Independent Contractor

"Although there was a lot of material covered, the CSCS™ course is presented in a very clear manner. It took the main points of the various, important standards and related them to other standards - not in a way that would imply one was better but in a way that implied organizations should base their actions and plans on the needs and acceptable risks of the organization."

Robert Hillhouse

University of Tennessee, Knoxville

"This was an incredibly helpful and information class. Pabrai's energy sure helps to get us through the intensity and pace of the class!"

Sandra D. Lindsey

University of Tennessee

"Many would consider compliance a boring subject but Pabrai has made it thoroughly exciting and cool. Go ecfirst!"

Terilyn Aichimayr

Denver Health

"I was hoping to find out what I didn't know. Pabrai did not disappoint and apparently I didn't know a whole lot. The CSCS™ course has given me a great foundation to build on."

Donald F. Lee III, Director of Software Development Algonquin Studios

"Every compliance and security professional should take the CSCS™ course. Be warned! You will be drinking from the fire hose for the very intense days."

Keith Thibodeaux

The Schumacher Group

"Excellent two-day course. Good reference materials - will use again. Great presenter/expert. Thanks."

Susan Cunningham

Kaiser Permanente

#### Client References & Testimonials

"Very useful class. Good review and preparation to take the final exam. Lots of class engagement."

Robin Ornata

Kaiser Permanente

"Really enjoyed material. Instructor was knowledgeable and a delight. Great HIPAA Final Rule Summary. Logical, instructive and valuable class. Helped me associate various frameworks and regulations all in one sitting. This is a compliance wine tasting!" Jill Wisemein

Kaiser Permanente

"Ali Pabrai was a very effective trainer of the CSCS™ program. I learned a lot and have taken most of the information to be used in my job role."

Cora Durham

Kaiser Permanente

"I was surprised how much I learned in the 2 quick, yet thorough days of intensive learning. Excellent overview of regulatory compliance and security."

Marcia Arrow

"Ali Pabrai was a very informative and knowledgeable instructor. Ali knows the material without looking to notes or books or the class. This is a nice to have in an instructor. You could hear his experience coming from his life, work examples, and instruction. Thank you Ali for allowing me and all of us to gain knowledge from you and through you."

Jack Medford Prime Healthcare

"Good presentation. Lots of information." Linda Cobbert

Prime Healthcare

"Good information. Cram session. Helps that Ali Pabrai has a sense of humor to keep our attention to the terabytes of data being delivered."

Martin Cardova

Centinela Health Medical Center (CHMC)

"I appreciated the content of the CSCS™ course. Tools of books and slides were excellent. Presenter's enthusiasm and atmosphere created was great. I had many takeaways in assessing my own environment. Thank you!"

Cindy Mullins

Saint Mary's Regional Medical Center

"Ali explained about security, breaches, policies in the CSCS™ class. It was really very helpful to gain the knowledge."

Sandeep Rademi

Prime Healthcare

"Ali was great and the information was delivered in a logical fashion in time." Sujeethnath Lingutla Prime Healthcare

"The instructor, Ali Pabrai, was awesome. He made the class fly by. Very entertaining and I was actually able to retain much of the information."

Monica Rendon

San Dimas Community Hospital

"Class had a lot of information. Instructor was great at keeping my attention. I felt he did an awesome job. The class went by very quickly and he provided a lot of information." Summer Guzman

Montclair Hospital

"A lot of great information. Great presentation." Yvonne Ramos

Prime Healthcare

"Good class."

Don Carr

Prime Healthcare

"There was a great deal of valuable information presented. Good energetic presenter." Tammy Van Bockel

Prime Healthcare

"Thank you for excellent training of a complex topic. Very interesting." Marcella (Iris) Anderson

**Desert Valley Hospital** 

"Ali's enthusiasm for the subject of information security made learning the information pleasurable and memorable. He presents the information as living information, not dry facts."

Catherine Mathis

West Anaheim Medical Center (WAMC)

"This course has made me aware of security issues that need to be in a plan to ensure security controls in our environment protect confidential information."

Joe O. Leal

Prime Healthcare

"Presenter is very knowledgeable of subject. I appreciated references to specific applications within our organization (Prime). Very personable and approachable. This was a lot of information in a very short amount of time."

Tamara Bradshaw

Saint Mary's Regional Medical Center



"Felt the teacher was excellent." Mary T. Rogers Roxborough Memorial Hospital

"Instructor was very good and knowledgeable."
Mike Guglianoir
Prime Healthcare

"The presentation was first class and knowledge of content was informative. I would recommend this class as it provides relevant information to protect an organization and also provides individual professional growth. Best of luck my man. You were great!!" Solomon Eboigbodin

"Ali Pabrai is an excellent speaker."
Patty Canter
Prime Healthcare

"The class was very informative. Ali Pabrai is a great speaker who is knowledgeable on the topics he is teaching. The content was very good. He ensures the class understands the concepts."

Tammy Deras

**Desert Valley Hospital** 

"The class was very intuitive. The instructor took the time to explain each module clearly while continuing to highlight exam topics."

Vik Mahan

Prime Healthcare

"CSCS™ is a very good program."

Eraie Pino

Prime Healthcare

"The CSCS™ Program was very informative. Enjoyed the speaker and his presentation."

Teri Murphy

Pampa Regional Medical Center

"CSCS™ is a great course. Very well organized and presented. Speaker Ali Pabrai has exhibited his wealth of knowledge. I am glad I was a part of the class. Thank you Ali for your time and for sharing the experience in relation to the subject and also for personally teaching the class. Very good sense of humor."

Uma Mahesh, CISSP

Prime Healthcare

"Very good information and I understood why Privacy Officers should be aware. Ali Pabrai is a great speaker."

Nancy Fett

La Palma Hospital

#### Client References & Testimonials

"The instructor was very knowledgeable about the content as well as a good presenter. He was able to disseminate a large amount of material in a fast paced, informative manner. Thank you Ali."

Joy Patton

Prime Healthcare

"The class provided a great detail of information. All completed the class with high enthusiasm and wonderful attentiveness. I very much enjoyed the class."

Barbara Barron

Lower Bucks Hospital

"Ali was very effective in providing accurate and applicable security information needed."

Steven Kane

Lower Bucks Hospital

"The CSCS™ Program is very educational and well rounded. It moves at a fast pace. The instructor did a wonderful job at keeping everyone with him."

Sarah Velez

Prime Healthcare

"I very much enjoyed listening to Ali Pabrai. Very funny and informative. It was a lot of information but his confidence in us and reassurance made it much more bearable. I enjoyed all the information and knowledge we obtained."

Edelma Urquieta

"This was a very in-depth class. The instructor presented the information well." Jason Williams West Anaheim Medical Center

"Presentation was very good. I learned a lot. Content is very detailed." Shari Mitchell
Dallas Medical Center

"Pabrai's presentation style is excellent. His combination with subject mastery with humor keeps his students engaged and entertained. I would recommend this CSCS™ class to other colleagues."

John Ware

**HCA** Healthcare

"I believe the CHP+CSCS™ training is an invaluable way to understand the policies and procedures behind information security. The emphasis on healthcare and government networks helped, as that is what my focus is. Thank you Lorna and Ali for facilitating my course of instruction."

Ferdie Santos

Naval Special Warfare, U.S. Navy

#### Client References & Testimonials

"Ali Pabrai is an expert on these topics. Very well done. Enjoyed following slides in CSCS™ book. Kept material entertaining but still emphasized key points and ideas." Natasha Pabrai

"The CSCS™ course was very educational and the instructor, Ali Pabrai, was very resourceful. I recommend the Program to any organization in Ghana. The course content was very useful to me and my organization. It will help improve NHIA IT security." Foster Kofi Awudi

National Health Insurance Authority (NHIA)

"The CSCS™ course has given me an in-depth knowledge into IT security requirements, regulations and legal frameworks. I am responsible to impact my organization for security and protection of client information at hospitals and all departments/units. This is a very important course for us as a nation. I would recommend it to all countries in this region of Africa."

Richard Kugre Gubillah

Ghana Police Health Service

"Ali Pabrai is a very good instructor who took his time to teach us all that will help us become good security experts in our line of work. The CSCS™ Program is a very good program that educates all the participants about the current trend in information security worldwide. ecfirst must keep up the good work!"

Kwaku Kwabi Appiah

Ghana Health Services (GHS)

"Ali Pabrai has demonstrated that he is an experienced security expert. ecfirst has a good instructor in Ali Pabrai. It is my wish that such training be extended to other agencies in Ghana."

Augustine Kwame Acheampong Kemfo Anokye Teaching Hospital

"The resourceful person, Ali Pabrai, should be commended for the able manner he taught the various topics."

Amadu Ali

National Health Insurance Authority (NHIA)

"After studying the book and the related documents on CSCS™, I found it to be quite difficult. However, after intensive instruction, I now have a full understanding of several security standards. It has fully opened my mind to security and especially security practices outside my country. Kudos to Ali. Kudos to ecfirst!"

Harmond Nii Sarkwah

Ghana Health Services (GHS)

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#### Client References & Testimonials

"Ali Pabrai has been a wonderful instructor. He used his experience to make the CSCS™ course very practical and lively. He has a good sense of humor that sustained the interest of the class throughout the period. The instruction has laid a good foundation for the building of information security policy for the health sector in Ghana. The instruction was exceptional."

Agyemang Karikari Marfo Ghana Health Services (GHS)

"The entire CSCS™ course although new in my domain, was very useful and will me in my career as a Certified Fraud Examiner. I have learned how information security is key to the success of any every assignment. This Program will help me a lot in my work." Emmanuel Kimpong

National Health Insurance Authority (NHIA)

"I have been in IT for years but the CSCS™ Program has enlightened me on so many things about IT security that I had taken for granted. This has increased my knowledge and judgment to be wise about everything related to security to protect the organization I work in effectively."

Emmanuel Abrah Adjei

National Health Insurance Authority (NHIA)

"CSCS™ is a good course, though Ghana is not yet in tune. We hope to start in our own small way to address challenges in this area."

Erica Edem Senayah

National Health Insurance Authority (NHIA)

"The CSCS™ Program taught me the need to keep confidentiality and integrity of personal health information sacred. I now better understand why certain information must be secured with additional safeguards."

Rebecca Akatue

National Health Insurance Authority (NHIA)

"The CSCS™ course is good. I recommend it for every organization that is concerned about protecting information about their customers."

William Omane-Adjekum

National Health Insurance Authority (NHIA)

"A very exciting course. Information is very valuable and practical. Despite the fact that the number of days (duration) for the course seemed limited, the information provided was extremely relevant to my occupation/profession. The instructor was very prepared and really knew what he was talking about. The CSCS™ Program is a very relevant course and one I would recommend to all professionals, whether in the public sector or private business."

Nana Amoako Gyampoh-Kumi

National Health Insurance Authority (NHIA)



"This is a very good program to study."
Appiah Sarfo-Kantanka
National Health Insurance Authority (NHIA)

"CSCS™ is a detailed information security program that will expose you to not only the basics in information security but also content to put you on the road to excellence. This is a real loaded course. I recommend all take this program. I consider Ali Pabrai as a very knowledgeable person in this field."

Dennis Silsofe Kuame

National Health Insurance Authority (NHIA)

"A very useful and beneficial course that has created the awareness and the importance of security in relation to PHI and EPHI. The instructor delivered a good program and tried as much as possible to make the course simple. Thanks to Ali Pabrai. Thumbs up!" Daniel Vava Akrobotu

National Health Insurance Authority (NHIA)

"The CSCS™ course is a combination of all security standards and frameworks." Edward Buckman

National Health Insurance Authority (NHIA)

"Very much impressed with the wealth of knowledge that is very important to healthcare delivery. The ecfirst CSCS™ Program makes us better placed to address electronic information in healthcare."

Eber Bradi –Not on my list

Ghana Health Service (GHS)

"I personally feel enriched with the CSCS™ information security program. I also like the instructor who made the training very simple, brief, and clear. I strongly recommend that it be a top priority for our organization."

Isaac Atsvor

Ghana Health Service (GHS)

"CSCS™ is a very comprehensive review of security compliance requirements across the spectrum of standards in use. Very helpful high-level overview."

Francesca Lanier

State of Utah, Department of Health

"As a newly appointed Information Security Officer for Utah Department of Health, I found high value from the CSCS™ training program."

Wu Xu

State of Utah, Department of Health

"Great value to non-IT specialist. Strength of course included clarity and content. Top notch."

Doug Springmeyer, Assistant Attorney General

State of Utah, Department of Health



"Great overview and familiarization to varied security standards. Good place to get familiar with the security universe."

Lyle Odendahl

State of Utah, Department of Health

"I believe this CSCS™ Program is needed for all business executives, not just security officers and IT staff."

Dan G. Cook

State of Utah, DTS

"Over the years I have had to deal with many security terms and found keeping up with them difficult. After taking Ali's CSCS™ class not only are the terms and regulations more clear but I have a renewed outlook on securing my environment. Look out staff! Here I come to lock it down! Thanks Ali Pabrai for all the hard work!" Matthew Evans

Managed Care Systems, California

"I would recommend the CSCS™ program to any company, government agency or other organization that works with confidential information."

Craig Devashrayee

State of Utah, Department of Health

"The CSCS™ Program contains a great deal of information concerning a wide range of regulations and best practices. I would recommend this class for anyone interested in security and regulatory compliance."

Paul Dukich

Northwest Community Healthcare

"The CSCS™ class made a huge difference in my understandings of compliance requirements. I would recommend my co-workers attend this class with Pabrai. He is amazing. Great explanations."

Rizwan Khan

Ace Hardware

"The CSCS™ course is all encompassing for all major standards for security. I would highly recommend all organizations to use these services and incorporate in your future security plans."

Joel P. Bandy, MBA

Presbyteria Communities & Services

"Best instructor I have had due to the sheer volume of knowledge and experience."

Course Rating: 10; Instructor Rating: 10."

Student in Chicago CSCS™ Class, July 27, 2012

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#### Client References & Testimonials

"I am just preparing to do a HIPAA privacy and security risk analysis at work. This has given me a wealth of information about how to commence and where to go for compliance references. I now have more than superficial knowledge of security concepts. Thank you, Ali!!"

Linda Meadows Springfield Clinic

"Fast paced, informative and presented in a format that was easy to follow and understand. Presented with a lot of information in a short period of time." Joe Phillips

A.O. Fox Memorial Hospital

"Course material is excellent. Instructor was passionate and well versed in his knowledge of information provided."

Attendee

CSCS™ Class, Orlando, Florida (January 2012)

"Class was great. Instructor was very knowledgeable." Joshua D. Brown Pointer Law Office

"Class was very informative. Ali did a wonderful and thorough presentation of all material. I'm hopeful that this will be my building blocks for the future."

Karen S. Abbott0

Ozarks Medical Center

"Great learning experience. I can apply a lot of other compliance specifications to the more unspecific HIPAA regulations. I can answer, in more detail, some of my clients questions with more information and examples."

Nicole Kramer Mountain Pacific

"There was a lot of information in a very short amount of time. It was all very useful and helpful. The CSCS™ manual will provide to be a great resource for the future. Both Lorna and Ali are great presenters."

**Christopher Murphy** 

PNC Bank

"I like Ali's training style and book layout - cleaner and easier to follow. Overall, I really liked the class and would give it a 9-10."

John Dahl

FGS, Inc.

"Very in depth and vital course if you need to apply this to your business." Eddie Myers CREST Services

"The instructor made the content exciting and fun which made learning exciting." Trend Micro Student



"Nice overview of international & domestic laws and standards, which impact the business of providing information security. Knowledgeable instructor on the topic, who included detailed information about other related topics and references." Tameka Copeland

CareSource

"Well structured and presented. Information on security was clearly delivered." Julie Kliewer ACMC

"This course is a great framework for security of networks and systems in all businesses especially businesses with regulatory requirements."

Sean Folweiler

Central Valley Collaborative

"Lots of information. Well done Ali." Kathy Runyon SCVHHS

"Quickest, most complete way to understanding HIPAA & security risk analysis for the HITECH incentive."

David Halajko

**VMS** 

"The course is comprehensive and well organized."

"I enjoyed the classes. The instructor, Alan Yue, was extremely knowledgeable. He went above and beyond to educate and convey the information. He provided additional reading which would later allow us to tie this all together. He was very visual, which helped me a lot. The background of PM made it easier to follow his teaching. I went into the course with eyes wide open. I'm leaving with a sense of a purpose. I will use all this information and apply it daily."

Fusha L. Roberts Mays Homecare

"With all the rules, regulations, guidelines, and standards it is really difficult to find professional, authoritative, instruction on compliance issues. Alan Yue does an excellent job of helping to organize this for the students."

David Ashley

Horne LLP

"A lot of good material; well-organized and presented. Ali did a good job making very dry material interesting. I really benefitted from the discussion about how the different frameworks compare and contrasted. Thanks for the opportunity."

Alan Ogilbee

Maricopa Integrated Health System

#### Client References & Testimonials

"My experience taking the CSCS™ was many times worth the investment in time and resources. The broad and deep coverage of multiple compliance obligations made simple with a smart and comprehensive approach to security strategy and an integrated security program. This class is a tremendous value."

Alan Yue

PreNetSys

"The CSCS™ Program is a great learning solution for security & compliance. The instructor was very informative, knowledgeable and patient in answering every question. Thank you for organizing this course, putting together and finding such a good instructor to teach. Richard is great."

Uma Reddy

Prime Healthcare Services

"Richard and Ali are very knowledgeable in the material. The presentation was done at a very good pace, quick enough to keep me interested in the material. Thanks" John Yohannan

Yampa Valley Medical Center

"Well delivered. Presenters were very well versed in the subject matter. If I'm forced to learn something this dry, these are the people I want to learn from. I would feel comfortable using ecfirst in developing my security policies."

**Curtis Cooper** 

Pioneers Medical Center

"Great delivery of a complex and resource taxing topic."

Dave Bingham

Aspen Valley Hospital

"Well presented and organized. Comprehensive. Excellent instructor."

David Cabana

Southwest Memorial Hospital

"The program was very comprehensive and informative. I enjoyed the exposure to the content and see immediate benefit to my organization."

Ron Hines

"Overwhelming amount of information given in a short time. Done very well."

Bernie Rice

Rangely District Hospital

"Richard did an excellent job. I feel quite comfortable that I could easily pass the exam." Pensacola Junior College

#### Client References & Testimonials

"There is a lot of information delivered during this program. Though much of it is new to me, it would have been impossible to locate all this information on my own. This will help me in my career and in my challenge to keep my department compliant with all the new regulations and laws."

Cherrell Cole

St. Mary's Hospital

"The instructor presented the information on security and compliance with interest and excitement. The information was integrated into Business models so we could apply it to everyday scenarios. He also supplied great referenced and recommending books on business, project management and change implementation."

Dana McGrath

"I am very appreciative of the format of the presentation. It was very helpful to have each area outlined with steps for implementation. Both speakers were very knowledgeable and enthusiastic."

Lorrie Danford

Community Hospital

"Richard is an extremely knowledgeable instructor. Enjoyed his instruction."

D. Bourassa

**PJC** 

"Richard Thomas presented the material in a logical format. He is extremely knowledgeable in his area and very helpful."

Pensacola Junior College

"Richard did a great job of relating this massive amount of information. He gave many real-world examples that brought the concepts home."

William Norrish

City of Pensacola

"Richard was very knowledgeable! He delivered the content of this course in a logical, methodical way. I recommend that if this course be taught again, Richard is the Man!" Pensacola Junior College

"Richard Thomas did an outstanding job of covering a large amount of technical information in a short 2-day format."

Jim Drennen

Pensacola Junior College

"Excellent program. Good content and delivery. Surpassed my expectations. Certainly achieved my objectives."

Cheryl Charles-Duval, Esq., Attorney-at-law, CISSP

#### Client References & Testimonials

"Thank you for imparting your knowledge on Security to our group. Richard was great!" Donna Shumway Pensacola Junior College

"Very knowledgeable instructor."

Katie Avril

"I thought the course was great. The instructor knew the material." Franklin Norgan Lakeland Regional Medical Center

"This training was extremely comprehensive, thorough and detailed. A broad based overview of security compliance. Very intensive and helpful."

David Young SeniorLink

"Good information on many regulations. Tied different regulations together. Very nice job!"

Jeff Poole

Torchmark Corp.

"Mr. Pabrai has a great deal of passion for security. I'm glad I was able to attend and take this course."

Stephen E. Davis III

"Uday Ali Pabrai conducted a thoughtful and detailed exposure to many regulatory influences affecting the compliance of information technology environments. He is enthusiastic and professional in his instruction. I recommend the CSCS™ certification program."

James M. Farwell Minneapolis, Minnesota

"Ali covered areas that were just right in understanding critical areas in regulations for information security."

Marlin Fischer Krystal Air

"The entire CSCS™ Program was very thorough and rigorous. It is very important to grasp all the knowledge base delivered in the class. The material is very important for the entire industry in order to effectively secure business vital assets."

Vijay Prakash Essex County Hospital

"Huge amount of information. Well prepared instructors. Would definitely recommend to colleagues at HP."

Steve Andrews

Hewlett-Packard

#### Client References & Testimonials

"The CSCS™ Program was great. Instructor did an excellent job of communicating material. I was pretty unfamiliar with the topic but still think I am coming along with a good understanding."

Jessica Cherok

The Salvation Army

"A lot of great information. This lays the foundation to build on for managing IT security." Stephen Thibodeau Rural Indian Health

"The CSCS™ Program was well presented and covered a lot of areas. Mr. Pabrai did an excellent job in breaking down every topic. I would highly recommend this course to

John Rosas

**Essex County Hospital Center** 

anyone interested in security."

"This is a very good program. I have a good background in information security, but not in compliance and regulations. Please keep it up!"

Emmanuel Chigbu

"This has been a great course. Chris and Ali are both passionate about the subject matter. Content was complete."

Kate Schafer, VP

**Epocrates** 

"Very good information. I came away with good ideas and plans."

Greg Mejia

California Rural Indian Health

"I think the CSCS™ program is the most comprehensive training event I have attended. It covered all of the areas in information security and compliance that we regularly come across while performing our jobs."

Samir Doshi

Telecomers

"Great class and material." Michael Howard Hewlett-Packard

"Attending the CSCS™ program has helped me put all the different regulations and compliance requirements in perspective. Having all the information about them in one program and reviewing each one was very informative."

Patrick Baba, CISSP



"The presentation by Pabrai was excellent. It was an awakening to step through threats to vital assets and sensitive information."

Devesh Kumar Sachin All India Radio (AIR)

"Excellent speaker. Good condensed content. Overall a nice package." Dr. J. S. Sodhi

Amity Group

"The contents are no doubt exceptionally brilliant and comprehensive. Thanks. Look forward to a long association with your organization."

Vishnu Kumar

"An excellent delivery by Pabrai. An excellent program. Lots of information in just 2 days."

Ashish Bhatnagar

All India Radio (AIR)

"The content and presentation of this program was very good. It gives me tremendous information regarding cyber security and its implications."

Sunny Joseph

All India Radio (AIR)

"Pabrai is a very knowledgeable person. Fantastic orator with in-depth knowledge. His expertise is required in India. Once he makes in-roads in the Indian market, he will not have time for the USA or other markets."

Ashwani Kapoor K.

Genix Biotech Pvt. Ltd.

"The CSCS™ class provided a wealth of regulatory knowledge and industry best practices as well guidance regarding key information security objectives and responsibilities. This information will prove invaluable to my organization as we familiarize our security doctrine and theology. I also appreciated the vast knowledge and candid nature of the instructor with regard to their experiences with the industry." Rob Marti

Integris Health

"It has been a really enlightening 2 days. Pabrai is phenomenal in his knowledge and expertise of cyber security. There is enormous scope for the program in India." Anoop Girdhar

"Appreciate the effort by Pabrai. He possesses a very dynamic personality and an amazing energy! He has provided us with valuable information that will help us fight cyber crime in the future. Thank you so very much!"

Himanshu Mishra



"A highly informative and enlightening experience. I thoroughly enjoyed this class and look forward to making use of the information I absorbed."

Steven Astley

Moorings Park

"The class was very informative. I was able to put structure to concepts I was unsure of. Thanks Pabrai for your enthusiastic teaching."

Jeff Hinton

CHRISTUS Health

"The CSCS™ course should be mandatory training for anyone sitting in a security officer role, in any size organization. The material is invaluable at shining a much needed light on the myriad of regulations and compliance requirements facing information security professionals today. Well worth the price of admission!" Chris Letterman

State of Alaska

"Very informative class. Makes me realize how much work there is to do. Pabrai made what could very easily have been a boring course quite interesting and engaging given his dynamic personality."

Calvin Ho

Erickson Retirement

"I learned more in 2 days of the CSCS™ program than I have in week-long courses I have taken elsewhere. My mind is filled with ideas of things to work on when I get back to the office."

**Bruce Tadlock** 

Children's Medical Center of Dallas

"Lots of great information and well presented. Instructor was well prepared and organized. It is a lot to digest but the instructor left us with many reference documents to review that should supplement the information well."

Eric Pennington CHRISTUS Health

"This has been one of the most accurate and comprehensive training modules I have ever experienced. The content and delivery was thorough and organized well. I would recommend the course to all persons holding executive level positions in order to appropriately make decisions in regards to complying with regulations that impact their industry." Steve Payne

Integris Health



"The CSCS™ class provided me with a great understanding of information security as it relates to SOX, ISO, COSO, COBIT and business continuity. I will use the tools and knowledge I obtained through this class to implement an effective and compliant environment."

Timothy King HCA

"Very good course. Thank you for your good work." Dan Kantak State of Alaska

"Program delivers a wealth of knowledge which can be applied to the security practices of your organization regardless of what industry you practice in."

Mark G. Fulton Meritain Health

"A very good overview of the major compliance laws, regulations, and frameworks. I came knowing very little, now I feel I know which way to start moving with security." Don Larson

Rush North Shore Medical Center

"The CSCS™ program is designed to live with you after the seminar. It provides resources for the rest of your career. Instructor is so inspirational and knows very well his subject matter. Who do I refer to this program? Only those I deeply love and care about."

Francis Tanlah Advocate Healthcare

"I found the material in the CSCS™ class to be very educational, insightful and well put together. It is very useful to hear about regulations that affect businesses worldwide." Michael Wegner

Core Communications

"The CSCS™ course was great and very comprehensive. I think that the coverage of multiple industries makes for a very well rounded understanding of security requirements. There are many good topics covered and ideas that can be incorporated into organizations I support."

Paul Sliva

ICE Technologies

"I found the course informational and useful. It will help me to refine our existing policies and procedures for information security. Ali Pabrai is very complete and entertaining to listen to. He presents a complex subject in a thorough and professional manner." Carl Wilburn

Carroll County, Iowa



"The CSCS™ program was very helpful in pointing out areas of potential weaknesses and will be a tremendous help to my job function."

Ellen Hodge CVS Caremark

"There was a lot of great information." Teresa Kopshina Halifax Health

"The training equipped me with skills and tools to manage the security issues of my institution's network infrastructure. The training helped understand how to enable a much more resilient infrastructure."

Samuel Quarshie Ghana Health Service

"Invaluable program! I highly recommend the CSCS™ program to any person who is responsible for managing IT and has responsibilities that impact security, business continuity and disaster recovery. Very effective instructor."

Binh Nguyen

University of California, San Francisco Medical Center

"Detailed exposure to issues of security which we had taken for granted. Hopefully, we will allocate more resources to issues of IT security and data confidentiality."

Nathaniel Otoo

National Health Insurance Authority

Ghana

"Very good information. Exposure to laws affecting the world of IT security."

Leslie Scarborough

Hoag Hospital

"Presenter knowledge was excellent."

"The class was very informative. There was a lot of material to cover. The practice tests were very helpful."

Nicole Rivera

United Healthcare – Prescription Solutions

"Ali is very knowledgeable in all aspects of information security. It was a privilege to attend a course taught by such an experienced and competent security professional. I hope to take many lessons back to my organization."

Corey Zeigler

Coulton-Potsdam Hospital

#### Client References & Testimonials

"The CSCS™ program was very useful and relevant to my sector, which is the health sector. The presenter was well prepared and was on top of issues. I wish to recommend this program to most sectors of the economy especially to the developing world where IT is getting a lot of visibility. Excellent program!!!"

Limuna M. Muniru

Ministry of Health, Ghana

"The program had a lot of information. There was good class participation. The program included emphasis on learning, summary, terminology and 2 practice exams."

Karen Mihelic

Perot Systems

"Before attending the class I had no concept of ISO 27002. I know have a much better understanding of ISO concepts and standards."

Cecil Miller, CHP

**JHHA** 

"The course was very well structured. The delivery was fantastic. Security is usually taken for granted and have cost a lot of businesses dearly. The CSCS™ program opened my eyes to a new world of the state of information security. I will recommend highly."

Ben Kusi

National Health Insurance Authority (NHIA), Ghana

"Great job. Great information."

Corey Adams

**MACT** 

"Detailed, organized delivery of the subject matter. All presents the information in an organized format, that helps you understand the underlying concepts in the curriculum. Excellent class."

Harold Horne

United Indian Health Services

"I enjoyed this two-day CSCS™ class. It was very informative. Pabrai is a great instructor. He is very knowledgeable and made it a very light atmosphere - while keeping things on track and moving along. He was able to answer all our questions, and give us ideas on how to make our infrastructure more secure. It was a fun class." Randy Whitaker

Aultman Health Foundation

"Presentation was very informative. Thank you for keeping a very dry topic entertaining." Sasi Shifarraw

Aultman Health Foundation



"I was very impressed with the CSCS™ class. I have learned many things that will help me in my new position as well as the 16 CPE's that will count toward my CISSP credential."

Mike Radosevic, CISSP OSF Healthcare Systems

"This course was enlightening. I had no idea of the number of regulations out there. The regulations were presented in a clear and organized manner that made them easier to digest."

Joe Kirby Red Hat, Inc.

"I was looking for a refresher on the regulatory landscape. I got that and much more. The regulations themselves are confusing, but I came out with a clearer picture of what they were and what they require. I now have a Chinese menu of resources I can use, even if I am not bound by that regulation."

Kevin K. Smith Nyemaster Goode, PC

"The training was comprehensive in covering the major legislations affecting several industries. Real world experiences was beneficial and relevant."

Christine Kinyenje, CISSP

Lockheed Martin

"Pabrai is an excellent teacher in the field of information security. I am sure his instruction will be valuable as we move towards a more secure environment."

Barbara McGill

Aultman Health Foundation

"I found the CSCS™ class to be very informative and educating, I give the teacher Pabrai an A+. He made the class very interesting and knows how to keep your attention."

Larry Scheetz Aultman Health Foundation

"The CSCS™ course has been a very thorough and in-depth study of the fundamentals of information security in the industry and government, across the board. I have a much better and clearer understanding of how to implement security plans and procedures and their impact on business, government and my own privacy - after receiving this training."

Lane Wade

**Howard Technology Solutions** 

#### Client References & Testimonials

"The CSCS™ class is very good and covered every aspect of what is required in today's healthcare and business world. It addressed the many different industries and their security requirements so that we have a better understanding of what is required for integrity and security of protected information. I especially liked the module on contingency planning and disaster recovery."

Terry Andrews

Aultman Health Foundation

"I learned a lot about security and compliance. Hopefully, we can get a team together at Aultman and work together to get us fully compliant with regulations such as HIPAA and PCI that impact us. Pabrai has a great personality. You livened up the class with your sense of humor."

Linda Osentoski

Aultman Health Foundation

"Very informative. Lots of information to absorb. Identified the areas that require great significant improvement. Thanks."

Tina DeJane

Aultman Health Foundation

"The information presented was very thorough. Ali's knowledge of the subject matter was impressive. Not all of the information presented will be useful in my current employment, but may be in the future."

Doug Olin

Innovative Solutions

"The class was excellent. Very comprehensive. My primary responsibilities include the creation of security policies and business continuity plans. The information covered in the class will be of immediate benefit to me, my company and our clients. Thank you!" JoDee Pederson 3SG

"Excellent presentation. Demonstrated depth and knowledge as well as broad understanding of issues facing organizations today. I gained a lot of useful information. Excitement is key!"

T. Shawn Knisely
Aultman Health Foundation

"Great class. I would recommend it to others."

"Instructor was very engaging."

"I found the CSCS™ class to be very useful. It was taught with passion and was entertaining while informative. Would definitely attend another class by this teacher. I would recommend this class."

Brian Linerode

Aultman Health Foundation

#### Client References & Testimonials

"This is an extremely comprehensive course that covers the main security frameworks. The key to success of the proper implementation of the security standards is to not only comply with the standard for your industry, but also integrate the best practices of others."

David P. Spaker II

"I enjoyed the class very much. It was very informative. The presentation made the topics very clear about regulatory and compliance requirements across industries. Information provided is very helpful for research."

Frank Wong

City of Los Angeles, California

"Ali is a terrific presenter. I thoroughly enjoyed the course and his in-depth knowledge of all of the material. I am recommending the CSCS™ program to several of my coworkers."

Steve Garcia

Vemics, Inc.

"Ali is an extremely knowledgeable and a skilled presenter of IT security and compliance methodologies across multiple industries and frameworks. He kept the class interested, engaged and wanting to learn more."

Michael W. DeGraff

"The training session was interesting and we now have a clear picture about different security standards and frameworks. We were also exposed to different compliance requirements from various countries for information security."

Rajitha Baswaboina

Zayata India Pvt. Ltd.

"Pabrai was very knowledgeable. Great class."
Patrick Harrison

Revolution.com

"Good training! I learned so much new knowledge and security and compliance."

Ken Lee Chow

ITCHI, Inc.

"The CSCS™ class provided a great overview of the requirements and definitions for many regulatory requirements. It is a must-do for every security professional to use as reference as their business/agencies grow."

Kari Garland

Riverside County, California

"This was an excellent class. Finally, a program that encompasses all regulations an organization needs to be aware of and consider when conducting their business."

Jeff Bontsas

Ascension Health

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#### Client References & Testimonials

"I've learned so much from the CSCS™ class. The content of the program was very helpful for me to understand the concepts of so many different regulations and legislations. Great class!"

Anson Fong

City of Los Angeles, California

"A lot of information covered in a clear and easy to understand manner. Instructor shared real life situations to better understand certain scenarios."

Tony Grevich

ITS

"Extremely comprehensive program giving one the advantage point of understanding security from all unified industries and then to be able to apply it to others. Program is thought provoking. Enable the participant to take the concept and think of areas that they need to focus on to make their environment/organizations better."

Brian Lane, Vice President

American Hospital Association (AHA) Solutions

"Ali taught with excitement and gave direction and information on subjects that could turn any dry desert into a rain forest. Knowledgeable, informative and having a passion to share his assets of compliance are but a few traits that make this course exciting, enjoyable and fun. Thanks Ali!"

Jason Havelock

Gotham OHC. Inc.

"The class was extremely informative and entertaining. I have never learned so much in so little time."

Matt Hendrickson

**Onsite Computer Solutions** 

"The course is something very exciting. It gives me the opportunity to learn how we may lose critical information and how to develop appropriate security safeguards to protect the same. The subject covered was very comprehensive and the instructor is well versed on the subject based on his knowledge and vast experience. I will recommend to management that our IT Manager and others attend this course."

Daniel M. Manuel

Moylans Insurance Underwriters, Inc.

"This program is excellent and I will refer my friends and business partners to attend the course in the future."

Gopal R. Gangireddy

WorldTech USA, Inc.

"Loved this program. Ali is a fantastic instructor. Thank you."

Cynthia Stark

Cascade Healthcare Community

#### Client References & Testimonials

"The CSCS™ course was out of my range of experience since I have no IT background. All presented a well prepared presentation that gave me a greater understanding of the subject matter as well as practical application suggestions. He was a great presenter/trainer and I appreciated his talent and humor."

Debby Fencil

Familylinks, Inc.

"Awesome presentation. I've learned a lot in a little time. I'm in application development and was enlightened and empowered by the information and detail of topics presented. The actual documents referenced will be very helpful in designing more secure and compliant applications."

**Shayne Blevins** 

Rockford Health Systems

"Ali delivers his message in an engaging manner that keeps interest from the audience. References to other sources of information are always given should someone want to delve into the subject in further detail."

Joe Granneman, CISSP, CHSS

Chief Security Officer, Chief Technology Officer

Rockford Health Systems

"The information presented cleared up some of the issues regarding what is required and how to begin compliance. The presenter kept everyone's attention and presented the material in a fun way. The class was well worth the time and I would highly recommend it."

Mike Lindstrom

Rockford Health Systems

"Ali is a great speaker. Very knowledgeable about the subject he was speaking on. He was excited and passionate about the information he presented and he has a good sense of humor."

Adam Stahl

Rockford Health Systems

"Program was very good. Presenter was very knowledgeable about subject and passionate about security."

**Brian Akey** 

Rockford Health Systems

"Ali was a fantastic presenter and I enjoyed the seminar very much. The information given to myself and my co-workers will be very useful in the future."

Morgan Loewecke

Rockford Health Systems

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#### Client References & Testimonials

"Program was a very good overview of the different policies and procedures that are involved with regulations. It gave a good insight into information security, privacy, and data protection. It made me aware of many different data protection policies and templates."

Shawn David

Rockford Health Systems

"The information presented today was very valuable to my current work efforts within the IT environment at Rockford. The information was very well organized and presented in a clear format."

Deb Esparza

Rockford Health Systems

"The information was very valuable. I think we have a long way to go." Angela Hyser

Rockford Health Systems

"Ali is very passionate about his material and is extremely knowledgeable. His presentation provided me with quite a number of new regulatory items I was not aware of. I hope he can present future programs to us."

Tim Naami

Rockford Health Systems

"The CSCS™ program was very detailed. Ali went through the material at a good pace. Ali kept the class on track and focused."

John Herlugson

Rockford Health Systems

"A lot of info covered in a short amount of time."

Cory Gehrke

Rockford Health Systems

"Ali was a good speaker, liked jokes, and kept attentive. A lot of material covered in short period."

IT Staff Member

Rockford Health Systems

"The course material was quite interesting and relative to my area. I didn't realize how much detail there was in regards to regulations, Security, ISO... very informative. Ali is the expert and has a better understanding of information security." IT Staff Member

Rockford Health Systems

"I thought that the presentation was put together very well. All clearly knew the ins and outs of security. He was very energetic about this topic and gave clear concise answers."

Kris Johnson

Rockford Health Systems

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#### Client References & Testimonials

"Ali did a fine job of presenting the information."
Shawn McCoy
Rockford Health Systems

"I was very comfortable in HIPAA. The other information received was very informative and enlightening. My position is Clinical Computer Training Specialist."

Darrell W. Carter

Rockford Health Systems

"It was interesting and I learned about a new alcoholic beverage. What is better than that? B52!!!"

Lu Ann Balch, RN Rockford Health Systems

"Excellent overview of material and well organized. Presented in a concise, understandable format."

Barb Johnson

Rockford Health Systems

"I appreciate the time taken to cover this complex subject. I enjoyed the class and the detail information on compliance. I will be focused on our network system to bring further security and compliance to it."

Jonathan Ballard

Rockford Health Systems

"A lot of info in a short time. Many acronyms. Things we have discussed about regulations in more detail, makes me understand how important it is to be ready for any kind of disaster. Very good speaker-not boring! Very informative, very passionate about his work."

Carmella Kane

Rockford Health Systems

"Ali Pabrai is well versed in a multitude of laws, regulations and standards. If your organization must comply with information security requirements, you will do well to take the CSCS™ course."

**Tony Lewis** 

Intuit, Inc.

"The information was very valuable to our organization and we could benefit from extended training and review of our documentation as to where we are with all of these processes."

Lory Brantley

Rockford Health Systems

"I thought that it was very good and I got a lot out of it."

Ron Scott

Rockford Health Systems



"Explained that there is more to regulations than I knew." Gary Henderson Rockford Health Systems

"I was very comfortable in HIPAA. The other information received was very informative and enlightening. My position is Clinical Computer Training Specialist." Lu Ann Balch, RN Rockford Health Systems

"Slides good. Explanations good; good comparisons between different legislations. Especially appreciated 'live' examples."
Terrie Edwards
Rockford Health Systems

"Good instructor. Knowledgeable about subjects covered." Mark Diaz Intuit, Inc.

"Attending the CSCS™ program really gave me more detailed knowledge and understanding of the rules, regulations, and laws of my career field. It opened my eyes to see exactly how my organization compares in the application of the IT rules and regulations and best practices."

LaDonna Webb

Trace Security, Inc.

"Great course, great instructor. The information given at the course will definitely help me in future work."

Alex Pilijuzov Intuit, Inc.

"After taking the program, I gained more knowledge in those 2 days than I did taking years' worth of classes at my local community college."

Rick Blanford

"Having no security background I found this program to be very informative and well organized and presented. The program took a very complex subject and made it understandable in a short period of time."

Peter Savarese, President Compliance Counsel, LLC

"This class really provided very good coverage of the numerous compliance regulations and laws that are impacting businesses. I would recommend this class to anyone that is responsible or involved with information security in their organization."

Kevin Westby

Blessing Hospital

### (e)cfirst

#### Client References & Testimonials

"Excellent curriculum. Excellent instruction. Absolutely one of the best classes I have attended. I am looking forward to my next class with ecfirst. Ali is definitely one of the best instructors I have ever had - definitely among the top three."

Casey A. Pitts

**Humility of Mary Health Partners** 

"The course material was very detailed and will provide good reference material for future compliance projects. The instructor was very knowledgeable and passionate about the information that he covered in class.

I learned a great deal of information in a short time."

Bill Kelty

Sherman Hospital

"Enthusiastic presenter. Keeps participants engaged in subject matter. Good technical content."

Kim Ries

Ernst & Young

"Made the (dry) material as entertaining as it could be."
Janet Rudie

Ernst & Young

"I was very pleased with the training materials that were provided. In general, the hardest part was keeping the different pieces of legislation straight, since they are so similar. That was a part of several questions where I knew the content of what the question was asking, but had trouble choosing the terminology. I think this was a good experience, and I'm looking forward to the HIPAA class."

Steve Currie

Ernst & Young

"I did enjoy the presentations and I thought the content was good!"

Cynthia Lee

Ernst & Young

"The CSCS™ class was very informative and pertinent to the key items faced today in the IT security world. Ali Pabrai was very knowledgeable and a very strong presenter. I enjoyed the structure of the class and the format it was delivered."

Bob Ranalla

Ernst & Young

"Thank you for covering across all the relevant and important regulations as they relate to security. The training was very concise and prescriptive. It was a well taught out interpretation across all regulations."

Karl Anderson

Ernst & Young



"This 2 day class was well prepared and provided us supporting documentation. Our instructor was well prepared and able and willing to answer our questions." Michael Ranalla

Ernst & Young

"The instructor was excellent at making the content come alive and make a rather mundane subject area interesting. The content, PowerPoint presentations, data sheets and supporting material were extremely helpful. They were to the point, specific and very helpful."

Fayaz Jatter Ernst & Young

"The CSCS™ course is an effective mechanism to inform IT professionals of the regulations that encompass IT security. I enjoyed the course!"

Jonathan Harrell

Trace Security, Inc

"This course was a great experience. I'm impressed with the format, instruction, and way ecfirst boiled the complexity down."

Anonymous

Chicago Public Class 2010

"The ecfirst CSCS™ Program is an essential resource to any organization that takes security seriously."

Josh Baker

ThinAir Data Corp

"Lots of information in 2 days. However, well represented. Learned information to take back home. All in all a great class."

Anonymous

Chicago Public Class 2010

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#### **HITRUST Reference & Testimonials**

"Thank you again for the presentation by Pabrai at the HITRUST 2019 Global Conference in Texas. My opinion was that Pabrai delivered the best presentation of the conference. Very professional, thoughtfully constructed, and presented with passion." Neal Francom | Compliance and Audit OODA Health

"I attended Pabrai's HITRUST (Kaizen) at the HITRUST 2019 Global Conference. I thought it was the best session of the show. I appreciated the approach and content." Todd Heinz | Enterprise Security Risk Management Practice Heartland Business Systems



"ecfirst is a great partner for P3 Health Partners as we work towards HITRUST certification. We started with an extremely tight time frame which required all involved to be focused and dedicated to our objective. ecfirst has been a dedicated partner and provided whatever resources were needed for us to accomplish our goals. Every person from ecfirst has been professional and knowledgeable. They have continuously gone up and beyond expectations and truly been a partner that cares about their clients. I look forward to our continued partnership because I know they have our best interest in mind."

Devery Goodey, Vice President of Information Systems P3 Health Partners



"I just wanted to take a moment and say thank you. Thank you and the excellent team at ecfirst for hard work, late hours and diligence during the first round of our HITRUST certification, and now working on our annual risk management and HIPAA compliance assessment."

"We at BRG are always looking to improve and enhance our compliance and cybersecurity posture. This is an area of executive and strategic priority for our organization to secure confidential client information. From HIPAA compliance, cybersecurity pen tests, to the HITRUST certification engagement, we have found ecfirst to be an exceptional partner that labored incredibly hard for us, with us. The





ecfirst insight and diligence to ensuring HITRUST certification mandates are met led to us completing our engagement on budget and time. We look forward to deeper collaboration with ecfirst in the cybersecurity space in the future. I know you are personally committed and engaged to ensure BRG success with each engagement. I continue to recommend ecfirst highly and often!" Chip Goodman, Vice President of Information Technology Berkeley Research Group, LLC



"BrightOutcome is focused in improving patient health outcomes across the continuum of care. BrightOutcome is deeply committed to securing patient information across our systems and Web-based applications. We have been working with Ali Pabrai and his wonderful team at ecfirst since 2012."

"The ecfirst team literally helped us build our HIPAA practices from ground up, allowing us to offer secure HIPAA-compliant eHealth and health IT solutions to our customers across the U.S. We are actively taking the logical next step in working with ecfirst to pursue the HITRUST certification in order to further expand our market. We see the partnership with ecfirst as an integral part of our business strategy and have been extremely satisfied with the quality and value of the services that ecfirst has rendered." DerShung Yang, PhD, Founder, & President BrightOutcome



"Provant Health partnered with ecfirst to build a plan and assist in executing it with the goal of achieving HITRUST certification. Ali Pabrai and his team were flexible, collaborative and most importantly patient as we worked to educate our management team and key employees on the meaning and value of HITRUST. Due to many internal corporate changes, the first phase of the project took much longer than planned but ecfirst stayed with us the whole way. They pushed our team when needed but also stepped back and gave us room at times."

"I'd recommend ecfirst to any company who wants to understand HITRUST or work on assessing and remediating their processes and systems in preparation for certification." Tom Basiliere, Chief Information Officer

Provant Health



### HITRUST Cybersecurity Strategy Workshop

"Great awareness. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Cynthia Hennig Certino LLC

"It was great that the HITRUST Team was also there to answer questions. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Keith M Rowlings

Vanderbilt University Medical Centre

"Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Dante Ranada AccentCare

"Level of HITRUST experts in the Workshop on the subject was a strength of the program. Overall Rating of the Instructor: 10."

Kyle Patranella

**US Health** 

"MYCSF demo was very beneficial to see what a practical implementation looks like." Nathan Staub

**US** Health

"Good introduction at the beginning. The MYCSF demo was very helpful. Overall Rating of the Instructor: 10."

Chris Robison

**US Health** 

"Absolutely excited about the HITRUST Framework. Overall Rating of the Course: 10.

Overall Rating of the Instructor: 10."

James Estrada

Retired CISO

"Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Eric Izuora

Parkland Hospital

"Great Information. Good job. Overall Rating of the Course: 10. Overall Rating of the

Instructor: 10."

Michael R. Smith

Parkland Hospital



"Strong introduction into the use of HITRUST. Overall Rating of the Course: 9. Overall Rating of the Instructor: 9."

Michael Tharp

Atos

"Well prepared. Informative on how HITRUST can help the organisation and how ecfirst can deliver the assessment. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Eric Woolridge

**DHC Central** 

"Approach and HITRUST coverage was the greatest strength. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Raj Sundar

ABC

"Great course. Overall Rating of the Course: 9. Overall Rating of the Instructor: 9." Victor Adeyeri
Agapevision Tech

"Overall rating of the HITRUST Workshop: 9. Overall rating of the Instructor: 9." Bhavesh Merai Walgreens

"Very informative. Provided me with great direction on what to do to move my organization towards HITRUST Certification. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Tom Streeter

Healthcare Information Management

"Very good overview of HITRUST requirements. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Jeff Beall

Amita Health

"Well prepared. Overall rating of the HITRUST Workshop: 9. Overall rating of the Instructor: 9."

Rob Royse

St. Louis County BPM

"Very informative. Information was detailed, and session very informative. Overall rating of the HITRUST Workshop: 9. Overall rating of the Instructor: 9."

Oai Huvnh

Revenuewell Systems LLC

#### Client References & Testimonials

"Very informative. Picked up new information even after being very familiar with the process workflow having gone through it. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Bryan Villanueva

TriOnfo

"Great overview of HITRUST, assessment process and certification process. Ali is an engaging speaker who can make the topic of cybersecurity interesting. This workshop gives a really well-structured high-level overview of HITRUST. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Suresh Krishnan

Mazik Global

"Great presentation with energetic and passionate delivery. Allowed great questions from the audience. Awesome to have matter of fact answers. I hope to learn more about HITRUST and its capabilities in the future, so, I can continue to support my team and manager. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Blandi Lister Telligen

"The strength of the HITRUST Workshop is pulling the diverse group together and providing excellent training materials. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Villay Himis

Amita Health

"Practical approach to HITRUST journey. Overall rating of the HITRUST Workshop: 9. Overall rating of the Instructor: 9."

D.S. Suresh Kumar

Wishbone Club

"Really informative. Instructors were very knowledgeable; Michael from HITRUST was a great resource to have in the workshop. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Juan Busanest

U.S. Army/Brooke Army N.C.

"In-depth industry knowledge. The workshop provided more insight and information to streamline HITRUST certification. In other-words, the workshop demystified HITRUST. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10." Vanessa Jacobs Integration Link LLC

### (e)cfirst

#### Client References & Testimonials

"Flowed well. Discussed current changes to CSF and what is coming on the next 12 months. Ali Pabrai and his Team are very engaging and are really knowledgeable in all steps throughout the HITRUST certification process. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10."

Scott Moherek

**BRG** 

"Depth of knowledge and HITRUST executive onsite were the greatest strength of the program. Valuable to see this available to all ecfirst clients and potential clients. Overall rating of the HITRUST Workshop: 10. Overall rating of the Instructor: 10." Chip Goodman BRG

"The course is very informative. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Amanda Geers

Hoag Hospital

"Better understanding of HITRUST connection between Policies, Procedures and Evidence. Overall rating of the Course: 9. Overall rating of the Instructor: 9." Ronnie Beekee Hoag Hospital

"Good Information. Overall rating of the Course: 10. Overall rating of the Instructor: 10." James Ablan Go Hoag Hospital

"Good overview of security to achieve HITRUST maturity. Overall rating of the Course: 10. Overall rating of the Instructor: 10."

Waleed Bassyoni

Hoag Hospital

"Very well-structed and helped me to understand easily. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Dara Huston

**DMN Tech** 

"Broad real-world experience, not just technical overlay. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Christina Whitlock

H3 Strategies

"Clearly outlined the HITRUST compliance program, and the importance of scoping. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Dhara Shah
Student

#### Client References & Testimonials

"The workshop helped me to understand technical aspects clearly. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10." Shahram Ghobadi

"The workshop explained me the value of HITRUST. The course solidified my desire to obtain this certification. Overall Rating of the Course: 9. Overall Rating of the Instructor: 10."

Ken Mickelson Printer logic

"The topics helps us to become HITRUST professional. I have gone through the CHP and CSCS<sup>TM</sup>. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10." Chris Bosque Printer logic

"Before coming to the course, I knew little. But at the end of the course, I just nailed it than I thought. Showed the process and what to expect with HITRUST. Overall Rating of the Course: 10. Overall Rating of the Instructor: 10."

Soh Beela Printer Logic

"Exceptional preparation. Instructors knowledge is the strength of the course. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Andrew Hoffman

Broadridge

"Good review. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Kelley Moore
Broadridge

"Excellent road map & how to be prepared for the certification. I have good foundation to prepare for the process of certification. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Kristina Cole Broadridge

"Great course. Very informative."

Blore Weissman

Broadridge

"Yes, all instructors were prepared & knowledge experts. I think this was a very good 'overview' of HITRUST and what it encompasses and what we as an organization can expect from the assessor and HITRUST. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Thomas Edlund

Broadridge

#### Client References & Testimonials

"Good overview. Good preparation for the assessments. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Susan DeRose Broadridge

"Strength of the course is HITRUST methodology, explaining controls and scope. Overall Rating of Course: 9. Overall Rating of Instructor: 8."

Alan Carrillo

P3 Health Partners

"Course detailed, session interactive and instructor knowledgeable are the strengths of the course. Overall Rating of Course: 9. Overall Rating of Instructor: 10." Kristie Harris

P3 Health Partners

P3 Health Partners

"Nice overview of HITRUST benefits and process. Comprehensive overview without being overwhelming. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Sarah Bussmann
P3 Health Partners

"Understand the importance and necessity of HITRUST for our company. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Marci Milstead

"Very well done. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Emily Coriale P3 Health Partners

"Interactive. Overall rating of course: 9. Overall Rating of Instructor: 9." Ambika Kanta
P3 Health Partners

"Example and thorough explanations are the strength of the course. Thanks for taking the time to the training and answering all of our questions. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Elvis Kocillari

P3 Health Partners

"Good overview. Overall Rating of Course: 9. Overall Rating of Instructor: 9." Todd Lefkowitz
P3 Health Partners

"Deb was great, answered all of our questions. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Jake Schaeffer

P3 Health Partners

#### Client References & Testimonials

"Gained knowledge about the requirement of CSF. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Srisha Kurakula

**Beacon Health Options** 

"It was very informative to learn about HITRUST. Look forward to working together.

Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Pradeepa Gangadharan

**Beacon Health Options** 

"Informative, good high level overview for users who are not very familiar with HITRUST."

Erin Holmes

**Beacon Health Options** 

"Very good and informative. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Ramachadran Chatradi

**Beacon Health Options** 

"Better Understanding of HITRUST. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Fabian Velasquez

**Beacon Health Options** 

"Detailed program with examples. Well prepared instructor and session that covered all user needs. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

**Amit Bansal** 

**Beacon Health Options** 

"Well prepared. Easy to understand workflow. Good Course. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

**Curt Bennett** 

**Beacon Health Options** 

"Comprehensive and broken down into logical, smaller segments. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Ramin Modiramani

**Beacon Health Options** 

"The subject matter was very detailed and informative. Presenter was very knowledgeable on the subject and materials. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Kenneth Darling

**Beacon Health Options** 

### Client References & Testimonials

"Comprehensive, good visuals. Personable and well-prepared presenters who reviewed complex content in a very understandable manner. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

John Fox Beacon Health Options

"The strength of the program was the discussion on the management framework, and process flow. Overall rating workshop: 10. Overall rating of instructor: 10. Excellent presentation! I have a much better understanding of HITRUST and its requirements. Chalice and Deb were very knowledgeable and communicated the subject matter well." "Overall rating workshop: 10. Overall rating of instructor: 10. Very good presentation."

"Strength of the program was the interaction."

"The overview of the CSF framework and MyCSF was the strength of the course. Overall rating workshop: 10. Overall rating of instructor: 10."

"Strength of the program was the foundation provided for future direction for compliance and cyber security."

"I like how the instructor reviewed content at a higher level rather than all the details at this point. The workshop was entertaining as well as conversational; and focused on our specific organization. Overall rating workshop: 10. Overall rating of instructor: 10."

"Interactivity was a strength of the program."

"Knowledge of the instructor was a strength of the program. I look forward to working with the ecfirst Team in the future. Overall rating workshop: 10. Overall rating of instructor: 10."

"The overall complexity of HITRUST was covered well in the program."

"Great HITRUST training. The instructor knowledge of HITRUST and how to implement it in our organization. Overall rating workshop: 10. Overall rating of instructor: 10."

"The HITRUST course was brief and informative. Overall rating workshop: 10. Overall rating of instructor: 10."

"The high-level insight was a strength of the HITRUST workshop. Overall rating workshop: 10. Overall rating of instructor: 10."

"Having multiple instructors helped a lot. The open question format was terrific. Overall rating workshop: 9. Overall rating of instructor: 10."

"Knowledge based, fast paced, easy to follow. Very informative course!!!"

"The practical aspect of the workshop was important."

"The overview of HITRUST was well done."

### Client References & Testimonials

"Great overview of HITRUST and good introduction to MyCSF. Overall rating workshop: 10. Overall rating of instructor: 10."

"Fun, good presenters, good presentation material."

"Great information! Easy to understand. The pace and content were good! I hope other health systems pursue HITRUST certification. Overall rating workshop: 10. Overall rating of instructor: 10. The three-instructor tag team worked!"

"Overall rating workshop: 10. Overall rating of instructor: 10. Very descriptive program that covered well what HITRUST entails."

### Private, Onsite Workshop at a large Health System, June 2017

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"Overall Rating of Course: 10. Overall Rating of Instructor: 10." Brenda Ruelas
Amita Health

"Clear instructor and content are the strength of the course. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Nidhi Luthra Amita Health

"Solid Understanding of HITRUST. Gave me a understanding of HITRUST compared to HITECH, HIPAA and Risk Assessment. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Kenneth McMinn

Scotland County Hospital

"Great information and explanation of how to go through HITRUST certification. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Laura Huska

ISI Telemanagement Solutions

"All good content. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Brian Byrnes
Presence Health

"Well prepared slides. It was a great presentation and practical. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Madhav Gogawale

Amita Health



"First time learning about security and policy. Well detailed, thorough, clear to a beginner like me. Sometime repetitive, but the repetition was necessary to drive the main points home. Overall Rating of Course: 9. Overall Rating of Instructor: 10." Nila Krishnan

"Overall Rating of Course: 7. Overall Rating of Instructor: 7." Jamie Shimarek

"Expertise evident is the strength of the course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Anil Saldanha

Seamless Technologies Inc.

"Overall Rating of Course: 10. Overall Rating of Instructor: 10." John Torr

Cognitive health

"Overall Rating of Course: 10. Overall Rating of Instructor: 10." David Degenhart
Amita health

"Experience and expectations of HITRUST are the strength of the course. Overall Rating of Course: 7. Overall Rating of Instructor: 10."

Ryan Ousey ROC Biz Tech

"Explanation of HITRUST assessment process is the strength of the course. Very informative and warm workshop. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Bryan Villanueva

**Trionfo Solutions** 

"Excellent job Ali! We appreciate your depth of knowledge and guidance for cyber strategy and options to consider. Looking forward to further discussions. Overall rating course: 10. Overall rating of instructor: 10. Strength of program included the breadth of content and correlation to HIPAA, NIST, ISO, and GDPR with HITRUST." Roberto Rijos

Konica Minolta Healthcare America (KMHA)

"Overall rating course: 9. Overall rating of instructor: 9 Now able to understand HITRUST and recognize what we need to do next."

Allen Hiroshiga

Konica Minolta Healthcare America (KMHA)



"Very good Workshop training material. Better knowledge of HITRUST CSF. Overall rating course: 10. Overall rating of instructor: 10. Understandable explanations. Thank you!"

Hiroyuki Kubota

Konica Minolta Healthcare America (KMHA)

"Ali Pabrai delivers the content in an engaging way. Well done! Overall rating course: 10. Overall rating of instructor: 10. Well-structured program. Great overview. Instructor has deep knowledge to respond to specific questions."

Steve Eisner

Konica Minolta Healthcare America (KMHA)

"Overall rating course: 9. Overall rating of instructor: 10. Covered spectrum of security." Tom Deguchi

Konica Minolta Healthcare America (KMHA)

"Covering HITRUST requirements and readiness for completion were the strength of the program. Overall rating course: 10. Overall rating of instructor: 10. "
Johari Barber

Konica Minolta Healthcare America (KMHA)

"Overall rating course: 9. Overall rating of instructor: 9.

Jan Maniscalco

Konica Minolta Healthcare America (KMHA)

"Good information presented in an easy to understand format. Overall rating course: 10. Overall rating of instructor: 10. Knowledgeable instructor. Made it easy to understand the complex world of regulations."

Todd Hall

Konica Minolta Healthcare America (KMHA)

"The program delivered a real world understanding of HITRUST. Better understand now the steps and approach to take to launch HITRUST. Overall rating course: 10. Overall rating of instructor: 10. Instructor had very good working knowledge of HITRUST. Helped us better understand how to scope and plan for the initial engagement." Michael Laconti

Konica Minolta Healthcare America (KMHA)



### **CCSA<sup>SM</sup> Client Testimonials**



"NIST overview was well done. Key takeaway was the seven step security plan. Overall rating of course: 10. Overall rating of instructor: 10."

Brenda Ruelas

Amita Health

"Instructor was absolutely prepared for the course. The strength of the course was the communication of granular content. Explained everything outstandingly. Overall rating of course: 10. Overall rating of instructor: 10. There is a lot of information packed in this one day; but the information was delivered perfectly, and any questions were always addressed."

Theresa Corbett

"Excellent slides and content. Overall rating of course: 9. Overall rating of instructor: 9." Nidhi Luthra, CISO
Amita Health

"The course was very informative. The content materials were great. Overall rating of course: 10. Overall rating of instructor: 10."

Glenn Johnson

Amita Health

"Very enthusiastic teacher! Overall rating of course: 10. Overall rating of instructor: 10. The outline and structure of the materials delivered was very helpful in making it understandable. Ali Pabrai is a great instructor. He makes the topic of cybersecurity very exciting and interesting. Thank you!"

David Chan

St. John's University

"Comprehensive coverage needed for a strong cybersecurity program development – is the strength of the course. Overall rating of course: 10. Overall rating of instructor: 10. It's a pleasure to listen to Ali Pabrai describe the formation of a comprehensive cybersecurity program. Every CISO must attend the CCSA program."

Suresh Krishnan, CTO

Amita Health

"Understood HITRUST a lot better. I am clear on the application of HITRUST. Overall rating of course: 10. Overall rating of instructor: 10."

Stephen Hwang

Brightoutcome

### Client References & Testimonials

"Great information. Practical examples. Overall rating of course: 10. Overall rating of instructor: 10. Great class with lots of content and information."

Todd Creek Dura-Tech

"I have a better understanding of the need to implement a security framework. Overall rating of course: 10. Overall rating of instructor: 10. Great instruction and delivery of content. Funny! Informative, and very enjoyable!"

Phillip Pendergrass

Amita Health

"Concise, easy to consume. Did a great job staying focused. Ali is an excellent instructor. I learned about Cybersecurity & you can too! Overall Rating of Course: 8. Overall Rating of Instructor: 10."

Randy Hild

Department of Health and Social Services

State of Alaska

"Thorough real world examples and relatable for non-technical staff. Overall Rating of Course: 8. Overall Rating of Instructor: 9."

Elaine Rich

Department of Health and Social Services

State of Alaska

"It was a good presentation. Very fast paced and covered the material at a high level. Overall Rating of Course: 9. Overall Rating of Instructor: 8."

Shannon Michael Lawson

OIT/CISO

"NIST CsF overview & explanations are the strength of the course. Overall Rating of Course: 8. Overall Rating of Instructor: 8."

**Grady Treston** 

Department of Health and Social Services

State of Alaska

"Great information. The material could have benefitted from a 2 day course. Very well-informed instructor. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Paula Smedley

Department of Health and Social Services

State of Alaska

"Good overall."

Kathy Long

Department of Health and Social Services

State of Alaska



"Excellent. Overall Rating of Course: 8. Overall Rating of Instructor: 9."
Joseph Hudson
Department of Health and Social Services
State of Alaska

"CCSA program was concise. Good presentation. A very passionate instructor. Great information. Overall rating of instructor: 10."

Don Howard

CHMB

"Have a much better understanding of HIPAA, NIST, and HITRUST. Instructor was a fountain of knowledge and expertise. Ali's passion, knowledge and experience facilitates the attendee to learn concepts that can be so overwhelming without his guidance. He makes a difficult topic interesting and quite digestible. Over rating of CCSA program: 10. Over rating of instructor: 10" Vicki Brown CHMB

"Very knowledgeable instructor, provided timely and relevant examples and resources. Overall rating of instructor: 10."

Mary Honomichi

Siouxland Community Health Center

"Instructor has breadth of knowledge on cybersecurity. Overall rating of CCSA program: 10. Overall rating of instructor: 10." Andy Ansryan, Senior Director, Information Security O'Neil Digital Solutions

"Checklists + methodology for NIST based CSF was explained well. Overall rating of course: 10. Overall rating of instructor: 10. Great overview of the NIST CsF and how it applies to a cybersecurity program."

T. R. Piller, IT Director, + ISO

T. R. Piller, IT Director + ISO Arkray

"Energetic instructor and made the training material easier to understand. Overall rating of course: 9. Overall rating of instructor: 9."

"Frameworks and risk analysis, risk management, encryption were strengths of the course. Overall rating of course: 10. Overall rating of instructor: 10." Katherine Wilson, Senior Internal Auditor University of Rochester

"Knowledgeable speaker. Presented in a very informative way. Overall rating of course: 10. Overall rating of instructor: 10. The speaker was knowledgeable on the subject matter. Expertise came through in his presentation. I highly recommend him!" Suzanne Kaneshiro, Privacy Officer Dept. of Public Health & Social Services, Guam

Dopti of Fabric Floating & Coolar Col Flood, Caai.

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### Client References & Testimonials

"Long-time expertise of the instructor and a very logical layout of the course material were strengths of the CCSA Program. Overall rating of course: 10. Overall rating of instructor: 10. For a non-IT HIPAA professional like myself, this course gave a comprehensive, but easy-to-understand structure for integrating privacy and security requirements."

Brett Shrader , Privacy Officer Beacon Health Options

"Information provided was in-depth and easy to understand. Overall rating of course: 10. Overall rating of instructor: 10. Great class! Instructor was knowledgeable on topic. He answered all my questions and explained things in a way you can easily understand." Kayla Wharton, HIPAA Compliance Specialist Innovative, Inc.

"Focused, interactive, real-life examples. Overall rating of course: 10. Overall rating of instructor: 10. Excellent prep course led by knowledgeable, entertaining cyber professional, who brought dry security concepts to life."

Victoria Gage-Bernheimer, Privacy Counsel

Accenture

"Instructor was very prepared for the course. Overall rating of instructor: 9. Good material and relevant examples provided by trainer."

Imran Khan

Etisalat

"Overall rating of instructor: 9. The cybersecurity framework and HIPAA incident and risk management were the strengths of the course."

Uzair Ahmad

Etisalat

"Overall rating of instructor: 10. Overall rating of course: 10. Excellent program." Ghulam Qasim
Etisalat

"Overall rating of instructor: 10. Overall rating of course: 10. The content was the strength of the program."
Sumit Sharma

Etisalat

"Overall rating of instructor: 9. Overall rating of course: 9. A well structured course." Amal Alhajeri

Etisalat

"Overall rating of instructor: 9. Overall rating of course: 9. The cybersecurity framework that was covered was the strength of the program."

Amr Nabil

### Client References & Testimonials

"A well organized and highly illustrated program with industry expertise delivered. The multiple frameworks discussed was a strength of the program. Overall rating of instructor: 10. Overall rating of course: 10."

Subramaniam Vaidhyanathan

Etisalat

"The course was very beneficial and with in-depth cybersecurity information. This helped enhance the security knowledge of the attendees. Mr. Pabrai highlighted and covered most areas starting from the history of security and included relevant examples. Overall rating of instructor: 10. Overall rating of course: 10."

Mohammad Ali Al Hallami

Etisalat

"Instructor was prepared for delivery of the program. Overall rating of instructor: 10. Overall rating of course: 10."

Vijay Kumar Soni

Etisalat

"Expert level instructor. Complex topics explained in an easy to understand manner.

Overall rating of instructor: 10. Overall rating of course: 9."

**Antonio Barrantes** 

Etisalat

"Great knowledge of the instructor around the topics. Overall rating of instructor: 10. Overall rating of course: 9."

Francisco Ruiz

Etisalat

"Overall rating of instructor: 10. Overall rating of course: 10. Good delivery."

Boby Kuruvila George

Etisalat

Organized, explained things well. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Cynthia Thomas

"Instructor were very informative, detailed & had plenty of knowledge regarding the course. Overall Rating of Course: 9. Overall Rating of Instructor: 10." Joshua Allen

**CTSI** 

"The instructor was able to hold my attention & engaged with the class. I really enjoyed this course. Overall Rating of Course: 10. Overall Rating of Instructor: 10." Haley Duplechin

CTSI



"I enjoyed the class very much. It was very informative. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Selina Sauls

**CTSI** 

"Depth of data and comprehensive coverage. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Matthew Holt

**CTSI** 

"All of the information is valid and useful. I thoroughly enjoyed this class. Ali & Lorna made the topic interesting."

Tina Peterson

**CTSI** 

"Overall Rating of Course: 10. Overall Rating of Instructor: 10." Angela Wright

CTSI

"Great course on cybersecurity. Overall Rating of Course: 10. Overall Rating of

Instructor: 10." Mark Thomas

**CTSI** 

"General information of cybersecurity & steps to make a plan. Overall Rating of Instructor: 10."

Mark Andrew Tillman Lee County Library

"A lot of information covered in one day. Overall Rating of Course: 9. Overall Rating of Instructor: 9."

Patricia Kay Rowland

U.S.M.C

"Lots of material covered. Good study media and well organized. Good class overall. Good instructors. Overall Rating of Instructor: 9."

Jamie Drew

**CTSI** 

"Class gave strong framework for cybersecurity planning. Instructors had solid gasp of material. Added more real-life examples."

Daniel Hedges

**NEOS** 



"Detailed, well presented, structured & done in a logical sequence. Instructors understand the importance of the material. Loved the course, a pleasure to be able to participate. Certainly, appropriate for today's continuously cyber intensive world. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Dale Brown MCLSI

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

John Hardin

**CTSI** 

"Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Steven Thompson

**NEOS** 

"Like the checklists in the CCSA class."

"Great view of how all the different components of a security program relate to each other. The CCSA class did a good job of pulling the pieces together."

"Wide range of topics covered. Overall rating of course: 10. Overall rating of instructor: 10."

"Have a much better understanding if cybersecurity topics covered. Overall rating of course: 10. Overall rating of instructor: 10."

"Instructor was able to relate the sometimes-dry material to real life scenarios."

"Instructor was energetic. Kept us engaged. Course book and reference materials provided were great."

"Strong instructor. Knowledgeable, and covered topics well. Overall rating of course: 9. Overall rating of instructor: 10."

"Ali did a great job presenting the material. Great compliance information."

"Great overview. Fit my needs perfectly! Overall rating of course: 10. Overall rating of instructor: 10. Ali's passion for cybersecurity comes out during his delivery. The passion encourages participation and learning. Ali is very open to questions and dialog that makes the subject material yours."

"The CCSA Program was organized and concise. Overall rating of course: 10. Overall rating of instructor: 10."

"Good high level overview. Ali is very engaging and knowledgeable. I have no doubt about his mastery of the topics and it shows. Overall rating of course: 9. Overall rating of instructor: 10."

"Very good and informative. I enjoyed the course and presentation."



"Strength of the course included instructor knowledge and the reference book. Overall rating of course: 10. Overall rating of instructor: 10."

"Much better course than others I have taken. Overall rating of course: 10. Overall rating of instructor: 10."

Private, On-Site CCSA Class Evaluation, June 2017

"The CCSA Program provided a great governance strategy review of the cybersecurity framework. Within my executive role and planning with our Board of Directors, the information delivered was invaluable! This will enable us to move forward with our cybersecurity plan. The strength of the course included: checklists and the NIST CSF review."

Lori Beeby Community Hospital

"The CCSA Program content was clear and concise. Overall rating of course: 10. Overall rating of instructor: 10. I would highly recommend this class for anyone involved in cybersecurity program development and maintenance."

**Nita Bowers** 

The Training Place

"Overall rating of course: 10. Overall rating of instructor: 10."

Debbie Tidmore UnityPoint Health

"Overall rating of course: 10. Overall rating of instructor: 10."

Laurie Sullivan

**Qunicy Medical Group** 

"Good overall coverage of security planning and thought process."

John Boualavong

**Quincy Medical Group** 

"Great detailed information."

**Derek Sailors** 

Community Hospital

"Clear communication, knowledge and explanation of slide-to-test ratio. Overall rating of course: 9.5. Overall rating of instructor: 9.5. Enjoying class. Good information. Very relevant to current role."

Michael Lane

UnityPoint Health

### Client References & Testimonials

"Interactive and informative course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Matthew Dee
Rise Services

"The course definitely helps me prepare for my tasks in the near future. The instructor was very clear in his explanation. Overall Rating of Course: 9. Overall Rating of Instructor: 10. I definitely will take similar courses with ecfirst. Instructor was knowledgeable and friendly."

Mao Nuon Akili Interactive

"Instructor was very prepared for the course. Overall Rating of Course: 10. Overall Rating of Instructor: 10."

Tom Barker

"Very easy to understand. Well organized with real world intelligence. Overall Rating of Course: 10. Overall Rating of Instructor: 10. While the material is complicated, the course book, and instructor's passionate presentation not only made it easy to understand, but an enjoyable and fun experience."

Dan Schmidt

**KMBS** 

"Course brings the concepts and terminology together. Overall Rating of Course: 9. Overall Rating of Instructor: 9. Great to meet a practicing instructor who is an industry recognized SME."

Abhu Bhattacharya KMBS

"The strength of the CCSA course was the outline and explanation of the NIST framework, as well as implementation of a cybersecurity program. Small class size with great dialogue. Overall Rating of Course: 9. Overall Rating of Instructor: 9. The CCSA course opened my eyes to different cybersecurity frameworks, as well as talk track I should be having with clients on how our services are helping customers get from their current profile to the target cyber profile."

Brennan Allen

All Covered

"The CCSA Program was outstanding on every level. Overall rating of Course: 10; Overall rating of Instructor: 10. Strength of the Course: All of it."

Bob Acosta

KMBS

### Client References & Testimonials

"The CCSA course provides a blend of overview with appropriate drill downs. Overall rating of Course: 10; Overall rating of Instructor: 10."

Chris Elmore All Covered

"Very informative course. Overall rating of Course: 10; Overall rating of Instructor: 10." Ezekial Keator

P-M-S

"Excellent course. Overall rating of Course: 10; Overall rating of Instructor: 10." Ron Gillis Konica Minolta

"Great course! Lots of useful information presented in a concise and relevant manner. Overall rating of Course: 10; Overall rating of Instructor: 10. Strength of the Course: Engaging presentation style. Real world examples, not just reading from slides. Lots packed into session."

Peter Coronado Conceptual MindWorks

"Ali does a great job covering all the topics. Excellent course! Overall rating of Course: 10; Overall rating of Instructor: 10. Strength of the Course: All around great course."

Jorge Gomez

HistoryMaker Homes

"Overall rating of Course: 10; Overall rating of Instructor: 10. Strength of the Course: Broad, yet concise."

Lakai Collins

Verizon

"Excellent teacher and speaker. Overall rating of course: 10. Overall rating of instructor: 10. I was apprehensive taking the course expecting it to be too technical. The information was presented so well and so easy to absorb."

Dawn Meglino

StratxIT Solutions

"Pabrai covered a lot of information. Effectively and concisely. Overall rating of course: 10. Overall rating of instructor: 10. Wonderful course. Excellent instructor!"

Nickie Braxton

Boston Medical Center

### Client References & Testimonials

"Very detailed and well delivered. Overall rating of course: 10. Overall rating of

instructor: 10." Brad Fell, MD

Allied Physicians Group

"Nicely laid out program. Overall rating of course: 10. Overall rating of instructor: 10. I did not know what to expect coming here. I learned a lot of valuable information to use in my own practice. So glad I came!"

Dale Musson

"Checklists are useful. Overall rating of course: 10. Overall rating of instructor: 10." Jacqueline Holmes Cummins, Inc.

"Excellent instructor and slide deck. Clearly expert on topic. Overall rating of course: 10. Overall rating of instructor: 10."

**Deborah Tokos** 

United Health Services Hospitals

"Practical and functional. Topical and quick. Overall rating of course: 10. Overall rating of instructor: 10."

Paul Sponcia

The IT Company

"Instructor is educated in all areas of security."

Andy Ansryan

"Great information. Very thorough. The amount of information provided is amazing! Overall rating of course: 10. Overall rating of instructor: 10. I feel more confident when I speak to my clients because of my experience with ecfirst."

Mark Slivka

**Edwards Business Systems** 

"Topics were explained carefully/methodically."

Michael Williams

"Review, redundancy, emphasis on key topics were strengths of the course. Overall rating of course: 10. Overall rating of instructor: 10."

Karen Pugh

"Detailed focus on practical examples."

Ricardo Santiago

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### Client References & Testimonials

"Referenced materials, regulatory guidance provided, instructor's vast knowledge of subject matter were strengths of the CCSA Program. Overall rating of course: 10. Overall rating of instructor: 10. I am so glad that I decided to sign up for this course." Eric A. Emmer-Ross

Landstuhl Regional Medical Center

"Very knowledgeable instructor. Easy to understand slides. Excellent speaker. Overall rating of course: 9. Overall rating of instructor: 10. Very informative and great interaction with group."

**Shon Ward** 

"Comprehensive. Solid information. Excellent material to take away. Overall rating of course: 9. Overall rating of instructor: 9. The courses moves at a dynamic pace, but was very comprehensive. Gave a solid base on which to define and create a cyber security framework."

Gary Channer Moxie Software

"The strength of the course was the quality of instruction and information. Overall rating of course: 10. Overall rating of instructor: 10. I was a bit apprehensive concerning the technical aspects of the subject matter. However, Ali made it easy to understand and apply to my organization. Super job!"

Lou Dinatale

U.S. Army

"The CCSA<sup>SM</sup> Program was exceptional. Overall rating of course: 10. Overall rating of instructor: 10. The course content is exceptional. Ali is an extraordinary presenter. I was motivated, empowered and equipped to develop and enhance a comprehensive cybersecurity program."

Elsa Zavala

Citizens Business Bank

"The breakdown of the cybersecurity framework was the strength of the CCSA<sup>SM</sup> course. Overall rating of course: 10. Overall rating of instructor: 10. Thank you for a great class."

CCSA<sup>SM</sup> Program Attendee, Ontario, California

"Topics were relevant, tangible, to my responsibilities. Further enhance my understanding."

CCSA<sup>SM</sup> Program Attendee, Ontario, California

"Overall rating of course: 10. Overall rating of instructor: 10."

Fabiola Rios

Citizens Business Bank



"The strength of the course was that information provided was coupled with examples of how to implement the program. The CCSA<sup>SM</sup> Program was very informative." CCSA<sup>SM</sup> Program Attendee, Ontario, California

"It was really good overall. Great job. Able to understand concepts clearly. Overall rating of course: 9. Overall rating of instructor: 10." CCSA<sup>SM</sup> Program Attendee, Ontario, California

"The strength of the course was the instructor's knowledge. Overall rating of course: 10. Overall rating of instructor: 10."

Debra Hite

Citizens Business Bank

"Very informative. Simplified information. Nice checklists and examples. The class was informative and provided real world examples. It was presented in a fun and simplified manner."

**Brent Holmes** 

Citizens Business Bank

"The strength of the CCSA<sup>SM</sup> Program is that it made a very large and complex area into an understandable format. Overall rating of course: 10. Overall rating of instructor: 10. Thank you so much. This was a wonderful course. The instructor was very prepared for the course."

Peter Csaba

Citizens Business Bank

"The strength of the CCSA<sup>SM</sup> Program was it provided a clear picture of what is required in a cybersecurity plan and associated requirements. Overall rating of the course: 10. Overall rating of instructor: 10. Instructor was very prepared for the CCSA<sup>SM</sup> Program. This was a very complete overview of the elements of a cybersecurity framework, creating a plan, and the associated requirements."

Harry Anderson

Konica Minolta

"Great content, and checklists. The instructor lives and breathes this! Overall rating of instructor: 10."

Tim Coker

All Covered

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### Client References & Testimonials

"Strength of the course was walking thru a framework to establish a cybersecurity program. Overall rating of the course: 10. Overall rating of instructor: 10. Course provided a fantastic foundation to engage an enterprise environment, regarding establishing their cybersecurity program."

Jaime Verva All Covered

"Strong content. Great communication. Overall rating of the course: 10. Overall rating of instructor: 10."

Joseph Harris

Vizient

"I enjoyed increasing my technical knowledge in this important area. I cannot wait to apply what I have learned. I will continue to build on my knowledge based on a careful review of the course content. Overall rating of the course: 10. Overall rating of instructor: 10. CCSA<sup>SM</sup> Program has a structured communication and content." Ken Boyer
Konica Minolta

"Very detailed explanation about building and managing a cybersecurity program. Overall rating of the course: 10. Overall rating of instructor: 10. Excellent program." Tracy Wood
Konica Minolta

"Material was well organized and presented in a methodical manner. Overall rating of the course: 10. Overall rating of instructor: 10." Mary Nickle TerraCom Direct

"Best class I have ever taken at Konica Minolta! Instructor was very prepared for the CCSA<sup>SM</sup> Program. Overall rating of the course: 10. Overall rating of instructor: 10. The strength of the program is that it beautifully covers the area of cybersecurity. The course made a complex area logical and simple. Provides me with ability to qualify questions to assess my clients. I am now able to articulate to all stakeholders in the corporate office why this program will be important to them – CEO, Legal, Compliance, BioEngineering, CIO, CISO, CTO, Privacy Officer, even HR."

Katherine Finley Konica Minolta

"Course Strengths: Presentation Material of the CCSA<sup>SM</sup> course." Grace Parker Parsons Corporation





"Course Rating: 10, Instructor Rating: 10"

**Howard Blober** 

Full Spectrum Assess

"Comprehensive yet moved quickly Course Rating: 10, Instructor Rating: 10"

Margaret Ayala

Los Angeles County

"Checklist, documents, and resources provided, knowledgeable instructor. Course

Rating: 10, Instructor Rating: 10"

Derek Christopher

Hines and Associates

"Well organized, practical study very useful."

Sungih Ahu

"A+ Course. Rating: 10 Instructor Rating: 10"

Connie Seal

Deep Run Security

"Good overall review of NIST CSF Framework. Instructor Rating: 10"

David Sanner

Cisco

"Subjects covered were very well presented. Course Strengths: Outline in all areas and

checklists. Course Rating: 10, Instructor Rating: 10"

Eugene Fry

Scryptinc

"I believe the information was clearly presented. Course Strengths: Updated information

and knowledge of teacher. Course Rating: 10, Instructor Rating: 10"

Karen Figueroa

**Evangelical Covenant** 

"Well-rounded program covering more than one security standard. Course Rating: 10,

Instructor Rating: 10"

Alec Hyeler

3M

"Instructor has a high knowledge of subject and passes that info with enthusiasm

Course Rating: 10, Instructor Rating: 10"

Andrew Parleto







"Course Rating: 10, Instructor Rating: 10" Ali Mirshafii KMBS

"Solid Introduction to Cyber Security. Course Rating: 10, Instructor Rating: 10" Bryan Taylor All Covered

"Interactive program with examples. Course Rating: 10, Instructor Rating: 10" Drew Catalpo
All Covered

"Great pace, good information that is relevant. Course Rating: 10, Instructor Rating: 10" Richard Richison
All Covered

"Being a former Sales Educator, I know first hand how challenging it can be to hold the attention of an audience when teaching. This is especially true when the information is technical and possibly arcane to some in your class. Ali Pabrai performs this very difficult task with great ease, command, and enthusiasm. It makes the learning experience not just fun but effective. Great Job Ali!"

Clif Magee

Engagement Team Manager, Los Angeles Market Konica Minolta Business Solutions

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"Great presentation. I very much enjoyed the day. Now if only I can pass the exam! Over rating of course: 10. Overall rating of instructor: 10. Instructor hit all topics well. Strength of course was the great exchange."

Steve Lewis, EVP & COO
StoAmigo

"Foundation information to prepare an effective cybersecurity program was a strength of the CCSA<sup>SM</sup> course. Over rating of course: 10. Overall rating of instructor: 10." William Evans, CIO CSVS

"Strength of the course was its comprehensive and general application across industries. Over rating of course: 10. Overall rating of instructor: 10." Brett Peters, Regional Manager Konica Minolta

### Client References & Testimonials

"Strength of the course was the higher level of knowledge of cyber security." Kari Orrender, Regional Manager Konica Minolta

"Very clear! Detailed! Pulled the CHP and CSCS™ courses together. Over rating of course: 10. Overall rating of instructor: 10." Stephanie Benoit-Kurtz, VP Link Technologies

"I have taken ecfirst courses before, and I returned due to the thorough and lively information. Over rating of course: 10. Overall rating of instructor: 10. The checklists and discussions were the strengths of the course."

Michael O'Hara

Michael O'Hara MedSec Privacy

"Ali Pabrai was masterful. He allowed us to bring up most topical recent events in the media. Over rating of course: 10. Overall rating of instructor: 10. ecfirst is a top-notch training organization. The materials and the CCSA<sup>SM</sup> program are fantastic." Rick Kingsbury
Konica Minolta

"The application of cyber security practices in the real world were a strength of the CCSA<sup>SM</sup> program. Over rating of course: 10. Overall rating of instructor: 10. Ali Pabrai is a wealth of information. He is adept at explaining complex issues in a simplistic manner."

Kevin Roth Konica Minolta

"The cyber security checklists and workflows that were outlined seem like they will be very helpful. Over rating of course: 10. Overall rating of instructor: 10. Ali Pabrai is a very engaging instructor who brought life to a rather mundane topic. I appreciate the knowledge and experience that he brought to the class. I look forward to working with him in the future."

James Trewin, Sr. VP, Information Services CHMB

"Great overview of NIST CSF and related information. Spirited discussion with classmates. Overall rating of instructor: 10. The CCSA<sup>SM</sup> Program instructor-led class is a very informative introductory class to cyber security. Would recommend for anyone involved in or concerned with their cyber security posture would take the certification training."

lan Maurer, Sr. VP of Technology CHMB

"Applicable knowledge and detailed information that is usable and well organized were the strengths of the CCSA<sup>SM</sup> program. Overall rating of instructor: 10." Student, Las Vegas CCSA<sup>SM</sup> Program

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### Client References & Testimonials

"We have been heavily involved in HIPAA Security for several years. The CCSA<sup>SM</sup> program is a terrific course to understand HIPAA Security and the cyber security framework. We learned how to expand the framework into what we are already doing. Overall rating of course: 10. Overall rating of instructor: 10. Very good high-level coverage!"

Charity Sharpe Unity Point Health

"Enjoyed all of the discussions with Ali and his input. Overall rating of course: 10. Overall rating of instructor: 10. Great course. Amazing instructor. One of the best training classes I have attended."

Karen Durbin

"Loved the real life examples in the course. Overall rating of course: 10. Overall rating of instructor: 10. Very informative. I understand a lot more than I did before." Kris Laidley

"The strength of the course was the format of the instruction given and the style of the presentation. Encouragement of class participation was great. I really enjoyed the class. I learned a lot about cyber security. Overall rating of instructor: 10. I walked away with some practical applications."

Beth Manley

**Iowa State Association of Counties** 

"Tied all the information on cyber security together! Overall rating of course: 10. Overall rating of instructor: 10. Great enthusiasm. Terrific way to learn about IT and cyber security."

Lorna Waggoner

"Tied everything together for me from CHP and CSCS™ classes. Overall rating of course: 9. Overall rating of instructor: 10."

Deb Lang

"Good overview from a high-level perspective. Overall rating of course: 10. Overall rating of instructor: 10."

Roy Hansen

"The CCSA<sup>SM</sup> book and the powerpoint presentation were the strengths of the program. Overall rating of course: 10. Overall rating of instructor: 10." Heather Burke

"Strength of the CCSA<sup>SM</sup> course were the examples presented by the instructor. Ali is an excellent instructor with good personality and examples shared. Overall rating of course: 10. Overall rating of instructor: 10." Stephanie Toms

### Client References & Testimonials

"Was great to see all the cyber security information presented, pulled together at the end! Overall rating of course: 10. Overall rating of instructor: 10."

Annjonette Mimi Hart

Unity Point Health

"The many side stories shared on cyber security that relate to ways to converse with security with clients – were a strength of the CCSA<sup>SM</sup> Program. Overall rating of course: 10. Overall rating of instructor: 10."

Fritz Craiger

"Very effective presentation delivered in the CCSA<sup>SM</sup> Program. Overall rating of course: 10. Overall rating of instructor: 10."

Rob Blue

Unity Point Health

"The manual, powerpoint, and the instructor were the strength of the CCSA<sup>SM</sup> Program. Overall rating of course: 10. Overall rating of instructor: 10."

Adam Romo

"Wow! Great instructor/presenter! CCSA<sup>SM</sup> is a terrific course." Attendee, Sep 14, 2016

"Very informative. Kept if fun and interesting." Attendee, Sep 14, 2016

"Helps us to build and validate the security program for the enterprise. Overall rating of course and instructor: 10."

Anca Banciu

Montefiore Health System

"Good materials and checklist for cyber security." Attendee, Sep 14, 2016

"Ali Pabrai is a great instructor! Did a phenomenal job in presenting material for the CCSA<sup>SM</sup> program in such a short amount of time. Overall rating of course and instructor: 10. Great instructor. Great resources."

Angela Simmons

**Total Medical Compliance** 

"Very informative and kept it fun and interesting. Overall rating of course and instructor: 10. The organization of slides and data within the slides were strength of the course." Attendee, Sep 14, 2016

"Informed instructor. Overall rating of course and instructor: 10." Terri Durst Southwest Diagnostic Imaging



"Good overview with detail backup for future reference." Charles Rivers SDI

"The strengths of the course were content, checklists, and comprehensive review of policy standards. Overall rating of course and instructor: 10." Patrick Cross

Memorial Health

"Clear to follow. Thoroughly outlined. Overall rating of course and instructor: 10. Thank you for a very clear explanation of a complicated area."

Judith D. Thompson, Esq.

Los Angeles City Attorney's Office

"The strengths of the course included content, materials, presenter/instructor, and the participants' background and expertise. Mr. Pabrai provided an excellent environment for participants to contribute experiences and input to the topics covered. Mr. Pabrai demonstrated complete knowledge of subject matter. I will recommend participation in future courses."

Rafael Diaz

Clinicas del Camino Real, Inc.

"The instructor was very prepared for the course. The strengths of the course included details, full of information and easy to follow along. Being new to the field Ali Pabrai made it fun, interesting and easy to understand the content. Overall rating of course and instructor: 10. I am very satisfied with the overall presentation and the information provided."

Timothy Olson Southwest Health System

"The strength of the course was the wide coverage of topics."

Denis Burns

FSU College of Medicine

"Dynamic speaker and able to deliver technical content in an easy to understand manner. Overall rating of course and instructor: 10. Instructor Ali Pabrai was extremely knowledgeable and effective at teaching the CCSA<sup>SM</sup> material. I thoroughly enjoyed this course."

Lisa Jackel

Goodwill of the Finger Lakes, Inc.

"The checklists and content that can be easily implemented into processes – were the strengths of the course."

Jessica James

Amedisys, Inc.

### Client References & Testimonials

"Course was thorough and included good materials. Very good course. Very thorough information provided. Class interaction was very important."

Andrei Dumitrescu

State of Tennessee

"Instructor was able to explore any topic in greater detail. Overall rating of course and instructor: 10."

Randy Overmyer

Goodwill of the Finger Lakes, Inc.

"Instructor was absolutely prepared for the CCSA<sup>SM</sup> course. Given time available everything was great. Overall rating of course and instructor: 10. Ali Pabrai's passion and energy about security is infectious. No matter how many times I attend a class or presentation with Ali, I learn something new."

Jay Falck

**Unicorn Computing** 

"Very useful. Extremely informative! Enhanced my insights on overall security and compliance. Overall course rating: 10. Overall instructor rating: 10."

Arun Patel

**Episource** 

"Great course layout to very complicated material. Tons of checklists and extra materials that can be leveraged by my organization. Thank you so much for sharing all this information with us in the CCSA<sup>SM</sup> program. All Pabrai taught the material in a very clear and concise way. Much appreciated."

Student, San Jose, California

"Informative and easy to understand program. Now I can plan our cyber security plan with my team to minimize/eliminate threats such as ransomware. Ali Pabrai is a great speaker and instructor. Overall course rating: 10. Overall instructor rating: 10." Shubham Chand

St. Rose Hospital

"The instructor Ali Pabrai was superb! The entire CCSA<sup>SM</sup> Program was extremely helpful. Full of valuable information. Overall rating of course and instructor: 10. Ali Pabrai is extremely knowledgeable in cyber security. He made the class and information come across in a very comprehensive manner. Superb course & trainer! Recommended!"

Eloy Escamilla

**Knapp Medical Center** 

"Great instructor with patience in teaching and guiding the course in an understandable manner."

Juan Alvarado

Prime Healthcare

#### Client References & Testimonials

"Enjoyed the CCSA<sup>SM</sup> class. Learned a lot. Instructor was very engaging. Overall rating of course and instructor: 10. Instructor kept the course interesting. Instructor engaged class with lots of questions and responses to keep students involved."

Stephanie Scere

Monroe Hospital

"Interactive presentation. Instructor was prepared for the program." Soumya Lingareddy Dallas Medical Center

"Strength of course was the vast knowledge delivered. Overall course and instructor rating: 10. I really learned a lot on how to go back and evaluate our systems. How secure are we? How can we better protect ourselves? Was covered well in the program."

Deborah Lesher

**Providence Medical Center** 

"Ali Pabrai is an excellent instructor. Very knowledgeable in all areas of security. Overall rating course and instructor: 10. Very good information covered."

Joy Patton

Prime Healthcare

"Overall rating of course and instructor: 10. Great speaker."

CCSA<sup>SM</sup> Attendee

Dallas Regional Medical Center

"Great instructor. Overall rating of course and instructor: 10."

Joel Leal

Harlingen Medical Center

"Hit on all important cyber security topics. Covered a lot of information in a short time.

Very thorough and efficiently delivered. Rating of instructor: 10."

Mike Gaglianone

Prime Healthcare

"Ali Pabrai was very knowledgeable and delivered information in a great way. Good materials. Instructor was very prepared."

**Robert Gates** 

Prime Healthcare

"The energy that Ali Pabrai maintained helped me stay engaged in the material covered. Much appreciated! Overall rating of course and instructor: 10. Structure of presentation made content easier to learn."

Joe Wood

Prime Healthcare

### Client References & Testimonials

"Ali Pabrai is a wealth of knowledge and full of energy and passion for security. Enjoyed Ali's CCSA<sup>SM</sup> class. Overall rating of course and instructor: 10. Very concise and informative program."

Uma Mahesh

Prime Healthcare

"Excellent course book and materials. Overall rating of course and instructor: 10. Excellent program! A very knowledgeable instructor!! Provided a roadmap to develop a Cyber Security Plan. Thank you!"

Peggy Assessor

Lake Huron Medical Center

"Overall rating of course and instructor: 10. Very informative. Look forward to another class. Strength of the course was the powerpoint presentation. Pabrai the instructor was very active in delivering."

Attendee

CCSA<sup>SM</sup> Program, Dallas, Texas

"Ali was extremely knowledgeable. Overall rating of course and instructor: 10. Ali Pabrai was not only knowledgeable but also entertaining. He gave practical examples of complex areas."

Frank Mader

East Liverpool City Hospital

"Overall rating of instructor: 10. Swift and concise. Well done!"

Joe Olenick

East Liverpool City Hospital

"I enjoyed the course and would recommend to all that need cyber security training. Overall rating of course and instructor: 10. Ali Pabrai was an excellent speaker." Daniel Bowen

Prime Healthcare

"Overall rating of course and instructor: 10. Instructor was prepared for the course." Attendee

CCSA<sup>SM</sup> Program, Dallas, Texas

"Instructor was prepared for the course. Rating: 10."

Harikiran M.

**Dallas Medical Center** 

"Organized course. Appropriate. On-target for information that a HIPAA and Security Officer needs day-today."

Attendee

CCSA<sup>SM</sup> Program, Dallas, Texas



"Overall rating of course: 10. Ali Pabrai is very knowledgeable." Tero Caamano

Prime Healthcare

"I found the CCSA<sup>SM</sup> course to be very unique. During the course the instructor Ali Pabrai challenges the students to think about applying the concepts taught to the current issues and challenges of the organization; including addressing day-to-day operations. The course discusses how to develop our cyber strategy. Very detailed and to the point program. Lots of good information covered in a day!

Rating of course: 10. Rating of instructor: 10."

Sujeeth Lingual Prime Healthcare

"Generated awareness that the threats out there are real and need immediate attention. Rating of course: 10. Rating of instructor: 10. Style in which content was delivered made course content interesting and captivating. Instructor was very prepared."

Michael Lumague Prime Healthcare

"Ali knows how to engage and keep students entertained. Rating of course: 9. Rating of instructor: 9. Good presenter makes information relevant to our environment. Love his jokes."

Martin Cordova

Prime Healthcare

"Templates and checklists were strengths of the course. Rating of course: 9. Rating of instructor: 9. Instructor was very prepared for the course."

Sean Whitney

Prime Healthcare

"Good understanding of and enforcement of the cyber security framework as well as structure and tools. Rating of course: 9. Rating of instructor: 9. The cyber security framework was well stressed."

Tony Van Boetel

Prime Healthcare

"Ali was an excellent teacher. Very clear and precise. Rating of course: 10. Rating of instructor: 10."

Attendee, April 8, 2016

"The CCSA<sup>SM</sup> Program was very informative. Rating of course: 10. Rating of instructor: 10. The CCSA<sup>SM</sup> course increased my knowledge of cyber security. It is very informative to help implement what was discussed in my facility."

Nasser Bunduka

Prime Healthcare



"The content was very informative. The framework provides a blueprint which an organization can customize and use and benefit from. The CCSA<sup>SM</sup> Program covers really important points including encryption. Rating of course: 10. Rating of instructor: 10."

Shivani Sharma Prime Healthcare

"Course was very informative and a good overview of cyber security. It will help Prime Healthcare protect its critical systems. Rating of course: 9. Rating of instructor: 9. Good flow of information and topics in the course."

Jazz Sorenson

Prime Healthcare

"Ali Pabrai is a real expert in cyber security. He gave us the important information we needed. Rating of course: 10. Rating of instructor: 10."

Iris Anderson

ins Anderson

Prime Healthcare

"Overall understanding and cyber security were the strengths of the program. Rating of course: 9. Rating of instructor: 10."

Sandeep Rademi Prime Healthcare

"Rating of course: 9. Rating of instructor: 10." Raghu Chennareddy

Prime Healthcare

"Strengths of the course: fun, exciting. Rating of course: 9. Rating of instructor: 9." Attendee, April 8, 2016

"Very informative. In-depth overview. Rating of course: 10. Rating of instructor: 10." Attendee, April 8, 2016

"Instructor was very knowledgeable and reviewed key concepts as necessary." Rama Ilapakurthi
Prime Healthcare

"In-depth and detailed information. Rating of course: 10. Rating of instructor: 10." Attendee, April 8, 2016



### **Ziksaka Client Testimonials**





"We have successfully completed our first learning experience with ecfirst. In order to stay compliant with our internal HIPAA policy, we made the decision to partner with a third party for basic "HIPAA Awareness" training.

We were searching for an online, self-paced learning experience that would incorporate the basics, highlight our own internal policy and offer a quiz for comprehension as well as a certificate of completion. We found this option with ecfirst and it was offered at a very affordable price.

I had the privilege of working with Kris Laidley on the preliminary set-up and customization of our program. This was a first for us so there were many tweaks made along the way. She was extremely helpful, very patient and obviously makes customer service a priority.

In speaking with the employees who participated in the training, I heard many positive comments about the type of information covered as well as the flexibility. Our participants appreciated that the information presented was very direct and succinct.

We appreciate all that you and Kris did to make this a success."

Marla Schultz Manager, Office Services Intalere



### **Thought Leadership – Pabrai & ecfirst**



"Hands-on experience" "Security master" "Fired up performance" "Knowledge powerhouse"

"Phenomenal speaker"

"Audience raved about the presentation"

"Dynamic speaking style"

"Energy and passion"

"Engaging"

"Best speaker"

"Immense knowledge"

"Comprehensive and fast paced"

"Remarkably thought provoking"





"Ali Pabrai explains differing information security standards in a clear and concise manner. Pabrai cares greatly about education and goes the extra mile to ensure updated and timely content for his delivery."

"His presentation style is engaging, and he encourages questions and discussions. I would recommend him for future presentations and trainings."

Josh More

Cyber Sector Chief

Iowa FBI InfraGard

"Mr. Pabrai delivered an outstanding presentation on Cyber Security Strategies at our January 2010 event. His presentation was very well received for being remarkably thought provoking. He certainly got the audience "fired up" about Information Security and his knowledge and passion for the subject became apparent when he presented. His energy and enthusiasm actually generated tremendous interest in the subject. Based on the official member feedback we received, his presentation was rated very highly and our members appreciated it a lot."

"Mr. Pabrai is not only a knowledge powerhouse of information Security but a refined speaker who is able to engage the audience with his unique presentation style. We would love to have Mr. Pabrai as a speaker in one of our future events."

"As Director of Programs for the ISACA Orange County Chapter, I would recommend other ISACA chapters or any other organization looking to get a "phenomenal" speaker on information security to consider engaging Mr. Pabrai."

Chetan Trivedi, CISA, CISM ISACA Orange County, California

Program Director





"Ali's presentation gave clarity around the complexity of the multitude of compliances. The content can be used to help communicate to c-level managers the current security climate and direction security regulations are heading. This type of presentation to mid-level managers confirms as well as adds content that is highly relevant."

"It was obvious that Ali was very passionate about his topic, had a strong grasp of the subject matter and included his audience in discussions. It really hit the mark to bring home even to experienced security professionals a level of confirmation of their understanding of information security programs and how to implement industry standard controls."

"The audience that Ali presented to at the InfraGard SuperConference 2010 included law enforcement, protection and safety professionals as well as seasoned information security managers and directors. The presentation was very well received."

Ken M. Shaurette, CISSP, CISA, CISM
InfraGard SuperConference – Wisconsin, Chair

"Ali Pabrai the security master has does it again...

He has created an all-encompassing international security guidebook for all people - at any level who have interest in our most prevalent Information Technology (IT) issues to date- those focusing around security. Ali and his organization ecfirst.com received the national exclusive endorsement from the American Hospital Association (AHA) for its HIPAA compliance training solutions."

Brian G. Lane
Previously, Vice President – Technology
AHA Solutions – American Hospital Association





"As President of the Colorado Springs chapter of the Information Systems Security Association, I wish to thank you for opening our fall conference on September 30. As we all know, security, in particular governance and standards, is not the most exciting subject on which to speak. You, sir, were phenomenal in your presentation. You captivated the audience and earned their admiration with your excitement and knowledgeable presentation. At one point in your presentation you asked, "Are you all excited or is it just me?" Talking with members afterward a couple of attendees remarked that, upon your question, they were surprised to notice that they were indeed excited. Quite the achievement - first thing in the morning."

"Your keynote set the tone of the conference and we had one of the best we can remember. We have been holding these conferences twice a year for about nine years, so to be that memorable is an achievement in itself. I extend an invitation for you to attend any of the events that our chapter holds during the year, whether you speak or not. Our chapter considers you one of our friends."

"As President of the ISSA-COS chapter, I recommend Ali Pabrai as a speaker to any and all ISSA chapters, world-wide, or any other organizations who wish to be gifted with an outstanding presentation."

Mark L. Spencer, CISSP IAM IEM President, ISSA-COS

"When you talk with Uday Ali Pabrai about security, his energy and passion fill the room. With two decades of hands-on experience with Who's Who clients across many verticals, he is the security master."

Pradeep Kar, Founder Microland Group, Chairman and Managing Director PlanetAsia, Founder and Chairman

"Pabrai's engaging manner keeps strong audience interest. His hands-on experience allows us to delve into the subject in further detail."

Joe Granneman, CISSP, CHSS

Chief Security Officer and Chief Technology Officer





"Ali participated as a keynote speaker at the 4th Annual of Middle East Healthcare Expansion Congress hosted on 26th -27th May at Al Raha Beach Hotel in Abu Dhabi and shared the platform with the likes of CEO – Health Authority Abu Dhabi, CEO –IMC Jeddah amongst other highly respected speakers. His dynamism, great presentation skills and industry know how touched the pulse of the audience that was comprised of senior level decision makers."

"Ali's presentation was ranked one of the best by the attending delegates and was extremely fruitful for the overall content of the congress. I on behalf of naseba congratulate him for this astounding success and look forward to working with ecfirst for our future healthcare editions including Saudi Healthcare."

Sanjeev Singh

Project Manager – naseba

Dubai, United Arab Emirates

"Pabrai is an extremely knowledgeable and a skilled presenter of information security and compliance methodologies across multiple industries and frameworks. He keeps you engaged and wanting to learn more."

Michael W. DeGraff, CISSP, CHP, CSCS

Information Security Officer

"Pabrai is well versed in a multitude of laws, regulations and standards. If your organization must comply with information security requirements, you will do well to take the CSCS™ course."

Tony Lewis Intuit, Inc.

"Pabrai delivered a fast-paced and a highly engaging session that addressed the state of information security and emerging best practices. He stepped through scenarios and detailed critical recommendations for businesses to be resilient as dependence increases on the digital information infrastructure. The audience raved about a presentation that resonated with the challenges they face in enabling reasonable and appropriate security."

Nur Rajwany

NCSBN, Director of Information Technology





"On behalf of the Austin-HIMSS board of directors, I wanted to thank Mr. Pabrai for giving such a great presentation to our chapter members!"

"Evaluations that we received following Ali Pabrai's presentation to the Austin-HIMSS chapter were extremely positive! The audience, which consisted of CIOs, directors, analysts and other healthcare professionals, appreciated Mr. Pabrai's humorous, yet incisive and professional, discussion of information security and its role in healthcare. We recommend Mr. Pabrai to others as a very knowledgeable and professional speaker."

Lillian C. Prince, MBA, MA, PMP Program Chair: Austin-HIMSS Austin, TX Chapter of HIMSS



"Ali Pabrai, CEO, ecfirst delivered a great presentation. His command of the topic and dynamic speaking style made for a very successful morning. Definitely recommend Mr.Pabrai to others as a knowledgeable and engaging speaker."

Diane Capaldo, MHA

President, Iowa Chapter of HIMSS





"As Program Director of the Phoenix Arizona chapter of the Information Systems Security Association (ISSA), I wish to acknowledge the value of the presentation given by Ali Pabrai at our October 2009 event. In presenting on a subject that to many people seems dry and uninteresting, he took on a subject that is important to all of us in the Information Security arena. The presentation given was one of the best I have seen in all ways. The audience was captivated and their admiration was earnest with Ali's excitement and presentation style."

"To say that people were on the edge of their seats is not an understatement - everyone was riveted to the presentation. The coverage of the topic at hand was remarkable in several ways. It demonstrated considerable understanding of the topic, it entertained an audience that is typically critical in their appreciation of topics related to control in Information Security and above all, it was informational and easy to understand. Our chapter holds events such as this every quarter, and it is hard to remember a better reception to a presentation on this topic. Your support of learning and education for the security profession is second to none, please feel free to join us again, either as a speaker or attendee."

"As the Program Director for the chapter I recommend that any organization wishing to have a dynamic speaker present on topics of current interest to the Security Community consider engaging Mr. Pabrai's considerable talents."

Mark Williams, CISSP CISA CCNA

Program Director, ISSA-Phoenix



"Pabrai's Security Brief is a thought provoking and must read document for all security practitioners who are involved in defining their enterprise information security strategy. It not only brings a very interesting analogy between human body defense strategy and Information security strategy but also gets into the finer details with a comprehensive set of security strategy document templates which can be used straight away."

Arun K. Singh

General Manager & Head of Enterprise Security Services - Americas Wipro Technologies

"The Illinois Association of Public Health Administrators wish to convey our appreciation to you for your presentation. The training was comprehensive, fast paced and covered issues in detail that local public health departments need to address as to the HIPAA rules."

"We appreciate your professional approach to topics and your clear, to-the-point delivery which was easy to follow and understand. Your pleasant manner made a difficult topic easier to follow and grasp."

Jan Forbes, Chairman
HIPAA Security Training Committee
Illinois Association of Public Health Administrators (IAPHA)

# **Additional Past Testimonials**

"In his practice and in his writing, Mr. Pabrai demonstrates not only a deft understanding of information security but also the ability to clearly communicate it. "The Art of Information Security" succinctly ties together principles, strategy, and tactics - the necessary components for a clear understanding of information security."

Joel M. Fulton, CISSP, CISA, CISM, CHSS, CHP

"The Art of Information Security – The Seven Steps to Enterprise Security is an invaluable resource and an excellent tool for security professionals in any industry. This easy-to-follow road map outlines essential components that every company should have in their security plans and policies."

Tara Manzow Skills Development Product Manager CompTIA

#### Client References & Testimonials

"Information has become the key asset of organizations and internet the nerve-wire of business. In an era where success depends on securing and managing information, The Art of Information Security - The Seven Steps to Enterprise Security offers a complete overview with practical approach to implementation of security. This work very well articulates the various facets of information security and helps both novice and experienced professionals identify and implement robust security policies. If you are thinking of information security - this is a Must read!!"

Susheel Kumar Ladwa

Wipro Technologies

"This work is an elegant summary of the real world experience that Mr. Pabrai "Ali" has gained in countless encounters on the war that is waged every time an organization commits to a security/compliance effort. Every page or two I found myself thinking yes! That was a cruise missile hit right on the target - simple, direct, correct, and effective." Rod Jackson, InfoSec Consultant, CISSP, CHSS Independent InfoSec Architect, Consultant, and Trainer

"Over the past several years, it has been my experience that the curriculum, methodology, and work product of ecfirst.com/The HIPAA Academy is by far the 'gold standard' for thorough and complete address of HIPAA's various and sometimes complex rules. Mr. Pabrai and his team have taken the maze of HIPAA regulation and paved a process oriented path that makes understanding and application of the requirements of the law as simple as it can be."

Alan E. Yue, PMP, CISSP, CHSS

President

PreNetSys, Inc.

"It has been a pleasure to work with such a talented and knowledgeable person. Thanks to Ali's excellent methodology, technical expertise and attention to detail, my organization is on the way toward meeting the HIPAA Security Rule requirements. Keep up the good work."

William J. Kelty Manager, Technical Services & Telecommunications Sherman Health Systems

"Mr. Pabrai's knowledge of security issues and regulations is immense, yet he possesses that unique quality - the ability to break things down to a level that any one can understand. Our organization has benefited greatly from his writings and analysis as we prepare to become compliant with the HIPAA Security Rule. His suggestions and tactics have been easy to follow and implement."

**Donald Smith** 

Programmer/Analyst

Advocat & Diversicare Management Services

#### Client References & Testimonials

"I have had the pleasure of working with Mr. Pabrai as he assisted HCR Manor Care in preparing for HIPAA Security Rule compliance. This report encapsulates the thorough process he follows in his consulting and training engagements. I believe that security professionals and business managers who faithfully apply the principles in this report will certainly practice the principles of due diligence and due care in their efforts to protect the information assets that are so important to the welfare of their organizations."

Tom Olzak, CISSP Director, Technical Operations HCR Manor Care

"Be careful -- you might actually learn something! Beyond his engaging style that transforms you from know-nothing into a security warrior, Mr. Pabrai covers a huge amount of practical matters that is often left as 'exercise for the reader'."

Farhad A. Abar, Ph.D Chief Executive Officer Monet Technologies

"The Art of Information Security is a comprehensive outline defining the process for securing business continuity. It transcends compliance, promoting security competence. With the process formulated, resources can be devoted to implementation."

Paul Batt
Senior Director
Illinois Hospital Association (IHA)

"This guide exemplifies the unified approach to information security that is necessary to truly protect an organization's information resources. Technology doesn't adequately secure unless it is used within a context of process and policy. Ali does a great job in describing what a security program needs, without getting lost in the "how" of implementation."

John Baldwin, CISSP Manger of Information Security Pella Corporation

"An invaluable report that is a must read for CIOs and Information Security Officers (ISOs)."

Vijay K. Gurbani, Ph.D Distinguished Member of Technical Staff Lucent Technologies, Inc./Bell Laboratories

"The Art of Information Security is an extremely well-researched and exhaustive work covering the vast expanse of considerations that affect organizations in the security arena. The overall effort in compiling this piece is commendable."

Ganesh Natarajan, Chief Executive

Zensar Technologies

Charter Member, TiE and Member of NASSCOM

# (e)cfirst

#### Client References & Testimonials

"Without security planning, information infrastructure is like a king in center during middle game of chess; open to threats from all directions. The Art of Information Security empowers with the knowledge to critically analyze weaknesses of an enterprise and provides strategies like bizSHIELD<sup>tm</sup> to protect information from possible attacks." Jasvinder Kakar, CHP, CHSS Software Architect

"The Art of Information Security: The Seven Steps to Enterprise Security, raises the awareness of Information security issues and helps you develop strategies, procedures and skills to defend against them. Mr. Pabrai provides a methodological and systematic approach to dealing with threats. His approach to the information security changes mind-sets and better equips organizations with tools to prevent and confront the new realities of digital business."

Sonia Soni, MBA President SaiFirst, Inc.

"The Art of Information Security is an excellent reference for IT and security professionals. It details an essential framework for organizational security. The task of securing an enterprise is never complete. The process and documentation is dynamic in our environment today. The key is ensuring updates that are current with the latest available information (such as resources and tools). This document is a valuable resource for enterprise security."

Ruth Brown
VP, Information Systems Department
Heartland Information Services

"The Art of Information Security: The Seven Steps to Enterprise Security addresses the basic threat of the information age. This is a profound work on ensuring business security and continuity. The text provides an in depth look into what should be the essential security policy for organizations today. Mr. Pabrai has created a comprehensive manual that is a must-read for security professionals and business executives across all industries."

Prakash Gurbaxani, CEO TransWorks Information Services

"The Art of Information Security – Seven Steps to Enterprise Security presents a customizable framework that organizations can use to secure their digital infrastructure and vital information assets. It is a practical approach and recognizes that security is not a one time thing but an ongoing matter that should be revisited (with revised business objectives) annually. I highly recommend those that are interested in securing electronic information in their business to read and apply this framework."

Head Intellectual Property and Key Initiatives iGate Global Solutions



"The Art of Information Security is a great read because it takes a very complex process, securing the enterprise, and breaks it down into a simple seven step process. I found each step was clearly defined and offered the appropriate amount of detail necessary to better sure the enterprise. Yet the document was flexible because it didn't get into or recommend a specific technology. It is truly a valuable guide."

Tim Kruse IT Supervisor of Development

St. Anthony's Health Center

"As always, Ali's approach to security is clear and founded in solid business-driven methodology. His logic is concise with a meaningful emphasis on real world applications such as HIPAA and SOX."

Steve Bergman
Chief Information Officer
Goodwill Industries International

"This work is an excellent structured approach to security compliance for any organization. The Art of Information Security has been put together very lucidly and the steps to achieving comprehensive security have been articulated very well. The work references "The Art of War" very appropriately as Information Security is an art as much as it is a science."

Arindam Chatterjee Technology Manager Wells Fargo Services





## **Other Testimonials**

"The ecfirst webinar 'Checklist for Addressing HIPAA & HITECH Breach' was right ontime for our organization as we just completed our HIPAA/HITECH risk assessment. The webinar gave great information, resources and recommendations." Trina Spalding, CISM

Norton Healthcare, Information Services

"This was the best webinar that I have ever attended/participated in regarding HIPAA & HITECH. The information was presented in a clear and concise format, which made it very easy to comprehend. The slides were on target and the information was very relevant. They really brought to light the areas that need to be addressed by our company re: HIPAA & HITECH. Mr. Pabrai is an expert in the field of HIPAA security and his passion for educating others was evident throughout the presentation. The complimentary information that ecfirst provides regarding HIPAA is further evidence that this company believes in serving others and puts forth the extra effort to make sure that we understand the importance of being in compliance. I also highly recommend ecfirst for HIPAA training – the on-line training is very thorough, convenient and easily accessible."

Belinda Guyton CQuest/IPHCA

"I work for a small non-profit, working as a business associate, on a limited budget and the free webinar provided by ecfirst was a great resource in providing updated information about HIPAA/HITECH. I was especially interested to hear about the recent DHHS audits and fines, the first ones given for Privacy Rule violations! As most small organizations, we continue to struggle with issues such as where to concentrate our efforts and what to expect if an OCR audit takes place. The Checklist provided was an excellent starting point for us to confirm that we understand our regulatory obligations and responsibilities."

"Mr. Pabrai did an excellent job in reminding us that it is not just the federal regulations that we need to be mindful of; there are several state laws that are even more stringent. I really liked hearing how other standards can be used, for example, the PCI DSS as a reference and the ISO 27000 as a comprehensive set of best practices. The resources provided were really great, the afore mentioned Checklist was the beginning, then Mr. Pabrai displayed the seven steps to enterprise security that ecfirst has trademarked, he listed new and updated NIST Guidelines, and finished with compliance and security priorities. This was a very good presentation that gave the listener useful pointers on where to go for more information and where to get excellent training."

NRI, Inc.



"Meaningful" Seminar: 3/31/11

"The various presenters spoke in every-day language that was user-friendly to the non IT people like myself. As an end-user of IT products, therefore, your presentation provided much value."

Ann Elrington, Chief Medical Officer Detroit Community Health Connection

"The HIPAA Academy has given me a lot of valuable information as to where my company falls into the HIPAA scheme of things. The CHA<sup>TM</sup> class gave me valuable information, tools, and direction as to the steps to take towards compliance." Terri Brown

Halvorson Trane

"The Certified HIPAA Administrator is a good course. I found out a lot of great information in a short period of time. Very worthwhile."

Tom Edgeton

MediNotes

"Everyone needs the Administrator course!" Cathy Halston MediNotes

"I now have a much better understanding of HIPAA privacy and terms. I will have more confidence in speaking about HIPAA with my clients after taking the Administrator class."

A MediNotes Account Executive

"Thank you for your invitation to 'The Introduction to Meaningful Use EHR Incentive Programs'. The session provided a very concise overview of the rules. The information will be of great value to our consulting practice as we look to assist our client's preparation and implementation."

Marianne Mecke

Principal

**IEI LLC** 

"This is the first presentation I have seen since the final rule was published. The content was very helpful in guiding us to a path toward meaningful use implementation of our EHR. I would recommend this webinar to anyone interested in obtaining incentive money from CMS."

Paul Mitchell Director of Information Systems Sun Life Family Health Center

#### Client References & Testimonials

"The information was very timely and 'meaningful' to what facilities are facing in the market today."

Mark Patton sanofi-aventis Quality Initiatives Manager

"I am the HIPAA Security Officer here and have also been following the EHR requirements in order to become familiar with the certification documents and rules. I appreciate these ecfirst Webinars as the information is extremely helpful. The EHR presentation was very thorough and helpful and contained some points I had not heard previously. I rely on ecfirst's leadership in these matters."

Iris Anderson HIPAA Security Officer Prime Healthcare Systems

"I found the presentation today to be valuable because it was crisp, short, and memorable. For example, without looking thru any materials, I can now say that EHR incentives differ in terms of stages, Medicare, Medicaid, and general provider types. I know that ONC and CMS have issued several final rules in the past month, but it was quite useful to have those summarized in terms of what they were and when they were issued in the Federal Register. As an independent consultant in healthcare, the presentation helped me in the building of my own 'mental map' of HITECH and its incentives - to spot opportunities for my clients."

"Today's webinar was very insightful, compiling a vast amount of information into a direct, professional presentation. The statistics, criteria, timelines and objectives shared enlighten us all to a new level of understanding Meaningful Use. Thanks go to Mr. Pabrai for his enthusiasm, clear and direct delivery, as well as his dedication to share his knowledge."

B.W. Brilling BWB Consultants

"The webcast was very interactive and helps everyone to understand about the EHR incentive mandates."

R. Saravanan Assistant Manager Operations Episource India

"In your Executive Brief I learned more details of what needs to be done to comply with HIPAA."

Clarice Baiotto

All American Turf Beauty Inc.

#### Client References & Testimonials

"It is Eliza Corporation's mission to work with health plans to make their customers healthier and thus reduce their costs. Your webinar gave us insight on how, with the new EHR rules, hospitals and other health professionals will have to adopt this technology to make healthcare a more efficient process. This in turn will be saving the health plans we work with money because of the reduction of unnecessary procedures, surgeries etc."

Ally Costello Eliza Corporation

"Thank you for hosting the webinar yesterday on Understanding Meaningful Use EHR Incentive Mandates. It was very informative for me as I am in the beginning stages to provide professional services to assist transitions for this part of the industry." Tim Engberg
GVTC

"I found the "Understanding Meaningful Use EHR Incentive Mandates" webinar very timely and beneficial especially with the July 14th release of the Proposed Rule." Avalon Allen IT Compliance Kaiser Permanente

"Thanks for providing a very timely and "meaningful" presentation. It was a very good summary of what has become slightly confusing in the last month. We seem to get so busy that we have to rely on presentations like this one to keep us focused."

Julie Croly CPC CPC-P CPC-I

Croly & Associates LLC

"As the Manager of Clinical Development, it's imperative that I stay on top of changes. There have been many differing opinions when it comes to HITECH and CCHIT, but this presentation helped to clarify what the reality is. It was clear, concise and helpful."

Didi Oxner Manager, Clinical Development The Echo Group

"I found the presentation very thorough and informative, given the 30 minute time frame, which is ideal for many of us who are in calls and meetings all day long."

Jenny Liljeberg, MPP

Senior Ctr. Manager

Engelberg Center for Healthcare Reform

"I found the speaker to be very informational. I appreciate the websites that were given as references to help my efforts of becoming compliant."

Sandy Kelly

HS Medical Billing Services

#### Client References & Testimonials

"Ali is very knowledgeable on HIPAA and its requirements. I enjoyed his presentation today and look forward to attending the HIPAA Academy courses."

Janet Snoozy

The Foreign Candy Co.

"Being in the technology business, we understand the tremendous impact HIPAA will have on every business. This session reiterates the need for training, planning, and implementation."

Doug Zaletel Harvest Services

"I thought Ali delivered a very complicated subject matter in a very informative and casual way. I've seen him speak on other occasions and he is always prepared and informed on the latest HIPAA information. I would strongly suggest attending one of his sessions."

Michael Hope ETI Benefits

"Ali did a great job generalizing HIPAA requirements. It was a great introduction and clearly identified the need to further educate us on how it will impact the City of Carroll." Sheri Mertz

City of Carroll

"The Executive Brief was a very helpful overview. I really didn't understand the scope of HIPAA legislation before this presentation. Thanks!"

**Deborah Jones** 

Deborah Jones, DPM

"This is a good overview. Most of us that are involved with HIPAA often feel overwhelmed. I'm still overwhelmed but I can finally see the light at the end of the tunnel."

Deeann M. Biondi SET SEG, Inc

"Excellent course to provide an overview of HIPAA in a short period of time. Excellent and very knowledgeable instructor who was able to cover key issues of HIPAA in an easy to understand manner and in a very short time (2 hours)."

Steve Trosty

AP Assurance

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Risk Analysis Solutions





Hospitals, health systems, physician practices, payers such as insurance organizations, as well as business associates must conduct a comprehensive risk analysis exercise to meet HIPAA mandates, including HITECH Meaningful Use requirements. Security standards such as ISO 27000 and NIST guidelines require a thorough risk assessment.

Have you completed a risk analysis exercise recently?

## Risk Analysis: Critical for a Information Security Baseline

A key requirement of the HIPAA and HITECH regulations is that covered entities and business associates *must conduct a comprehensive and thorough assessment of the potentials risks and vulnerabilities to the confidentiality, integrity, and availability (CIA) of all electronic Protected Health Information (EPHI).* These HIPAA and HITECH mandates require that <u>organizations must complete a comprehensive and thorough</u> vulnerability assessment on a regular schedule.

## OCR Guidance on HIPAA Risk Analysis

The guidance published by the Office of Civil Rights states that, "Conducting a risk analysis is the first step in identifying and implementing safeguards that comply with and carry out the standards and implementation specifications in the Security Rule.

Therefore, a risk analysis is foundational..." Further, OCR states that "All EPHI created, received, maintained or transmitted by an organization is subject to the Security Rule.

The Security Rule requires entities to evaluate risks and vulnerabilities in their environments and to implement reasonable and appropriate security measures to protect against reasonably anticipated threats or hazards to the security or integrity of EPHI. Risk analysis is the first step in that process."

ecfirst's bizSHIELD<sup>tm</sup> program satisfies this HIPAA requirement.



## HITECH Meaningful Use Requirements Include Risk Analysis

Demonstrating Meaningful Use of an Electronic Health Record (EHR) requirement tells organizations that they must, "Implement systems to protect the privacy and security of patient data." Organizations seeking to demonstrate Meaningful Use must, "Conduct or review a security risk analysis and implement security updates as necessary and correct identified security deficiencies."

ecfirst's bizSHIELD<sup>tm</sup> program satisfies this HITECH requirement.

## bizSHIELDtm - An ecfirst Risk Analysis Service

ecfirst developed the *biz*SHIELD<sup>tm</sup> program to assist Covered Entities, Business Associates, and vendors of Electronic Health Records (EHRs) and Personal Health Records (PHRs) in meeting the requirements of the HIPAA Privacy and Security Rule, The HITECH Act, and all subsequent guidance documentation and settlement agreements.

As a part of the *biz*SHIELD<sup>tm</sup> program, ecfirst will list every requirement of the HIPAA Security Rule including every Safeguard, Standard, and Implementation Specification in a risk analysis format that identifies an organization's state of compliance with the requirement, recommended remediation activity, and associated risk priority. All remediation activities will be listed according to recommended implementation time bands in the *biz*SHIELD<sup>tm</sup> Corrective Action Plan (CAP) table. The *biz*SHIELD<sup>tm</sup> report is an actionable, documented risk analysis that provides both in depth and executive summary level findings appropriate to all audiences from administrators to the Board of Directors.

## **Privacy Gap Assessment Service**

bizSHIELD<sup>tm</sup> helps an organization to understand, improve, or verify their compliance with the HIPAA Privacy Rule. bizSHIELD<sup>tm</sup> provides both summary and detailed compliance information as well as all necessary remediation activities pertinent to the organization's business model. bizSHIELD<sup>tm</sup> will enable an organization to quickly determine the state of compliance, needed remediation, and will list actionable steps to achieve compliance.





#### HITECH Data Breach Service

Under the HITECH Data Breach Rule, organizations are required to take steps to prevent, identify, report, and remediate data breaches of unsecured information. The ecfirst Data Breach solution will document the ability of the organization to detect a breach, review the incident management policy and procedures, and make recommendations. In addition, organizations will receive a HITECH Data Breach policy and several Data Breach procedures to ensure compliance, should a breach happen.



# **Technical Vulnerability Assessment**

Hospitals, health systems, physician practices, payers such as insurance organizations, as well as business associates must conduct a comprehensive risk analysis exercise to meet HIPAA mandates, including HITECH Meaningful Use requirements. Security standards such as ISO 27000 and NIST guidelines require a thorough risk assessment.

Have you completed a technical vulnerability assessment exercise recently?

#### **HIPAA & HITECH Require Technical Vulnerability Assessment**

A key requirement of the HIPAA and HITECH regulations is that covered entities and business associates *must conduct a comprehensive and thorough assessment of the potentials risks and <u>vulnerabilities to the confidentiality, integrity, and availability (CIA) of all electronic Protected Health Information (EPHI)</u>. These HIPAA and HITECH mandates require that <u>organizations must complete a comprehensive and thorough vulnerability assessment on a regular schedule</u>.* 

## bizSHIELDtm - An ecfirst Technical Vulnerability Assessment Service

ecfirst developed the *biz*SHIELD<sup>tm</sup> program to assist Covered Entities, Business Associates, and vendors of Electronic Health Records (EHRs) and Personal Health Records (PHRs) in meeting the requirements of the HIPAA Privacy and Security Rule, The HITECH Act, and all subsequent guidance documentation and settlement agreements.

As a part of the *biz*SHIELD<sup>tm</sup> program, ecfirst will list every requirement of the HIPAA Security Rule including every Safeguard, Standard, and Implementation Specification in a risk analysis format that identifies an organization's state of compliance with the requirement, recommended remediation activity, and associated risk priority. All remediation activities will be listed according to recommended implementation time bands in the *biz*SHIELD<sup>tm</sup> Corrective Action Plan (CAP) table. The *biz*SHIELD<sup>tm</sup> report is an actionable, documented risk analysis that provides both in depth and executive

summary level findings appropriate to all audiences from administrators to the Board of Directors.

# **Technical Vulnerability Assessment Service**

The Office of Civil Rights (OCR) wants to ensure that organizations have identified all of the risks and vulnerabilities to the EPHI that they collect, store, process, or transmit. The ecfirst *biz*SHIELD<sup>tm</sup> risk analysis program includes a technical vulnerability



assessment to address HIPAA and HITECH mandates with the objective of establishing and prioritizing compliance and security gaps. The ecfirst *biz*SHIELD<sup>tm</sup> Technical Vulnerability Assessment Service supports several distinct components, including:

- External Assessment
- Internal Assessment
- Firewall Assessment
- Wireless Assessment
- Social Engineering

When was the last time your organization conducted a risk analysis activity that included a technical vulnerability assessment?

#### **External Network Vulnerability Assessment**

ecfirst will identify, analyze, and document vulnerabilities within an organization's Internet-facing infrastructure and attached systems. ecfirst follows a pragmatic approach when conducting a vulnerability assessment of external systems.

#### **Internal Network Vulnerability Assessment**

ecfirst's internal network vulnerability assessment will verify that the security controls implemented on an organization's hosts provide an adequate level of protection against network attacks. The ecfirst security team will scan and validate the security of the network and perform a comprehensive assessment against selected hosts. ecfirst can include many valuable components in its reporting including:

- Active Directory assessment
- Open File Shares scan and report
- SNMP scan
- Promiscuous NICs scan and report
- Database Security Analysis including MS SQL or Oracle

#### **Firewall Assessment**

ecfirst will review the organization's Internet-facing firewall to identify the current security posture in three critical areas:

- Rulebase configuration
- Current IOS (or other operating system) and patch revision release level
- Vulnerability assessment of configuration file

Rulebase configuration is critical to the integrity and operating security of a firewall. The rulebase should be tied to business requirements. Every rule that is configured on a firewall is essentially a permissible security hole into the company's network infrastructure. Each of these rules should have a well-defined business need for



existing. However, many corporations open rules for testing and never close them when the test has completed. Additionally, many rules are opened up because of then-current business needs, but never closed or repaired once that need, or the corresponding business contract, has ended. This results in legacy access and a vulnerability providing a pathway into the internal network.

#### **Wireless Assessment**

Wireless networks are particularly vulnerable to attacks because it is extremely difficult to prevent physical access to them. Wireless networks are subject to both passive and active attacks. A passive attack is one in which an attacker just captures signals flowing from authorized devices, such as a corporate laptop to an authorized Access Point (AP). An active attack is one in which an attacker send signals to the authorized AP in order to solicit specific responses and intrude upon the corporate network, typically, in a very short timeframe.

During the wireless assessment, ecfirst addresses the following areas:

- Discover the Wireless Access Points and wireless systems.
- Investigate rogue devices installed without IT department consent.
- Assess Wi-Fi RF coverage from adjacent buildings and public locations.
- Determine the existing Wi-Fi security infrastructure.
- Attempt to compromise the wireless security.
- Determine encryption type and compromise the security.

## **Social Engineering Assessment**

Organizations with excellent security programs often spend large amounts of money on capital purchases to implement technical security controls. However, employees or contractors of the entity often prove to be the weak link in the security chain. Employee and contractor education is a key component to any information security program. Authorized members of the workforce have both authenticated access to information systems as well as physical access to facilities and secured areas.

During the social engineering assessment, ecfirst will attempt to gain unauthorized or inappropriate access to facilities, secured areas, documents, credentials, or confidential data. ecfirst security personnel will attempt to bypass security controls that are in-place in order to gain access to various assets. ecfirst will attempt to bypass electronic, personnel, and procedural controls during this assessment. ecfirst will document and present a very detailed record of successes, failures, controls bypassed, access achieved and information obtained during the assessment.



## **BIA & IT Disaster Recovery Plan**

#### **Prepared for a Disaster?**

Contingency planning, also referred to as Business Continuity Planning (BCP), is a coordinated strategy that involves plans, procedures and technical measures to enable the recovery of systems, operations, and data after a disruption. A Business Impact Analysis (BIA) is the foundation for building Contingency Plans.

Once the BIA is completed, Contingency Plans can be developed using the information identified in the BIA. Typically, two types of Contingency Plans will need to be developed: Emergency Mode Plans for business unit recovery and Disaster Recovery Plans (DRP) for Information Technology (IT) systems and infrastructures.

#### **Compliance Mandate**

Contingency Plan is a HIPAA Security Standard. It is also a Clause in the ISO 27000 Security Standard. The objective of the Contingency Plan Standard is to establish (and implement as needed) policies and procedures for responding to an emergency or other occurrence (for example, fire, vandalism, system failure, and natural disaster) that damages systems that contain EPHI. As shown in bold in the table below, the Contingency Plan standard is defined within the Administrative Safeguards section of the HIPAA Security Rule.

Standards	Implementation Specifications	R = Required A = Addressable
Contingency Plan	Data Backup Plan Disaster Recovery Plan	R R
	Emergency Mode Operation Plan	R
	Testing and Revision Procedure Applications and Data Criticality Analysis	A

Contingency Plan-related requirements are also identified as implementation specifications in the Physical Safeguards section of the HIPAA Rule as well as the Technical Safeguards section.

#### It Starts with a BIA

A BIA is a critical step in contingency planning. In a BIA we:

- 1. Identify business disruption events and measure probabilities.
- 2. Identify critical business functions.
- 3. Identify critical computer resources that support key business functions.
- 4. Identify disruption impacts and allowable outage times.
- 5. Develop recovery priorities.



# Our bizSHIELDtm Methodology

The Seven Steps to Enterprise Security is a methodology that describes a roadmap to safeguard sensitive business information and enterprise vital assets. This methodology is also referred to as *biz*SHIELD<sup>tm</sup>. *biz*SHIELD<sup>tm</sup> has also been influenced by the clauses (domains) defined in the ISO 27002 security standards as well as the CobIT and NIST security frameworks.

The *biz*SHIELD<sup>tm</sup> methodology delivers confidentiality, integrity and availability (CIA) of your vital information and business assets. This methodology provides the blueprint for defending today's enterprise. The Seven Steps methodology provides the framework for addressing contingency requirements.

The *biz*SHIELD<sup>tm</sup> security methodology identifies seven critical steps for an organization to follow as a twelve-month framework for organizing and prioritizing enterprise security initiatives.

#### Our Professional Team

ecfirst only engages credentialed professionals for its BIA engagements. Credentials such as CISSP, CSCS™ and CBCP are typical of ecfirst teams assigned to client engagements.

#### Your Commitment to Us

- 1. Interviews with key members of IT staff, key individuals in departments and management.
- 2. Copies of IT system and network documentation including downtime procedures and inventory of vital assets such as servers and applications.



#### Our Deliverables to You

A *biz*SHIELD<sup>tm</sup> Business Impact Analysis (BIA) document will be created based on our review and analysis of information collected from your organization. This *biz*SHIELD<sup>tm</sup> Business Impact Analysis (BIA) Report will include information in the following areas:

- Business Risk Assessment
  - Key business processes identification
  - Time-bands for business service interruption management
  - Financial and operational impact
- Key Sensitive Systems and Applications Summary
- Emergency Incident Assessment
  - BIA process control summary for emergency incident assessment
  - Serious information security incidents
  - Environmental disasters
  - Organized and/or deliberate disruption
  - Loss of utilities and services
  - Equipment or system failure
  - Other emergency situations

**Fixed Fee with a Monthly Payment Schedule:** Call for details and a customized proposal exclusively for your organization. *On-Demand Compliance Solutions from ecfirst provides your organization with access to specialized compliance and security skills with no short term or long term commitments.* Get Started Today!



## **ISO 27000 Solutions**

#### Applying ISO 27000 to Comply with Federal & State Regulation Mandates

Organizations are increasingly considering applying the family of ISO 27000 international security standards to comply with various U.S. federal and state regulations such as HIPAA, HITECH, as well as standards such as the PCI DSS. The ISO 27000 is a global standard that provides a comprehensive framework that organizations can adopt to address compliance requirements and establish a resilient information infrastructure.

#### ecfirst Brings Deep Experience & Expertise with ISO 27000

ecfirst's fast-paced, one-day private training workshop on ISO 27000, its policy templates, quick reference cards, and deep consulting expertise embodied in its signature methodology, *biz*SHIELD<sup>tm</sup>, are enabling organizations to easily adopt the ISO standard. The ecfirst *biz*SHIELD<sup>tm</sup> is a signature methodology is specifically focused on the ISO 27000 standard and includes the following core components:

- A fast paced, instructor-led, one-day <u>Getting Started with the ISO 27000</u> (ISO 27001 and ISO 27002) training <u>delivered at your site</u>.
- A two-day in-depth certification program, Certified Security Compliance Specialist<sup>™</sup> (CSCS<sup>™</sup>) that addresses ISO 27000, PCI DSS, HIPAA, HITECH, FISMA and a lot more.
- A one-day workshop on <u>Getting Started with ISO 27799</u> that tailors the ISO 27002 Standard for the healthcare industry; the workshop is an industry first from ecfirst.
- ISO 27002 Security Policy Templates that can easily be tailored to enable your organization to establish a comprehensive library of policies.
- The industry's first <u>ISO 27002/HIPAA Security Rule Mapping Framework</u> document.
- Managed Compliance Services Program (MCSP) for ISO 27000 that enables your organization to leverage deep ecfirst ISO expertise and yet pay a fixed monthly fee for a 36-month period and access a range of services at a fixed price.
- ISO 27000 Webcast <u>Applying the ISO 27000 Standard to Address Federal and State Regulations.</u>

#### Our Commitment to You

- 1. Manage the implementation of ISO 27000 in your environment leveraging as best as possible existing information security processes, practices and capabilities
- 2. Document all information requested and establish time-line for critical next steps
- Respond with required information and communicate with all involved parties on activities and status
- 4. Establish framework for <u>complete knowledge transfer</u> to enable your organization to improve processes and capabilities



### ISO 27000 Client Consulting Testimonial

"When GHX began discussing our march toward HIPAA compliance, there was a general consensus about where we had to be - in three years, but there was also a notable lack of agreement on how we might get there. After thoughtful consideration (and amazing good fortune) we chose to seek the services of ecfirst as our "implementation partners" to assist our efforts with HIPAA using ISO 27000 as the framework."

"I'm happy to say, it was the best choice we could have made. Their ISO 27000 experience, comprehensive approach, and practical guidance, have put us solidly on the road to achieving our goal, within our window. For GHX, achieving compliance is huge effort, and having a dependable ally was critical to our success."

Patt Anderson, Compliance Manager GHX

## ISO 27000 & ISO 27799 Training & Certification

ecfirst has several options for ISO 27000 training - from a tailored 60-minute webcast to a two-day CSCS™ certification program. Schedule our one-day training workshop, "Getting Started with ISO 27000", to learn more about the ISO 27001 and ISO 27002 information security standards and understand how these may be applied to address compliance requirements.

- 1. Examine the ISO 27000 information security framework and its core components.
- 2. Review the ISO 27001 security standard and understand key terminology, definitions and the overall organization.
- 3. Step through the clauses defined in the comprehensive ISO 27002 standard.
- 4. Understand how compliance requirements of State regulations such as those from Massachusetts and California, as well as federal requirements such as HIPAA and HITECH can be addressed with the ISO 27000 framework.
- 5. Identify critical steps for organizations to get started with the ISO 27000.

Consider the "Getting Started with ISO 27799" training workshop. It is the industry's first training program that brings together the ISO 27000 Standard tailored to the healthcare industry. This one-day training program can be delivered at your site. ecfirst can customize the content to meet the specific requirements of your organization.



#### **Testimonials**

"The ISO 27000 Webinar in addressing HITECH, HIPAA & State Regulations was first rate. Looking forward in continuing our involvement with ecfirst in regard to consulting, training and certification. Please send my best to Ali Pabrai, he is a great speaker!"

Juan M. Chavez, MHA, Risk Management Analyst Catholic Healthcare West

"I really liked the detailed overview of ISO 27001/27002, and the heads up on the upcoming ISO 2700X standards. I liked the note about a written comprehensive InfoSec program being needed."

Jim Brady, Manager, Data Center Services Cedars-Sinai Medical Center

"I attended the ISO 27001/2 webcast. It was excellent."

Sishir Reddy, CEO Episource LLC

"The ISO 27000 brief was very helpful as my organization works to implement ISO 27000 for our security framework. I have been CHP and CHSS™ certified by ecfirst for several years and value ecfirst's expertise. I am interested in the CSCS™ certification and will be looking into ecfirst's training program for this certificate."

Judi Hofman, CAP, CHP, CHSS Privacy/Information Security Officer Cascade Healthcare Community

"I found the program to give me a wonderful framework with the ISO 27000 to enhance our security program under HIPAA and HITECH. The tools will be very helpful in the continued effort to move our program forward."

Lori A Beeby, Information Systems Director Community Hospital – McCook



## **PCI DSS Solutions**

#### **Readiness Assessment Services**

#### PCI DSS: An Important Security Standard

The Payment Card Industry (PCI) Data Security Standard (DSS) is a global information security standard for protecting cardholder data. The PCI DSS requirements apply to merchants and other organizations that store, process, or transmit cardholder data. PCI DSS is a compilation of best practices for securing data throughout the information lifecycle. The PCI standard identifies several processes and procedures required to protect cardholder data. With unmatched laser beam focus on regulatory compliance and information security.

ecfirst has the services that organizations need to prepare for and deliver on PCI compliance today.

The core goals of PCI DSS include:

- 1. Remove sensitive authentication data and limit data retention
- 2. Protect the perimeter, internal, and wireless networks
- 3. Secure payment card applications
- 4. Monitor and control access to systems
- 5. Protect stored cardholder data
- 6. Finalize remaining compliance efforts, and ensure all controls are appropriately implemented

#### The ecfirst PCI Readiness Assessment

This assessment enables organizations to understand the current PCI standard compliance posture and includes a Corrective Action Plan (CAP). This plan is a remediation roadmap that the organization should complete prior to undergoing a formal PCI audit.

## ecfirst Brings Deep Experience & Expertise with PCI DSS

The ecfirst PCI DSS Readiness Assessment is a methodical examination and review of the state of PCI compliance with the defined control objectives and associated requirements of version 3.0 of the Standard. This ecfirst exercise results in an <a href="actionable & comprehensive">actionable & comprehensive</a> PCI DSS Readiness Assessment Report that summarizes findings and provides details about areas in which the organization does not comply with version 3.0 of the Standard. A prioritized list of activities and recommended timetable are included, as is an executive presentation of the assessment findings.



The ecfirst PCI Solution addresses requirements in the areas of:

- Discover cardholder assets
- Identify compliance gaps
- Address individual requirements and prevent data breaches
- Ease the compliance process

ecfirst's fast-paced, one-day private training workshop on PCI DSS, its policy templates, quick reference cards, and deep consulting expertise embodied in its signature methodology, *biz*SHIELD<sup>tm</sup>, are enabling organizations to address PCI DSS requirements. The ecfirst *biz*SHIELD<sup>tm</sup> is a signature methodology is specifically focused on the PCI DSS standard and includes the following core components:

- A fast paced, instructor-led, one-day <u>Getting Started with the PCI DSS</u> training delivered at your site.
- A two-day in-depth certification program, Certified Security Compliance Specialist<sup>™</sup> (CSCS<sup>™</sup>) that addresses ISO 27000, PCI DSS, HIPAA, HITECH, FISMA and a lot more.
- <u>Security Policy Templates</u> that can easily be tailored to enable your organization establish a comprehensive library of policies.
- Managed Compliance Services Program (MCSP) for ISO 27000 that enables your organization to leverage deep ecfirst ISO expertise to address PCI DSS mandates; pay a fixed monthly fee for a 36-month period and access a range of services at a fixed price.
- ISO 27000 & PCI DSS Webcast <u>Applying the ISO 27000 Standard to Address PCI DSS Mandates.</u>

#### Our Commitment to You

- 1. Manage the implementation of PCI DSS in your environment leveraging as best as possible existing information security processes, practices and capabilities.
- 2. Document all information requested and establish time-line for critical next steps.
- 3. Respond with required information and communicate with all involved parties on activities and status.
- 4. Establish framework for <u>complete knowledge transfer</u> to enable your organization to improve processes and capabilities.





#### Key Deliverable

## The bizSHIELD<sup>tm</sup> PCI DSS Readiness Assessment Report

- Executive Summary of priority observations and recommendations.
- Gap Analysis, a security assessment sorted by risk and compliance level.
- Detailed breakdown of key findings, concerns, and recommendations for each of the requirements defined in the PCI DSS Standard version 3.0.
- Completion of the appropriate PCI Self Assessment Questionnaire (SAQ) as defined by the PCI Security Standards Council.
- Completion of the PCI DSS v3.0 Prioritized Approach Spreadsheet as defined by the PCI Security Standards Council (based on the prioritized approach to pursue PCI DSS compliance).
- PowerPoint presentation of executive summary (optional).



# **On-Demand Compliance Solutions**

# A Flexible Consulting Service Starting @ 40 Hours Commitment

We at ecfirst refer to this consulting model as, "You can do it, we can help!" ecfirst resources may be applied to work along with your IT and compliance personnel to help create and update information security policies, technical procedures, processes, forms, supporting documentation and other required tasks.

You also have the option to consider our <u>Managed Services Compliance Program</u> (<u>MCSP</u>) – a 36-month program based on a fixed fee each month with compliance, security and remediation services delivered on a mutually agreed to schedule over the three year time period.

The ecfirst On-Demand Solution is highly flexible and includes the following characteristics:

- Fixed, flat rate service
- Starting at a minimum 40-hour commitment
- Delivered anywhere in the United States or abroad
- Highly specialized information security skills
- Experienced compliance expertise
- Mix and match skills
- 2-page contract
- Get started with resource commitment immediately

ecfirst can support your compliance remediation or information security activities with specialized resources such as:

- A project manager with expertise in information security; and
- A technical professional with extensive security experience, to enable your organization to address compliance and security project activities.

The scope of work includes the following areas for which ecfirst can provide expert security resources, on-site or off-site, as mutually determined, to address identified compliance gaps or security initiatives such as implementation of controls including firewalls, single sign-on, and others.

The list below represents a **possible example** set of tasks and activities that ecfirst security personnel may be assigned to and assist with. A formal list will be established at the start of the engagement and may be adjusted as mutually determined by both organizations. Additionally, both organizations will mutually determine what activities are required to be completed on-site and what tasks may be executed off-site. Accomplishing some tasks off-site will enable your organization to reduce the expense of the engagement. Time-lines, reporting structure and frequency are to be mutually determined. A sampling of possible tasks and activities include:



- Develop and manage a Project Plan compliance and security priorities and timelines;
- Perform Project Management duties and provide technical implementation assistance to enable your organization in addressing HIPAA Security, HITECH, PCI DSS or ISO 27002 remediation priorities;
- Develop and manage policies to address proactive auditing;
- Develop a program, procedures, and logs to combine and filter audit logs, network activity review, and application security access reviews;
- Develop a program policy to address server security log review;
- Assist in developing Incident Management capabilities, policy, and technical procedures;
- Assist in identifying and investigating potential security violations, and recommend or document appropriate action;
- Establish next steps for implementing SSO (single sign on) for specific departments
- Review policies to address (in a timely manner) vulnerabilities, for each device to remediate identified problems;
- Review process for requesting vendors to provide the ability to identify user level database access and audit/ modification reports;
- Review solution options for technology to automatically identify and encrypt PHI in email or attachments, and
- Any other compliance-related assignments that your organization and ecfirst agree are a priority and fall within ecfirst's expertise.

On-Demand Compliance Solutions from ecfirst provides your organization with access to specialized compliance and security skills with no short term or long term commitments. Get Started Today!



## **Health IT Services**

#### **On-Demand through Managed Compliance**

The HIPAA Academy offers the healthcare industry's most flexible range of Health Information Technology (IT) services. What's more is that the services are all based on flat rate pricing that get even more valued based on the duration of service provided. The Health IT service options available now are:

- On-Demand Consulting
- Managed Compliance Services Program (MCSP)

## On-Demand Consulting, You Can Do It, We Can Help!

Starting with a commitment of 40-hours or more, you can secure IT professional resources with experience in the healthcare industry across a broad range of skill sets. So be with project management, security professionals, compliance professionals, system analysts, network engineers or more, talk to ecfirst about your requirements and how we can help with staffing or collaborating with you on your project initiatives under our management with your objectives.

We at ecfirst refer to this Health IT consulting model as – "you can do it, we can help!" ecfirst resources may be applied to work along with your personnel to help support, manage or implement IT solutions or capabilities. For example, ecfirst can support your activities with specialized resources such as:

- Project managers with experience as required
- Technical professionals with extensive technical, compliance or security expertise

The scope of work may be executed on-site, at your site, or offsite, as determined by your organization. Time-lines, reporting structure and frequency are mutually determined. A sampling of possible tasks and activities include:

- Develop and manage a Project Plan for IT project initiatives, such as Meaningful Use, or an EHR technology or application implementation.
- Perform Project Management duties and provide technical implementation assistance.
- Develop and manage policies to address proactive auditing.
- Deploy systems, applications or technologies.
- License assessment (software, application license audit).
- Develop a program, procedures, and logs to combine and filter audit logs, network activity review, and application security access reviews.



- Assist in developing Incident Management capabilities, policy, and technical procedures.
- Review solution options to encrypt sensitive information in email or portable devices.

## Managed Compliance Services Program (MCSP), We Get It Done!

The Managed Compliance Services Program (MCSP) is the industry's most unique and flexible managed services program. With the MCSP you decide what combination of services you contract with ecfirst to manage, and you determine the duration – one year, two years, three years or five years. The duration of the contract determines the flat rate discount you secure for the length of the contract. And, to top it, <u>payments are monthly for the duration of the contract</u>, with absolutely no interest, and nothing due upfront!

So you decide what service components are to be delivered by ecfirst in what timeframe. It's amazingly, simple!

For example, are your internal resources stretched to capacity and you lack the necessary expertise to identify all compliance gaps and security vulnerabilities? Does your organization need to comply with regulations and standards such as the HITECH Act, State Regulations, HIPAA Privacy and HIPAA Security?

Regulations mandate organizations to maintain compliance with reasonable and appropriate safeguards in several specific areas. Compliance requirements drive critical activities that must be conducted on a regular schedule, typically annually. On a regular schedule, organizations must by law:

- Assess compliance with the HIPAA, HITECH or state regulations.
- Assign responsibility to the security officer who is responsible for coordinating compliance and security initiatives.
- Conduct a comprehensive and thorough risk analysis including technical vulnerability assessment (penetration testing).
- Complete a Business Impact Analysis (BIA) for contingency planning and disaster recovery.
- Develop and update security policies and procedures.
- Train all members of the workforce.
- Audit the information infrastructure for compliance with the HIPAA Security Rule.



### **Program Benefits**

MCSP is designed to assist *healthcare organizations and business associates* manage compliance requirements, security and core components of the technology infrastructure. Key benefits of MCSP include:

- Clearly defined deliverables to achieve compliance.
- Expert advisor assigned serves as interim security advisor.
- Activities such as risk analysis, technical vulnerability assessment and business impact analysis conducted on a regular schedule.
- Policies maintained on a continual basis.
- Easily tailored to your organizational requirements.
- Very scalable program can monitor and audit as required.
- Skilled resource pool with expert domain knowledge.
  - Enables your staff to focus on your business and we focus on compliance.
- Fixed monthly fee.
- No interest.

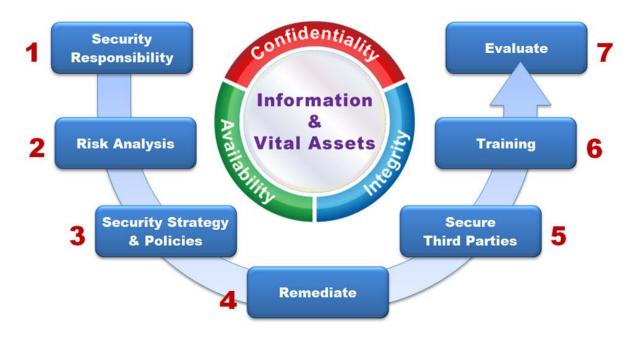
#### Further benefits of the MCSP include:

- A <u>team</u> of experts keeps you up to date on regulations.
- We free up cycles to enable your staff to better focus on business-critical tasks.
- Depth in resource capabilities with trusted knowledge of legislation and client infrastructure.
- Smooth out volatility in resource demands and costs associated with managing information technology.
- ecfirst helps to minimize productivity losses from unexpected downtime.

This chart summarizes key areas addressed by the ecfirst MCSP.



# The Seven Steps to Enterprise Security<sup>TM</sup>



ecfirst's Managed Compliance Services Program (MCSP)

The MCSP is designed to address your compliance, security and other technology implementation, support and management challenges. This program enables your organization to both lower costs and save time. The MCSP is a highly flexible and scalable service.

The MCSP provides a complete, end-to-end compliance service offering that can be tailored to meet your specific requirements.



# Edit & Go<sup>™</sup> Policy Templates

#### HIPAA Privacy, HIPAA Security, HITECH, ISO 27000/2 & PCI DSS

#### Cornerstone of Compliance Mandates Are Policies

Are your organizational privacy and information security policies updated to meet compliance mandates? Be it state (California, Massachusetts or over 40 others), federal (HIPAA Privacy, HIPAA Security, HITECH Act), Industry Standards such as PCI DSS or ISO 27000 – all require policies to be developed, approved and communicated to all members of the workforce!

Are your policies ready?

Already in use at hundreds of organizations, the ecfirst *biz*SHIELD<sup>tm</sup> Policy Templates are the most complete in the industry. Any company or agency can easily tailor the policies – **Edit & Go<sup>TM</sup>!** 

With each Edit & Go<sup>TM</sup> Policy Template, you receive a 30-minute complimentary conference call. ecfirst's compliance and security experts will address any questions you may have!

#### HIPAA Privacy Policy Template Set

All covered entities are required to create HIPAA Privacy Policies as per the guidelines of HIPAA Privacy rule. Most of these policies are used in day to day administration.

"Essentially, a covered entity is required to develop and implement policies and procedures appropriate to the entity's business practices and workforce that reasonably minimize the amount of protected health information used, disclosed, and requested." (HIPAA Privacy Rule 45 CFR Part 160.)

## Information Security Policy Template Set

The *biz*SHIELD<sup>tm</sup> security methodology identifies seven critical steps for an organization to establish a comprehensive framework for defending sensitive business information electronic Protected Health Information (EPHI) and vital assets. It is a roadmap to safeguard not just your digital assets but the organization's information infrastructure as a whole. The *biz*SHIELD<sup>tm</sup> security methodology includes these vital and necessary HIPAA security policies, now available exclusively through ecfirst – Home of the HIPAA Academy.

The security policies have been customized to meet the specific requirements of the HIPAA Security Rule. Over 60 specific security policies are included in the package and address the HIPAA Security Rule Standards and associated implementation specifications. Additionally, several best practices policies are included with this set that goes above and beyond the HIPAA Security Rule requirements.





### ISO 27000/2 Policy Template Set

Organizations are increasingly considering applying the family of ISO 27000 international security standards to comply with various U.S. federal and state regulations such as HIPAA, HITECH, as well as standards such as the PCI DSS. The ISO 27000 is a global standard that provides a comprehensive framework that organizations can adopt to address compliance requirements and establish a resilient information infrastructure.

The ecfirst ISO 27000/2 policy template is complete and comprehensive. The template may be used to jumpstart your efforts to adopt ISO 27000 as the framework for information security. To assist you with addressing HIPAA Security mandates in the ISO 27002 framework, we created a user-friendly reference matrix. This downloadable matrix is now available for purchase from our <u>Online Store</u>.

#### PCI DSS Policy Template Set

The Payment Card Industry (PCI) Data Security Standard (DSS) was developed to encourage and enhance cardholder data security and facilitate the broad adoption of consistent data security measures globally.

The ecfirst PCI DSS policy templates are based upon the 12 requirements and the associated sub-requirements of the Data Security Standard. These policies are designed for use by any organization needing to comply with PCI DSS and are highly suitable to be tailored for broader information security policy mandates. These policies were meticulously designed by information security experts and can assist your organization in meeting the policy requirements of PCI and better securing your organization.

#### **Quick Reference Cards**

The ecfirst Quick Reference cards are a fast way to gain information about key regulations and standards. Be it HIPAA, HITECH or the ISO 27000 – you will find the ecfirst Quick Reference Cards to be a valuable and handy reference. All Reference Cards are available for download after purchase from our Online Store.



# **Enterprise Information (System) Security Plan**

#### Is it ready? Has it been updated?

#### A Compliance Requirement

Compliance mandates require organizations to develop an enterprise system security plan. An enterprise system security plan is one of the items typically requested as part of an on-site investigation or a compliance audit.

ecfirst is focused in the area of cyber security and compliance and has deep experience enabling organizations comply with regulatory mandates and standards including HIPAA, HITECH, PCI DSS, ISO 27000, and more.

#### Client Testimonial

"ecfirst was engaged to develop a comprehensive enterprise information security plan. The process of development of the plan included interviews, review of critical documents, including policies and information related to security controls implemented."

"The ecfirst Security Team was very responsive and tailored the information security plan to our specific requirements, including compliance mandates/standards such as HIPAA, HITECH, ISO 27002 and NIST SP 800-53. Work was professionally executed and of exceptional quality. ecfirst has worked hard to earn our confidence and our trust. We look forward to work with ecfirst again in the near future."

Tom Brink, Director IT Operations, HIPAA Security Officer Maricopa Integrated Health System

## A Customized Enterprise Security Plan

ecfirst can develop a customized enterprise information security plan specific to your organization based on your security priorities and compliance mandates.

The ecfirst enterprise information security plan is based on the proprietary *biz*SHIELD<sup>tm</sup> methodology developed by ecfirst and influenced by standards that include NIST and the ISO 27000. This plan provides the foundation for your enterprise security policies and procedures. This plan must be aligned with your business objectives.

The ecfirst enterprise information security plan establishes the blueprint for your security and compliance priorities. Get this plan developed now and get ahead with your security initiatives and projects.





## Client Reference

"I just wanted to take a moment and say thank you. Thank you and the excellent team at ecfirst for hard work, late hours and diligence during the first round of our HITRUST certification, and now working on our annual risk management and HIPAA compliance assessment."

"From HIPAA compliance, cybersecurity pen tests, to the HITRUST certification engagement, we have found ecfirst to be an exceptional partner that labored incredibly hard for us, with us. The ecfirst insight and diligence to ensuring HITRUST certification mandates are met led to us completing our engagement on budget and time. We look forward to deeper collaboration with ecfirst in the cybersecurity space in the future. I continue to recommend ecfirst highly and often!"



Chip Goodman | Vice President of Information Technology

"The ecfirst team literally helped us build our HIPAA practices from ground up since 2012, allowing us to offer secure HIPAA-compliant eHealth and health IT solutions to our customers across the U.S. We are actively taking the logical next step in working with ecfirst to pursue the HITRUST certification in order to further expand our market. We see the partnership with ecfirst as an integral part of our business strategy and have been extremely satisfied with the quality and value of the services that ecfirst has rendered."



DerShung Yang | Founder & President

"Provant Health partnered with ecfirst to build a plan and assist in executing it with the goal of achieving HITRUST certification. Ali Pabrai and his team were flexible, collaborative and most importantly patient as we worked to educate our management team and key employees on the meaning and value of HITRUST. I'd recommend ecfirst to any company who wants to understand HITRUST or work on assessing and remediating their processes and systems in preparation for certification."



Tom Basiliere | Chief Information Officer



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Perfecting the Art of Active Cyber Defense



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