

Chief Information Officer
System Security Officer

Organization: Health Claims Processing Staff (Robert
Harrington (81059905)) (inactive)

Manager: Robert Harrington (81059905)

Location: MAB001 - Hingham - 75 William Terry Dr (inactive)

Evaluated By: Robert Harrington

04/01/2020 - 03/31/2021

FY21 Overall Evaluation

Manager Overall Evaluation

Comment:

During this performance review period, Mike Kennedy performed well and met the expectations in his role as NHIC IT, CIO & SSO. Key achievements during the performance period included:

- Lead a Verizon circuit review resulting in reducing the facility to 1 PRI circuit and lower telecom costs
- Worked to get the Hingham site to P2 COVID status
- Assisted with the Perspecta RSA rollout and was a member of the Perspecta RSA testing team
- Implemented new CMMC site requirements
- Managed the Perspecta T2N2 quarterly site surveys
- Coordinated with corporate HR to implement new NGS background investigation requirements
- Migrated all NHIC servers to the leveraged Perspecta EPO environment for Antivirus
- Eliminated 3 costly maintenance agreements to reduce account overhead

Mike continued to ensure that the NHIC IT and security substructure was properly aligned with the Perspecta infrastructure and effectively managed NHIC's workforce PC/desktop equipment. Under his leadership, NHIC met or exceeded all client security requirements including no IT or Security audit findings.

Mike consistently achieves his goals and supports the NHIC team to ensure a stable IT and secure environment. His experience and IT/Security expertise bring value to NHIC's contracted work. He continues to support our focus on client service, quality, and performance and is a key contributor to NHIC.

Employee Overall Evaluation

Comment:

Completed Projects

- Completed Verizon circuit review and was able to reduce the Hingham site to 1 PRI circuit which has resulted in much lower telecom costs
- Worked to get the Hingham site to P2 COVID status and implemented all necessary controls to get Perspecta approval
- Assisted with the Perspecta RSA rollout and was a member of the Perspecta RSA testing team
- Implemented several new CMMC site requirements from Perspecta
 - Physical key inventory now monthly instead of annually
 - New visitor log had to be implemented
 - Weekly temp and visitor badge inventory reviews and attestations put in place
 - Weekly CMMC site spreadsheet needs to be populated for auditing purposes
- Updated the Perspecta T2N2 quarterly site surveys and returned timely
- Worked through several logistical issues with training as NHIC employees continue to work from home during the COVID19 outbreak
- Coordinated with CBRE and Perspecta to validate supplies continue to be on-hand for the COVID19 outbreak
- Worked with Perspecta HR to implement new NGS background investigation requirements
- Migrated all NHIC servers to the leveraged Perspecta EPO environment for Antivirus

- Worked with the Perspecta OCIO/CISO vulnerability management team to address vulnerabilities in the NHIC server environment to completion
- Coordinated and assured all preventative maintenance schedules for facility and IT equipment were completed timely
- Procured all IT annual maintenance agreements timely
 - Eliminated 3 costly maintenance agreements with Cybernetics, Carousel, and Iron Bow to reduce overhead

Incident Reporting

- **No reportable incidents in the review period**
- 4 other non-reportable incidents were identified in the review period
 - 2 were addressed and closed timely
 - The pandemic incident remains open until employees return to the office
 - 1 other incident for the building electrical panel remains open until Flatley can confirm the site power will not need to be brought down again

Audits

- No IT or Security audit findings in the performance period

NHIC Risk Program

- Produced all monthly Risk Assessments timely and disseminated to NHIC leadership team
- All risks tracked and/or closed

Internal Controls

- Maintained compliance to NGS internal control program requirements
- Completed monthly IT & Security internal controls and preventative maintenance and tracked in the Security Internal Control Log

QMS

- Completed all IT/Security documentation annual reviews timely
- Participated in the BSI & NHIC internal ISO audits
 - No IT or Security issues noted

Acknowledgement

Employee

Entered by:	Michael Kennedy Mike Kennedy (21615757)	Date:	04/22/2021
Status:	Acknowledge without Comments		
Comment:	Thanks Bob!		

FY21 Goal Results

Build a winning team culture

Foster a positive work environment emphasizing recognition and transparent communication
 Support the RAISE employee action planning
 Improve RAISE employee survey results year over year
 Ensure completion of all Perspecta employee related programs (Talent Profile, Performance, etc.)

Due Date: 03/31/2021 **Status:** Complete **Completion Date:** 03/31/2021

Category:

Manager Evaluation

Comment:

Employee Evaluation

Comment: All parts of this goal have been completed

Incident Reporting

Manage the Security Incident Reporting process by reporting incidents timely and tracking incidents to closure

Due Date: 03/31/2021 **Status:** Complete **Completion Date:** 03/31/2021

Category:

Manager Evaluation

Comment:

Employee Evaluation

Comment: All incidents were reported and addressed timely.

Maintain Knowledge and Adherence to the NHIC Quality Management System (QMS)

Complete document/record reviews timely

Complete assigned QMS deliverables timely

Follow corrective action process and close CAP's within 90 days

Maintain NHIC ISO Certification

Due Date: 03/31/2021 **Status:** Complete **Completion Date:** 03/31/2021

Category:

Manager Evaluation

Comment:

Employee Evaluation

Comment: All document reviews completed timely.
All QMS deliverables completed.
No audit findings, so no CAP's to close.
No findings in the annual ISO audit.

Meet all contract performance, production and quality standards

Maintain the IT/Security Infrastructure to assist operational areas with meeting or exceeding all J6/JK CMS and internal performance measurements noted on the NHIC Metric Plans

No material weaknesses or high-risk audit findings identified

Due Date: 03/31/2021 **Status:** Complete **Completion Date:** 03/31/2021

Category:

Manager Evaluation

Comment: During this performance review period, Mike Kennedy performed well and met the expectations in his role as NHIC IT, facility and security lead. Key achievements during the performance period included:

- Lead a Verizon circuit review resulting in reducing the facility to 1 PRI circuit and lower telecom costs
- Worked to get the Hingham site to P2 COVID status

Employee Evaluation

Comment: No audit findings or issues with the NHIC IT infrastructure in the goal period.

- Assisted with the Perspecta RSA rollout and was a member of the Perspecta RSA testing team
- Implemented new CMMC site requirements
- Managed the Perspecta T2N2 quarterly site surveys
- Coordinated with corporate HR to implement new NGS background investigation requirements
- Migrated all NHIC servers to the leveraged Perspecta EPO environment for Antivirus
- Eliminated 3 costly maintenance agreements to reduce account overhead

Mike continued to ensure that the NHIC IT and security substructure was properly aligned with the Perspecta infrastructure and effectively managed NHIC's workforce PC/desktop equipment. Under his leadership, NHIC met or exceeded all client security requirements including no IT or Security audit findings.

Mike consistently achieves his goals and supports the NHIC team to ensure a stable IT and secure environment. His experience and IT/Security expertise bring value to NHIC's contracted work. He continues to support our focus on client service, quality, and performance and is a key contributor to NHIC.

Risk Assessment

Manage ongoing risk and produce monthly risk assessments timely

Due Date: 03/31/2021

Status: Complete

Completion Date: 03/31/2021

Category:

Manager Evaluation

Comment:

Employee Evaluation

Comment: All monthly risk assessments produced timely, any risk issues are tracked within the ongoing risk assessments. Annual program risk assessment showed no areas of risk concern in the NHIC environment.

Support Perspecta Health Group profitability and growth

Accurate Financial Forecast/Outlook: Outlooks +/- 3% month to month Variance

Spend not to exceed contract funding levels

Achieve Account Revenue/Operating Profit: Revenue >\$7.8M; EBIT >\$0.8M

Maintain employee utilization targets

Due Date: 03/31/2021

Status: Complete

Completion Date: 03/31/2021

Category:

Manager Evaluation

Comment:

Employee Evaluation

Comment: Assisted where possible to decrease cost in the NHIC IT infrastructure.

FY22 Goal Setting

Build a winning team culture

- Foster a positive work environment emphasizing recognition and transparent communication
- Support the RAISE employee action planning
- Improve RAISE employee survey results year over year
- Ensure completion of all Perspecta employee related programs (Talent Profile, Performance, etc.)
- Identify Leadership courses to benefit the organization

Due Date: 03/31/2022

Status: In Progress

Completion Date:

Category:

Incident Reporting

Manage the Security Incident Reporting process by reporting incidents timely and tracking incidents to closure

Due Date: 03/31/2022

Status: In Progress

Completion Date:

Category:

Maintain knowledge and adherence to the NHIC's Quality Management System (QMS)

- Complete document/record reviews timely
- Complete assigned QMS deliverables timely
- Following corrective action process including CAPs completed in 90 days;
- Maintain NHIC ISO certification 9001:2015.
- No material weaknesses or high-risk audit findings identified

Due Date: 03/31/2022

Status: In Progress

Completion Date:

Category:

• Meet all contract performance, production and quality standards

- Meet or exceed all J6/JK CMS and internal performance measurements noted on the NHIC Metric Plans
- Achieve 100% Met rating on QASP standards; 100% Met Overall
- Maintain workload inventories to ensure performance metrics are met
- No material weaknesses or high-risk audit findings identified

Due Date: 03/31/2022

Status: In Progress

Completion Date:

Category:

Risk Assessment

Manage ongoing risk and produce monthly risk assessments timely

Due Date: 03/31/2022 Status: In Progress Completion Date:

Category:

Support Perspecta Health Group profitability and growth

- Accurate Financial Forecast/Outlook: Outlooks +/- 3% month to month Variance
- Spend not to exceed contract funding levels
- Achieve Account Revenue/Operating Profit: Revenue >\$7.8M; EBIT >\$0.8M
- Maintain employee utilization targets

Due Date: 03/31/2022 Status: In Progress Completion Date:

Category: