



# PRIVACY STRATEGY AND POLICY DEVELOPMENT

PROPELLING YOUR PRIVACY PROGRAM INTO THE FUTURE

**PRIVACY STRATEGY AND POLICY  
DEVELOPMENT (PSPD) ENSURES THAT  
PRIVACY PROGRAMS ARE WELL POSITIONED  
FOR SHORT- AND LONG-TERM SUCCESS BY  
DOCUMENTING POLICIES AND PROCEDURES,  
ASSESSING MATURITY, AND PLANNING FOR  
STRATEGIC GROWTH.**

PSPD assists in determining a program's mission, vision, and goals, and setting measurable steps to achieve those goals and advance the privacy program. Booz Allen's PSPD expertise will ensure that your organization's privacy program complies with new and emerging requirements and continuously assesses its business practices. Our experts will ensure organizational enterprise-wide and privacy-specific policies, procedures, and other documentation incorporate industry requirements and best practices. We harness our knowledge from supporting privacy offices across the Federal Government and commercial markets to provide holistic PSPD support to allow your organization to plan and prepare for continuous compliance and improved performance.

# DEFINING THE ROLE OF PSPD



***PSPD is an essential part of every organization's privacy objectives and should be included in day-to-day operations, as well as in future planning.***

Successful implementation involves privacy program strategic planning, maturity assessments, policy and procedure development, business process improvement, and determining the impact of emerging privacy requirements. Creating strategies to improve a privacy program's processes will lead to increased program compliance and maturity, ultimately allowing an organization to meet or exceed its defined goals. PSPD enables organizations to see the big picture and plan for a successful future.

Privacy needs and priorities vary from organization to organization, but all privacy programs require holistic analysis of risks, documented policies and processes, and an understanding

of the impact of new requirements. We work with the privacy program team to develop enterprise-level privacy policies and procedures and support organization-wide strategic planning to meet privacy program challenges. Additionally, Booz Allen's Privacy M3 model allows for advanced insight into privacy program compliance, maturity, and risks. Our PSPD experts will be able to quickly analyze and implement new requirements from the Office of Management and Budget (OMB), National Institute of Standards and Technology (NIST), and specific agencies. Our PSPD solutions ultimately result in improved business processes and the development of comprehensive privacy documentation, as well as a reduction in costs and overall risk.

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**THOUGHTFUL AND DELIBERATE PSPD  
PLANNING AFFECTS EVERY ASPECT OF  
YOUR PRIVACY PROGRAM AND LEADS TO  
OVERALL ORGANIZATIONAL BENEFITS  
TO INCLUDE STAKEHOLDER  
ENGAGEMENT AND COMPREHENSIVE  
ANALYSIS OF PRIVACY ISSUES.**

PSPD enables your privacy program to serve as a partner to all facets of your organization, ensuring privacy compliance and mitigation of privacy risk.

# PSPD IN PRACTICE

## SCENARIO 1

### *What's the Game Plan?*

A new industry regulation requires that every organization develop a privacy program plan. You are tasked with developing your organization's privacy program plan, which includes developing an overarching strategy and structure for the privacy program. Your leadership wants to see a draft of the plan soon, but you have just started to develop and formalize your privacy program and don't know where to start.

### *How PSPD can help:*

Our team will ensure that we understand the various facets of your organization's privacy program (i.e., privacy compliance, breach response, training, policy) by interviewing stakeholders and reviewing the program's policies, guidance, procedures, and other documentation. Because the privacy program is still in the development stage, key aspects of our solution would include:

- Understanding the privacy program's mission, vision, and short- and long-term priorities, as well as larger cross-functional or organizational goals
- Collaborating to develop a privacy program plan that captures the entirety of your program's overarching strategy and structure based on current operations, documentation, and goals defined during our initial interviewing and research process
- Providing recommendations on program design, planning, and process improvements that incorporate best practices and ensure continued program growth and improved performance
- Regularly assessing and updating the privacy program's goals and privacy program plan as priorities change

## SCENARIO 2

### *Is There an App for That?*

Your organization is starting an initiative to develop more mobile applications. The goal is to engage more citizens by providing services and information via smartphones. Those heading the initiative reach out to your privacy office to discuss the details and review potential privacy implications. Your organization does not currently have any specific mobile application policies.

### *How PSPD can help:*

Comprehensive privacy policies and documentation help to ensure that privacy is considered, built into, and operationalized throughout your organization. As such, we will first work with the organization's mobile applications team to understand their program, its long-term goals, and any applicable documentation. Our team will then work collaboratively with the privacy program to:

- Assess any privacy risks that the mobile applications initiative may create, and develop and document strategies to mitigate those risks
- Draft a policy document that details mobile applications privacy policies, procedures, roles, and responsibilities, incorporating organizational policies and industry best practices
- Develop procedures documentation that provides step-by-step implementation guidance, such as standard operating procedures (SOP) and a checklist to ensure the privacy considerations are built into mobile applications
- Ensure that all stakeholders and appropriate leadership have an opportunity to review and provide feedback and incorporate that feedback into the documentation

- Monitor changes in organizational policies, industry requirements or regulations, and best practices, to update the mobile applications documents on a regular cadence

## SCENARIO 3

### *Are You Mature Enough to Handle This?*

A recent audit found that your organization's privacy program has room for improvement in several key metrics. The organization Chief Privacy Officer/Senior Agency Official for Privacy wants to know the current state of the privacy program and where there are maturity or compliance gaps.

### *How PSPD can help:*

Booz Allen's Privacy M3 model will provide your organization with a comprehensive approach to measuring, managing, and maturing privacy. Our methodology guides the development of performance measures and metrics to determine program successes and areas for improvement. To efficiently and effectively manage your privacy risks, our team will:

- Conduct a holistic review of the privacy program to measure risk and define the process maturity for all privacy capabilities
- Review all privacy-related documentation and conduct interviews with stakeholders to ensure that we understand and document all aspects of the organization's privacy posture and compliance with privacy controls
- Ascertain the privacy program's maturity, and identify and prioritize privacy risks. This will include developing a time-bound roadmap for implementation of innovative solutions and best practices

# ABOUT BOOZ ALLEN'S PSPD SOLUTION

***Booz Allen understands the importance of documenting and continuously improving a privacy program's practices and policies.***

We help a wide variety of organizations in both the commercial and federal sectors to assess their privacy programs and create clear and concise policies and procedures with well-defined roles and responsibilities. As thought leaders in PSPD, we understand that organizations require forward-thinking, comprehensive strategies. Our experience can help organizations develop and mature their privacy programs while taking into account organizational policies and industry best practices. Dedicated and dynamic stewardship of a privacy program's mission, vision, structure, and goals is key to future program success. Organizations need holistic planning and program evaluation to

ensure that they are optimally positioned and prepared for the future.

***Key components of our PSPD methodology include the following:***

1. Assisting with the development and management of an enterprise-level privacy program, including program design, planning, and governance support, as well as preparation of a Privacy Program Strategic Plan.
2. Assessing maturity of processes, technologies, and people while developing recommendations to achieve target state, including identifying a time-bound project roadmap.
3. Developing privacy policies, procedures, and related materials, and embedding privacy business needs into enterprise-wide documents.

4. Developing and implementing recommendations for program improvement based on an analysis of current business processes and industry best practices.
5. Implementing and ensuring compliance with new and emerging privacy requirements.

PSPD is an ongoing process, involving a continuous evaluation of organization and program needs with efforts to advance the organization's privacy posture. We will ensure that the organization not only understands the evolving privacy landscape, but incorporates any new requirements into their privacy program and documentation.

## HOW BOOZ ALLEN CAN HELP

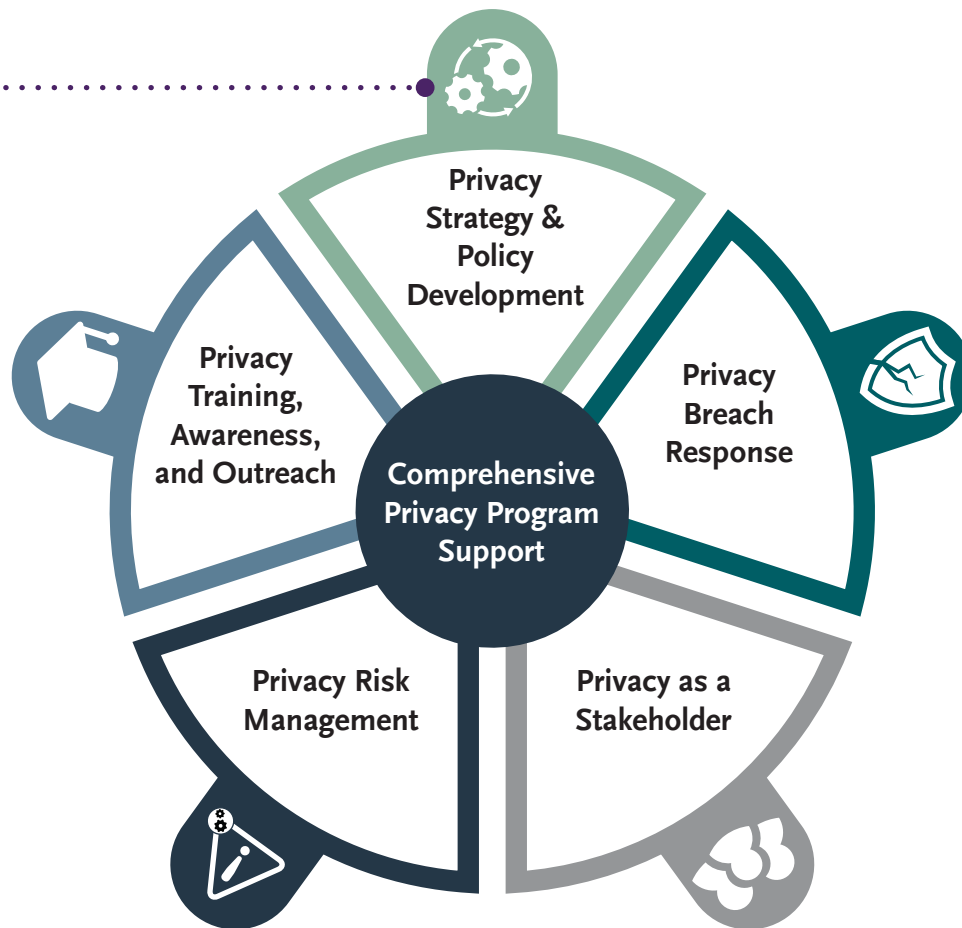
Our privacy consulting team comprises industry experts with experience in both the commercial sector and the Federal Government who have extensive experience in conducting organization-wide strategic planning, improving privacy processes and procedures, and developing privacy policies and guidance. Our depth of experience allows us to bring best practices from one organization to another, while customizing the needs to fit the privacy

program and organization at hand. We have assisted clients with developing and maturing their privacy programs and analyzing new and emerging requirements to ensure organizational compliance. We understand the importance of creating a roadmap for success, and have collaborated with clients to develop privacy priorities and documentation that comply with privacy requirements and are built to fit the organization's needs.

We have a team of privacy experts equipped and ready to help you:

- Plan and design your privacy program for short- and long-term success
- Improve processes and ensure continued growth and maturity
- Develop privacy policies and guidance materials that demonstrate compliance with organization policies, industry requirements, and best practices

# BOOZ ALLEN'S PRIVACY SERVICE OFFERINGS



## PRIVACY STRATEGY AND POLICY DEVELOPMENT

- Support organization-wide strategic planning efforts to meet privacy program challenges
- Assess a privacy program's maturity against several criteria and controls as part of Booz Allen's Privacy M3 Model
- Develop enterprise-level privacy policies and procedures
- Redesign privacy-related business processes to improve performance
- Analyze new requirements from OMB, NIST, and specific agencies to assist clients with compliance

## About Booz Allen

For more than 100 years, business, government, and military leaders have turned to Booz Allen Hamilton to solve their most complex problems. They trust us to bring together the right minds: those who devote themselves to the challenge at hand, who speak with relentless candor, and who act with courage and character. They expect original solutions where there are no roadmaps. They rely on us because they know that—together—we will find the answers and change the world. To learn more, visit [BoozAllen.com](http://BoozAllen.com).

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