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Impact of U.S. Federal and State Compliance Laws

**How do U.S. federal and state compliance laws affect the given problem and influence the solution taken by the company?**

It defines the floor for minimal compliance. Below this level leaves the company out of compliance with regulators. Above this floor, the conversation shifts to cost vs benefit conversations with regard to customer service, shareholder value, long term strategy and other negotiable items. A pain point for the many regulated entities is that the laws are often written without input from technologist. Often the laws proscribe the end results with such little clarity that they are subject to interpretation.

**How is the solution to the problem an outcome of the compliance laws?**

Federal Information Security Management Act (FISMA) sets the requirement that US government agencies and third parties that do business with the US government must meet the requirements laid out in FIPS 140. The current version of this is FIPS 140-2 although FIPS 140-3 is slated to begin final acceptance testing in late 2020. (Compliance FAQs: Federal Information Processing Standards (FIPS) | NIST, n.d.)

**How do cost-benefit issues and considerations affect decisions regarding solutions?**

Multiple FIPS 140-2 compliant solutions exist across a broad swath of vendors. To narrow the field a GAP analysis must be done to identified which of the various certified solutions fit ABS’s specific needs. In this case the rollout map does not have them moving completely away from notebooks to mobile devices. ABS does see this a nice to have or a possible to have.

**What role will customers’ acceptance and attitude play in developing the new business solution?**

Any solution put forth will have to be multi-faceted to meet the needs of compliance while minimizing impact to operations. Working with the end-users and customer advocates garners buy in and will speed adoption due to a tighter feedback loop from the stakeholders. The flow of feedback must be diligently setup and repeatedly reviewed

**What is the contribution of an individual customer’s attitude in developing the business solution?**

“It takes roughly 40 positive customer experiences to undo the damage of a single negative review.” (Thomas, n.d.)

Much of the feedback that makes its way back to implementors is just the tip of the iceberg. The act of communicating feedback has several gates that the feedback must work through to be heard. Therefore, each bit of feedback must be carefully considered. Onerous task that impact a customer’s experience will be sabotaged or ignored when possible. When this point is reached the IT implementors will often escalate the enforcement approach to resentment inducing levels. This counterproductive cycle must be stymied early in the genesis of it.

# Works Cited

*Compliance FAQs: Federal Information Processing Standards (FIPS) | NIST*. (n.d.). Retrieved from NIST: National Institute of Standards and Technology: https://www.nist.gov/standardsgov/compliance-faqs-federal-information-processing-standards-fips

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