Heather M. Costa, MPS, CBCP, is the Director of Technology Resilience at Mayo Clinic, the No. 1 ranked hospital by U.S. News and World Report and Newsweek. With a 73,000-person workforce, Mayo Clinic cares for more than 1.4 million people each year with serious or complex illnesses from all 50 U.S. states and 140 countries. In her capacity, Heather is responsible for the strategic direction, development, and implementation of an enterprise-wide program that ensures the recoverability of IT resources to safeguarding patient care in the event of a technology disruption (physical and/or cyber). Prior to joining Mayo Clinic, Heather was responsible for the cultivation and execution of the Business Resilience program at the No. 2 ranked hospital, the Cleveland Clinic. There she led a paradigm shift that improved the resilience of patient care by creating an innovative, fully integrated model for business continuity, disaster recovery and crisis management in healthcare.

Heather serves as Education Chair for WiCyS (Women in Cybersecurity) Healthcare Affiliate. She previously served as a member of the Operational Board of the Association of Healthcare Emergency Preparedness Professionals (AHEPP) and co-led the AHEPP Professional Standards Committee.