

Background

Case Study | State of Delaware

The State of Delaware's Department of Technology and Information (DTI) serves as the chief architect and "general contractor" for all IT programs throughout the State. State agencies look to DTI for help in deploying technology to meet overall needs. DTI monitors costs and establishes and maintains relationships with selected third-party technology vendors.

DTI supports the information technology infrastructure deployed in all state agencies. This infrastructure currently supports 22 separate agencies and includes almost 20,000 networked desktop and laptop computers. The State of Delaware employs over 400 people in IT functions throughout its various agencies. Although DTI is responsible for the IT infrastructure, each agency owns the software applications that are indigenous to their specific agency.

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Robert Revels
DTI Technologist

The Challenge - Security, Compliance and Energy Efficiency Concerns Loom Large

With more than 20,000 desktop computers and a staff of only four DTI professionals, desktop management loomed as a significant task. Additionally, DTI recognized two other priorities, general IT security and energy conservation.

DTI determined that they would be able to eliminate some of the IT burden by delegating desktop management responsibilities to the larger state agencies that had network administrators on staff. To empower these larger agencies, DTI needed to address a couple of complications. First, DTI professionals and agency network administrators needed a way to complete countless daily administrative tasks addressing everything from drive mappings to registry changes to application rollouts, ensuring each employee would have access to the correct files, folders and programs at log on, creating uniform working environments.

Second, many of the State's agencies are required to comply with various regulations. For example, Delaware's Department of Health & Social Services needs to comply with the Health Insurance Portability and Accountability Act (HIPAA) requirements to protect confidential patient data. To improve information security to meet these regulations, DTI needed a solution to secure USB ports and establish automatic locks and logoffs when workstations became inactive to ensure the integrity of sensitive information. Additionally, with the threat of Spyware and malicious software, DTI required a tool that would increase IT security and implement granular policy-based lockdown of removable storage devices that it found often carried malignant cargo.

Finally, the State of Delaware had begun to implement green policies throughout its agencies. DTI needed a solution that would implement power management, with the goal of saving 10 percent of its total utility cost.

The Solution - ScriptLogic's Desktop Authority Eases IT Management, Enhances IT Security and Helps DTI "Go Green"

To address DTI's daily IT management challenges, DTI Technologist Robert Revels turned to Desktop Authority, an award winning desktop configuration management tool from ScriptLogic that he had previously used. He determined that by implementing Desktop Authority, DTI could provide solutions to help IT administrators create a uniform environment while improving security and becoming more environment-friendly.

administrators at several of the state's largest agencies. With minimal training, these network administrators were now able to manage configurations on employees' machines, allowing them to add, delete and change assignments in the registry, modify file permissions and assign printers from a centralized location. Delegating responsibilities to administrators at the agency level was a significant time saver for the four technologists at DTI.

Desktop Authority's user friendly graphical user interface enabled DTI to delegate desktop configurations to

ScriptLogic's Desktop Authority®

Helps the State of Delaware Improve IT Efficiency, Enhance IT Security and Implement Energy Conservation Initiatives



"Before DTI decentralized access to Desktop Authority, our technologists managed all desktop management from our own office," said Revels. "With Desktop Authority's easy to use interface, administrators at individual agencies are now able to manage desktop configurations for their agency; it is a real time saver."

DTI professionals and agency administrators rely on Desktop Authority's Validation Logic™ technology, a granular method for applying configurations, mappings and other machine characteristics based on a myriad of end-user characteristics. For example, Desktop Authority assigns a printer to the user's machine based on where the user is located using the policies dictated with Validation Logic, a significant time saver over the ordeal of writing and maintaining traditional scripts.

DTI and agency administrators also use Desktop Authority to automate the installation of application updates. Desktop Authority applies all centrally managed changes to individual machines when employees log on to their machines.

Desktop Authority has also proven valuable in improving IT security by limiting available applications on user machines (which in turn, would limit sensitive data created within these applications), increasing against the increasing threat of viruses and Spyware. The solution also assisted with HIPAA compliance. DTI utilizes Desktop Authority within the Department of Health & Social Services to limit the range of available applications and network resources based on the USB and port security, and protecting username. For example, if an employee does not have medical record software installed on the desktop, he/she would not be able to open sensitive patient records. Therefore, patient information is only available to select authorized users. The Department of Health & Social Services also implemented Desktop Authority's Inactivity Timer to secure unattended workstations, improving overall IT security.

The Benefits - ScriptLogic Helps DTI Wear Many Hats and Save Money

State of Delaware had previous experience with Desktop Authority. In 2002, DTI used Banyan Vines as its primary network operating system, connecting Delaware's extensive networks of computers. With the goal to switch over to Microsoft Windows® 2000 and Exchange 2000, DTI implemented ScriptLogic's Desktop Authority and completed the transition by the end of 2003 (see [ScriptLogic's case study: ScriptLogic Facilitates Delaware's State-Wide Transition from Banyan Vines to Windows 2000](#)).

Once the Windows deployment was completed, Revels

Additionally, several agencies, including the Department of Health & Social Services and the state's school system, employed Desktop Authority's USB and Port Security option, which builds on the comprehensive desktop management platform to enhance desktop security, reduce data theft, aid compliance with regulatory standards protecting sensitive data, and mitigate the threat of the viruses and Spyware. It provides multiple levels of security, allowing complete access or denial to certain device types, such as MP3 players, while allowing more granular levels of security, such as read-only access to a USB or CD-R drive. Additionally, Desktop Authority's Spyware detection and removal option arms workstations with unparalleled protection against known Spyware threats.

"HIPAA requires the Department of Health & Social Services to protect the confidentiality and security of patient records," said Revels. "By utilizing Desktop Authority's USB and Port Security option, patients can rest assured that sensitive medical records and personal information does not leave the agency."

Finally Revels' team needed a solution that would enable the State of Delaware to conserve energy with a savings of 10 percent of its total utility cost. DTI turned to Desktop Authority's Power Management feature, which enabled Revels to create and modify Windows power schemes, such as Standby/Hibernate and turning off desktops, which results in significant energy savings. Desktop Authority's Inactivity Timer monitors inactivity and will lock, logoff, shutdown or restart, as needed. The Inactivity Timer can also perform a shutdown even if users are not logged on, allowing DTI to monitor machines after the work day ends.

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and the DTI team started to see the benefits of Desktop Authority's day-to-day functions, saving them countless man hours when completing daily IT tasks. Furthermore, by recently decentralizing access to Desktop Authority to state agencies, Revel's staff has experienced significant time savings and improvement in efficiency.

"With only four technicians, DTI wears many hats," said Revels. "Being able to give some of the larger agencies control of desktop management has been a huge time saver."

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Although the movement to "Go Green" is still in the beginning stages, DTI's use of Desktop Authority's Power Management and Inactivity Timer has already helped the State of Delaware conserve energy. Using ScriptLogic's Power Management ROI calculator, Revels estimates that DTI's nearly 200 seats of ScriptLogic's Desktop Authority alone save the State of Delaware more than \$16,000 per year.

About ScriptLogic

ScriptLogic Corporation is a leading global provider of systems lifecycle management solutions for Microsoft Windows-based networks. ScriptLogic's award-winning suite of Desktop management software, Server management software, Active Directory management, and Help Desk software products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than 23,200

DTI's entire green IT program has resulted in a 6.8 percent reduction in energy usage compared to the same month last year. DTI notes this is a huge accomplishment since DTI has more equipment in their data center this year than the previous year.

customers use ScriptLogic solutions to manage approximately 5.7 million desktops and 138,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic, headquartered in Boca Raton, Florida, is a wholly owned subsidiary of Quest Software, Inc. (Nasdaq: QSFT). Reach ScriptLogic at (561) 886-2400 or on the Web at <http://www.scriptlogic.com>.