

Background

Bishop Anstey High School East and Trinity College East are private schools located in Trincity, Trinidad in the West Indies. The high schools are managed by a board of management appointed by the Bishop of the Anglican Diocese in Trinidad and Tobago, and through the Bishop Anstey Association, the organization for the management of Anglican secondary schools.

The school's educators and staff promote a liberal learning environment grounded in teamwork and committed to academic excellence, the all-round development of the individual and the encouragement of leadership and self expression at all levels of the school system.

“Prior to using Desktop Authority, the team had difficulty determining which programs were on which desktops and which computers and programs each student was using,” said Michael Villarroel, network administrator at Bishop Anstey High School East and Trinity College East in Trinidad. **“Now we’ve created a uniform environment and can carefully examine usage to boost students’ efficiency.”**

The Challenge

Bishop Anstey High School East and Trinity College East educate a combined 1800 students each year. The schools share a single domain and IT network, with about 500 desktops on that network. Most teachers have a desktop in their classrooms and students can log on to desktops in common areas such as the school library. As academic institutions continue to enhance their IT environments, giving students access to abundant resources via the Internet and educational software, IT administrators are challenged to ensure that those resources contribute to student learning. Michael Villarroel, network administrator for Bishop Anstey and Trinity College, and his four-person IT team are tasked with this role.

Villarroel outlined specific challenges unique to a high school environment. First, the schools have a limited IT department, creating a shortage of human resources responsible for IT administration. The team needed a way to configure all the desktops for optimal student and teacher productivity. The second challenge related to security. In a

school, the IT team must create distinct groups for students and educators in an effort to secure confidential information.

The IT department configured all network desktops via handwritten scripts, and the resulting log-in time was unusually long and gave the IT team a difficult time in configuring and securing desktops for different user groups. In addition, the school's pro-technology stance required continual software updates and the deployment of additional software programs, and the small IT team struggled with distributing those programs to all network computers.

Finally, in order to enforce information security, the IT department needed to identify who was accessing public and private folders. It was imperative for the IT department to find a way to carefully monitor unauthorized access to private folders that include limited access for specific teachers or student groups.

The Solution

To address daily configuration needs and to prevent unauthorized access to confidential files and folders -- two logistically different IT challenges -- the IT administrators at Bishop Anstey High School East and Trinity College East turned to ScriptLogic and selected multiple products from their Windows management portfolio.

First, the team determined that implementing desktop configuration software could automate settings, preferences and environment for each user at log on, helping the team create a uniform environment for instant user productivity, and reducing the burden on their limited IT resources to configure those computers. Desktop Authority, an award-winning solution from ScriptLogic, did just that.

“Our students depend on the school computers for research and educational purposes. The IT team was able to configure each desktop with tools and programs the students would use each day,” said Michael Villarroel, network administrator. “Prior to using Desktop Authority, the team had difficulty determining which programs were on which desktops and which computers and programs each student was using. Now, we’ve created a uniform environment and can carefully examine usage to boost students’ efficiency.”

Student and teachers also have access to folders on network servers directly from their desktops, which created a security challenge. Considering information in teachers’ folders may be confidential, the IT department looked for a tool to monitor instances of unauthorized access so school administrators could take disciplinary action. The IT department turned to ScriptLogic again and purchased File System

Auditor, which reports on which users touched which folders, when and what they did.

“We were able to set up alerts to report when an unauthorized user gained access to a secure folder,” Villarroel added. “Without a tool like File System Auditor, this monitoring would go undone. There is no way our small IT staff would have the time to sort through file server activity to determine access.”

While Bishop Anstey High School East and Trinity College East’s IT department purchased two specific tools to address all their IT concerns, the team remarked that their department is working more efficiently to automate configuration and security monitoring. They now have the ability to address higher level concerns and work on strategic projects.

The Benefits

With Desktop Authority configuring desktops at log on, replacing the old hand-written scripts, users have seen a dramatic decrease in log-on time. Michael Villarroel reports that logon times are now 5 times faster thanks to Desktop Authority. Since many students try to access the network from a limited number of desktops, it is imperative that the students are able to sign on quickly to work as efficiently as possible. Further increasing user productivity, the IT staff can distribute new software programs to all desktops from a central location. The new software is ready to use as soon as a user signs on to a desktop.

The IT department is able to accurately examine which desktops students use the most frequently and which programs on those desktops the students use. By reporting usage, the IT administrators can validate

additional technology purchases and can allocate existing resources. Prior to using Desktop Authority, it was almost impossible to monitor usage without checking the histories of each individual desktop, a task that would be very time consuming for a small IT staff.

Time savings are a tangible benefit on the security front as well. File System Auditor generates instant reports on which users touched which folders and when. The IT department can carefully monitor unauthorized access and inform school administration of access so they can take the necessary disciplinary action. File System Auditor removed the need to monitor file access by evaluating server logs, which is an impractical and inefficient use of an IT administrator’s time.

About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic’s award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than

18,000 customers use ScriptLogic solutions to manage approximately 4.5 million desktops and 100,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida. Reach ScriptLogic at (561)886-2400 or on the Web at www.scriptlogic.com.

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