

Background

Enbridge (NYSE: ENB), based in Calgary, Canada, is a \$600 million company that transports and delivers energy commodities, such as oil. The company operates the world's longest liquids pipeline, delivering over two million barrels of crude oil a day to customers in the United States and Canada.

Case Study | Enbridge

Information Systems Administrator Larry Amerman uses ScriptLogic solutions for both desktop and server management as part of his IT strategy for regulatory compliance. "The time savings associated with management through ScriptLogic products are enormous. With ScriptLogic's Enterprise Security Reporter I can do tasks that normally would take two and a half to three hours in just two and a half minutes! Not only is the time saved an important benefit, the product is so user friendly that I don't need to pick up the documentation."

The Challenge: Electronically Separating One's Own Employees

The Federal Energy Regulatory Commission (FERC) enforces rules for commodity transporters, such as Enbridge, that operate pipelines regulated by the United States government. A particularly significant regulation dictates that those involved with regulated pipe remain independent of those involved with non-regulated pipe, even if one company, such as Enbridge, has employees working with each. This stipulation protects the public interest, since information involved in the negotiations of either regulated or non-regulated pipelines can provide undue influence on final deals.

Enbridge went to great lengths to ensure compliance with the FERC stipulations. The legal office even reorganized the layout of the corporate

workspace to physically separate regulated pipeline employees from non-regulated pipeline employees.

The task proved more complicated to ensure electronic separation of the two groups. As is the case with many other companies, all Enbridge employees share resources, such as servers storing electronic information and office devices including printers. At a high level, Enbridge would have to create a virtual "Chinese Wall." Furthermore, Enbridge's IT department would need to create a reporting method to prove that the wall existed.

The Solution

Information Systems Administrator Larry Amerman worked closely with Enbridge's legal office to ensure FERC compliance and create a system to prove ongoing compliance. To create a virtual "Chinese Wall," Amerman decided it was best to control and limit what information end users could access based on their office roles. In other words, based on the characteristics of the user, such as IT group assignments, Amerman would closely control what files the user could access.

To achieve this, Amerman purchased ScriptLogic's Desktop Authority®, a desktop management solution that configures end-user desktops based on the properties of end users and their desktops. By using ScriptLogic's patented Validation Logic technology, Desktop Authority can apply configurations based on hundreds of different end-user characteristics, including location, role, group memberships, desktop operating system version, etc. Typical configurations that are applied include printer

assignments and "drive mapping," which determines which files and file servers users are allowed to access, edit and use.

With a few clicks of the product's graphical interface, Amerman can configure Desktop Authority so that users who work with regulated or non-regulated pipe are only allowed to access specific files or drives. The alternative would be to write and maintain a complicated script, or computer program, to determine which users can access which files.

After assuring access to the right content, Amerman used another ScriptLogic product, WinCloak, to completely hide other files or drives which a given user cannot access. The combination of Desktop Authority and WinCloak provides "out-of-sight, out-of-mind" assurance – a worker will not be tempted to access files he/she cannot see – preserving regulatory compliance.

For reporting purposes, Amerman installed ScriptLogic's Enterprise Security Reporter, which can review security settings, group memberships, and permissions on the Windows network. With Enterprise Security Reporter, Amerman creates one report providing a comprehensive assessment on IT group membership within the company infrastructure. The report verifies

that users are members of the appropriate groups, based on their roles within the company, and can inventory user access of any file enterprise-wide. With this streamlined approach, Amerman is able to respond quickly if regulatory requirements, or his company's staffing, demand it.

The Benefits: Considerable Time Savings

The alternative to automated tools from ScriptLogic is to do the work by hand, which would take extensive time and resources. Centralized control over the settings on end user machines results in a dramatic increase in productivity. Amerman used Enterprise Security Reporter to demonstrate that unauthorized users cannot access restricted files, by reporting on instances where group membership resulted in denied access. He had his result in less than three minutes. Without ScriptLogic, Amerman would have had to check each group's permission individually, a comfortable three-hour project. It would have taken 60-times longer to get his answer.

Amerman is confident he can handle the administrative responsibilities related to FERC compliance while his company grows, without the need to hire additional staff to manage routine administration tasks.

In addition, centralized reporting to work with the legal staff on regulatory concerns is key to Enbridge's ongoing strategy for FERC compliance.

About ScriptLogic

ScriptLogic Corporation is a 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 17,000 customers use

ScriptLogic solutions to manage approximately 4 million desktops and 96,000 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.