

Background

The State of Delaware Department of Technology and Information (DTI) serves as the chief architect and "General Contractor" for IT in the State. DTI works with State agencies in executing technology strategies by ensuring the timely delivery of quality technology solutions, products and services on a cost effective basis, including setting and maintaining appropriate standards and managing relationships with, and the performance of, selected third party technology vendors.

DTI owns the information technology infrastructure deployed in all State agencies. This infrastructure currently supports 22 separate agencies and includes almost 20,000 networked desktop computers and 33 domain servers, with plans to increase the number of domain servers to 85 by the end of 2003. 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.

"ScriptLogic is an administrator's dream. I don't know how one person could possibly transition over 1000 desktops without ScriptLogic. I'd spend all my time just writing scripts."

*– Maryann McKenna,
DDOC Network Administrator*

"We were very impressed with ScriptLogic's graphical user interface. Network Administrators caught on very quickly and found ScriptLogic very easy to use."

*– Doug Lilly,
DTI Telecommunications Technologist*

The Challenge: Banyan Free in 2003

Banyan Vines was the primary network operating system connecting Delaware's extensive networks of computers. In the late 1990s, it became apparent that Banyan was not planning to support the continued development of its network operating system. Delaware was forced to select and plan for the migration of the State's network operating system to an alternative system. DTI selected Microsoft Windows 2000 with Microsoft Exchange 2000 to be the new operating system for the entire

State. The resulting challenge facing the DTI was to smoothly and efficiently transition 20,000 desktops from Banyan's Unix environment to a Windows environment. The Windows 2000 and Exchange 2000 deployment involved migrating the State's network operating system from Banyan to Windows 2000, migrating the State's intelligent messaging to Exchange 2000, and migrating the State's wide area network (WAN) to a redundant, centralized network architecture.

The Solution:

DTI, in concert with various agencies, implemented pilot projects to explore, develop and test processes for migrating desktops and servers from Banyan Vines to Windows 2000 and Exchange 2000. The Department of Natural Resources and Environmental Control (DNREC), one of the larger agencies supporting nearly 1000 desktops, downloaded an evaluation copy of ScriptLogic V4 to test during the planning stages of its pilot migration. Initially attracted by its great value, DNREC was soon more impressed with ScriptLogic's easy-to-use Graphical User Interface for point-and-click network administration and its ability to bring Network Administrators up to speed on the Windows environment quickly. As a result, DNREC decided to incorporate ScriptLogic into its transition plan and purchased a 1000-seat license. Within 10 weeks of starting its transition,

DNREC had migrated all of its desktops to the new Windows operating system, an amazing accomplishment that would have been completed even faster had they not had to migrate old email as well.

Delaware agencies are using ScriptLogic in a variety of ways, with ScriptLogic's ability to automatically generate Outlook Profiles the feature agencies appreciate the most. Following the smooth and successful transition at DNREC, DTI purchased a 20,000-seat license of ScriptLogic's Enterprise Edition V4 and has deployed ScriptLogic on a statewide basis to facilitate its Windows 2000 and Exchange 2000 roll out in all other agencies. ScriptLogic has become an integral component of the DTI's goal to be "Banyan Free" by the end of 2003. As of the end of February 2003, the DTI

was 35% of the way toward reaching its goal. Additionally, the agencies report they are using ScriptLogic for setting security policies, registering changes, mapping drives and setting shortcuts.

The Delaware Department of Corrections (DDOC) is also using ScriptLogic to launch an inventory application through the login process. "ScriptLogic has so much to offer, I look forward to taking advantage of all its features once the transition is complete," said Michael Land, Network Administrator in Delaware's Department of Services for Children, Youth and their Families.

The Benefits:

Easy to Use

"Our Network Administrators found ScriptLogic to be very intuitive and they caught on very rapidly," said Doug Lilly, Telecommunications Technologist for DTI. "We were attracted to ScriptLogic's Graphical User Interface, which makes point-and-click desktop administration incredibly easy."

Speeds Deployment

Michael Land reported ScriptLogic saved his group a significant amount of time by creating Outlook Profiles automatically. "We would have spent a lot of time scripting Outlook Profiles," said Land. "ScriptLogic does that for us automatically, so we don't have to write any scripts on our own." Maryann McKenna, Network Administrator for the DDOC, echoed Land's sentiments, "I can't imagine how I could have scripted Outlook Profiles for 2000 individuals on my own. ScriptLogic does this automatically, saving me a tremendous amount of time and headaches."

Additionally, the transition from a Banyan system to Windows required that Network Administrators familiarize themselves with the nuances of the Windows environment. Surprisingly, according to Lilly, ScriptLogic facilitated the learning curve by essentially teaching administrators how to do routine functions such as drive mapping, changing banners and service pack deployment.

Network Administrators are More Productive

"Once an agency deployment was completed, we started to see that ScriptLogic's day-to-day functions such as automatic service pack

While the process is on track, if not ahead of schedule, DTI and its customer agencies have encountered some minor challenges with the implementation. ScriptLogic is designed to install to the domain controllers. Because DTI owns all the domain controllers, individual agencies are prevented from direct access to them. Consequently, DTI had to create sub-directories that would allow each agency to access their unique domain controller and ultimately the ability to ensure redundancy and replicate changes to the net volume directory on the domain controllers Statewide. The resulting solution creates statewide redundancy for each agency and eliminates the single point fault.

deployment and hot fixes were saving our Network Administrators time, allowing them to take care of many other issues often left waiting," said Lilly. "Customer service has improved by the simple fact that help desk tickets are taken care of in a much more timely manner."

Saves Money

In addition to the incalculable man-hours saved by using ScriptLogic to facilitate the Windows migration and day-to-day network administration, ScriptLogic has also demonstrated its ability to save money for the State in very tangible ways. The DDOC reports saving almost \$142,000 because ScriptLogic gives them the ability to "lock down" their Windows 95 machines. "We were planning to convert all of our machines to Windows 2000 in order to prevent users from accessing specific controls on the network," said McKenna. "With ScriptLogic, we discovered we could generate specific scripts for our Windows 95 machines that did just what we needed, thereby saving us the time and expense of having to switch over 1000 machines." Additionally, ScriptLogic allows multiple users access to their unique desktop configuration from a single computer, an especially useful feature for the DDOC where 2000 users have access to just 1030 machines.

Improves End-User Productivity

ScriptLogic gives Delaware employees the ability to log in to their unique desktop configuration from a variety of locations. "This is a tremendous asset to our users, many of whom travel from office to office throughout the State," reports Lilly. "Using ScriptLogic, they have access to all their files, email and departmental information, regardless of where they log in."

About ScriptLogic

ScriptLogic Corporation is a leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of products helps empower network administrators to proactively save time and resources. With 10,000 customer installations that include over

2 million desktop installations and 60,000 servers, ScriptLogic benefits any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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