

# Success WITH CA

eTrust™

## Customer INFO AT A GLANCE

**Company Name:**

Plano Independent School District

**Industry:**

Education

**Geographic Location:**

Plano, Texas

**CA Solution Used:**

eTrust™ InoculateIT

**Biggest ROI:**

Saved significant IT support man-hours for recovery and maintenance by centralizing security control and locking out user access capabilities throughout the network.



Computer Associates™

## Plano, Texas School District Creates Ideal Security Solution With eTrust™ InoculateIT

The Plano Independent School District is located approximately 20 miles north of downtown Dallas, Texas, encompassing 100 square miles in the southwest corner of Collin County. The district has 59 schools with approximately 50,000 students and 6,500 employees.

### Previous Security Solution Got Failing Grades

Antivirus protection is critical to the Plano Independent School District. With tens of thousands of students and faculty users, the opportunities for security breaches are infinite. Users bring in disks that contain viruses from home computers, and, from time to time, experimental young minds attempt to crash the network. "A group of students could continually scan our network drives in a concerted effort with the client portion of the virus protection software we were using to bring the network to a grinding halt," said Ted Ziolkowski, one of the school district's desktop integration engineers. "We wanted to prevent instances where students could attempt to shut down the network by conducting a type of denial of service attack."

With their previous software, users were required to update pattern files manually. Obviously, that didn't always happen, and their IT staff would have to spend extra time distributing updates and managing problems on each workstation manually. At any given moment, many of the desktops were without the latest pattern files. When security breaches occurred, the staff would then have to spend precious time and resources on clean up and restoration.

Plano needed an antivirus solution that would move the virus update responsibility away from individual workstations and into a centrally managed, secure system. They identified ease of

management, flexible configurability, high performance and user transparency as their main criteria for a successful solution.

They also wanted the solution to change their approach to security. In the past, they tended to be reactive and stamp out fires as they flared up. A proactive approach would allow them to eliminate the man-hours required to visit individual workstations to resolve issues, clean infected desktops and rebuild workstations after breaches.



### Worry-Free eTrust Secures the Network

Now that Plano has implemented eTrust™ InoculateIT from Computer Associates International, Inc. (CA), they have an automated and proactive solution. "It's set up and we can basically forget about it," said David Vincent, another desktop integration engineer at the district. "There's really no more interaction."

eTrust InoculateIT allows them to manage 23,000 workstations from a single point of management. All updates are pushed from a centralized location to local servers and configured to work with the desktop so that security is completely transparent to the end users. "The beauty of this product is that each workstation is updated every time a user logs in," said Ziolkowski. "If there's an update available, it updates the pattern files at that time." Vincent and Ziolkowski no longer need to waste man-hours and resources on reactive update and recovery exercises.

### CA Stays After School for Extra Credit

In order to prevent denial of service attacks, the Plano District had very specific requirements for user access security. Essentially, they needed eTrust InoculateIT to completely lock down the desk-

# Success WITH CA

“  
**CA Services  
actually wrote  
a custom  
application  
extension for  
us and helped  
configure the  
product  
exactly the  
way we  
wanted it.”**  
”

Ted Ziolkowski and  
David Vincent  
Desktop Integration Engineers  
Plano Independent  
School District

top agents so that absolutely no users could access settings. “That was very important to us, and CA went above and beyond the call of duty to accommodate our wishes,” said Ziolkowski. “CA Services<sup>SM</sup> actually wrote a custom application extension for us and helped configure the product exactly the way we wanted it,” he continued. “They flew a team of techs out from New York and moved very quickly to deliver a solution that met our time table,” added Vincent.

“We’re really pleased with the level of commitment demonstrated,” said Ziolkowski. “The team put the whole force of CA behind the project; stepping up to the challenge and helping us figure out the details.”

#### Time and Resource Savings

“We’ve reduced the amount of management required to police the network tremendously,” said Ziolkowski. “This pertains to every aspect of our operation, from a desktop support level to the network support level to the help desk support level.” “Everybody involved in network support, including our boss, has much more peace of mind now,” said Vincent.

#### CA Helps With Windows 2000 Migration

Just after purchasing eTrust InoculateIT, the district began the process of migrating from Windows 95 to Windows 2000. CA Services also helped with the development of installation files for distributing eTrust InoculateIT across the new Windows 2000 environment.

“Our situation was unique since we had this Windows 2000 migration planned,” said Ziolkowski. “Instead of doing a remote install, we configured an installation file which allowed us to implement a highly configured and identical version of the product through our district load to each and every workstation. We worked with several CA support techs to create the file, and that helped make the roll-out much easier.”

“We give this product two thumbs up,” said Ziolkowski. “It’s an excellent solution that’s highly configurable and extremely easy to manage. Those two things combined make it a hands-down winner.”



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