

Delivering Secure, Compliant, and Reliable
Service with IT Foundation Management



Challenges

Increase the value of ITO offerings by meeting the toughest security, compliance, and availability challenges with efficient, differentiating solutions that:

- Meet government, financial, and commercial client security, compliance, and high availability needs for hardware subsystems, including out-of-band (OOB) monitoring and management (even on security clearance restricted systems)
- Improve efficiency of the ITO's solution while increasing client value of same
- Create a collaborative environment for team problem-solving with concurrent, interactive, system-based encrypted channels to multiple remote locations
- Produce a definitive record of events, and the actions people take, from all monitored points to meet stringent security and compliance requirements with demonstrable proof of what did, or did not, happen (who, what, when, where, why)

Solutions

This ITO customer uses IT Foundation Management because these solutions can:

- Mitigate privileged hardware subsystem interface risks by managing them in all operating modes with systems-managed, role-based, and authenticated security
- Capture, diagnosis and remediate hardware-related events that threaten systems availability, compliance requirements and security policies including the automation of event analysis and remediation actions
- Automate the generation of event, remediation, compliance, and security reports
- Enable operations teams in one state to coordinate activities remotely with operations production control teams in another state

Benefits

With IT Foundation Management, this ITO customer now:

- Provides the secure environment demanded by government, financial, and other commercial clients as part of the ITO's outsourcing solution
- Dramatically improves the efficiency of the ITIL incident management process
- Seamlessly collaborates with multiple teams in physically remote locations
- Effortlessly generates reports for security, compliance, and availability policies

QUICK FACTS

Industry: IT Outsourcing

Definition: ITO — Information Technology Outsourcing, sometimes called IT Enabled Services (ITES)

State of Industry: IT personnel being outsourced offshore, while IT systems are kept on shore

Website: www.tditechnologies.com

Product: IT Foundation Management

This TDi customer is one of the world's largest information technology outsourcing organizations. It maintains and manages very large and critical system networks for its government and commercial clients. The responsibility of ensuring the highest degree of security, reliability, and compliance of these client networks is in this customer's hands. For this reason, it chose to monitor, manage and log client hardware subsystems, networks and console activities with IT Foundation Management.



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“We are so dependent upon the TDi solution environment in our process, that for our government client, we actually make it part of our disaster recovery operation and execute the whole thing on the IT Foundation Management console.”
Service Manager

Securing Access to Critical Client Networks with IT Foundation Management

One of the world’s largest IT outsourcing (ITO) organizations services government, healthcare, commercial, and financial services clients. The ITO manages and maintains separate and highly secure networks for its individual clients, who often entrust the IT organization with their most critical systems. “We then apply a common set of processes and tools based on an IT Infrastructure Library, or ITIL, methodology towards delivering services to our clients,” says a services manager for the ITO. “We focus on maintaining high availability of their systems, managing their IT assets, growing them for new implementations, new facilities, and new services.”

Deploying IT Foundation Management into the Management Operations Infrastructure of the ITO

The ITO is using Foundation Management solutions on government and commercial accounts. “We need to have the best monitoring and management solutions possible to serve these accounts,” says the service manager. During these deployments, the manager and his operations team have discovered many innovative ways to apply IT Foundation Management to solving issues in managing their client networks — from controlling access and logging to monitoring failures and events to meeting compliance audit requirements. “We can keep on leveraging these same approaches with other systems,” says the service manager. This case study covers just a few key examples of this ITO’s creative use of IT Foundation Management:

#1: Monitoring Large Hardware Subsystems

Meeting client needs requires monitoring of hardware subsystems, including out-of-band (OOB) monitoring and management on large, enterprise-class Alpha servers. “We use IT Foundation Management to monitor for hardware failures and events. Because the hardware system has many alerts associated with events in the hardware, we can capture these — all of these,” says the service manager.

#2: Controlling Access and Logging on Specific, Fixed, Shared-Access Accounts

In this ITO customer’s applications operations, from time to time, there is a need to create a shared-access service account — an account with a fixed name for which access must be shared. “These accounts are problematic, because you have to deal with shared passwords, basically compromising security,” says the service manager. IT Foundation Management provides the accountability the ITO needs. “Now we are able to record a log of everything that we do. We can, in the event of a problem or a crisis or what have you, not only have a play-by-play of the events of the system, but we can even have step-by-step here in the log of exactly what was done leading up to the event.”

#3: Ensuring Remote Connectivity over Encrypted Channels to Multiple Physical Sites

“In a world increasingly reliant on deployment of offshore resources,” explains the service manager, “it’s turned out that what we are doing these days is putting the personnel offshore, but we are keeping the systems onshore. This means management and operations typically involves very long-legged WAN connections into the system.” Such connections can be highly unreliable. IT Foundation Management ensures the connections using secure pseudo-terminals. “We also get around the problem of people operating long distance and executing critical processes and getting disconnected,” says the manager. The value of this functionality was demonstrated recently during an Oracle CPU deployment, when the Oracle DBAs lost their connections. “Now their entire session is, in fact, logged and controlled,” says the manager. The ITO can even now control vendor access. “The logs, everything that they do, we have timestamps of who went in and when and everything they did, and all of that accountability is now in place using IT Foundation Management,” he says.

Securing Benefits, Networks, and Customers

“This whole concept of using the pseudo terminal connections as a way of gaining accountability and audit control — security control of privileged access to the system — it is a huge deal for us,” says the service manager. “For example, if it weren’t for IT Foundation Management, we would have completely trashed Oracle. They saved our bacon!”