

## Background

Surrey Police Authority exists to represent the interests of all local people, businesses and communities in its work with Surrey Police to secure the maintenance of an efficient, effective and locally accountable police force in Surrey. Established in 1851 with just 70 officers, Surrey Police Force now employs over 3,500 people. It is Gavin Ashton's responsibility, as Systems Administrator, to ensure all 3,500 users have continuous access to their computers and applications to ensure effective Policing within the Borough.

According to Surrey Police Authority Systems Administrator Gavin Ashton, "The three key benefits that ScriptLogic has bought are security on my Active Directory and flexibility of that security; ease of administration and resilience that ScriptLogic provides with backup and restore capabilities".

## The Challenge: Securely Administering an Active Directory

Like many other enterprises, when Surrey Police moved from an infrastructure based on the NT4 model into Active Directory, they also carried over domain admins group membership and its associated risks. The result was that in error, IT staff could delete or modify objects in Active Directory, stopping users from logging-on and using their computer systems.

Gavin Ashton was searching for a solution that would enable him to specify what each member of IT could and, more importantly, couldn't do in terms

of Active Directory management. The built-in tools provided by Microsoft for managing Active Directory were just not flexible enough to meet the needs of the Police Force. In addition, Mr Ashton needed a solution that would monitor and log Active Directory changes and security events, and also manage Group Policies to ensure a secure and managed environment for all of his users.

## The Solution: Software that reduces user disruption

Having looked at 3 or 4 other packages on the market that appeared to provide similar functionality, Mr Ashton took advice from ScriptLogic Partner, Hartland Systems, to evaluate ScriptLogic Active Administrator. Mr Ashton says, "I quickly ascertained that Active Administrator provided the most comprehensive functionality and the best total cost of ownership (TCO)". With its Active Directory Security Management, Event Auditing, Backup & Restore and Group Policy Lifecycle Management functionalities, Active

Administrator leads the field, providing functionality that requires multiple products from its competitors.

The roll out of Active Administrator 4.02 across Mr Ashton's 3,500 user domain has been seamless. The positive impact of rolling out this solution was felt immediately within the Force.

## The Benefits: Happy Users means Happy Administrators

"The biggest thing for me, with ScriptLogic, is that I can safeguard my user and computer accounts, group policies and system objects from users who previously could create, modify or delete any of these", states Mr Ashton. "The three key benefits that ScriptLogic has bought are security on my Active Directory and flexibility of that security; ease of administration and resilience that ScriptLogic provides with backup and restore capabilities", he continued.

Another key benefit is the ability to manage the AD environment with fewer people. Without Active Administrator it would have taken weeks to apply fully delegated security to the domain, require constant monitoring and lengthy change processes. "Quite frankly we did not have the resources available to provide delegated security", stated Mr Ashton. "Now it is a matter of 2 minutes each week to conduct the same tasks that were previously a full-time requirement".

## Next Steps

As yet, Mr Ashton has not put the offline Group Policy editing feature within Active Administrator to use. With forthcoming versions of Windows to roll out, Mr Ashton will be able to develop and simulate the effects of Group Policies offline to ensure a smooth transition. Without this feature,

the only way to be sure of the effect of a Group Policy change would have been a live test on the production network, which could impact users and affect their ability to log on and work productively.

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## 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. With more than

15,000 customer installations that include more than 3.7 million desktops and 88,000 servers, ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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