

OPEN-AUDIT

INTERNATIONAL AID ORGANIZATION GAINS CRITICAL CONTROL OVER BYOD AND NETWORK DEVICES WITH OPEN-AUDIT



iam

INTERNATIONAL ASSISTANCE MISSION
Serving Afghans - Building Capacity, since 1966

IAM is an international Christian organization serving the people of Afghanistan through capacity building in the sectors of Health and Economic Development since 1966. For more information visit:

www.iam-afghanistan.org

“Before we had no idea what was installed on our systems and now we can not only see this, but we can also be alerted when people install new software so we can take action to deal with it.” – Stephen, IAM

Executive Summary

The International Assistance Mission in Afghanistan knew they needed a better method for capturing and managing the IT assets and other resources utilizing their networks. Challenged with hundreds of Afghan staff and around 40 expatriate volunteers and their families, many with their own devices, accessing disparate remote networks, across vast geographical distances in a country with limited and intermittent internet accessibility and interrupted power supply, they needed a solution that was easy to use, low cost, scalable and highly customizable – they chose Opmantek’s Open-Audit.

Organization Requirements

Prior to the implementation of Open-Audit, IAM relied on manual asset auditing and tracking at remote sites – it was a slow, time consuming process and due to the lack of IT staff available the information gathered was often inaccurate. The organization needed better data to cope with:

Legal Compliance –IAM needed a way to detect the installation of unauthorized software so that they could respond in a timely manner.

BYOD - With many aid workers opting to use their own equipment,

they needed a method to track these network-connected devices and address privacy issues associated with this. Asset Management - With a new standard operating environment on the horizon the organization needed a way that they could plan their deployment and identify computers that will need to be replaced.

Organizational Challenges

To replace the existing manual process, the organization needed a software solution that would be able to cope with unreliable and inconsistent connections, no interconnectivity between offices spread across remote parts of the country, and IT staff in very few locations. It would need to adapt to an environment with no domains, no active directory, no logon scripts, and no visibility from the audit server to the client - only from the client to the audit server and this would be intermittent. It also needed to be low cost – IAM is a donor-funded organization and there was little money to spare on technology. Donors expect their funds to be used to directly help the people of Afghanistan and with most of the foreign troops having left the country, there is less international exposure and therefore even less donor interest than before.

“In my previous job we used Microsoft SMS (I think it is currently known as SCCM). It was expensive, complicated to use and difficult to customize...Open-Audit enables our resource constrained IT team the ability to monitor our install base to ensure it remains compliant with organization policy and our standard operating environment, with very low ongoing effort” – Stephen, IAM

The screenshot shows the Open-Audit Community web interface. The main content area displays a table of network groups with 23 results. The table has columns for 'Icon', 'Systems', 'Name', 'Description', 'Search', and 'Reports'. Below this, there is a section for 'Network Groups' with a similar table structure.

Icon	Systems	Name	Description	Search	Reports
	38	All Devices	Any items that have their status attribute set to 'production'.		
	9	Windows Computers	Desc		
	22	Computers	Any items that have their status attribute set to 'production' and have their type attribute set to 'computer'.		
	1	Domain Controllers	Any items that have their status attribute set to 'production' and have their windows_domain_role attribute set to 'Domain Controller'.		
	1	File Servers	Any items that have their status attribute set to 'production' and have their function attribute set to 'FILE'.		
	38	Items in Default Location 1	Items in Default Location 1		
	1	Non Production Devices	Any items that have their status attribute not set to 'production'.		
	3	Routers	Any items that have their status attribute set to 'production' and have their type attribute set to 'router'.		
	2	Switches	Any items that have their status attribute set to 'production' and have their type attribute set to 'switch'.		
	3	Test Group	test desc		
	2	Virtual Hosts	Any items that have their status attribute set to 'production' and have their class attribute set to 'hypervisor'.		

Icon	Systems	Name	Description	Search	Reports
	1	Network - 10.0.0.0 / 24	10.0.0.0		
	1	Network - 10.255.227.0 / 24	10.255.227.0		
	1	Network - 58.173.144.0 / 22	58.173.144.0		
	1	Network - 61.88.153.140 / 30	61.88.153.140		
	2	Network - 127.0.0.0 / 8	127.0.0.0		

The Solution

“Affordable and adaptable - great benefits of open source.”

Open-Audit was deployed via an AWS cloud instance. Within a week they had audited their first device and were thrilled with the results. Thanks to the flexibility of open source software, the organization was able to create highly customized data collection methods that suited their decentralized organization structure, addressed their intermittent connectivity issues and provided BYOD users with transparency around the data being collected to address their privacy fears.

The Results

IAM now has detailed visibility of the PC hardware in use in their organization and the software installed on it. They also have a way to detect unauthorized software soon after it is installed allowing IT policy to be managed and adhered to. Open-Audit will be used to collect data from approx. 200 Microsoft servers, desktop and laptop PC's across all of IAM's remote sites in Afghanistan.

To learn more about Open-Audit and other Opmantek network management solutions visit www.opmantek.com/products or email us at contact@opmantek.com.