



## User Manager Pro Suite Helps Shands HealthCare Meet Security Compliance Demands

With an expansive multi-site enterprise, more than 6,500 systems, and a large staff with 7/24 computer access, Shands HealthCare required a solution to randomize administrator passwords on every system and prevent unauthorized peer-level access. By doing so, the organization would be in compliance with HIPAA and Sarbanes-Oxley security regulations.

### The Problem

When Eric Rollins, Technical Analyst at Shands HealthCare, decided that he needed a password randomization solution, he had been attempting to use batch files or manual resets to accomplish the task. The problem, he discovered, was that these methods were too time consuming, could not reliably cover each system every time, and did not provide a record of current passwords.

“When someone built a new server, you didn’t necessarily know what the password was,” Rollins said. “An administrator might remember passwords we used months ago, which were no longer current. Or they might use the one on the Ghost image. So what happened was that we often had to physically access the system and try to crack the local password.”

In addition to productivity issues, the concern with inconsistent and ineffective password randomization is the security risk that if even one administrator password is compromised, an unauthorized user can gain peer-level access throughout the entire enterprise.

### The Solution

Rollins’ criteria for selecting a password randomization solution was the ability to centrally manage frequent password changes to all 6,500 nodes throughout his enterprise simultaneously, across an assortment of Windows 2000, Server 2003, XP, and Vista platforms.

After evaluating products from multiple vendors, Rollins selected User Manager Pro Suite from Lieberman Software. This Windows enterprise mass management solution can modify groups, users, passwords, registries, policies, audit settings, and rights en masse, while also providing real-time, interactive reports on all system data it collects. User Manager Pro Suite is designed to perform optimally in large enterprise environments, like Shands

#### Profile: Shands HealthCare

Shands HealthCare is a private, not-for-profit organization affiliated with the University of Florida. The Shands system includes eight hospitals and more than 80 outpatient primary and specialty care practices in Florida. [www.shands.org](http://www.shands.org)

#### The Problem

Shands needed an enterprise password management solution to automatically randomize passwords on thousands of Windows servers and workstations across a multi-site network.

#### The Solution

Deployed User Manager Pro Suite to centrally manage Windows systems throughout the enterprise.

#### The Result

Shands can now manage bulk password changes, generate detailed reports on system status, and meet compliance with HIPAA and Sarbanes-Oxley regulations.

Healthcare, by centrally managing operations across all servers and workstations from a single console, without deploying agents.

User Manager Pro Suite’s ability to regularly generate unique, complex local administrator passwords for every system in the enterprise was the functionality that initially interested Rollins. The product allowed him to schedule account updates on every system and set built-in administrator passwords up to 127 characters. This complexity, combined with frequent password changes, mitigated the threat of an individual gaining unrestricted administrative access to the enterprise. Additionally, Rollins could temporarily retrieve the most recent local administrator password, via an audited web interface, to access systems that would otherwise be inaccessible.

“Bulk password change capability was the main influencer on our decision to implement User Manager Pro Suite,” Rollins said. “But also important was that it didn’t require agents, and its ease of use. It was more intuitive than other products I evaluated. Any administrator should be able to figure it out in a matter of minutes.”



*“...with User Manager Pro Suite we can update our administrator passwords on every system in just 15 minutes. We haven’t had a single instance of a compromised password since we’ve used this solution.”*

**Eric Rollins** | Technical Analyst, Shands HealthCare

## The Result

Rollins now runs password randomization as a scheduled task on systems in his dynamic group lists every night. All administrator passwords are updated, and if a new server has been added to the group, its password is also set up — in a fast and automated process.

“Changing administrator passwords on a nightly basis is a security issue,” Rollins said. “We’re up to almost 330 Windows servers now. There’s no way we could change them manually every day and maintain a secure database of the most current passwords. But with User Manager Pro Suite we can update our administrator passwords on every system in just 15 minutes. We haven’t had a single instance of a compromised password since we’ve used this solution.”

In addition to helping the company meet the security best practices of regularly updated passwords, Shands is also leveraging User Manager Pro Suite’s reporting capabilities. The product can process real-time, comprehensive reports on the internal settings of all managed systems in the Shands enterprise, including accounts, memberships, groups, rights, files, and shares. The reports are interactive, allowing Rollins to analyze the information he receives and then instantly modify settings as needed with simple a right-click, directly from the report dialogue screen. And with the web reporting feature of the products, Rollins can delegate access to specific reports, ensuring that sensitive information remains confidential.

“User Manager Pro Suite provides me with the information that I really need - details about shares, permissions, and accounts,” Rollins said. “The reports have always been generated quickly, but now that it runs on a SQL back-end, it’s even faster.”

Generating readily available reports about the status of the IT infrastructure also helps Shands maintain compliance with HIPAA and Sarbanes-Oxley security regulations. The Health Insurance Portability and Accountability Act (HIPAA) defines the security standards that ensure the confidentiality, integrity, and availability of all electronic information in healthcare entities. The Sarbanes-

Oxley Act applies to maintaining the accuracy and reliability of corporate financial disclosures, including healthcare organizations such as Shands that process confidential insurance and financial data. Both compliance standards require organizations to retain meticulous records about efforts to secure and control critical data.

User Manager Pro Suite accomplishes this objective for Shands by allowing Rollins to audit shares, groups, and users and ensure that they have been properly created and accounted for. During annual security audits, these reports are presented as evidence of compliance.

## Summary

After years of experience with User Manager Pro Suite, Eric Rollins of Shands Healthcare has seen the product evolve. He cites these continuous upgrades as another significant benefit.

“User Manager Pro Suite is constantly offering new functionality,” he said. “From my standpoint, the most difficult aspect of using the product is finding the time to utilize all of the features that it offers.”

## About Lieberman Software Corporation

Lieberman Software Corporation provides advanced security and systems management solutions that reduce the cost and complexity of administering the enterprise. By automating time intensive systems maintenance tasks, Lieberman Software increases control over the IT infrastructure, delivering improved productivity, performance, and audit-ready security. With products that simultaneously administer thousands of systems from a single console, Lieberman Software ensures that even the largest corporate, educational, and government enterprises remain managed, secure, and compliant. The company is a Microsoft Gold Certified Partner headquartered in Los Angeles, CA.

