

# Canada's WSIB Automates Privileged Account Management with Lieberman Software

## Customer Profile

Based in Toronto, the Workplace Safety and Insurance Board (WSIB) is legislated by the Ontario government and is responsible for administering the Workplace Safety and Insurance Act (WSIA). WSIB provides benefits, monitors the quality of healthcare and assists in employees' safe return to the job. <http://www.wsib.on.ca>

## Situation

IT staff had anonymous privileged access to hundreds of Windows servers. WSIB needed to track and audit this access to protect sensitive data.

## Solution

Lieberman Software's privileged identity management product, Enterprise Random Password Manager, was deployed to servers throughout the network.

## Result

Privileged account password changes are now automated throughout the network - with unique, complex passwords for each account. Administrator access to privileged accounts is audited – ensuring full disclosure of “who did what, and when” on systems with access to crucial data.

Who in the IT group was doing what and when? For Peter Gruner, Team Lead, System Engineering at Workplace Safety and Insurance Board (WSIB), this was the question WSIB needed to resolve to maintain strict control over access to approximately 250 Windows servers across two sites in the IT infrastructure.

## The Situation

“Most of our administrator accounts were tied to generic passwords,” Gruner explained, “and there was no way to identify who was using them. Basically we were sharing the same passwords between about 10 people in our group and relying on the honor system to ensure that no one was abusing administrative privilege.”

Further complicating matters, when Gruner's IT staff did find the time to update privileged passwords, they would do so manually – a cumbersome change process that was not guaranteed to encompass every account on the network.

“Whenever we did change privileged account passwords we'd send the new ones in a sealed envelope to the manager of IT security,” Gruner said. “So if there was an emergency we knew there was a hard copy of current passwords somewhere. But it was all manual and hardly a secure process for password storage.”

Gruner began searching for a product that could automatically change WSIB's privileged account passwords at regular intervals, and delegate and audit access to the passwords.

## The Solution

He started looking at products from Lieberman Software Corporation, having previously used the company's Server-to-Server Password Synchronizer™ tool to help with a successful migration from OS2 to Windows. For this new project, Gruner focused on Lieberman's privileged identity management product — Enterprise Random Password Manager™ (ERPMP).



ERPM operates by automatically discovering the privileged accounts located throughout the network – on server and desktop operating systems, line-of-business applications, databases, Web services, network appliances and other IT assets. It then changes each account's password to a unique value (as frequently as desired) and deploys the password changes wherever they are used in the data center. By doing so ERPM provides the accountability of showing precisely who on the IT staff has administrative access to powerful privileged accounts, at precisely what time and for what stated purpose.

Gruner's staff evaluated ERPM in the WSIB testing lab and liked the results.

"We looked to see what else was out there but didn't find another noteworthy product. We purchased ERPM and deployed it to our servers. It was very easy to install," he said.

## The Result

ERPM immediately gave Gruner the control over privileged access that he required.

"We no longer have the problem of anonymous access to administrator ID. If someone is making changes to GPOs, for example, and needs the administrator password, ERPM notifies us by sending out an email when the password is checked out."

Gruner and his staff also no longer have to attempt time-consuming manual password changes. ERPM automates the entire process.

"Previously we were changing passwords very infrequently. With ERPM we're now conducting administrator password changes on a weekly schedule. Plus, ERPM spins the passwords to new values every time they're checked back in."

Extensive time-savings is an additional benefit for Gruner's IT team.

"Before we had ERPM if you needed an administrator password and had lost it or forgotten it, you'd have to track someone down who knew the password. But with ERPM, no one actually knows the password until it's checked out. As long as you're delegated to use ERPM, you can get access whenever you need it."

"All of the administrative and security tasks that should take place with privileged accounts occur behind the scenes. When you need a password it's there for you. ERPM increases security by tracking when the passwords are being used and who's using them. And if someone leaves the IT team you can just remove them from having access to ERPM, so there's no concern about former employees still being able to access the organization's sensitive information."

Now that ERPM is deployed and functioning in Gruner's department, WSIB plans to roll it out to the rest of the WSIB infrastructure.

"I highly recommend ERPM. With all of the different privileged accounts and passwords that most organizations need to track, ERPM is a very handy solution for removing that effort and leaving brain real estate for other endeavors."

## About Lieberman Software Corporation

Lieberman Software provides privileged identity management and security management solutions to more than 1000 customers worldwide, including 40 percent of the Fortune 50. By automatically discovering and managing privileged accounts everywhere on the network, Lieberman Software helps secure access to sensitive systems and data, thereby reducing internal and external security vulnerabilities, improving IT productivity and helping ensure regulatory compliance. The company developed the first solution for the privileged identity management space, and its products continue to lead this market in features and functionality. Lieberman Software is headquartered in Los Angeles, CA with an office in Austin, TX and channel partners throughout the world. For more information, visit [www.liebssoft.com](http://www.liebssoft.com).



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