

Background

Case Study | ITV

ITV is the biggest commercial television network in the UK, broadcasting the most talked about television and making a major contribution to the UK's culture, economy and communities.

ITV1 is the most popular commercial television channel in Britain, watched on average by 45 million people every week. It has the largest programme budget of any commercial channel in Europe, currently at around £800 million, which is spent on a mixed genre schedule made up of a range of high quality programmes. ITV2, ITV3, ITV4, ITV Play and CITV are also members of the ITV family of channels.

Gareth Wright, Chief Technical and Operations Manager for ITV's Operations and Infrastructure, has responsibilities which include the management of the Mail, File & Print and desktop infrastructure of 6000 users and PCs across the group.

Two ScriptLogic solutions were deployed within ITV in March 2006, namely Active Administrator 4.0 (6,000 user licenses) and Enterprise Security Reporter 2.5 (50 server licenses). ITV is currently beta testing Enterprise Security Reporter 3.0.

"Having seen the limitations of the native tools and the other solutions in the market, we quickly determined that Active Administrator and Enterprise Security Reporter fitted exactly our requirements and had the feature set and ease of use we needed," said Mr. Gareth Wright, Chief Technical and Operations Manager for ITV.

The Challenge: SLA and Corporate Governance Adherence

Mr. Wright is responsible for ensuring that his department meets the SLAs agreed with the rest of the business, and that requirements handed down from the Corporate Governance group are adhered to. ITV relies heavily upon Active Directory and Group Policies to meet these objectives. It quickly became apparent that the native tools did not provide the comprehensive control of security and delegation that he needed.

Consequently, he and his team of engineers embarked on an evaluation process to find a set of tools offering delegation management, rapid recovery from deleted accounts, Domain Controller change review and Group Policy management features such as: reporting, change auditing, backup and restore, rollback, offline editing and extended RSoP analysis.

The Solution: Active Administrator and Enterprise Security Reporter – Software That Provides Robust, Enterprise Class Reporting, Productivity and Security

Mr. Wright and his team of engineers embarked on an evaluation process to find a robust solution to his challenges. Having evaluated other solutions, it was clear that Active Administrator and Enterprise Security Reporter from ScriptLogic would meet all the criteria Mr. Wright had established that he needed. "Having seen the limitations of the native tools and the other solutions in the market, we quickly determined that Active Administrator and Enterprise Security Reporter fitted exactly our requirements and had the feature set and ease of use we needed," comments Mr. Wright.

During the evaluation of the solutions from ScriptLogic, Mr. Wright was also impressed by the ability to backup and restore Active Directory objects with Active Administrator. "Thanks to ScriptLogic, the back up and restore facility provides me with peace of mind and greater confidence in my network," says Mr. Wright.

The Benefits: Efficient Administration, Reduced User Downtime

Having adopted ITIL processes, Mr. Wright has determined that the more efficient processes his IT administrator team can now put in place, together with the resulting improvements in user uptime, will give ITV a significant return on their investment. "I definitely see Active Administrator and Enterprise Security Reporter paying for themselves over a period of no more than 12 months," comments Mr. Wright.

The improved IT management processes help Mr. Wright's department within the SLA, and users benefit too. For example, if a user account or group is inadvertently, or maliciously, deleted then Mr. Wright's team can return the user very quickly and effectively, without them seeing any downtime or loss of access to network resources.

"It is clear Active Administrator saves us a lot of time and resource in trouble shooting and testing policy changes without impacting our live

environment," states Mr. Wright. "Another key benefit is the ability to delegate security and controls in a comprehensive and effective way, I can now proactively control delegation of rights more effectively," he continues.

In regards to Mr. Wright's view on Enterprise Security Reporter, he comments "As we all know, NTFS permissions are not the easiest things to get a handle on. Enterprise Security Reporter has proved to be very useful in showing changes and comprehensively reporting on permissions across servers and domain controllers," said Mr. Wright.

Mr. Wright now also has a database of changes that he can refer back to should he need to. This is in line with the corporate governance he has to adhere to within ITV.

"I now have the peace of mind in knowing what's going on!"

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. More than 16,000

customers use ScriptLogic solutions to manage approximately 4 million desktops and 90,000 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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