

# Richmond Public Schools

## A Lesson in Simplifying Layered System Security



Located in the capital city of the state of Virginia, Richmond Public Schools serves more than 24,000 elementary, middle school, high school, and adult-education students. The school district strives to provide its students with high-quality educational experiences to help them master essential educational skills, become life-long learners, appreciate cultural diversity, be responsible citizens and lead productive lives.

In support of that mission, the Department of Information Technologies at Richmond Public Schools provides customer-oriented, state-of-the-art technological services geared to advancing all facets of the educational process at the schools. Central to enabling, managing, and securing the school system's technological services are LANDesk® Management Suite, LANDesk® Security Suite, LANDesk® Antivirus, and LANDesk® Asset Manager.

### Enhancing Endpoint Protection with Layered Security

One of the main goals at Richmond Public Schools is to foster student achievement—helping students reach their maximum potential—and technology plays a critical role in that endeavor. With more than 10,000 computers used at its schools by its nearly 4,000 employees and 24,000 students, the school system manages and secures those technology assets by leveraging a comprehensive, flexible and integrated endpoint management and layered security toolset from LANDesk.

“LANDesk has done an excellent job in the way that it has woven together all of its endpoint management and security capabilities,” says Clifton Dickens, technology asset manager at Richmond Public Schools. “It gives you very granular control over securing and managing the computers, while still giving users the freedom to use their computers the way they’re meant to be used.”

While Richmond Public Schools utilizes the features of LANDesk® Management Suite to optimize and facilitate its overall management of its computers, the school system appreciates the fact that LANDesk has provided it a logical, incremental path to add tightly integrated security capabilities that utilize the same client-side software agent, server infrastructure and administrative console.

“As we have added new management and security features from LANDesk, we have not had to make any drastic changes in our environment,” says Dickens. “With the layered security approach that LANDesk has taken, it has really meshed together well its stable of management and security offerings. As we add new LANDesk components, we enhance our abilities rather than add redundancy. Each solution complements and builds on the others.”

### Integrating Centralized Management with Automated Remediation

LANDesk® Antivirus is one of the key components of the layered security offering that Richmond Public Schools leverages. The AV solutions the school system had used in the past didn't provide adequate centralized control, were more expensive, and most importantly, were not as effective as LANDesk. As often as three times during the school year the school system would experience virus outbreaks that would require a team of 10 field technicians and engineers to dedicate two or more days to isolate and eradicate the problem. LANDesk Antivirus has changed all that.

#### Business Needs

- Enhance and simplify the security and IT management of 10,000 computers distributed among 60 different buildings, including schools, administrative offices and other facilities

#### Solution

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Antivirus
- LANDesk® Asset Manager

#### Business Benefits

- Secured endpoints with multiple, integrated security layers that can be centrally managed from a single console
- Enhanced protection against viruses, spyware and other malware with automatic detection and remediation, and centralized management
- Provided granular and flexible control over endpoint security and management
- Significantly simplified the management of endpoint security

“We love LANDesk® Antivirus,” Dickens says. “LANDesk Antivirus gives us centralized management and automated remediation. Also, with LANDesk Antivirus we’ve had a significant drop in outbreaks. I’m always floored by the speed at which it detects, quarantines, and repairs issues.”

Complementing the antivirus capability that LANDesk provides is its anti-spyware capability. “The anti-spyware feature in LANDesk has been huge for us,” Dickens says. “LANDesk allows us to discern between what is truly spyware and what isn’t. It enables us to protect our users from any content on a Web site that might be considered spyware or malware. It allows us to see the level of severity of a particular piece of spyware or malware code. In addition to allowing us to detect, protect against and clean up any malware, it also allows us to keep malware from being installed.”

### Adding and Integrating Multiple Layers of Protection

For those applications that might not necessarily be spyware or malware, but have the potential to introduce vulnerabilities into the environment, the school system uses the application blocking capabilities in LANDesk® Security Suite to prevent them from executing on any of its 10,000 computers. Richmond Public Schools also leverages LANDesk Security Suite to detect and protect against a wide array of potential vulnerabilities that could potentially surface on its endpoints.

“LANDesk Security Suite has been very beneficial in allowing us to audit vulnerabilities and exposure to potential threats,” Dickens says. “LANDesk automatically verifies our current patch levels and exposure, and cleans up any problems. It also allows us to create custom vulnerability definitions to look for and resolve issues specific to our environment.”

To further secure its endpoints and IT environment, Richmond Public Schools plans to add additional layers of security to its infrastructure with LANDesk® Network Access Control. “LANDesk Network Access Control will enable us to reduce our exposure to viruses and vulnerabilities by controlling who can connect to the network,” Dickens says. “Not only will it prevent rogue devices from getting on the network, but it will prevent any device that is not properly patched or updated from getting on. Any non-compliant device will automatically be quarantined until it complies with our policies.”

### Simplifying Effective Endpoint Security and Management

In addition to the multiple layers of protection the LANDesk® solutions provide Richmond Public Schools, the security and management solutions greatly simplify the overall administration of the school system’s endpoints. “With our limited staff, LANDesk allows us to do more with less,” Dickens says. “We can sit at the LANDesk® management console and manage dozens of different aspects of any particular device. We can scan for vulnerabilities, control flash drive usage, block specific applications, push out patches, check for spyware, monitor software licenses, gather inventory, install software, remote control it, and even re-image it.”

“LANDesk makes it so we don’t have to juggle individual security applications,” Dickens adds. “All of the LANDesk layers of security fit and work together. When you update one, you update them all. When you manage one, you manage them all. It’s nice to know that our LANDesk solutions require minimum maintenance, and that they’re going to do what we need them to do.”



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— Clifton Dickens

Technology Asset Manager  
Richmond Public Schools

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