

Meeting the needs of internal auditors

BT is one of the largest telecommunication companies in the world servicing a massive global market of domestic and business customers. The company's headquarters are based in London with offices and operations in hundreds of locations across the world.

BTplc A case study on **LT Auditor+**

Currently the organisation uses many technologies within its IT infrastructure. BT is one of Europe's largest users of Novell's NetWare operating system and NDS/eDirectory software. BT also has a significant deployment of Microsoft Windows and Active Directory servers as well as other proprietary mainframe and mid range systems. The organisation employs in excess of 100,000 people and within the Novell environment they have a similar number of user accounts.

“Auditors and security managers now place a higher priority on securing their internal networks”

The rapid deployment of network access throughout the vast organisational structure meant that the need to be able to account for users' activity across the enterprise was becoming more important. With a complex and varied network infrastructure, it was inevitable that there would be many users who had administrator rights, access to server consoles and, potentially, access to sensitive and confidential data. Auditing user activity is not necessarily viewed as a way to catch culprits, what it does ensure is that cases of human error and other incidents can be identified with appropriate action taken promptly.

BT identified a number of requirements with both audit, technical and operational considerations in mind; it was not possible to address these by standard operating system functionality within the Novell or Microsoft platforms:

Audit requirements

- A clear accountable audit trail of user activity
- Tracking security changes such as changes to user passwords and users' rights
- Monitoring of attempted intrusion: failed login attempts & intruder lockout
- Auditing auditors' use of the software

Functional/technical requirements

- Cross platform Novell and Microsoft server-based auditing
- Centralised configuration and reporting
- Highly scalable

Operational requirements

- Easy deployment and ongoing configuration
- No server downtime or service interruption
- Tamper proof with no disruption to the auditing process

Organisations have become increasingly focused on securing their internal IT systems and networks from external penetration, yet surveys consistently show that security breaches often occur within an organisation's internal network and operations. Consequently, auditors and security managers now place a higher priority on securing their internal networks. This is typically achieved through measures such as assessment, monitoring, reporting, alerting and enforcement. Deployment considerations are important so as not to compromise operational capability and to minimise any management and administration overhead.



**Dr Mike Hopkins,
BT Senior Technical Specialist**

Altman Technologies
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BLUE LANCE
COMPUTER SECURITY SOFTWARE



After surveying the market for available software solutions, one of the products chosen for further investigation was a product called LT Auditor+, developed by Blue Lance Inc. based in Houston, Texas, and distributed by Altman Technologies Ltd, a UK-based software house specialising in network and security management solutions. The initial investigation confirmed that LT Auditor+ matched BT's specification of requirements. A formal evaluation was undertaken with regular consultation between BT's technical staff, Blue Lance development and support personnel, and Altman Technologies technical services team.

BT needed to address a number of security issues that their auditors had identified including intruder detection issues and tracking of security changes. LT Auditor+ was able to meet these requirements using the powerful filtering and exception reporting capabilities available.

At the conclusion of their evaluation, BT procured an enterprise licence for the LT Auditor+ software. In addition to addressing BT's broad functional specification, there were a number of key issues that helped make LT Auditor+ the chosen solution. Firstly, the centralised configuration and reporting capability which would aid a speedy deployment and minimise ongoing maintenance and management resource. This subsequently proved to be a key benefit as BT completed their initial deployment of LT Auditor+ three months ahead of their deadline. Another key issue was scalability – during test, this had also been more than satisfactory and the live roll-out confirmed that LT Auditor+ was indeed highly scalable with the first stage of implementation covering approximately 350 servers.

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Another major consideration for BT was the issue of supplier and distributor relationships. BT's policy is to “buy into” a company's product based on current technology but they also place great importance on the stability of the supplier, the service and responsiveness as well as the future development plans for the product. Working closely with both Blue Lance and Altman Technologies, BT were able to satisfy themselves that both suppliers met these requirements. Both Blue Lance and Altman Technologies have been in business since the late 1980s and serve an extensive list of clients in the corporate, government, financial and public sectors.

Since the initial roll-out of LT Auditor+ on the NetWare platform, BT has commenced the deployment of LT Auditor+ within their Active Directory environment that supports some 100,000 users in authenticating to Microsoft services. LT Auditor+ is also deployed within three large NetWare 6 environments which include the LDAP directory supporting the authentication and authorisation of web services.

Living with LT Auditor+ has been simple and has brought significant benefits to BT. The auditor's responsibility for mitigating risk has been addressed using LT Auditor+. Furthermore, the IT infrastructure has been able to deliver these services without any overhead on their staff resources or network infrastructure.

Within BT's team that were closely involved with all stages of the investigation, evaluation, decision-making process, implementation and ongoing deployment, there were two key figures. Firstly, Ashok Patel, manager of BT's Network & Systems Division, whose team is responsible for BT's distributed Platform Strategy and Design. Secondly, Dr Mike Hopkins, Senior Technical Specialist in Ashok's team who was leading the technical evaluation and subsequent roll-out.

Dr Mike Hopkins summarises the benefits as follows:

"LT Auditor+ enabled us to address the requirements of our internal auditors and consequently comply with our corporate security policy. Key issues were scalability and ease of deployment and we were very happy

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on both counts with the LT Auditor+ solution. A significant benefit provided by LT Auditor+ was the centralised management, configuration and reporting capabilities which enabled us to complete our initial roll-out to 350 servers in just two months, some three months ahead of the auditors' deadline. During the initial evaluation stages, Blue Lance proved very reactive in producing product enhancements to fulfil specific audit requirements that BT had."

BT company overview

BT is one of the world's leading providers of telecommunications services and one of the largest private sector companies in Europe. Its principal activities include local, long distance and international telecommunications services, internet and broadband services and IT solutions. In the UK, BT serves more than 28 million exchange lines as well as providing network services to other licensed operators.

BT Group consists of:

- BT Retail, the UK's largest communications service provider and the prime channel to market for BT's other businesses;
- BT Wholesale, the provider of network services and solutions to communications companies, network operators and service providers;
- BT Ignite, BT's business services and solutions business, serving customers worldwide; and
- BT Openworld, a mass-market narrow and broadband internet business.

Further businesses make up BT Group, including BTextact Technologies, the internationally renowned advanced research and technology business.

In the year to March 31, 2002, BT's group turnover was £18,447m with profit before taxation of £1,273m.

For more information, visit www.btplc.com.

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LT Auditor+ information and live evaluation software is available from www.altman.co.uk.

Altman Technologies specialise in network auditing & surveillance, print management and directory services management for Novell and Microsoft environments.

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