

## ABOUT BT plc



BT is one of the world's leading providers of telecommunications services and one of the largest private sector companies in Europe. Its principle 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.

## THE PROBLEM

Surveys consistently show that security breaches often occur within an organisation's internal network and operations. BT uses many technologies within its IT infrastructure and 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.

BT's internal audit process determined that further measures were needed in order to meet the demands of their security policy. 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.

## Case Study

# BT plc

LT Auditor+

BT identified a number of requirements with both audit, technical and operational considerations in mind;

### 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

## THE SOLUTION



Initial investigation confirmed that LT Auditor+ (developed by Blue Lance Inc. in the US and distributed by Altman Technologies) 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 the Altman Technologies Technical Services team. A 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 (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).

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. One of the key issues that helped make LT Auditor+ the chosen solution was the centralised configuration and reporting capability which would aid a speedy deployment and minimise ongoing maintenance and management resource. Another key issue was scalability as the first stage of implementation covered approximately 350 servers.

Dr Mike Hopkins,  
BT Senior Technical Specialist

"Key issues were scalability and ease of deployment and we were very happy on both counts with the LT Auditor+ solution"

## THE BENEFITS AND RESULTS

After the initial roll-out of LT Auditor+ on the NetWare platform, BT 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.

## COMMENTS

Dr Mike Hopkins, BT's Senior Technical Specialist, led the technical evaluation and subsequent roll-out. He commented "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 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."