

## ***U.S. Army Information Management Support Center Controls Non-Compliant Software with Triumfant***

### **Challenge**

The U.S. Army Information Management Support Center (IMCEN) was facing a mounting challenge. A host of non-compliant applications, including potentially unsafe (adware, spyware) and unauthorized freeware /shareware applications, were proliferating on their thousands of Windows-based workstations. IMCEN had been using a manual process to verify and remove the offending applications but the approach was time-consuming and couldn't keep pace with the growing number of non-compliant applications. The support team used a combination of tools, some off-the-shelf and some developed in-house, to identify and remove these applications. However, these tools were not optimized for this specific task, which resulted in manually removing software, either by site visit or remote access.

Non-compliant applications were increasing at a rate faster than IMCEN could physically manage. In order to fulfill the mandate set by the CIO/G-6 Initiative to gain control over non-compliant software as part of a comprehensive program, IMCEN knew it needed a new approach.

When members of the Information Technology Agency (ITA) that oversees IMCEN saw a demonstration of Triumfant™ Resolution Manager® at a conference, they believed they had found a solution to their challenges.

### **Solution**

Based on the ITA's recommendation, IMCEN contacted Triumfant to launch a pilot program. The goal was to determine if Triumfant Resolution Manager could provide the automated problem and resolution management capabilities the Headquarters, Department of the Army (HQDA) needed to gain control over their IT environment. This required being able to immediately identify and remove non-compliant software without increasing IT support staff, causing any new incidents by removing software, or imposing an inconvenience to the supported customer.

According to John Brehm, a problem analyst consultant with Serco, a leading global services provider providing contractor support to the Systems Support Services Division, IMCEN, "As a result of the pilot, we saw that with Triumfant Resolution Manager not only could we identify non-compliant software but we could automatically remove it without creating new incidents or impacting the supported customer. Triumfant Resolution Manager is enabling IMCEN to achieve compliance with the CIO/G-6 Initiative."

IMCEN began deployment of Triumfant Resolution Manager in January, 2008 and as of August 31, 2008, deployed 11,100 agents. The primary focus is controlling non-compliant software currently defined as instant messaging, games, malware (malicious software), toolbars, screen savers, shareware, freeware, file sharing (peer-to-peer), spyware, adware, and specific MP3 files.



The team is also discovering additional uses for Triumfant Resolution Manager. These include identifying unused software licenses which can be redistributed to better leverage overall software license investments, and identifying early warning signs of potential system failure, for example, a bad sector on a hard disk that could cause a hard disk crash if not immediately addressed.

IMCEN is now expanding the scope of the solution to include configuration management. Using the Army Gold Master (AGM) image and the IMCEN image which includes additional approved business applications, IMCEN is working with Triumfant to customize a library of filters that can automatically detect when a user makes configuration changes to a workstation, for example, changing Microsoft application settings that are known to create conflicts with other applications on a PC.

A key benefit to IMCEN of Triumfant Resolution Manager is the flexible and extensive reporting capabilities. The IMCEN team can view configuration reports to track application inventories by machine, by group or by application, a feature that is critical to the team's enterprise software clearing house initiative. The automatic incident remediation is another key benefit, freeing up staff for more strategic tasks while keeping non-compliant software in check. In addition, the Triumfant support team is extremely responsive, providing quick turnaround on issues and reports to meet IMCEN requirements.

Over the next twelve months IMCEN also plans to have Triumfant Resolution Manager integrated with the Remedy 7 solution so that trouble tickets can be opened and closed automatically with easy access to details within the service desk environment.

### **Bottom Line**

With Triumfant Resolution Manager, IMCEN is able to effectively enforce policies, audit applications and remove malware. To date, IMCEN has achieved a significant return on investment (ROI), based on what it has saved in personnel and end user resources. Thus far, the estimated savings is approximately \$8 per desktop, per month, based on the more than 11,000 desktops deployed to date. The ROI calculation is based on industry standards for IT salaries with the assumption that most incidents can be detected, analyzed and resolved in one hour.

In addition to ROI, some of the other metrics the team is collecting to measure their results include trending of known errors, time from detection to resolution and the number of resolutions/category/month.

IMCEN expects to achieve a \$1.2M cost avoidance in the first year of 'go live,' once the system is completely deployed on all workstations and the automatic remediation capability is implemented. As the number of applications monitored grows, IMCEN anticipates the ROI will continue to grow as well.

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