



Lieberman Software Helps Tarrant County College Rapidly Resolve Daily IT Administration Issues

Problem

Managing workstations for Tarrant County College is an exceptionally difficult task. Allow us to paint the picture:

Chad Harris, Manager of Networks and Hardware for Tarrant County College, has a taxing checklist that requires hourly, daily, weekly attention from him and his team. At any given time, he needs to be able to give an approving nod to the following questions:

- Have the local administrator passwords been changed on all workstations?
- Have the registry values and permissions been changed on all workstations?
- Are all changes documented and securely stored?
- Is the domain free of dead accounts?

For most administrators, Chad's taxing checklist is far from exceptional and falls more into the "preaching to the choir" category. However, Chad must adhere to a reality that most administrators don't: as part of a school district, his machine accounts change every nine months. Chad explains:

"The churn in computer accounts comes from the frequent re-imaging and re-building of classroom and lab computers to prepare them for the next semester class or to fix errors for which troubleshooting would take too long."

Thus, while most administrators can expect to clean out a handful of dead machine accounts annually, Chad is faced with hundreds to thousands.

Solution

With that many accounts changing on that frequent a basis, Chad would need nothing short of the aid of a detective to make sure his workstations were only accessible by the permitted users. Lucky for Chad, User Manager Pro Suite makes it painless to cover these bases:

"We use User Manager Pro Suite largely for investigations. We may be interested in event logs in a variety of machines or to investigate tombstone computer accounts in our domain. Whatever the case, User Manager Pro Suite diligently

Profile: Tarrant County College

The Tarrant County College district hosts four campuses in the Dallas-Fort Worth area with over 10,000 students enrolled annually. www.tccd.edu

The Problem

Thousands of accounts are added and expired every nine months increasing the vulnerability of the enterprise.

The Solution

Lieberman Software's User Manager Pro Suite, Service Account Manager and Task Scheduler Pro were deployed throughout the district's workstations.

The Result

Workstations are effectively managed and all changes are logged increasing productivity and decreasing wrongful access.

pulls the information for us and makes the changes when and where applicable."

Over the past five years of his ownership, Chad has found new ways to tackle other tedious situations with User Manager Pro Suite:

"This is a school, so we have labs and classrooms that may be used for a particular purpose. User Manager Pro Suite provides a convenient way to set permissions and accounts in a small subset where it's intended to be for an hour or two. We may also put particular accounts in the local administrator group for a couple hours so that the teacher is able to perform functions during that period and nothing more."

Lieberman Software provides a diverse selection of tools. As an owner of three tools, Chad finds that the one quality that links them all together is convenience:

"I've thought about what these past five years would have been like without Lieberman Software's tools. Needless to say, without the tools, it would be very inconvenient to run reports and maintain an efficient auditing system. I find



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Chad Harris | Manager of Networks and Hardware, Tarrant County College

User Manager Pro Suite, for example, to be the handiest tool. It’s really a question of convenience. When I need to change the local administrator account or registry values, I employ User Manager Pro Suite. When I need to make sure that the correct services are running, I use Service Account Manager. When I need to manage tasks, I use Task Scheduler Pro.”

About Lieberman Software Corporation

Lieberman Software Corporation provides advanced systems management solutions that reduce the cost and complexity of administering the Windows enterprise. By automating time intensive security, server, and workstation maintenance tasks, Lieberman Software increases control over the Windows infrastructure, delivering improved productivity, performance, and audit-ready security. With products that simultaneously administer thousands of systems from a single console, Lieberman Software ensures that even the largest corporate, educational, and government enterprises remain managed, secure, and compliant. Lieberman Software is a Microsoft Gold Certified Partner headquartered in Los Angeles, CA.

