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State of Mississippi Division of Medicaid Uses DSRAZOR and CPTRAX to Meet HIPAA Requirements

Visual Click Software Provides State Agency with Tools for Active Directory and File System Reporting, Auditing and Management

Background:

The Mississippi Division of Medicaid (DOM) operates to ensure access to health services for the Medicaid-eligible population in the state of Mississippi. With stringent HIPAA requirements, the agency found it difficult to remain compliant without an easy-to-use reporting mechanism. Determined to gain control over Windows Active Directory/NTFS, those in the agency's IT department looked to Visual Click Software for help.

Challenge: Reporting on Active Directory/NTFS and Delegating Tasks

HIPAA regulatory compliance requires a process must be in place to protect patient medical records. Within an IT organization, this includes auditing Active Directory and File System activity, and documenting User and Administrator security settings. A recent audit of the agency's procedures revealed several gaps in these procedures. After receiving negative HIPAA ratings for several reporting deficiencies, DOM initiated manual processes to audit Active Directory and the File Systems. This approach proved to be both time consuming and difficult to get accurate information. Even simple reports like unused accounts and logon/logoff histories were challenging to obtain. With data dispersed across multiple servers, it took significant time and effort to investigate a specific Active Directory and File System-related event. "Once we located the data, there was no way to cleanly export it," explains Charles Jackson, lead network Specialist at the Mississippi DOM. "We would have to reallocate IT staff from other projects to identify the information and save it into Excel. It was not very efficient."

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DSRAZOR for Windows

DSRAZOR Zero Privilege Help Desk for Windows

Initially, DOM captured logon/logoff records directly from the native event logs. The information was difficult to analyze and limited to the past seven days. DOM's compliance officer aimed to find easier methods to pull the data; and extend the record history to 90 days. Further, the agency wanted to refine its AD group membership policies so when a user leaves the organization, there is an established protocol to ensure the entire account is disabled. Finally, Jackson hoped to find a tool to delegate lower-priority tasks, such as password changes, to non-privileged users.

Action: Implementing DSRAZOR and CPTRAX

DOM chose Visual Click's DSRAZOR and CPTRAX solution to audit Active Directory and File System security settings to maintain HIPAA compliance. "Basically, we needed to be more efficient about tracking AD and File System activity," says Jackson. "Although compliance was our primary goal, the tools also give us visibility into network vulnerabilities so we can be smarter about security.

Both CPTRAX and DSRAZOR for Windows offer a wide variety of customizable applications (applets) that help users manage, report, and audit AD/NTFS. With CPTRAX, the agency can track Active Directory, File System and Logon/Logoff activity from the server and domain controller. In the event of a HIPAA violation, with only a few clicks, Jackson can generate reports showing who changed an AD or FS object, and who has access and permissions to these objects. Now, DOM users and administrators have more accountability and are naturally more careful knowing the activity is audited for compliance purposes. With DSRAZOR, DOM ensures when an employee leaves the agency, their account, including permissions and group memberships, is disabled.

One of the biggest benefits the agency experiences is with the DSRAZOR Zero Privilege Help Desk Delegation Agent. This tool enables Jackson to customize user provisions so certain users can edit AD without being granted administrator privileges. Jackson uses this capability to delegate tasks in several agencies areas. "We have a communications specialist who manages phone changes when people move," he says. "She can change phone numbers without us having to elevate her rights. Zero Privilege lets us delegate less critical daily tasks, such as password resets and unlocking accounts, to staff outside of IT so IT administrators can focus on more strategic projects."

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Results: Compliance Management

With the help from DSRAZOR and CPTRAX, DOM gained control over its HIPAA compliance issues while saving significant time and resources. "We have to make sure we're doing our due diligence when it comes to compliance," says Jackson. "With DSRAZOR and CPTRAX, it is much easier to locate and pull information from the server with quick, customized reports. Visual Click has eased the management and auditing of AD and the File System tremendously, helping us see and report on critical data while keeping our network clean and secure. From both a HIPAA and security perspective, users and administrators are accountable for their actions and we are accountable to regulatory agencies."

Jackson plans to expand the use of the Zero Privilege Delegation Tool by transitioning tasks, such as 'renaming computer objects' when employees move between departments. Not only does it relieve IT, it ensures these types of tasks can be handled more quickly. "We have gained significant efficiencies using DSRAZOR and CPTRAX," he says. "Compliance has become much simpler and our staff is more productive. It's a win-win."

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About Visual Click Software, Inc

Envisioned in 1996 and incorporated in 1999, Visual Click is the leader and pioneer in visually customizable computer network security access management and reporting applications.

Network Security Access Management: Our patented Visual Designer Technology allows for customer- specific applications to be developed in minutes rather than days, weeks or months. This powerful technology creates a new paradigm in network security access management. Previous technology either required use of overly large and complex 'consoles' that performed slowly and required product-specific training or required customized programming.

Our technology allows customers to create exactly what they need to control their network security access management without burdening the Administrator or requiring custom computer programming costs.

Network Security Reporting: Our patented Visual Designer Technology allows for customer-defined reports to be developed in minutes with very little training. This powerful technology allows the Network Administrator to focus on the important matters of securing a network. With minor customizations, each Network Security Report can simultaneously be used for Network Security Access Management. Each Network Security Report can also be used to change the Network Security issues it uncovers. This important technology solves two problems at the same time, namely, reporting about Network Security non-compliance and enforcing corporate Network Security policy.

Customer Benefits: Exceeding customer expectations is our number one goal. We know time is a resource that most IT professionals have in short supply. For this reason, our software is designed to reduce errors and minimize training costs, thereby freeing up valuable time to focus on more mission-critical tasks. From simplifying user management and maintaining regulatory compliance, to preparing for migration and delegating helpdesk duties, our software empowers our customers by saving them time and money associated with managing their networked environments.

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DSRAZOR for Windows

DSRAZOR Zero Privilege Help Desk for Windows