

The city of Seattle improves operational efficiency with Dimension Data's technology lifecycle management assessment

City of Seattle Department of Information Technology

industry:

Government and Education

country:

United States

business challenge:

To identify and analyze all assets across the city of Seattle's IT domain and deliver recommendations for remediation, thereby aiming to increase efficiency and network availability

solution:

A fully-automated discovery and network assessment solution providing a simplified method for documenting and tracking preventive maintenance, as well as lifecycle status for network hardware devices

services:

- Consulting Services: Technology Lifecycle Management Assessment

results:

- Ensured high availability by providing full and complete knowledge of network
- Visibility of network equipment allows for pro-active maintenance and for IT resources to be utilised optimally
- Inventory of assets facilitated the standardisation of technologies thereby reducing security risks
- Enabled the benchmarking of configurations against industry best practices, thereby ensuring maximum compliancy to regulations

Executive Summary

The city of Seattle's Department of Information Technology (DoIT) provides data and voice services to all city agencies. Dimension Data helped the city of Seattle conduct a **thorough analysis of its network**, delivered recommendations for remediation that were prioritized by business objectives, and helped **increase efficiency and network availability**.

Client Overview

Given the degree to which it uses technology to inform and engage citizens in governmental affairs, the city of Seattle is considered a national leader in its use of technology. DoIT provides technology services and policy planning for the city government. The agency is committed to using technology efficiently and cost-effectively.

Business Challenge

The city of Seattle's DoIT wanted to increase its level of control over its network to improve operational efficiency. It required a simplified method for documenting and tracking preventive maintenance, as well as life cycle status for network hardware devices. To achieve these goals, it needed a thorough analysis of its network. This included a detailed list of all devices, the identification of potential network security vulnerabilities, and an inventory of all assets that had End-of-Life (EOL) or End-of-Sale (EOS) components.

Recognizing it needed more than just data, the city of Seattle sought a trusted partner who could provide a detailed analysis of its network, who understood its business needs, and who could provide prioritized recommendations based on the city of Seattle's DoIT's own priorities.

Solution Provided

The Dimension Data Technology Lifecycle Management Assessment (TLM Assessment) the most comprehensive, fully-automated discovery and network assessment solution on the market, includes consulting services by network performance experts. The Dimension Data TLM Assessment identified and catalogued all Cisco products deployed on the city of Seattle's network, created an asset database, identified all EOS and End-of-Support components, analyzed Internetwork Operating System (IOS) version and patch revisions against the deployed configurations to determine security and downtime risk, and analyzed IOS and CatOS configurations for security and network configuration best practices.

The TLM Assessment also included a security analysis and configuration best practice gap analysis for all network infrastructure devices.

Dimension Data helped the city of Seattle meet its business initiatives in three ways:

The equipment model numbers and software revisions were checked against Cisco System's Product Security Incident Response Team database for known vulnerabilities. Potential vulnerabilities and recommended mitigation actions were discussed.

“Dimension Data’s TLM Assessment was a **fast, efficient and cost effective tool** that allowed the city to receive a comprehensive study of the city’s complex data network. As a result of the TLM Assessment, we were given recommendations that helped us **improve operational efficiency by having a highly available and more efficient network.** ”

Stephanie Venrick, DoIT Communications Technologies manager with the city of Seattle

- The equipment model numbers and software revisions were checked against Cisco System’s Product Security Incident Response Team database for known vulnerabilities. Potential vulnerabilities and recommended mitigation actions were discussed.
- The equipment model numbers and software revisions discovered were checked against the Cisco Systems product life cycle database. This provided information that allowed the city to plan for software upgrades and budget for hardware purchases to replace EOL and EOS equipment.
- All running configurations for each device discovered were collected and transferred securely to a secure server on Dimension Data’s network. Results from the best practice analysis were discussed.

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**Stephanie Venrick, DoIT
Communications Technologies manager
with the city of Seattle**