

 **DEPLOY**



LEWIS & CLARK LIBRARY

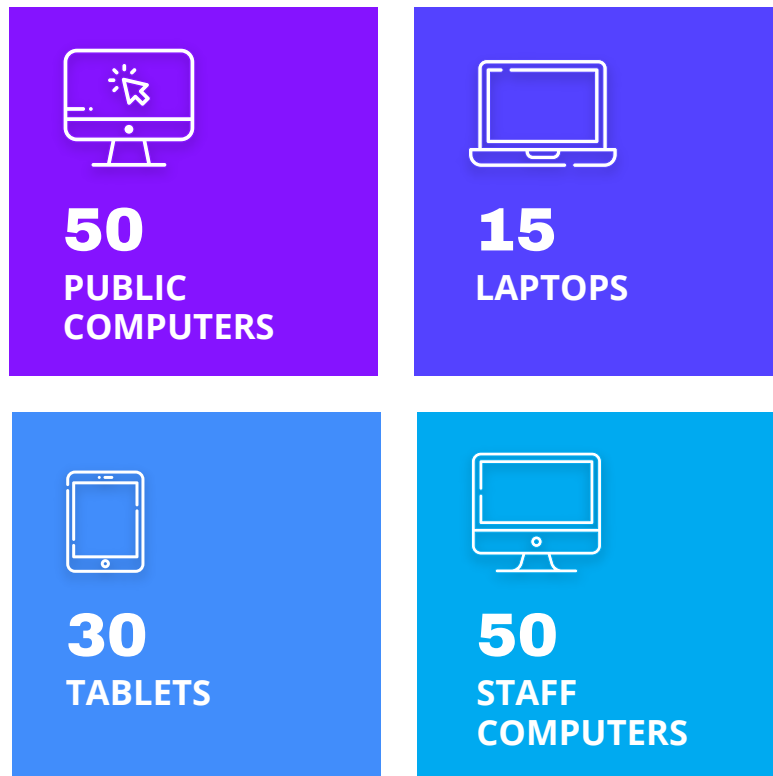
**The Peace of Mind with
Faronics Deploy**



ABOUT

The Lewis & Clark Library network includes four branches and a bookmobile that travels to different locations in the Helena Montana region.

Their IT infrastructure includes:



The IT department for the library includes Systems Manager and Librarian Matt Beckstrom along with a full time and a part time employee. Beckstrom is active with the American Library Association and is a published author of several IT security and privacy books.

PROBLEM

Today, staff computers at the library are managed with Deploy. However, when Beckstrom joined the IT department in 1999 the computers were open, and his focus was on cleaning them up and deleting files when he could. Eventually, they started using ZENworks to push out security policies and deliver applications. Instead of spending all his time cleaning up problems, it was easier to focus on preventing people from doing things that would compromise the device security. As a result, users were limited in what they could access and do on their computers.

Beckstrom explained that ZENworks didn't always work for Windows system or critical updates. He could get the update pushed out, but it often required a manual reboot on each individual machine to install. So, each new Windows update required the department to go to each device, remove the policy he'd pushed out using ZENworks, install the updates, and then reinstall the security policies. As a result, Windows updates were only happening every couple of months and usually required hours of testing to determine if any issues emerged from the update.



SOLUTION

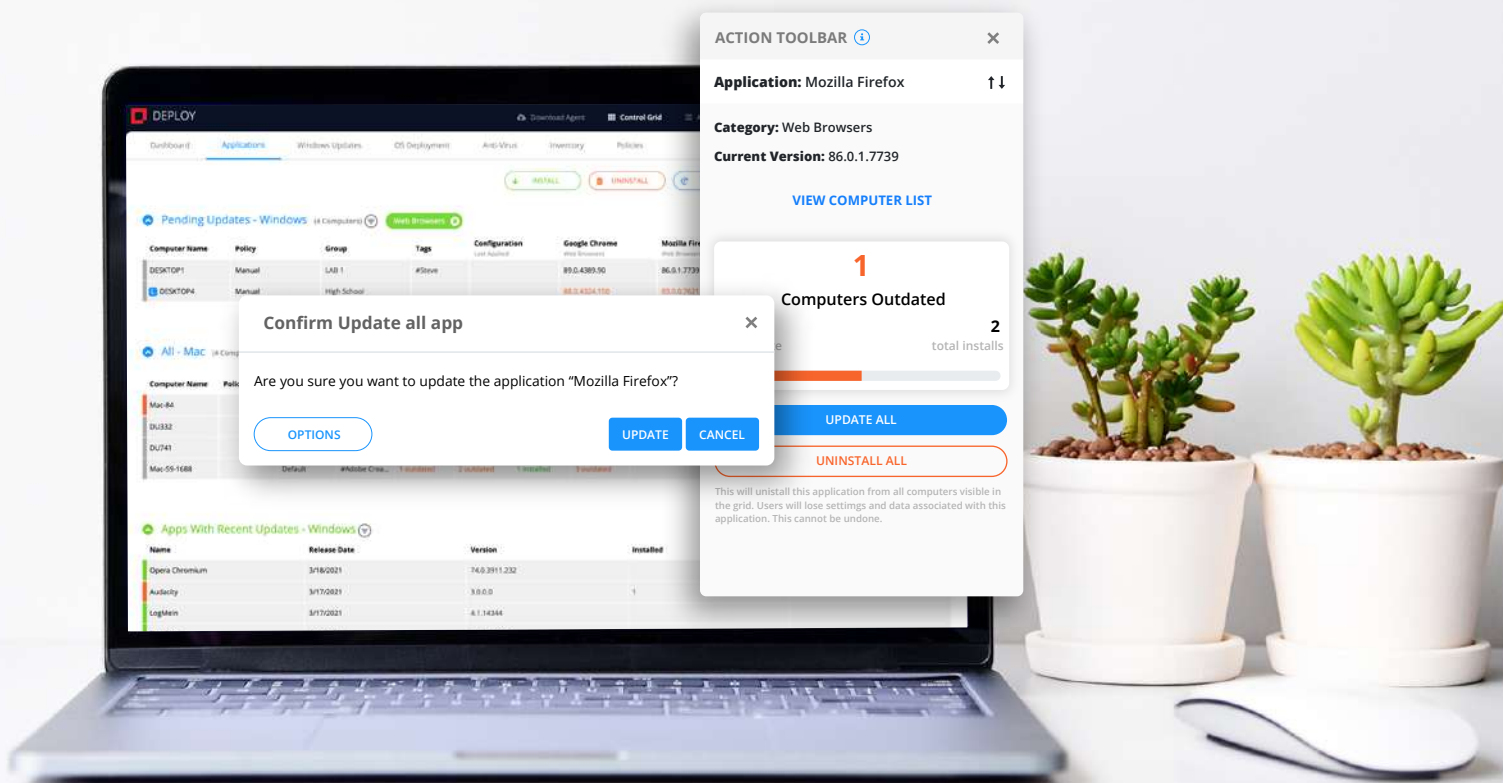
It's only been in the last several months that Lewis & Clark Library migrated away from ZENworks for staff computers. They started with a trial period knowing that Deploy had to meet high expectations if it were to replace ZENworks and all the time and effort they'd invested in it and their processes over several years.

Initially, the library used Deploy alongside the Faronics Antivirus with a focus on Windows and application updates.

ZENworks still had a role, but its complexity remained difficult to manage especially in contrast to Deploy. Beckstrom knew that ZENworks was better suited to larger environments than theirs.

"It was a lot of overhead just to update Firefox for example," said Beckstrom.

Today, ZENworks has a dwindling role in how they manage staff devices, and the library manage most functions within Deploy exclusively.



RESULTS

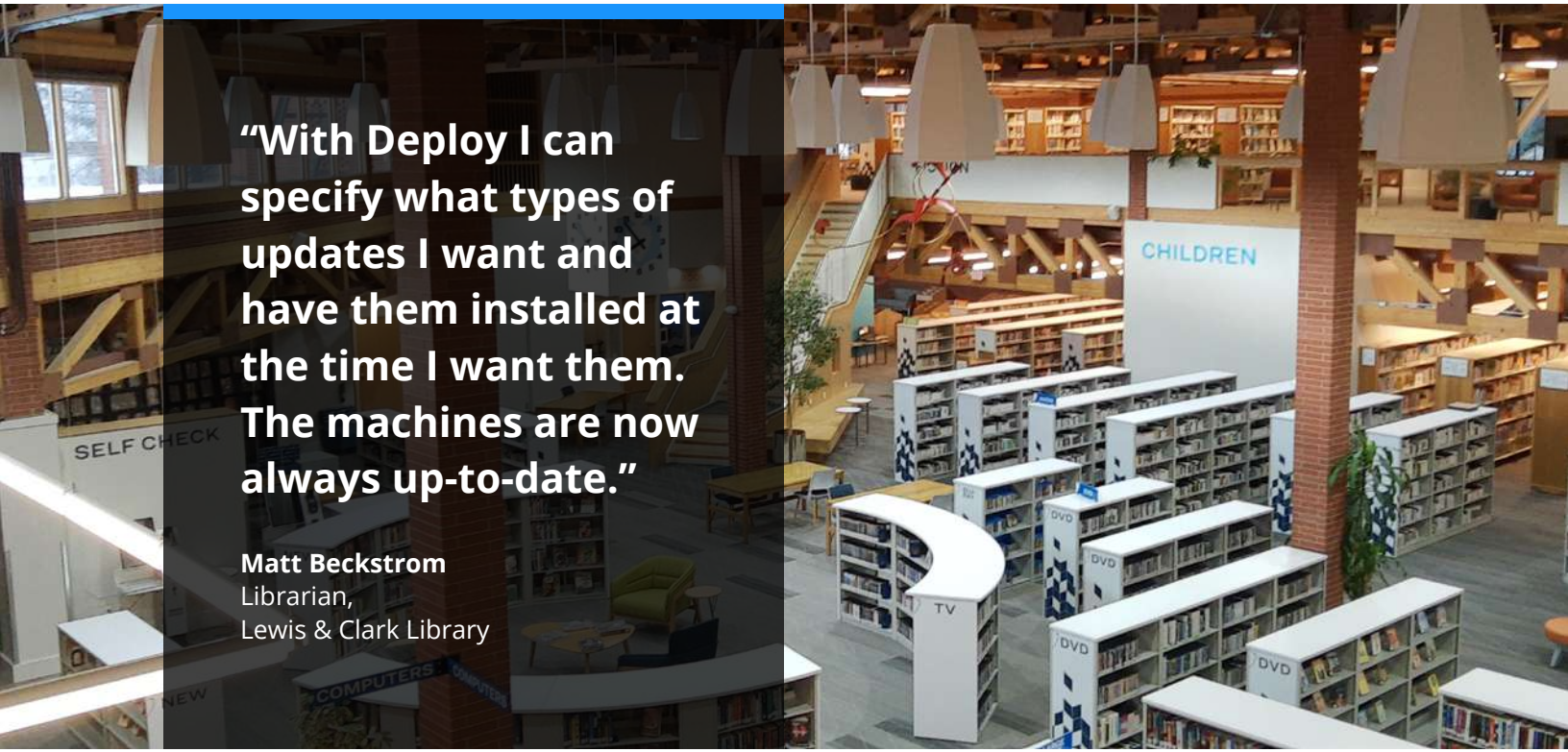
More Efficient Management

The library's part time IT employee used to spend most of her time managing day-to-day requests for troubleshooting or installing failed updates. Some of this work simply didn't get done or would require a great deal of time.

"Before Deploy we did a lot of reimaging," shared Beckstrom. "We spent hours and hours a week to get machines updated and all running the same versions of software."

Today, they put the PCs into maintenance mode once per week to update their applications, including Windows. According to Beckstrom, it works every time and staff don't need to chase after failed updates, saving them at least 2-3 hours per week. They also no longer have to remove and reinstall security policies just to update a machine.

Beckstrom can assign his team to other priorities instead of simply focusing on troubleshooting and update installs.



"With Deploy I can specify what types of updates I want and have them installed at the time I want them. The machines are now always up-to-date."

Matt Beckstrom
Librarian,
Lewis & Clark Library

Improved Security

By not doing updates as quickly as possible, Beckstrom knew he was potentially leaving security vulnerabilities. By simplifying the process and installing updates more frequently, they're less likely to fall victim to emerging exploits.

"The peace of mind alone is invaluable," shared Beckstrom. "I feel better knowing that our machines have critical updates installed once a week."

Beckstrom stays on top of new exploits and appreciates the ability to quickly confirm if his machines have the updates required to protect them against emerging threats.

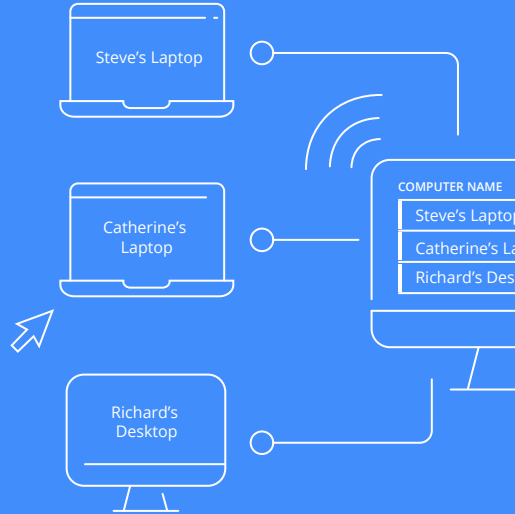


Remote Management and Imaging

Remote access is important for the library who manage locations as much as 1.5 hours away and prefer to minimize travel, especially in the winter. They've migrated the process to Deploy from ZENworks and Beckstrom and his team can manage any public or staff device at any of their locations easily, even if they are working from home.

The IT team at the library are in the process of evaluating how best to use the Deploy imaging tools. They currently do imaging offline using a portable hard drive. However, they know the ability to use Deploy to push out images to multiple devices is their next step forward.

Management of the public and staff devices at the Lewis & Clark Library has had several iterations since Beckstrom joined the IT department in 1999. From a policy-based focus to a mixed environment with ZENworks, Deep Freeze, and Deploy, to its current and simplified version.



“

Our IT department is a lot more efficient, we have a more secure environment, and managing updates in a timely way is a lot easier thanks to Deploy and Deep Freeze.”

Matt Beckstrom

Systems Manager,
Lewis & Clark Library



“Libraries can’t talk about computers without Deep Freeze being mentioned at some point.”



Beckstrom and the Lewis & Clark Library have been using Deep Freeze to secure their public access devices for 20 years. In fact, Beckstrom discusses the technology in his book *Protecting Patron Privacy: Safe Practices for Public Computers*. “Libraries can’t talk about computers without Deep Freeze being mentioned at some point,” he told us.

Initially, Beckstrom created a mixed environment that included both Deep Freeze and ZENworks for application security, some policies, and power management.

They started with Deep Freeze Enterprise alongside ZENworks, but over time the combination stopped working as well as they wanted. Today, the Lewis & Clark Library has dropped ZENworks on their public computers and is using Deep Freeze Cloud to manage all the security, sign in and sign off of devices, power management, application updates, and antivirus updates.

“It’s all handled through the Deep Freeze interface,” explained Beckstrom. “I couldn’t even tell you how much time it saves me.”



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