InTrust® Offers Compliance and Security Indemnity for Ohio Department of Insurance

The Ohio Department of Insurance, led by Director Ann Womer Benjamin, is committed to providing consumer protection through fair but vigilant regulation while promoting a competitive environment for insurers. The Department regulates and licenses thousands of insurance companies, agents and agencies, and monitors the financial solvency of the insurance industry in Ohio.

The Challenge

In February of 2006, the Ohio legislature passed HB 104, which required government agencies in Ohio to publicly report unauthorized access of personal data — similar to what corporations are now required to do under the Sarbanes-Oxley Act of 2002. The state legislation defines personal data as social security numbers, credit card numbers and other confidential or sensitive information.

The new law forced the Department to examine its current technology to detect unauthorized access into its systems. Faced with a short timeframe in which to locate and implement an acceptable system security solution, the Department established a general auditing policy for securing and protecting sensitive data within its system infrastructure.

After assessing potential risk to their agency, the Department developed legal strategies and initiatives to conform to the new security policies. The Department then started a search for a system security and data access tool that would best enable compliance with both the new state regulations and adhere to the Department's own internal security policies.

The Quest Solution

After searching the marketplace, the Department evaluated both InTrust® from Quest Software and competitive products to meet their security and compliance needs.

"The competitor product we evaluated did not offer server agents or other audit/reactive features we needed in a tool," said Tim Ameredes, the Department's CIO. "We selected InTrust because it provided system transparency and is a critical component of our security strategy. InTrust collected audit logs and created a database that provides an audit trail. It allows us to send instant alerts or text message notifications when certain actions occur via e-mail."

The Department now uses InTrust's powerful reporting features to capture potential security breach information based on the collection of user activity, event logs, network activity trends and other system access-related events. While more product tuning still needs to be done, the foundation has been laid to enable security audits.

"A strong feature of InTrust is its ability to capture audit logs, archive them and allow us to report on them. Without InTrust, someone would need to manually work through audit logs and weed through data for every server — and need to know what to search for in the first place," said Ameredes.

The Bottom Line

InTrust has enabled the Department to comply with state regulations and reduce possible system downtime or business risk associated with security breaches. With InTrust, the agency now securely collects and reports on a variety of system activity and data access information integral to maintaining a secure and compliant infrastructure. InTrust helps the agency guarantee security policy and procedures are followed, and increases the performance of both its employees and entire network.

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— Tim Ameredes
    CIO
    Ohio Department of Insurance

Overview

Headquarters

Columbus, Ohio

Critical Needs

A robust solution that would achieve compliance with state legislation and reduce potential business risks.

Solution

InTrust

Results

• Provides ability to comply with state legislation regulating procedures for unauthorized access to personal data

• Automates process of collecting and reporting unusual system activities

• Provides peace of mind that access to sensitive personal information is being tracked

• Reduces risk of negative impact to operations or reputation via faster detection of critical system events

This project was not so much about ROI or productivity gains as it was about being in compliance with the law. And with InTrust, the Department is now compliant with having a process in place that actually monitors for system security breaches covered in HB 104. InTrust also gave the Department a reliable way to review information captured and reported — and then fine-tune and leverage that information accordingly.

InTrust provides the Department with the power to enforce policy or stop certain activities in process that compromise system or data security. It improves the agency's overall ability to take a proactive approach to potential security breaches by alerting them to unusual system activity in real-time.

About Ohio Department of Insurance

The Ohio Department of Insurance, led by Director Ann Womer Benjamin, is one of the state's largest consumer protection agencies. The Department has been in existence since 1872 and is a non-general revenue fund agency that employs approximately 260 people and comprises 10 divisions. The Department regulates and licenses thousands of insurance companies, agents, and agencies, and monitors the financial solvency of the insurance industry in Ohio. Tim Ameredes is the Assistant Director of the Department's Information and Technology Division. Ameredes ensures application development, maintenance and network support is provided to the agency.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at **www.quest.com.**

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