LEADING U.S. ELECTRIC DISTRIBUTION CO-OPERATIVE RELIES ON NNT CHANGE TRACKER™ TO AUDIT SERVERS, WORKSTATIONS AND NETWORK DEVICES FOR NERC CIP COMPLIANCE

THE CLIENT

Guadalupe Valley Electric Cooperative (GVEC) is a member-owned electric distribution cooperative serving the South Central region of Texas. Since 1939, GVEC has been providing quality, reliable electric service at the lowest reasonable cost and now serves nearly 65,000 accounts in 13 counties.

GVEC have commissioned NNT Change Tracker Gen7 R2 to provide control of virtual and physical IT con-figurations, combining configuration assessment with change auditing in a single software solution. Configuration policies are pro-actively assessed and validated against internal baseline and compliance standards such as NERC CIP, the cyber security standard for Electric providers.

"*We chose NNT Change Tracker based on a combination of features and price*" said Chris Murphy – Infrastructure Manager at GVEC. "*The NNT software integrates seamlessly with our existing Network Management system, which meant we could continue to use our preferred discovery and 'Event Management' solution in conjunction with NNT's change, configuration and audit features.*

Like more electric providers, we are bound to adhere to compliance regulations such as NERC CIP. The NNT solution provides us all we need to keep our auditors happy but more importantly we are seeing terrific value in having control of the configurations of our computing devices."

Once the IT team gets configurations into a known, good state, NNT's change tracking and auditing helps them to maintain it, detecting and alerting IT to improper change. Web based reporting provides immediate visual feedback on IT infrastructure security, supports drill-down to change details, assists in remediation efforts and provides evidence for internal and external audit.

Analysts estimate that as much as 80% of unplanned workload and downtime comes as a result of unplanned change to configurable items.

A formalized Change Management Approval process goes someway to improving the situation but any process is always reliant on people following the rules. Change Tracker fixes this by auditing and reporting all changes.

THE SOLUTION

The New Net Technologies (NNT) Change Tracker Gen7 R2 suite is a comprehensive, yet inexpensive, solution designed to track, audit and manage the security and configured state of an entire infrastructure including servers, PC's and network devices. In addition, NNT Change Tracker allows IT staff to establish a proper Change Management process and report all changes, clearly identifying approved versus unapproved changes made.

In the event of a problem arising, simply selecting the impacted group or time frame and hitting the 'What's changed?' button produces a report of all changes across the infrastructure (PC's, network devices, servers and VMs) since it was last identified as working correctly. The premise is simple: find the unapproved changes and identify the root cause of the problem and so quickly isolate the problem and retain normal working conditions.

KEY FACTS

> NERC is the North American Electric Reliability Corporation
> NERC is the body responsible for defining and enforcing operational standards guaranteeing reliable electric services across the US and Canada
> Since 2007, NERC have been granted the legal authority in the US to enforce reliability standards with all owners, operators and users of the bulk power system
> NERC CIP specifically covers the Critical Infrastructure Protec-tion program defining standards of governance in IT Security and IT management best practises
> Compliance with NERC CIP has been mandatory since 2009
> NNT Change Tracker audits for security vulnerabilities in all servers, workstations and network devices, identifying all configuration setting changes required to harden devices for compliance with NERC CIP

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