

# Ivanti Helps the State of South Dakota Keep Track of Its 10,000 IT Assets



**Profile:**

Provides centralized IT services to 33 state agencies.

**Location:**

Pierre, South Dakota

**Industry:**

State and local government

**Website:**

[sd.gov](http://sd.gov)

**Solutions:**

- Ivanti® Endpoint Manager, powered by Landesk
  - Ivanti Patch for Endpoint Manager
  - Ivanti Data Analytics
  - Ivanti Cloud Services Appliance

**Benefits:**

- Manage more than 10,000 IT assets
- Reduce compliance risks and speed up software audits
- Simplify patch management and save IT time

**The Herculean Task at Hand**

The people of South Dakota depend on 33 state agencies, including agriculture, health, social services, and tribal services. And to deliver those services the state depends on the IT know-how of the Bureau of Information and Telecommunications (BIT). Managing the state's large volume of constantly changing assets is critical.

**Manage IT Assets Statewide**

IT asset management (ITAM) is the foundation of software license management, patching, and resolving support issues quickly. Managing software assets is especially important. Overestimate the need and the state wastes precious resources on software that isn't used. But underestimating the need—or failing to track application usage carefully—puts the state at risk for software vendor audits and significant fines.

Getting an accurate record of the state's IT inventory used to be a painstaking manual process. "The first agency we inventoried was the Department of Education, and I physically looked at each desktop PC or laptop and put the information into a spreadsheet," recalled Betty Hanson, ITAM administrator and 18-year veteran of BIT. "The process from collecting inventory to finding all software assets took approximately 12 months."

Today, BIT uses Ivanti to manage more than 10,000 IT assets, including desktop PCs, laptops, monitors, printers, servers, and virtual machines as well as 1,200 software titles.

With Ivanti, BIT has detailed financial, contractual, and physical data on all managed and unmanaged devices. It's also been able to automate the tracking and distribution of applications, operating systems, and software patches. Having detailed IT asset information makes it easier to pinpoint when computers, monitors, applications, or other IT assets need to be upgraded or replaced—in any state office. "Ivanti tells us everything we need to know about a machine," said Hanson.

**Reduce Software Audit Risks**

BIT also uses Ivanti to track application licenses. "We want to make sure we're consuming and purchasing the right number of licenses," said Hanson. "If the software is not being used, we can repurpose it or not renew the license the next year."

Initially, some agencies were skeptical of the benefits of tracking application licenses, but "by the second year the departments were very appreciative," said Hanson. "Now they always know what's on their machines, and that someone is watching out for them when it comes to

software license compliance and audits. And with Ivanti I'm 95 percent confident that all the software in the State of South Dakota is licensed."

Ivanti has also dramatically streamlined information gathering for BIT, making completing an audit much easier. "I was able to provide my manager the necessary information about desktops and servers in 10 minutes," Hanson said.

### Patch Endpoint Vulnerabilities Swiftly

Like all organizations, BIT faces an unending stream of software vulnerabilities that could affect workers' desktops, laptops, printers, and other devices—and ultimately lead to security breaches. Ivanti's patch management tool makes it easier to identify and patch vulnerable systems across all state agencies. BIT can easily update browsers like Safari and Firefox, plug-ins like Shockwave and Flash, and Adobe DC and Reader, iTunes, and QuickTime. BIT also uses Ivanti to distribute antivirus updates. The team deploys more than 50,000 patches a week.

"Updating software is super easy with Ivanti," said Hanson. The admins can see, configure, and manage the IT processes and policies related to users and groups and their devices. "If we have an update, all we have to do is create a pilot group, test it, and then push a button to update the targeted machines. Automating updates is a huge time-saver. We can set it and forget it."

That means BIT administrators also have more time to focus on core business goals. "The team used to spend 15 percent of their time patching software," says Hanson. "Before, we wouldn't even finish updating Flash and there would be another update out."

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— **Betty Hanson**  
IT Asset Manager

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### Looking Ahead

BIT has developed a strong relationship with Ivanti over the last four years. "Ivanti always wants to know what will make our life better," said Hanson. "I get great service from them."

BIT plans to roll out Windows 10 and Office 365 in 2018 and use Ivanti to push out updates. It will also automate more patching to keep pace with an unprecedented stream of newly discovered vulnerabilities.

Note: The BIT's results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer's unique environment.



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