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software



Discovery Case Study

LEICESTER CITY COUNCIL
TRACKS IT CHANGES WITH
CENTENNIAL DISCOVERY®

Overview

With more than 130 different sites spread throughout the city, running mission critical applications - such as council tax records, payroll and student awards - located on more than 2300 PC desktops and servers, Leicester City Council is typical of many local Authorities in the UK today.

The Issues

In an environment where budgets are always closely monitored, Leicester's IT department wished to get better inventory control for every type of networked device within its infrastructure. The data required for the project encompassed the detailed specification for every PC, including the manufacturer, type and age. Paul Masters, Customer Services Manager (IT Services) commented "As my division is responsible for providing End User computer support for other departments within the authority and cross charging for this service, it is imperative we know what equipment is out there and how it changes over time".

Control of software licenses is also a critical factor within the authority. This is true not only from a compliance point of view, but as is often the case, there is probably a considerable amount of unused software licenses available. "I think we have more licenses than we actually need" said Masters "and better control of these could save the authority money".

Centennial Solution

Centennial Discovery was used to audit 2300 PCs on the network at 130 different locations throughout the City. The results of the audits were automatically sent back to the Centennial Discovery repository at the central IT headquarters.

When an inventory schedule is activated the audit is automatically run, collecting information on the identification, location and configuration of each device. PC hardware and software information collected is then compared to a previous audit and any changes are automatically communicated back to the centre. During the inventory process the Centennial Discovery LANProbe identifies all the network connections of each device, enabling the IT manager to easily determine the physical location of all devices - without leaving his desk. If the device moves to another location, the new location is automatically registered in the repository so that the information is always up to date and accurate.

Centennial Discovery maintains an ongoing audit history of all changes that occur to the PCs and network devices - such as memory being removed from a PC, a new printer added to the network or new software installed - automatically alerting the network manager if something is added or removed. "I want to know what has changed", said Masters "what machines have been replaced, what hardware changed, has there been any software removed or new software installed. Centennial Discovery provides me with an excellent change management tool for my IT assets that allows me to do regular automatic audits and report back solely upon these differences".



network discovery & management

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