

Tech & Learning Webinar

Klein ISD's Laptop Tracking Secret:

How to Secure Your District's Technology Investment

Wednesday, March 18, 2009

1 pm PT / 4 pm ET

Sponsored by:

Absolute®Software

Introductions

Moderator:

Gwen Solomon

Tech & Learning Custom Projects

Speakers:

Karen D. Fuller

Chief Technology Officer

Klein Independent School District

Geoff Glave

Product Manager

Absolute Software

Agenda

- Showcase how one district faced the challenges of security and accountability with laptop theft, and why they believe a laptop tracking solution is a must-have for any 1:1 computing program
- Technical overview and how it works
- Question & answer period

About Our Sponsor

Absolute Software is the leader in computer theft recovery, data protection and IT asset management solutions. Absolute Software provides individuals and organizations of all types and sizes with solutions to manage regulatory compliance, data protection and theft recovery.

Speaker #1

Karen D. Fuller
Chief Technology Officer
Klein Independent School District

Karen has designed, implemented, and supported campus LAN's, district WAN's, and Regional Networks. She has conducted workshops on technology integration, grant writing, supporting district hardware and software, and technology planning. Karen has worked with districts on implementing wireless, VOIP, and distance learning networks. She has served on state committees for developing hardware standards and teacher standards in technology, and has worked with school districts on developing curriculum for technology integration and provided technical training for technology staff.

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Managing 1:1 Tablet PC

Karen D. Fuller

CTO

Klein ISD



Question Placeholder

- **What are some of the challenges that your organization is facing in 1:1?**
 - a) Software Updates**
 - b) Unauthorized Software**
 - c) Modifications to Software**
 - d) Device Usage**
 - e) All of the Above**

- **Deploying 1:1 at four high schools**
 - Average population 3,280
 - Supporting 3,800 tablets
- **Deploying 1:1 at one intermediate**
 - Population 1,462
 - Supporting 1,600 tablets
- **Deploying 1:1 in the VISTAS high school program**
 - Population 152
 - Supporting 200 tablets

- **Deployed**
 - 1 high school
 - 1 intermediate
 - 1 high school program

- **Fall 2009**
 - 2nd high school for student tablets
 - 3rd high school for teacher tablets

- **High schools have 3 full time technicians**
- **Intermediate has 2 full time technicians**
- **High school program has 1 full time technician**

- **HP Tablets 4200, 4400, and 2710**
- **We have over 5,000 student and teacher tablets deployed for our 1:1 program**

Question Placeholder

- **What is needed to have a successful 1:1 program?**
 - a) Leadership Commitment**
 - b) Curriculum Commitment**
 - c) Technical Commitment**
 - d) All of the above**

- **Not just a device recovery solution!**
- **Inventory & Control**
 - Hardware assets
 - Software assets
 - Security assets
 - Call history and loss control
 - Theft reporting

- **Monitor hardware changes**
 - Memory changes
- **Monitor hard drive sizes**
 - Why is so much space utilized?
 - What is so large?
- **Asset Report**
 - See software installed
 - Printer drivers installed

- **Install software overview**
 - What is on the current systems
 - What is different?
- **Software configuration changes**
 - Did you push work?
 - What are students trying to remove or add?

Software Changes

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Results					
			 Download results...	 Print results...	 Save Report Filter...
1 2 3 4 5 6 7 8 9 10 ...					
Identifier	Change Detected On	Publisher Application Program	New Version Previous Version	Status	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	hpBatUI	1.0.2323.22931	New	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	Analog Devices SMHelp SMHelp	5, 2, 0, 3	New	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	Dynamic Knowledge Transfer DyKnow® DyKnow	5.1.37.0	New	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	EverNote ritePen ritePen	2, 5, 62, 3	New	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	Google SketchUp SketchUp	6.0.277	New	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	Hitachi Software Engineering Europe Application Soft Keyboard Soft Keyboard	1, 1, 0, 1	New	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	Lightspeed Systems Security Agent SAScan	7.00.00	New	
63E5DA17SFAA0QIR0012 	Mar 03, 2009	Marquis-Soft StarBoard Graph Paper	1.0.0.0	New	

- **Operating system updates**
 - Are all the systems current?
- **Are they using our approved browser?**
- **Is there unauthorized software installed?**

Unauthorized Software

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Unauthorized Software

Find Computers that have unauthorized software applications installed.

Show all Computers where...

The group is

All Computers (6957)

And the Department is

And the field

Application

contains any of the words

Game

Use a space to separate words.

and contains all of the words

and contains exactly the phrase

Spaces are included

and does not contain the words

Use a space to separate words.

Show results

Results

[Download results...](#) [Print results...](#) [Save Report Filter...](#)

The following records were found matching your search criteria

1 2 3 4 5

Publisher	Application	Program	Version	First Detected
☑ Detected on Computer: 4N0L2UUSDNBD00048365 rlang1 002E-TAB-0PP1				
Microsoft	Puzzle Game	PuzzleGame	1.0.1035.30670	7/28/2008 5:33:08 PM
Microsoft	Word Search Game for Tablet PC	TPCWordSearch	1.0.1601.4229	7/28/2008 5:33:08 PM
☑ Detected on Computer: 4N0L2UUSDNBF00048370 kchatman1 002E-TAB-29YX				
Microsoft	Puzzle Game	PuzzleGame	1.0.1035.30670	7/28/2008 5:33:48 PM

- **Call history**

- We've asked that devices call in twice a day to provide statistics on students' use away from school

Call History

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CompuTrace Customer Center
Keep IT Simple. Keep IT Safe.

Quick access menu

Home Reports Administration Theft Reporting Data Delete Documentation Support Log Out

Hardware Assets Software Assets Security Call History and Loss Control Lease / Inventory Management Account Management My Filters My Reports Help

Call History Missing Computers Computer Drift By Computer Name Computer Drift By User Name Activation Computer Location Computer Location History

Call History

Review the monitoring calls made by your Computers.

Show all Computers where...

The group is

And the field

is or contains

And the Department is

And a call was made between and

Note - only 1 year of data is stored online.
The greater the date range, the longer it may take to generate results.

Results

1 2 3 4 5 6 7 8 9 10 ...

Computer Name	Username	Call Time	Caller ID / Public IP	Local IP
Computer: 63E5DA17SFAA00IR6270 Serial# CND8113RZK Asset# kleinisd133208 Make and Model: HEWLETT_PACKARD HP_COMPAQ_TC4400				
002S-TAB-3RZK	S425703	02 March 2009 05:28 (PST)	198.170.192.21	10.2.102.24
002S-TAB-3RZK	S425703	27 February 2009 07:51 (PST)	198.170.192.21	10.2.102.24
002S-TAB-3RZK		26 February 2009 07:19 (PST)	198.170.192.21	10.2.102.24
002S-TAB-3RZK	S425703	24 February 2009 06:05 (PST)	198.170.192.21	10.2.102.24
002S-TAB-3RZK	S425703	23 February 2009 05:28 (PST)	198.170.192.21	10.2.102.24

- **32 devices have been reported stolen to Absolute Software**
 - 5 have been paid. Klein has received insurance claim reimbursement
 - 7 devices have been recovered
 - 10 devices located by Klein and are now back in circulation
 - 5 devices are cold, not calling in
 - 2 are under investigation
 - 3 are waiting to call in

Speaker #2

Geoff Glave **Product Manager** **Absolute Software**

Geoff Glave is a leading Product Manager and resident subject matter expert with Absolute Software. He plays a key role in steering business requirements into products and feature sets that define Absolute's applications, while working with customer-facing and development teams. Geoff has worked in software product management for 15 years. Prior to joining Absolute, Geoff developed administrative tools with a Fortune-1000 eLearning company and designed asset management software for ski resorts to track inventory and automate daily operations.

AbsoluteSoftware

Using Customer Center: Some User Interface Examples

Geoff Glave

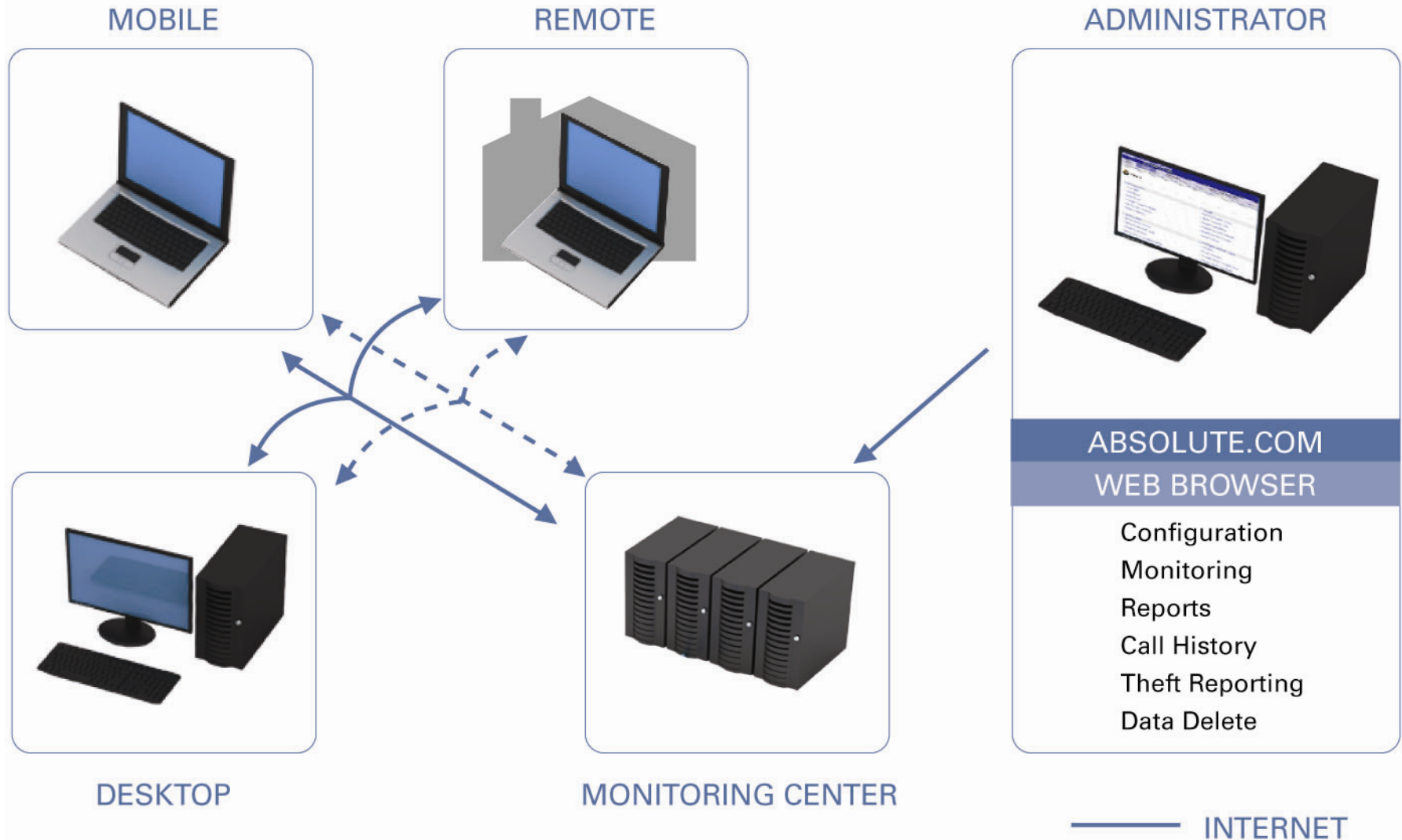
Product Manager, Computrace

Absolute Software



How Computrace Works

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Sample Hardware Data Collected on an Agent Call

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Hardware details:	
Name	Value
5EPB38H8HJAA1C0X0005	
Local IP	172.16.13.252
Proxy IP	172.16.13.252
Storage Device Description1	FUJITSU MHY2160BH
Storage Device Description2	TSSTcorp DVD+-RW TS-L632H
Network Card 1 Description	Qualcomm Wireless HS-USB Ethernet Adapter 9001
Network Card 1 MAC Address	0x00A0C6000000
Network Card 1 IP	0.0.0.0
Network Card 2 Description	
Network Card 2 MAC Address	
Network Card 2 IP	
Number Of CPUs	2
System BIOS Date	04/03/08
System BIOS Version	DELL - 27d80403 Phoenix ROM BIOS PLUS Version 1.10 A09
Video Device Description	Mobile Intel(R) 965 Express Chipset Family
Video Display Color Depth	32 - bits
Video Display Resolution	1280 x 800 pixels
Software Summary List all Software >>	
Operating System:	Windows XP (32 bit)
OS Service Pack:	Service Pack 3
Virus Protection Software:	Symantec/Norton Antivirus

Sample BlackBerry Data Collected on an Agent Call

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Hardware Summary					
Detected Make:	Research In Motion				
Detected Model:	BlackBerry 9000				
Detected Serial:	BB2092bd72				
CPU:	BlackBerry CPU - MHz				
RAM:	128 MB				
Drive Info:	Drive	Type	Filesystem	TotalSpace:	FreeSpace
	Total:			859 MB	859 MB
Software Summary List all Software >>					
Operating System:	BlackBerry OS				
BlackBerry OS Version:	4.6.0.162				
Call Tracking View Call History >>					
Computrace Agent first installed on (first call):	3/2/2009 9:49:28 AM				
Computrace Agent version:	2601				
Computrace Agent last called on:	3/5/2009 9:16:31 AM				
Computrace Agent last called from:	 216.123.155.122				
Computrace Agent next call scheduled for:	3/6/2009 9:16:06 AM				
Asset tracking data last collected on:	3/5/2009 9:16:31 AM				
Last known location:	49.248748000, -122.866596000 (Latitude, Longitude)				
Location determination date:	2009-03-05 06:44 (UTC) View Location History				

Sample Call History and Loss Control Reports

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Home	Reports	Administration	Custom	Theft Reporting	Data Delete	Documentation	Support	Log Out
Hardware Assets	Software Assets	Security	Call History and Loss Control	Lease / Inventory Management	Account Management	My Filters	My Reports	Help
Call History	Missing Computers	Computer Drift By Computer Name	Computer Drift By User Name	Activation	Computer Location	Computer Location History		

Call History and Loss Control

- ▶ [Call History](#) History of calls by computer within a specified time frame.
- ▶ [Missing Computers](#) Computers that have not called in a specified timeframe.
- ▶ [Computer Drift By Computer Name](#) Computers with host Name change within a specified timeframe.
- ▶ [Computer Drift By User Name](#) Computers with User Name change within a specified timeframe.
- ▶ [Activation](#) Computers that activated within a given date range in real-time.
- ▶ [Computer Location](#) Locations of your computers
- ▶ [Computer Location History](#) Location history of an individual computer.

“Missing Computers”

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Computrace Customer Center
Keep IT Simple. Keep IT Safe.

Quick access menu

Home Reports Administration Custom Theft Reporting Data Delete Documentation Support Log Out

Hardware Assets Software Assets Security Call History and Loss Control Lease / Inventory Management Account Management My Filters My Reports Help

Call History Missing Computers Computer Drift By Computer Name Computer Drift By User Name Activation Computer Location Computer Location History

Missing Computers

Identify Computers which have not called in a specified time period.

Show all Computers where...

The group is

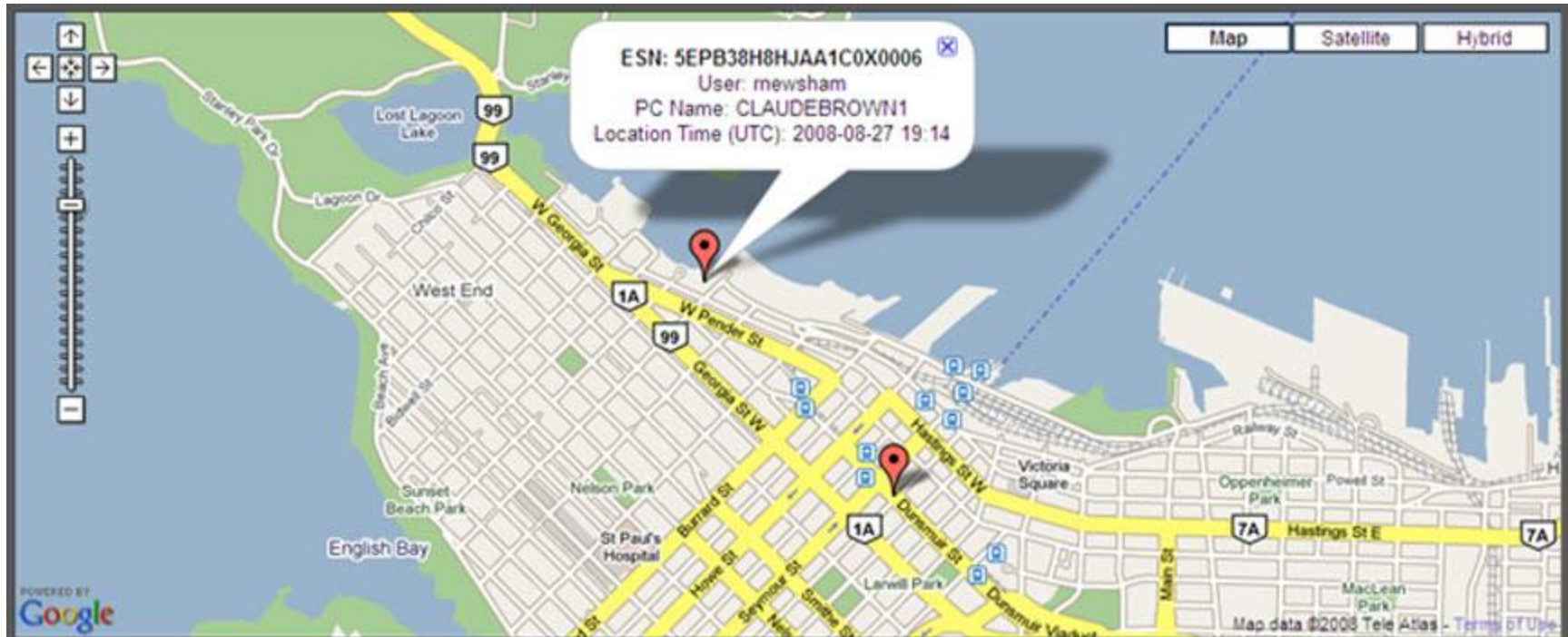
The most recent call is more than days ago.

And the Department is

[Show results](#)

Results [Download results...](#) [Print results...](#) [Save Report Filter...](#)

ESN	Computer Name	Serial# / Asset#	Make and Model	
4EA763FV39AA044C0083 jlivingston	JLIVINGSTON2	Serial# 81013133J PT820C 01EQT PMSL1C01EQT2 S3A0633D003 Asset# jlivingston	Make: Toshiba Model: PORTABLE_PC	Call History
4EA763FV39AA044C0305 aavery	AAVERY1	Serial# CNU5391LK2 Asset# CNU5391LK2	Make: HEWLETT_PACKARD Model: HP_COMPAQ_NC6220	Call History
4EA763FV39AA044C0317 BHaidri	BHAIDRI2	Serial# 99B6001~J1YYM5 Asset# test1234	Make: ComputerName Model: ComputerModel	Call History
4EA763FV39AA0KWD1527 j davidson	JDAVIDSON	Serial# 209 Asset#	Make: Micro Model: MS_6523	Call History
4EA763FV39AA0KWD1722	ADEO-TEST	Serial# Unable to detect	Make: ASUS	Call History



Results

Print results... Save Report Filter...

Identifier	Last Known Location (Latitude, Longitude)	Location Time (UTC)	Last Call
5EPB38H8HJAA1C0X0001	49.282425000, -123.114666000	2008-07-25 23:18 View Location History	8/29/2008 10:45:46 AM View Call History
5EPB38H8HJAA1C0X0006	49.290049000, -123.125023000	2008-08-27 19:14 View Location History	8/29/2008 12:00:51 PM View Call History

Location History – Where Has a Computer Been?

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Call History | Missing Computers | Computer Drift By Computer Name | Computer Drift By User Name | Activation | Computer Location | **Computer Location History**

Computer Location History

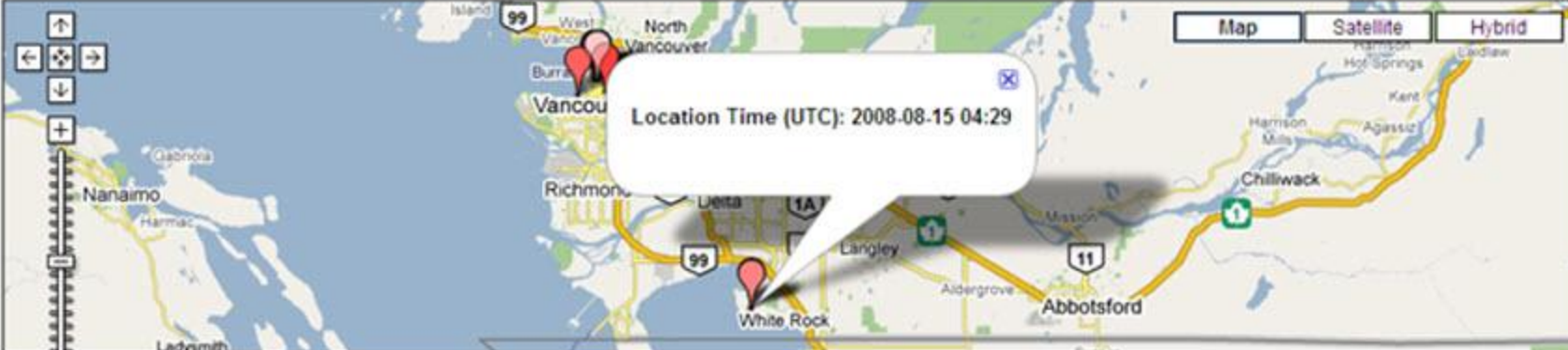
Review location history.

Show this Computer:

ESN:

And a location was determined between

and



Map | **Satellite** | Hybrid

Location Time (UTC): 2008-08-15 04:29

Computer "Drift"

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Home Reports Administration Custom Theft Reporting Data Delete Documentation Support Log Out

Hardware Assets Software Assets Security Call History and Loss Control Lease / Inventory Management Account Management My Filters My Reports Help

Call History Missing Computers Computer Drift By Computer Name Computer Drift By User Name Activation Computer Location Computer Location History

Computer Drift by Computer Name - History : ESN 6LWC5CJEEEA0RP10044

[Back](#)

Show...
The most recent call from this Computer. [Show results](#)

Results [Download results...](#) [Print results...](#) [Save Report Filter...](#)

Identifier	Call Time	username	Caller ID	Full Windows Computer Name
[-] ESN: 6LWC5CJEEEA0RP10044 administrator SAC-WBL-LATHAM2				
SAC-WBL-LATHAM2	8/21/2008 3:15:10 PM (PST)	administrator	66.89.96.173	SAC-WBL-LATHAM2.westernblue.com
SAC-WBL-LATHAM2	8/14/2008 8:46:07 AM (PST)	administrator	66.89.96.173	SAC-WBL-LATHAM2.westernblue.com
SAC-WBL-LATHAM2	8/12/2008 10:12:23 AM (PST)	administrator	66.89.96.173	SAC-WBL-LATHAM2.westernblue.com
SAC-WBL-LATHAM2	8/11/2008 9:34:57 AM (PST)	administrator	66.89.96.173	SAC-WBL-LATHAM2.westernblue.com
SAC-WBL-LATHAM2	8/8/2008 12:24:58 PM (PST)	administrator	66.89.96.173	SAC-WBL-LATHAM2.westernblue.com

Records: 5 | Page: 1 of 1 [<< First](#) [< Previous](#) [Next >](#) [Last >>](#)

Home	Reports	Administration	Custom	Theft Reporting	Data Delete	Documentation	Support	Log Out
Hardware Assets	Software Assets	Security	Call History and Loss Control	Lease / Inventory Management	Account Management	My Filters	My Reports	Help
Installed Software Overview	Software Configuration Change	Software By Computer	Software License Compliance Overview	MS Audit Report	Software Policy Non-Compliance			

Software Assets

▶ Installed Software Overview	The number of computers with each type application with a computer drill-down.
▶ Software Configuration Change	Computers that have had software added, updated or deleted within a specified timeframe.
▶ Software By Computer	List of all detected software on a specific computer.
▶ Software License Compliance Overview	View/enter software license information and assess compliance.
▶ MS Audit Report	Audit of Microsoft Software.
▶ Software Policy Non-Compliance	View computers which do not match Software Compliance Policies.

Triggering Alerts

Home	Reports	Administration	Theft Reporting	Data Delete	Documentation	Support	Log Out
Alerts	Data	Groups	Software Policy	Users	Account	System Notifications	Help
Alert Events	Create and Edit Alert	Manage Alerts					

Create Alert

Use this page to create a new alert. Note that some alerts are only available for ComputraceComplete, AbsoluteTrack, and ComputracePlus/AbsoluteTrack Bundle customers.

[Manage Alerts](#)

Alert Description	
Alert Name:	<input type="text" value="IP Address Out-of-Range"/>
Alert Notes:	<input type="text" value="Triggers an Alert when an IP address has changed."/>

1. Conditions

Define a set of conditions for which an alert will be triggered.

Event conditions:

Condition	Delete
No conditions have been added yet to this alert.	
Add new condition:	
STEP 1. Select a field:	<input type="text" value="IP Address (Public)"/>
STEP 2. Select a rule:	<input type="text" value="Out Of Range"/>
STEP 3. Enter criteria values:	<input type="text" value="209.53.113.50"/> to <input type="text" value="209.53.113.100"/> <small>example: 209.53.113.77</small>
<input type="button" value="Add this condition"/>	

Setting a Data Delete Request

Home	Reports	Administration	Custom	Theft Reporting	Data Delete	Documentation	Support	Log Out
------	---------	----------------	--------	-----------------	--------------------	---------------	---------	---------

Data Delete Help

[Data Delete Summary](#) | [View Data Delete Policies](#) | [Create Data Delete Policy](#) | [Disable Pre-Authorization](#) | [Request Data Delete Authorization Code](#) | [Request Data Delete](#)

Request Data Delete

Warning - In a theft scenario, Data Delete reduces the chance of computer recovery as it may alert the thief and cause them to dispose of the computer. Choosing the "Specific Files/Directories" data delete type may reduce the chance of alerting the thief due to the selective nature of the deletion.

Also, please note that if Data Delete is launched on a device, the conditions of your Service Guarantee may be affected. For further details, please refer to your Service Agreement document.

Reason:

Choose Computer

ESN: 4EA763FV39AA0KWD1769 Last Call: 2/1/2006 4:21:09 PM
Make: -GIGABYTE TECHNOLOGY CO., LTD.
Model: -GA-7VAXP
Serial No: ext160
Asset No: ptucker

Select Data Delete Options

Perpetual Deletion: ?

Data Delete Types

All Files Except O/S ?

All Files Including O/S (PC and Mac Only) ?

Specific Files/Directories (PC, BlackBerry and Windows Mobile Only) ? >>

Specific Files/Directories: [Create / Edit Policies](#)

Deletion Policy:

File Date Attributes

Include File Date Attributes in the Data Delete Log



Make a New Theft Report

Please report any loss, theft, or suspected theft of a Computrace Agent equipped computer as soon as possible. Upon receiving your report, we immediately begin the recovery procedure.

If you are having difficulty reporting your theft, please click [here](#).

1. Which computer? Click Choose and select the computer that has been stolen from the list of available computers.

Please make a separate report for each computer.

Please Choose Computer:

Choose

Each of your Computrace-equipped computers is tracked by its unique electronic serial number (ESN).

Make:

If you cannot find the stolen Computer's ESN in the "Choose" list, please click [here](#).

Model:

Serial Number:

Theft reporting and recovery services are only available for Computers with the Computrace agent installed and the ComputracePlus or ComputraceComplete service. Computers with AbsoluteTrack only are not eligible for theft recovery.

Asset Number:

The Asset Number may or may not be assigned by your organization.

Operating System:

2. How was the computer lost?

*Date:

*Details of Theft:

Include the last known location of the computer and how it was stolen.

*Victim's Name:

*Address of Theft:

*City of Theft:

Nearest city or town to where the loss occurred.

*State/Province of Theft:

- **Founded in 1993 and publicly traded since 2000 – TSX: ABT.TO**
- **Global Headquarters**
 - Vancouver, Canada
- **US Headquarters**
 - Austin, Texas



- **Received “Best Data Security” CODiE award in June 2008**
- **Expanding international presence**
 - UK office / Western Europe support
 - Distributors in Latin America and Australia
- **14 international patents, 13 patents pending**
- **Over 4 million subscribers worldwide**

AbsoluteSoftware

Thank You!

For more information on computer theft recovery, data protection and IT asset management solutions, contact Absolute Software

Toll-Free: 1 800 220 0733 (US & Canada)
Website: www.absolute.com
Email: info@absolute.com



Today's Webinar

Karen D. Fuller
Chief Technology Officer
Klein Independent School District

Geoff Glave
Product Manager
Absolute Software

Questions & Answers

For more information about this topic:

info@absolute.com

www.absolute.com

Thank You!