

Clackamas Fire District Mitigates the Risk of Ransomware and Saves up to \$190,000 per Year



Customer
Clackamas Fire District #1

Industry
Government

Website
www.clackamasfire.com

Netwrix Auditor Applications
Netwrix Auditor for Active Directory, Windows Server, Windows File Servers

Customer Profile
Clackamas Fire District #1, formed in 1976, is one of the largest fire protection districts in Oregon, U.S., serving over 220,000 citizens and covering nearly 235 square miles. Its career and volunteer firefighters respond to tens of thousands of incidents annually from 20 strategically located fire stations. The service area encompasses four cities, including Happy Valley, Johnson City, Milwaukie and Oregon City, as well as the unincorporated areas of Barton, Clackamas, Westwood and others.

THE CHALLENGE

The firefighters in the district work 24/7 to protect lives and properties in Clackamas County, and the fire district's IT department needs to support their work 24/7 as well. The IT team of six has to maintain network stability for 500+ employees working at 20 locations so they can respond to incidents quickly. They must also ensure the security and availability of fire records with information about previous incidents, which helps firefighters promptly assess the situation in case of recurrence. On top of that, the fire district deals with PHI and PII and therefore the IT team must ensure compliance with several standards, including CJIS, ISO and HIPAA. To address these challenges efficiently, the IT department sought a solution to monitor the IT environment in a seamless, automated fashion.

NETWRIX SOLUTION

Oscar Hicks, IT director at Clackamas Fire District #1, explained his choice of Netwrix Auditor: "Two of my major concerns were stale permissions and lack of visibility into who is accessing and modifying the data. Netwrix Auditor is the best for analyzing file permissions and overall activity monitoring. Plus, it has small footprint and is easy to use." He shared how both his team and the entire fire district benefits from the solution:

Mitigating the risk of ransomware and other attacks. "Netwrix Auditor showed us vulnerabilities we had, such as excessive access and modify permissions, stale data, and inactive accounts that could be used to execute malware. By cleaning up permissions and accounts, we greatly minimized the risk of getting data compromised," Oscar said. The software also alerts Oscar on excessive failed activity (such as failed logons, denied access attempts and file modifications), which can be a sign of ransomware or brute-force attack, so he can respond before it is too late. Plus, to be on the lookout for insider misuse, he gets an alert whenever a user gains administrative privileges.

Gaining visibility into file servers. To make sure he does not miss anything abnormal, Oscar reviews summary reports and reports on permissions changes daily and checks dashboards providing a high-level overview of activity on the file servers weekly. "To protect the data, we need to know exactly who accessed, changed, added or removed what files and when. Netwrix Auditor is perfect at summarizing this information for us," he noted.

Validating ongoing compliance. Oscar uses Netwrix Auditor's out-of-the-box compliance reports to check whether the fire district is meeting CJIS, ISO and HIPAA regulatory guidelines. "To complete the internal audit, we used to spend 3-4 weeks, whereas with Netwrix Auditor it is a 2-day process. To do everything Netwrix Auditor does, we would need at least two full-time employees for monitoring the system and spend around \$190,000 annually that we just cannot afford," he summarized.

KEY BENEFITS

- Reduced attack surface
- Delivered visibility into user activity
- Streamlined compliance

[Learn more about Netwrix Auditor](#)

Because fires never take days off, it is important for us that Netwrix Auditor works 24/7, ready to assist our fire district any time of the day. The software gives us peace of mind because it provides the visibility necessary for both data security and continuous compliance, and it also saves the district at least \$190,000 per year. Netwrix Auditor is definitely a significant piece of our security posture and everyday processes.

Oscar Hicks,
IT Director,
Clackamas Fire District #1