CONTROL INTERNAL IT STAFF

Shell Control Box Use Case

The Challenge - Unlimited "Power" of Administrators

System administrators are the most powerful users in an IT environment. They operate the whole IT infrastructure, containing sensitive data and critical company assets. While most employees are trustworthy, there are always employees that abuse the trust placed in them and system administrators are no exception.

Research indicate that some system administrators will not hesitate abuse their special privileges. BalaBit IT Security surveyed IT professionals and found that 54% have already downloaded illegal content in their workplace (see the survey results here). Some administrators access sensitive data without permission and then go to great lengths to conceal their actions by manipulating system logs. Intentional or accidental security incidents can damage a company's reputation, potentially leading to lost future revenues. Without the proper controls in place, management can lose sleep if they rely solely on the good will of system administrators to prevent data leakage.

### Key Shell Control Box benefits for IT staff control

- control SSH, RDP, VNC, ICA, Telnet and other protocols
- integration with AD/LDAP/RADIUS user directories
- fine-grained access control policies (e.g. based on time period or group membership)
- credential store (e.g. automatic password-based authentication)
- two-factor authentication
- 4-eyes authorization
- real-time session following with the possibility of instant termination
- automatic and customizable reporting

The Solution - Privileged Activity Monitoring

In such situations it is reassuring to have an independent device that can reliably monitor all system administration activities. It gives organizations the ability to oversee and audit IT admins. Keeping a record of work done secured in this way makes individual employees accountable for their actions. The majority of the IT team can be sure that it won't be held responsible for the actions of an individual. The recorded audit trails can also be used to settle any misconfiguration issues with remotely administered systems. BalaBit Shell Control Box provides detailed information for troubleshooting and forensics situations to quickly uncover the root of the problem, improving IT operations. Additional control layers can be implemented with Shell Control Box when using a strict login policy, disabling unused protocol channels, setting up time period limitations and automatic reporting for different activities. In addition, organizations can can comply with external regulations and standards, such as PCI-DSS and ISO27001, which specifically call for monitoring internal IT staff.

Technical Implementation

Shell Control Box is a proxy gateway: the transferred connections and traffic are inspected on the application level (Layer 7 in the OSI model), giving control over protocol features like the authentication and encryption methods or the permitted channels. Shell Control Box operates transparently in your network and extracts information into audit trails directly from the communication of the remote client and the server, providing reliable, easy-to-access content. For example, Shell Control Box records as administrators configure your database servers through SSH, or maintain your mission-critical SAP application during the nights. The recorded audit trails can be replayed like a movie to review the events exactly as they occurred. The content of the audit trails can optionally be indexed to make searching for events and automatic reporting possible. To make integration into your network infrastructure smooth, Shell Control Box is available both as hardware and virtual appliance, and supports several different operation modes.
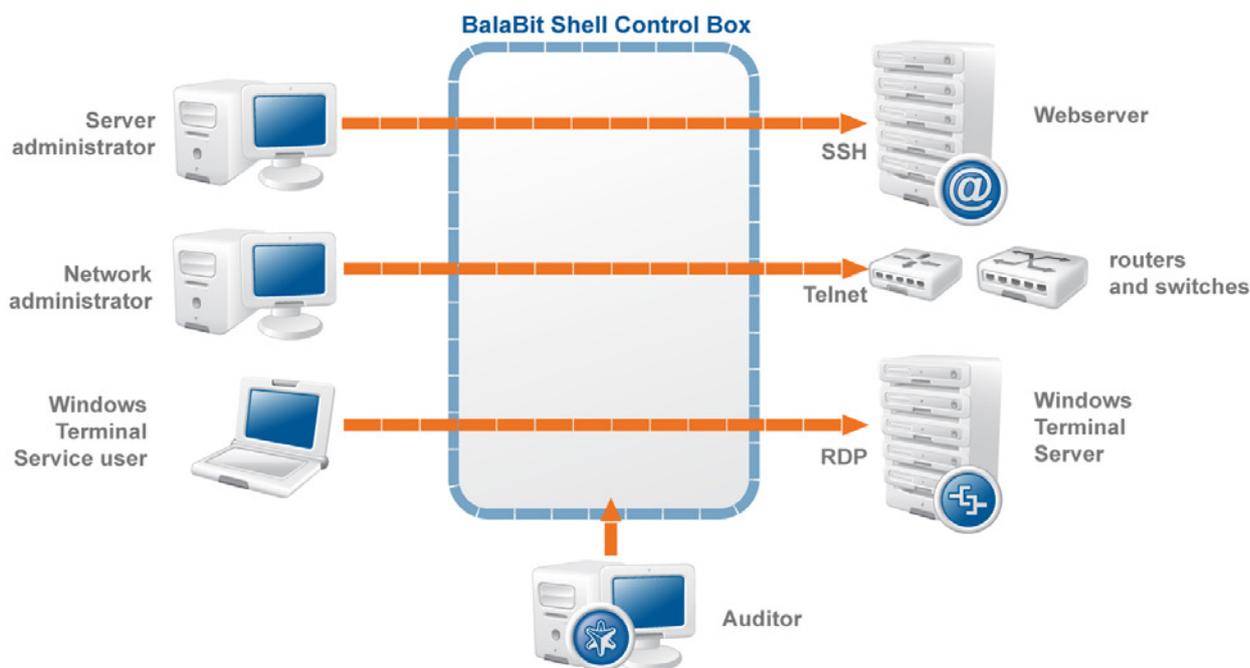
System administration control with SCB

About BalaBit

BalaBit IT Security is an innovative information security company, one of the global leaders in developing privileged activity monitoring, trusted logging and proxy-based gateway technologies to help customers be protected against insider and outsider threats and meet security and compliance regulations. BalaBit, the second fastest-growing IT Security company in the Central European region concerning Deloitte Technology Fast 50 list, has local offices in France, Germany, Italy, Russia, and in the USA, and cooperates with partners worldwide. Its R&D and global support centers are located in Hungary, Europe.

More information: www.balabit.com

Learn More

- Shell Control Box homepage

- Request an evaluation version

- Request a callback

- BalaBit's survey about IT professionals