

Police station achieves criminal information services compliance with least amount of effort

In order to continue to access Criminal Justice Information Services, all criminal justice agencies were required to achieve compliance for "advanced authentication". For this Midwest police station, compliance was achieved simply by using the Sphinx Enterprise software to control access to systems.

The Challenge

- **Police stations were required to conform by September 2014**
All criminal justice agencies who did not achieve conformance by the deadline would not be allowed access to the criminal justice information services that are so essential to police work.
- **Busy IT personnel needed a solution that would fit in with no disruption**
Many of the potential solutions IT staff found required infrastructure changes and were overly complex. Staff wanted to find a system that would make things easier rather than more complicated.

The Solution

Already in use: Mifare building access card

Purchased: Sphinx Enterprise software licenses, Mifare card readers

Some highlights of their solution:

- **Seamless transition**
Because Sphinx installs into Windows environments out-of-the-box, there was no down time and no need to make any changes to existing Windows setup. To add Sphinx' "advanced authentication" capabilities, staff simply self enrolled with Sphinx Enterprise at their workstations.
- **Advanced authentication requirement met**

CJIS (Criminal Justice Information Services) compliance requires that when police department staff need to access the network from an unsecured location, they must use advanced authentication. Sphinx' two-factor authentication fulfills this requirement. Staff present their card (factor 1) and type their PIN (factor 2) to logon.

- **User groups provide additional control**

IT staff defined three different Sphinx user group security levels: high, middle, low. Creating managed logon entries for each user group level allowed IT staff to easily control access to confidential information.

- **Audit information trails also a plus**

Sphinx keeps a log with user IDs and timestamps of when employees logon and logoff a workstation, lock and unlock a workstation, and which workstations they use throughout the day. A log also records actions performed by different administrators, so any change made to the system is traceable.

Customer Feedback

"Having to conform to the CJIS requirements was a challenge. So we were all about trying to keep things as simple as possible. And we really had trouble finding a simple solution. So many of the offered solutions wanted us to do changes to our setup and it just seemed like overkill. On the flip side, once we finally found Sphinx we said, can it really be as easy as they describe?"

"We're happy to say that it really was easy to implement Sphinx, and we are very satisfied. The system runs by itself and has actually freed up our time instead of adding to our workload."

"Since we manage the logon entries, employees no longer need to know any of their passwords. So we no longer get interrupted throughout the day because of forgotten passwords. Passwords can also be frequently changed, which further adds to the security of our whole system."