



Case Study – A Hong Kong Government Department

Assist this government department in recording their employees' computer usage and document handling practices to ensure compliance with the government's regulatory requirements for information security

Client Profile

This is a government department that provides analysis, investigation, and consultancy services to other government departments in Hong Kong.

The Challenges

The government has established a series of guidelines regarding information security within its internal operations. This department has implemented various solutions to help them meet most of the requirements outlined in the guidelines. However, when it comes to recording employee printing activities and the use of USB devices, the department previously relied on the built-in logs provided by Windows. However, they discovered that these logs are difficult to comprehend. When a user performs document-related actions, such as opening a file, Windows logs multiple activities, making it challenging to correlate these logs with the user's actual actions. From a monitoring perspective, these logs are not particularly useful. The department is in need of a solution that can effectively track user actions and facilitate the creation of different reports.

The Solution

The client ultimately chose Curtain LogTrace because, unlike other solutions, LogTrace focuses more on recording user actions at the application layer rather than at the underlying system level. This approach provides a more accurate reflection of users' actual interactions when using documents.

LogTrace is capable of recording a range of user actions, including copying, moving, deleting, renaming, printing, opening, saving, inserting, and ejecting USB devices. Each recorded entry contains detailed information. For example, when logging an open action, LogTrace not only records the document's path but also indicates the application used to open it. Similarly, when logging a document copy action, LogTrace captures not only the original location and destination but also identifies the destination type. If the document is copied to a USB drive, the destination type will be labeled as a USB device. This feature allows administrators to easily search for all user operations involving USB drives and generate reports accordingly.

Due to LogTrace's support for both online and offline modes, when a user's computer is unable to connect to the server, the logs are temporarily stored on the user's computer. Once the computer is able to establish a connection with

Environment

Server-side:
- Windows File Server

Client-side:
- Windows 10 & 11

Products

- Curtain LogTrace



the server, the logs are automatically uploaded to the central database. This feature makes implementation and daily maintenance very convenient. The client expressed great satisfaction with our solution.

The Results

- Provide clear and detailed user activity logs
- Support both online and offline modes
- Convenient for implementation and daily maintenance
- Meet government guidelines for recording document printing and USB device usage internally

For more information, please contact us.

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