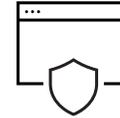




Complies with national law enforcement regulations to secure data and applications



Reduces load on IT staff by centrally managing hundreds of devices in the field



Improves deputies' access to information while protecting law enforcement data with intrinsic security

Osceola County Sheriff's Office Enhances Responsiveness and Public Safety with VMware



Modern law enforcement involves more technology than ever, from body cameras to rugged mobile data computers used by officers in the field. Osceola County Sheriff's Office actively incorporates cutting-edge technology to help deputies perform their duties quickly, safely and efficiently.

As the number of technologies and connected devices used by the sheriff's office grows, security becomes more complicated. The agency now complies with rigid security standards by using VMware solutions to deliver intrinsic security and modernize its data center infrastructure.

Meeting FBI security standards

Osceola County Sheriff's Office must comply with many technology standards, including Florida Department of Law Enforcement (FDLE) and FBI Criminal Justice Information Services (CJIS) standards. The office prioritized several initiatives to comply with standards, including improving micro-segmentation for virtualized applications. With that goal in mind, the office's IT team worked with SPJ Solutions, a VMware Partner, on a CJIS security compliance initiative and evaluation of solutions that could help the sheriff's office meet micro-segmentation requirements while supporting growing technology needs.

"VMware is a leader in micro-segmentation, so it made sense to look at VMware NSX Data Center as the way forward to comply with standards," says Daniel Caban, director of information technology at Osceola County Sheriff's Office. "Beyond micro-segmentation, VMware does so much for security, virtualization and endpoint management that it seemed like a smart move to switch to VMware."

Osceola County Sheriff's Office serves the 360,000 residents of Osceola County, Florida. Its 500 officers and 300 civilian support staff work with the community to provide a safe and secure environment to live, work and visit.

ABOUT SPJ SOLUTIONS

SPJ Solutions, a VMware Partner, specializes in the design, deployment, support and training of software-defined network and data center technologies. SPJ Solutions is the creator of ciTopus, a VMware NSX automation and management tool.

INDUSTRY

Public Sector

HEADQUARTERS

Kissimmee, Florida

VMWARE FOOTPRINT

- VMware NSX® Data Center
- VMware Carbon Black Cloud™
- VMware Workspace ONE®
- VMware vSphere®
- VMware vRealize® Operations™
- VMware vRealize Network Insight™
- VMware vRealize Log Insight™
- VMware vCenter® Converter™
- VMware Professional Services



Fast migration to a more secure environment

Osceola County Sheriff's Office decided to deploy NSX Data Center for its micro-segmentation capabilities in addition to its software-defined firewall functionality. The agency also migrated its virtual machines to VMware vSphere as part of the NSX deployment for greater security and performance, with VMware vRealize Operations for performance and capacity optimization as well as monitoring and management of the new environment. VMware vCenter Converter helped ease the transition by quickly converting and migrating existing virtual machines.

"My staff was impressed by how easy it was to migrate to vSphere using vCenter Converter," says Caban. "We had little to no downtime during the migration."

To make the transition to VMware as seamless as possible, the sheriff's office enlisted the help of VMware Professional Services to work together with SPJ Solutions and internal staff for the deployment of NSX Data Center. SPJ Solutions tested different environment scenarios with cITopus, its NSX automation and management tool. cITopus, a visual network topology design tool, helps automate deployments and management of NSX environments.

The team also leveraged the network visibility capabilities of VMware vRealize Network Insight, which played an important role during the deployment of NSX Data Center by helping the team better see traffic and understand communication between virtual servers.

VMware Carbon Black Cloud adds another layer to the intrinsic security strategy. In recent years, local governments have seen an increase in ransomware and other sophisticated cyberattacks. VMware Carbon Black helps keep Osceola County Sheriff's Office ahead of malicious actors by providing end-to-end cybersecurity protection for law enforcement data.

"We feel VMware Carbon Black and its machine learning capabilities help fortify the security posture of the sheriff's office. The ease of use of VMware Carbon Black® Cloud Managed Detection™ takes a significant burden off my staff to ensure each endpoint and service is secured. Having the ability to know the exact process a threat takes to compromise a device enables my staff to analyze and take future actions so a threat cannot happen again," says Caban.

Osceola County Sheriff's Office also took advantage of the powerful vSphere environment to upgrade from VMware AirWatch® to VMware Workspace ONE. While AirWatch® was only deployed on mobile devices, Workspace ONE—an industry leader in unified endpoint management—delivers digital workspaces across 500 laptops, 800 desktops and 550 mobile devices.

VMware Professional Services also conducted NSX Data Center, vSphere and Workspace ONE training with the team to bring all employees up to date and ease the transition.

"The response to VMware from our IT staff has been excellent," says Caban. "Compared to the previous environment, they're finding that VMware has more powerful capabilities and is much easier to use."

Achieving compliance with ease

Working with the VMware environment has transformed network performance and security for the sheriff's office. The agency now meets all micro-segmentation requirements by separating criminal justice data from data not covered by CJIS standards. The solution also provides eye-opening insights into traffic moving through the network, which allows IT staff to create appropriate port rules and better lock down traffic.

"One of the biggest benefits of adopting VMware is how all of the solutions integrate together so seamlessly. With just a click of a button, solutions start working together to give us the compliance and performance we need."

DANIEL CABAN
DIRECTOR OF INFORMATION TECHNOLOGY,
OSCEOLA COUNTY SHERIFF'S OFFICE

CJIS suggested that the sheriff's office implement a log management system to capture events and maintain those logs for a year. The IT staff discovered that while there are many logging solutions on the market, it was often costly to maintain logs for 12 months. VMware vRealize Log Insight balances log maintenance with cost efficiency to comply with the CJIS recommendation.

The sheriff's office gains the benefit of intrinsic security across the solution, including the strong end-to-end security controls of Workspace ONE that verify device compliance and deploy conditional access controls before seamlessly connecting to the data center via NSX Data Center. "One of the biggest benefits of adopting VMware is how all of the solutions integrate together so seamlessly," says Caban. "With just a click of a button, solutions start working together to give us the compliance and performance we need."



Standardizing on Workspace ONE improves productivity for IT staff by simplifying deploying applications, delivering updates and onboarding new employees. Employees simply log on to a device, and their digital workspace is loaded automatically. The staff no longer needs to spend time installing, configuring and updating individual computers.

"We have hundreds of deputies working in the field. Workspace ONE greatly streamlines managing remote devices and provides officers with an outstanding experience," says Caban. "If a device is lost or damaged in the field, Workspace ONE also makes it easy to wipe the device remotely and protect sensitive law enforcement information."

Looking ahead

The sheriff's office continues to look at other ways to improve the digital environment by implementing VMware solutions. The VMware Horizon® virtual desktop solution may be a good solution for a situation such as the 911 center, where each device may serve multiple users.

"Our IT staff is extremely happy with our experiences with VMware," says Caban. "VMware offers advanced technology and a strong solution portfolio that will support us as we grow and evolve our technology stack."



Learn how @OsceolaSheriff uses #VMware to comply with law enforcement standards and support deputies in the field.