




Milwaukee Journal Sentinel

Using Automated Change and Configuration Solutions to Test and Validate IT General Controls and Report on Changes

With a daily circulation of more than 258,000 and a Sunday circulation of about 434,000, the Milwaukee Journal Sentinel is Wisconsin's largest and most influential newspaper. The newsroom employs more than 350 people who help produce four daily editions of the newspaper.

JSOnline.com is the most heavily trafficked news and information web site in Wisconsin. Available 365 days a year, seven days a week, 24 hours a day, JSOnline.com frequently has been cited among the best newspaper web sites in the nation. Journal Communications Inc., the holding company of Journal Sentinel Inc., which publishes the Milwaukee Journal Sentinel, is one of America's leading independent media and communications companies.

Journal Sentinel Challenges

- Meet and sustain Sarbanes-Oxley compliance requirements
- Augment a change management process to validate and manage changes
- Improve system security and reduce vulnerabilities

The Ecora Solution

- Ecora Auditor Professional™ cost-effectively automates the change and configuration management process to collect and manage current, accurate, and comprehensive information about defined components of the infrastructure

Journal Sentinel Benefits with Ecora

- Automated process reducing time and costs of change and configuration management
- Delivering necessary reports to validate general IT controls and changes to meet and sustain Sarbanes-Oxley compliance
- Stabilizing change and configuration management to reduce security events

“With Auditor Pro, we were able to meet our Sarbanes-Oxley deadline on-time, and we’re now cost-effectively sustaining our compliance by generating reports on a daily basis that prove it.”

—Jim Herzfeld
VP of IT/CIO
Milwaukee Journal Sentinel

In 2003, the Journal Sentinel's holding company Journal Communications Inc decided to take the company public. As a result, the Journal Sentinel's vice president of IT and CIO, Jim Herzfeld needed to begin preparing for its initial Sarbanes-Oxley compliance audit. From the onset, he recognized automation would be the only way his staff would be able to make the initial deadline and sustain compliance on an ongoing basis.

“We knew that we needed an automated change and configuration solution to test and validate our IT general controls and report on changes,” Herzfeld said. “With a solid change management process in place, we originally gave some thought to building some scripts in-house, but we did not feel we had the time or resources to accomplish this intensive task which may have taken months to complete.”

Herzfeld and his staff then learned about Ecora Auditor Pro and its ability to automate the collection of detailed configuration data to generate the reports they would need and more. “The information we get from Auditor Pro is helping us solve multiple IT issues from improving security to managing changes and validating our general IT controls for Sarbanes-Oxley,” added Herzfeld. “We were able to rapidly implement it and begin achieving a return on our investment.”

Sustaining Sarbanes-Oxley Compliance

To provide the required validation of its general IT controls for compliance to Section 404 of the Sarbanes-Oxley Act, the Journal Sentinel uses Auditor Pro to automate the manual and repetitive tasks of reporting and change tracking. By automating this process with Ecora, the Journal Sentinel is able to self-test and validate its IT controls without having to add new resources or reallocate staff – providing a significant time and cost savings.

“We simply run data collections and reports overnight for our director of compliance that constantly prove we’re in compliance. And, for our auditors, we’re able to run Fact-Finding reports on-demand that provide instant validation and credibility” said Herzfeld. “With Auditor Pro, we were able to meet our Sarbanes-Oxley deadline on-time, and we’re now cost-effectively sustaining our compliance by generating reports on a daily basis that prove it.”

Managing Changes and Improving Security

The Journal Sentinel’s enterprise environment is heterogeneous with Windows and UNIX servers that run the newspaper’s critical services, including circulation, advertising, email, web, and ecommerce. Keeping these systems secure was a must before for Herzfeld and his staff, but it’s now an even greater necessity because of Sarbanes-Oxley.

“When things change, problems can occur and vulnerabilities are exposed,” stated Herzfeld. “It’s inevitable that IT changes will happen and that’s where Auditor Pro really shines. We’re able to get day by day snapshot reports to prove changes happened as planned, and if not, we know exactly where the problem is so it doesn’t affect security or uptime.”

Because the newspaper business relies on the constant flow of outside information, Herzfeld describes it as “a collection ground for viruses.” The Journal Sentinel is using Auditor Pro to efficiently manage system and Active Directory security settings. “We’ve greatly improved our security with Auditor Pro by knowing who has access rights and alerting us to file size, checksum, and other system anomalies,” said Herzfeld. “With Auditor Pro, we have an easier time sleeping at night.”

For More Information

To learn how Ecora’s automated configuration audit and analytics solutions can ensure that your IT infrastructure remains operationally effective, secure and compliant, call toll-free **877.923.2672** or **603.436.1616**, e-mail sales@ecora.com, or visit the web at www.ecora.com.

BASICS AT A GLANCE

COMPANY

Milwaukee Journal Sentinel

INDUSTRY SECTOR

Publishing

ECORA SOLUTION

Ecora Auditor Professional

WEB SITE

www.jsonline.com

About Ecora

Ecora Software provides Configuration Audit and Analytics solutions to customers worldwide, ensuring their IT infrastructures remain operationally effective, secure and compliant. As a crucial element integrated into the overall Business Service Management (BSM) strategy, Ecora is the market leader in transforming enterprise-wide configuration solution into clear, actionable reports for regulatory compliance and enabling IT best practices. The Company’s flagship solution, Auditor Professional™, provides immediate value with its agentless architecture matched with rich report templates and pre-defined policies providing the foundation for effective change and configuration management. Ecora Software ensures that you are prepared for any IT audit before the auditor arrives, taking the cost and complexity out of compliance audits and enabling IT best practices for more than 800 worldwide customers across a wide range of industries, including many of the Fortune 1000. For more information, please visit Ecora at www.ecora.com.