



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

CA Technologies

Organization URL:

www.ca.com

Project Name:

NCMEC finds more children with successful IT Management

Please select the category in which you are submitting your entry:

Philanthropy

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

In 1997, CA Technologies was tasked with helping the National Center for Missing & Exploited Children (NCMEC) find a solution to consolidate and facilitate the large volume of technological data the organization funneled on a daily basis. Established by Congress in 1984, NCMEC's reliance on IT has significantly increased in the last 27 years. Supporting law enforcement activities to help bring missing children home and rescue children who are being exploited, NCMEC was in need of a highly available IT infrastructure. Additionally, growth and change in the IT landscape meant that NCMEC had to regularly update its technology to support its 24/7 operations. The organization however was using a combination of commercial and homegrown tools to manage its IT infrastructure,

a method that was greatly impacting their efficiency. CA Technologies stepped in to assist, and for more than 15 years has been helping NCMEC with its ever-evolving IT management needs. As NCMEC provides services to various individuals and groups around the world, every request for support internally or externally by end users is entered and tracked in CA Service Desk Manager, giving NCMEC the ability to prioritize and trace the request through to completion. Used in conjunction with CA Service Desk Manager, CA eHealth monitors network performance and availability and alerts NCMEC to any potential issues that might impact servers, networking devices and end users. NCMEC also utilizes the CA Service Assurance solutions, which provide detailed diagnostic data that allows for resolution of issues in a timely manner while ultimately maximizing investments in IT, as well as CA APM to troubleshoot performance issues in its applications and databases. These combined solutions ensure NCMEC staff, partners and the public have 24/7 access to the systems that help identify and protect vulnerable children.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

NCMEC has been working with CA Technologies since September 1997. The organization uses a variety of CA Technologies solutions to support its day-to-day IT operations. As an extension of NCMEC's IT department, CA Technologies works closely to implement, integrate and configure these solutions to meet the organization's needs while providing comprehensive training. In addition to these solutions, NCMEC recently implemented the CA IT Client Manager to ensure end user systems are in compliance with security standards. CA Technologies also helped build and launch the state-of-the-art website, www.missingkids.com and the congressionally mandated CyberTipline, www.cybertipline.com, which accepts thousands of reports on missing children each month. CA Technologies also supports NCMEC's prevention education program, NetSmartz411, which provides free, age-appropriate content to teachers, educators, and law enforcement. Additionally, NCMEC has worked with CA Technologies to support its partner schools through in-school assemblies and training.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Yes, CA Technologies began work with NCMEC in 1997 and rolled out its solutions over the past decade. The organization continually adds new or upgraded technology as needed.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

NCMEC is the leading nonprofit organization in the country that deals with the issues of missing and sexually exploited children. The organization's mission is to coordinate resources nationwide, and even internationally, to reunite missing children with their families as well as find and identify exploited children and the adults responsible for their exploitation. The challenge NCMEC faced, however, is the estimated number of children reported missing each year in the U.S. reaches nearly one million. Working with law enforcement organizations worldwide, including the FBI, U.S. Immigration and Customs Enforcements, U.S. Marshals and more leaves NCMEC with a huge task, as the majority of its work involves collecting and analyzing data received from these agencies across multiple technological platforms. CA Technologies set up a systematic and integrated approach to give NCMEC the ability to provide faster response times to potential issues and improved the quality of IT management. "The CA Technologies solutions enable us to manage multiple systems, platforms and locations in a consolidated comprehensive manner," said John Ryan, Chief Executive Officer, National Center for Missing & Exploited Children. Better management of systems, devices and the NCMEC network has resulted in a more efficient IT team, which frees staff up to focus on innovations that will make NCMEC's mission easier to achieve; less IT downtime, leading to fewer delays to child protection activities; and increased user satisfaction. These factors all contribute to NCMEC's objective of protecting children and because of these advanced IT services, the recovery rate for missing children has grown from 62 percent in 1990 to 97 percent today. "Better IT services means we can find and help more children," adds Ryan.

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

CA Technologies used a systematic and integrated approach to help NCMEC provide a faster response to potential issues and improve the quality of IT management. "Our systems, network and devices must be highly available or lives may be put at risk," said Ryan. "As a result of our partnership with CA Technologies, our recovery rate for missing children has grown from 62% in 1990 to 97% today." CA Technologies works closely with NCMEC to implement, integrate and configure these solutions to meet the organizations requirements and provides comprehensive training. "CA Technologies has become an extension of our IT department and has provided enormous support over the



years to help us address new challenges," adds Ryan. By using CA Technologies solutions including CA Service Desk Manager and CA eHealth NCMEC can track and monitor network performance, which alerts them to any potential issues that might impact servers, networking devices and end users. NCMEC also uses CA Service Assurance and CA APM for further systems diagnostics and performance monitoring. Additionally, CA Technologies also supports NCMEC's NetSmartz411 program, which is powered by CA Technologies Unicenter Service Desk. NetSmartz411 is a free educational resource developed by NCMEC and used by millions to help children make safer choices both online and in the real world. NetSmartz411 is a first-of-its-kind, free online service that allows parents, guardians and others to ask experts questions about Internet safety.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

For over a decade, CA Technologies has supported NCMEC through its CA Together IT program and donated countless hours and millions of dollars of software solutions, services and training to help NCMEC develop an IT infrastructure that supports their entire operation. NCMEC and its associated International Centre for Missing & Exploited Children have used solutions from CA Technologies enterprise systems management, security management, storage management and business service optimization product portfolios to manage their global network of websites. The company is proud its software makes it possible for NCMEC to fulfill its mission to keep children safe. CA Technologies has deeply valued its partnership with NCMEC over the years and looks forward to continuing the relationship by providing software solutions to help find missing children and prevent child exploitation.