Chien Shiung Institute of Technology, Taicang
Chien Shiung – SWL International Outsourcing Service Training Base

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JP1/SD enhances the competitiveness in Chien Shiung – SWL International Outsourcing Service Training Base.

The SWL International Outsourcing Service Training Base at the Chien Shiung Institute of Technology provides a well-established education system based on practical training in information technology (IT). The Training Base aims to promote the development of the software industry by developing the overall professional competence of trainees, and by cultivating talented people who can meet the needs and requirements of companies.

"Successful breakthrough" achieved in a computerized education environment
Recently, Chien Shiung – SWL International Outsourcing Service Training Base at the Chien Shiung Institute of Technology installed and implemented Hitachi JP1.

It is widely known that there is a strong demand for highly cost-effective products in the education business world. The representative at the Training Base mentioned that he was very concerned about the cost of the product before he officially started negotiations on JP1 with Hitachi. In addition, he was not sure whether the product could meet the needs of the education business world. However, through communications with Hitachi JP1 engineers, product presentations and evaluations, the Training Base came to the conclusion that Hitachi JP1 met their necessary technical function requirements and offered reasonable cost effectiveness, which resulted in a new agreement between the Training Base and Hitachi JP1.

JP1 saved the system environment full of potential risks.
The recent introduction by the Chien Shiung Institute of Technology is centered on the Hitachi JP1/SD (desktop management) product module. This module performs centralized management mainly for client PCs, and also includes JP1/SD (software distribution and asset management), JP1/AIM (integrated asset management), and JP1/CSC (client security management) installation. Among these, JP1/SD is the basic product for asset and distribution management, used mainly for managing information about client assets, distributing software, and performing remote client operations. JP1/AIM manages IT asset information products for information generated during the management of IT assets, to achieve secure, rapid, and complete integrated management of the asset information. JP1/CSC performs integrated management of client security protection measures to maintain safe operations of the whole system, through a series of measures such as real-time monitoring and inspection of the system, output of security evaluation results, and automatic update of virus protection countermeasures.

In order to meet the demands of current education organizations and corporations for training and providing people with practical skills, the Institute has adopted an operation simulation mode for management of a company.

After entering the Institute, trainees are placed in a real development environment of a software company to learn the norms, improve their skills, accumulate actual working skills, and acquire valuable workplace experience, thus reducing the transition from school to companies to a bare minimum. Implementing simulation, however, has various inherent potential problems regarding system security. For example, installing a virus protection product on the host computer (protection of virus invasion through the host computer) provides adequate virus protection, but this measure is applicable only when the system load is small. If the system detects a new virus, the virus protection product provides a revised virus definition file to enable the user to manually or automatically install the virus library on the user's host computer to counteract a new virus. However, with the "technical evolution" of viruses, standard virus protection countermeasures become ineffective, as they are unable to meet the actual demands. A virus, for example, uses relevant technology to sidestep virus protection products or firewalls, or establishes a shield around itself.

JP1 enables the building of solid and secure system networks.
Before installing Hitachi JP1/SD, virus protection and patch updating were very complicated operations. System administration staff had to operate the functions manually, which resulted in poor efficiency and caused unexpected failures due to simple human errors such as carelessness. These failures in turn caused serious disruption to students' learning on the system and the ordinary educational activities of the Institute. Now, using the security measures provided by JP1/CSC, the system administration staff can check which PCs do not have the latest version of the virus library and apply updated patches on a real-time basis. In addition, they can initiate the sending of the updated version to the target PCs by using the outstanding software distribution and installation functions provided by JP1/SD. During transmission, a student using the PC cannot cancel the current operating task. The PC cannot connect to the intranet on the Training Base unless the PC is updated as required. Thus, system security is fundamentally assured.

JP1

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Needs	➢ System security issues that accompany simulation implementation ➢ Simple measures for virus protection and patch updating ➢ Management of the Institute's information assets ➢ Unauthorized use of PCs by students
Solution	➢ JP1/SD (Software distribution and asset management) ➢ JP1/AIM (Integrated asset management) ➢ JP1/CSC (Client security management)
Benefits	➢ JP1 easily implements operations such as client asset information management, software distribution management, and remote client operation. ➢ JP1 manages IT asset information products for information generated during the management of IT assets, to achieve a secure, rapid, and complete integrated management of asset information. ➢ JP1 implements integrated management of security protection measures for clients so that the whole system can maintain secure operations.

"As the evidence shows, Hitachi JP1 can fully satisfy the demands of the education business world for computerization."

Representative at the Training Base

Operations of Hitachi JP1, whether basic or advanced, are very simple. One-time presentations of the product by JP1 engineers enable administration staff to create distribution scripts for automatic installation. The administration staff has sufficient permission to automatically distribute content that requires updating to the target PCs at a specified time while not affecting the client's work. According to teachers at the Training Base, the test results show that JP1 significantly surpasses similar products in performance and usability. Students also comment that it is very comfortable to study in the current learning environment.

JP1/AIM provides the Institute with centralized management of information about software or virus protection products installed on clients by collecting the information onto the management server. JP1/AIM monitors the security protection status of the client and executes operations such as system patch updating and virus code updating. It can provide quick response and solutions for security issues to ensure that regular training is always provided.

Information assets are the core assets for the Institute. Without reliable measures and procedures, such information assets may be leaked, causing huge losses to the Institute and serious damage to its ability to provide systematic education. Before the introduction of JP1/SD, security monitoring of PCs used by students had been difficult. After installation of JP1/CSC, the Institute is now able to achieve security management of their client and fundamentally protect the information assets of the organization. JP1/CSC utilizes the PDCA (Plan-Do-Check-Act) management procedure to create, implement, evaluate, and revise safety measures and secure highly efficient and safe operation of the whole system. For example, for an unauthorized client, the system automatically prohibits the client's PC from connecting to the Training Base's intranet and sends a warning message to the unidentified person. The system also allows administration staff members to define and set danger levels, enabling them to take any necessary actions. Even for PCs that are authorized to connect to the intranet, inappropriate copying, transfer, or transmission of information by users is prohibited, and copying data to a USB memory device or printing data is prohibited unless specifically authorized.

If illegal software is installed on a PC used by a student, JP1/CSC automatically responds and

executes the processes defined by the operation measures. For example, JP1/CSC prohibits installation of the software and sends an explanation and a warning message to the user of the target client. Another example is JP1/CSC collaborates with network control products to disconnect the network connection and prevent students from installing illegal software, thus reducing actions that are unrelated to work at the Institute to ensure maximum efficiency of student learning.

According to the representative, preparing the statistics about IT assets used to be a tough job for teachers in the past. Now however, teachers can obtain information about all PCs in the environment (such as hardware configuration, remaining hard disk capacity, memory capacity, and software information), while sitting at a management PC. When a change occurs at a client, a message appears on the software management screen of Hitachi JP1.

JP1 protects the computerized education environment
The representative of the Training Base said in conclusion, "As the evidence shows, Hitachi JP1 can fully satisfy the demands of the education business world for computerization." As the result of this cooperation, the Institute has fully recognized the outstanding results achieved by the system management software as well as the remarkable capabilities and excellent quality of Hitachi JP1. If the Training Base further investigates other JP1 product modules and finds other products that meet the Base's needs for the computerization of education, the Base would like to introduce more JP1 products for different development stages to further enhance the Base's education and management levels, and to improve its core competency.

Since Hitachi JP1 entered the Chinese market, it has achieved significant results thanks to its excellent quality combined with high cost effectiveness and "customer-oriented" service philosophy. JP1 has been successfully adopted by many industries, establishing long-term cooperative relationships with many companies and developing a solid reputation among its customers. The successful introduction of the IT system management product into the education business world has not only proved the product's outstanding performance, but has also provided Hitachi JP1 with marketing alternatives to expand into many other industries in the Chinese market.

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