GDPR boosts data logging

The EU new personal data regulation, GDPR, has in many ways raised the awareness of personal data protection. The Danish municipalities (among others) had been facing a major task trying to be compliant as of May 25, 2018, when the law officially came into force. But in Fredericia Municipality, they were on time.

In Fredericia Municipality, preparations for GDPR were initiated a long time ago.

The municipality had previously had a desire to improve their system for logging data files. Long response times and inflexible solutions belonged to today's order. "Not only was the system slow. It took too long to get a reply from the supplier if we had requests for changes. Furthermore, it was a very expensive and inflexible solution.

We have previously used CapMon for system monitoring tasks and asked if they could help us. CapMon returned with a very good offer. They recommended their CapStash log management solution in order for us that could meet our challenges. Not only was the CapStash solution cheaper. It was also faster and far more flexible. But best of all, it uses the same interface as our previous solution. The only challenge now was to get data that we could transfer to the new system, "says Thomas Saabye Goltermann, IT and operations consultant in Fredericia Municipality.

"After talking to colleagues in other municipalities who were met with a ' No' to transfer data into a new system from the former supplier, we followed a slightly different approach," says Thomas Saabye Goltermann. "We asked if they had the opportunity to deliver the data to Fredericia Municipality. And that could be done."

"In fact, it was the only major challenge we experienced in implementing the system. Automation of the system took a little longer than calculated, but I think it was because the task around CICS turned out to be slightly larger than originally expected. CapMon, however, made it work without any inconvenience to us. "

Security for citizens and employees

The CapStash solution gives Fredericia municipality an overview of all data traffic in the system. Thus, Thomas Saabye Goltermann and his colleagues in the IT department can at any time retrieve a log file and see who has access and what data they have accessed. "If for example, there is any suspicion of data leakage, we can now see who has accessed the data in question and when. It means security for both the citizens and their data, but also for employees who can quickly be kept out of suspicion, "says Thomas.

Automated processes with machine learning

The solution allows you to see data traffic in the system, but not the data itself. This ensures that only authorized personnel has access to the citizens'

Thomas Saabye Goltermann, IT operations consultant at Fredericia Municipality

personal data. The fewer who have access to citizens' personal data, the easier it is in principle to secure them. CapStash also uses machine learning and can predict if traffic changes significantly and any attack on the system is on its way.

According to the GDPR legislation, in case of data breach, you should be able to document e.g. the data lost and the number of persons affected by the breach. "In a few minutes, CapStash can generate

a log report to us documenting who has accessed data on the CICS. Previously it took the employees several hours - even up to one day to find the desired log report. In fact, we have set up the system to generate a random sample of traffic for three randomly selected employees and an arbitrary case once a month. In this way, we can quickly and easily keep an eye on the systems, "says Thomas Saabye Goltermann.

Better safety practices
Fredericia Municipality has saved money. CapStash is cheaper than the previous solution, while at the same time it also saves time because the system can quickly generate log reports and retrieve data automatically. "This means that citizens can very quickly receive their requested data. We have got a far more flexible and intuitive system as well as improved safety routines than we had before, "says Thomas Saabye Goltermann

CapMon commenced the implementation of CapStash at Fredericia Municipality in the spring of 2017, and automation of the system was added in February 2018.

FACTS

CapMon's CapStash log management solution was implemented i 2017, and fully completed in February 2018 with automization and machine learning.

The CapStash solution gives the municipality of Fredericia an overview of all data traffic in the system. The possibility of automatic logging, retrieving and reporting data , together with new security routines, have improved data security and overview of the systems significantly.

THREE ADVANTAGES

Thomas Saabye Goltermann highlights three major benefits of having implemented the CapStash log management solution:

1
Documentation of data traffic
"The possibility of logging data in our systems means that we can quickly provide a report, documenting who had access, to which data, and when - information that is required in case of data leakage."

2
We save time and money
"The CapStash solution is cheaper than our previous solution. Also, we now have automated processes which previously were time consuming tasks for our employees."

3
Improved security routines
"We now have a by far more flexible and intuitive system than before, as well as improved security routines, which have improved security significantly."

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