Sydney TAFE closes security gaps across 1,000-strong print estate

HP Print Security Advisory Service identifies risks and develops security roadmap

Industry
Education

Objective
Ensure security of staff and student data across networked print estate

Approach
Worked with long-term print partner HP

IT matters
- Helps meet Australian Government Information Security requirements on data security
- Ensures security across 1,000+ networked print devices

Business matters
- Protects corporate reputation, with long-term security roadmap
- Identifies and plugs gaps in print security

"HP Print Security Advisory Service helped us extend security control seamlessly to print infrastructure and services. HP helped us understand risk relating to print fleet better and a security roadmap provided steps to address those risks."

– John Myles, senior business applications technician, technology services, Sydney TAFE

Overview

Sydney TAFE is one of Australia's oldest and largest providers of vocational training. Its estate sits on a huge amount of user data and with a high turnover of students each year, Sydney TAFE didn't want to leave itself exposed to a theft of personal information or Intellectual Property. HP Print Security Advisory Service is helping develop a robust security roadmap.

Customer solution at a glance

HP services
• Workplace outsource services

Challenge

Reducing the threat of security breaches
Sydney TAFE is a long-standing user of HP print solutions. It has used HP Managed Print Services since 2009, and currently has more than 1,000 HP LaserJet MFPs and HP PageWide printers deployed. The printers are used by teachers, staff and students, in classrooms, libraries and the backoffice.

Print security matters to Sydney TAFE. The print estate sits on a huge amount of user data and with a high turnover of students each year, Sydney TAFE didn't want to leave itself exposed to a theft of personal information or Intellectual Property.

"With printers/MFPs becoming increasingly connected to the network, there are risks to students' personal information and confidential staff information being leaked," says John Myles, senior business applications technician, technology services, Sydney TAFE. "As well as the individual risk, it could also affect our reputation. We're also concerned about providing continuous printing services for our students and staff, committing to deliver reliable and on-demand self-service printing.

"The Australian Department of Defence identified printers and MFPs as a potential source of cybersecurity incidents," continues Myles. "It recommends having the same security measures for printers as other devices on the network. We're committed to security and that extends to our print devices."

Solution

Expert help in spotting (and plugging) gaps
HP took its print service to the next level, delivering a Print Security Advisory Service. A three-day risk assessment was carried out on the Sydney TAFE environment and a specific risk treatment plan was developed with a multi-stage approach.

The workshop brought together key stakeholders, educating them on threats and helping Sydney TAFE reach consensus on the goals of a new printing security strategy. The workshop helps discover security blind spots and inefficiencies across Sydney TAFE's printing and imaging fleet, implementing security policies in a cost-effective and secure way.

Myles says the most relevant feature of the HP Print Security Advisory Service was that it aligned with ISO 27001 and Australian Government Information Security Manual's controls: "Our information security framework is based on these standards and HP Print Security Advisory Service helped us extend it seamlessly to print infrastructure and services. HP helped us understand risk relating to print fleet better and a security roadmap provided steps to address those risks."

Benefits

More secure, more confident in security
HP provided security expertise around the print infrastructure and helped Sydney TAFE comply with local regulations. HP devices deployed in Sydney TAFE come with embedded security features that assist in strengthening security.

Myles says the Sydney TAFE print estate is now more secure and fully compliant with public sector regulations. "We had good existing controls around print fleet but some gaps were identified. With assistance from HP Print Security Advisory Service we have a plan to address those gaps.

"HP print expertise means we're equipped to go into the future securely and confidently. We look forward to a continued relationship with our HP security expert."

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hp.com/go/solutions