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Prometric Deploys MojoPac for Rapid Provisioning and Reconfiguration

Provisioning secure workstations

Prometric, the leading global test services provider, has deployed MojoDrive to help facilitate the provisioning and de-provisioning of remote desktops, saving the expense of sending technicians to each site.

Background

Prometric is the leading global provider of testing services and solutions for corporate, academic, government, financial and professional services clients. Its comprehensive testing solutions include test design, development, administration, data management and analysis of test results. Prometric delivers more than seven million exams annually using a robust global testing network in 135 countries for academic admissions and certifications, employment testing and skills assessments, professional certifications in financial services and healthcare, and government license exams.

Prometric prides itself on its flexibility to offer unique and innovative solutions to each of its 450 clients, while providing a consistent candidate experience across every test program. In addition, to ensure the integrity of its testing process, Prometric goes to great measures to maintain stringent security standards in its more than 5,000 test centers and across its network.

Customer Challenges

Prometric was approached by a client that needed to screen secretarial candidates in Western Europe and Poland for work in the UK. The tests needed to measure various aspects of the candidates' computer proficiency and save the data so that the workstations could be quickly "re-set" to accommodate incoming candidates. The tests were to be performed at hundreds of Prometric facilities using an application that was not installed on the locked-down systems in its test centers. The client required that, when testing, their candidates be given a choice of multiple languages for the application and keyboard, as well as a choice of left- or right-handed mouse configurations.

Security

To ensure examination consistency, reliability and security, the solutions Prometric deploys must not impact the security layers of its locked-down systems.

Provisioning

Prometric's strict security requirements add a level of complexity to the deployment and integration of new technology to its test center sites. During the pilot phase Prometric sent technicians to each site,

Business Benefits

- Provided ability to provision systems frequently and supply tailored solutions for diverse end-user needs
- Achieved dramatic cost savings in provisioning remote workstations by eliminating on-site technicians
- Eliminated need for de-provisioning/restoring to original state
- Maintained configuration and security of locked-down workstations

where they were required to erase and reformat each workstation, reinstall Windows and install the testing application, along with supporting plug-ins. This was necessary to ensure proper policies were implemented and the new application, plug-ins and settings were compatible with shared system components. After the pilot, the technicians again visited each test center to reformat the workstations and reapply their standard image. While the solution was effective and reliable, it often was manually intensive and costly.

The MojoPac Solution

MojoDrive enables rapid, cost-effective provisioning of remote workstations

To reduce the cost and complexity of provisioning these secure distributed workstations, Prometric deployed MojoDrive on USB flash drives. The MojoPac image was configured with the required application, multiple regional settings and plug-ins. To provision its workstations, Prometric merely turned on the USB ports and created a new locked-down user account with credentials for MojoPac. Deployment meant simply sending out USB flash drives loaded with the MojoPac image that ran in its secure, locked-down environment with limited-mode login.

Once a candidate finished his exam, MojoPac was logged off and restored to its original state, removing any candidate-specific information. When each two-week exam period was over, the USB drives were simply removed from the workstations. Because the workstations remained secure and locked down and had not been altered in any way, there was no need for re-provisioning once the project was completed.

“Deploying MojoPac brought us significant savings in time, labor and travel costs.”

Kim Langenbach, Director Technology at Prometric