



**STAFFCOP**

Using Computer Surveillance to Watch Corporate Security and  
Employee Performance

# Using Computer Surveillance to Watch Corporate Security and Employee Performance

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Computer surveillance systems are changing the way of security monitoring. This brochure examines the various aspects of using computer surveillance systems in organizations and their influence on corporate security and employee integrity and performance. Also, you will find out how StaffCop should be used as a corporate security / end point security solution.

## How to contact us

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# Introduction

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**StaffCop knows everything  
about this guy.**

**Surveillance camera does not.**

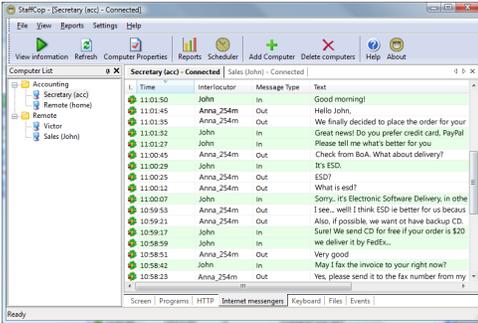
Computer surveillance systems are quickly changing the way of monitoring activities. Readily available as software-only products, computer surveillance systems are quick and easy to deploy and bear significantly lower one-time and recurring costs than traditional alternatives such as video surveillance systems complete with dedicated cameras and displays.

It is important to realize that the new generation of surveillance systems targets slightly different aims than the traditional systems, and even when achieving similar goals, computer surveillance uses vastly different methods. While traditional surveillance systems such as video monitoring aim at outsiders, **modern researches on corporate security report that up to 80% of all threats to corporate security are coming from the inside due to various violations committed by employees.**

It is hard to impossible for a video camera to capture any meaningful detail of what's happening on the computer screen. Modern computer surveillance systems are software programs installed directly to employees' computers to intercept and monitor their activities, trace and prevent leaks of confidential information, and monitor their performance by analyzing employee activities on the computer.

This brochure analyzes typical goals solved by computer surveillance systems, and discusses the means of achieving these goals using StaffCop.

# Computer Surveillance Systems and Corporate Security



**StaffCop can be installed in the network of any size using Active Directory Group Policy.**

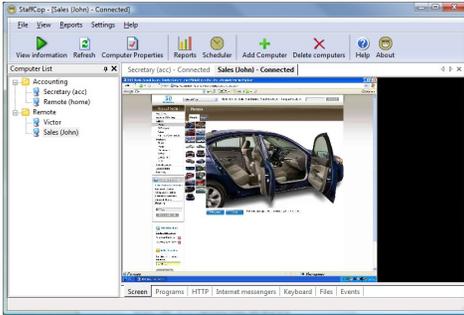
**StaffCop may work in both stealth and visible modes.**

Traditional security monitoring systems, when used in offices, aim at continuously monitoring and recording suspicious activities committed by outsiders, and do very little to detect offences committed by companies' own employees. In a typical office, most offences are committed by employees while sitting in front of their computers.

No typical surveillance camera can capture the computer screen with enough detail to detect, let alone prove, an offence committed by an employee. Even if they could, analyzing hours of records stored on video tapes or as digital video recordings is extremely hard, time-consuming and costly. Today's computer surveillance systems solve the task graciously. Being software programs installed directly to employees' computers, these surveillance systems are able to digitally intercept most computer-related activities such as logins and logouts, keystrokes and individual key presses, visited Internet resources, chats and conversations happening in most instant messengers. Intercepting this information and securely storing it locally or on a central security server gives managers or security officers an easy and direct way to analyze employee behavior and stop leaks of confidential information.

Advanced computer surveillance tools such as StaffCop [www.staffcop.com](http://www.staffcop.com) provide means of automatically recognizing certain threats such as typing one of the pre-defined keystrokes or doing one of the pre-defined actions. StaffCop is able to alert managers or security officers about a dangerous situation instantly by email.

# Computer Surveillance Systems and Employee Performance



## StaffCop reports about:

- Used applications
- Visited sites
- MSN / AIM chats history
- Screenshots
- Key strokes history
- Work day history
- Accessed documents

**Reports can be generated for any groups of users, for any time range.**

**Reports can be automatically sent by e-mail.**

While it's relatively easy to determine whether or not an employee of a traditional business is working or having a leisure time by simply installing a video monitoring system, it is hard to impossible to detect whether or not an employee is doing business in front of their computer. Personal communications, chats and email, news sites and entertainment resources consume significant time of many hi-tech employees. Personal entertainment in front of a business computer is responsible for significant loss of performance by employees, making them less effective and more costly to the company.

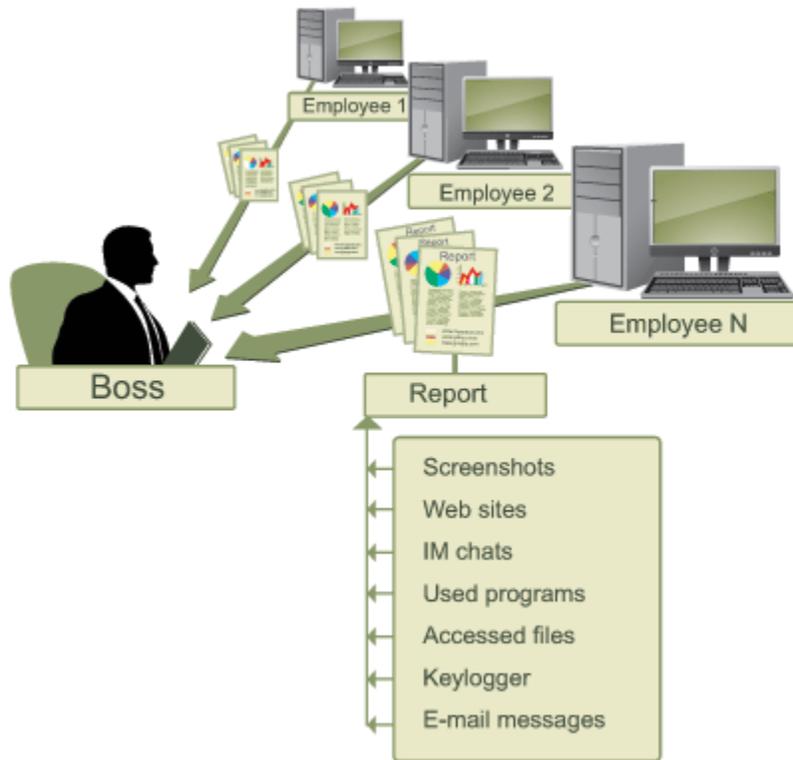
Computer surveillance systems help managers determine whether or not their employees are working or having a leisure time. Detecting and recording what applications are running, active or in background, monitoring Web sites and Internet resources visited by employees, and intercepting personal communications carried over chats, instant messengers or by email helps managers discipline employees and improve their effectiveness. In fact, just installing a computer surveillance system and making employees aware of its existence is often enough to significantly improve their performance without making any additional investments.

Modern computer surveillance systems such as StaffCop [www.staffcop.com](http://www.staffcop.com) go far beyond simple monitoring. Allowing centralized access and remote management of monitored workstations, StaffCop is one of the most cost and time-effective surveillance solutions on the market. The available hidden mode allows operating the surveillance system without making employees aware, while the advanced chat analysis module formats chats and instant messenger conversations in an easily comprehensible list of addressed messages instead of a plain set of keystrokes.

# How StaffCop works

StaffCop consists of two parts:

- **Administrative Module:** should be installed on the security officer's computer. From this part he may watch what any employee is doing; generate reports for user groups.
- **Tracking Agents:** they are installed on computers of employees. Agents record everything that a user does on his computer.



StaffCop can monitor any number of workstations in a company of any size. Detailed work time reports for any group of users can be automatically sent by e-mail or printed. Export to other applications is also available.

# Who Should Consider Using StaffCop

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## **StaffCop for Corporate Officers**

Using StaffCop, you can monitor employee activity in real-time, as well as generate and access summary reports about personnel efficiency. Comparing reports for different employers is an easy way to see who is really efficient and who only pretend to be busy.

## **StaffCop for Security Officers**

StaffCop discovers information loss through various channels such as MSN / AIM chats, online file transfers and the use of USB Flash Drives. It is easy to check if employees visit certain Web sites or launch certain applications. Periodic captures of their computer screens are a convenient way to see what they see on their displays.

## **StaffCop for HR Officers**

StaffCop helps Human Resources evaluate the efficiency of employees. If, for example, an employee claims that she is so busy that hiring a helper is a necessity, StaffCop helps validate the claim by analyzing her performance and revealing time she spends on her personal needs during the working hours.

## **StaffCop for System Administrators**

If your Internet channels are often overloaded, employees complain about the performance of their computers, or they often experience loss of data, StaffCop determines the source of the problems by looking into the core: the user behavior. StaffCop can even detect viruses and worms that are not recognized by anti-virus software. When malware starts its activities, it is extremely easy to detect unusual user activity by analyzing StaffCop reports for unknown Web sites being accessed and new processes being created.

## **StaffCop for Concerned Parents**

StaffCop is as useful at home as it is at work. You can easily install StaffCop on an individual PC. StaffCop helps to satisfy one's curiosity and find answers on personal questions. Find out with whom and what about your spouse chats on MSN / AIM, and what she or he tells about you to friends. Check if your spouse visits dating sites, and learn what Web sites your kids visit and what games they play when you are not at home.

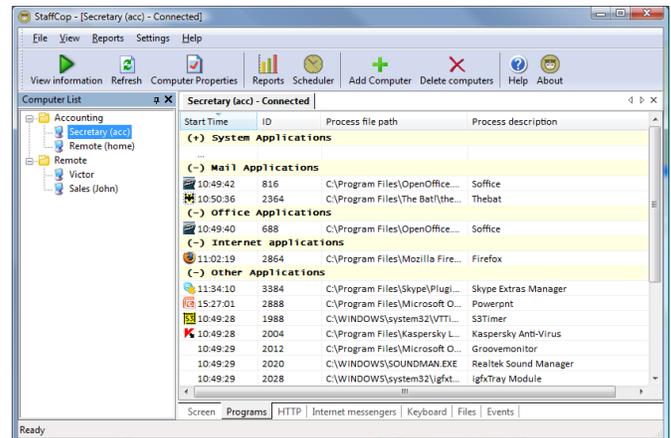
# StaffCop features

## Screenshots Recording

StaffCop surveillance software makes periodic screen captures of the computer screens of the employees. You can view saved screen shots or access employees' computer desktops remotely in real time. You can specify screenshot saving interval and limit the size occupied by all screen shots on the disk. When it's time to generate reports, the Report Wizard can download all screenshots from the users' computers to generate an illustrated report.

## Program Monitoring

View the list of programs used by users. StaffCop creates performance reports on how many hours each employee spent in a particular application. You can easily learn how much time a particular employee worked in Outlook during the last week, as well as see how much time she spent playing Solitaire or using a Web browser.



*A list of programs launched on the remote computer*

## Web Site Monitoring

StaffCop records every page opened in any Web browser, including the page address (URL) and page title. You can see a list of opened Web sites at any time, or access a report about all sites visited by users in a specified time range. To its advantage, StaffCop, employee tracker, does not use the easily forged browser History, making the use of various "trace eliminators" and "Web history cleaners" pointless and meaningless.

## Key Strokes Logging

Each and every key pressed by the user on is tracked. You can see the key logger reports in real-time as well as access them by the schedule.

## File and Folder Tracking

StaffCop detects all file operations on all monitored computers. You can easily customize the report by tracking certain file types and events only, e.g. accessing Word or Excel files in My Documents, or executing files in Program Files, and so on.

## Recording Instant Messenger Chats

StaffCop (in employee monitoring mode) logs all chats in the popular instant messengers such as MSN Messenger, ICQ, and AOL Instant Messenger. Both incoming and outgoing messages are recorded.

## Monitoring USB Devices

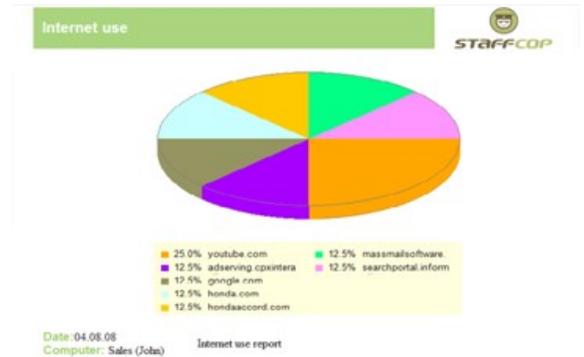
StaffCop logs the use of USB devices, recording the name of the device and the time of connection or disconnection.

### Recording User Login and Logout

StaffCop acts like an employee attendance tracker and logs user sessions by recording the time of computer turning on or off, as well as recording user login and logout operations.

### Analyzing Employee Performance with Report Wizard

Report Wizard is an integral part of StaffCop. Report Wizard analyzes the performance of a particular employee or a group of employees for a defined time range. For any work day, week or month, you can view the programs an employee ran, the time they were run at, and how long each program was active. StaffCop creates comprehensive time sheet reports organized by application. Same goes for Web sites, documents, key strokes, and so on.



*Report Wizard makes reports for group of users for any range of dates*

### Stealth Mode Installation

You can install StaffCop tracking modules on all computers on your network without letting your employee know. You can uninstall the tracking agent the same way, providing that you have sufficient administrative privileges.

### Explicit or Hidden Monitoring

StaffCop surveillance agent can work in an invisible mode. The employees do not notice the tracking agent running on their computers. For the disciplinary effect, there is also an explicitly visible mode when StaffCop displays its icon in a system tray and shows an alert when the user logs in.

### Circumvention Protection

StaffCop agent runs as a Windows system service. If a user is not logged in as an administrator, which should not normally happen for the sake of security, then it is not possible to stop, bypass or otherwise circumvent the Windows service and get rid of the tracking agent even if they know about it.

### Sending messages

As an additional feature, StaffCop allows you sending instant messages from the administrative module to any tracking agent. This feature simplifies communication with computer users. For example, you can ask your employee to get to work and stop playing solitaire with an instant pop-up message instead of email or personal attendance.

# Installation and system requirements

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## For Administrative Module:

- Windows Vista, XP, 2000, NT, 2003;
- Disk size: 10 MB (plus additional space for storing reports);
- RAM: 256 MB;
- CPU: Intel / AMD 500 MHz;
- MS Internet Explorer 5 (or newer) is recommended;
- TCP/IP port 1091 (may be changed) to connect to agents.

## For Tracking Agent:

- Windows XP, 2000, NT, 2003;
- Disk size: 2 MB (plus additional space for storing collected information, about 5-10 MB / day);
- RAM: 32 MB;
- CPU: Intel / AMD 300 MHz;
- TCP/IP port 1091 (may be changed) to send data to the Administrative part.

## Installation:

- Free trial version of StaffCop is available for 15-day evaluation. You may download it at [www.staffcop.com/download](http://www.staffcop.com/download). Some features are locked in the trial version.
- You may monitor any number of workstations using Active Directory integration and the Windows Group Policy editor.

# Purchasing

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The price of StaffCop depends on the number of monitored computers.

You may:

- place on-line order on our site [www.staffcop.com/buy](http://www.staffcop.com/buy);
- find a local reseller at [www.staffcop.com/buy/dealer.php](http://www.staffcop.com/buy/dealer.php);
- contact us for special pricing for educational and non-profit organization.

## **Upgrade policy:**

All customers are entitled to free upgrades during one year from the date of purchase.