



**“Being able to extend password management to our entire organisation with LastPass is key to protecting our data and ensures we’re securing every endpoint.”**

Tim Weddell



## Challenge

**Hornsby Shire Council is located 25km north of the Sydney CBD and is the first major employment hub for people commuting from the Central Coast.** It has a diverse workforce consisting of over 500 people in a range of occupations across five divisions: Corporate Support, Planning and Compliance, Community and Environment, Infrastructure and Major Projects and Office of the General Manager.

Tim Weddell, IT Operations Manager at Council, was a long-term personal user of LastPass and a keen advocate of the password management tool. He always recommended LastPass to peers in both his personal and professional life. When he joined Hornsby Shire Council in 2021, Council was using an on-premise tool within its IT team to house passwords and other credentials. Tim recognised the risks immediately: using a static self-hosting tool meant limited scalability and minimal support in case of disaster recovery. He further noted that it was outdated in functionality and difficult to access. As Tim dug deeper into the organisation's cybersecurity posture, it was evident that poor password hygiene was a company-wide challenge, as employees were storing credentials in spreadsheets, using weak and recycled passwords.

Hornsby Shire Council has adopted a hybrid approach to work, with employees working up to two days remotely. The drawback of the former tool was its limited capability to support a remote workforce. LastPass, as a cloud-based password manager, is designed to accommodate teams from any location, at any time. It enables employees to operate safely and minimise disruption. For Tim, enabling remote access was key as it removed the dependency of being in-office or limited to certain devices, and ensured that both the IT team and wider organisation were able to always work safely.

## Solution

Tim met with totalCyber, a Governance, Risk and Compliance practice and LastPass Partner, to discuss security gaps within the organisation that placed Hornsby Shire Council at risk. **As part of its cyber security training and awareness program, Council invested in LastPass Business through totalCyber to secure every endpoint and improve their organisation's password hygiene.**

The key to improving password hygiene was expanding password management from the IT Team to across the entire organisation. The ability to assist users in managing their personal passwords was also considered fundamental to gaining buy-in. The Families as a Benefit (FaaS) feature that is included in LastPass Business at no extra cost, is a great value-add for their team. It provides not only each employee, but also up to five of their friends and family members, with a personal LastPass account. Tim has observed strong buy-in for LastPass as a password manager, with many employees opting to use it to manage credentials for their personal lives, which assists in embedding the discipline of password hygiene. Tim adds, **“it was great that we were able to provide them with personal Families accounts too, as protecting our staff and their families is a real employee benefit.”**

Password reuse was a prevalent challenge across the business, as many employees reused the same weak credentials across multiple sites. LastPass's password generator helps them to create strong and unique credentials automatically, within seconds. It generates a long and random password with numbers, symbols, uppercase and lowercase letters. Staff at Hornsby Shire Council can foster better habits as they develop secure credentials across each site and minimise reuse to improve their password hygiene. Tim comments, **“being able to use the LastPass password generator to create unique credentials for each site has been instrumental to improving our password hygiene.”**



## Results

Hornsby Shire Council adopted a top-down approach to their deployment of LastPass. The IT team worked closely with totalCyber to deliver comprehensive training and ensure executives and managers were fully educated on how LastPass could be used to safeguard sensitive data and boost productivity. Tim adds: **“We enlisted champions across the organisation and had them lead the way. They appreciated the personalised training they received from totalCyber and gained a better understanding of how we should be using LastPass at Hornsby Shire Council.”**

To softly boost adoption within the organisation, Council also gamified their LastPass security scores and encouraged some healthy competition. The security scores are a combined rating of how strong passwords generally are, in their overall uniqueness, length and complexity, with the highest possible score being 100 points. This has been particularly successful within Council’s IT team, securing the critical privileged accounts.

As organic adoption of LastPass increased, Tim and his team also ran in-person and virtual lunch-and-learn sessions to troubleshoot any queries and provide adequate support.

### With LastPass, Hornsby Shire Council was able to:

- Replace an on-premise legacy tool with an agile, cloud based password manager
- Deliver a password management tool to 500+ employees
- Protect staff professionally and personally with FaaS
- Improve password hygiene
- Minimise weak, reused passwords
- Gamify security scores to boost adoption and maximise the security benefits

**“The team’s response has been positive, people find LastPass very easy to use which is great for us as it means they’re continuously working towards improving their password hygiene.”**

Tim Weddell

**Learn how Hornsby Shire Council increased their password security using LastPass.**

[Get in touch](#)