knowledge16

Experience the Service Revolution



Password Reset Administration

JAMES OWEN
SR. PRODUCT MANAGER
ServiceNow

VANI BANAJI
SOFTWARE DEVELOPMENT MANAGER
ServiceNow

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servicenow

Agenda

Why the Need for Password Reset

Password Reset Overview

Core Concept Walk-Through

Lab Time

Top Takeaways

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Why the Need for Password Reset?

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Just How Many of My Tickets Are Password Reset Requests?

"Because password problems make up 20 percent to 30 percent of all IT service desk volume, with most of those issues resolvable by password reset tools, automating this function can save organizations the costs of supporting this type of request."

Gartner – http://www.gartner.com/newsroom/id/1426813

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Customer Challenges

- Customer average 2.8 calls to the Service Desk per user per year
- 1/3 of all calls are password reset related
- The average Service Desk call costs $30 to process
- Math done for you: For 1,000 users a customer will spend $28,000/year manually resetting passwords!

This ServiceNow application enables a fully automated self-service experience that eliminates this cost. For those who don't want a fully automated experience or need a transition point to get there, we offer a Service Desk assisted experience as well that can also help to reduce costs.

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Password Reset Overview

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Password Reset Introduction

- Support self-serviced & service-desk initiated password reset
- Quick deployment, highly configurable:
  - Control Access, CAPTCHA validation, auto-generate passwords, user unlocking and more …
- Support any credential systems:
  - Out-of-cloud support: Active Directory, Local ServiceNow and remote ServiceNow (SOAP)
  - Customers/Professional Services can extend this to other apps using the workflow & MID-server
- Extensible Security (verification methods)
  - Out-of-cloud support: Security questions, SMS code, Personal Data
  - Can also extend via UI Macros & Scripts
- Comprehensive monitoring for credential admins
  - Dashboard and Troubleshooting components

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Nomenclature

- Credential Store – A system that houses user credentials
  - Microsoft Active Directory, ServiceNow, etc.
- Verification Methods – Ways to verify a users identity
  - Security Questions, SMS Text to registered cell phone, etc.
  - CAPTCHA (verifies the user is not a programmatic robot)
- Enrollment – Registering a user to use verification methods
  - Setting up Security Questions, registering a cell phone for SMS Text, etc.
- Password Reset Process – Combination of a credential store with verification methods and enrollment to define how users reset their passwords as a managed process

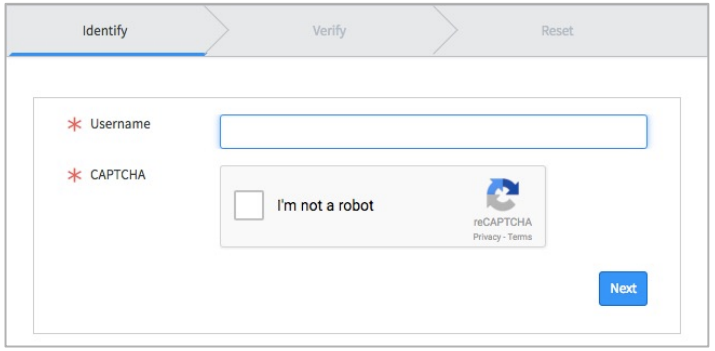
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Two User Experiences – Use One or Both

Full Self-Service

- The familiar “.com” internet password reset experience brought to the enterprise

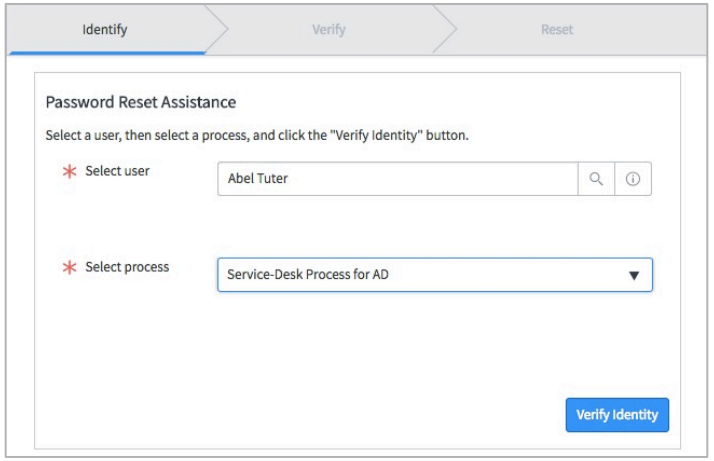




Service Desk Assisted

- Guided automation that provides a secure, governed interaction with the Service Desk





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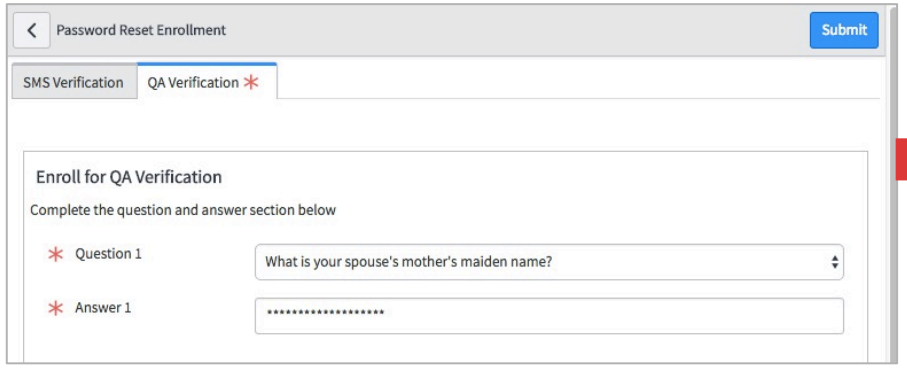
How Does Password Reset Work?

Enrollment

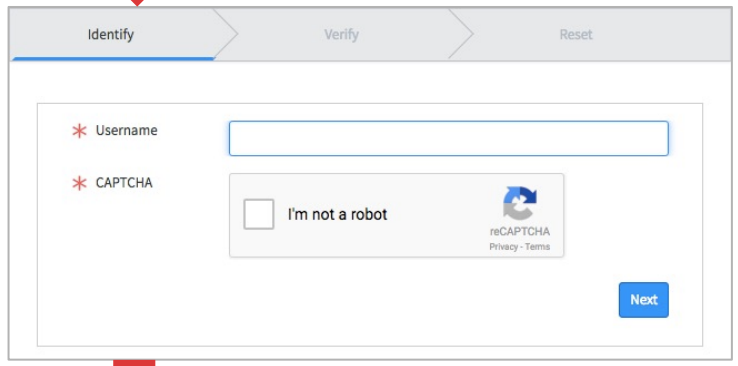
Users provide Security Questions, register for SMS Text, etc.

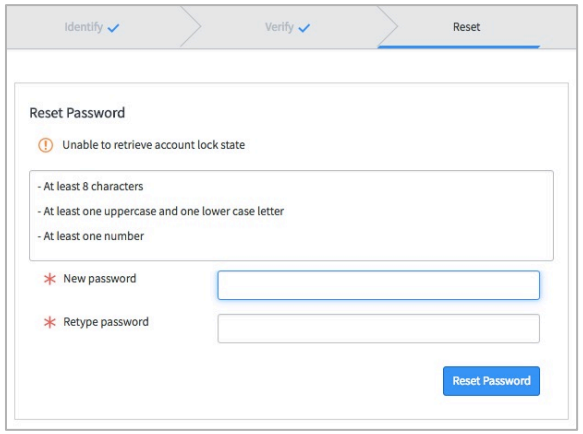
Request an automated password reset

Verify identity and set new password



Self-Service Experience





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How Does Password Reset Work?

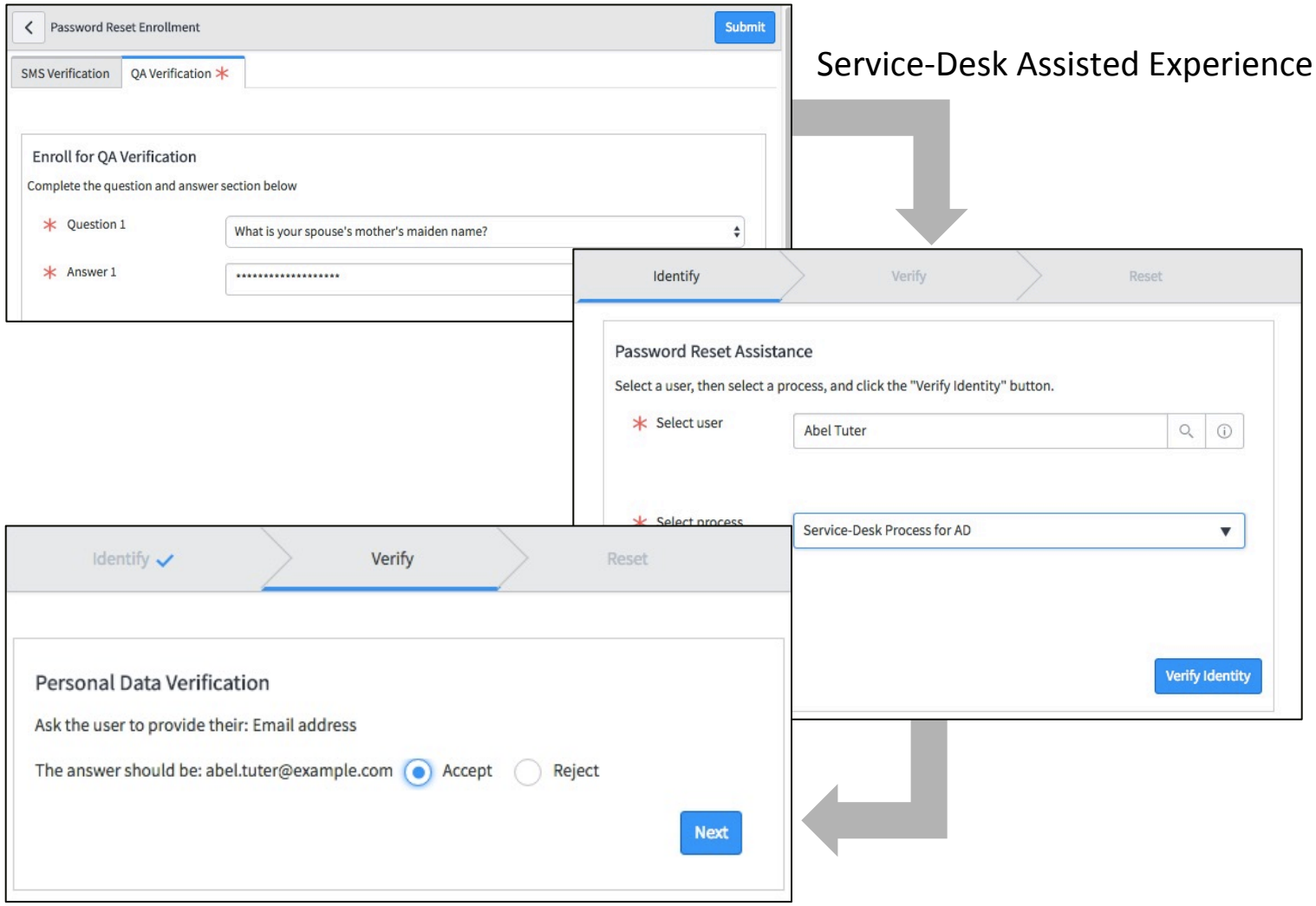
Enrollment

Users provide Security Questions, register for SMS Text, etc.

Call Service Desk and verify identity

New password given to user

Service-Desk Assisted Experience



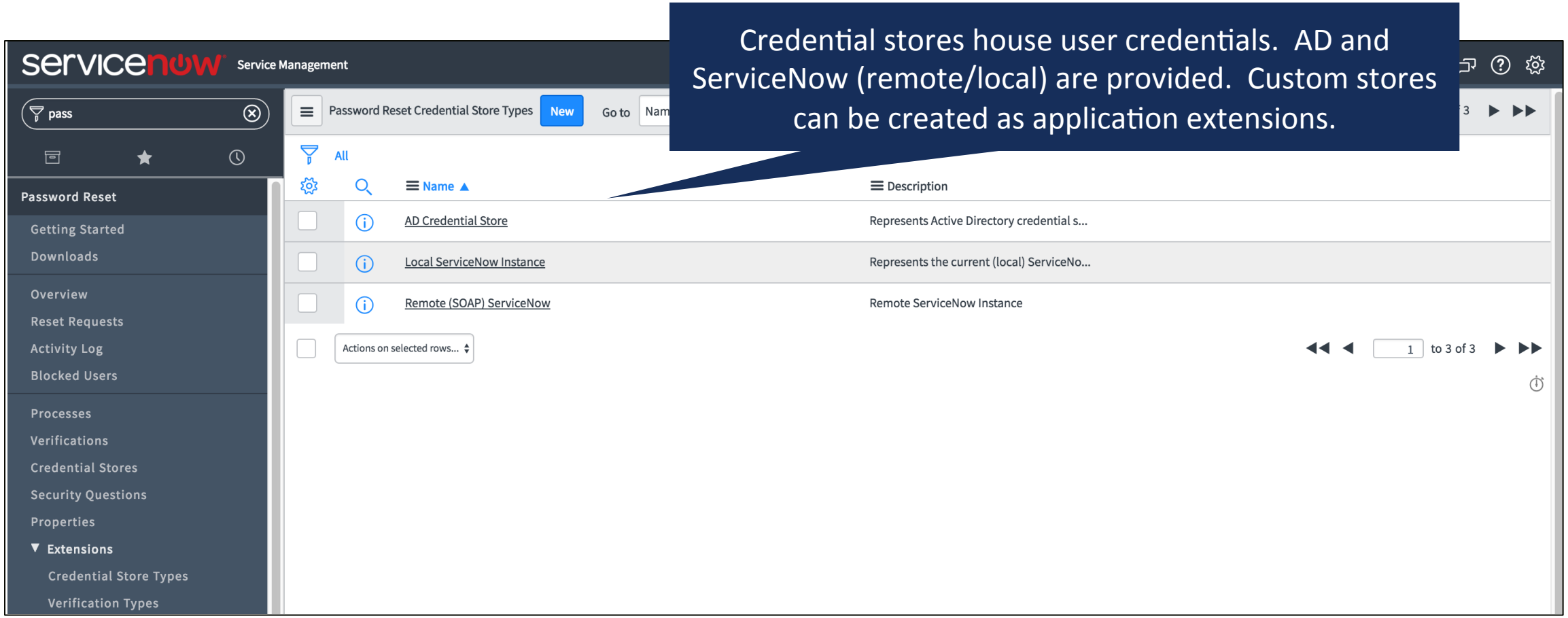
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Core Concept Walk-Through

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Credential Stores

ServiceNow and MS AD Provided … Create Custom Stores as Well

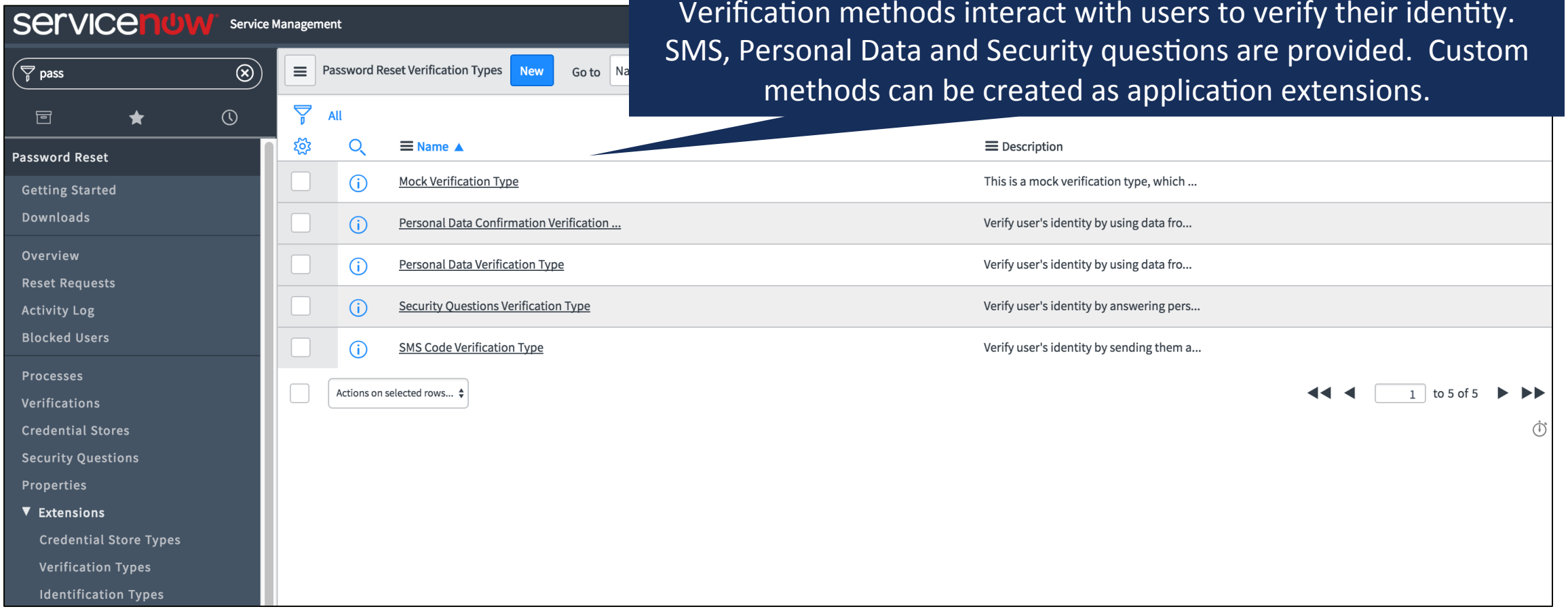


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Verification Methods

Security Questions, SMS and Personal Data Included … or Add Your Own

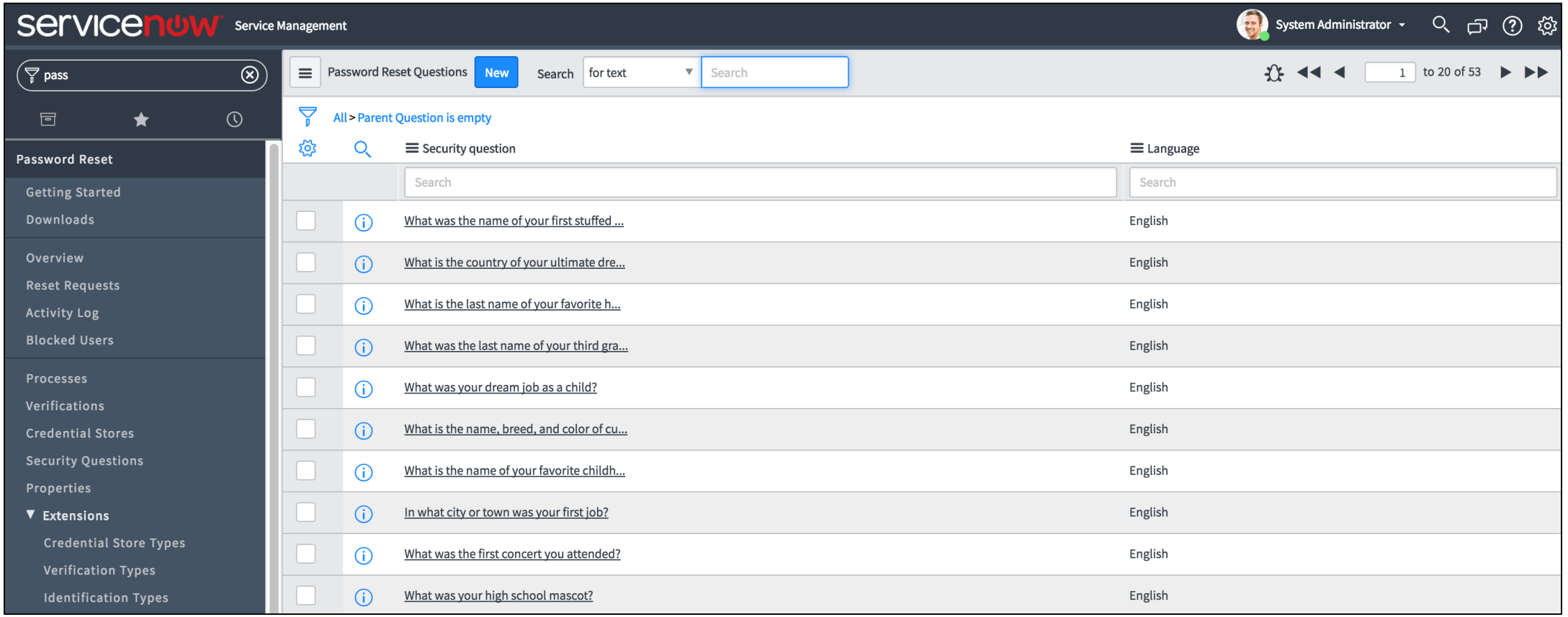
Verification methods interact with users to verify their identity. SMS, Personal Data and Security questions are provided. Custom methods can be created as application extensions.



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Security Questions

Good Practice List Provided or Provide Your Own

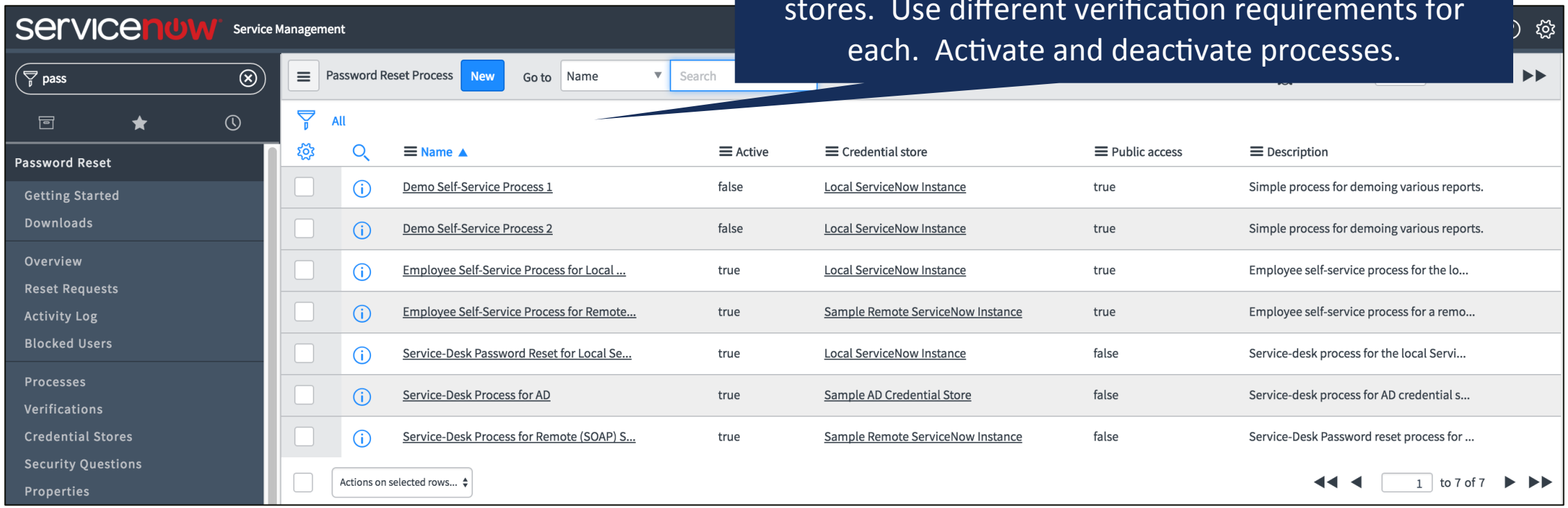


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Password Reset Processes

Combine Credential Stores, Verification Methods and Policies into a Process

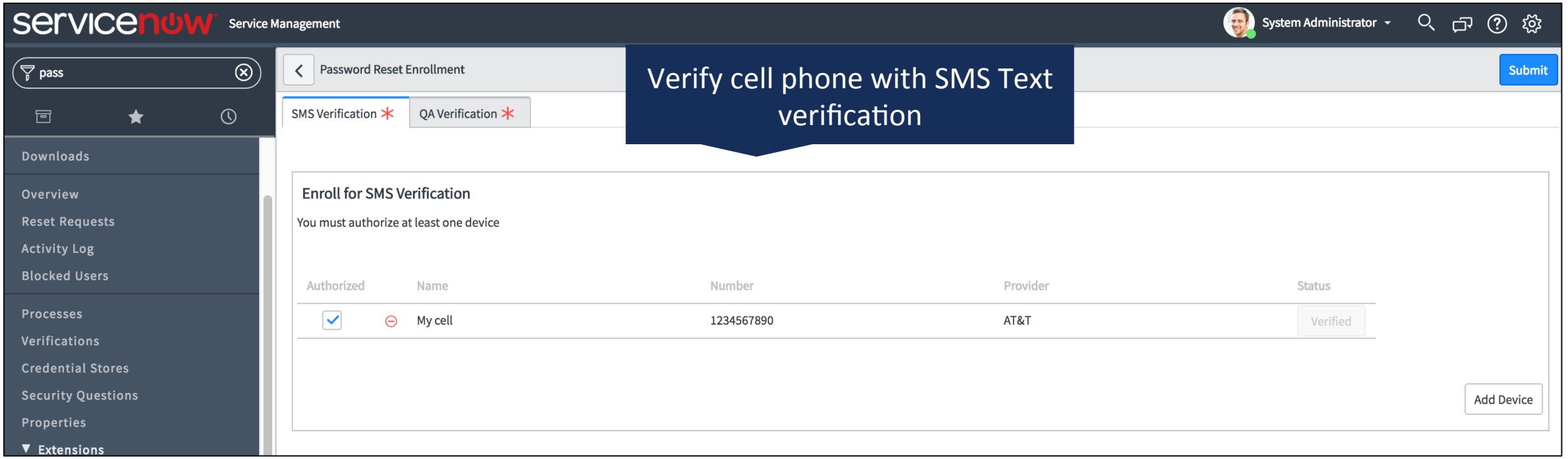
Manage multiple processes for different credential stores. Use different verification requirements for each. Activate and deactivate processes.



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Enrollment

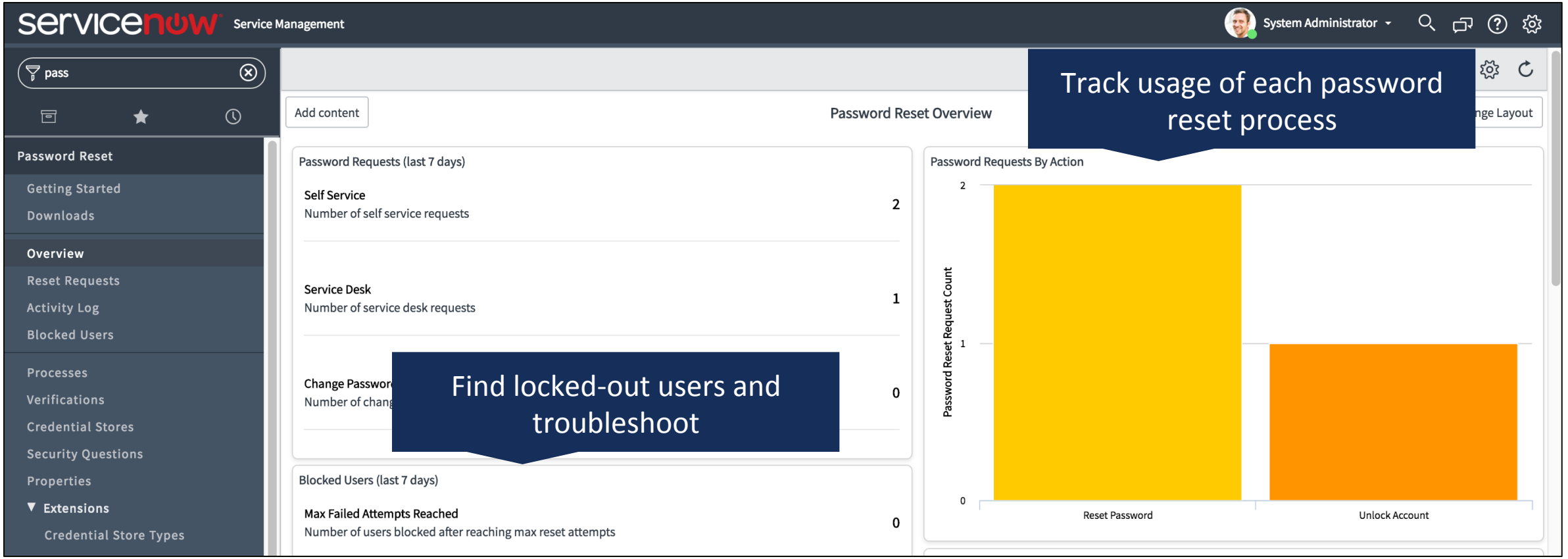
Users Configure Verification Required for All Password Reset Processes



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Reporting

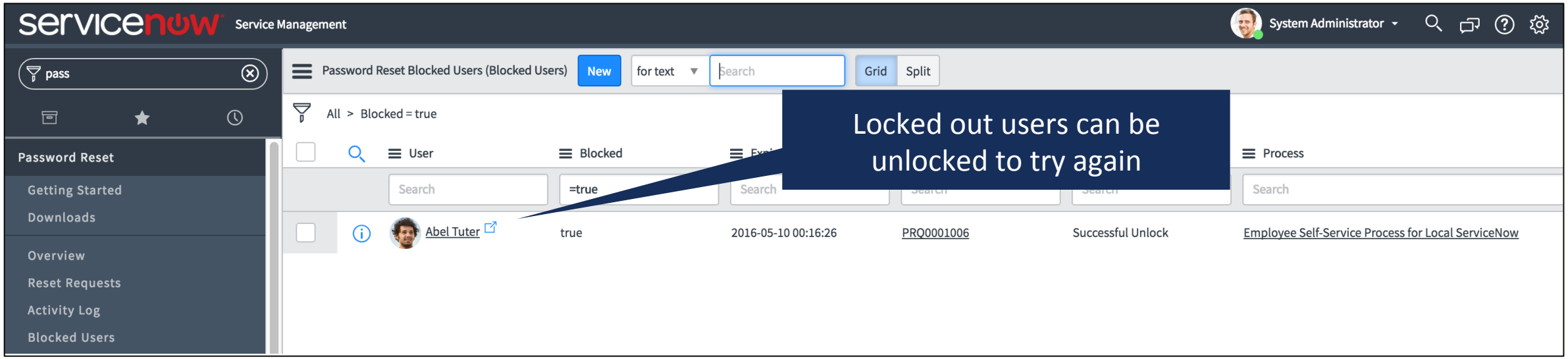
Credentials Manager Dashboard



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Resolve Locked-Out Users

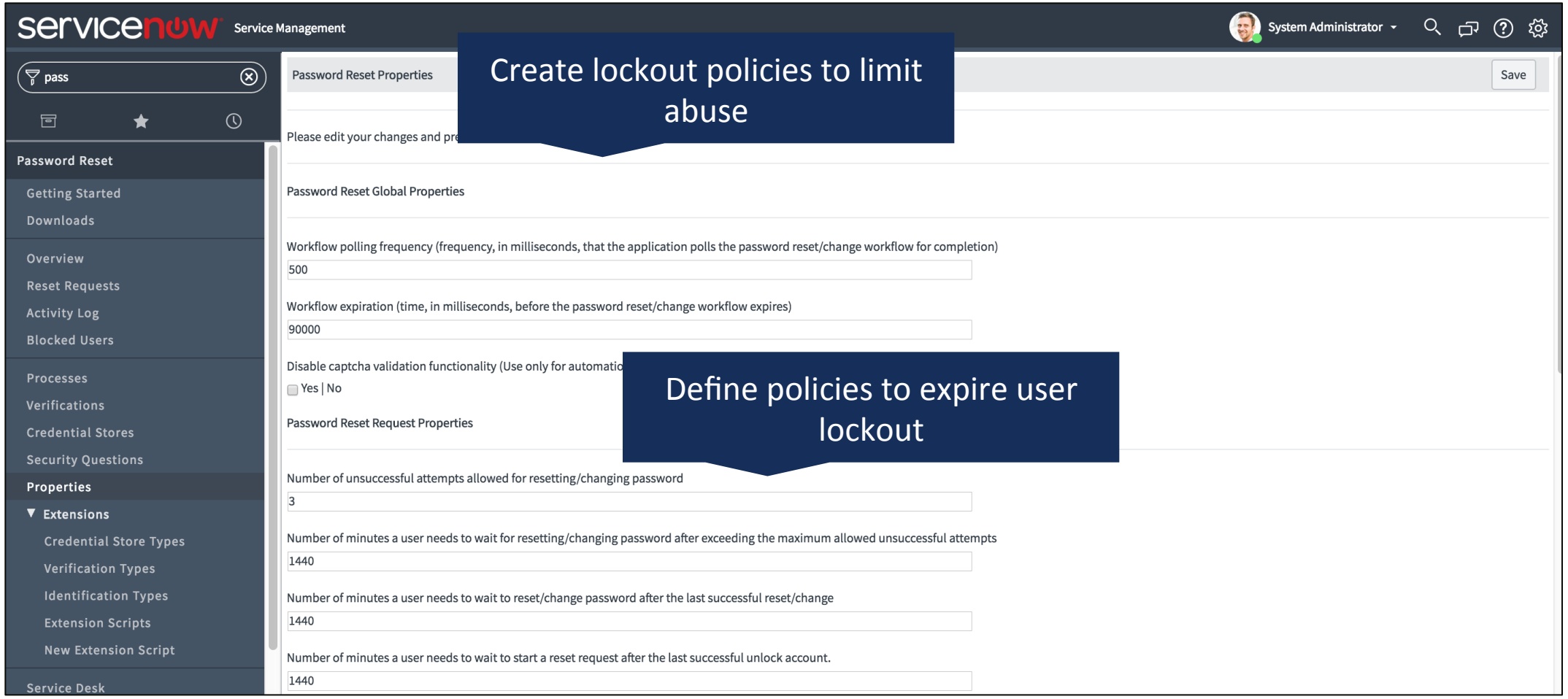
See Who Is Locked Out and Unlock Them If Appropriate



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Security Features

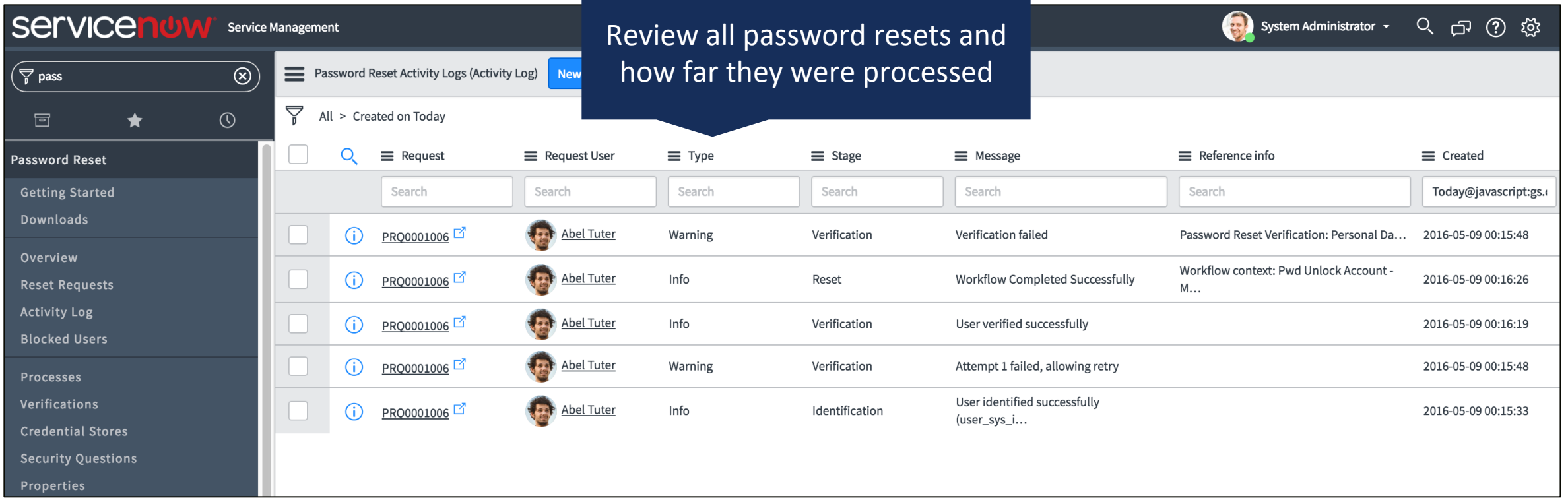
Prevent Excessive Guessing and Denial of Service Attack



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Detailed Activity Logging

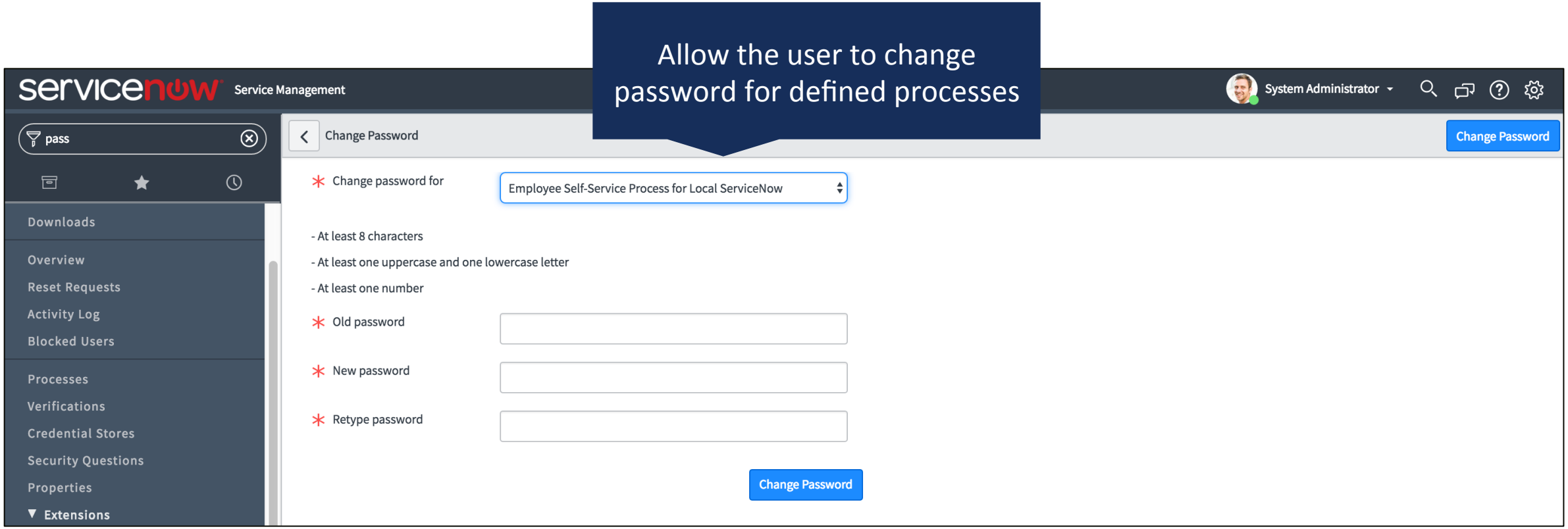
Track Each Request and Troubleshoot as Needed



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Change Password

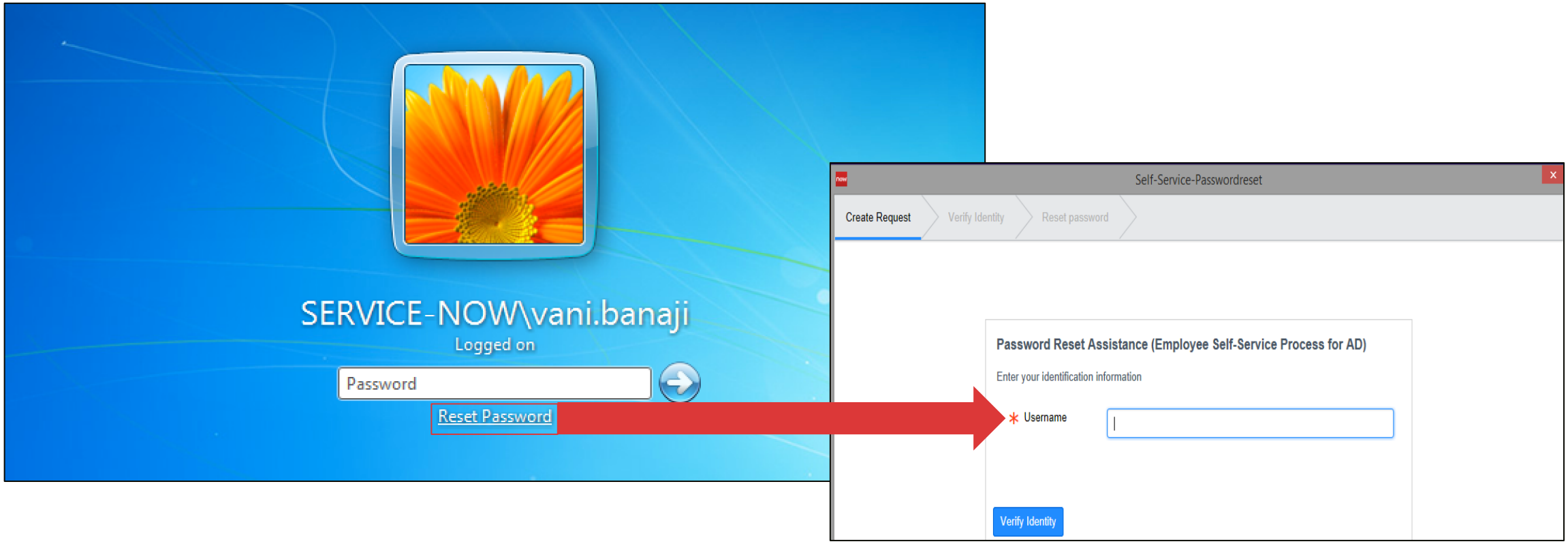
Users Can Change Password by Entering Their Old and New Password



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Reset Password from Desktop Logon

Enrolled Users Can Reset Password from the Windows Logon Screen



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Lab Time

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Top Takeaways

1. Service Desk Password Reset is a nice bridge to get your company started on your way to a fully automated reset process.
2. Self-Service Password Reset can reduce your incident volume by 20 to 30 percent.
3. Expanding Self-Service Password Reset to other applications is not only doable, but the foundation and tools are ready for you to make it happen in ServiceNow.

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Q&A

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Take the Survey

Please take a moment to complete a session survey in the Knowledge16 app.

Thank You

James Owen

Sr. Product Manager

ServiceNow

James.owen@servicenow.com

Vani Banaji

Development Manager

ServiceNow

Vani.banaji@servicenow.com

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