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Orchestration 202: Password Reset

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Agenda

Why the need for Password Reset?

Password Reset Overview

Core Concept Walk-Thru

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 1000 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 helps to reduce costs.

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Password Reset Overview

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Password Reset Introduction

Enable cloud-based, secure password reset for the Enterprise

- Support self-serviced & service-desk initiated password reset
- Quick deployment, high configurable:
  - Control Access, CAPTCHA validation, auto-generate passwords, user unlocking and more…
- Support any credentialed 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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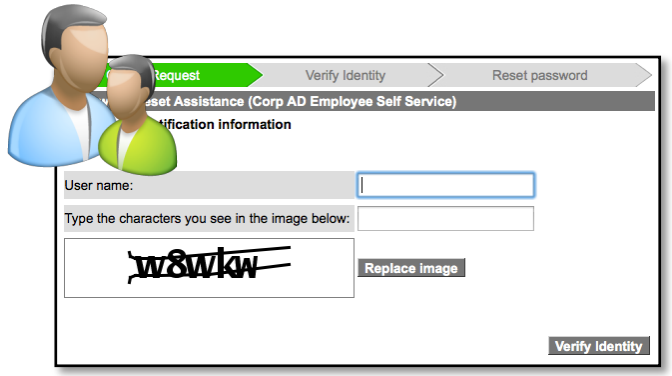
Nomenclature

- **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.
  - CAPTCH (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



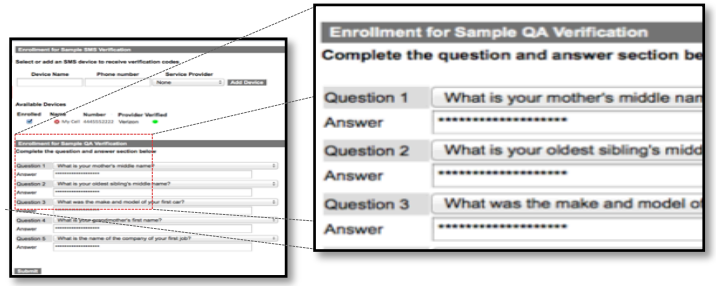
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How Does Password Reset Work?

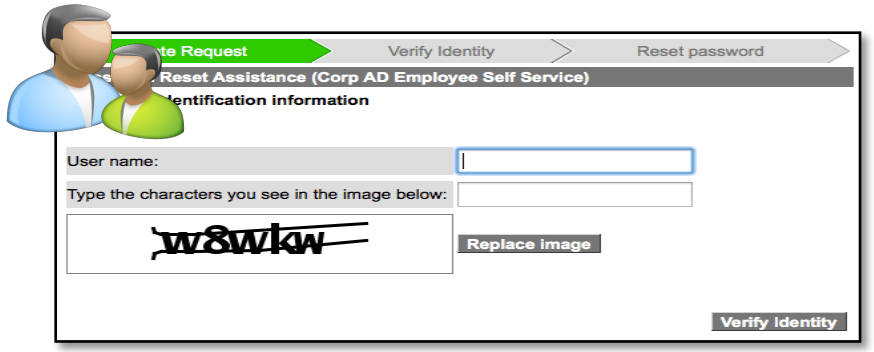


Enrollment

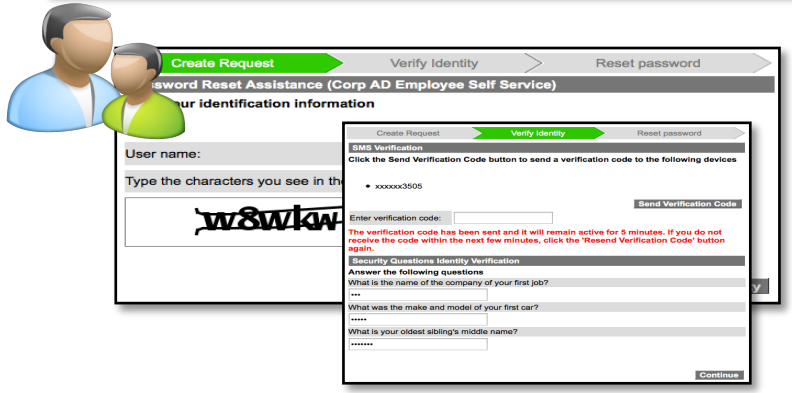
Users provide Security Questions, register for SMS Text, etc.



Request an automated password reset



Verify identity and set new password



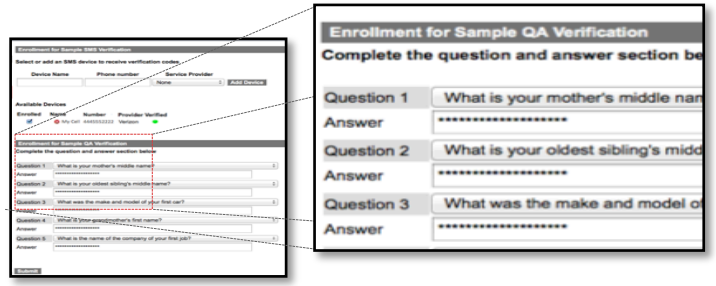
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How Does Password Reset Work?

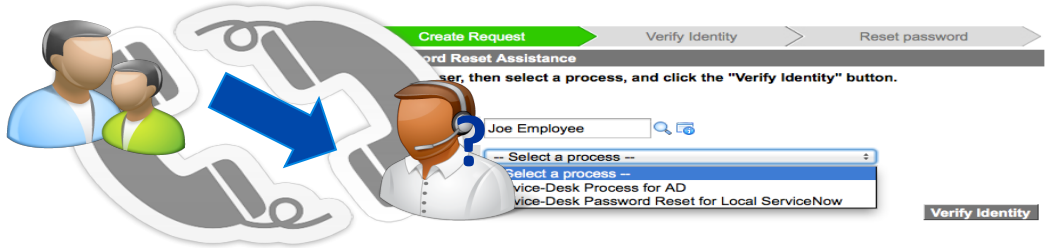


Enrollment

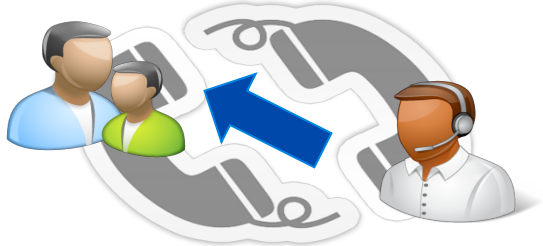
Users provide Security Questions, register for SMS Text, etc.

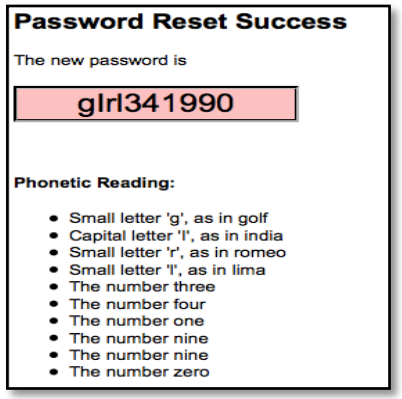


Call Service Desk and verify identity



New password given to user





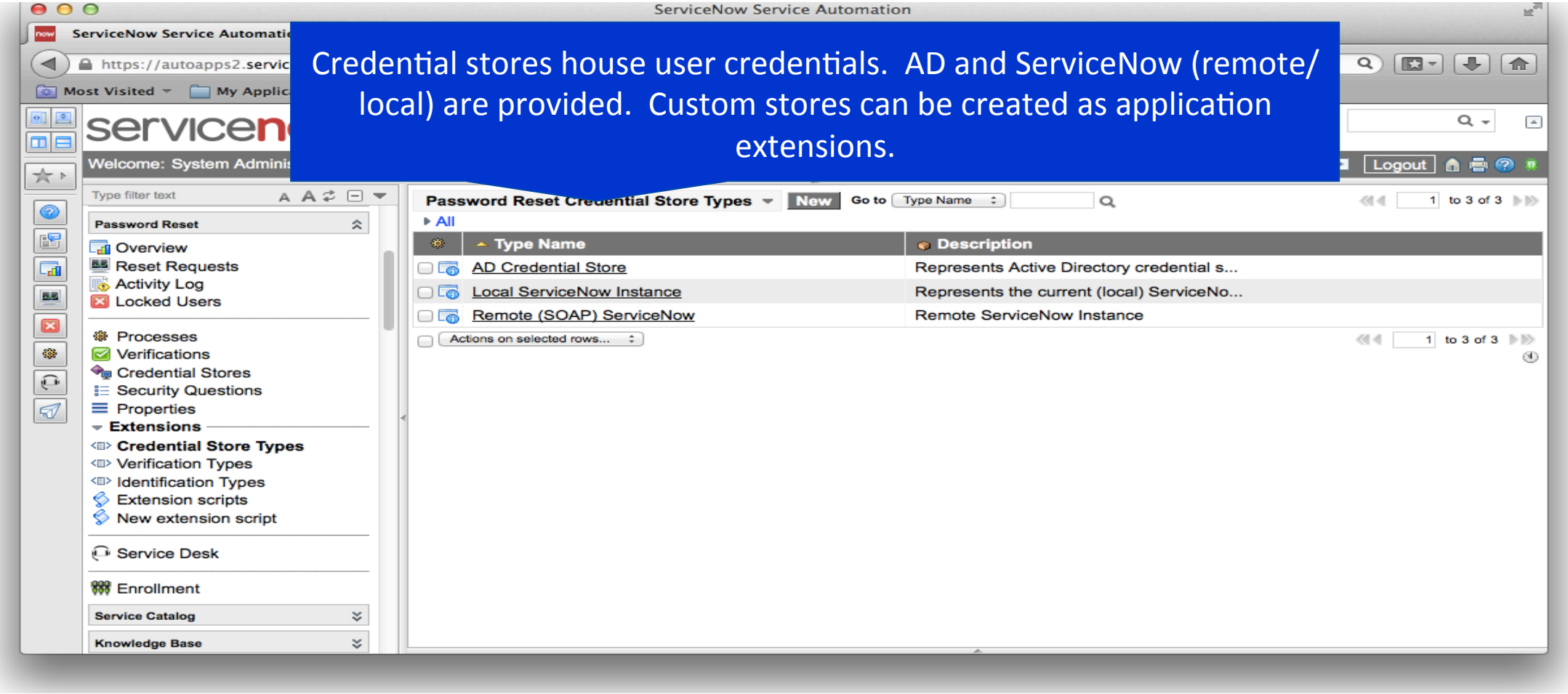
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Core Concept Walk-Thru

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Credential Stores

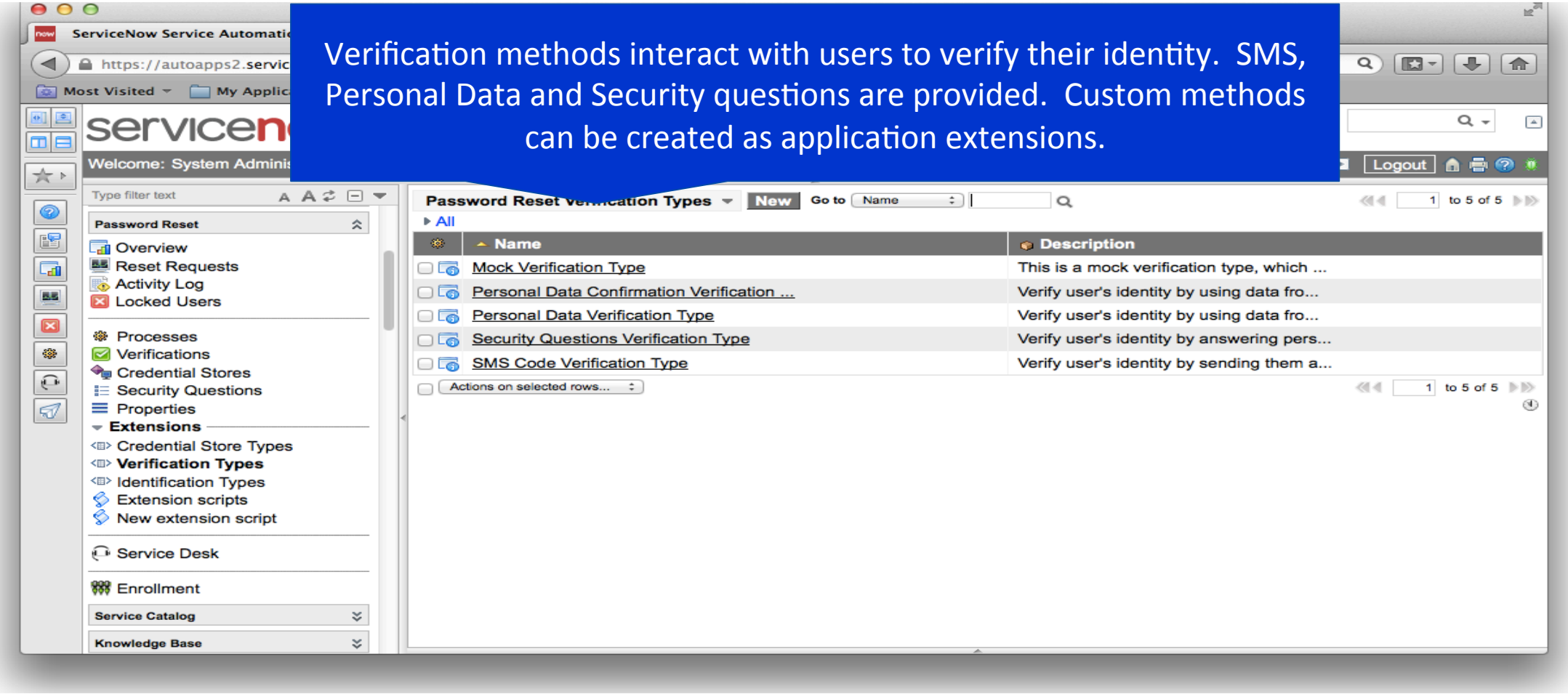
ServiceNow and MS AD Provided… create custom stores as well



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Verification Methods

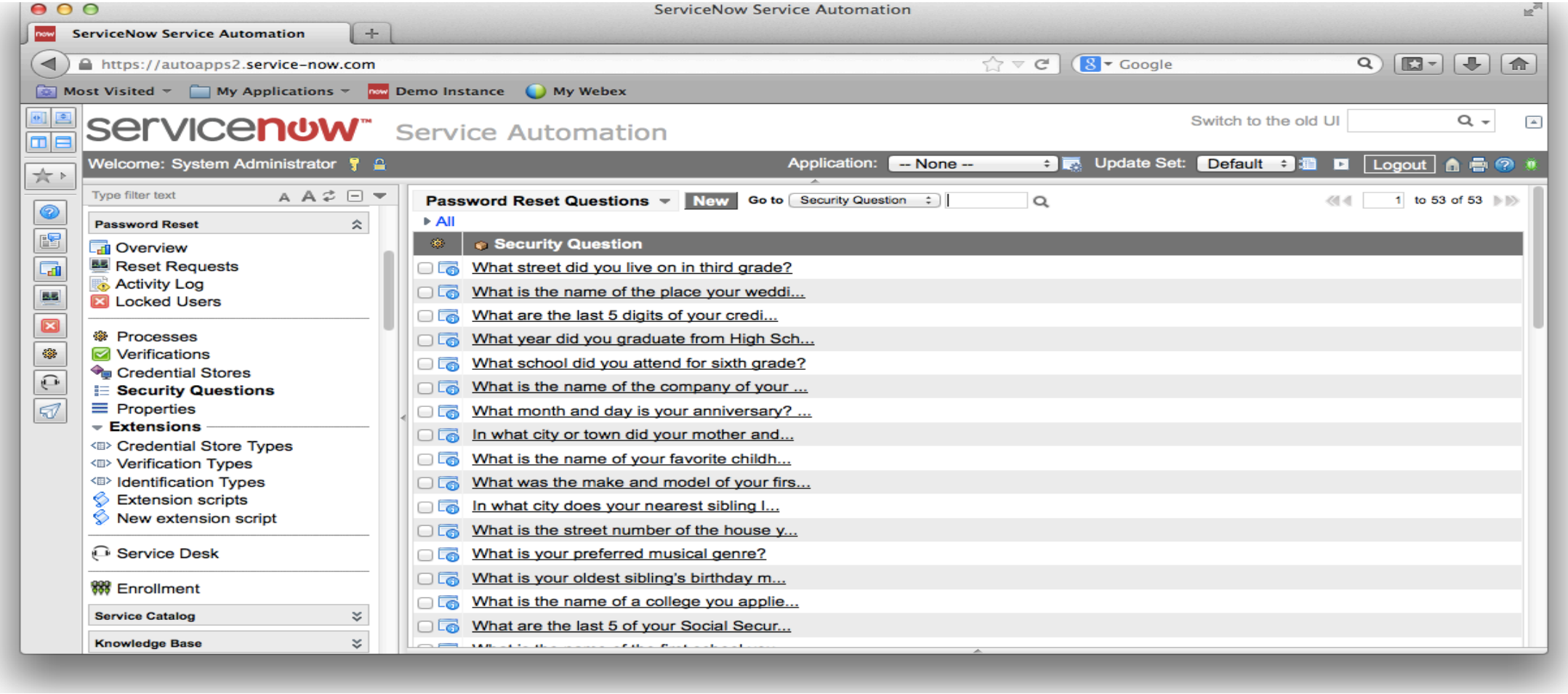
Security Questions, *SMS* and *Personal Data* included… or add your own



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Security Questions

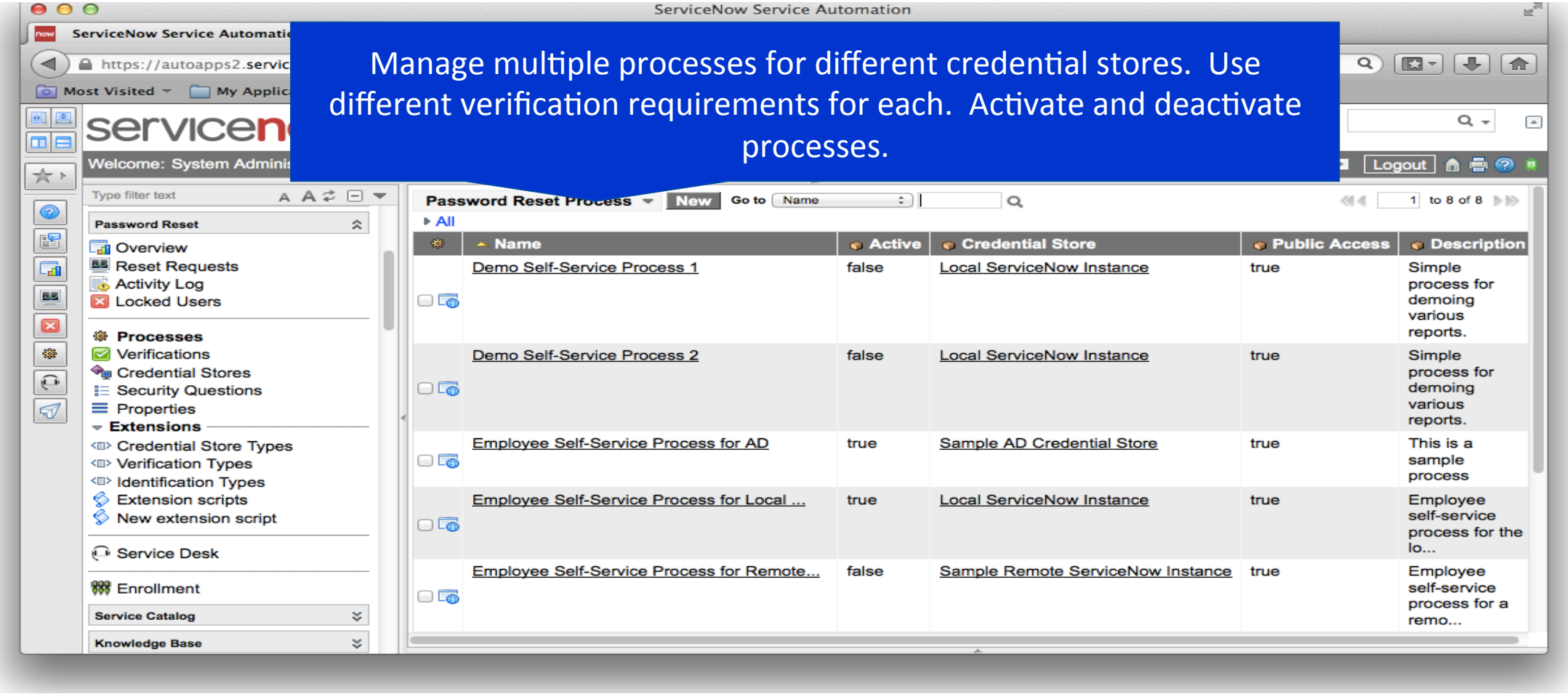
Good practice list provided or provide your own



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Password Reset Processes

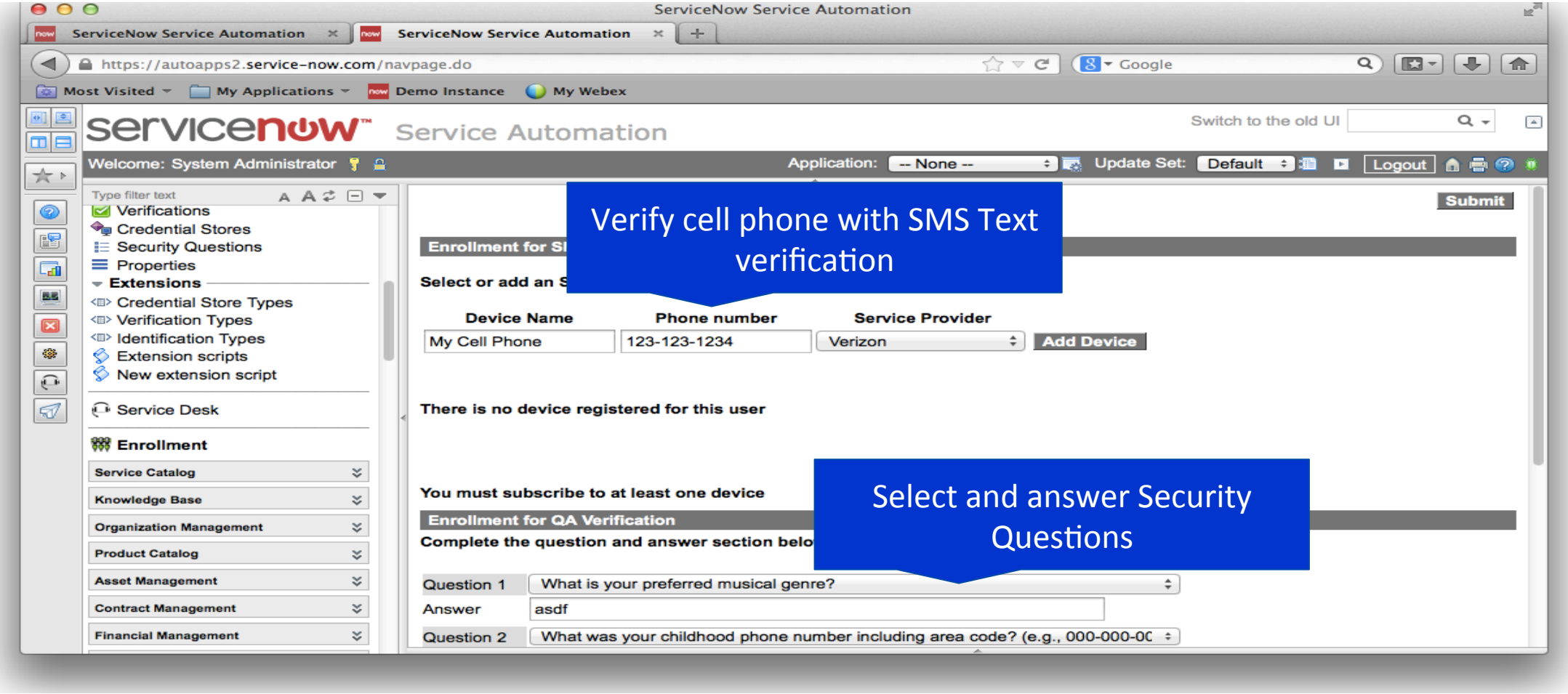
Combine credential stores, verification methods and policies into a process



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Enrollment

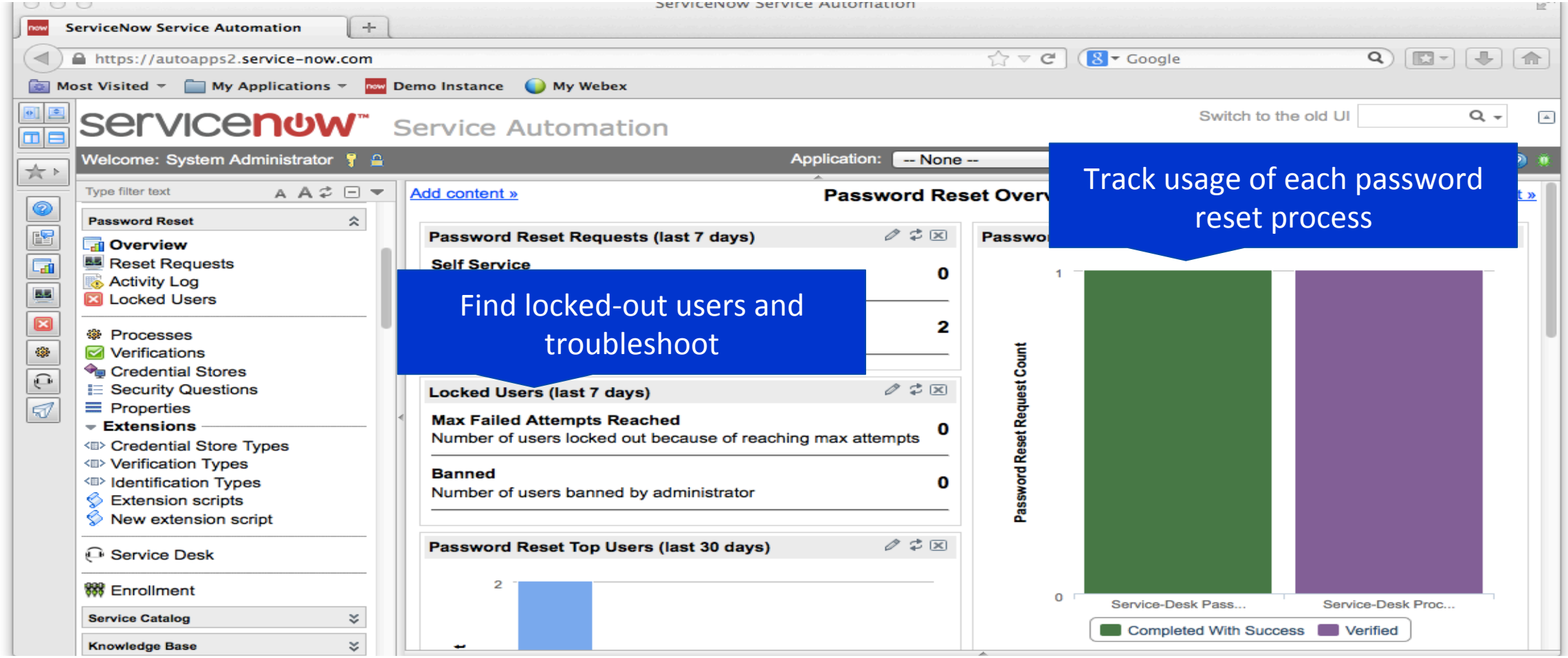
Users configure verification required for all password reset processes



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Reporting

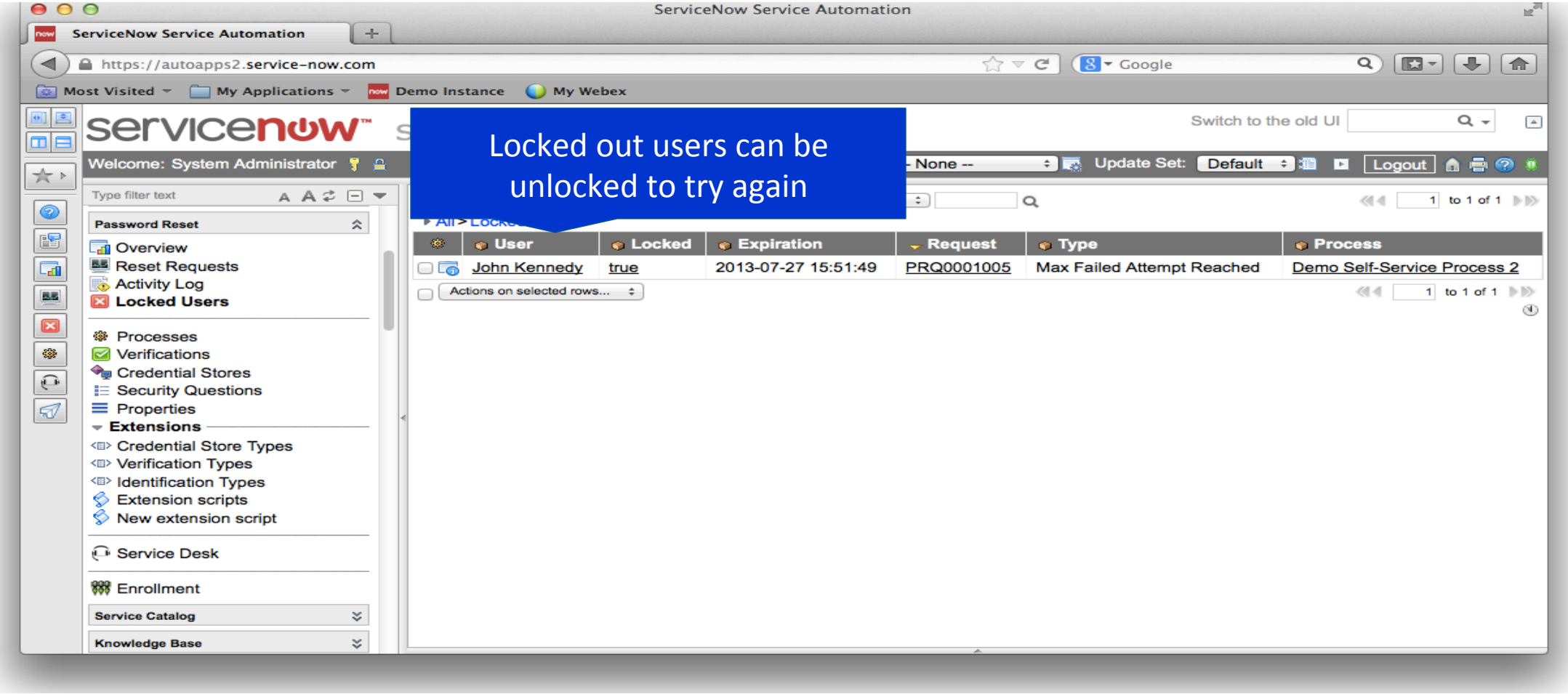
Credentials Manager Dashboard



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Resolve Locked-Out Users

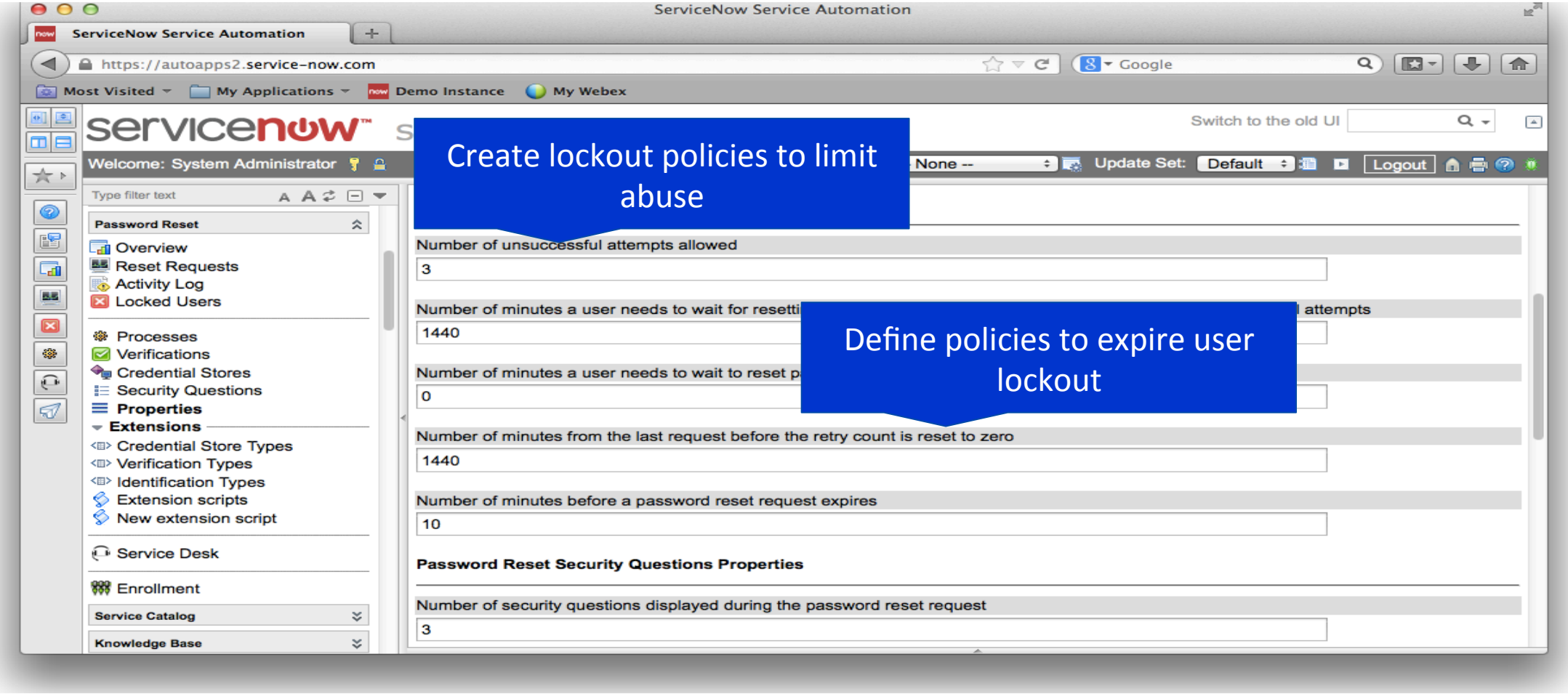
See who is locked out and unlock them if appropriate



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Security Features

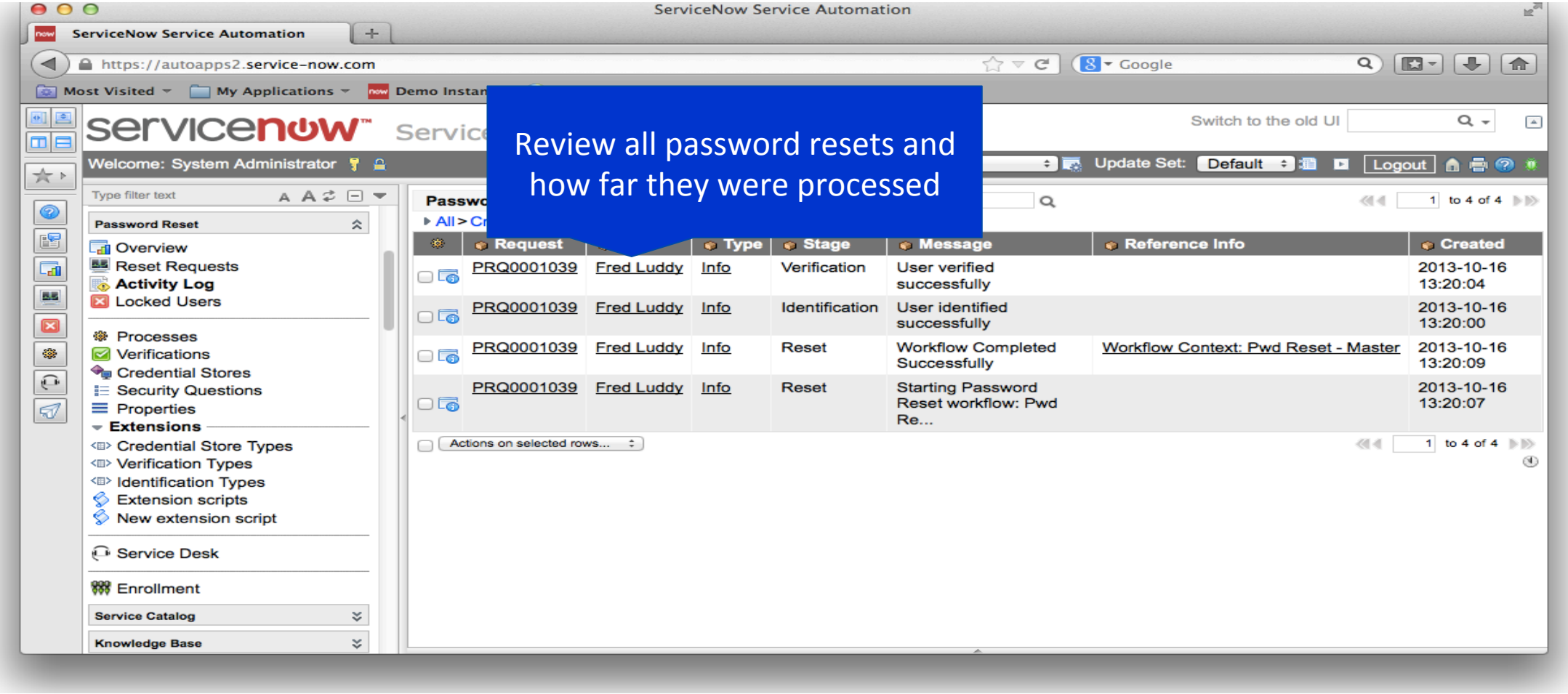
Prevent excessive guessing and Denial of Service attack



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Detailed Activity Logging

Track each request and troubleshoot as needed



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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!

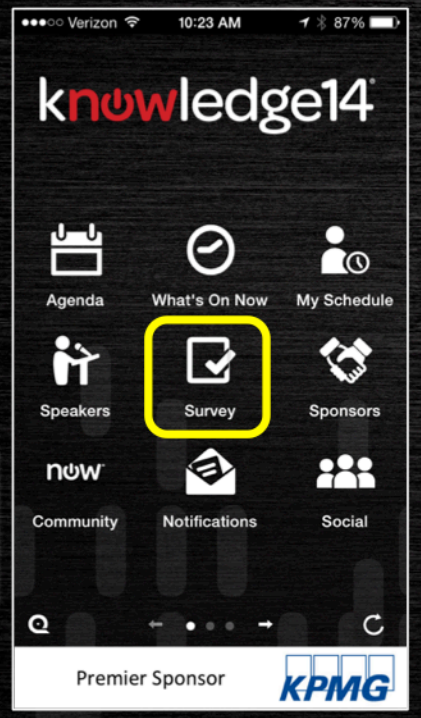
3. Expanding Self-Service reset in to other applications is not only do able, but the foundation and tools are ready for you to make it happen in ServiceNow!

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Q&A

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Thank You

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Development Manager

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