Welcome to Password Reset Administration

While waiting, please check the following:

- Reserve an instance: http://clabs.link/lab131996
- Don’t close this page as you need it later for the lab
- Log in with admin/Knowledge17

Also check the labguide on page 18

- Open an RDP session and test your access to the Win Server
- @Mac-Users: If you don’t have an RDP installed, download and install Cord (http://cord.sourceforge.net/)

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knowledge17

http://clabs.link/lab131996

WORK at LIGHTSPEED

Password Reset Administration

Helmut Pfeiler
Advisory Solution Consultant
ServiceNow

Tolga Tutel
Advisory Solution Consultant
ServiceNow

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servicenow

Agenda

- Introduction
- Why the Need for Password Reset
- Password Reset Overview
- Lab Time
- Top Takeaways
- Survey and Q & A

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Speaker Introduction



Name: Tolga Tutel

Title: Advisory Solution Consultant Major Accounts

Function: Presales

Company: ServiceNow

Experience: 2.5 years at ServiceNow, 6 years at Zurich Insurance, 3 years at SAP

Expertise: ITSM, ServiceNow Platform, Application Development, CSM, HR, Facilities, GRC

Achievements: Implemented ServiceNow at Zurich Insurance

Current Projects: Helping major customers in Switzerland to gain value and be successful with ServiceNow

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Speaker Introduction



Name: Helmut Pfeiler

Title: Advisory Solution Consultant

Function: Presales

Company: ServiceNow

Experience: 2 years at ServiceNow, 3 years at automate-it.cc, 7 years at BMC

Expertise: ITSM, Orchestration, Cloud Management, ITOM, PPM, CSM, Application Development

Achievements: Made this lab working ;-)

Current Projects: Supporting prospects, customers and partners in the triangle between Austria, Russia and South Africa

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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 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-box 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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Password Reset in Domain Separated Environments

- **The Password Reset application is domain separated**, which allows each domain to setup their own configuration (process/credential store/identification/verification/…)
- For a standard password reset process it's unlikely you need to change anything for the orchestration workflows. Orchestration workflows are actually domain separated – but there could be issues around calling an overriding subflow – hence we recommend that "parent" and any "subflow" to be copied to the corresponding tenant.
- MID Servers are also domain separated. When the workflow reach the activity which require a MID Server to make a call – it will look for a MID Server and credentials in the specific domain. You can specify specific IP ranges/addresses for a MID Server which allows you to select the correct MID Server to perform the password reset activity.

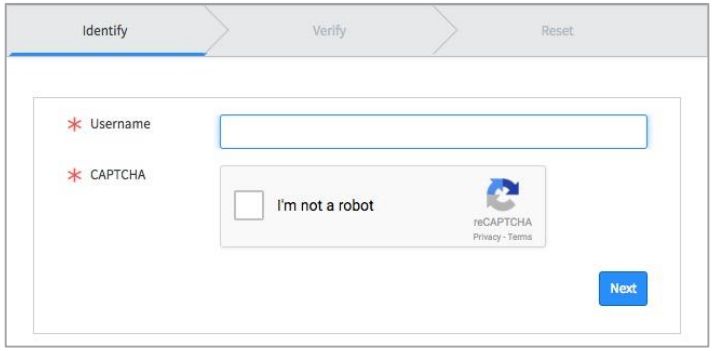
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Two User Experiences – Use One or Both

Full Self-Service

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

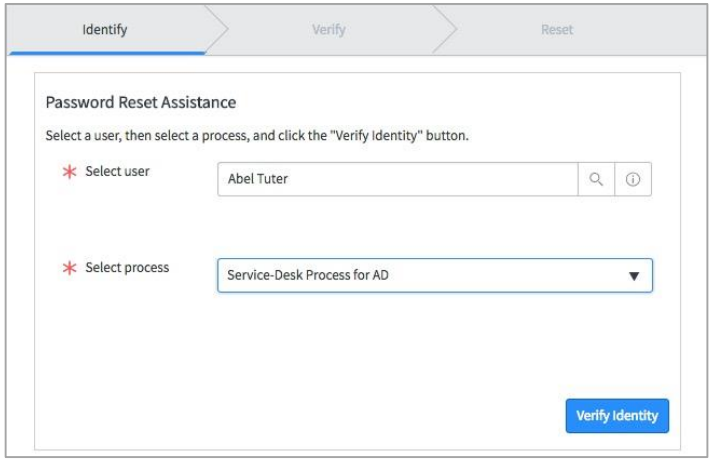




Service Desk Assisted

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





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How Does Password Reset Work?

Full Self-Service Experience

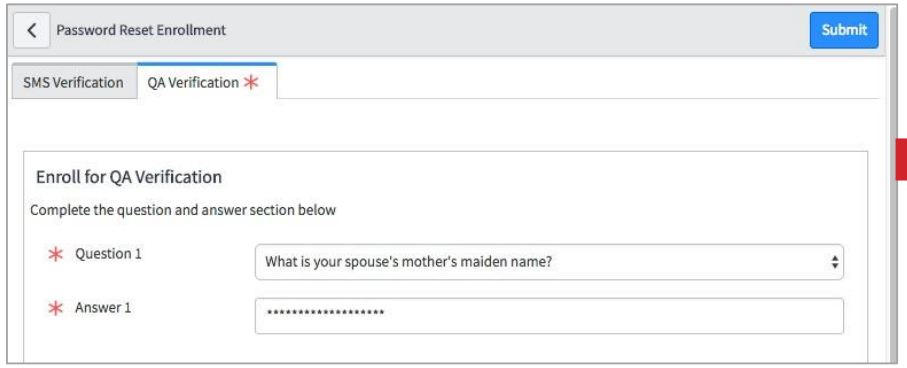


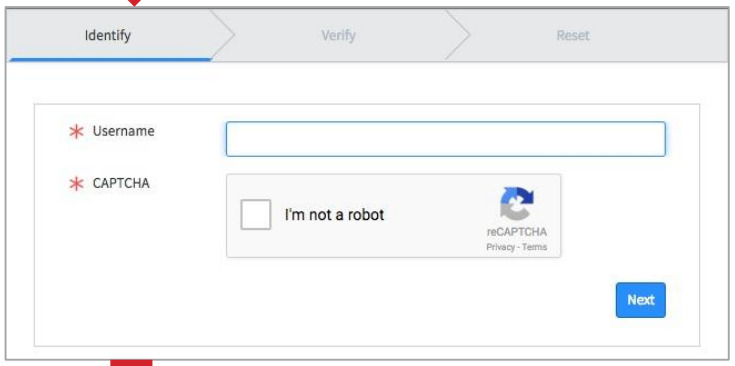
Enrollment

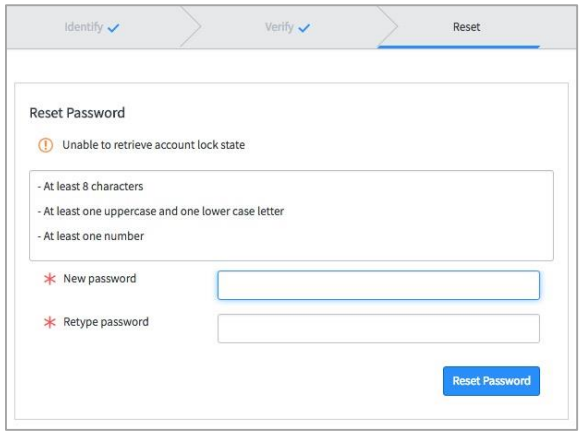
Users provide Security Questions, register for SMS Text, etc.

Request an automated password reset

Verify identity and set new password







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How Does Password Reset Work?

Service-Desk Assisted Experience

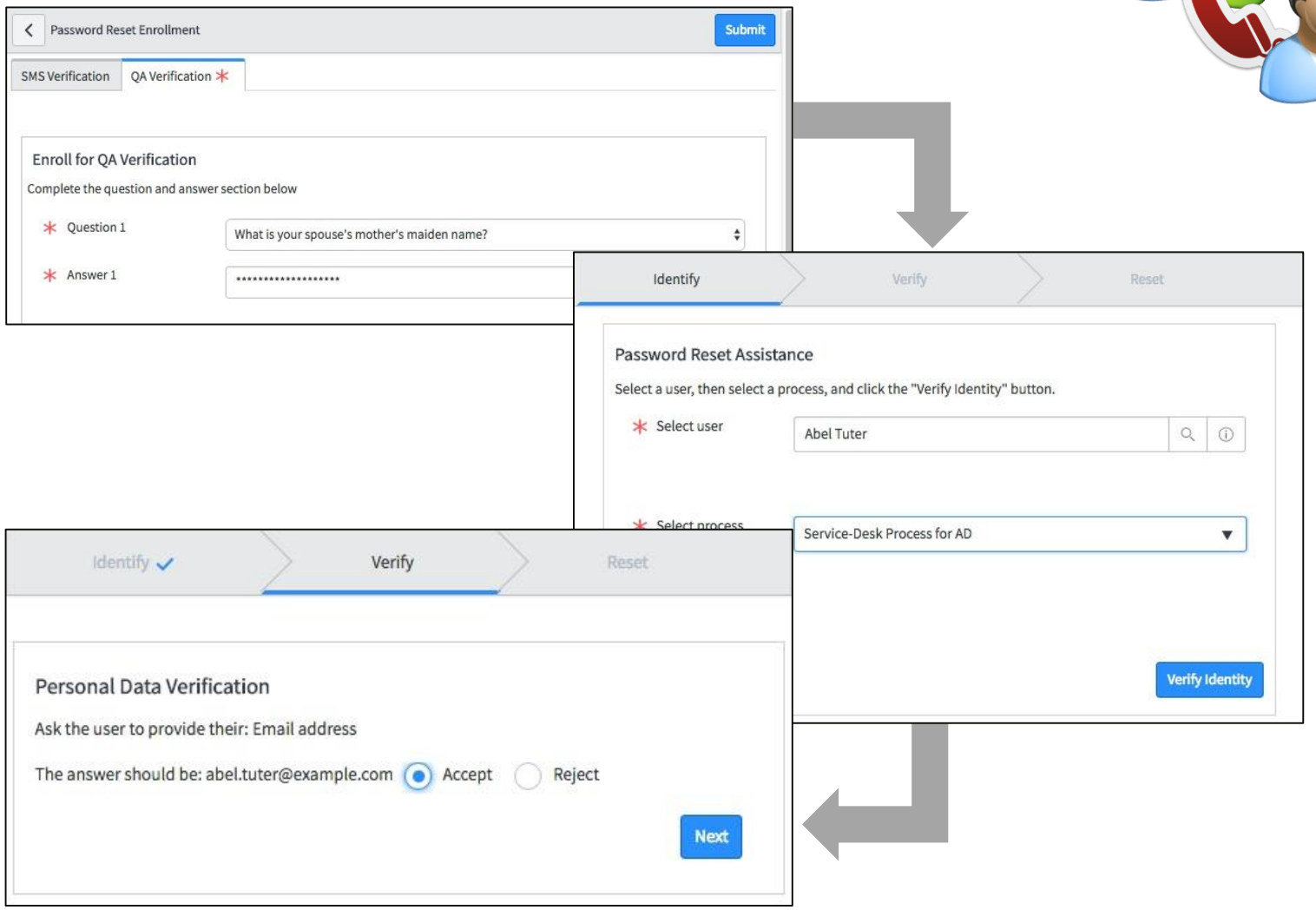


Enrollment

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

Call Service Desk and verify identity

New password given to user



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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 or even more.

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

Please don't forget to fill out the survey

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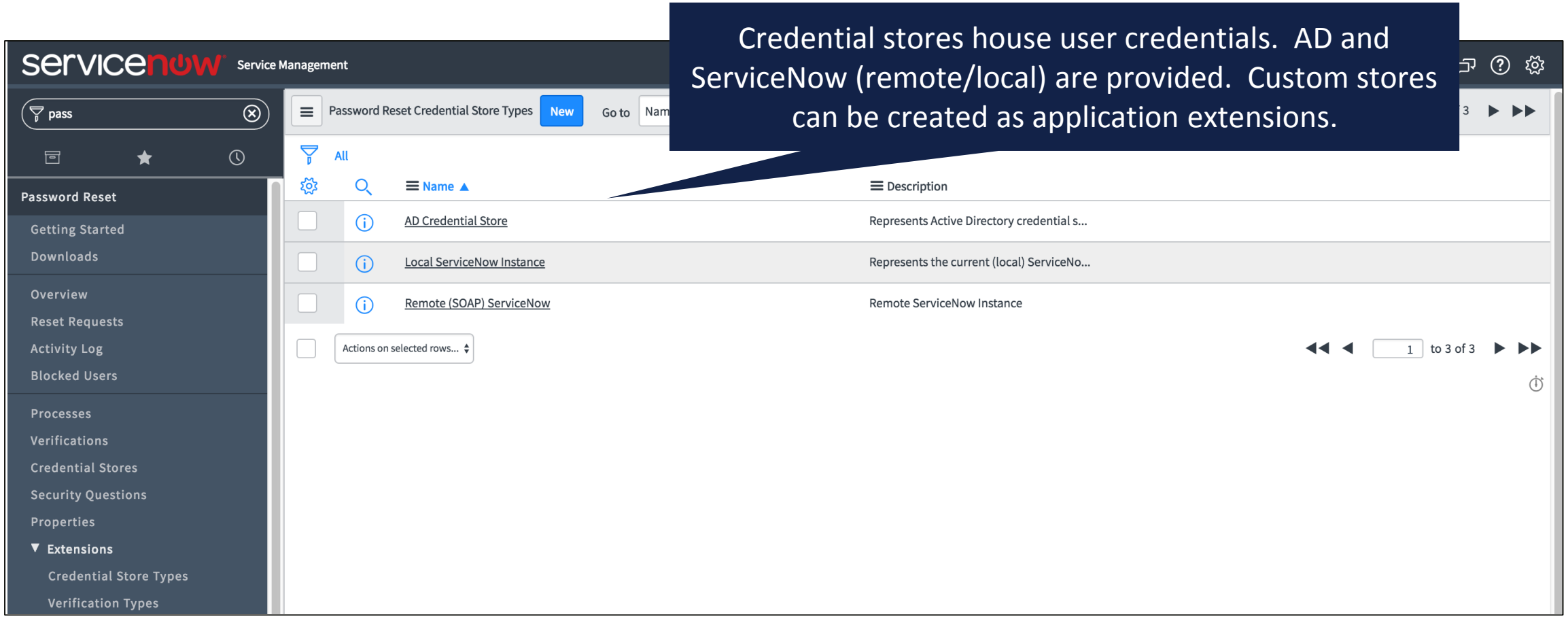
Core Concept Walk-Through

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Credential Stores

ServiceNow and MS AD Provided … Create Custom Stores as Well

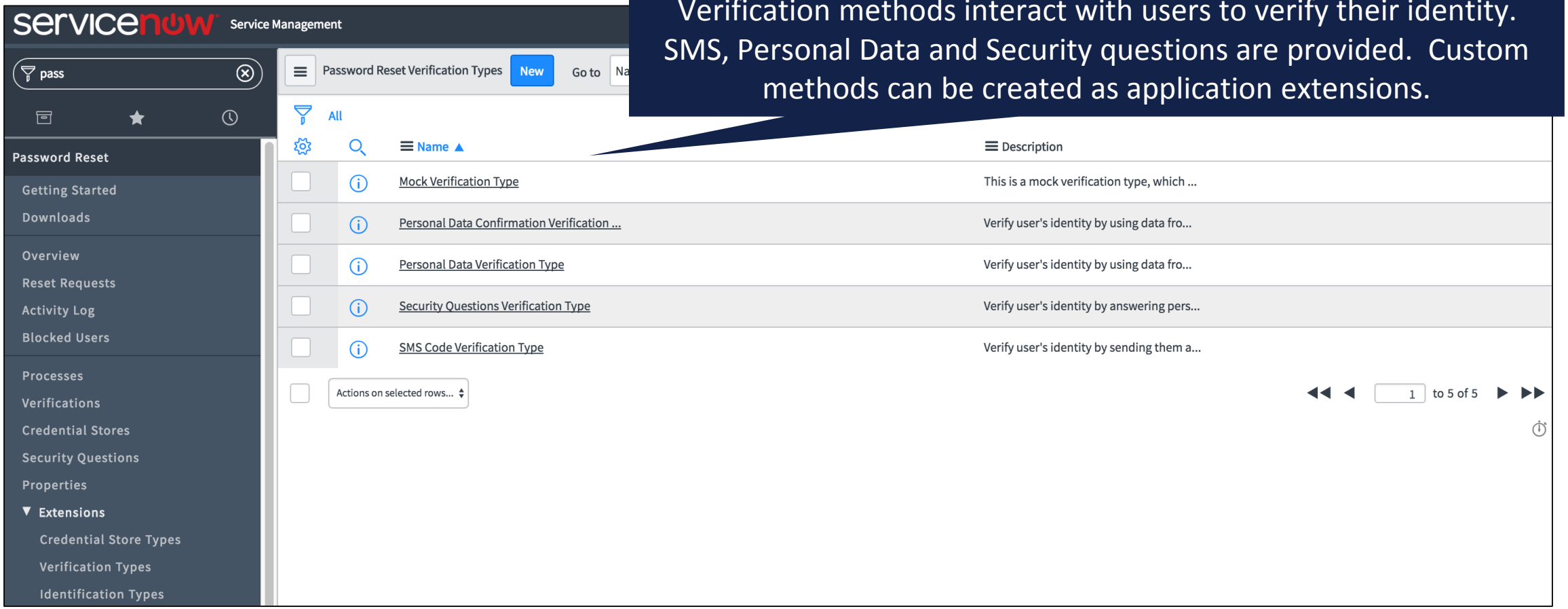


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Verification Methods

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

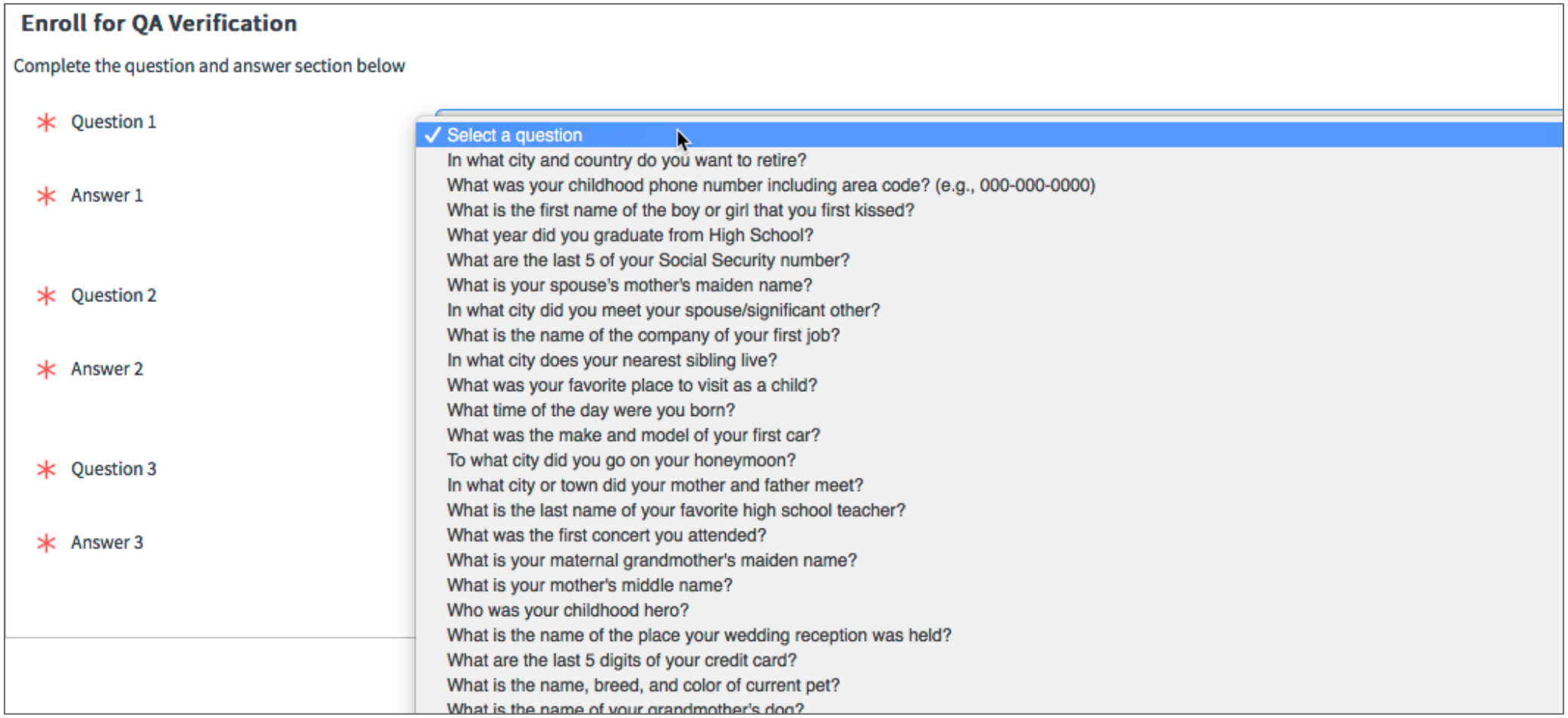
Verification methods interact with users to verify their identity. SMS, Personal Data and Security questions are provided. Custom methods can be created as application extensions.



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Security Questions

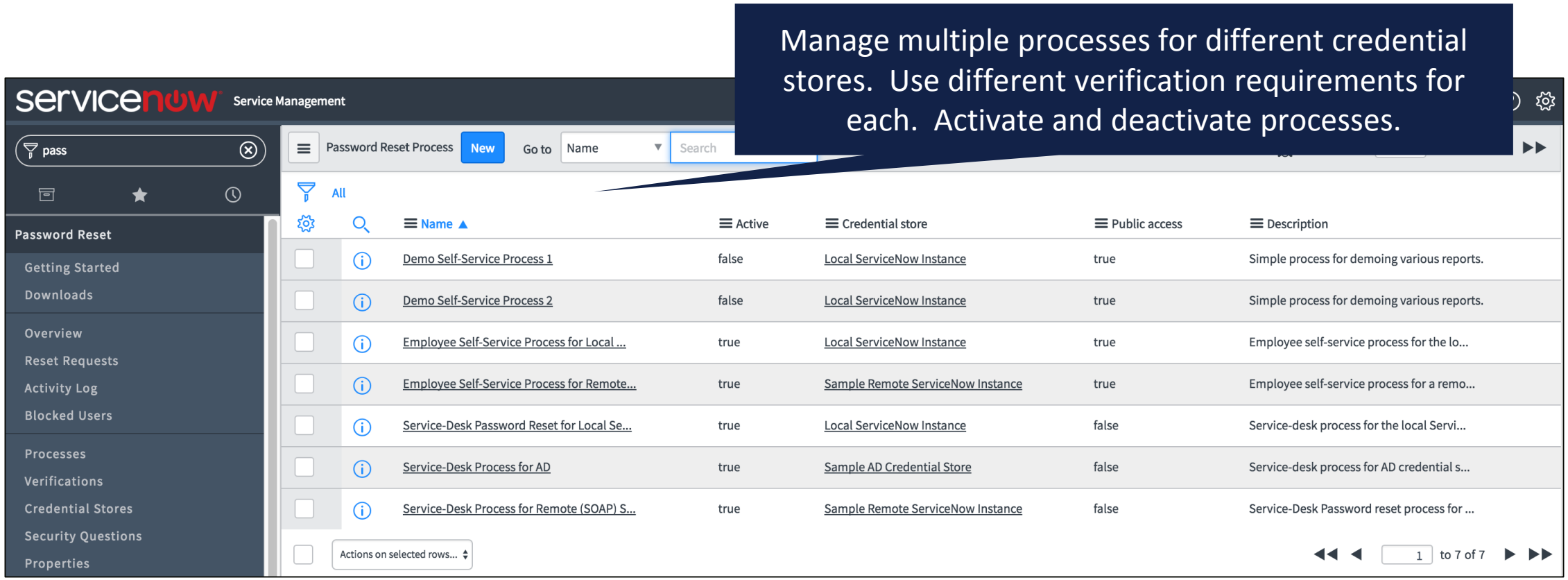
Good Practice List Provided or Provide Your Own



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Password Reset Processes

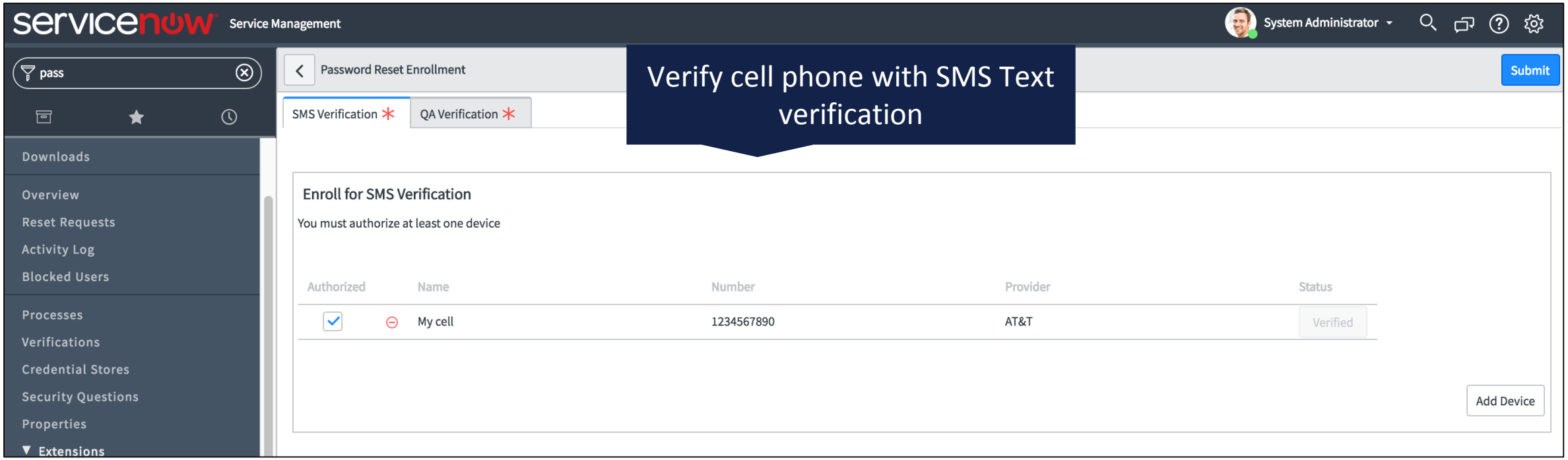
Combine Credential Stores, Verification Methods and Policies into a Process



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Enrollment

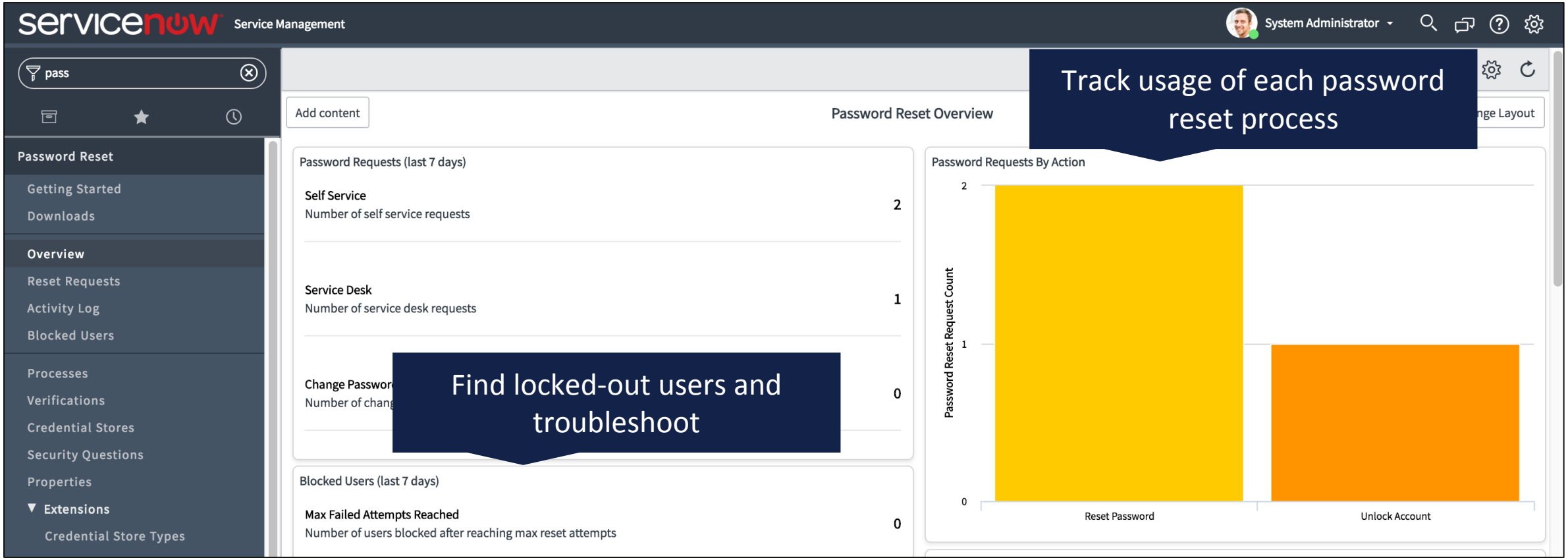
Users Configure Verification Required for All Password Reset Processes



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Reporting

Credentials Manager Dashboard



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Resolve Locked-Out Users

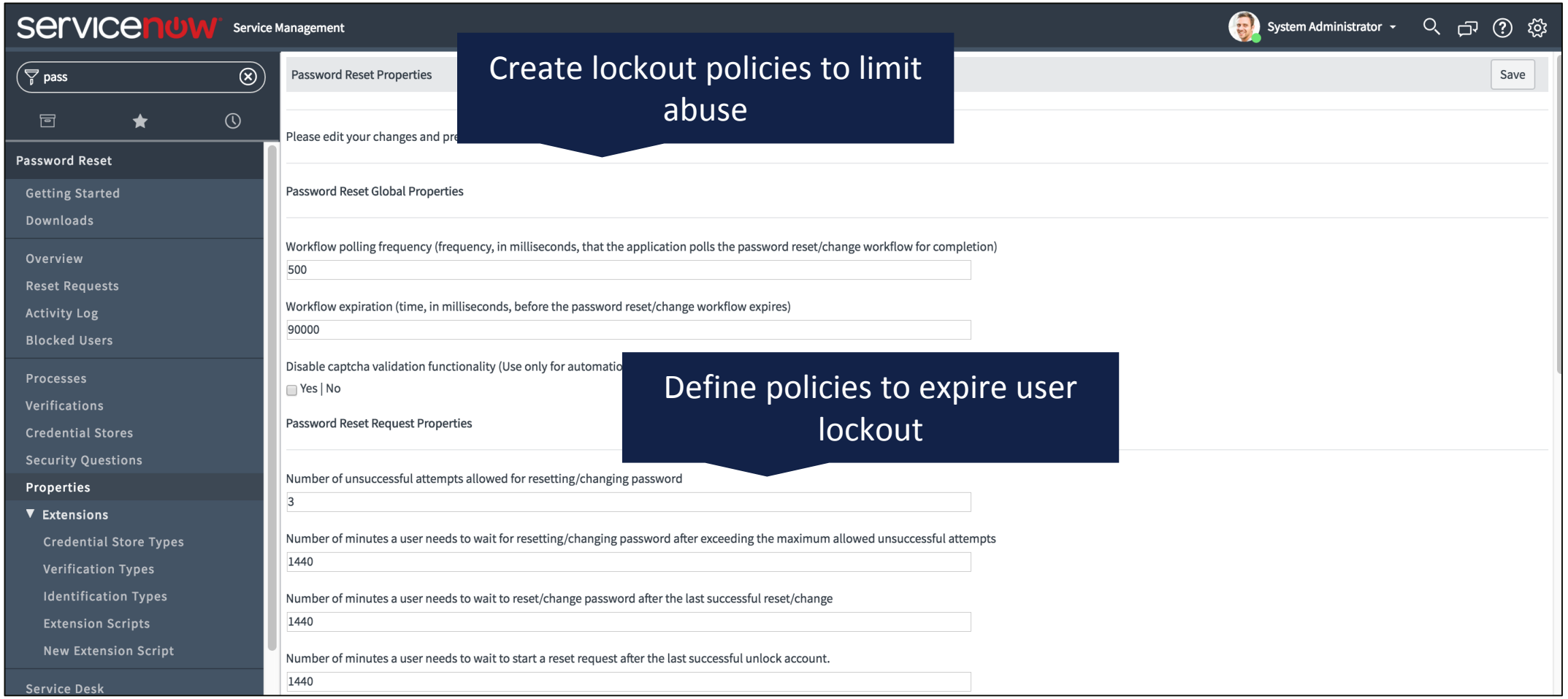
See Who Is Locked Out and Unlock Them If Appropriate



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Security Features

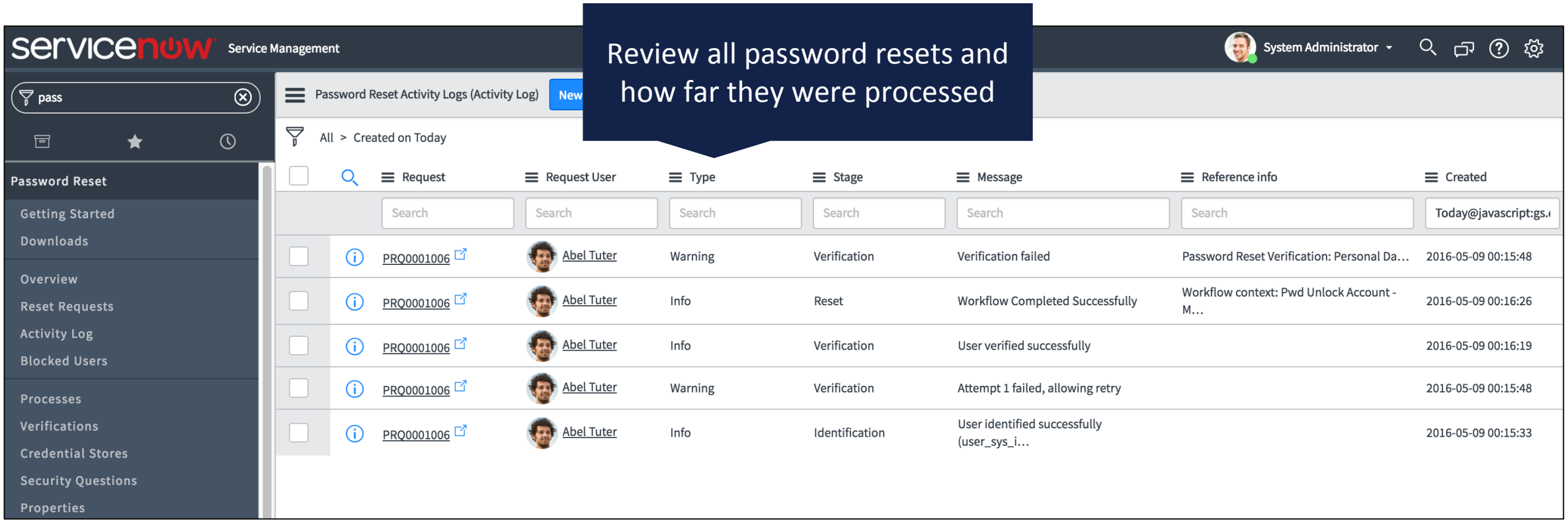
Prevent Excessive Guessing and Denial of Service Attack



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Detailed Activity Logging

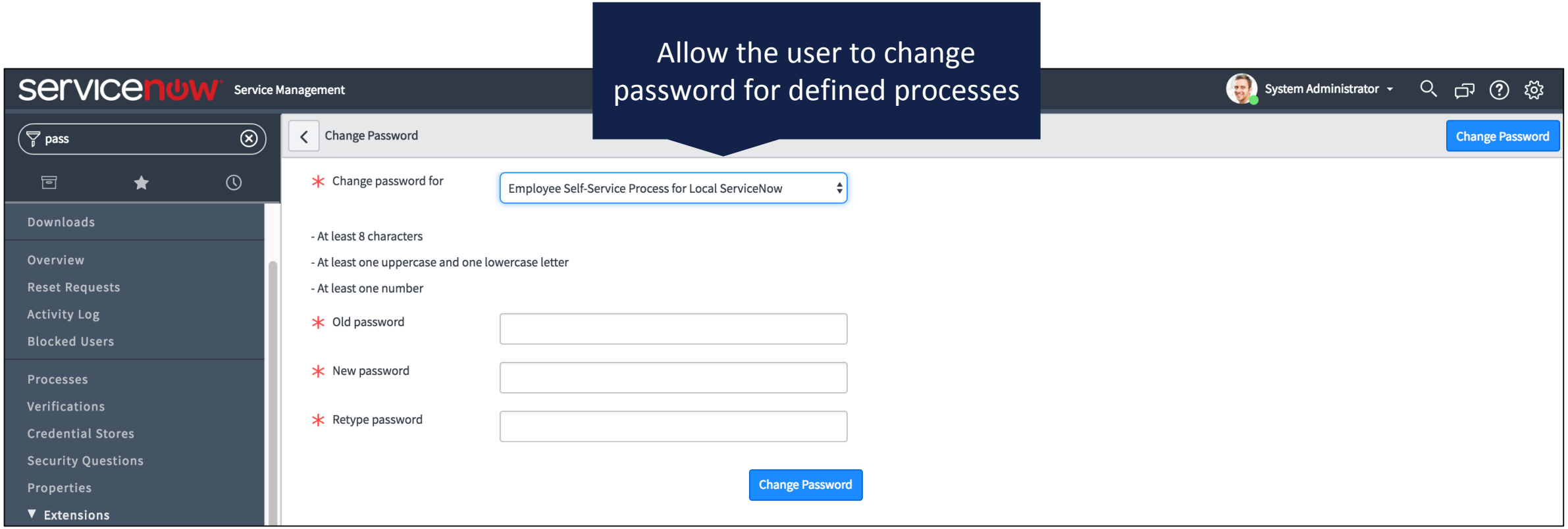
Track Each Request and Troubleshoot as Needed



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Change Password

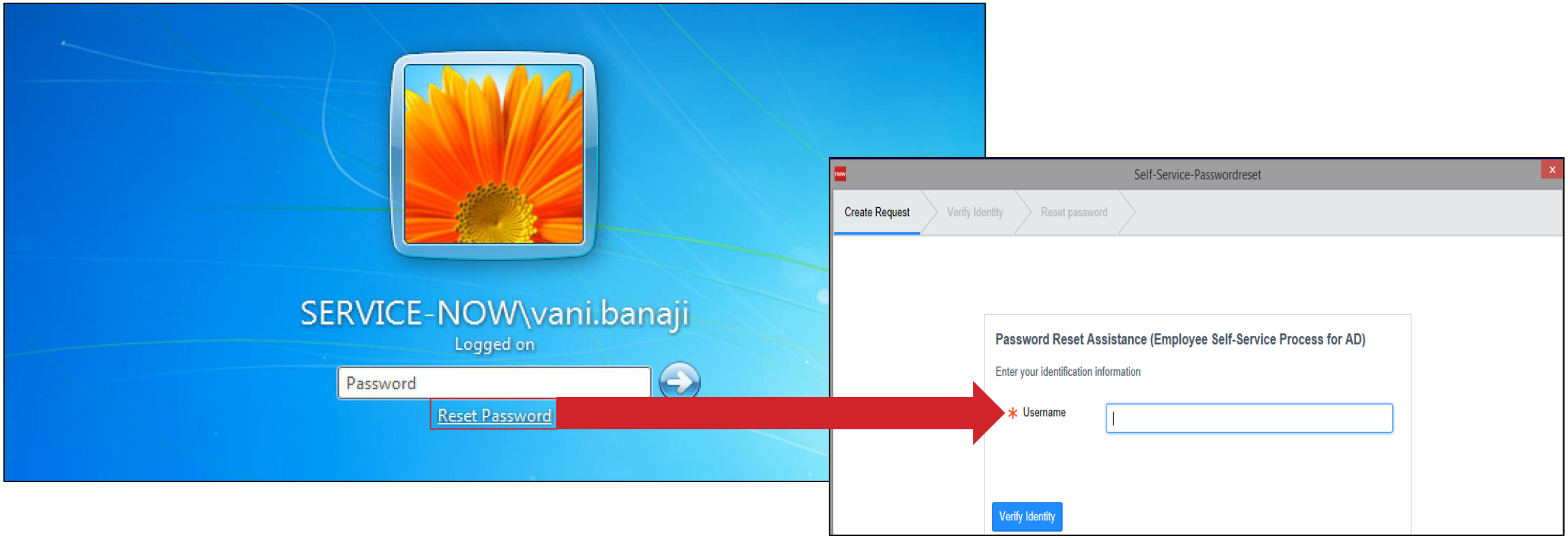
Users Can Change Password by Entering Their Old and New Password



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Reset Password from Desktop Logon

Enrolled Users Can Reset Password from the Windows Logon Screen



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