



Verismic Password Reset™ Solution Brief

This document provides an overview of the Verismic Password Reset™ technical solution for Enterprise Self-Service Password Reset and User Validation. Verismic Password Reset™ is designed to reduce service desk loads that can be 30% password related and to increase security of service desk calls by validating caller identities.

Simple End-User Self-Service Resets and Improved Perception of IT

A great time and efficiency benefit is giving the end user the capability to help themselves. Rather than having to wait on hold for a service desk operator to answer and then potentially having to wait again until someone with authorization can perform a reset for them, end users can quickly and securely reset their own passwords.

With more businesses focusing on increased security with greater password complexity and enforcement of password histories, perception of IT can reduce as users begin to feel the impact. By providing easy to use self-service reset, IT can make the environment more secure while also providing additional services to their customers.

High Visibility and Compatibility

On Microsoft Windows XP, the GINA extension is commonly used for pre-login functionality but this has inherent limitations and compatibility issues. Verismic Password Reset™ provides both the GINA extension and the 'Floating Window' method to ensure the solution is highly visible and also avoids the inherent GINA extension issues.

The presented text and logos may also be customized.

For Microsoft Vista and Windows 7 systems, the Credential Provider is used.



Zero Memory Footprint

Verismic Password Reset™ agents do not remain memory resident during user sessions. Agent only launch into memory at login prompts and locked screens.

No Database Requirements

Verismic Password Reset™ comes with a highly scalable database removing the need for a full database solution for most environments.

For those wishing to use an existing DBMS, full support for Microsoft SQL 2005/2008 and Oracle databases.

Resets on the Closest Authentication Server

Domains and Active Directories replicate changes, and even though password changes are high priority this can still take some time to reach a local authentication server. To remove this issue which can result in locked accounts and user dissatisfaction, Verismic Password Reset™ performs the password action on the authentication server closest to the user.

Ensures High Levels of Registration

A self-service solution is only as good as the level of registration it has. Without constant focus, most solutions' registration levels begin to decline meaning that calls begin to increase again. With Verismic Password Reset™ new users are automatically detected and prompted to register within the system.

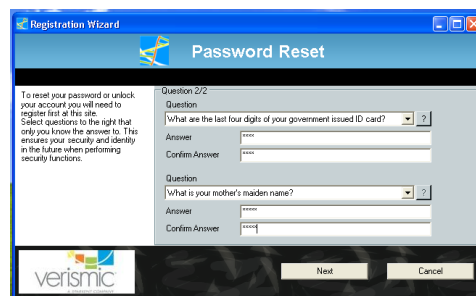
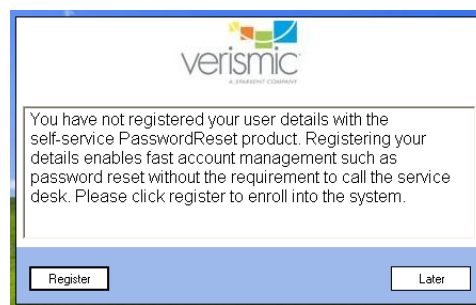
Users can defer registration but be forced to register after a maximum number of deferrals.

Automatic User Registration Prompting ensures ongoing high levels of registration without any administration overhead whatsoever. Your investment self-maintains to continue providing value year on year.

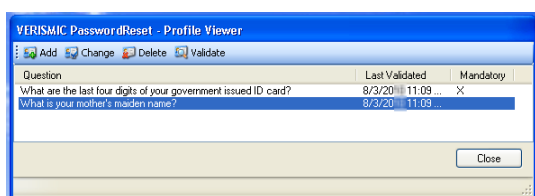
Quick, Easy, Intuitive Registration

The customizable interface allows for clear presentation of questions including additional descriptions where necessary.

Rapid registration through a corporate branded interface is a simple and intuitive process.



User Profile Validation



Question	Last Validated	Mandatory
What are the last four digits of your government issued ID card?	8/3/20 11:09	X
What is your mother's maiden name?	8/3/20 11:09	

Over time, answers to questions may change or users may forget their answers. To automatically deal with this natural degradation in data integrity, Verismic Password Reset™ can automatically prompt or require users to validate their security questions and answers.

Service Desk Integration – Activity Logging

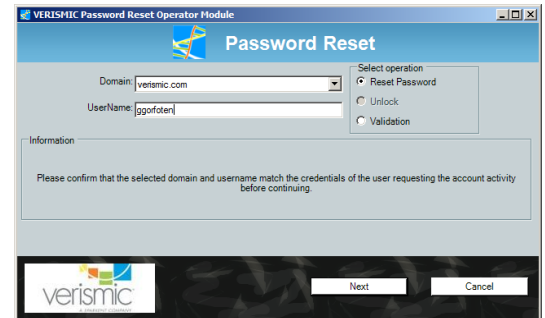
Any action undertaken can generate an email both to the end user for confirmation and from the end user to the service desk. If your service desk support the automatic processing of emails, all password reset activity can be automatically logged and even categorized and closed for you too.

Service Desk Integration – Operator Consoles

Even with self-service, some calls will still be handled by the service desk. Verismic Password Reset™ removes this as a barrier as well as the need to escalate requests or even grant password reset rights to service desk operators.

The simple to use Operator Console allows operators to validate the identity of a caller before performing a reset action for them.

Did you know? – You can use the Operator Console to validate identity for any purpose and reduce the risk of service desk social engineering attacks.



Automated Password Expiry Emails

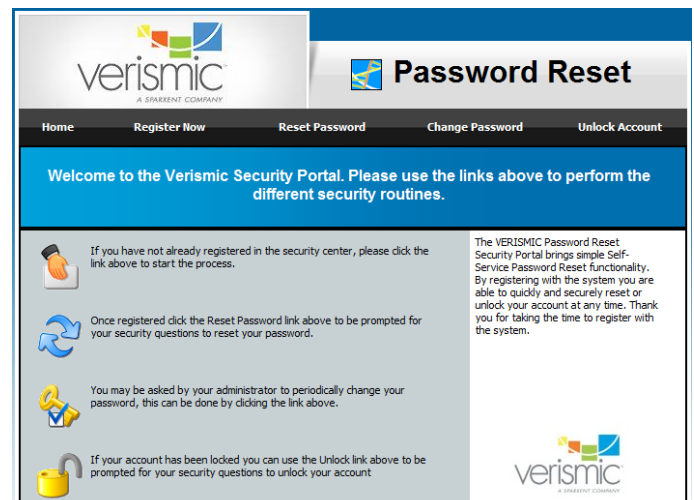
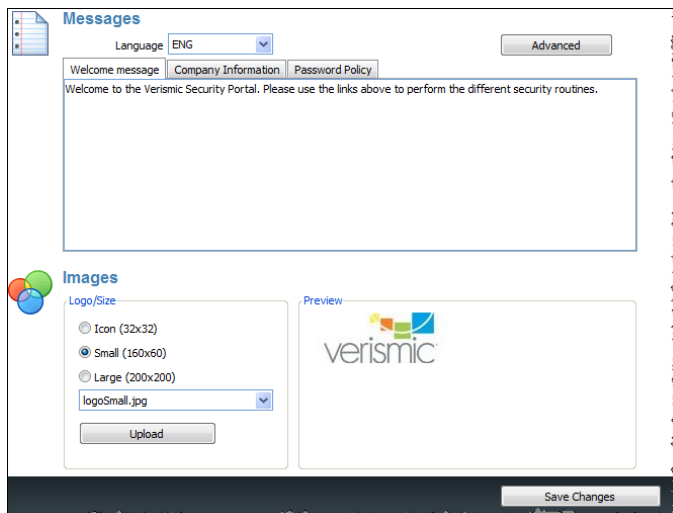
With the increase in power saving initiatives, systems are rebooted less frequently and users log on and off fewer times. Especially for mobile users, this can mean that by the time they realize they need to change their password it is too late.

Verismic Password Reset™ increases the options available to users by emailing them as many days/times as you require in the days leading up to password expiry. Changing the password through the self-service portal also allows these actions to be audited.

Customizable Interfaces

To make the system as user friendly as possible and to help you corporate brand the system, Verismic Password Reset™ is the most customizable solution available today.

In various areas of the product the logos may be replaced with your corporate branding to present a



familiar look and feel.

Virtually all the text in the system can be modified to read how you would like including the ability to add additional languages!

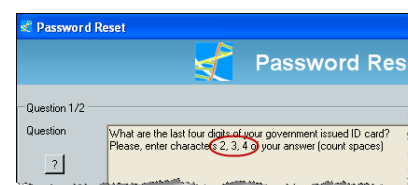
Questions Detail and Controls

With extensive control over what questions can be presented, how many, and in what format, Verismic Password Reset™ provides the best mechanisms to ensure security.

- Customized Questions
 - Provided questions may be modified or replaced with any questions you require
- Mandatory Questions
 - Specific questions that must always be answered during registration
- Question Descriptions
 - To guide users to the expected response
- Answer Validation
 - Ensures answers are given in the correct format e.g. DD/MM/YYYY where required
- Question Pool
 - How many question must be answered

Answer Masking

To further secure the process, Verismic Password Reset™ optionally allows the use of Answer Masking to prompt only for certain characters of the answer. Available for end users or just for Service Desk Operators, Answer masking is a powerful security feature.



Multi-Language

For those supporting international offices, Verismic Password Reset™ supports English, French, and German out of the box and can be modified to support many others.

Self-Upgrading Agents

The Verismic Password Reset™ agent is highly recommended due to the extensive functionality it offers. To make ongoing administration simple, Verismic Password Reset™ agents can automatically detect an upgraded server installation and upgrade themselves without administrator involvement or user impact.

Account & Group Exclusions

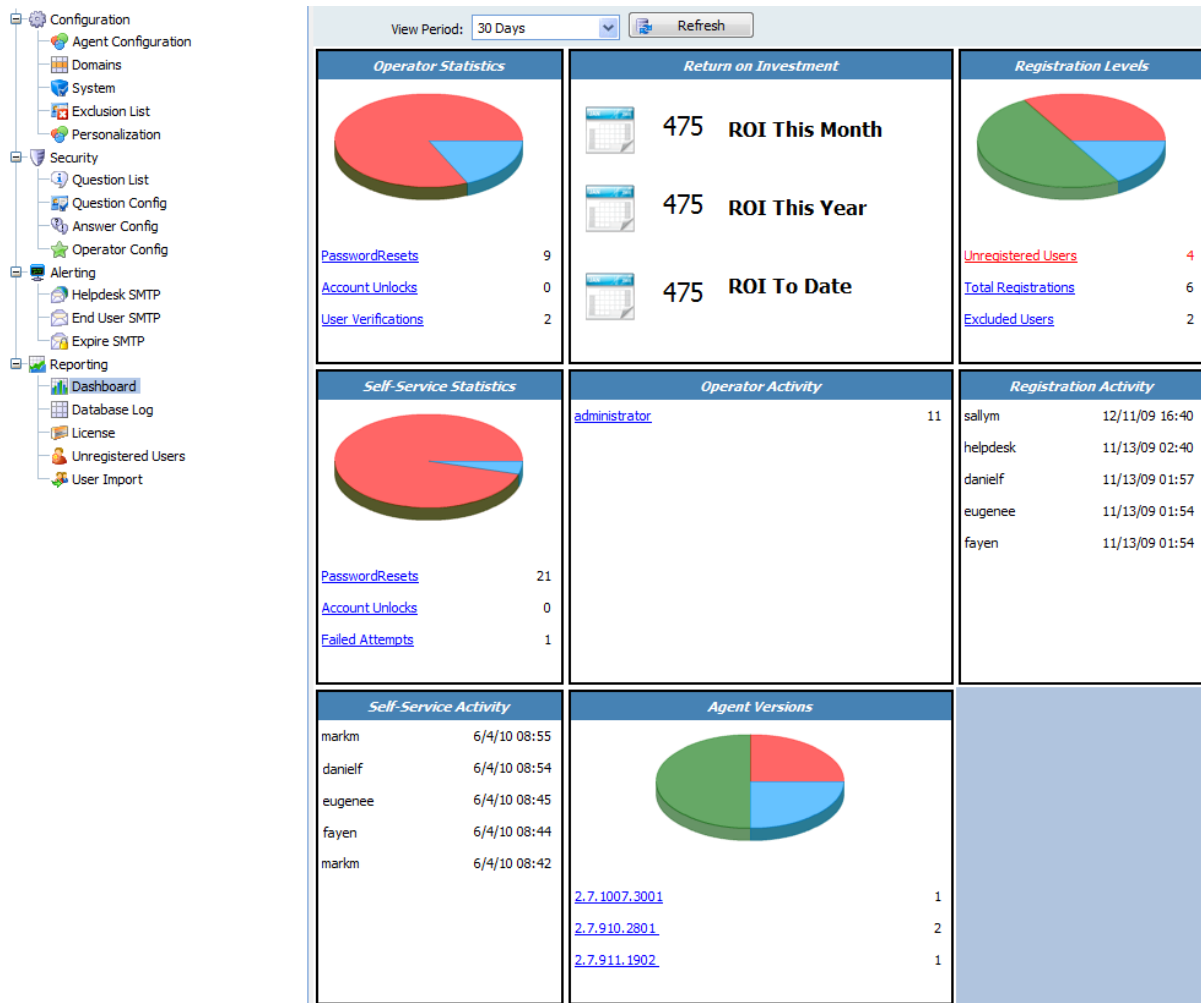
Not all accounts are suitable for registering with the reset service and these can be excluded individually, through wildcards (e.g. Admin*), or through group memberships.

Excluded accounts cannot be registered and do not impact licensing or registration reports.

Audit Trail & Reports Dashboard

All activities of users and operators are logged in a clear audit trail for security purposes.

Logged data is automatically used to provide business metrics on how the solution is operating and the Return On Investment being generated.



Each action can be assigned a saving value and is used to calculate the return from its use. Verismic Password Reset™ not only promises returns but clearly demonstrates them.

Automatic License Reclaim

Verismic Password Reset™ is licensed by the number of registered users. To make this as efficient as possible, disabled or deleted user accounts can be removed from the system to reclaim licenses.

The reclaim process is automated where required to make this a zero-administration activity.

Simple Agent Deployment

The Verismic Password Reset™ agent is a single file MSI making it suitable for deployment via any software delivery tool or through Active Directory Group Policies.

Simple Evaluation

Verismic Password Reset™ can be installed on Windows XP, Vista, and Windows 7 workstations for evaluation purposes using the personal version of IIS for the web services.

Combined with the provision of a standard database, this make evaluation fast and simple.

Conclusion

Verismic Password Reset™ is one of the fastest and most simple ways of making a measurable difference in service desk loads.

Installed and deployed in a very short time, the solution can be delivering returns that can pay for themselves in a matter of weeks while at the same time helping to secure the environment and make IT more of a friend to the end users.

“As we become more concerned with data protection and the mechanisms that ensure security, we need to be careful we don’t create new holes through over-zealous application of complexity rules.

Verismic Password Reset™ is the solution that helps us achieve both efficiency savings and the streamlined introduction of enhanced security procedures.

One of the simplest and most effective projects IT & the Service Desk can undertake.”

Mark McGinn – Managing Director, Verismic Software