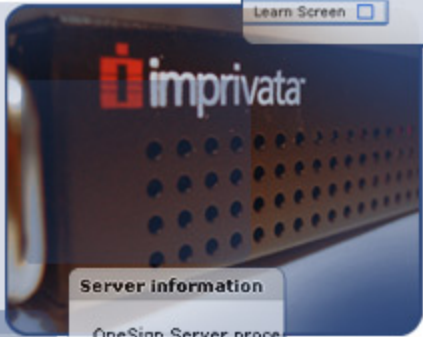
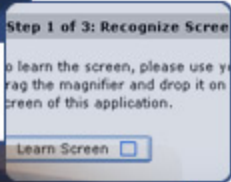


The Ubiquitous Password Problem

How 3 companies are solving it with SSO

*Presented by: Andy Swenson
CIO - Tribridge, Inc.*



Server information

OneSign Server process running
Number of requests handled by OneSign Server since start
Average Server response time

Why Have Passwords Become so Problematic?

In 2000

Today...

	<i>In 2000</i>	<i>Today...</i>
User Convenience	The average corporate user had 2 passwords	Average user has 10-15 passwords to remember
Regulatory compliance	NO regulations	SOX, HIPAA, GLBA, PCI, FFIEC, Global issue
Password Security	90% of companies had no password policies	Companies are either: thinking about; trying to; or have implemented PW policies
Control over information access	Access limited to within the enterprise	ASP's, third-party web applications, remote users

The Truth About Passwords

- **“Good” Passwords are designed to be user unfriendly**
 - Simple passwords are weak
 - Complex passwords are stronger but difficult to remember
 - Confusion across numerous passwords
- **Social engineering can defeat most password security**
 - Using the same password for all applications
 - Sticky note reminders for credentials
- **Password change events cause loss of productivity**
 - Average user maintains 7-10 changing passwords
 - 30% of Help Desk calls relate to forgotten or incorrect passwords
 - Average of 45 minutes lost productivity
- **Roaming and remote users constantly re-enter credentials**
- **Passwords are not “free”**

Login Password:	*****
Confirm Password:	*****
Enable Password:	*****
Confirm Password:	*****



What is Enterprise Single Sign-On (ESSO)?

A single authentication to the network providing seamless access to a full range of enterprise applications, including:

- **Windows/Client Server**
 - Java, VB, etc.
- **Legacy Applications**
 - Terminal emulators, Command line, Telnet, etc.
- **Web Applications**
 - Including 3rd party hosted/ ASP



How are people solving the Password Problem?



Step 1 of 3: Recognize Screen

To learn the screen, please use your finger to drag the magnifier and drop it on the screen of this application.

Learn Screen



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Hilton Grand Vacations Company

■ Summary

- Vacation Club Division Hilton Hotels Corporation
- Over 3,900 employees across 50 locations worldwide
- HQ in Orlando, FL

■ Problem

- Too many password resets
 - Running around 2000/month
 - Made up 60% of all help desk calls
- Large heterogeneous environment – Windows, Sun, Unix, Linux
- More effectively utilize IT Resources

■ Initial objectives

- Dramatically reduce password resets
- Provide greater user convenience



Hilton Grand Vacations Company

■ Requirements

- Work with Windows, Unix, Solaris, and Linux applications
- Ease of configuration and roll-out
- Low cost of on-going management and maintenance

■ Results with Imprivata OneSign

- Fast deployment with appliance, low on-going maintenance
- Rolled out to all 3900 users
- Complete SSO to all their applications with no scripting
- Reduced password resets by over 30% in the 1st month
- Very happy users

■ Unexpected Benefits

- No need to establish User Training Course
- Enabled use of strong password policies



H. Lee Moffitt Cancer Center

■ Summary

- Named one of Top Cancer Centers in America by US News & World
- Based in Tampa, Florida
- Admits over 200,000 patients annually

■ Problem

- Need to comply with HIPAA requirements
- Over 100 individual applications in use

■ Initial objectives

- Provide secure passwords for each individual user
- Maintain HIPPA compliance while allowing shared workstations

H. Lee Moffitt Cancer Center

■ Requirements

- Affordable solution with fast deployment
- Easily extensible to over 100 applications
- Ability to be managed in-house

■ Results with Imprivata OneSign

- Rapid initial set-up time
- Rolled out to over 2,600 users & 300 researchers and USF Faculty
- SSO to over 100 applications
- Improved end user productivity
- Near zero on-going maintenance, managed by existing IT staff

■ Unexpected Benefits

- Patients can now access their own data
- Strong passwords now enforced in all systems

Melbourne Internal Medicine Associates

■ Summary

- Largest multi-specialty group practice in central Florida
- Based in Melbourne
- Housed in 18 locations
- Over 1,000 clinical, diagnostic and administrative employees

■ Problem

- Increasing complexity of multiple systems
- Clinician frustration of constantly logging in/out of critical applications
- Rising help desk costs

■ Initial Objectives

- Reduce employee password burden
- Strengthen access security
- HIPAA compliance

Parkview Adventist Healthcare

■ Requirements

- East to install and run
- Low cost to implement and maintain
- Ability for clinical users to share workstations

■ Results with Imprivata OneSign

- Rolled out to smaller locations with very positive results
- Deployed to 15 locations in weeks not months
- SSO to all critical applications
- High user satisfaction

■ Unexpected Benefits

- Compliance with HIPAA privacy mandates
- Enhanced patient care by increasing employee productivity

BJC Healthcare...in their own words...



Common Lessons from the field

- **User adoption will make or break you – make it easy**
- **Choose an IT champion within the user community**
- **Design to streamline user workflow**
- **Provide a choice of authentication modes for users/roles**
- **Standardization of devices will help you**
- **You can never have too much communication/ education/promotion surrounding your implementation**
- **Educating everyone once and one way is not enough
Keep in close contact with users – appreciate and incorporate their feedback**
- **Holding the users' hands can take some time but can help keep you employed**

Questions?

Authentication – Its all about identifying the user



What you know:

- Passwords
- Strong passwords



What you are:

- Fingerprint
- Iris scans



What you have:

- ID Tokens
- Smart Cards
- Passive Proximity Cards
- Active Proximity Cards



Where you are:

- Converged logical-physical access
- RFID tags

Technology is only part of the solution – understanding your user requirements is critical