

## 1 Hitachi ID Password Manager



**Managing the User Lifecycle  
Across On-Premises and  
Cloud-Hosted Applications**

*Self service management of passwords, PINs and encryption keys.*

## 2 Password Manager Animated Demonstration

The following animations illustrate core Hitachi ID Password Manager user interfaces and processes:

- Security question enrollment:
  - A user authenticates and completes his personal profile of questions and answers.
- Alias enrollment:
  - A user attaches non-standard login IDs to his profile.
- Password expiration:
  - A user is invited, via e-mail, to change soon-to-expire passwords.
- Self-service password reset (SSPR) using Secure Kiosk Account:
  - A locked out user resolves his own problem, from the login prompt, without client software deployment.
- SSPR with GINA Extension:
  - A locked out user resolves his own problem, from the login prompt, using a GINA extension.
- SSPR with Vista credential provider:
  - A locked out user resolves his own problem, from the login prompt, using a Windows Vista credential provider.
- Assisted password reset:
  - A help desk analyst signs in with an RSA SecurID token and resets a caller's password.
- PIN Reset for an RSA SecurID token:
  - A user resets his RSA SecurID token PIN with Password Manager.

## 3 Locked out Windows 7 user resets own password

Animation: [../pics/camtasia/psynch-2/win7-credential-provider.cam](http://pics/camtasia/psynch-2/win7-credential-provider.cam)

## 4 Locked out Windows XP user resets own password

Animation: [../pics/camtasia/psynch-2/5-password-reset-gina.cam](http://pics/camtasia/psynch-2/5-password-reset-gina.cam)

## **5 Locked out Windows user resets own password (no software footprint)**

Animation: ../pics/camtasia/psynch-2/4-password-reset-ska.cam4

## **6 Enrollment of security questions**

Animation: ../pics/camtasia/psynch-2/1-qa-enrollment.cam

## **7 Enrollment of non-standard login IDs**

Animation: ../pics/camtasia/psynch-2/2-alias-enrollment.cam

## **8 RSA SecurID Self Service Token Support**

Animation: ../pics/camtasia/psynch-2/8-rsa-token-reset.cam

## **9 Reminder to change passwords**

Animation: ../pics/camtasia/psynch-2/3-password-expired-email.cam

## 10 Assisted Password Reset

Animation: ../pics/camtasia/psynch-2/7-password-reset.cam

## 11 Unlocking Windows Users

<i>Approach</i>	<i>Pros</i>	<i>Cons</i>
Do nothing (call help desk).	Zero setup.	Zero benefit.
Domain secure kiosk account.	Easy setup. No client software.	Generic, no password domain account.
Personalized SKA accounts.	No "guest" domain account.	Lots of specialized domain accounts.
Local secure kiosk account.	No "guest" domain account.	Client software deployment.
GINA wrapper DLL; Vista Credential Provider	More user friendly.	Risk of workstation damage if improperly installed.
Local software + dedicated VPN.	Enables password reset for mobile or at-home users who are locked out.	Client package, at least to mobile.
IVR access.	Simple setup, no client software.	Cannot manage local passwords. Users don't want to talk to a machine.

## 12 Password Manager Benefits

### Cost Savings

<b><i>Synchronization:</i></b>	Eliminates 60% to 90% of password problems.
<b><i>Self service reset:</i></b>	When adopted by 40% to 70% of users, diverts problem resolution away from the help desk.
<b><i>Assisted reset:</i></b>	Shortens remaining password reset HD calls by 50% or more, to about 1 minute/call.
<b><i>PIN reset:</i></b>	Users can resolve their own SecurID problems.

### Improved Security

<b><i>Policy:</i></b>	Enforce 50+ password rules, globally.
<b><i>Synchronization:</i></b>	Fewer written passwords.
<b><i>Authentication:</i></b>	Block social engineering attacks on the help desk.
<b><i>Delegation:</i></b>	Eliminate admin passwords at help desk.
<b><i>Accountability:</i></b>	Log all authentications, password changes.
<b><i>Encryption:</i></b>	Protect sensitive data on disk and network.

## 13 Summary

Hitachi ID Password Manager is a comprehensive solution:

- Single, consistent platform to manage all authentication factors.
- Immediate security benefit: strong passwords, reliable help desk authentication.
- Low TCO and rapid ROI.
- Always accessible:
  - WinXP, Win7 login prompt.
  - Web browser.
  - Mini browser (e.g., iPhone, Android, Blackberry).
  - Telephone (IVR).
- Many integrations, all included in base price.

Find out more at [Password-Manager.Hitachi-ID.com](http://Password-Manager.Hitachi-ID.com)