

# Get self-service of passwords with HPE Service Anywhere – FREE Version!

November 10, 2016

## Today's Speaker:



Finn Jensen  
CEO

FastPassCorp

Founder, IT Management & Leadership Forum



**The webinar will begin shortly.**



YOUR INDEPENDENT HPE SOFTWARE COMMUNITY



**Get self-service of passwords with HPE Service Anywhere – FREE Version!**  
**November 10, 2016**

Brought to you by



# Brought to you by Vivit's HPE Service Management SIG Leaders



Robbie Clay-Ament



Laura Walker



Sri Deekshitului



# Hosted By



Rocky Pisto  
PCi

Chicago, Indiana, Kentucky, Ohio, and Pittsburgh Chapter  
Leader  
Big Data and BSM SIG Leader



# Today's Speaker



Finn Jensen  
CEO  
FastPassCorp  
Founder, IT Management & Leadership  
Forum



# Webinar Housekeeping



The screenshot shows a webinar interface with a dark sidebar on the left and a main presentation area. The sidebar contains a 'LOGO/PICTURE' section with the Vivit logo, a 'Q&A' section with a text input field and an 'Ask' button, and a 'DOWNLOAD FILES' section with a table of files. The main presentation area shows 'Slide 1 of 2' with the Vivit logo and a hand holding a globe. The globe has the text 'YOUR INDEPENDENT HPE SOFTWARE COMMUNITY' written around it. At the bottom of the slide, a blue banner contains the text 'ADVOCACY • COMMUNITY • EDUCATION'. A red arrow points to a small rectangle in the upper right corner of the presentation slide.

File Name	Size	
MAINHPPresentation.p...	1947 KB	

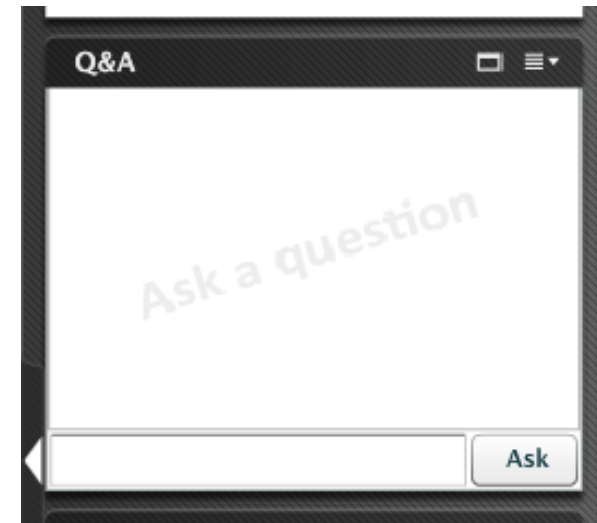
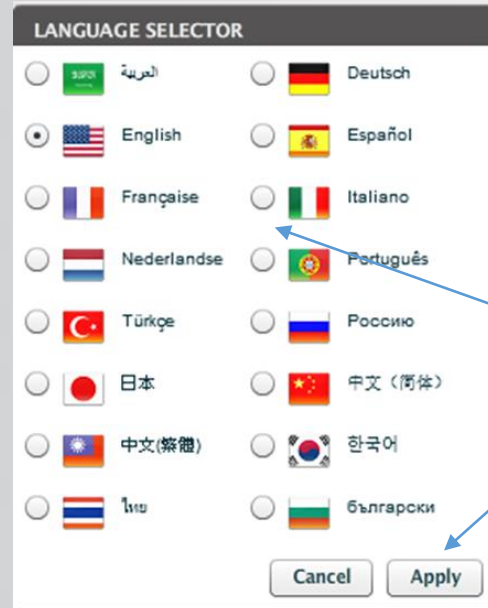
Folder: All Files

- This “LIVE” session is being recorded
- Recordings are available to all Vivit members
- To enlarge the presentation screen, click on the rectangle in the upper right hand corner of the Presentation pane



# Webinar Control Panel

- Session Q&A:  
Please type questions in the Q&A pane and click on “Ask”
- Choose the language in which you would like to ask your questions







---

# FastPass & HPE:

ITSM self-service of passwords  
Strong business case



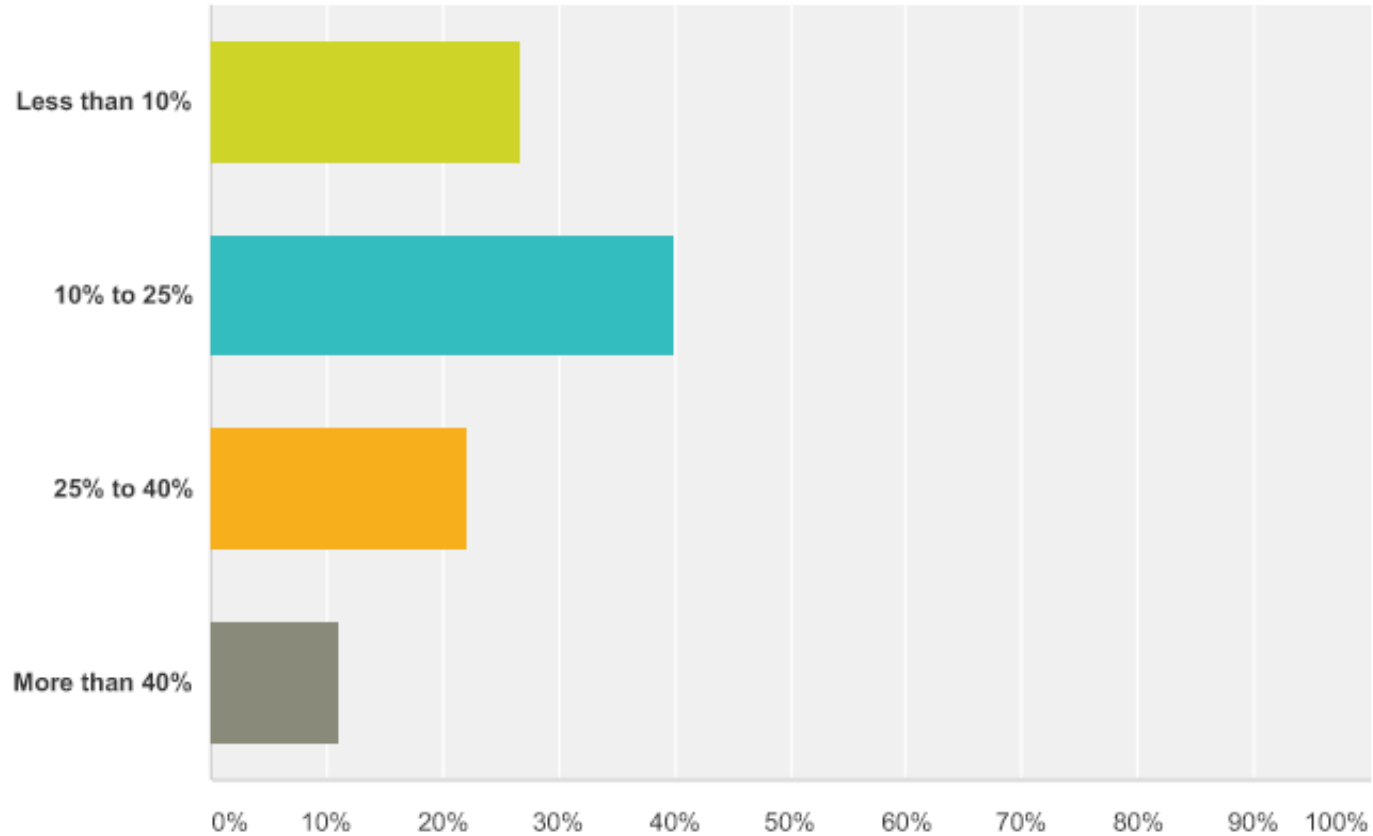
Finn Jensen CEO



SERVICE DESK is about  
USER SERVICE & PRODUCTIVITY

ITSM, ITIL, SELF-SERVICE

### Q5 What percentage of total calls to the service desk are password related?



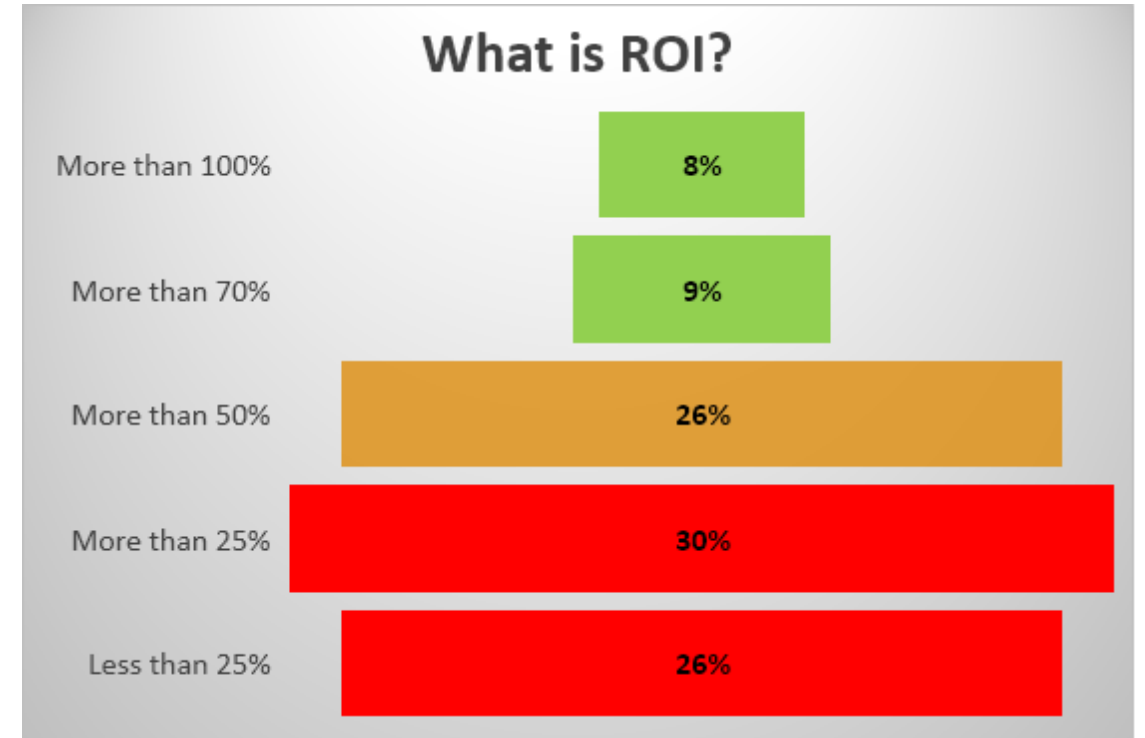
Average:  
24%

# WHAT'S IT ABOUT? COST AND RISKS ASSOCIATED WITH PASSWORD PROCESS

- **Consequences of misuse of passwords**
  - Fraud
  - Disclosure of private information
  - Mistrust of IT
  - Breach of EU GDPR 2018 (Data protection regulation)
- **Lost user productivity**
  - Can't work outside business hours
  - Specific BYOD problems cost time
  - Remote PC-users can be lost!
- **Service Desk**
  - 25% of calls unnecessary
  - Cause for employee turn-around

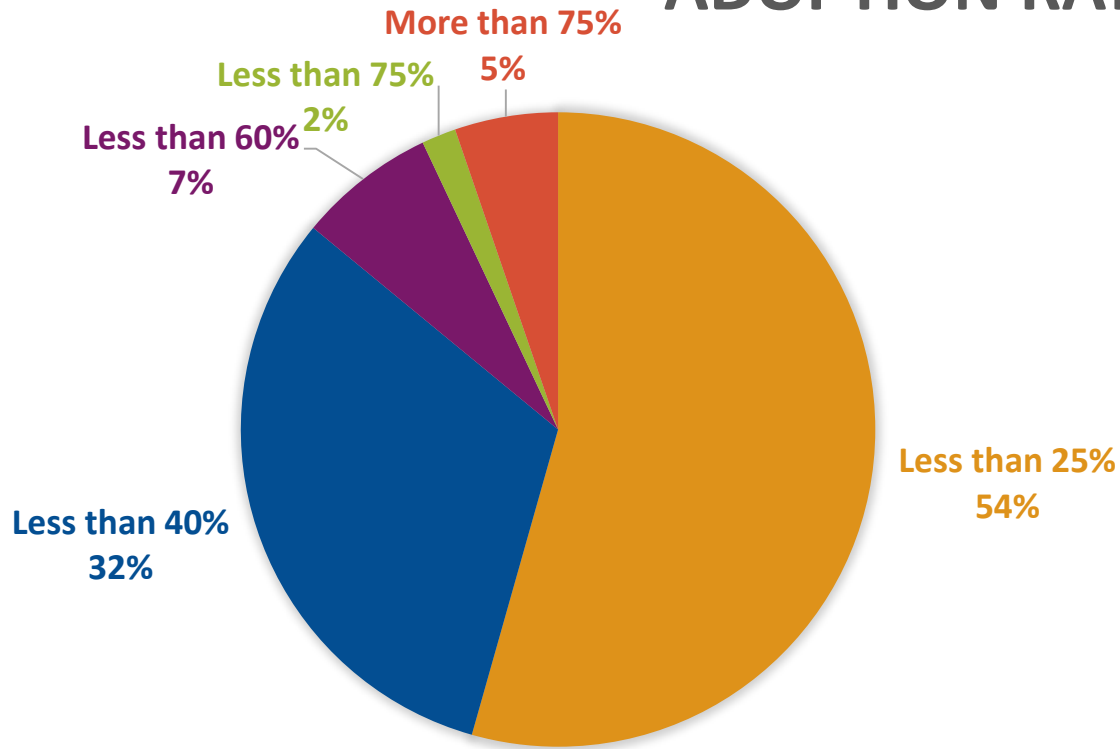


# 60% HAS A SELF-SERVICE SOLUTION, BUT: RETURN ON INVESTMENT IS VERY LOW

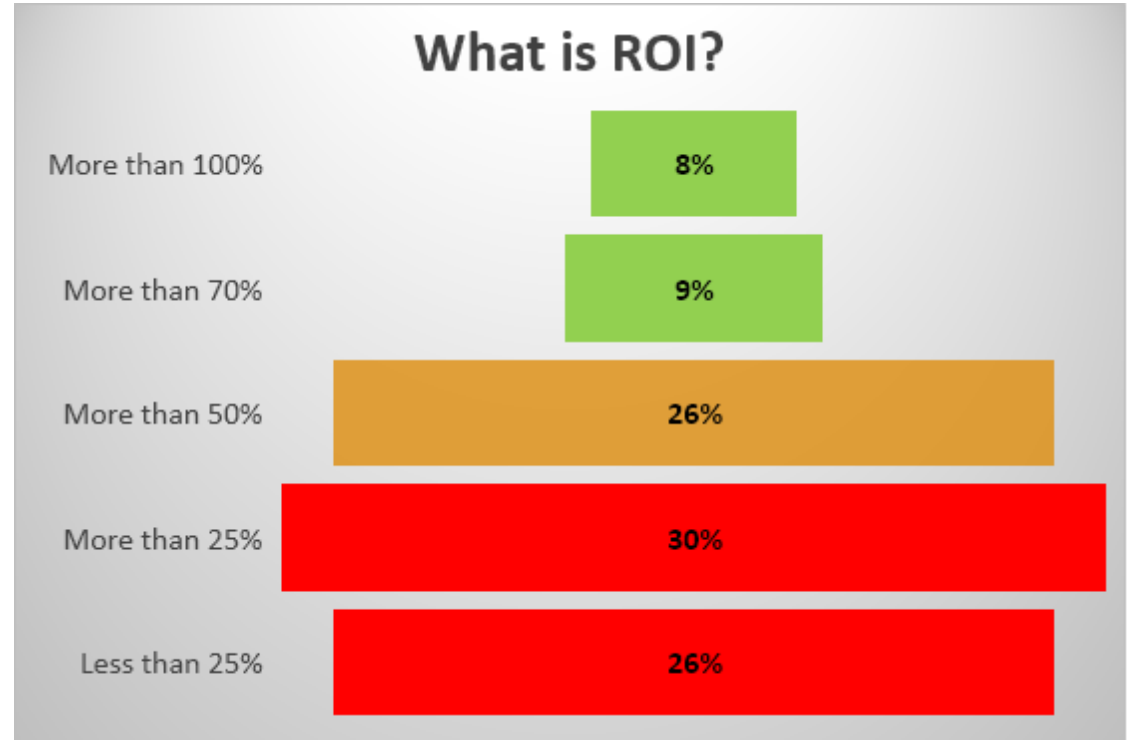


# MARK MARKET SITUATION (SERVICE DESK INSTITUTE) ONLY FEW USERS USE SELF-SERVICE

## ADOPTION RATES



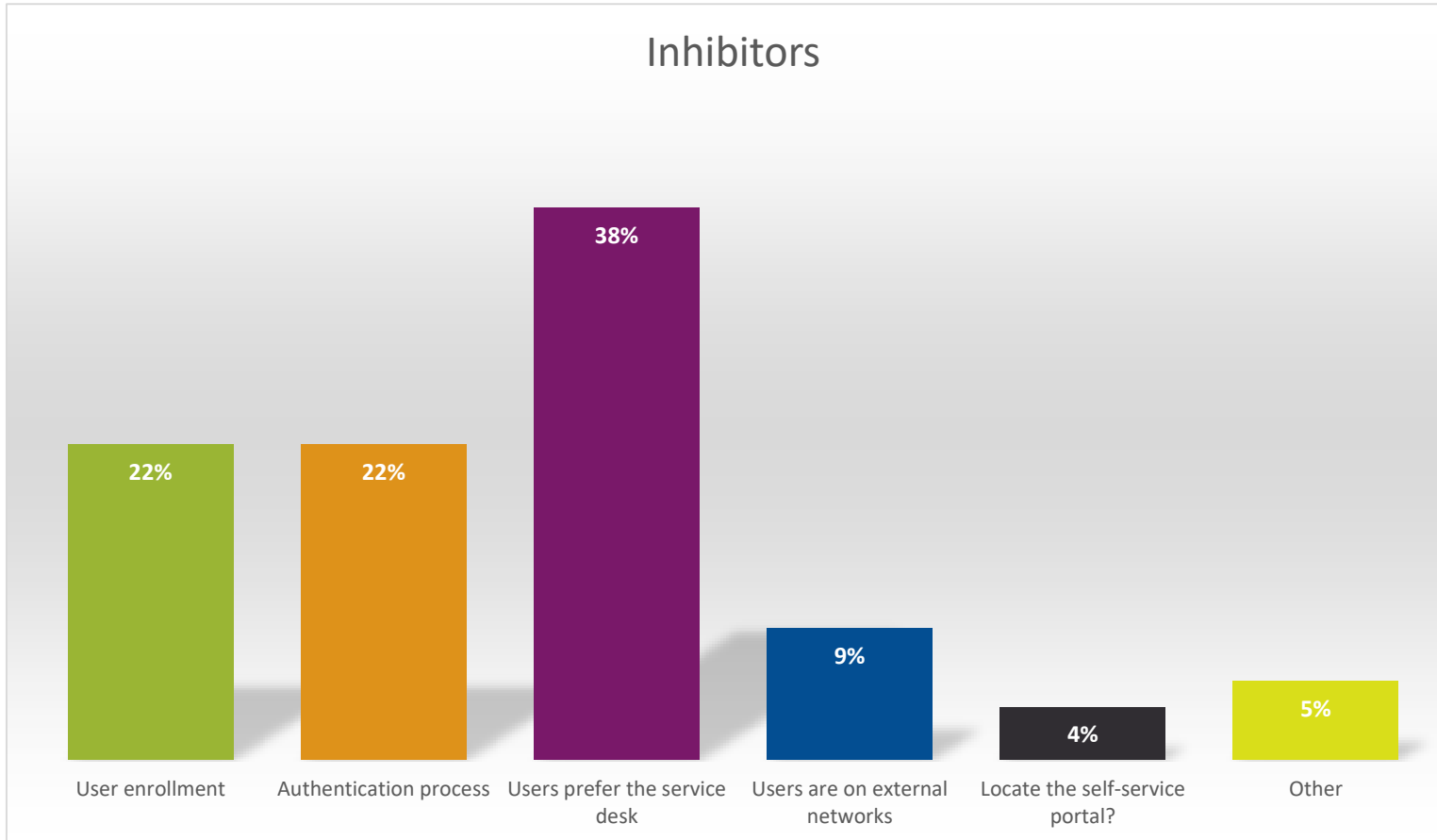
## What is ROI?



**86% of companies achieve less than 40% adoption or success rate!!**



# MARKET SITUATION (SERVICE DESK INSTITUTE) WHAT'S THE PROBLEM –INHIBITORS?



**82%:**  
Enrollment  
Authentication  
Service desk contact



# WHAT FASTPASS CUSTOMERS SAY: 70-90%

 **1500 users**  
*Winston Hughes,  
Vice President IT*

**”** ... about 90% use FastPass to reset their passwords. So we've seen a substantial reduction in calls to the help desk.

**”** We now have about 70% of all password resets and domain account unlocks completed through the self-service portal.

 **22000 users**  
*Pete Townley  
Lead Service Delivery*

 **4000 users**  
*Per Kristensen  
IT project manager*

**”** FastPass handled 2,531 password calls, or more than 80% of the total password calls from all the users.





Entry solution:  
FREE FastPass CLOUD  
(2000-30,000 users)  
for HPE & VIVIT

# User: ICON available from SAW front or your end-user portal

SAW User Portal Interface:

- Top Bar: SERVICE ANYWHERE, TRIAL
- Search: Search
- Service Icons: REQUEST SUPPORT, ASK FRIENDS, HELP FRIENDS, SUGGEST IDEA
- Service Grid:
  - PHONE AND MOBILE
  - MEETING AND COLLABORATING
  - PASSWORD RESET/UNLOCK (highlighted with a yellow arrow)
  - PC AND PRINTER
  - HUMAN RESOURCES
  - NETWORK CONNECTIVITY AND SECURITY
- Right Sidebar:
  - User: Jensen, Finn
  - Your requests: Portal tour
  - NEWS:
    - Webmail service disruption (APRIL 11 2016)
    - Planned downtime for Webmail service (APRIL 12 2016)
    - HP Connected Drive pilot now open for participation (APRIL 11 2016)
  - RECENT OFFERINGS: No relevant offerings found
  - HOT IDEAS:
    - Security Application for Kids
    - Map Mash-Up
    - Software Virtualization on SaaS

# Available from SAW articles

The image shows a search interface with a search bar containing 'password self'. Below the search bar are navigation icons: a back arrow, a search icon, and four icons representing 'REQUEST SUPPORT', 'ASK FRIENDS', 'HELP FRIENDS', and 'SUGGEST IDEA'. The search results are displayed on a white background with a light blue border. The first result is an article titled 'Reset and manage your password with FastPass Password Manager'. A yellow arrow points from this article in the search results to a larger, detailed view of the same article on the right. The detailed view shows the article title, a 'Helpful | 1' button, and the main content of the article, which includes instructions on how to use FastPass Password Manager to reset and manage passwords. At the bottom of the detailed view, there are three buttons: 'RESET PASSWORD', 'UNLOCK ACCOUNT', and 'ENROLL'.

password self

REQUEST SUPPORT ASK FRIENDS HELP FRIENDS SUGGEST IDEA

Showing results for password self

Filter by  KNOWLEDGE  OFFERINGS  REQUESTS  IDEAS

**Reset and manage your password with FastPass Password Manager**

**ARTICLE** Enter your Windows username 3. Answer the questions 4. Finally issue a new password to your self. Then, are done, your password is reset, ready to use your new password. Remember that

**Order docking station**

**SERVICE OFFERING** Order docking station. Order docking station

**Reset my Password**

**SUPPORT OFFERING** functionality: - Enable self-service business users to request self-administered password reset. - Simple password management of both local and domain users for various operating systems. \$ 0.00

**Troubleshoot Wi-Fi Networks and Connections**

**ARTICLE** to connect to your desired Wi-Fi network. Make sure you're entering your Wi-Fi password correctly. Passwords may be case sensitive and may contain numbers or special characters. Reset

Not finding what you are looking for?

**ARTICLE** Helpful | 1

**RESET AND MANAGE YOUR PASSWORD WITH FASTPASS PASSWORD MANAGER**

[Self-Service of Passwords - Reset and Unlock - Click here.](#)

**Using FastPass Password Manager**

Resetting and handling everyday password issues with FastPass is easy. First you need to Enroll. FastPass will ask you to Enroll on your Windows machine.

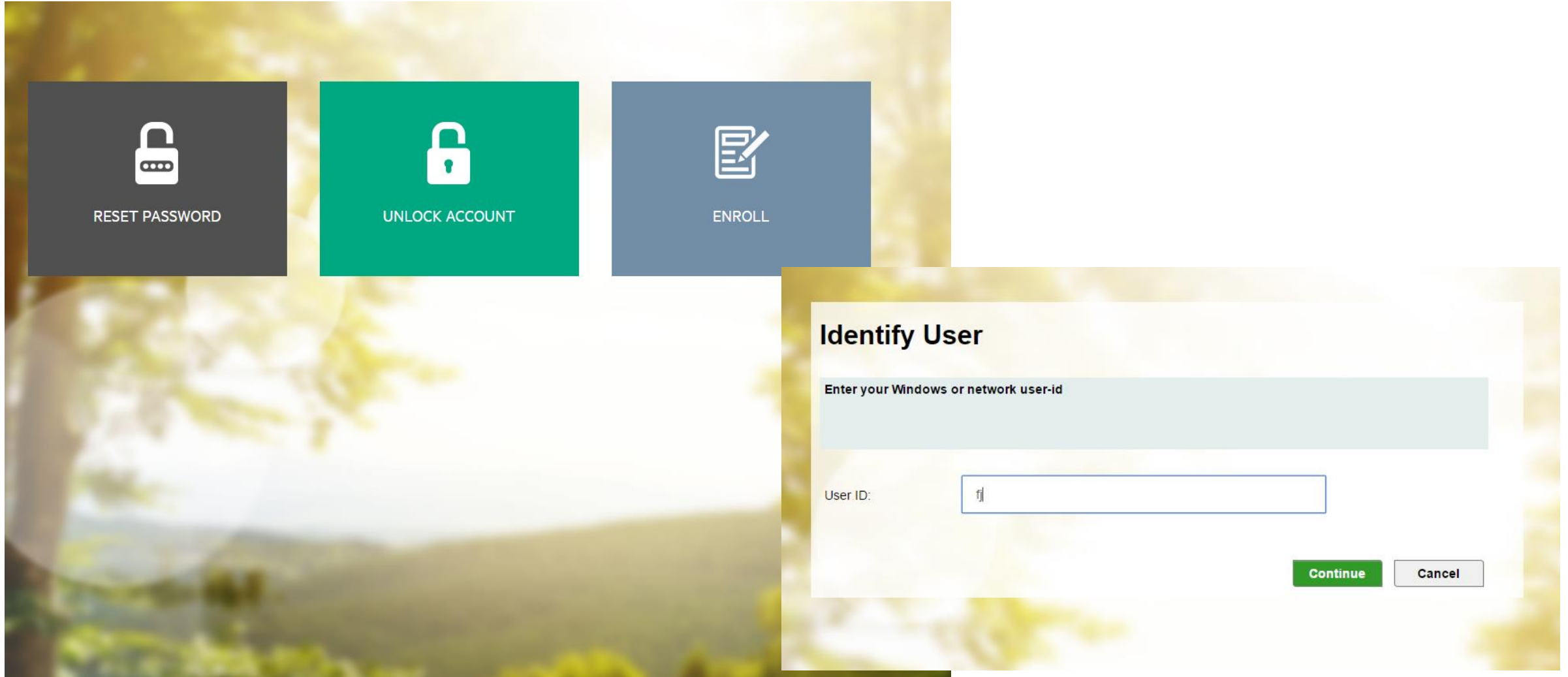
After Enrolling you can make use of FastPass to unlock your Windows Account and reset your password. Access FastPass directly from the Self-Service Portal, the Windows Login, or simply access it using your browser or mobile phone.

Reset your password in these simple steps:

1. Select the operation you want to complete - eg. Reset Password

**RESET PASSWORD** **UNLOCK ACCOUNT** **ENROLL**

# Connected to FastPass Cloud



# Enroll to FastPass

## Register Semi Private Challenges-Responses

Please select your questions and provide unique answers.

Select questions where the answers are very personal to you, and answers you expect to remember later!  
Answers provided in this section are visible for the service desk, if they need to authenticate you when you call in!

Question #1:

Answer #1:

Confirm #1:

Question #2:

Answer #2:

Confirm #2:

Continue

Cancel

## Register User Defined Challenges-Responses

Specify a 'User Defined' questions and provide unique answers.  
Specify the questions so that they cannot be answered by others.  
The answer to your 'User Defined' question will not be visible to anybody.

Question #1:

Answer #1:

Confirm #1:

Continue

Cancel

# PW reset/unlock : Authenticate with questions

## Authenticate using Semi Private Challenge-Response

Type in the correct answers to your 'Semi Private' challenges as specified when registering.

Notice that the number of permitted attempts is limited and that you will be locked from using the Self-Service Client if failing to authenticate before reaching the limit.

Question #1: What was your first car?

Answer #1:

**Continue**

Cancel

## Authenticate using User Defined Challenge-Response

Type in the correct answers to your 'User Defined' challenges as specified when registering.

Notice that the number of permitted attempts is limited and that you will be locked from using the Self-Service Client if failing to authenticate before reaching the limit.

Question #1: What does Anni call me?

Answer #1:

**Continue**

Cancel

# Make new AD-password with policy

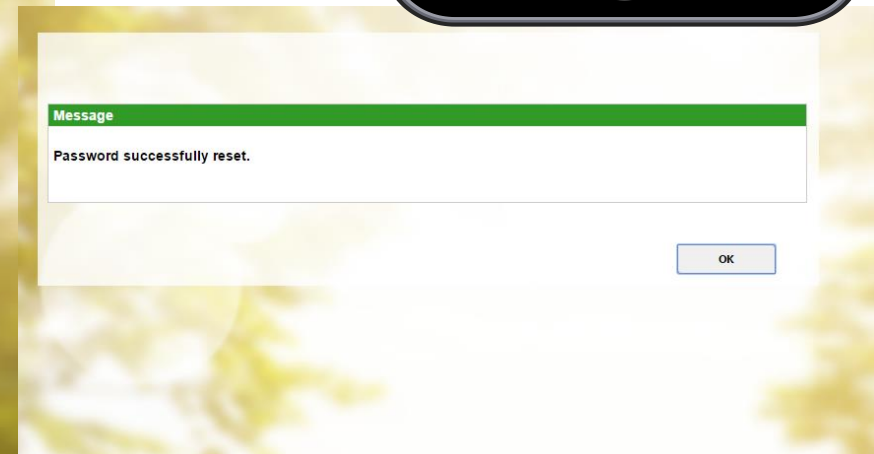
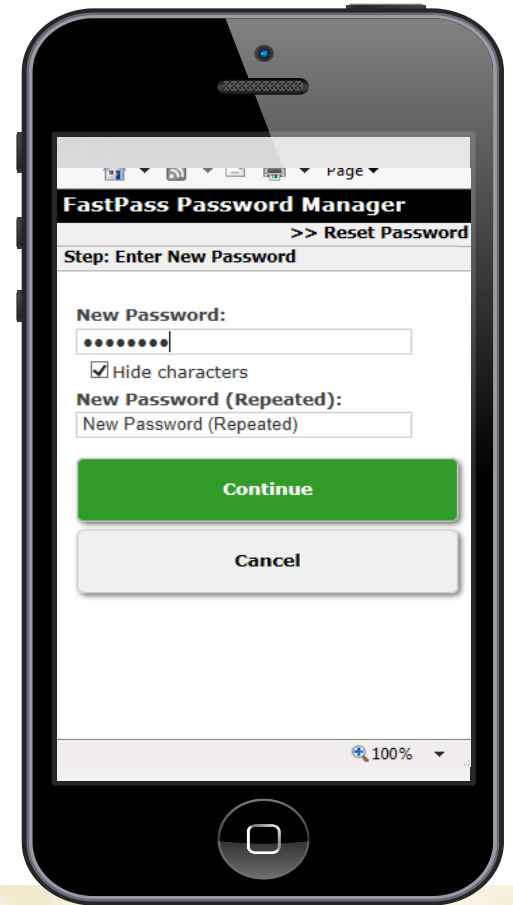
## Reset Password

Enter your new password. It must comply with the published password policy

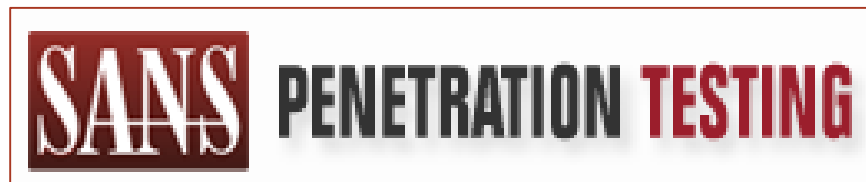
New Password:

Confirm Password:

- ✗ The new password must contain at least 6 Characters
- ✓ The new password must contain at least 1 Alphabetic Lower Case Character
- ✓ The new password must contain at least 1 Alphabetic Upper Case Character
- ✗ The new password must contain at least 1 Numeric Character



# WEB-APPLICATION SECURITY CERTIFICATION





# Optional value-added functions for high adoption

# USER ENROLLMENT



## AUTOMATIC MAILS

- Soft start
- Reminders



## FORCED PC CLIENT

- 100% enrollment

## MASS ENROLLMENT

- Cell phone number
- Public knowledge

# AUTHENTICATION METHODS

SOMETHING YOU  
HAVE

SOMETHING YOU  
REMEMBER



**MOBILE  
PHONE**



**STANDARD  
QUESTIONS**



Multi factor

- Groups
- Place
- 1 or 2-factor



**CODE  
CARD**



**OWN  
QUESTIONS**



Answers

- Easy remembered
- To be found
- Best Practices

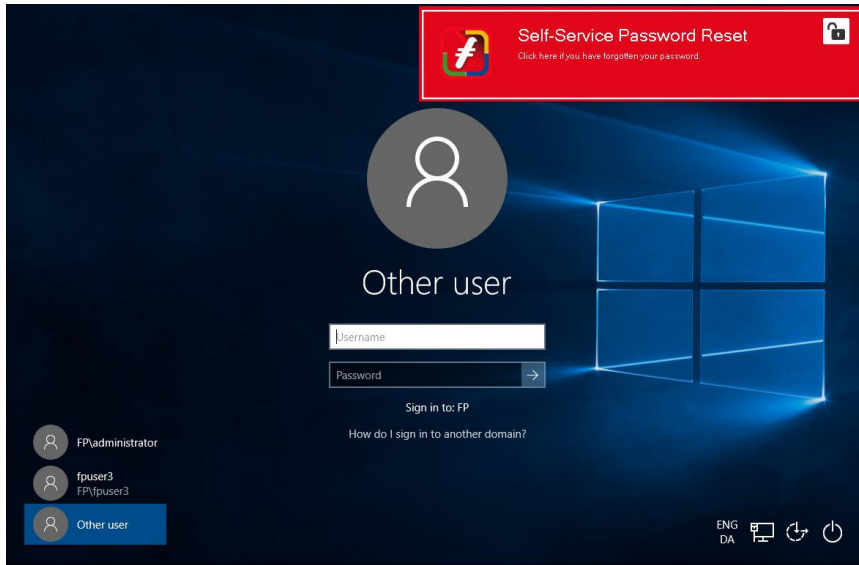


**PRIVATE  
E-MAIL**



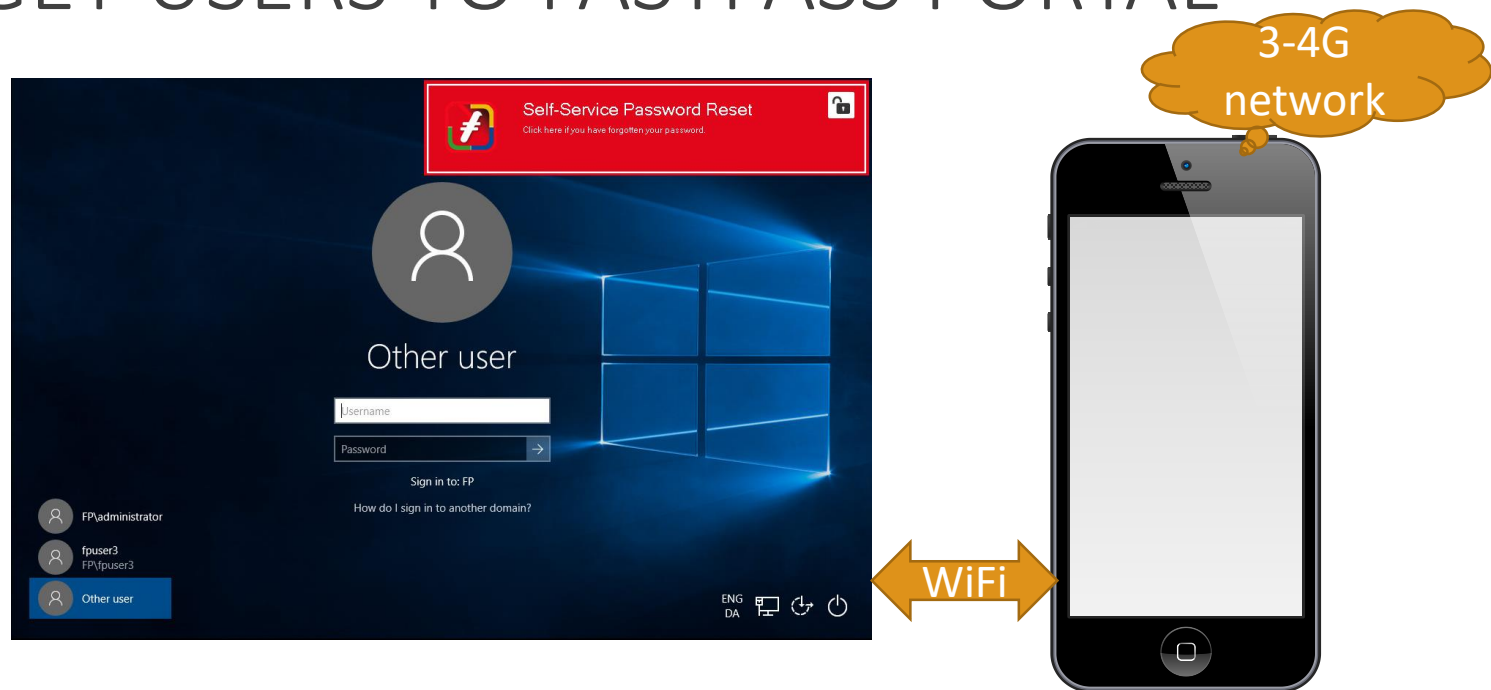
**CORPORATE  
INFO**

# GET USERS TO FASTPASS PORTAL



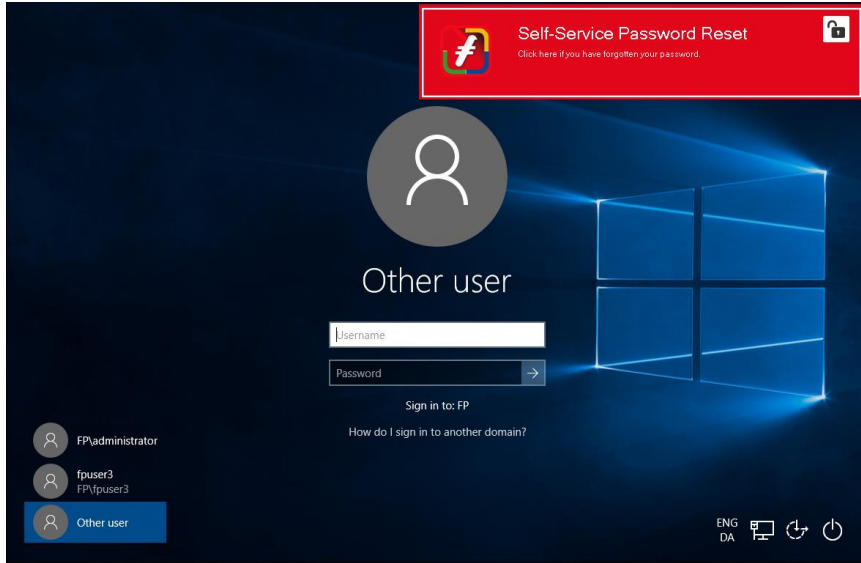
Domain users have the icon where the problem is!

# GET USERS TO FASTPASS PORTAL



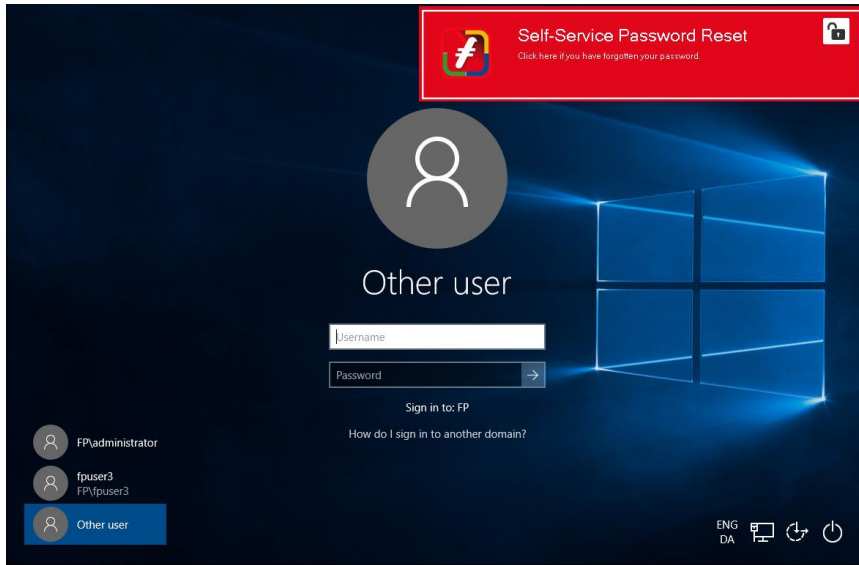
Remote PC-users can reset  
PC-cache password

# GET USERS TO FASTPASS PORTAL



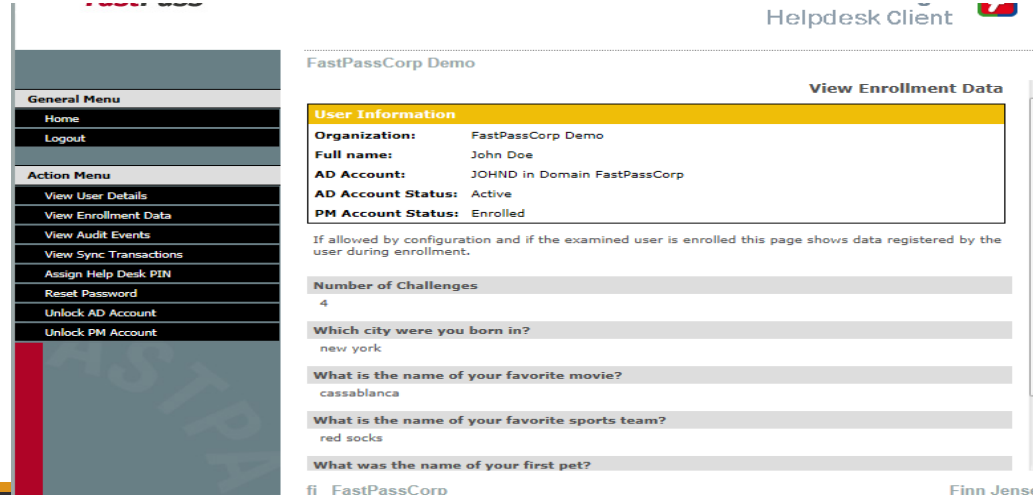
Password reset or  
synchronization for all  
corporate passwords

# GET USERS TO FASTPASS PORTAL



IF USERS CALL THE SERVICE  
DESK ->  
GET THEM BACK INTO  
FASTPASS!

Compliance  
Manager



- Authentication
- User back into FastPass
- HelpDesk Pin



What to do now if you are  
interested in:  
LOW COST &  
HIGH ADOPTION?



# NEXT STEP

- [www.fastpasscorp.com](http://www.fastpasscorp.com)
- **get your own demo**: [web-site/Action page/GYOD](#)
- Contact FastPassCorp Finn Jensen
  - [fj@fastpasscorp.com](mailto:fj@fastpasscorp.com)
  - +45 24 81 12 79
- Try!! Only cost is assistance 500\$ one-time
- Meet us and discuss business case



Discover  
2016  
London  
Nov 29 -  
Dec 1

# Discover 2016 London

## - Excel London

- In today's idea economy, success favors enterprises that can reinvent to outpace the competition. Discover 2016 can put your enterprise in the lead. Come to the intersection of digital transformation, technology and ideas. Accelerate what's next for your business.
- Join more than 10,000 IT executives, architects, engineers, partners and innovators from around the globe. Accelerate your unique digital transformation journey. Explore how to deliver seamless experiences, harness data, mitigate risk, boost agility and enable workforce productivity.
- Dive into Discover 2016.

Register Now and receive your member discount  
[hpe.com/discover](http://hpe.com/discover)



## Top ten reasons to attend

1



### Get ready to transform your IT

Transforming to a hybrid infrastructure, protecting your digital enterprise, empowering the data-driven organization and enabling workplace productivity can position your enterprise for success. Learn how Hewlett Packard Enterprise is the best strategic digital partner equipping you for transformation.

2



### Hear from the Hewlett Packard Enterprise leadership team and other industry visionaries

Learn about our four Transformation Areas and hear directly from President and Chief Executive Officer Meg Whitman and the executive team on how Hewlett Packard Enterprise is helping you go further, faster.

3



### Accelerate next with Hewlett Packard Enterprise Transformation Advisors

Bring your digital transformation to life through one-on-one consultations with our solution architects on hand to answer your questions and address your challenges to help you accelerate what's next for your business.

4



### Seize valuable opportunity

Time-to-value is the new name of the game, and the ability to capitalize immediately is key to survival. Through the Transformation Zone and Innovation and Spotlight Sessions, you'll learn how HPE can help you transform your organization to significantly reduce the time-to-value of your IT investments.

5



### Accelerate transformation with IT consumption

The velocity of change in today's IT world is daunting. Driving innovation while still running the business is essential. Through a series of Spotlight, Theater and Breakout Sessions, learn how you can fund transformation, map your investment strategy to your IT roadmap and achieve faster time-to-market.

6



### Take a sneak peek at tomorrow's technologies

Customers and partners under CDA can get early access to preview upcoming Hewlett Packard Enterprise products and solutions.

7



### Find answers to your biggest business and IT challenges

Discover 2016 is the perfect place to find solutions, seek new innovations and learn how Hewlett Packard Enterprise can help your enterprise succeed.

8



### Explore the Transformation Zone

Interact with experts and peers and learn more about Hewlett Packard Enterprise's most innovative technologies. See the latest products and solutions while speaking with the engineers and architects who created them.

9



### Expand your network and grow relationships

Engage with other IT professionals, schedule formal onsite meetings at the Hewlett Packard Enterprise Meeting Center or visit the Guru Bar to chat with Hewlett Packard Enterprise experts.

10



### Tap into the power of our partners

Meet with Discover 2016 sponsors, including Intel and Microsoft, in the Transformation Zone. See how collaboration and our growing network is bringing more opportunity and advantages for you.

# Thank you

POLLS / SURVEYS

1. Would you like to hear more about product updates and event news from HPE? \*

Yes

No

2. What other topics would you like to see in future webinars?

3. Other comments?

Cancel Submit

Complete the short survey and opt-in for more information from FastPassCorp.

[www.fastpasscorp.com](http://www.fastpasscorp.com)

[www.vivit-worldwide.org](http://www.vivit-worldwide.org)

