



Solution Sheet

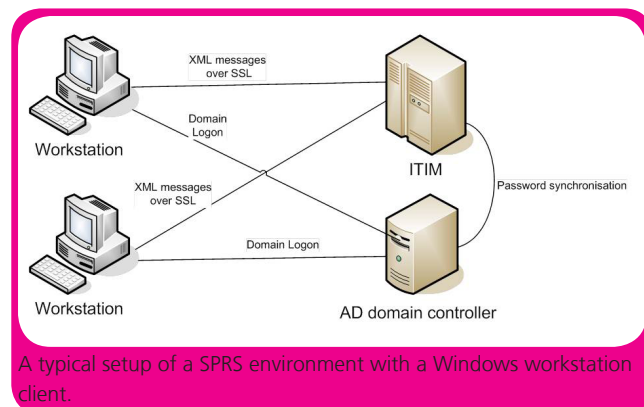
Password Recovery Service for IBM Tivoli Identity Manager

Do you need to reduce the costs of your IT helpdesk? Are 'forgotten passwords' the most frequent calls your helpdesk receives? Are you searching for a solution for these forgotten password calls?

With SecurIT Password Recovery Service (SPRS) you can make life easier for the end-user and for your helpdesk, resulting in more satisfied end-users and lower helpdesk costs!

About SPRS

SPRS (SecurIT Password Recovery Service) is an application developed by SecurIT - in cooperation with VST software - that makes it possible for users to reset their windows password, without the intervention of a service desk. The product consists of a client and server, whereby the SPRS client communicates with the SPRS server, and the SPRS server communicates with IBM Tivoli Identity Manager (ITIM).



The client does two things: (1) presents the user with a number of previously defined questions; this is an one time procedure. You can configure how often the user may omit this step. (2) Upon successful completion of the questions, a 'Forgot Password' button is presented. After clicking on this button the user is once again presented with a number of questions to answer. If the questions were answered right, the user can reset his or her password.

The SPRS server stores and uses the secret questions in ITIM and enforces the password policies set in ITIM.

The Benefits of SPRS

- **Costs reduction:**
Fewer calls to the service desk. On average, 40% of calls are related to forgotten passwords.
- **Integration with ITIM:**
SPRS does not use a propriety database, but integrates seamlessly to the Authorization management environment of ITIM.
- **Simple, quick and any time:**
At any time a user is able to reset his or her password in a few simple steps with SPRS and get back to work.
- **Enforceable:**
The option exists to set mandatory deployment, this provides assurance that 100% of users have completed the questions and can use SPRS Password Reset
- **Multi-language:**
Standard support for Dutch, French, German and English
- **Optimised network traffic and excellent performance:**
SPRS uses very little resources and communicates efficiently and quickly with ITIM.
- **Adaptable:**
Almost all the texts are easily adaptable.
- **Safe:**
All communication takes place through secure protocols

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