



PIREAN

Passwords, Policies and Proof of identity
High Security in the Online Transaction Age

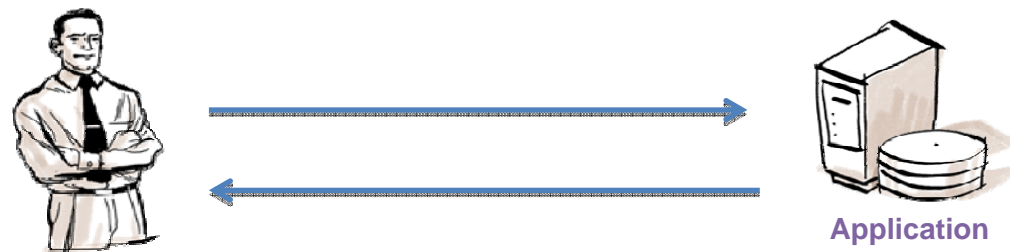
Pulse2011

The Premier Service Management Event

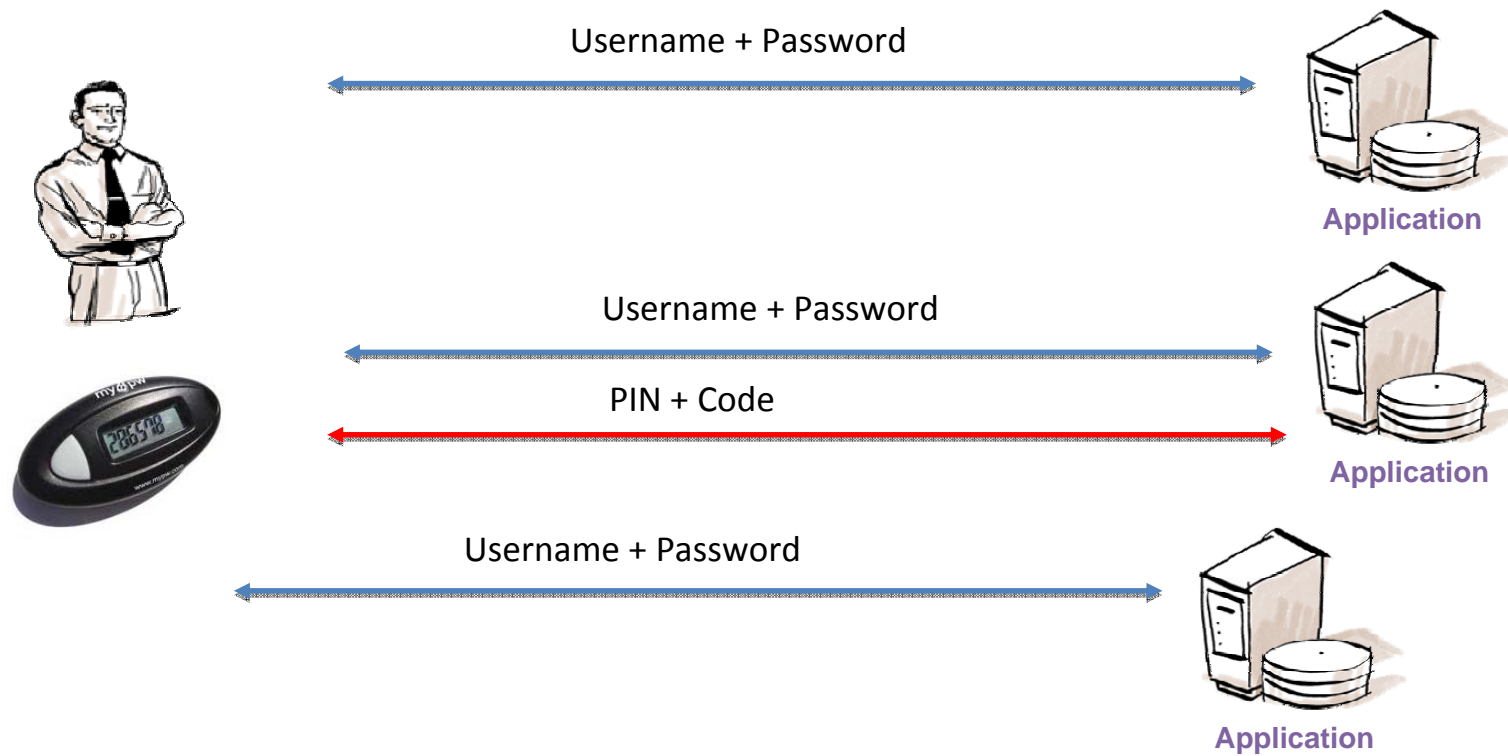
Optimizing the World's Infrastructure

February 27–March 3 Las Vegas, Nevada

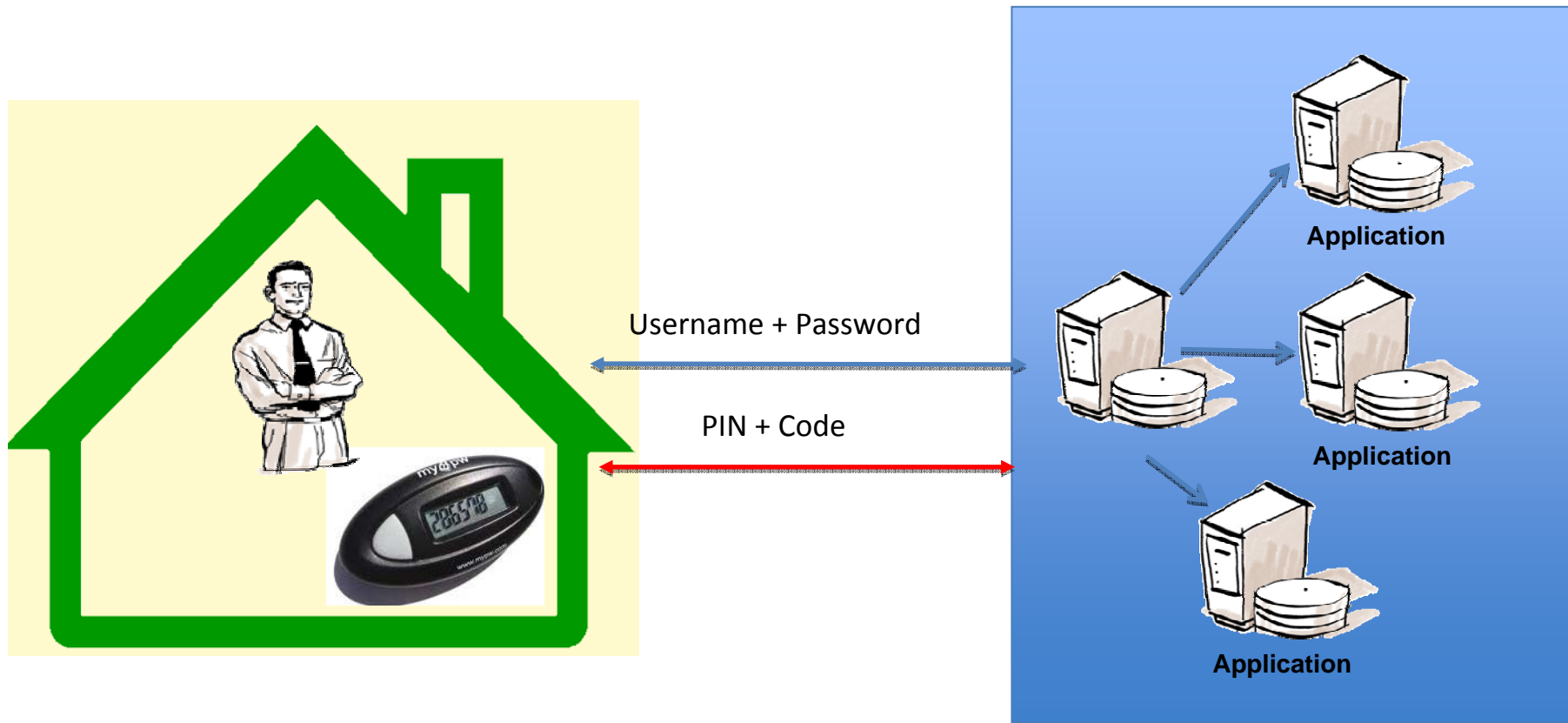
In the beginning there was login . .



Tokens add additional security to sensitive data



Working patterns change



MUTI-FACTOR



Mothers Maiden Name?



Memorable Date?



Letters 3,5 & 7 from your password ?

MUTI-FACTOR



Mothers Maiden Name?



Time ?



Location?



Normal Behavior?



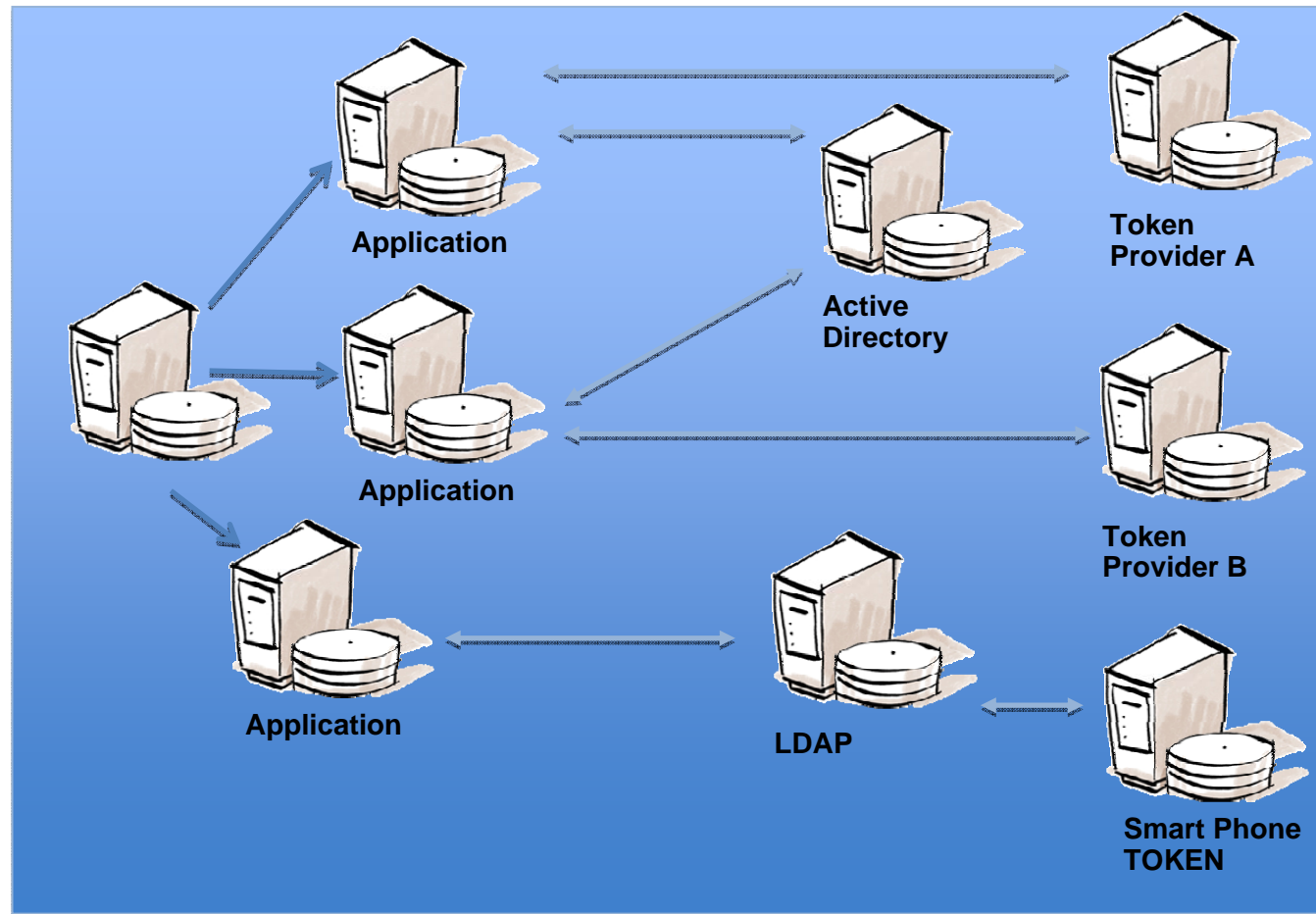
Memorable Date?

Phishing?

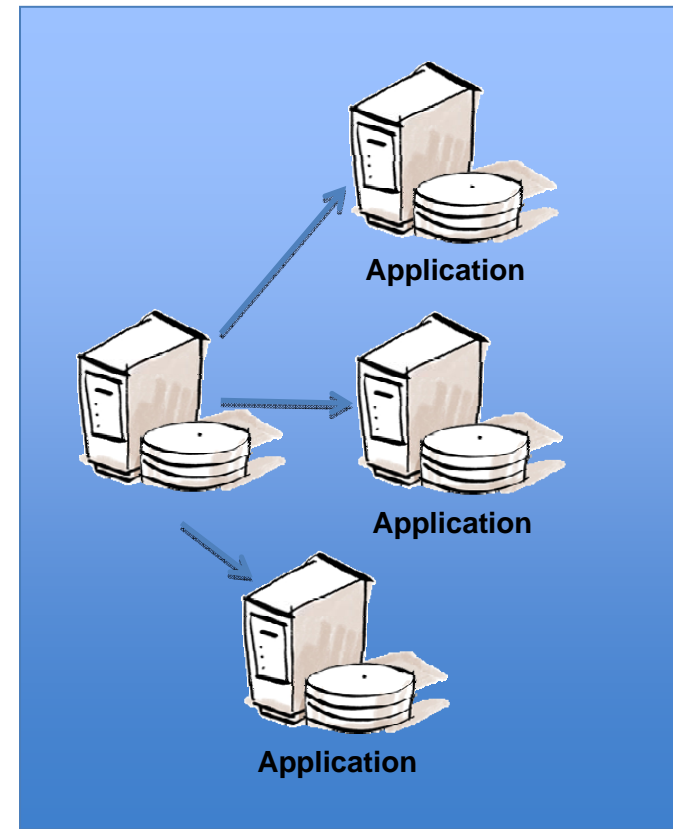
Letters 3,5 & 7 from your password ?



Access Management



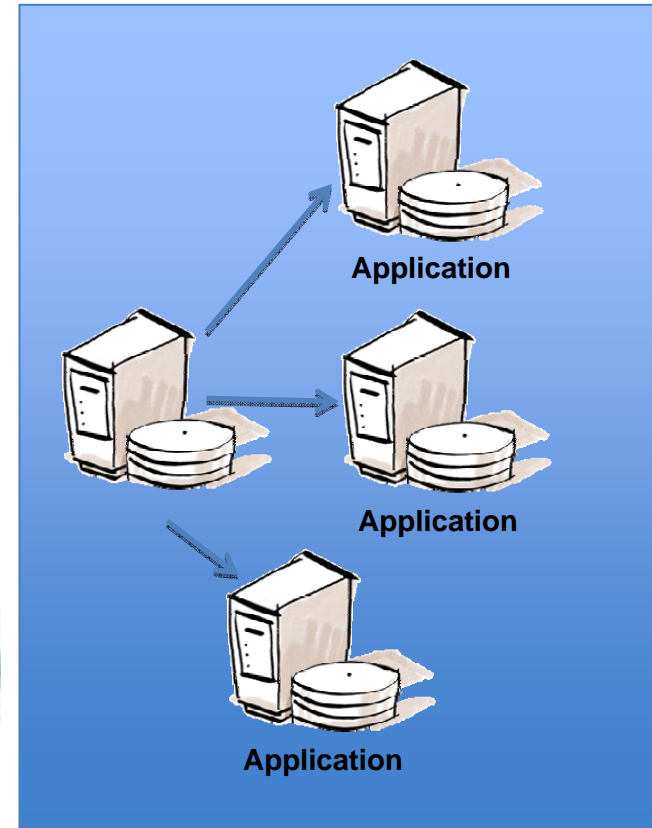
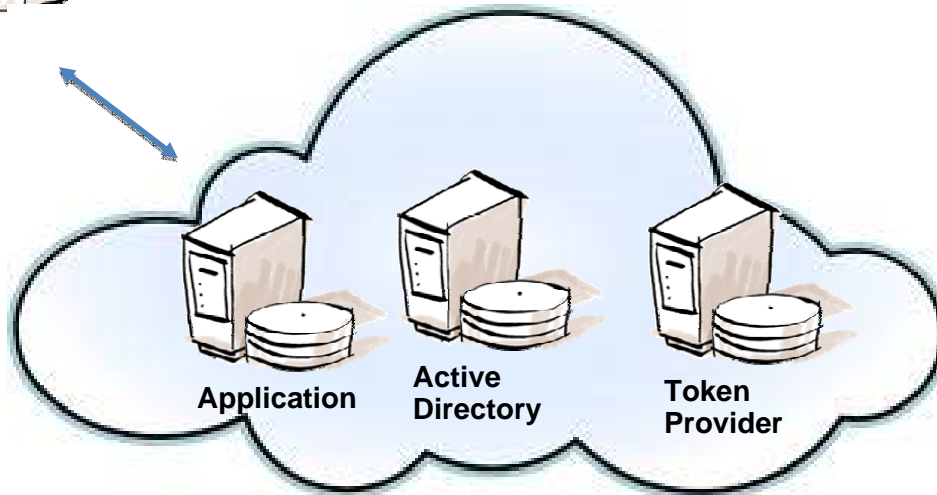
And cloud



Cloud

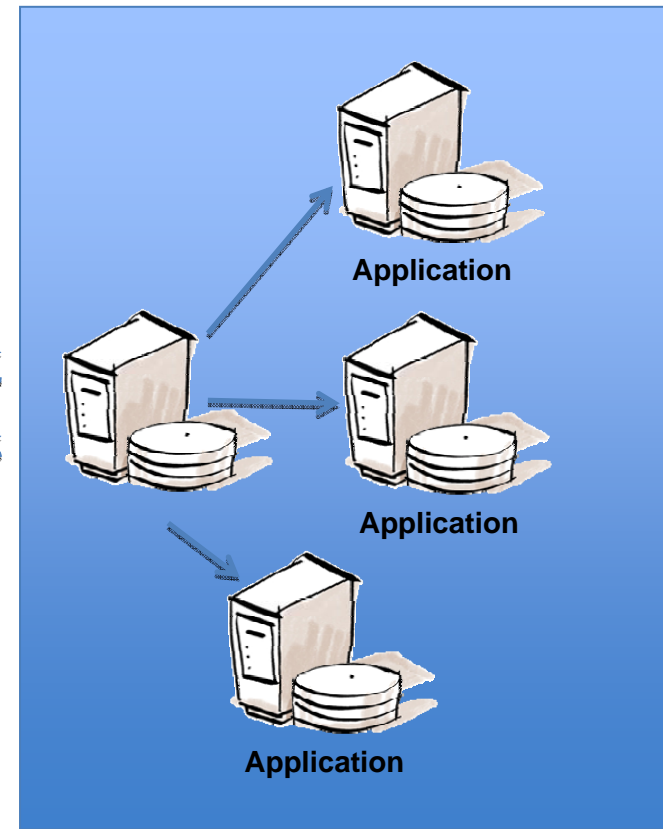


- Additional Security Infrastructure
 - Provisioning
 - Management
 - Cost



And cloud

- All traffic routed through the datacentre?
 - Bandwidth
 - Performance



Ask yourself the following questions . .

- ▶ Does your organisation support multiple user repositories for system and application access?
- ▶ When a new service is deployed, are access controls designed to reuse the existing security infrastructure?
- ▶ How many multi-factor technologies have you implemented across the organisation?
- ▶ Do you leverage your investment in strong authentication across multiple applications?

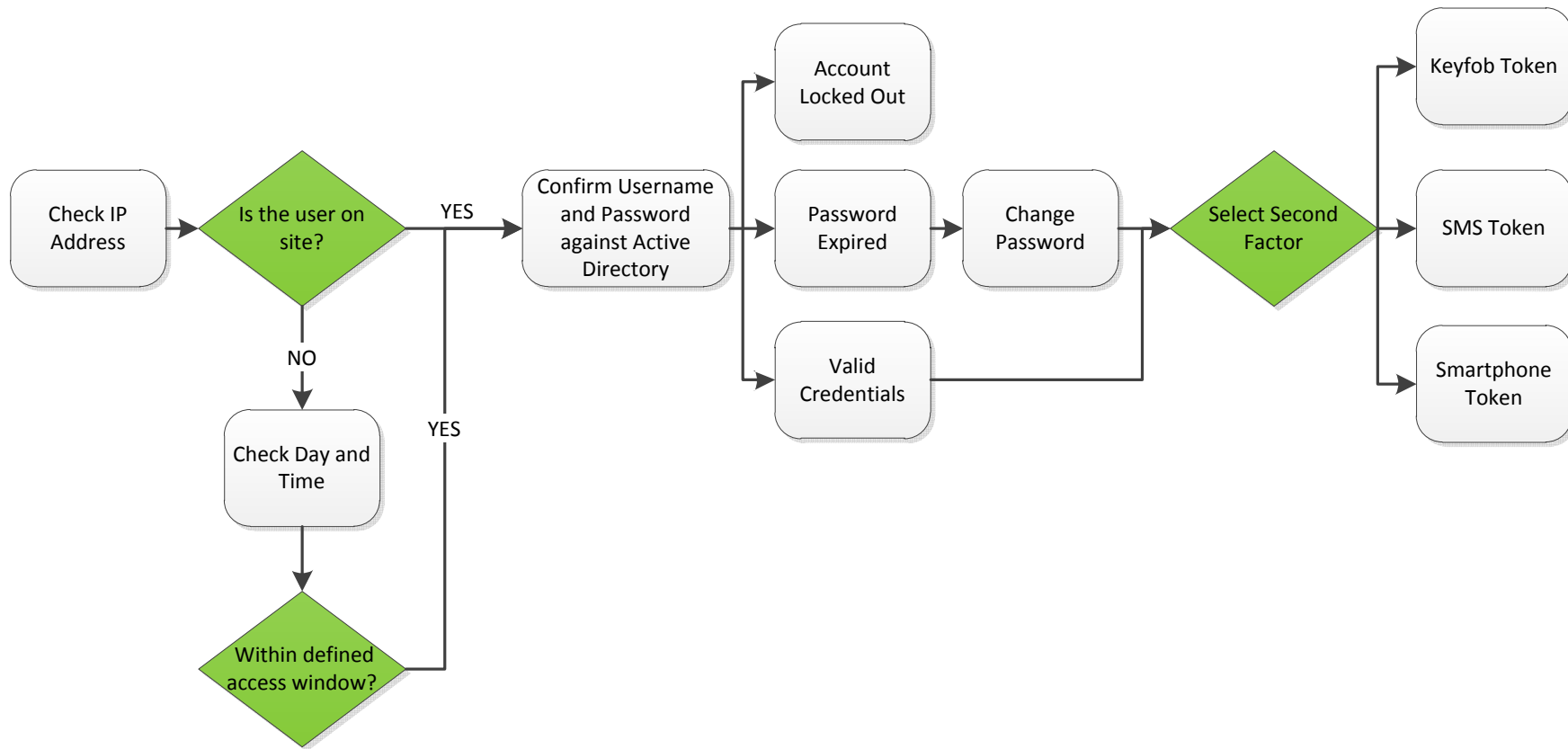
You are not alone

- ▶ Technically and commercially, most security teams are aware that enabling identity repositories to be consolidated and shared is a good thing.
- ▶ Almost all agree that strong authentication solutions should be available to all applications that require them in order to comply with policy.
- ▶ Many organisations are now recognising that the existing security infrastructure can be used to secure cloud based applications and services.
- ▶ Most security teams recognise that delivering access management in compliance with corporate security policy should be lot simpler than it is today.

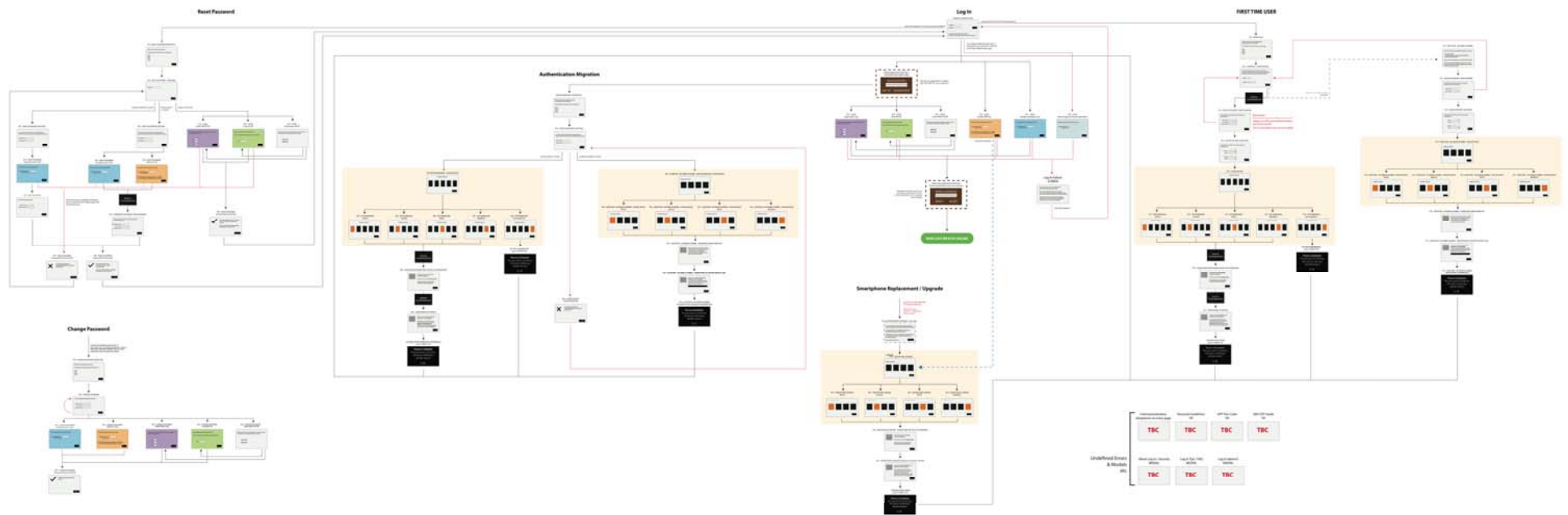
The user experience

- ▶ Historically the user experience often got forgotten. This is a key focus area for customers today – with their ‘shop front’ representing the quality of their organisation.
- ▶ We all take for the granted the Amazon experience – they never published a manual !
- ▶ Your users expect the same level of interactive experience they get from organizations like amazon – and these services you provide represent the quality of your brand and reflect your organization.

Consider the user journey



Real world Journey



WELCOME, PLEASE LOG IN

Please complete the following details to log in.

Username: ► **LOG IN**

Password:

[Forgotten or lost any of your log in details?](#)

[Not registered yet? Please click here.](#)

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USER SELF SERVICE REGISTRATION

Overview

Welcome to the Self-Provisioning process for Log In.

We will guide you through this process, step-by-step:

- Step 1. You'll be asked to enter the username you chose during registration and to also provide the last four digits of your mobile phone number.
- Step 2. You'll then be sent a temporary password which you must change
- Step 3. You'll then be asked to select two secret questions to enable some of the user self-service capabilities of our site.
- Step 4. You'll then be asked to select your authentication method (choosing either a Smartphone application or Text (SMS) Messaging).
- Step 5. You'll then be guided through the process to download and configure your chosen authentication method.

To proceed with the self-provisioning process, please click 'Next' or click 'Cancel' to exit the log in environment.

[X CANCEL](#)[▶ NEXT](#)

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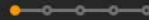
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USER SELF SERVICE REGISTRATION

Step 1. Your Username and Phone Details



Please enter the username you were provided when registering for online access.

Username: **▶ VALIDATE**

Please confirm the last four digits of the mobile phone number you supplied during registration:

XXXX-
XX-

i [Experiencing problems with this step?](#)

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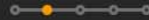


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USER SELF SERVICE REGISTRATION

Step 2. Configure Your Online Password



You should now have received an initial password via SMS to your registered phone.

In the interests of security you must now change this Initial Password.

If you haven't, received your Text (SMS) Message, wait a few more seconds or [click here](#).

Initial Password:

New Password:

Confirm New Password:

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USER SELF SERVICE REGISTRATION

Step 3. Configure Your Self-Service Security Questions



Your new password is now confirmed.

We now require you to select two security questions from the choices below and provide answers for them.

These answers are required should you wish to reset your password at a later date.

Please choose your first security question and provide your answer in the field below it:

Question One:

Your Answer:

Please choose your second security question and provide your answer in the field below it:

Question Two:

Your Answer:

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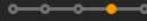
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USER SELF SERVICE REGISTRATION
Step 4. Configure Your Secondary Authentication Device



Please select your Mobile Phone Operating System



In order to provide strengthened security, please select the type of Mobile Phone you will be using for secondary authentication.

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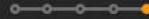


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USER SELF SERVICE REGISTRATION

Step 5. Download and Activate Your Smartphone Application



You will now need to download the Smartphone Application.

We have just sent you a Text (SMS) Message. Please open the message and click on the link inside it. You may need to LogIn to your service provider's 'Application-Shop'

Please click 'Next' when you have done this.

If you have not received the SMS, [click here](#).

[This guide](#) provides more information about downloading the application.

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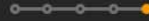
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USER SELF SERVICE REGISTRATION
Step 5. Download and Activate Your Smartphone Application



You have successfully installed the new application on your Smartphone.

In order to activate the application, please follow the simple steps below, then click 'Next'.

- You will receive another SMS from us. This contains the activation code for the application. You may need to login to your mobile phone 'Application Store' to complete this step. If you do not receive the SMS, please click here.
- When you open the application you will be prompted to enter your activation code into the application.
- The application will then ask to assign a new PIN code.
- Please enter the new PIN code as per the guidelines.

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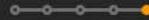
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USER SELF SERVICE REGISTRATION
Step 5. Download and Activate Your Smartphone Application



You have now registered for Online.

Would you like to access your Secure Web Launchpad?

x NO **▶ YES**

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MY APPLICATION PORTAL

Welcome back, David Jones

Not David Jones? [Click here.](#)

Please select any of the applications below which your authorised to access.



Lotus Live Email



Company Portal



Google



My TeamRoom



Salesforce.com



Secure Messaging



Time Keeping
and Expenses



HR-Online

The padlock icon represents applications which will require you to step-up your security privileges.

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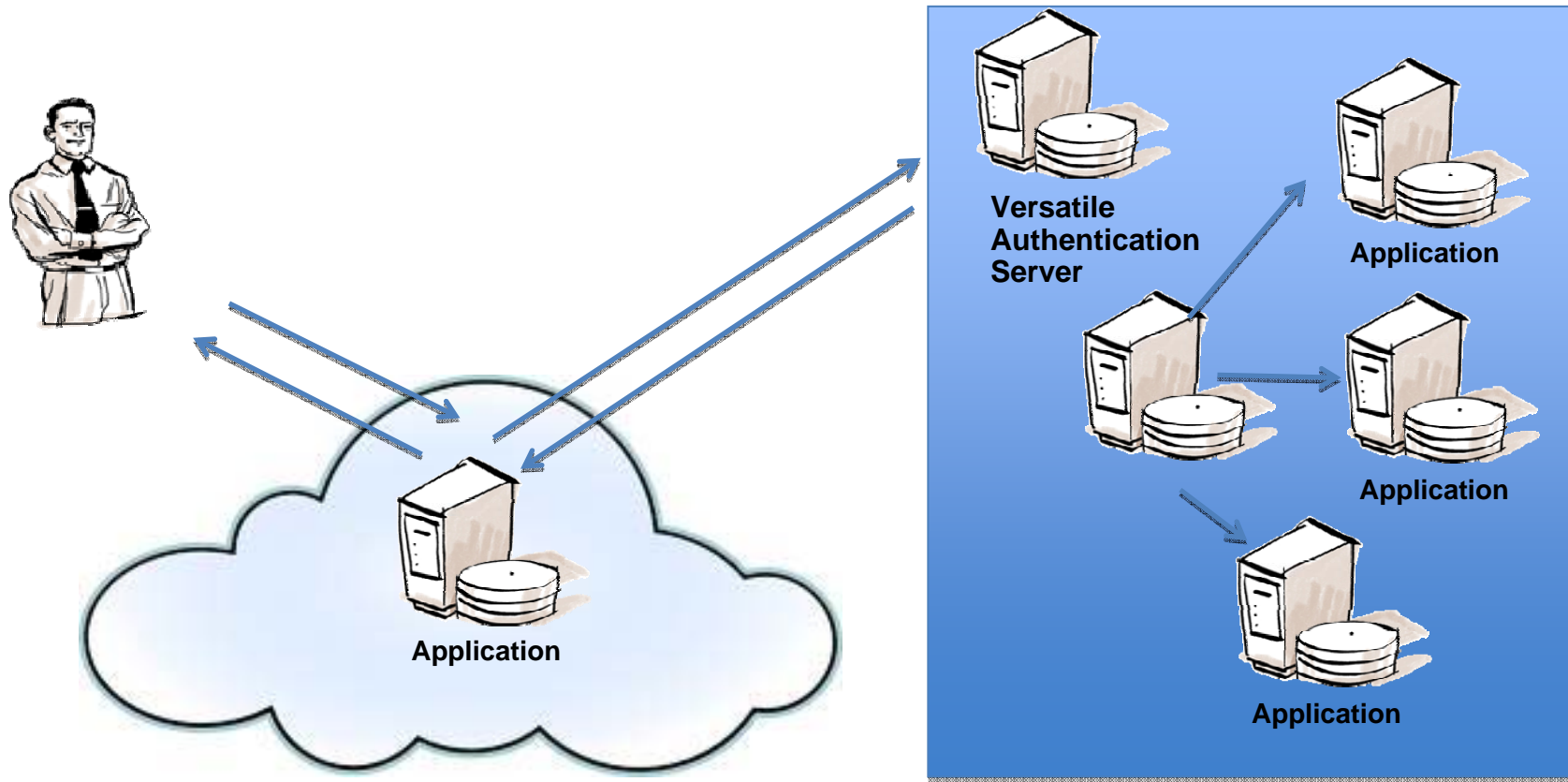
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Versatile Authentication Server



- Focus on the User Experience
- Integrating ITIM, TAMEb and a Versatile Authentication Service means all applications are secured through a centralised Service.
- You can reuse existing credential repositories (LDAP, Active Directory and Databases) for any Application or service.
- Legacy applications can be secured to meet new legislation, without the need to modify code (strong authentication and audit).
- Versatile authentication can enable single-sign on to internal and external applications.
- Cloud based applications and services can be secured using your internal security infrastructure.
- You have a single implementation point for introducing additional security to existing applications, without code changes.

A LEADING TECHNOLOGY PARTNER AND CONSULTANCY. PIREAN ARE RECOGNISED LEADERS IN THE MANAGEMENT OF BUSINESS CHANGE, PAIRING CONSULTANCY WITH AN INDUSTRY LEADING PORTFOLIO OF TECHNICAL SERVICES ACROSS THE DESIGN, DEVELOPMENT AND DELIVERY OF IT SERVICE AND SECURITY MANAGEMENT SOLUTIONS.

We focus on helping our clients to achieve their business goals and providing ongoing support through proven capabilities in:

- ▶ Asset Discovery, Change and Configuration Management
- ▶ Business Service Management, Availability Management and Dashboarding
- ▶ E-Commerce Security
- ▶ Identity and User Lifecycle Management
- ▶ IT Service Management Consultancy and Transformation

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MOST ACCREDITED*
IN THE WORLD

*Source: IBM, based on AAA accreditations for IT Service Management and Security

2011 IBM TIVOLI
BUSINESS PARTNER
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IN THE WORLD

* Source: IBM - Tivoli Deployment Accreditation Partner Finder Tool, May 30th 2011.

In the beginning there was simply the logon - username and password and maybe, possibly, multi-factor. Today online businesses have evolved their needs to more sophisticated and controlled user access, using multi-factor, self-service, versatile authentication, risk scoring, attestation and even anti-phishing and post-session processing. Attend this session to hear how Pirean have addressed these requirements for secure business systems that link with partners, customers, suppliers and agencies. Hear about their experience managing the user lifecycle across the spectrum: from simple username and password to protect a portal, to smartphone apps and multi-factor authentication for banking, to the integration of Secret Questions / SMS passcodes for workers accessing secure systems from remote mines and oil rigs. With 10+ years of experience, you won't want to miss their lessons learned from the front line.