Password Reset Automation

The #1 IT Ticket OPEX Savings Opportunity
According to Gartner, 20-30% of IT tickets are password reset requests and for a 10K person organization could cost service desks $300K annually. These tickets, usually called into the help desk, tie up fulfiller time in mundane, repetitive manual work that could be better used to drive more strategic digital transformation initiatives. Plus, automate self-service provides immediate resolution, improving employee productivity and eSat.

Password reset automation is a golden opportunity to significantly improve multiple key service desk metrics all at once: OPEX, service delivery efficiency, fulfiller productivity, ticket volume, MTTR, and eSat.

End-to-End Password Reset Process Automation
ServiceNow Password Reset is an end-to-end ITSM solution that enables service desks to automate every aspect of the password reset process:

- Service Catalog or Auto-Enrollment
- Omni-channel (Virtual Agent, Now Mobile, Service Portal, login & lock screens)
- Identity Verification (including MFA)
- Credential store management
- Policy management
- Group and user management
- Monitoring & troubleshooting
- Reporting & logging

Password reset requests can be made from Virtual Agent, application login screens, Service Portal widgets, and Windows lock screen. Advanced configuration, extension scripts, Flow Designer sub-flows, and IntegrationHub actions enable the customization of enrollment, identification, credential stores, verification, and other processes. For example, using Flow Designer, requests made in Amazon Connect voice UI can be quickly supported.

IT Workflows

<table>
<thead>
<tr>
<th>IT Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-30% are password reset requests</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OPEX savings with automation</th>
</tr>
</thead>
<tbody>
<tr>
<td>$300K/yr at 10K employee org</td>
</tr>
</tbody>
</table>

Benefits

- Reduce ticket volume
- Reduce OPEX
- Deliver a great employee experience that unlocks fulfiller and requester productivity
- Improve password reset process security and governance

End-to-end PW reset workflow administration & extensibility

ServiceNow Password Reset automation is an end-to-end solution encompassing all aspects of the user experience, administration, and solution extensibility.
Omni-channel PW reset

- Now Mobile, Service Portal, Slack, MS Teams, SaaS or on-prem app login screens, Windows lock screen

Credential Stores

- ServiceNow, Active Directory and Azure Active Directory out-of-box
- Low-code IntegrationHub Action Designer and Flow Designer sub-flows for adding any credential store
- Re-use out-of-box IntegrationHub Spoke pw reset actions for Okta SSO

Verification Methods

- Security questions, Email, SMS, Google Authenticator, Personal Data in User table
- Multi-factor: define and use multiple instances of any verification type
- Templates for custom verification types

Reporting & Logging

- PW Reset Overview Module - 8 out-of-box report types (requests, blocked users, request status, request by action, top users (reset and change), failed verifications, enrollment by verification
- Activity and event logs

Security

- Role based access (Admin, Service Desk, Credential Store)
- CAPTCHA, reCAPTCHA
- Properties: Global, PW reset request, security question, SMS code, blocked user
- Blocked user notifications
- TLS, 3DES, SN instance encryption, SafeNet, HTTPS (TCP/4986)