

Service Desk in Varde eliminates password-related calls



After Varde Municipality implemented FastPass Password Manager, the service desk reduced the number of calls related to problems with passwords by over 80 percent in just four months. This reduction removed a "trivial" task, according to the Service Desk Manager Lea Dragsbæk, Varde Municipality.

Varde Municipality has in four months reduced the number of calls to the service desk relating to passwords by more than 80 percent.

The users of IT systems in Danish municipalities often have multiple passwords to remember—both AD and KMD systems and other purchased solutions. Therefore up to every fifth call from users to the service desk in Varde Municipality is related to password problems—either the user has forgotten his password or the system has automatically issued a new password while the

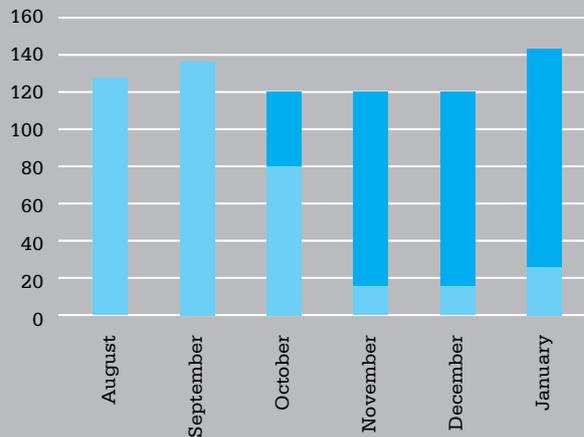
user has been on the system, and the user was therefore not aware that there was a new one.

In October 2012 Varde Municipality implemented FastPass Password Manager to reduce the number of such calls to the service desk. And in just four months it has led to visible results—from 137 monthly calls to the service desk in October 2012 to just 22 calls in January 2013. The number of calls has now been reduced by over 80 percent.

FastPass Password Manager is a solution that enables users themselves to obtain a new password or find an existing password and thereby be in a position to lock up the IT system after having authenticated themselves. This makes access control to IT systems a digital self-service for users, instead of a manual process. And the service desk avoids the many calls that relate to forgotten passwords.

Password related requests

■ FastPass self-service calls
■ Service desk password requests



The graph illustrates the development since October 2012 when Varde implemented FastPass. In the month of October the service desk had 120 service requests for passwords – 40 was solved as self-service and 80 was handled manually by the service desk. In January 2013 with 140 requests: 118 solved with FastPass and 22 manually by the service desk.

"This is a significant win for the service desk. We do not need the 'trivial' task of creating new passwords, and users avoid all the time waiting to get through to the service desk. At the same time, the municipality has been given more flexibility helping employees working around the clock. With the new solution, users are no longer subject to the service desk being open, as the user can obtain a new password after authenticating themselves", says Lea Dragsbæk.

Before the municipality implemented the solution users had to call the Service Desk to get a new password. But there was often up to five minute wait to get through, and research firm Gartner Group has estimated that a call to the service desk with manually operated procedures can cost \$20 per call from a full cost calculation of the Service Desk. So with more than 115 saved calls a month this means significant cost reductions, while the queue for others waiting gets shorter. It means that the Service Desk has more time for other tasks.

Authenticity

The whole issue with access to IT systems is about "authenticity". When a user calls the Service Desk and says their name, then the service desk, according to Lea Dragsbæk, has no guarantee that the user is who they purport to be. By going through a digital authentication procedure and providing additional personal information, the new solution increases security of access to IT systems.

That users have multiple passwords, and requirements for information security in general has increased, means that service desks receive more and more requests from users about lost or forgotten passwords. Especially after holiday seasons when people return to work, there are many requests for passwords. Therefore, Lea Dragsbæk is particularly pleased with the statistic that there were only 22 direct password calls in January, as it is usually the peak season for forgotten passwords.

Work stalls

When a user does not have the password for a given system then their work will go on hold. It could be a nurse visiting a patient in their own home and having to do a lookup on a system, or it may be an employee at a home office needing to access data. Without the password, work will stop. This is now solved by a menu coming up on their screen asking questions about the user's personal information, set up when the user initially registered. The solution allows the user to set a new password and then access the data they need.

According to Lea Dragsbæk it is not only the large reduction in calls to the service desk that is positive. The solution has spread rapidly within the organization. Today 1,855 users have signed up for registration to FastPass out of a total of 2,200 users, which corresponds to more than 80 percent of users.

Lea Dragsbæk further explains that the implementation has been carried out smoothly, and that the municipality has received good consultation support from FastPassCorp. She says it has been a very good investment.



It's a significant gain for the service desk.

Lea Dragsbæk, Varde Municipality



According to CEO Finn Jensen, FastPassCorp Varde Municipality is among the best project FastPassCorp has seen. This applies both to the self-service percentage and the rapid spread of the solution among users at enrollment. The solution is an add-on to the Windows Server infrastructure already invested in. The solution is based on Active Directory and uses ADAM (ADLDS) as the database. In addition to enforcing the existing AD password policy for AD password FastPass can additionally manage password policies to other systems in the municipality. According to Finn Jensen other municipalities, such as Rødovre, Sorø and Ringsted, also use FastPass for both Windows and KMD systems.