

Password Reset Process

Kick-off Date: 03/22/18—Completion Date: 07/22/18

Password Reset

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Project Charter

Charter Element	Description
Business Goals & Objectives	<ul style="list-style-type: none"> Reduce number of helpdesk calls (increase customer satisfaction and reduce waste/enhance productivity). Reduce need for customers to contact helpdesk for password resets.
Project Assumptions & Constraints	<ul style="list-style-type: none"> Password expiration emails are sent by UTK. UTK must approve of any content changes.

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Voice of the Customer Survey Results

- 50% of users wait until the last minute to change their password
- 85% of users attempt to change their password online
- 81% of users say password expiration e-mails grab their attention

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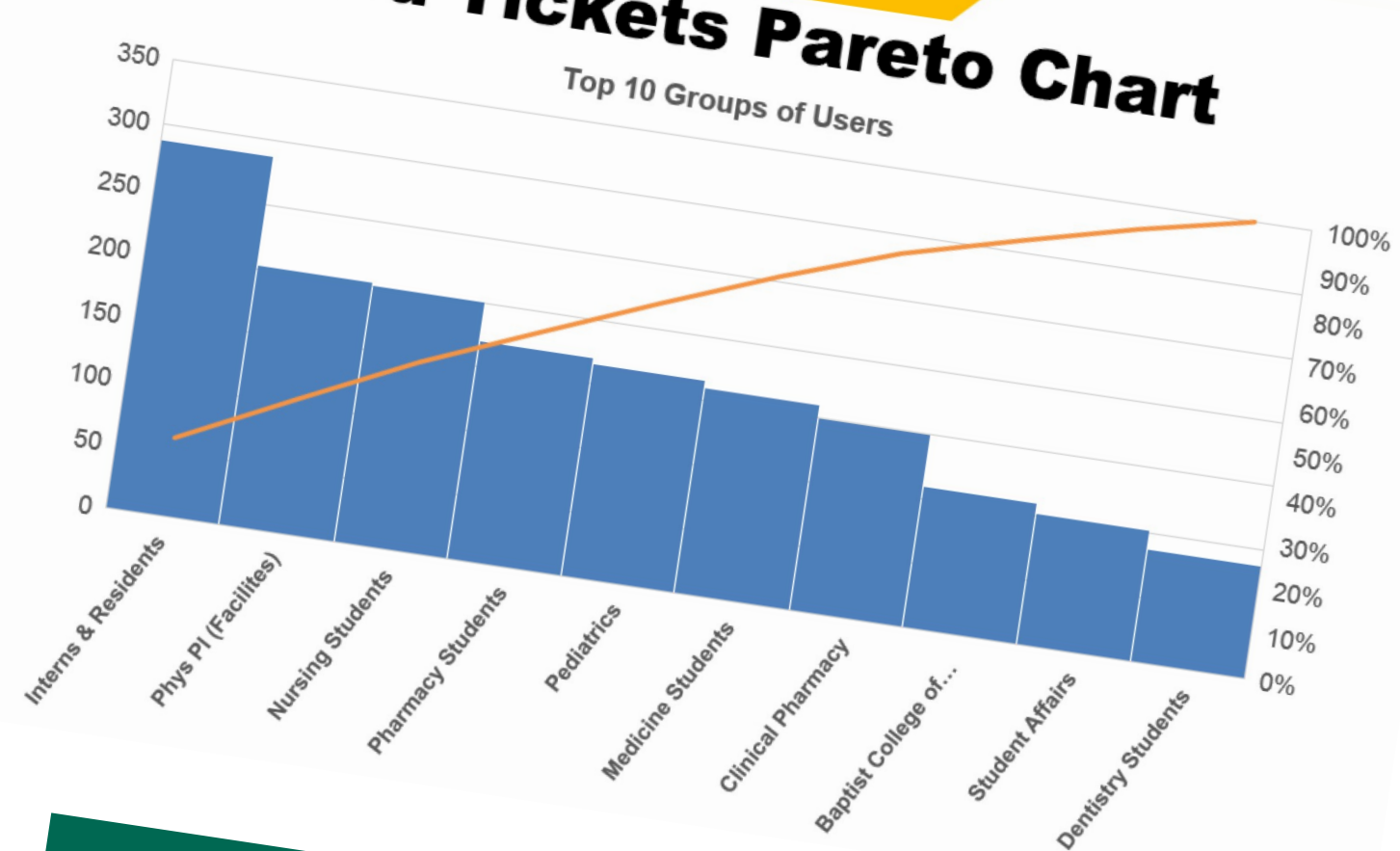
Data Collection & Analysis Plan

- Collect password-related FootPrints ticket data from the past two years.
- Aggregate password expiration e-mail logs from past two years into a single spreadsheet.
- Compare the number of password-related FootPrints tickets to the number of password expiration e-mails sent each month to determine a baseline failure rate.
- Filter FootPrints tickets by department, affiliation and college to check for patterns.

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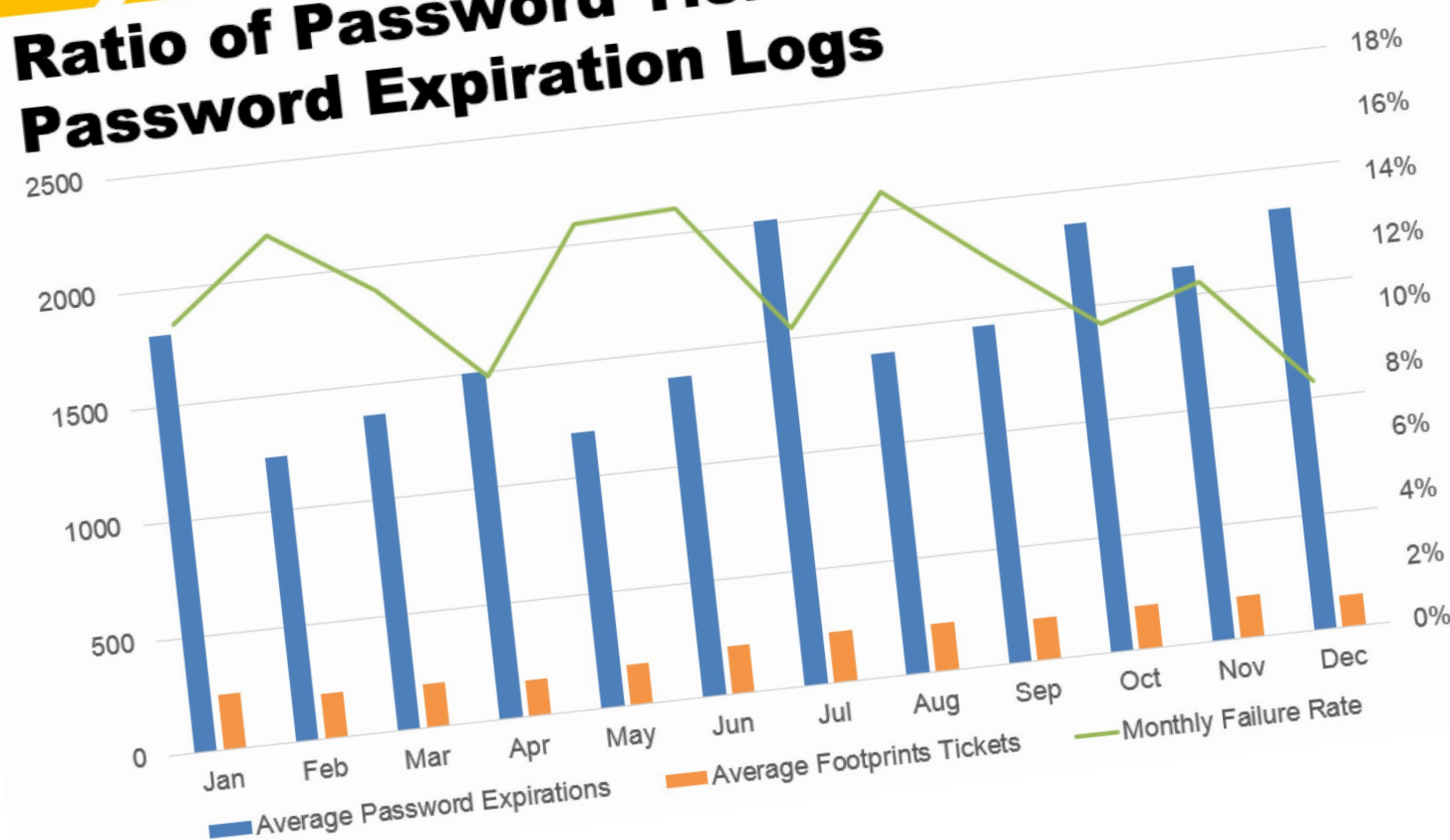
Password Tickets Pareto Chart



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Ratio of Password Tickets versus Password Expiration Logs



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Improve Steps

- Stopped sending duplicate email from UTHSC.
- Added the time zone to the password expiration e-mail.
- Updated password expiration e-mail content to stress urgency and access lost, if password expired.
- Improved FootPrints data collection by splitting password tickets into two categories: "Customer forgot password" and "Password Expired."

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Control Steps

- Helpdesk manager will continue to report number of password expiration calls to CIO and then send that number to IT Analyst for data analysis.
- In October 2018, we will review FootPrints tickets data from the past quarter to see if there has been improvement.
- Consider further process improvements.

