

Authentication: Password Madness

MSIT 458: Information Security
Group Presentation

The Locals

The General Problem

Too many passwords to remember!

“The average user has 6.5 passwords shared across 3.9 different sites.”

–Florencio & Herley, 2007,
“A Large Scale Study of Password Habits”

The General Problem

Password Resets

Passwords are often compromised

- ♦ Written down / shoulder surfing
- ♦ Used across multiple sites
- ♦ Dictionary attacks
- ♦ No expiration dates

Authentication for Passwords

- ♦ Too secure
- ♦ Not secure enough
- ♦ Poor choice of authentication questions

Our Company's Problem

16% of service desk calls are due to intranet password resets.

Reasons to Reset Passwords

- ♦ 43% of calls are due to expired passwords
- ♦ 49% of calls are due to forgotten passwords

Our Company's Problem

Calling the Service Desk for Password Resets

- ♦ 86% of users tried online before calling the Service Desk
- ♦ 30% of employees could not get through online security questions
 - ♦ User must answer from 4 to 20 security questions
 - ♦ All questions must be answered correctly to “pass”
 - ♦ Case-sensitive
 - ♦ No hints for answers
 - ♦ Cultural bias for security questions
- ♦ 56% of users got through security question but still had locked accounts

Our Company's Problem

Over 86% of users prefer to reset their passwords online, without calling the Service Desk.

...How do we fix this process?

Thanks.