



## Self-Service Password Management Comparison Guide

### Challenge

Organizations are evaluating Self-Service Password Management (SSPM) tools because the cost-reduction benefits are both obvious and can be documented; the project provides a quick win to multiple business and stakeholder groups. End-users benefit as well, as Help Desks are often not manned 24/7. SSPM also allows for remote password resets at any time from remote locations, providing another strong value-add for user communities.

Microsoft Forefront Identity Manager (FIM) 2010 introduces such a service for some users, but limitations may prevent the service from being rolled out to users outside the enterprise network, which is why Logic Trends developed a custom SSPM solution. But how do you know which solution is right for your organization?

### Comparison: Logic Trends SSPM and Microsoft® FIM SSPR

### Logic Trends' SSPM Benefits

Logic Trends' Self-Service Password Management (SSPM) allows:

- Users to register responses to predefined challenge questions and then reset their passwords without a call to the Help Desk.
- A variety of flexible password-related options to address specific requirements, such as Dictionary checks to prevent use of common words and 3rd party resets.
- Custom support for multiple UI languages via Google Translator.

### Additional Notes

1. FIM is controlled by AD policies.
2. For FIM, lockout period is controlled by AD.
3. LT SSPM via class (i.e. connector) developed for target system; FIM via password synch through Management Agents.
4. Password History Configurable for both. LT SSPM controlled internally; FIM controlled via AD.
5. LOE varies by third party (static versus dynamic email address).
6. FIM requires client installation on workstation. May result in multiple Challenge Response Questions if FIM internal and LT external is leveraged.
7. FIM SSPR could potentially be under Microsoft Support Agreement.

### Logic Trends

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Functionality & Capabilities	LT SSPM		FIM R1 SSPR	
	Included	Custom	Included	Custom
Additional Database Required	✓	✓	✗	✗
Configurable Number of Security Question available in Pool	✓	✓	✓	✓
Configurable Number of Security Questions required for Registration	✓	✓	✓	✓
Configurable Number of Security Questions for Verification	✓	✓	✓	✓
Configurable Number of Failed Logon Attempts <sup>1</sup>	✓	✓	✓	✓
Configurable Number of Failed Security Question Answer Attempts	✓	✓	✓	✓
Configurable Lockout Period <sup>2</sup>	✓	✓	✗	✗
Unlock Locked Account by Admin	✓	✓	✗	✓
3 <sup>rd</sup> Party Password Reset (via Admin/Help Desk - Universal)	✓	✓	✗	✓
3 <sup>rd</sup> Party Password Reset (via Admin/Help Desk - Limited By User Groups)	✓	✓	✗	✓
Prohibited Answer Support	✓	✓	✗	✗
Password after answering Q&A is...				
Chosen by User	✓	✓	✓	✓
Randomly Generated	✓	✓	✗	✗
Chosen from a Password Dictionary	✓	✓	✗	✗
One-Time Use Only	✓	✓	✗	✓
Password Policy can be controlled in Self-Service Password System	✓	✓	✗	✗
Password is changed in Active Directory	✓	✓	✓	✓
Support for Password to be Changed in Other Systems <sup>3</sup>	✗	✓	✗	✓
Support Password History <sup>4</sup>	✓	✓	✓	✓
Support Custom Look and Feel	✓	✓	✗	✗
Email Notifications				
Support for Email Notifications for Requestor	✓	✓	✗	✓
Support for Email Notifications for 3 <sup>rd</sup> Party <sup>5</sup>	✗	✓	✗	✓
Web Browser Compatibility				
Microsoft® Internet Explorer®	✓	✓	✓	✓
Mozilla FireFox	✓	✓	✗	✗
Safari	✗	✗	✗	✗
Support for Password Reset Link on Windows Login Screen <sup>6</sup>	✗	✗	✓	✓
Access to Code Base	✓	✓	✗	✗
Support for Multilingual Languages	✗	✓	✓	✓
Supported by 3 <sup>rd</sup> Party Vendor (Periodic Upgrades, Support, etc) <sup>7</sup>	✗	✗	✓	✓

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