Password Reset Process

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

Voice of the Customer

Survey Results

- 70% of users wait until the last minute to change their password
- 85% of users attempt to change their password online
- 91% of users say password expiration e-mails grab their attention

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 again, month to month, to determine a baseline failure rate
- Filter FootPrints tickets by department, affiliation, and college to check for patterns

Project Team

Password Reset

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 an improvement
- Consider further process improvements