SSO Plugin

Overview of features

J System Solutions

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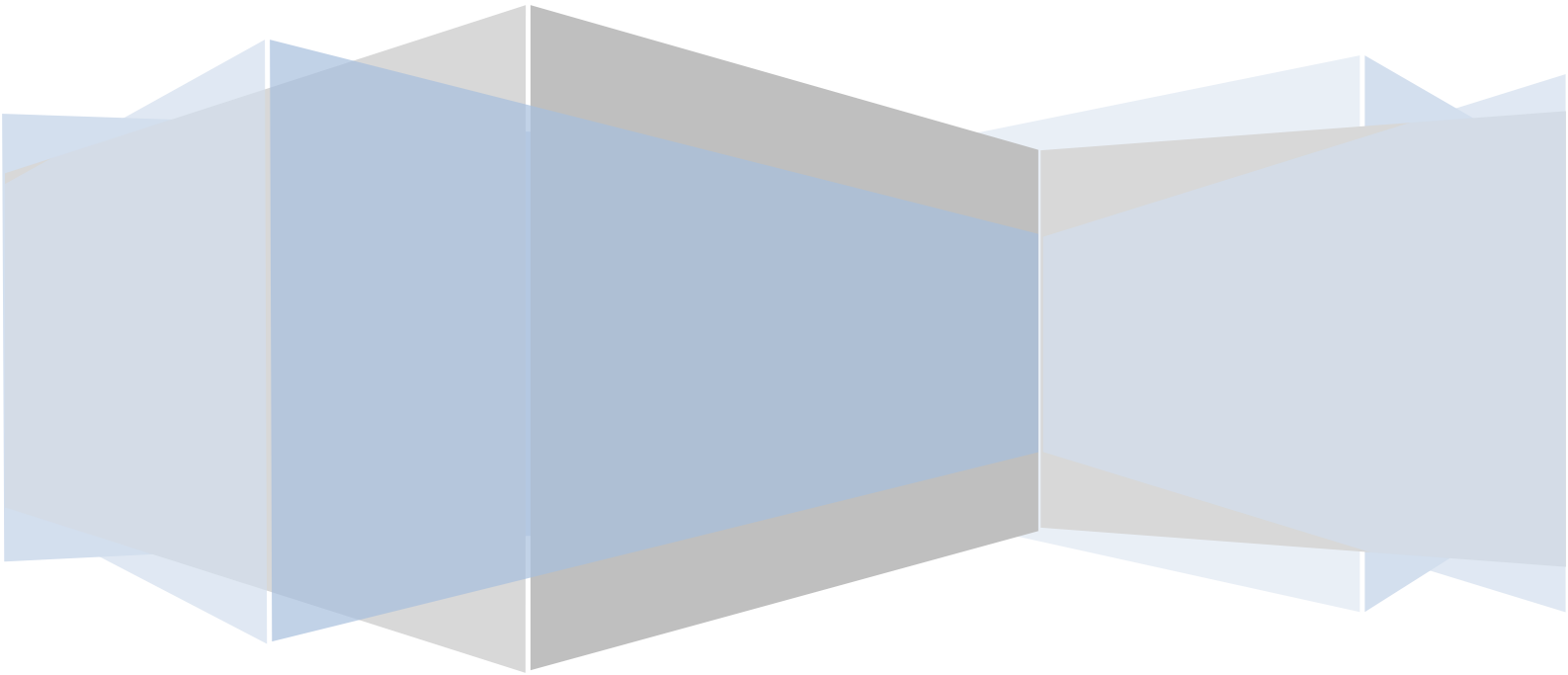

What is SSO Plugin?....3
Authentication methods....4
Built-in Active Directory integration....4
Microsoft IIS....4
SAML version 2....4
OpenID....5
X509 CAC/DoD....5
CA SiteMinder, RSA Access Manager (ClearTrust), Novell Access Manager, Oracle Identity Manager....5
Added value features....6
Intuitive deployment process....6
Case insensitive account matching....6
User aliasing....6
Self-service account creation in BMC ITSM....6
BMC Dashboards: One user repository is better than two....6
How is this different from other products?....7
SAP Business Objects....7
Identity Federation Service....7
Additional BMC AR System features....7
SSO Administration Console....7
Centralised configuration....7
User authentication reporting facilities....7
Windows User Tool....8
Automation and problem resolution with BMC ITSM....8
Superb support....9

What is SSO Plugin?

In brief, the most comprehensive, highly recommended, industry leading, dedicated SSO solution for the BMC AR System/ITSM and HP Service Manager within those markets.

This document covers the high level features within SSO Plugin and for in-depth technical discussion on a particular feature, please contact support@javasystemsolutions.com.

Authentication methods

The product supports the following SSO authentication methods:

Built-in Active Directory integration

This is the most common type of integration for the enterprise. We believe the built-in AD support is the most advanced implementation available in any commercial product.

Seamless sign on: Clients open a browser (IE, Firefox, Safari and others), navigate to BMC ITSM (or any other BMC AR System application) and are signed in without typing in their Windows credentials.

Streamlined configuration: Only four pieces of information required to enable AD integration, two of which are a service account and password. This ensures the product is easy to configure for the majority of enterprise networks.

Multiple domains: Support for multiple Windows domains, whether or not they are in a trusted relationship.

Standards compliant: The only product in the market to correctly implement the Microsoft “Integrated Windows Authentication” protocol (Kerberos+NTMLv2), ensuring all clients can connect, not just the majority.

Active Directory failover: Provides AD failover support, allowing the administrator to provide a list of ADs to contact in the event one or more fail.

Bespoke configuration: An advanced UI provides the ability to setup bespoke configurations for Kerberos and NTLMv2, including advanced Kerberos configuration through krb5.conf and Kerberos ticket files.

Windows login: No requirement to run the BMC AREA LDAP or HP LDAP integration plugins; SSO Plugin allows users to login with their Windows credentials given it has been integrated with the Active Directory.

Microsoft IIS

Integration with an IIS front end is a common configuration that’s supported out of the box.

Single click configuration: Once IIS and Tomcat have been correctly configured, integrating with IIS involves a single click in the SSO Plugin setup interface.

Supports non-SSO enabled clients: By default, IIS secures the entire site and forbids non-SSO traffic. This feature allows BMC Windows User Tool and webservices to function correctly even when not SSO enabled.

SAML version 2

Integrate with SAML version 2 Identity Providers such as Microsoft ADFSv2 and Ping Federate, allowing you to deliver SSO over the Internet in a secure fashion.

Provide a cloud based service: SAML was designed to provide a secure solution for the Internet. When enabled, users can navigate from their own internal network directly to BMC or HP ITSM hosted on the Internet.

OpenID

OpenID is an open standard that describes how users can be authenticated in a decentralised manner and is supported by some of the largest companies in the world, such as Google, Yahoo, WordPress and Orange.

Users need only log into an OpenID provider (ie Google) to gain access to other services (such as the BMC AR System) assuming those other services are setup with a couple items of data for each client.

Easy to configure: The OpenID implementation requires just a single click in the SSO Plugin setup interface and for each user account to contain an OpenID provider and identifier.

Onboarding tools: The user's OpenID provider and identifier are displayed in a web interface, allowing an administrator to gather the correct information required to SSO enable their account in AR System. Alternatively, the BMC ITSM automation **[LINK]** feature will create an incident for non-SSO enabled users and include this information.

Perfect for external clients: OpenID was designed to provide a secure solution for the Internet. When enabled, users can navigate from a link in their Google mail directly to the Incident itself without logging in to BMC ITSM.

X509 CAC/DoD

Particularly popular in the US Military, support for X509 CAC/DoD client certificates provides SSO to such deployments.

Single click configuration: Configuring support for these products involves a single click in the SSO Plugin setup interface.

Standards compliant: Integrates with web servers supporting client certificates.

CA SiteMinder, RSA Access Manager (ClearTrust), Novell Access Manager, Oracle Identity Manager

SSO Plugin allows seamless sign in to BMC ITSM when a user has already signed into the corporate SSO solution.

Single click configuration: Configuring support for these products involves a single click in the SSO Plugin setup interface.

Account matching: All too often, the SSO usernames in the corporate solution do not match those in the BMC AR System. SSO Plugin provides unique features to match the AR System login to the corporate SSO account.

Added value features

While SSO Plugin provides a wealth of SSO integration points, the product has a number of other features that add value to the product.

Intuitive deployment process

Most companies will suggest they need 5 days professional service, at your cost, to install an SSO solution that is unique to your installation and poorly documented.

SSO Plugin was built with ease of deployment in mind and features a graphical installation process and web based configuration and testing tools.

There are also a range of installation videos (with audio and written commentaries) and highly detailed documentation.

Typically, administrators with no SSO experience can install SSO Plugin, therefore removing any requirement for onsite professional services.

Case insensitive account matching

The BMC AR System and HP Service Manager will reject a login request if the SSO username is in a different case to the product login name. This can often cause problems in environments where most users have the correct case in the product, and a minority do not.

SSO Plugin resolves this issue by logging into the product with the correct login name if the SSO username differs by case.

User aliasing

Real-time automated reconciliation of SSO authentication details and AR System User form login names for instances where they are not the same. For example:

- It is common to find that the BMC or HP login names do not match a user's corporate SSO username.
- When supporting multiple Windows domains, the same user can exist in more than one domain making it impossible to match the BMC or HP login names with a Windows username.

This feature is available for **all** authentication types.

Self-service account creation in BMC ITSM

Synchronising BMC ITSM with a user repository is a time consuming and error prone task. SSO Plugin provides the ability for users to register for an account using a self-service interface, removing the need for daily user synchronisation between ITSM and the corporate user repository.

BMC Dashboards: One user repository is better than two

The BMC Dashboards product is a superb addition to the BMC IT Service Management suite but is built on a user repository that has no integration with the ITSM user repository, and with no SSO support, this is a huge barrier in the corporate environment.

SSO Plugin solves this problem by providing an SSO module built around SSO Plugin for Midtier and a full ITSM to Dashboards user and group/role synchronisation tool.

How is this different from other products?

Other companies will tell you they can provide SSO for Dashboards, but no other product:

- Integrates Dashboards with ITSM by providing a single database for user configuration.
- Provides an easy to install plugin to Dashboards that leverages the industry leading SSO implementation provided by SSO Plugin.
- Provides both SSO and manual login to Dashboards.

SSO Plugin is the only product in the BMC market that brings BMC products together.

SAP Business Objects

The SAP Business Objects (also known as BMC Analytics) product also maintains a standalone user repository. SSO Plugin provides exactly the same user and group synchronisation tool for SAP BO as it does for BMC Dashboards (above).

Identity Federation Service

Future proof any BMC/HP/other Java web application for SSO without months of costly development.

The Identity Federation Service allows for third party applications (that support the Java Enterprise Edition security framework) to be secured using SSO Plugin.

Simply deploy an agent to the third party application and decide whether the application should receive the SSO username or the AR System Login Name and groups.

Additional BMC AR System features

There are a number of features designed to ease deployment within BMC AR System, because this platform requires additional components.

SSO Administration Console

Presented as an application built with workflow, sitting aside the existing ITSM consoles to allow management and administrators to view who is logging in, from where, using what browser or BMC Windows User Tool.

Centralised configuration

In a market where products require local configuration files, causing excessive change management when a change requires reconfiguration of multiple AR System servers and Mid Tiers, SSO Plugin has a single configuration source.

This means that if you reconfigure a component, other components will automatically re-load their configuration ensuring no production down time.

SSO Plugin for HP Service Manager uses the HP SM 'trusted sign on' feature so there's no additional SSO Plugin configuration on the Service Manager instance.

User authentication reporting facilities

User authentications are logged in BMC AR System allowing you to plan capacity management through being able to identify when, where and how people are using the system using our inclusive reporting tools.

Administrators can quickly build their own reports to help demonstrate the return on investment in their BMC ITSM deployment.

Windows User Tool

SSO Plugin supports the BMC Windows User Tool, a popular client favoured by AR System administrators.

Automation and problem resolution with BMC ITSM

Automated BMC ITSM Incident Management integration to raise any SSO issues, such as a user connecting with either a non-SSO enabled account or no account at all.

This feature results in quick resolution times for user authentication incidents, because the user is presented with an Incident number and can call the service desk for resolution.

You may wish to watch a short video (with audio commentary) on this feature.

This feature is available for **all** authentication types.

Superb support

It’s a fact that no other company in the BMC market provides the same level of support as provided by JSS. Many companies will tell you the same, but they won’t be able to point you at a long list of delighted customers, some of whom have written quotes on our website.