

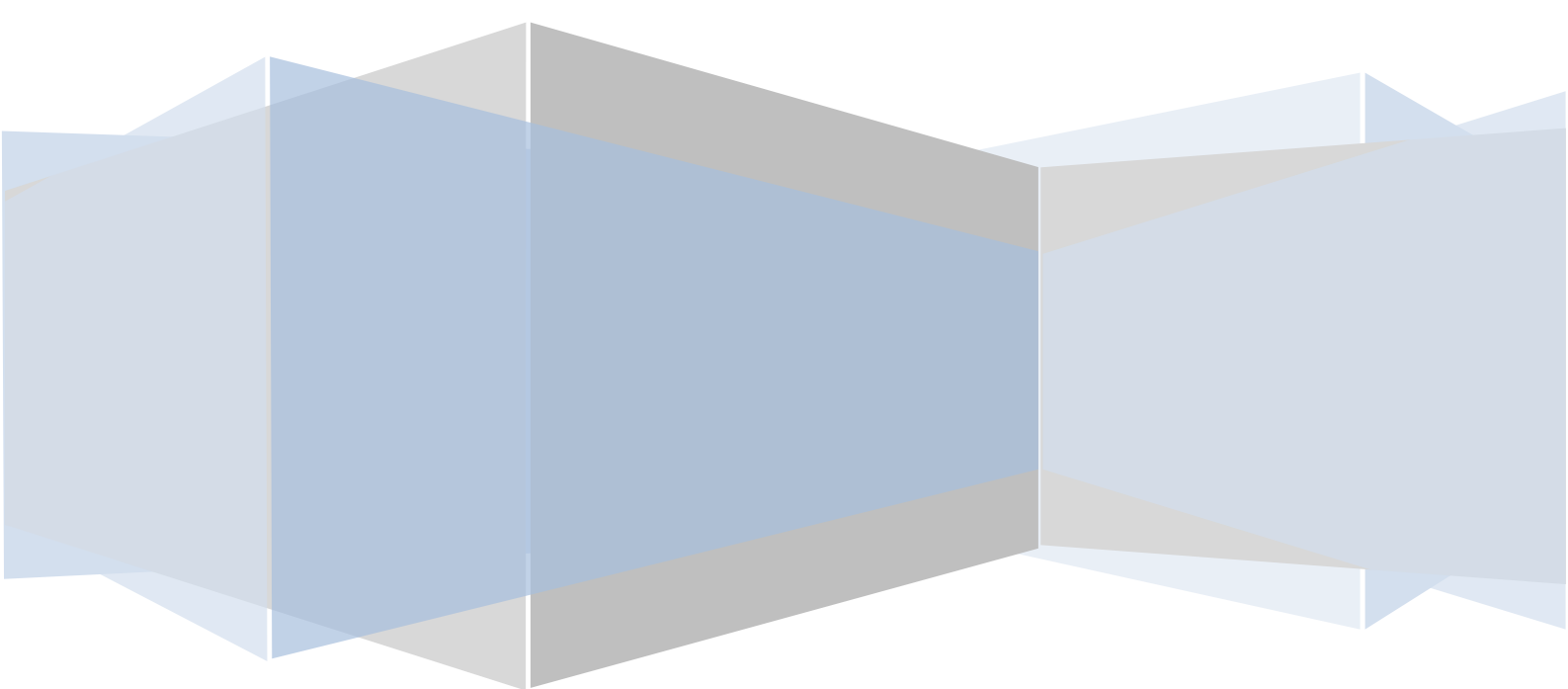
SSO Plug-in

HP Service Manager, features and functions

J System Solutions

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Version 3.5



Introduction

Welcome to the JSS SSO Plugin for HP Service Manager overview video, where you will see some of the key product features.

As shown here the JSS SSO Plugin allows all users within your organisation to log in with their windows credentials and then access service manager, the support console and a number of other password validated applications, without the need for further entry of any username or password.

In the next four minutes, you will see four key features demonstrated. In each one, the Windows user, administrator, is running Service Manager using the Plugin.

We start by accessing Service Manager, and the Plugin authenticates the user, administrator and provides access to the support console.

Alternatively we can also directly access the Self Service portal using the same authentication. Any user who only has self service access, will be automatically redirected to the self service portal. Including when trying to access the support console.

Advanced user matching

One of the common problems faced by large organisations is that the SSO username does not map to the Service Manager username. This is particularly common in Windows networks with multiple domains, because the same username (but different physical person) can exist in multiple domains.

SSO Plugin has a solution to this problem with features to map SSO usernames to accounts in Service Manager.

Using the SSOUsername field, Adele Wilcox has been mapped to 'Administrator'.

In the SSO Plugin configuration, you select 'Alias user by query' and provide a query to run against Service Manager.

When you go to the Test SSO page, you can see the the SSO user Administrator has been mapped to Adele Wilcox, and when you access Service Manager, you are logged in as Adele Wilcox.

Built-in login

SSO Plugin provides an integration to Active Directory for manual logins. Consider a user who isn't a member of the domain but has a domain login.

They can navigate to the built-in login, enter their Windows credentials and login to Service Manager.

You may ask, why can't people use their Service Manager password? In any organisation, the only password someone has any chance of remembering is their Windows desktop password, hence this feature removes the need to remember another password even when SSO isn't available.

Logging in manually

The logout screen has been replaced to provide the various useful links for a Service Manager user who may wish to re-access the system, with or without SSO. As you can see, you can login manually via self service or the support console.

Configuration interface

As you can see, the configuration interface is designed to make implementing SSO a user friendly experience.

On the left, you see a set of four fields to provide complete Active Directory integration, including fail over support if multiple ADs are provided.

On the right, a range of features are provided to integrate the SSO Plugin with Service Manager, including username matching features such as case insensitive matching the SSO username to the Service Manager Operator.

To configure SSO Plugin, you press set configuration and wait a few moments for Tomcat to restart the Service Manager web application.

When you return to the status page, you can see SSO Plugin is enabled. You can now use the Test SSO page to validate the current user against Service Manager. The test is successful and confirms an account exists in Service Manager, and you can access it.

Summary

As you can see, the JSS SSO Plugin provides a wealth of features to HP Service Manager, allowing any organisation to use single sign on with ease.

Whether you wish to implement Active Directory authentication, or integrate with CA Site Minder, the JSS SSO Plugin is the only solution that meets your requirements.

The Plugin also integrates Service Manager with other applications such as Jasper Reports and S.A.P. Business Objects, driving user authentication

from Service Manager and avoiding the requirement to manage multiple user repositories.

Download your free evaluation from the JSS website today and join many other large organisations in securing your ITSM application with the JSS SSO Plugin.