ABSTRACT

Tarrant County 2018 Submission

Information Technology

Tarrant County Password Self-reset

The Tarrant County Password Self-Reset initiative began as an effort to:
- *Reduce the number of password reset related calls handled by live agents in the Tarrant County Information Technology Department Customer Care Center (CCC)*
- *Enable Tarrant County employee self-service password reset capability for cost efficiency and faster resolution.*

Leveraging Tarrant County's Information Technology Service Management application led to the delivery of a well-planned technology solution. This solution expands the Customer Care Center's (CCC) 24x7 self-service support initiative by including a new electronic user-centric Password Self-Reset model.

The features and results include:
a. *A user-centric Password Self-Reset model.*
b. *Security based multi-factor authentication protocol.*
c. *A secure process for the after-hours CCC third party provider to handle Password Reset without direct access to Tarrant County's Active Directory.*
d. *During the first three months of the enterprise campaign:*
   i. *Achieving an overall cost savings of **36.4%** for password reset.*
   ii. *Reducing the number of service calls to the ITD Customer Care Center relating to Password Reset by **1,760**.*
   iii. *Eliminating **146.67** hours of live-response password reset support.*

These measurable results will only multiply as additional Tarrant County staff leverage this same process.