



ISE Central Executive Forum and Awards Nominee Showcase Presentation

June 9, 2010

<i>Company Name:</i>	Southwest Airlines
<i>Project Name:</i>	Password Management – Simplified Sign On
<i>Presenter:</i>	Bridget Campbell
<i>Presenter Title:</i>	Manager, Technology Security/Identity Management





Company Overview



- Southwest Airlines provides everyone the Freedom to Fly
- 35,000 Employees
- Annual operating revenue ~ \$10 Billion
- Operate only Boeing 737s
- Federal amendment restricting travel to/from Dallas Love Field will be repealed in 2014



Presentation/Project Overview

Southwest Airlines Password Management project was aimed at providing a compliant, easy to use Password Reset application that provided for password provisioning to connected systems. The project scope was limited to internal Customers (i.e., Employees, Retirees and Contractors). By storing passwords in a single identity vault and provisioning out to other systems allowed Southwest Airlines to manage passwords in a single location and reduce the number of compliance controls needed to ensure the security of our internal information systems.



Overview of Business Challenge

- Compliance dictated stronger password controls
- Home grown password solution was outdated and could not manage passwords on disparate infrastructures (e.g., RACF, SAP)
- Multiple methods to change passwords provided inconsistent results and drove calls to our Central Support Desk
- Audit inquiries were labor intensive as a result of decentralized password controls
- Password Reset VRU application no longer met compliance directives and needed to be retired

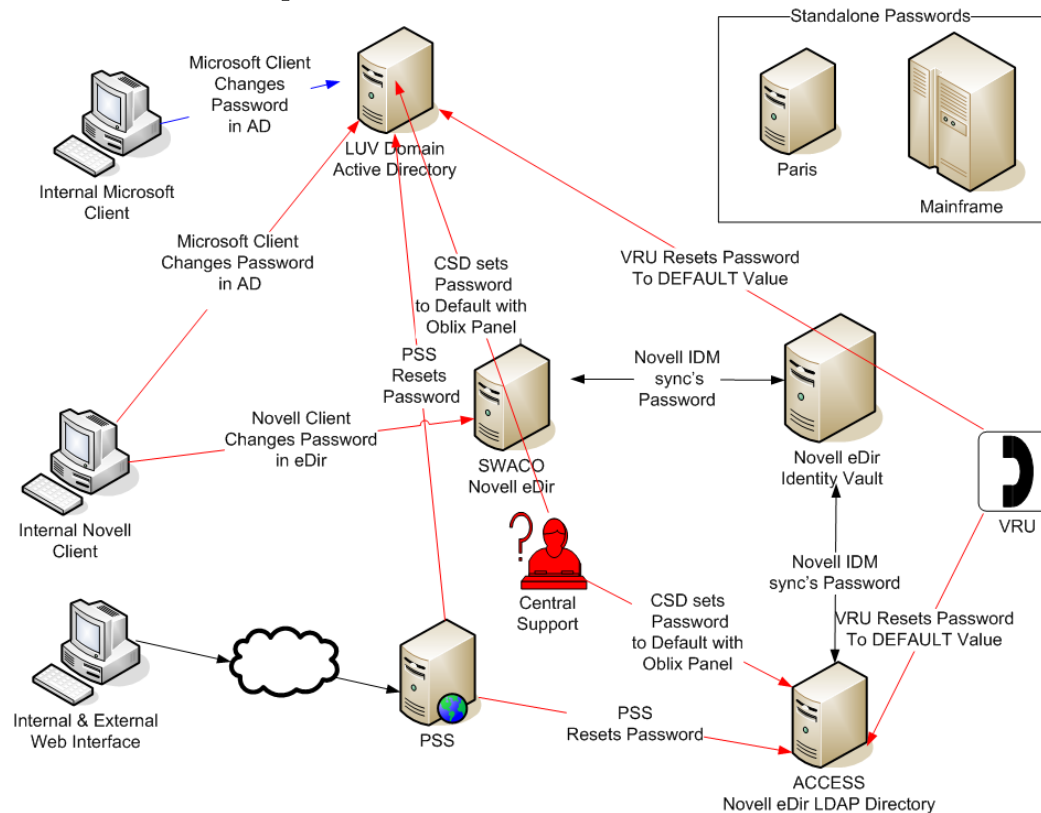


Project Scope/Goals

- Meet all compliance directives
- Reduce calls to our Support Desk
- Eliminate a non-secure Password Reset VRU Application and retire homegrown password reset solution
- Direct all password changes to a single, more intuitive Password Self-Service Application (including desktop redirects)
- Extend our existing Identity Management provisioning solution to include provisioning of passwords (Active Directory, SAP, RACF)



Project Scope/Goals





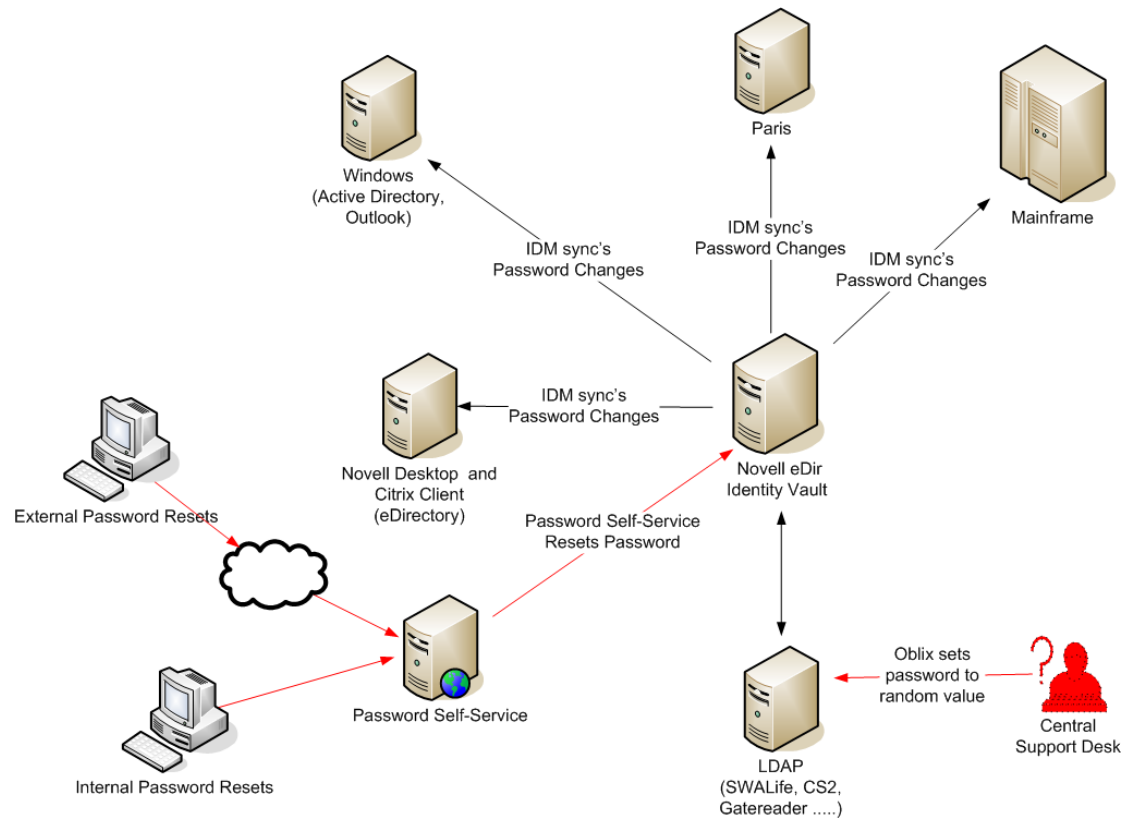
Project Results

Partnered with Novell and ...

- Implemented Universal password (to allow for password provisioning)
- Implemented Novell's Password Reset User Application
- Implemented Novell and Microsoft Client Extensions to provide desktop redirection to a single Password Reset application
- Customized our existing Identity Management drivers to synchronize passwords



Project Results





Lessons Learned/Best Practices

- Nothing is ever as straight forward as it seems
- Test, test, test and retest
- Do not hesitate to take a step back if the planned implementation does not appear that it will work – even if it does cause project delays
- Benefits are not always realized immediately



Thank you and Questions

- Questions?