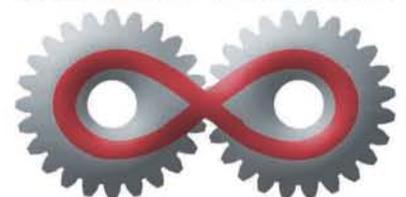# Single Sign On Report

tools4ever

## Background Information

This survey focused on the subject of Single Sign On solutions and how these products could help business professionals. A Single Sign On solution allows users to log-in once and immediately have access to all other applications. Users do not have to remember a number of different username and password combinations, they can work more efficiently and the organisation increases security.

*Respondents*

The survey consisted of 11 questions which asked professionals how they sign-in to applications and systems at work, and what their feelings were on this process. The survey was sent out on LinkedIn to professional groups, as well as through an email campaign aimed at business professionals primarily in the education and healthcare fields. The survey was conducted solely in the USA for a period of approximately 3 weeks. 552 people participated in the survey, 77% of which were IT professionals. Each respondent was required to answer every question on the survey and was given the option to be entered into a prize draw to win an iPad2.

## Question Analysis

1. **Do you spend too much time logging- in to all of your applications/ systems each day? (Yes or No)**

   The objective of this question was to find out if business professionals feel that the time they spend logging-in to their systems takes too much time out of their day. 67% (369) of the respondents confirmed that they felt it does take too long to log-in to their systems.
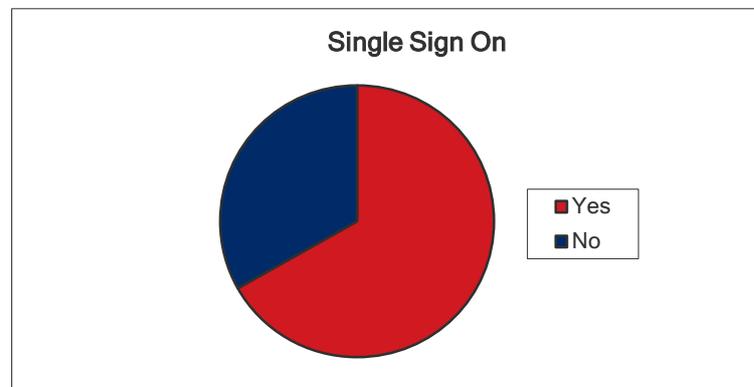
   

2. **Would you be able to work more efficiently if you could reduce the time it took to log-in to all of your applications/systems throughout the day? (Yes or No)**

   The aim of this question was to find out if people felt their work day would be more productive if the time it took them to log-in to their systems was reduced. Overall 85% of the sample (471 respondents) answered in the affirmative - they would be more efficient. This suggests that they would benefit from using a solution such as Tools4ever's Enterprise Single Sign On Manager (E-SSOM).

Single Sign On
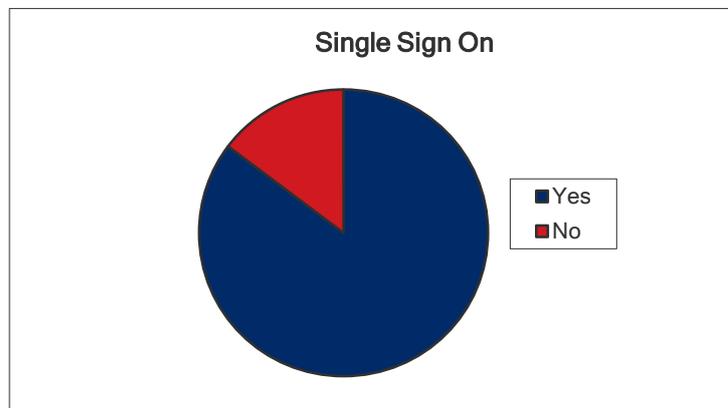
**3. How many username/password combinations do you have to remember for your job? (0-3, 4-7, 8-11, 12+)**

The goal of this question was to see if respondents needed to remember a large amount of username/password combinations in order to access tools to perform their jobs. 37%, the largest amount of respondents, said that they had to remember 4-7 different sequences. 28% of the sample (the second largest group) revealed that they had to remember an astonishing 12+ combinations.



Single Sign On
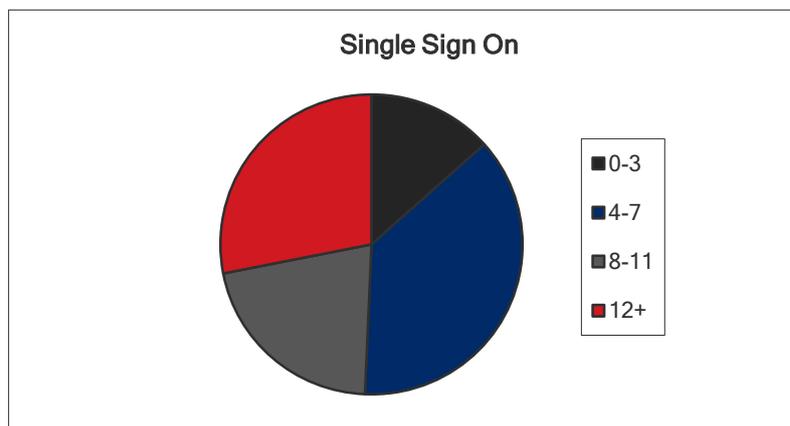
4.  **Do you have your usernames and passwords written down on paper, hidden somewhere around your desk? (Yes or No)**

This question had the aim of finding out if respondents relied on insecure methods in order to remember password combinations. Only 72 respondents (13% of the sample) confirmed that they did this. It could be concluded that the surprisingly low number of affirmative responses is due to participants being aware that the practice of writing username/password combinations down on pieces of paper is insecure and may be viewed unfavorably by their company.
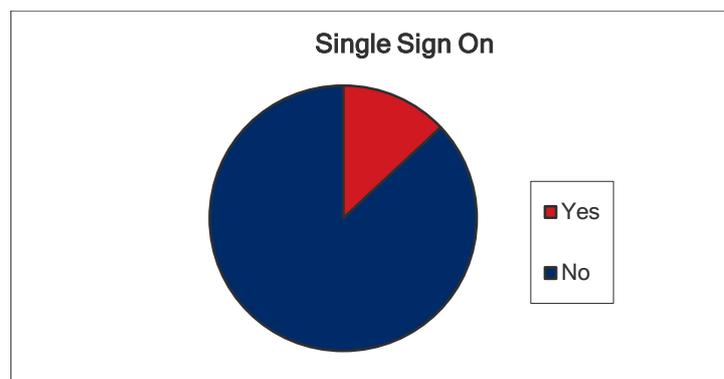


5.  **Do you use a log-in card or any other device to log-in to your company's systems or for physical access? If yes, what do you use, tick all that apply. (None, RSA Token, Proximity/Access card, USB Key, Biometrics, Other)**

The objective of this question was to find out if participants were using something other than a username and password to log-in to systems at work. 41% of respondents confirmed that they do use a log-in card or other device. The most used device was a RSA Token with 23% (129 respondents) followed by a proximity access card with 16% (88 respondents).

Single Sign On
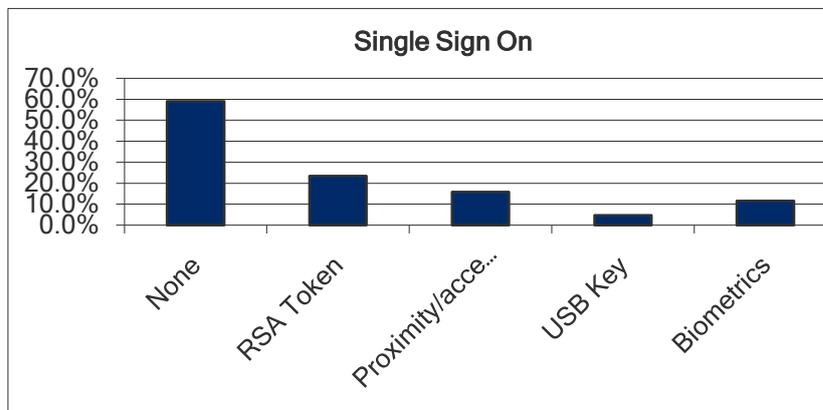
**6. Do some of the applications/systems that you use require you to change your password on a regular basis? (Yes or No)**

For security reasons many companies set up their password requirements so that a reset is needed after a certain period of time. These frequent changes make it more difficult for users to remember their log-on credentials. 487 respondents (88% of the sample) confirmed that their company does require this. This shows that many people are dealing with the problem of remembering a new password on a regular basis.



Single Sign On
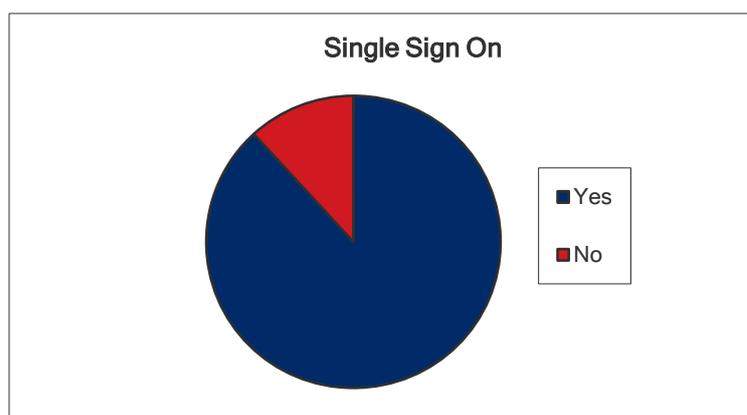
7.  **Please indicate all of the applications you use that require log-on credentials. Tick all that apply ( Library, Phone/Print, Email, HRM, SIS, Helpdesk, E-Learning, Database, ERP, CMS, other).**
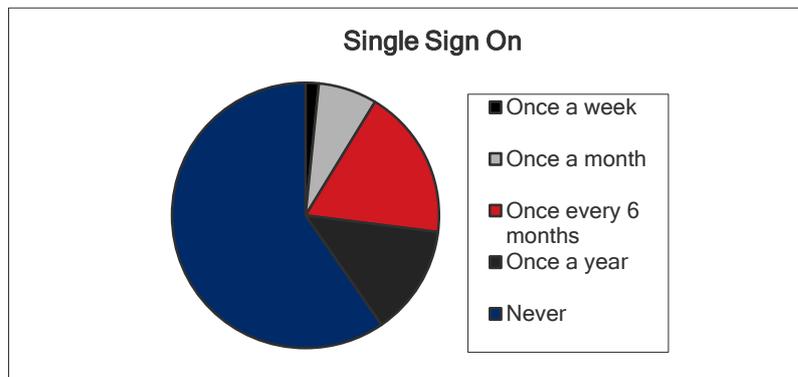
The aim of this question was to see which were the most frequently used applications by participants that required sign-on. Email was the most popular application with 496 respondents (90% of the sample). The second was Database with 391 respondents (71% of the sample). And the third was Helpdesk with 311 respondents (56% of the sample).
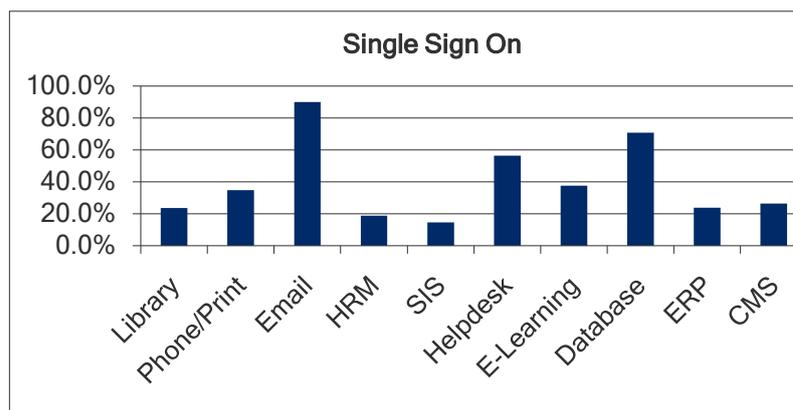


8.  **How often do you have to call the helpdesk due to forgetting or needing to reset a password? (Once a week, Once a month, Once every 6 months, Once a year, Never)**

Forgetting your password can be extremely time consuming and frustrating for both the end-user and helpdesk. 18% of participants (the second largest group) answered that they forgot/needed to reset their password every 6 months – this equates to a very large amount of time and money being spent on this process. The largest sample did respond

that they 'Never' made a password reset call to IT helpdesk, however this could be due to the large proportion of respondents working within the IT department.

**Single Sign On**



**9. Have you ever heard of Single Sign On? (Yes or No)**

The objective of this question was to see if people were aware of a product which could solve the problem of remembering several usernames and passwords. 506, the majority of respondents (91% of the sample), confirmed that they had heard of this type of product. This again could be due to the majority of the sample being IT specialists.

**Single Sign On**
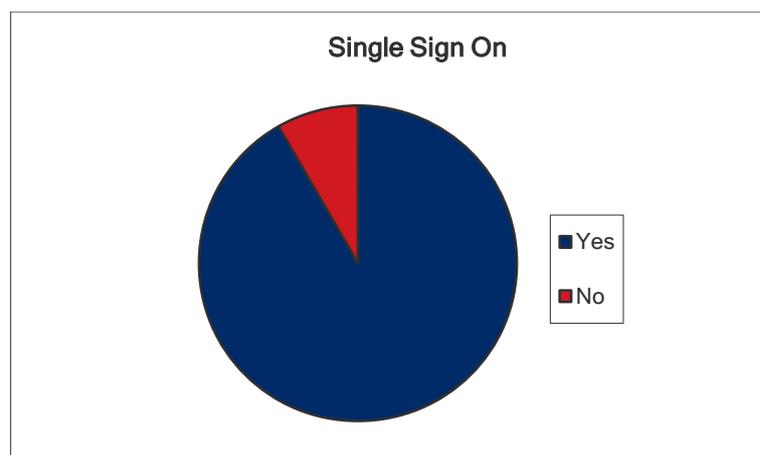
**10. What industry do you work in?**

Different industries may require different applications, log-in processes or amounts of username/password sequences. Most people who took the survey were in IT services with 232 respondents (42% of the sample). Education was the second highest group with 124 respondents (23% of the sample).



Single Sign On

Legend: Healthcare, Education, IT Services, Retail, Government, Energy, Engineering
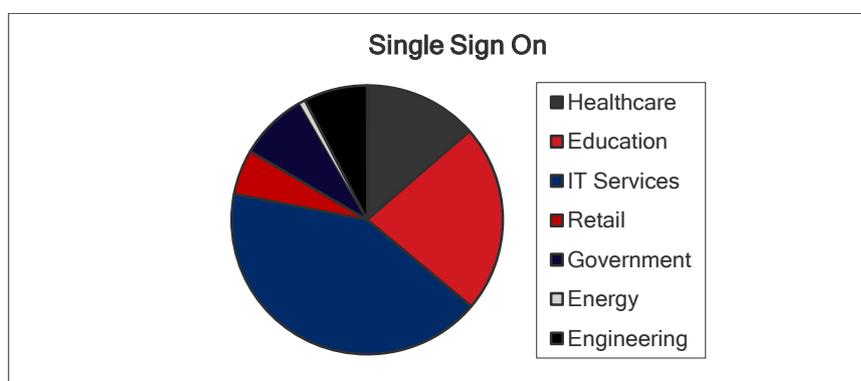
**11. What is your job function?**

The aim of this question was to determine what type of people were taking the survey. Different job functions could also require different log-in processes, Information Technology was the highest group with 423 respondents (77% of the sample). The second highest was Engineering with 32 respondents (6% of the sample).
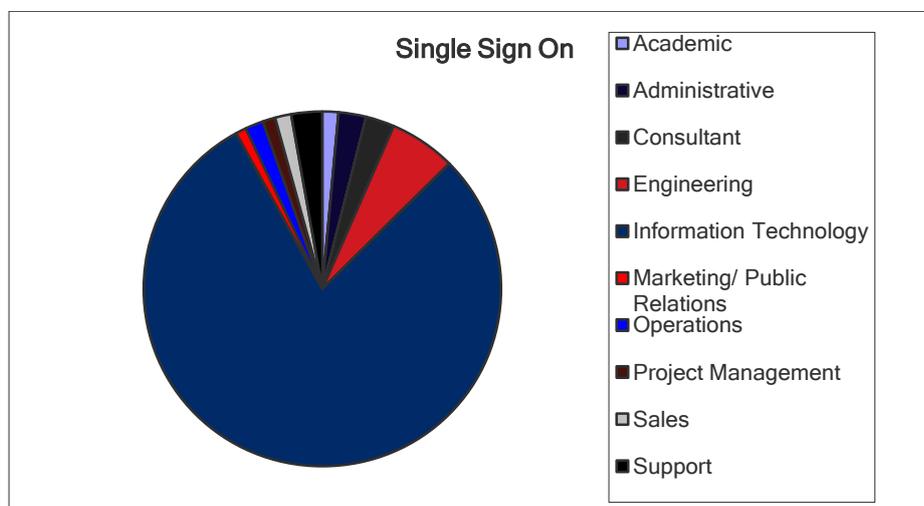
**Cross Tabulations- Small amount of username/passwords**

It is interesting to look at the attitudes of those participants who had the least amount of username/password combinations to remember. 71% of respondents who had 4-7 username/passwords still felt that they spent a disproportionate amount of their work day logging-in to applications/systems.    Furthermore, 61% percent of those with 0-3 username/passwords, and 88% of respondents who had 4-7 username/ passwords said that they would benefit from a product that would reduce the time it took to log-in each day.

**Conclusion**

The survey found that a large proportion of those surveyed have a considerable number of username/password combinations that they need to remember in order to do their work on a daily basis. A large amount reported having to remember up to 12 different username and password combinations. This can be very time consuming and over half of the people surveyed said that the 'Log-in' process takes too much time out of their day. Over half of the people with only 4-7 usernames/passwords said that they spent too much time logging-in to their systems each day, and 88% of the same group also said that they would be able to work more efficiently if they could reduce the time it took to log-in each day.

Many companies also require passwords to be changed regularly to ensure security in their systems, which makes remembering username/password combinations even harder. Over half of the respondents reported working for a company who required this. With a Single Sign On solution, such as Tools4ever's E-SSOM, employees could work more productively by reducing their time spent logging-in, whilst improving network security. Benefiting both the employee and the company.

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