

Authentication: Password Madness

MSIT 458: Information Security
Group Presentation

The Locals

Password Resets

- * United Airlines = 83,000 employees
- * Over 13,000 password reset requests each month through the IT Service Desk
- * Intranet, email and one other system make up approximately 75% of all password resets

Voice of the User

- * Passwords expire too often
- * They must remember too many passwords
- * Password authentication is too strict



**“Why is it that it’s harder to get into
my email box at United than my
Chase bank account?”**

~SFO Flight Attendant