

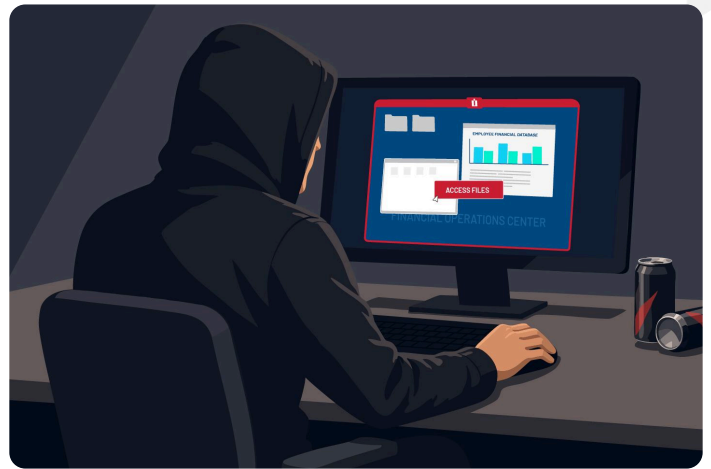
How attackers bypass security through the service desk

Attackers don't break in – they call your service desk.

Weak verification makes password resets a high-risk entry point.

THE 4-STEP ATTACK

1. Attacker impersonates a user
2. Calls the service desk
3. Passes weak verification
4. Gets a password reset and gains access



WHY IT WORKS



Weak verification

Security questions are easy to guess or find



Inconsistent processes

Identity checks vary by service desk analyst



Human pressure

Urgent requests lead to shortcuts

THE FIX

Remove the risk by improving the process

Self-service password reset (SSPR) reduces the need for risky, human-mediated resets.

WHAT THIS LOOKS LIKE

- Face recognition
- Imprivata ID (mobile app)
- SMS OTP
- Email
- Imprivata PIN



METHODS



Face recognition



Imprivata ID



SMS OTP



Email



Imprivata PIN



Make your service desk less of a target by removing it from the reset process.