

***RSA Two Factor Authentication***  
***August 2, 2016***

**1. Rate:** per user, per month \$4.00

**2. General Overview:**

Two-factor authentication is a method of computer and network access control that involves at least two of three categories:

- Knowledge factors ("things only the user knows"), such as passwords;
- Possession factors ("things only the user has"), such as tokens or fobs;
- Inherence factors ("things only the user is"), such as biometrics.

Requiring a second factor from a different category greatly strengthens computer and network security. For this reason, two-factor authentication is becoming widely adopted for protecting sensitive data, and some federal agencies already mandate two-factor authentication whenever accessing their information.

The RSA Two Factor Authentication Service allows a choice of either a hardware token or software token. The hardware token is a separate device that the user keeps in possession. It generates a random number that is synchronized with the central RSA Authentication Manager. The cost of the hardware token is a separate charge.

**3. Service Description:**

How RSA Secure ID Works

When receiving a request to access a protected resource, the system prompts the user for a unique passcode. The passcode is a combination of their user's password and the code that is displayed on the authenticator token at the time of log in.

The user ID and pass code are intercepted by the RSA Authentication Agent and presented to the RSA Authentication Manager software which validates the pass code. The RSA system computes what number the token is supposed to be showing at that moment in time, checks it against what the user entered, and makes the decision to allow or deny access.

The Two-Factor Authentication Service Includes:

- Unlimited use of the service for each user;
- RSA server management
- RSA software maintenance
- Service Desk Support for users
- Security setup/deletion of users
- Normal trouble-shooting (to the point of determining whether a problem is with the RSA system or with the user's PC and local infrastructure)

The service does NOT include:

- RSA identification hardware token (available as a separate cost)
- On-site support (which is available as a separate service and billed as time and materials)

Benefits include:

- Two-factor authentication provides a much higher level of security;
- Compliance with security standards for systems that require greater security than simple passwords.

## **4. Roles and Responsibilities:**

### **Responsibilities of the Office of the CIO:**

- Management of the RSA Two Factor Authentication Service;
- Assistance to agencies in determining whether two-factor authentication is justified;
- Documentation and initial train-the-trainer methods for implementation and use of the service in an agency.

### **Responsibilities of the Customer:**

- Classification of applications and data to determine whether two-factor authentication is justified;
- Compliance with NITC Security Standards (<http://www.nitc.nebraska.gov/standards/>), including those pertaining to data, passwords, and authentication and authorization in general
- On-site support (which is available as a separate service and billed as time and materials).

## **5. Requesting Service**

Contact the Office of the CIO Service Desk (402-471-4636) or [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov) with any questions or to request service.

## **6. Billing Information:**

The Office of the CIO uses a system of billing accounts, job codes and work orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new jobs code and work order. Contact the Office of

the CIO for assistance with developing an accounting structure that meets the needs of your organization.

## **7. Service Hours, Response Times and Escalation:**

The Two Factor Authentication Service is available 24 x 7. Report problems to the Office of the CIO Service Desk (402-471-4636) or [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)).

### **For further information, please contact:**

**Office of the CIO Help Desk  
cio.help@nebraska.gov  
402-471-4636 or 800-982-2468**