

PKISSO AREA Connector

Common Access Card Interface for BMC Remedy

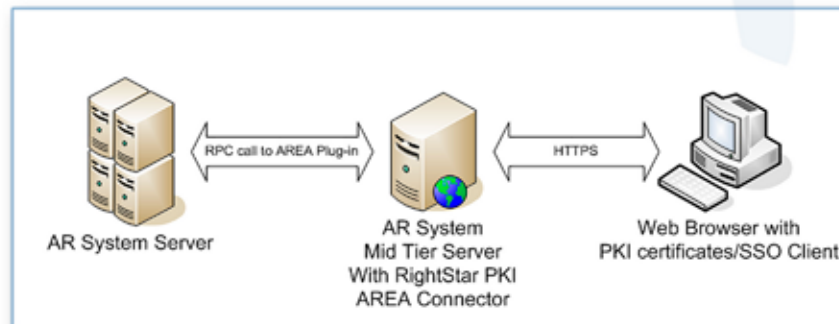
BMC Remedy-CAC Integration

RightStar's PKISSO AREA Connector is a solution that allows users to easily access secure BMC Remedy applications by authenticating them from credentials extracted from Common Access Cards (CAC), PIV, PKI client certificates or external Single Sign On (SSO) systems, such as CA SiteMinder.

With the PKISSO AREA Connector integration to Remedy, the Remedy Mid-Tier application can be quickly enabled to use smart cards without requiring any complex changes to the Remedy application.

Features include:

- Capture, exchange, and synchronize data from a CAC government issued smart card
- Low cost migration from passwords to PKI or SSO based authentication



PKISSO AREA Connector meets DoD Directive 8520.2 for Public Key Infrastructure and Public Key Enabling, and the DoD Common Access Card program.

Benefits

With the ability to authenticate CAC/PIV/PKI/SSO users, service desk managers can further leverage their existing investment in Remedy to meet government security requirements.

Additional benefits include:

- **Single sign-on service.** The integration simplifies the user authentication experience and reduces the cost of managing multiple passwords. Additional clients are available for other BMC Remedy web-based applications.
- **Easy to deploy, use and maintain.** RightStar's PKISSO AREA Connector typically requires less than 4 hours for installation. It also requires little to no maintenance after installation.

Technical Approach

RightStar's PKI AREA Connector is strictly for Remedy browser based applications. Inserting the CAC card into the card reader loads a PKI certificate into the user's web browser session. Upon navigating to the Mid-Tier server (or alternate client landing pages on the Mid-Tier server for the other supported applications), the user is prompted to submit a certificate to access the site. Once the Mid-Tier receives the certificate, it parses the user information from it. Alternatively, if SSO-based authentication is used, the system parses the user information from the passed SSO header, variable or token. If a valid user is found, the system authenticates using an authorization string (secret key) specified at the time the application is installed. The authentication request is passed to a custom plug-in which is installed on the Remedy application server.

RightStar Systems is a leading provider of ITIL®-based service management solutions for commercial organizations and government agencies. As an Elite BMC Software Solution Partner, RightStar provides consulting, design, and implementation services for BMC Service Support, Cloud Lifecycle, SaaS, Service Assurance, and Service Automation products. As a complement to these services, RightStar offers on-site ITIL assessments, providing strategic roadmaps for delivering services to the business more efficiently, accredited ITIL certification training, and a comprehensive line of RightStar software products that add essential functionality to your IT service management system.

PKISSO AREA Connector

Requirements

- BMC Remedy ARS 6.3 – 9.0 on the following Operating Systems:
 - Windows (all versions through 2008 64 bit)
 - AIX
 - HP-UX (Itanium and PA-RISC)
 - Linux
 - Solaris
- If using a PKI-based authentication architecture (PKI/CAC/PIV), then, the Mid-Tier web server(s) must be configured to support HTTPS and PKI client certificates prior to installation.
- PKISSO Connector can be used in clustered and load-balanced environments as long as those environments support session affinity (sticky sessions).

Optional Clients

Separate authentication solutions based on the same technology are available for BSM Dashboards, Analytics, and BMC ProactiveNet Performance Manager (BPPM). With these optional clients, users connect to different custom login pages for each target application that reads their PKI certificate and retrieves the appropriate credentials from within Remedy. The system then authenticates the user into the target application using these credentials.

RightStar PKISSO AREA Connector vs. BMC Atrium SSO

FEATURES	RightStar PKISSO	Atrium SSO
Small footprint - minimal set of files which reside on Remedy server. Separate server not needed or recommended	✓	-
Simple installation typically requiring less than 4 hours	✓	-
Easy configuration after installation	✓	-
Minimal administration after initial configuration, requiring no maintenance to LDAP directory	✓	-
In multi-server environments, authenticator will never be a single point of failure because of its distributed architecture	✓	-
True single sign on capability from the operating system layer	✓	-
Available for Mid-Tier, Dashboards, Analytics and BPPM	✓	-
Supports multiple authentication methods simultaneously	✓	-
Support for PKI/CAC, AD/LDAP, WIA, Other SSO (SiteMinder, etc.)	✓	?
Easy integration with CA SiteMinder	✓	-

Current as of 11/10/14

