

# Privileged Identity Management for Microsoft® System Center Service Manager

## LIEBERMAN SOFTWARE

### ENTERPRISE RANDOM PASSWORD MANAGER™

Automatically locates, updates, stores, and allows delegated recovery of every local, domain, and process account password in the network. Propagates changes to the tasks, services, and applications that use the passwords.

### RANDOM PASSWORD MANAGER™

Automatically randomizes every local account password in the enterprise, and allows delegated recovery of current passwords on demand.

## FOR MORE INFORMATION

[www.liebsoft.com/  
scsm\\_integration](http://www.liebsoft.com/scsm_integration)

[sales@liebsoft.com](mailto:sales@liebsoft.com)  
(01) 310-550-8575

**Microsoft**  
**GOLD CERTIFIED**  
Partner

## Lieberman Software Extends the Power of Microsoft System Center Service Manager to Automatically Close Privileged Account Security Holes

Together, System Center Service Manager and Lieberman Software's privileged identity management solutions provide improved oversight to help organizations meet Service Level Agreements (SLAs) and regulatory compliance requirements. The joint solution enables continuous auditing of all access to privileged accounts and provides authoritative records to prove compliance.

Out-of-the box integration between Service Manager and Enterprise Random Password Manager (ERPM) / Random Password Manager (RPM) offers:

### IMPROVED IT SERVICE LEVELS

IT staff get fast, real time notification of privileged account and system management through the familiar Service Manager interface; there's no time wasted seeking out failed systems, so IT service is maintained with maximum efficiency.

### BETTER GOVERNANCE AND SECURITY

By validating Service Manager ticket information for managed password retrieval, ERPM/RPM will grant access only to the passwords needed to resolve each IT service issue, and only if properly authorized through Service Manager; this helps ensure that your organization's security policies are met.

### FASTER, EASIER COMPLIANCE REPORTING

Authorized administrators can view complete, authoritative documentation of each privileged password check out request including each requester and IP address, time stamps, and the reason for each request; privileged identity management events can automatically open and update trouble tickets inside Service Manager to help you maintain continuous compliance.

**Microsoft**

## HIGHLIGHTS

- Privileged Identity Management is a mandated compliance requirement of IT auditors. Lieberman Software products meet this requirement.
- Only authorized administrators with valid Service Manager trouble tickets can retrieve passwords for systems they need to repair or manage.
- Seamless and automated integration of privileged account password management with Service Manager, without any manual interaction required.
- Complete management of all privileged account passwords in a Microsoft-centric environment.
- Centralizes systems list management for consistency and reliability.
- Only privileged account password management solutions that have been certified for Microsoft Windows 7, Windows Server® 2008 R2, and Hyper-V™.

## LIEBERMAN INTEGRATIONS FOR SYSTEM CENTER SERVICE MANAGER

The Lieberman Software integration is the first to make Service Manager your point of control for privileged identity security and compliance. Together these products ensure that only authorized staff can access sensitive systems, only with an approved purpose, and for a limited amount of time – quickly providing authoritative, real-time reports of privileged access policies and histories to authorized management personnel.

The integration ensures that your staff can access only those systems and applications with relevant, open Service Manager incidents. All privileged password checkout/check-in transactions become part of the trouble ticket record, are audited and are available for review by IT management and auditors.

ERPM and RPM are the first privileged identity management solutions capable of verifying Service Manager trouble ticket information, ensuring that only those users who provide valid ticket data can receive passwords to access sensitive systems. The Lieberman Software products do so by:

- Verifying that the Service Manager ticket exists
- Validating that the ticket is currently open
- Validating that the ticket is assigned to the requesting user
- Confirming that the ticket number is for the requested system
- Verifying that the IT staff member who opened the ticket is authorized for privileged access to the relevant systems and applications

Once these criteria are met, the trouble ticket is also logged into ERPM/RPM along with details of the account, system(s), requester, time stamp, IP address and similar information. Only then is the privileged account password released to the IT staff member.

Together with Service Manager, ERPM and RPM help organizations lower the cost and uncertainty of complying with regulatory mandates – including mandates requiring open security management events to be resolved.

## ABOUT LIEBERMAN SOFTWARE

Lieberman Software provides privileged identity management solutions to secure the world's largest cross-platform enterprises, having pioneered the first product to address this need in 1999. By automating time-intensive administration tasks, Lieberman Software increases control over the IT infrastructure, reduces security vulnerabilities, improves productivity and ensures regulatory compliance.

The company is headquartered in Los Angeles, CA and maintains a regional office in Austin, TX. All product development, testing, and support operations are based in the United States. For more information, please visit the company website: [www.liebssoft.com](http://www.liebssoft.com)