

### Location

Located in Los Angeles County, CA

### Needs

Secure access to the desktop PCs and network, eliminate user dependency on passwords, cut support costs associated with passwords.

### Applications

Windows PCs, Windows 2000 network, various network applications.

### DigitalPersona™ Products

- U.are.U® Pro Workstation Package (with U.are.U® 2000S Sensor)
- U.are.U® Pro Server (for Windows 2000 networks)

### Overview

Of the 88 cities in Los Angeles County, Glendale has the third largest population with over 210,000 people. The city is taking a lead in serving the public with a more Internet-based city government.



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# City of Glendale

### Security Challenge

As Glendale improves its information infrastructure, it is tasked with protecting access to sensitive information. Government agencies are under constant pressure from auditors to maintain high security standards. Furthermore, mounting Federal Privacy Act legislation and increased access to public records are escalating the demands for improved access security.

Security auditors asked the City to enforce stricter password policies to prevent the use of trivial passwords—ones that could be easily guessed or susceptible to software-based “dictionary attacks.” Password policies dictate parameters, such as the minimum length, alphanumeric complexity and the expiration period of the user passwords.

City managers recognized that introducing more secure password policies would have severe consequences to their operations. First, the policies would burden users with complex passwords. Second, the increased complexity would further raise the volume of calls to the City’s Help Desk, 45% of which were already related to lost or forgotten passwords. Third, there was concern that security may actually drop as more users would be motivated to post their written password on or near their computer.

Determined to meet their goal of improving their city services and cutting costs, the City of Glendale looked for alternatives. Increasing industry coverage of biometrics and a recommendation from an auditor prompted the City IS Administrator to evaluate biometrics-based authentication solutions.

After evaluating several solutions, the City deployed the U.are.U Pro Fingerprint Security System for all 2,100 employees. Users now simply touch a small USB finger sensor to log on to Windows and other applications and Web sites—no more passwords to remember or type. With U.are.U, Glendale is expecting to reduce its administrative costs up to \$50,000 per year.

“We’re committed to bringing the citizens of Glendale a more efficient, informative government,” said Scott Harmon, Information Services Administrator for the City of Glendale. “We’re looking forward to seeing a dramatic reduction in administrative overhead resulting in more efficient operations.”

### Benefits

- Improved service—By providing faster access to information, city employees can service customers much faster and are never held back by forgotten passwords.
- Reduced support costs—Eliminating passwords for users will also eliminate 45% of the City’s Help Desk call volume, saving up to \$50,000 per year.
- Easily pass security audits—With U.are.U, the City no longer depends on end-users to maintain the security for the entire network. The City of Glendale now has much more control over access to its information.

### Why DigitalPersona

DigitalPersona, developer of the innovative U.are.U biometric security solutions, brings both heightened security and convenience to businesses and government. As proven by independent tests and hundreds of thousands of customers, U.are.U delivers time-tested, leading-edge biometrics technology for PCs and networks. The U.are.U line of user authentication systems have won numerous industry awards including Secure Computing Best Buy, PC Magazine’s Editors Choice and Network Computing Editor’s Choice.

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