

## Single Sign-On (SSO) Content Outline

### User Analysis

Targeted User: Customer Facing Team Members who are likely to get questions about Single Sign On (SSO) in relation to an upcoming company announcement.

### General Learning Objectives

- Define Single Sign-On
- Describe how Single Sign-On works
- Explain the benefits of Single Sign-On

### Timeline

- See table on page 2

### Delivery Method

- Video content with captions and visual aids
- “Quiz” of examples of questions customers may ask to identify retention gaps
- Downloadable and printable written job aid
- Four Live WebEx Meetings

### Context

Users access and use the content via the Learning Management System (LMS). Users access video coursework and interactive content via work devices. Written content is accessible in the Learning Management System (LMS) and is downloadable and printable. Four WebEx Lives will be conducted on four different days, two in the morning and two in the afternoon.

### Concept

Single sign-on (SSO) is an authentication method. An authentication method is how a system or application verifies the identity of a user and it helps prevent security breaches. There are many types of authentication methods, and each method serves its own purpose. Single Sign-On (SSO) allows users to safely log into multiple applications and websites at once, using one username and password.

So how does Single Sign On (SSO) work? Imagine you want to go to Japan. Your flight to Japan requires multiple stops and layovers. To make it to any of the destinations, you must provide TSA with a valid passport verifying your identity. Knowing this, you, the traveler, go to the DMV to verify your identity and receive a valid passport that allows you to travel to all the necessary destinations. This necessary process for traveling is very similar to the Single Sign-On process. There are three main components involved: the Service Provider (TSA), the Identity Provider (the DMV), and the User (the traveler). The Service Provider is the application or website the user wants access to. The Identity Provider verifies the User. The User is the component trying to access the Service Provider.

When the User attempts to log into the Service Provider, the Service Provider sends a piece of the User’s information, like an email address, to the Identity Provider. The Identity Provider allows the User access to the Service Provider if the User has already been authenticated. If not, the Identity Provider denies the User access until valid credentials, like a username and password, are provided. The Identity Provider sends a token to the Service Provider confirming authentication once valid credentials are authenticated. The User is granted access rights and the User can access the Service Provider.

Single Sign-On (SSO) is a great option for customers because it improves user experience and efficiency, saves time and money, and reduces security risk. One password eliminates password fatigue, allows users to get access faster, and makes an organization’s data less vulnerable. One password for users also means less time an IT team spends helping Users with lost passwords and is faster to eliminate login access when a User is no longer part of the organization.

## E. Gould

Week 1 – Day 1	<ul style="list-style-type: none"> <li>• Schedule interviews with key stakeholders and subject matter experts (SMEs)</li> <li>• Begin Single Sign-On research</li> </ul>
Week 1 – Day 2	<ul style="list-style-type: none"> <li>• Begin interviews</li> <li>• Single Sign-On research (continued)</li> </ul>
Week 1 – Day 3	<ul style="list-style-type: none"> <li>• Interviews (continued)</li> </ul>
Week 1 – Day 4	<ul style="list-style-type: none"> <li>• Final day of interviews</li> <li>• Schedule meeting with stake holders and SMES for week 2, day 5</li> </ul>
Week 1 – Day 5	<ul style="list-style-type: none"> <li>• Develop education campaign plan</li> <li>• Email customer facing team regarding education campaign informing them of launch date, completion time of course content, and WebEx Live meetings (CC necessary stakeholders).</li> </ul>
Week 2 – Day 1	<ul style="list-style-type: none"> <li>• Create Written Job Aide Draft</li> </ul>
Week 2 – Day 2	<ul style="list-style-type: none"> <li>• Create Video Script Draft and Video Draft (No audio)</li> </ul>
Week 2 – Day 3	<ul style="list-style-type: none"> <li>• Record audio for course content</li> <li>• Add audio and captions to video draft</li> </ul>
Week 2 – Day 4	<ul style="list-style-type: none"> <li>• Develop customer personas and questions for quiz</li> <li>• Determine the criteria necessary for a user’s answer to “pass”,</li> <li>• Create WebEx Live presentation draft</li> </ul>
Week 2 – Day 5	<ul style="list-style-type: none"> <li>• Present written job aide draft, video draft, question draft, and presentation draft to stakeholders and SMEs</li> <li>• Identify any gaps and make note of necessary revisions</li> </ul>
Week 3 – Day 1	<ul style="list-style-type: none"> <li>• Implement any revisions based off meeting with stakeholders and SMEs</li> </ul>
Week 3 – Day 2	<ul style="list-style-type: none"> <li>• Upload content to LMS.</li> <li>• Review for errors</li> <li>• Complete test run before publishing for users</li> <li>• Schedule meeting with stakeholders to review metrics during Week 4, day 5</li> </ul>
Week 3 – Day 3	<ul style="list-style-type: none"> <li>• LMS content goes live</li> <li>• AM WebEx Live presentation</li> </ul>
Week 3 – Day 4	<ul style="list-style-type: none"> <li>• PM WebEx Live presentation</li> </ul>
Week 3 – Day 5	<ul style="list-style-type: none"> <li>• Review attendance of WebEx Lives</li> <li>• Review completion of course content</li> </ul>
Week 4 – Day 1	<ul style="list-style-type: none"> <li>• Send out reminder email to those who have not completed the course content</li> </ul>
Week 4 – Day 2	<ul style="list-style-type: none"> <li>• AM WebEx Live presentation</li> <li>• Review completion of course content</li> </ul>
Week 4 – Day 3	<ul style="list-style-type: none"> <li>• PM WebEx Live Presentation</li> <li>• Course “closes” at EOD</li> </ul>
Week 4 – Day 4	<ul style="list-style-type: none"> <li>• Compile metrics and determine if learning objectives were met.</li> </ul>
Week 4 – Day 5	<ul style="list-style-type: none"> <li>• Present findings to stakeholders.</li> </ul>