
MULTI FACTOR AUTHENTICATION UPDATE

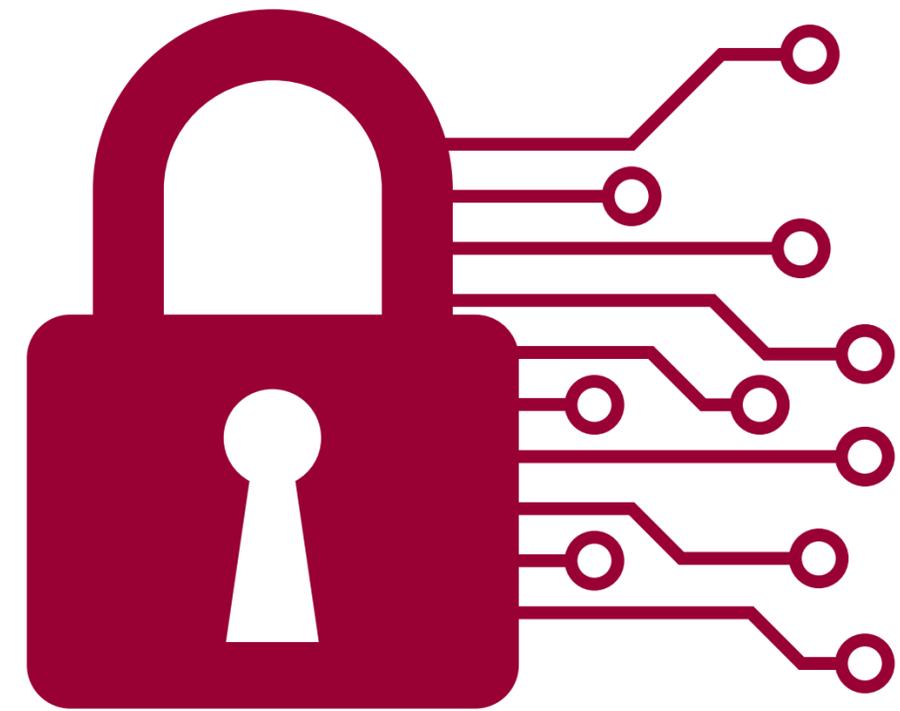
MARCH 2022

Prepared by ITDS

What is MFA?

Multi-factor authentication (MFA) is a security measure that requires two or more proofs of identity to grant you access. It requires staff to identify themselves by more than a username and password, providing layers of protection.

Even if cyber criminals steal one credential, they will be forced to verify identities another way. It helps to ensure our digital security.



Implementation Timeline

Mid-2020: ITDS Pilot Group and remaining ITDS Staff

Mid-2020: Finance Staff

Q3/4 2021: All remaining WSU Staff including casuals and contractors

ITDS enabled MFA in several stages over an extended time frame

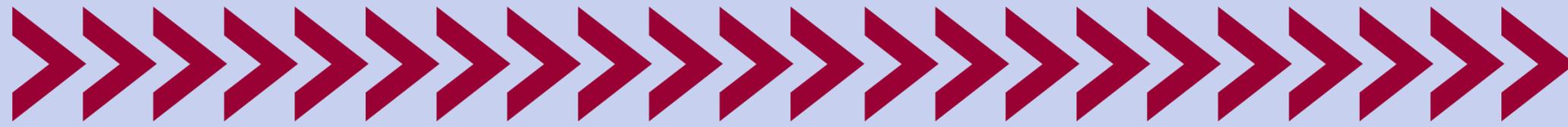


How have we communicated MFA to Western?

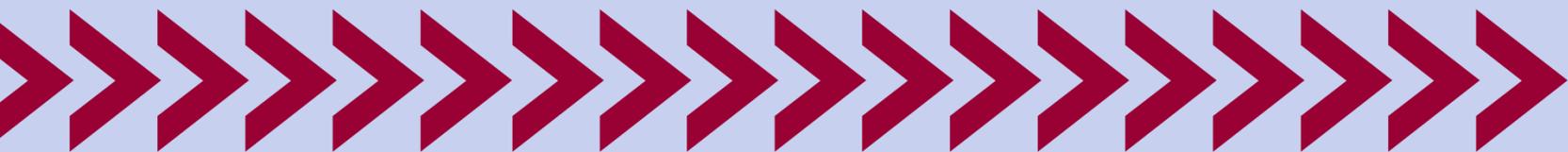
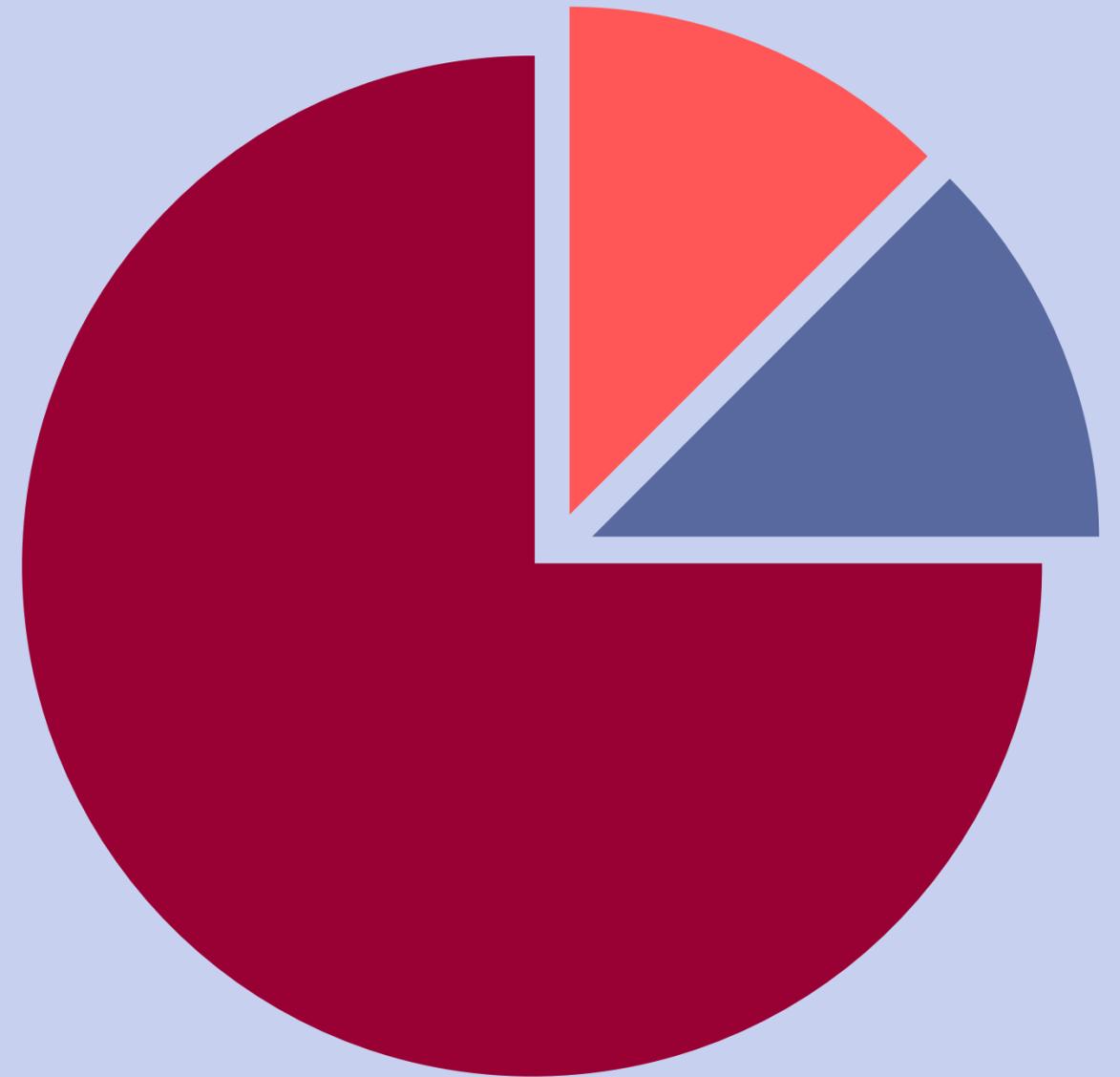
There have been many communications efforts to support the rollout of MFA. The aim of these communications has been to:

- Create awareness of the change
- Provide training materials for staff and students

ITDS created an [MFA website](#) with supporting collateral, along with VC Newsletter articles, drop-in sessions, e-updates and targeted emails. These channels have supported ITDS' efforts to create awareness of the rollout, and to help staff and students adapt to changes.



Let's look at some data!



The findings in this update are a sample of a **30 day period**, including:



6774 Staff

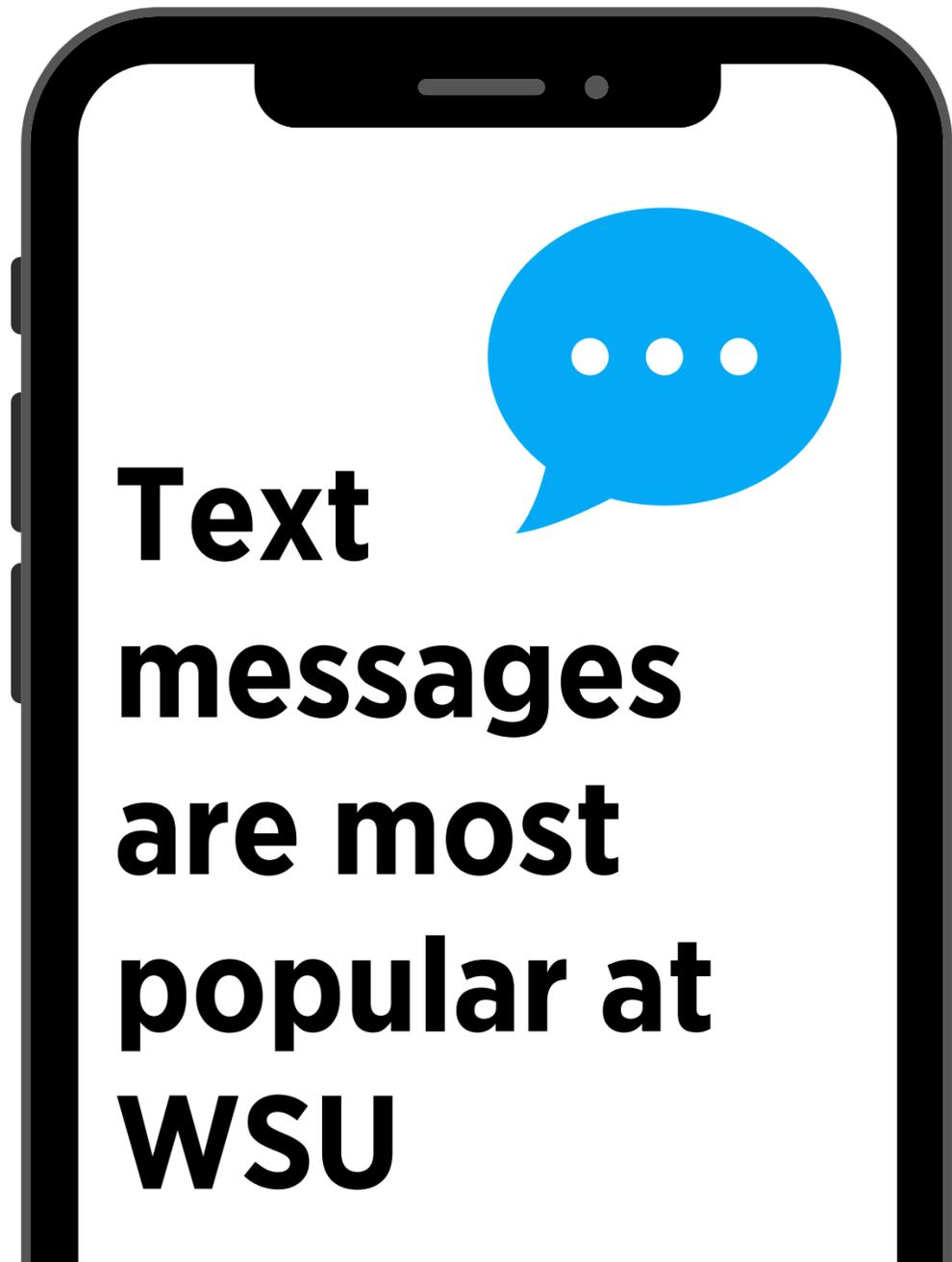


**Staff who logged in at least once
between 1st - 28th March.**



**1.6 million multi-factor logins triggering
over +90,000 MFA prompts**

There are various methods available for staff to use MFA....



During the rollout, using the Microsoft Authenticator app was encouraged, however, text messaging is the most popular method used.

Whilst this works well for some users, in particular Mac machines, it can be cumbersome.



Whilst “Phone Call” is an MFA response method and a valid selection, some WSU staff have noticed it is slow and have had varied success with the service.



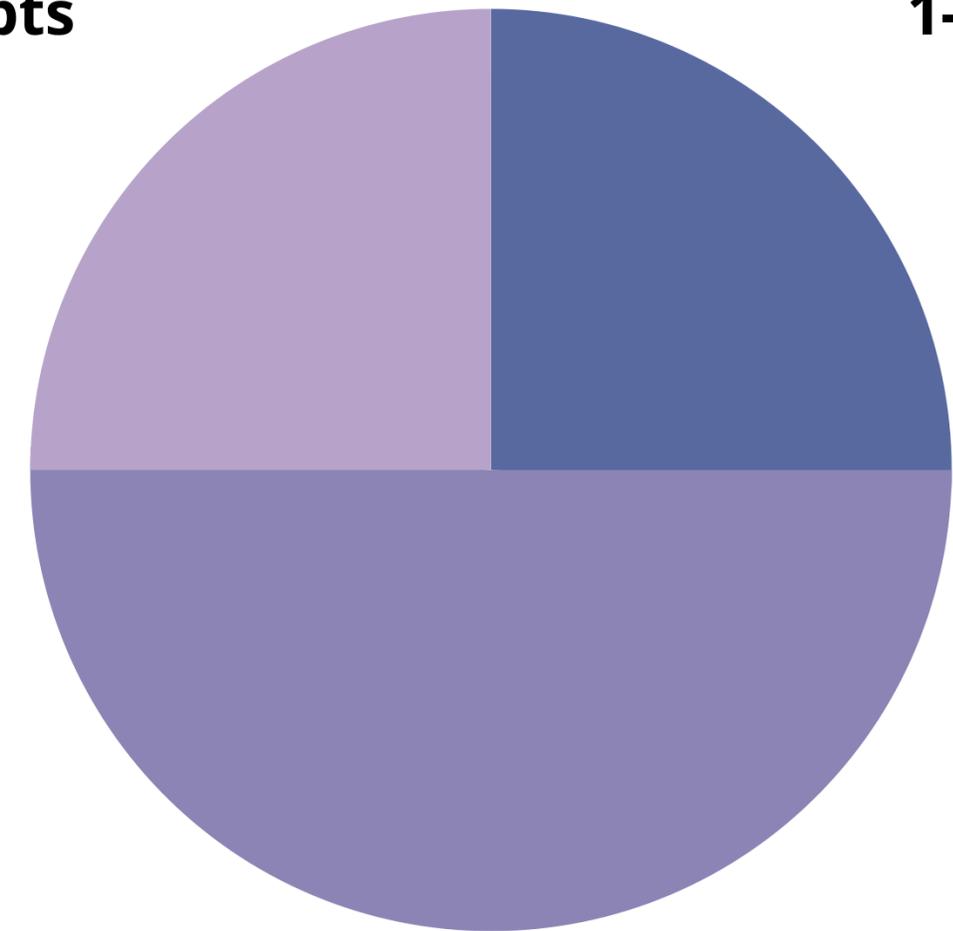
Unless there is a specific requirement for this method (such as not owning a mobile device) it isn't encouraged.



75% of staff experience less than <19 prompts each month. i.e., less than one prompt per working day.

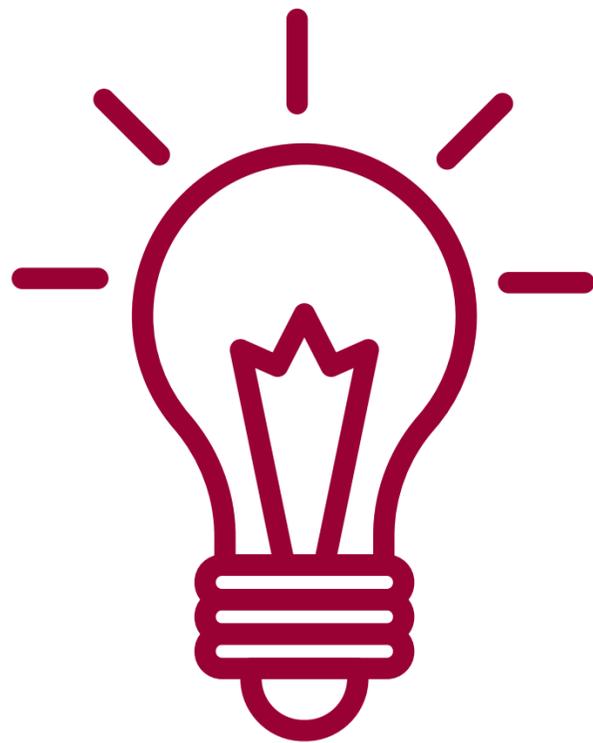
MFA Prompts Per WSU Staff

**20 or more prompts
25%**



**1-5 prompts
25%**

**6-19 prompts
50%**



RECOMMENDATIONS

**Whilst MFA is working “as configured”
for the vast majority of staff...**

There are some activities that can be undertaken which not only improve the user experience, but balance our Cyber Security posture at Western.

1. Extension of MFA Period

From 8 days to 15 days.

Currently, there is an 8-day sign-in period.

If using 2 apps on 2 different devices, this can give 15 MFA prompts in this scenario.

Increasing the sign-in period from 8 days, to 15 days will halve the number of MFA prompts for staff whilst not introducing any meaningful change to the cyber security posture.



2. Improvements to MFA within Citrix

Currently, there are MFA prompts when working within a Citrix session. This means WSU Staff are required to authenticate with MFA multiple times - when not using Citrix, and when working in a Citrix session.

ITDS are working to remove the MFA prompts while in Citrix sessions, meaning that users will see a reduction in the number of times they need to authenticate. This means, that you will still need to authenticate via MFA when accessing Citrix, but you will not receive MFA prompts while using apps within Citrix.



3. Communications

ITDS are committed to providing consolidated and transparent information to the Western community.

ITDS will support staff and students by:

- Providing regular MFA updates (such as this report) on the website.
- Include additional FAQs for staff who are not happy with the way MFA is behaving for them.
- Educate staff on ways they can improve their MFA experience, i.e using the MFA Authenticator App with prompt over text messages or phone calls, if appropriate.
- Direct staff and students where they can get the help they need if something isn't right.



THANK YOU!

Please reach out if you have any questions or suggestions
