USAMOverview

The Swivel USAM is a means by which you can manage the way users access a range of on-premises and cloud applications. Specifically if and how they need to authenticate in order to gain access to those services.

The USAM applies a number of rules to determine which authentication method a user needs to complete before accessing a specific service. It does this by comparing the Trust Score a user achieves according to the rules and the Require Trust Score required for the service that the user is attempting to access and then offering the user a choice of authentication options that will increase their trust score to the appropriate level.

- Service

Generic Name for remote access/cloud/web application. Could be Saleforce.com, OWA or SSL VPN

- Trust Score

An overall assessment of how much confidence we are that this is a valid access request

- Required Trust Score

The required trust score a user is required to demonstrate to be allowed access a service

- Rule

An element of logic that is used to help create an overall assessment (Trust Score) of the level of confidence associated with a specific authentication request

- Authentication Method

One of a number of ways that a user can be asked to authenticate.

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    ┌────┴────┐         ┌─────────┐         ┌─────────┐         ┌────────┐
    │         │         │         │         │         │         │        │
    │  User   │────────▶│  Rules  │────────▶│  Score  │──────┐  │ Delta  │
    │         │         │         │         │         │      └─▶│        │
    └────┬────┘         └─────────┘         └─────────┘         └────────┘
         │                                                        ▲
         │              ┌─────────┐         ┌──────────┐          │
         │              │         │         │ Required │          │
         └─────────────▶│ Service │────────▶│  Score   │──────────┘
                        │         │         │          │
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