



ADDENDUM 2

Questions regarding IT22.04.19.1 Multi-Factor Authentication and Single Sign On

1. *Solution should support custom fields. Could you clarify on what fields for what programs?*

A. The solution should have the ability to have custom fields to hold content (“answers”) for security questions. Some solutions may pull data from standard Active Directory fields and are mapped to those specific fields in the solution. We desire the ability to hold data in any Active Directory field and have the ability to a map that data in a custom field in the solution to authentication purposes (“answers” to questions we can create).

2. *Solution must support directory provisioning. Could you clarify which directories?*

A. Directory provisioning would be with Active Directory.

3. *Solution must include ability to have “trusted” devices on district owned devices. What sort of trusted devices? Are you looking for USB jump drive protection or something like that?*

A. The solution should have the ability to “recognize” a trusted device owned by the district meaning the solution has a way of detecting a district owned

devices is valid with a “certificate” or similar authentication that does not require the end user to provide a password in every instance.

4. One-time Administrative access for network administrator to “impersonate” user for temporary access as the user. As long as admin resets the password or acquires from user, is that acceptable?

A. The solution allows a valid administrator account to log into the device as the user without having to know the user’s current password or having to reset the user’s current password. Users occasionally need assistance and are not available when the issue can be investigated. In some instances it is important to be logged in as the user to test the issue using their account and the ability to “see” what the user is experiencing. In these instances, we do not want to force the user to change their password.

5. Solution should support user onboarding and offboarding in the solution.

Clarification. In what way? We don’t do provisioning for new accounts, AD or the user repository. We also don’t offboard users, **but we support recognition of offboarded users if they’re removed or closed via AD. Acceptable?**

A. The solution should be able to provision new accounts and deactivate accounts in Active Directory.