# Process Improvement Document – CPS CPS Application : SSO Implementation

**Executive Summary**  
Implementing Single Sign-On (SSO) for CPS Application reduced average login time from 25–30 to 5–10 seconds, cut password-reset request. Centralized authentication enhanced security by enabling MFA, automated audit trails, and streamlined compliance.

## 1. Problem Statement and Context

CPS Application required separate credentials, leading to:

* **Operational Inefficiencies:** Users spent 25–30 seconds per login and generated 20–30 password-reset requests monthly.
* **Security Vulnerabilities:** Weak/reused passwords, lack of MFA, and manual audit processes.
* **Poor User Experience:** Friction during access caused frustration and escalated support tickets.

## 2. Objectives

* **Reduce login time**
* **Cut support tickets**
* **Strengthen security** via centralized authentication, MFA, and audit automation
* **Improve user satisfaction**

## 3. Performance Metrics (Post-Implementation)

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| **Metric** | **Before (Legacy Login)** | **After (SSO)** |
| **Average Login Time** | 25–30 seconds | 5–10 seconds |
| **Password-Reset Requests** | 20–30/month | 2–3/month |
| **Support Tickets (Authentication)** | High | Reduced by ~90% |
| **User Satisfaction (Survey)** | 3.2/5 | 4.5/5 |
| **Authentication Security** | App-level only | Centralized + MFA |
| **Audit & Access Control** | Manual tracking | Automated via SSO |

## 4. Security and Compliance Enhancements

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| **Enhancement** | **Business Value** |
| Centralized Authentication | Single point of control for user access |
| Multi-Factor Authentication | 99.9% reduction in automated attack vectors |
| Audit Trail Automation | Real-time monitoring, simplified compliance reporting |
| Risk-Based Authentication | Adaptive policies based on user behavior and context |

## 6. Risk Management and Lessons Learned

* **Challenges:** Legacy integration issues, initial user resistance, performance tuning
* **Mitigations:** Rollback procedures, comprehensive testing, executive sponsorship
* **Key Success Factors:** Cross-functional collaboration, user-centric communication, iterative feedback loops.