



Jisc AIM Activities

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April 2014



Agenda

- Where we are
- And where we're going



Three production services

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Three production services



- Federated SSO for web stuff
 - SAML based
 - Since 2006 (2004 as development fed)



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- Federated roaming network access
 - RADIUS based
 - Since 2005?



Three production services



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- Federated roaming network access
 - RADIUS based
 - Since 2005?



- SSL/TLS Certificates
 - X509 based
 - Since 2006





- Moonshot – Federated SSO to anything
 - ABFAB based (IETF standard)
 - Since... well... now.
 - (In dev for past few years)



Scale of services

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- 956 members
 - ??? authentications/year





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 - ??? authentications/year



- 265 members in UK
 - & available across 53 other countries
 - Approaching 400,000 unique devices





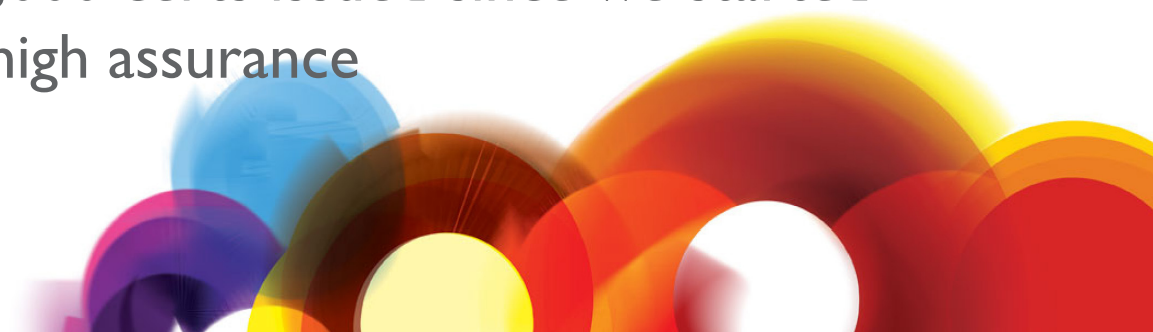
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- 737 customers make use of service
 - ~55,000 certs issued since we started
 - 2% high assurance



Liaison with other sectors

- Cabinet office, NHS, BBC, international partners, standards development bodies, industry, etc.
- Making sure the UK R&E sector is represented, influence where necessary



Identifying New Opportunities

- Keeping an eye on the state of art to identify new technologies that can help the community
- And identify areas where work is required to make new technologies!



- A refocussing on working with the community:
 - From initial generation of ideas, through idea selection, and into the development of products, services and other outputs



- Been doing AIM for over a decade
- Time to:
 - Take stock
 - Consolidate activities into a coherent offering



AIM Strategy & Plan

- High level Mission and Vision
- Implementation plan for next 2 years
- Consultation last half of 2013
- Published docs in January this year
- Will review on an annual basis
- All comments from the community welcome!
- <http://tinyurl.com/jiscaim>



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Jisc Access and Identity Management (AIM) strategy (2013-2016)

Vision

The vision of this strategy is one of easy, secure and widespread access to information and resources, anytime, anywhere; a vision with technology and information management at the heart of research and education.

Mission

Our mission is to be world leaders in simplifying, managing and securing online access to resources and networks for users within UK education and research.

Context

With increasing reliance on online transactions in learning, teaching, research and institutional administration, effective access and identity management (AIM) is essential for organisations to know who their users are, and what they are entitled to access and do. Increasingly, AIM services are delivered in a federated context, benefiting from economies of scale and simplifying the user experience. Deployment of AIM also creates opportunities for centralised audit and control by collapsing multiple separate access systems into a common mechanism.

Good access and identity management is critical to achieving the success of e-infrastructure, helps secure access to big data, and enables collaboration both nationally and internationally. Effective AIM also helps customers (both institutions and service providers) avoid financial loss, reduce inefficiency in business processes and meet regulatory requirements in protecting user privacy.

Strategy

This strategy continues the evolution of access and identity management for the UK research and education sectors within an international context, providing leadership in the development and operation of world class AIM services. This involves creating and following international best practices in embedding institution-centric approaches, with a focus on making AIM services easier to adopt and run, whilst continuing to track the development of user-centric approaches; helping facilitate the embedding of identity management in services; highlighting how the correct processes and policies can improve efficiency and effectiveness and reduce costs; making sure customers and the national infrastructure have the capability to derive the most benefit from developments in technology; and leading and engaging in the development of international standards.

Customer and user requirements

To provide a world class service we will seek to improve the customer and user experience through understanding their challenges and needs for online access, and implementing robust services to respond to these needs. Current challenges and requirements have been identified as:

- » Easy to understand, consistent user experience;

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- » Incur minimal resource overheads and be delivered in a cost effective way;
- » Developing better packaged services, provided as a managed service as well as locally implemented;
- » A way for organisations delivering services to research and education consumers to reach the maximum audience by standardising access;
- » A way for organisations to monitor and control resource consumption;
- » An auditable, resilient and secure infrastructure to support mission critical applications;
- » Clear guidance on best practice for adopting access and identity management as a means to managing risk within an institution.

Strategic responses

We will work with partners and customers to facilitate access to their networks and any services or resources their users are entitled to access via those networks. We will ensure that our services are easy to use for both customers and their users while maintaining excellence in service delivery and value for money.

To do this we will maintain a customer focus by providing a single point of contact for AIM services and development, making it easier for customers to engage with our activities and services. We will ensure our services have an easy to understand and consistent user experience and will provide tools that will enable increased usability and control allowing for an improved user experience.

We will deliver value for money by ensuring that customers incur minimum overheads in the cost of participating in services and ensure that there is full economic costing for all activities. We will help to demonstrate how AIM can assist customers in monitoring and controlling resource consumption including tracking and billing of usage by recording accounting data.

We will provide services and tools that ensure customers have the capability to take best advantage of AIM, by delivering clear guidance on best practice for adoption as a means to managing risk within an institution and we will provide the infrastructure to deliver AIM as a service as well as providing for local implementation. Our AIM activity will enable organisations delivering services to research and education consumers to reach the maximum audience by standardising access both nationally and internationally.

We will engage with and seek to influence national and international developments for activities that directly impact on our customers' end users in research, education, government and commercial programmes, including identity assurance. In addition we will seek to align policies across products – nationally and internationally. We will strive for greater integration of technologies when appropriate and ensure product development meets customer requirements. We will work with commercial vendors to ensure that our solutions are attractive for wider industry adoption, reassuring industry concerns about information security and facilitating industry engagement, such as securing access to HPC and other infrastructure and services.

Building on existing research and development activities, including the [co-design process](#), we will work with customers and their users to develop, innovate and pilot solutions that meet their requirements for service enhancements, support tools, or activities that could lead to new services. This will be done in such a way that services and tools will be sustainable and will interoperate or integrate with existing services.

We will ensure that Jisc itself is an exemplar in the implementation and usage of AIM.

Details of how we will deliver this strategy can be found in the accompanying 'Evolution and Delivery of Services Plan'.

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Jisc Access and Identity Management (AIM) Evolution and Delivery of Services Plan

Introduction

Jisc's Access and Identity Management (AIM) strategy (2013-2016) outlines the high level objectives to continue the evolution of access and identity management for the UK research and education sectors. This Plan describes how these objectives will be met over the next two years.

Both the AIM strategy and plan will have an annual review to ensure we continue to meet customer requirements. To engage with Jisc in this review and on an ongoing basis you can join the AIM community group at <https://community.ja.net/groups/access-and-identity-management-aim> and talk with your customer engagement representative: <https://www.ja.net/support-advice/customer-engagement-team> or usual Jisc contact.

Services

To ensure our portfolio of AIM services continues to meet customer needs we will strive to make them easier to adopt and run for both customers and their users, while maintaining excellence in service delivery and value for money.

To do this we have agreed a number of targets over the next two years. Some are service-specific whilst others are common across services to help produce a single coherent and consistent user experience.

Objective	Target	Date
Maintain a customer focus	Develop a plan to devolve more direct control to customers e.g. self service portals.	31/03/2014
Maintain a customer focus	Implement a process for systematically obtaining and acting upon customer feedback.	TBD - Dependent on wider Jisc activity so as not to overburden institutions
Deliver value for money	Identify critical software and experts and produce sustainability plan.	31/03/2014
Deliver value for money	Identify opportunities for cost and efficiency savings through integration of national and international operational infrastructures.	31/03/2014
Ensure Jisc is an exemplar in the implementation and usage of AIM	Ensure federated access is included in all Jisc services internally and externally.	31/03/2014
Deliver value for money	Produce revised service business models	31/07/2014

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Maintain a customer focus	Investigate managed service options to make services easier to adopt and run.	30/09/2014
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eduroam (UK) – <https://www.ja.net/eduroam>

eduroam is a highly successful and popular worldwide network access service that is implemented on a federated basis. Participating organisations, using their existing infrastructures, connect to nationally operated RADIUS systems and overlay eduroam network services, which adhere to comprehensive technical standards. eduroam provides the user with authenticated network logon and access to the Internet through a single Wi-Fi profile and set of credentials, wherever the service has been made available by participating organisations. By eduroam-enabling the network, organisations can provide guest network access services to visitors without the need for guest account management, saving time and cost for both the organisation and the visitor.

There are currently 66 countries providing eduroam across the world and in the UK each month there are almost 20 million successful roaming authentications from 200,000 unique devices. To help influence international development we will work with GEANT partners in the Global eduroam Governance Council.

In eduroam, communication between the access point and the user's home institution is based on the IEEE 802.1X and IETF EAP standards. Jisc will continue to track the standards and development of the technologies behind eduroam to ensure that we, our customers, and their users have the capability to benefit from improvements and new features.

Despite the large uptake of eduroam in HE and research, some customers still have issues in successfully implementing the technology. To reduce the number of issues we will engage with partners developing tools to make it easier to deploy the technologies and for users to get access. For example, we will actively engage with the GEANT [GNplus task](#) that is developing the [eduroam CAT tool](#) to provide assistance in configuring the correct profiles for devices.

Objective	Target	Date
Increase coverage of eduroam	Develop plan to increase coverage with wider public sector and commercial organisations.	31/03/14
Increase coverage of eduroam	Engage with school sector to demonstrate benefits of eduroam and discover how best to implement by piloting within at least one local authority.	31/03/2014
Increase adoption of eduroam within the Jisc community	Discover why FE adoption is relatively low and develop plan for increased adoption.	31/03/2014

The UK Access Management Federation – <http://www.ukfederation.org.uk>

The UK Access Management Federation provides the UK schools, further and higher education, and research sectors with a framework for accessing online learning material by using federated identity solutions, such as Shibboleth. This gives institutions a route to single sign-on to resources and reduces user support requirements for publishers and service providers by passing authentication decisions back to identity providers and allowing for more accurate compliance with licence conditions.

Some futures

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- Widen usage of UK fed
- Interfederation with global partners
- Better understand usage (RAPTOR)
- Easier to deploy (Incl Managed services?)



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- Increase coverage (Particularly in FE)
 - Increase reliability
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- Currently reprocurring
- Reduce effort required
- Increase flexibility
- Increase assurance





- Moonshot – Continue Pilots
 - Service launch 2015?



Some futures

- Co-design
 - Raising awareness of good Identity Management
 - Improve user experience of Federated Access



To learn more about...

- The UK federation – stay in your seat!
- Moonshot – continue to stay in your seat!
- Eduroam – BoF Session 2c





Questions?