

eduGAIN Support Pilot

Thomas Bärecke

Work Item Lead eduGAIN Support Pilot

SWITCH

eduGAIN townhall, Vienna

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Scope

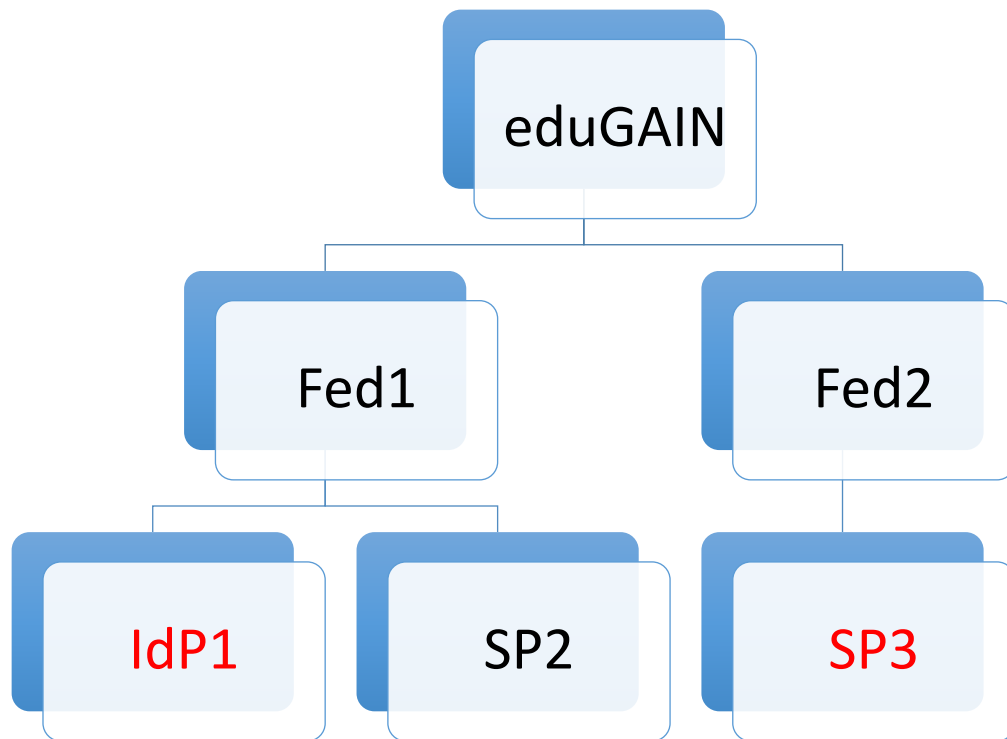
A large blue downward-pointing arrow indicating a flow from the top box to the middle box.

Infrastructure & Processes

A large blue downward-pointing arrow indicating a flow from the middle box to the bottom box.

Timeline

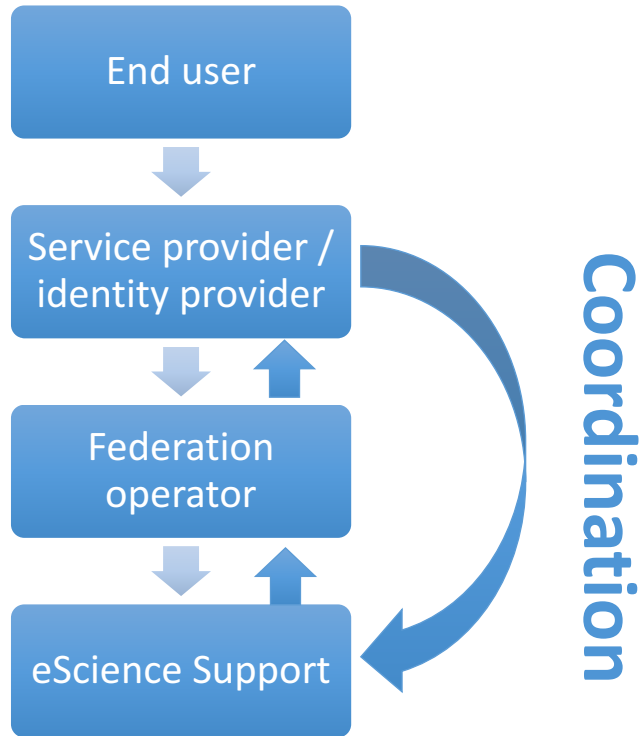
Scope (1/2) Example Use-Cases



SP3 does not receive required attributes from IdP1
- user contacts SP

SP3 suspects a malfunctioning at IdP1 leading to unusual attribute releases
- SP3 contacts its federation operator

IdP1 had an incident and wants to contact all SPs to which the concerned user accounts connected
- IdP1 contacts its federation operator



Support federation operators where they wish support

No end-user support

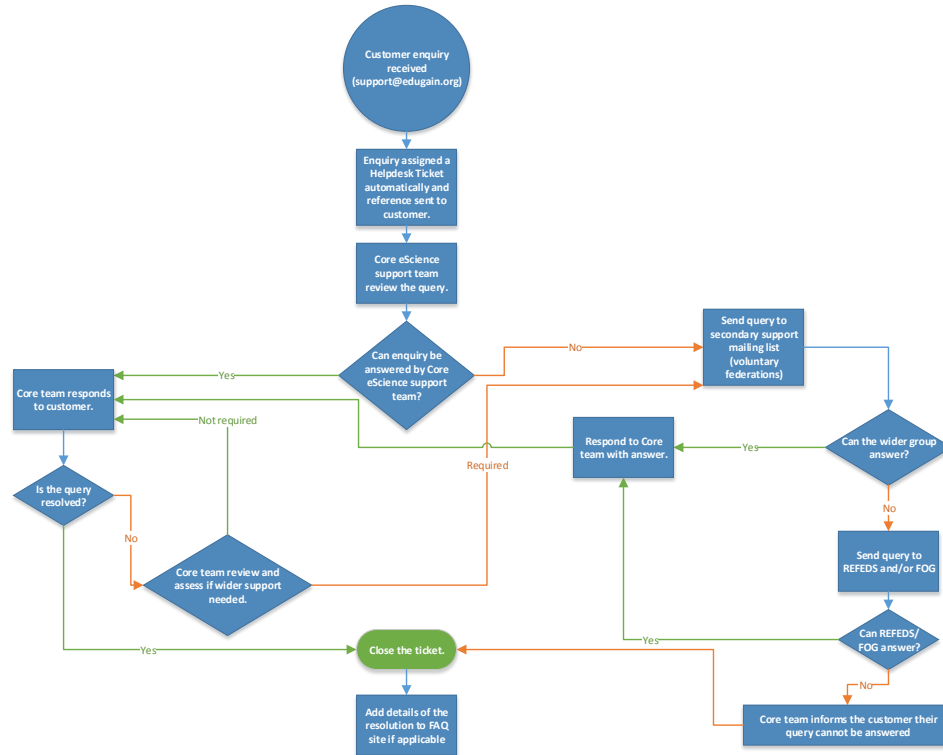
Service providers / identity providers may contact eScience Support directly

Central e-mail address available

Ticketing system

5 persons on rotation (up to 200 tickets per year)

2 different persons on duty each week



2016

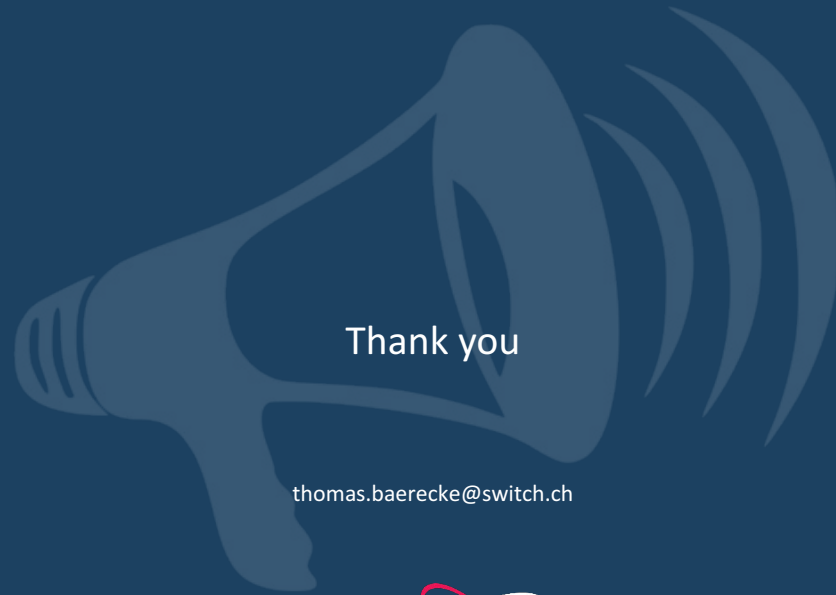
2017

Consultation on
concept

Pilot

Adoption in
eduGAIN

Ticket response



Thank you

thomas.baerecke@switch.ch



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