

eduroam Managed IdP Transition Timeline

eduroam Managed IdP service should transition from its pilot under the JRA3, into the SA2 production operations. The exit pilot gate was approved by the PLM on 25th of June, officially marking the start of transition.

Relation to pilot

The pilot is running on testing-level virtual machines (Okeanos). A continuation on those VMs is not foreseen. The production system is an installation "from scratch".

Accounts created in the pilot installation remain valid until their expiry, or 01 Dec 2018 (whichever comes FIRST; expiry date of intermediate CA).

For the RADIUS authentication of these pilot-phase accounts, there are two options:

- keep the Okeanos-based RADIUS servers running until 01 Dec 2018 (preferred option)
- add the pilot-phase Client Root CA and Client Intermediate CA as trusted on the production servers, so they can authenticate the pilot users.

We have to keep the management UI and the OCSP responder online until 01 Dec 2018 so that activities such as revocation are still possible.

However, pilot-phase IdP administrators should not create new accounts on the pilot system when the production one is available.

The transition generally consist of the following areas of work:

1. Documentation preparation and signoff
2. Test and Validation
3. GDPR compliance checking
4. IPR compliance checking
5. Operational team establishment
6. Operational team training
7. Support team establishment
8. Support team training
9. Operational deployment
10. Service promotion

Teams/people:

- Operations accountable: [Marina Adomeit](#), [Miroslav Milinovi](#)
- Development accountable: [Ann Harding](#)
- Development team: [Stefan Winter](#), [Justin Knight](#)
- GEANT T&I operation support/Core team: [Nicole Harris](#), [Dick Visser](#)
- PLM product manager: [Alan Lewis](#)
- Test team: [Marcin Wolski](#)
- Service manager (SM): [Miroslav Milinovi](#)
- IPR accountable: [Shaun Cairns](#)
- GDPR accountable: [Ana Alves](#)

ON HOLD

IN PROGRESS












DONE

No	Work item	Responsible	Comment	Status	Start date	End date
1	Preparation of documentation - based on the SA2 Service Template					
	Service Description	-Development team prepares -SM signs off	See section 1 of eduroam Managed IdP Service Description	DONE	09 July 2018	SM signed off

	Service policy (Terms of use, SLA)	-Development team prepares -SM signs off	Separate policies for NROs, eduroam Managed IdP administrators and end users are described at eduroam Managed IdP Service Policy . Terms of use for NRO admins is published at: A guide to eduroam CAT 2.0 and eduroam Managed IdP for National Roaming Operator administrators Terms of use for IdPs and end users is presented in the web UI of the service, and also at: A guide to eduroam Managed IdP for IdP administrators	DONE	09 July 2018	SM signed off
	Branding and Visibility	-Development team prepares -SM signs off	Web page text at https://www.eduroam.org/eduroam-managed-idp/	DONE	09 July 2018	SM signed off
	Operational Requirements	-Development team prepares -SM signs off	documented here	DONE	Feb 2018	SM signed off
	OLA	-Development team prepares -SM and GEANT T&I operation support/Core team sign off	eduroam Managed IdP OLA	DONE IN PROGRESS RECEIVING FORMAL AGREEMENTS In progress is receiving formal agreements from partners	Sep 2018	SM signed off GEANT T&I operation signed off
	Operational documentation	-Development team prepares -SM signs off, test team can validate	Dev team prepared this in the corresponding Wiki page	DONE	10 July 2018	SM signed off
	Operational processes	-Development team prepares -SM signs off, test team can validate	Need to define: service order (what happens from point of interest to service availability for a customer) and support process. Marina sent the questionnaire prepared by the Task 4 to Stefan to provide the info and Task 4 can draw the flow charts. The questionnaire is here . Not required for production sign-off.	DONE	10 July 2018	SM signed off
	User documentation	-Development team prepares -SM signs off, test team can validate	A guide to eduroam Managed IdP for federation administrators was created in the eduroam wiki (common to eduroam CAT and eduroam Managed IdP as their NRO-level appearance is nearly identical) A guide to eduroam Managed IdP for institution administrators - to be created in the eduroam wiki (similar like for CAT) A guide for the end users is not needed, it is embedded in the GUI.	DONE	11 July 2018	SM signed off
	User support	-Development team prepares -SM signs off, test team can validate	Prepare the FAQ for the first level support. List is available here . Add them to the current FAQ that service desk uses + enable service desk to check by themselves if a user's IdP is managed eduroam IdP	DONE	10 July 2018	SM signed off
	GDPR - data inventory, privacy notice, DPA	-Development team prepares -GDPR accountable and SM signs off	The main eduroam privacy notice was updated. Signed off by the GDPR team on 26th of November 2018. Needs to be published in the eduroam site after the official launch. DPA will be done together with the eduroam service DPA. eduroam Privacy Notices - Changes for Managed IdP	DONE To be published at the eduroam site after the PLM gate!	June 2018	GDPR team signed off
2	Test and validation					

	Make a test plan	Development team and Test team prepares	<p>Testing of the code was done when new version of CAT v2.0 was tested as there use the same code base - no critical issues.</p> <p>The testing of the UI and usability was also done. There are no bugs, recommendations for UI improvements were implemented by the Development team.</p> <p>Pen testing done - no critical issues.</p>	DONE		SA2 /Task 1 test team signed off
3	IPR compliance checking					
	IPR compliance	IPR accountable Route the request through GEANT T&I operation support/Core team	<p>Stefan Winter prepared the IPR request (what are the software components, libraries, tools used) on this page.</p> <p>Alan confirmed Shaun has approved on 06.11.18</p> <p>Documentation: eduroam Managed IdP - IPR</p>	DONE	11 July 2018	IPR team signed off
4	GDPR compliance checking	GDPR accountable				
	Data inventory and mapping		Data inventory is already prepared; with Nicole and Ana to carry out assessment	DONE		
	Update the privacy notice and DPA		Look at the 1 - GDPR	DONE		<p>GEANT T&I operation signed off</p> <p>GDPR team sign off</p>
5	Operational team establishment					
	Appoint service manager	Operations accountable	<p>It comes under the eduroam service family and existing service manager.</p> <p>(Miroslav Milinovi)</p>	DONE		SA2 AL signed off
	Define roles, skills, manpower needed	Development team	As per current team for the skills, but additional time would be needed.	DONE		SM signed off
	Appoint operational team members	SM	<p>It could be done by the Srce & Maja/Tomasz team - for GN4-2, for GN4-3 it should be defined and clarified. (Dubravko could be Radius, Dragan for the system upgrades).</p> <p>Anticipating contribution at 0.45FTE from both Tomasz and Maja for GN4-3.</p> <p>The development support will be needed by Stefan&Tomasz</p>	DONE		SM signed off
6	Operational team training					
	Training the operational team	Development team prepares eduroam-OT is trained	Not needed.			SM signed off
7	Support team establishment					
	Establish the support team		<p>Level 1 done by the GEANT Service Desk, L2 will be over the eduroam-ot, L3 will be via the development team</p> <p>Note: After PLM enter production gate, SM to notify L1 that the service production started</p>	DONE		SM signed off
8	Support team training					

	Training of the support team	Development team prepares eduroam-OT is trained	Not needed.	DONE		SM signed off
9	Deployment in production environment					
	Monitoring set up	eduroam-OT	Provided by SRCE as part of the eduroam-OT	DONE		SM signed off GEANT T&I operation signed off
	Back-up and restore	eduroam-OT	VM snapshots are backed up by GEANT IT as defined in the GEANT PoP Backup policy. Daily database snapshots are additionally kept at monitor.eduroam.org host. Perform a smoke test to test the restore process as a whole!! The idea is to take a machine down and ask GEANT IT to restore. Dick Visser is leading. OCSB machine is the best candidate.	IN PROGRESS 07.12.18 - GEANT IT confirmed machine will be restored. Dick to confirm when complete.		SM signed off GEANT T&I operation signed off
	VM provision	GEANT T&I operation support/Core team	GEANT IT VMs	DONE		SM signed off GEANT T&I operation signed off GEANT IT VMs were made available on 14 Sep 2018
	Installation of the components		Stefan, Tomasz, Maja SMS service has been ordered and awaiting payment of bank transfer by GEANT.	DONE		
	Raspberry Pi for the root CA	Development team GEANT T&I operation support/Core team	GEANT T&I operation support/Core team: can organise the root CA creation ceremony, and safe offline storing of the Raspberry PI (in a safe). Dick Visser will see if there is a safe in the GEANT AMS office. If not, SA2 can purchase one. In eduroam IdP Operational Processes page there is detail on setting up the CA.	DONE		SM signed off GEANT T&I operation signed off key ceremony took place 2nd November.
10	Service Promotion					

	Web site update	Karl and Justin	Prepare all in the eduroam PR site, but publish when the production gate is passed. Web page draft at https://www.eduroam.org/eduroam-managed-idp/ Marina Adomeit, Miro and Karl prepared the final version only waiting to be published.	 To be published at the eduroam site after the PLM gate!		SM signed off
	Add the service to the partner services portfolio	Justin	Added to the partner portal. In staging area ready to go live when service goes into production.	 To be published at the eduroam site after the PLM gate!		SM signed off
	Contact the people /NRENs who took part in the infoshare to update them on service availability	Partner Relations	Two communications: First to the participants who joined the infoshare to say that the gate is passed and service is coming Second upon launch to the GEANT partner list.	 JK arranging with Nathalie 10.12.18 To be published at the eduroam site after the PLM gate!		JRA3 signed off
	Update eduroam flyer with the managed service element	Silvie		 		SM signed off
	Slide deck from the infoshares that can be sent out by Partner Relations to partner NRENs when service is live	Justin	Available	 To be published at the eduroam site after the PLM gate!		JRA3 signed off
	Training/info video to put on the website	Karl	Lower priority; not needed for production.			
	Article for CONNECT	Justin and Karl	Went into October CONNECT	 		JRA3 signed up
	Launch announcement in Tryfon's weekly email when reached	Justin and Tryfon	Arranged with Karl and Nathalie 10.12.18. Karl will prepare text, Marina to confirm when gate approved.	 To be published at the eduroam site after the PLM gate!		JRA3 signed off
	Twitter #love2eduroam upon launch	Karl	Not required for production gate.			
	Promotion via the eduroam-SG, by the service manager	Miro	Miro has let the SG know to expect this. There are meetings in November and December.	 		SM signed off
	A slide describing the service for the partner relations team (as part of the general GEANT services slide deck)	Karl		 		JRA3 signed off
	Decision about the geographical scope of the service offer - who can use the service	Klaas	Klaas confirmed 10.09.18 that the service can be offered to non-GEANT partners. The user cap of 10,000 will apply to all.	 		GEANT Chief Community Support Officer signed off.
11	PLM Documentation					
	CBA update Costs and funding excel Roadmap	Justin Knight	CBA, costs and funding sheet, and roadmap all updated and put on JRA3 PLM staging site. Alan Lewis has reviewed and is content. JRA3 PLM Staging Area#emidp-production-gate-documents Marina Adomeit will, after the PLM gate, move the documentation from the JRA3 PLM staging site to the eduroam wiki pages.	 		GEANT PLM signed off

