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Advance CAMP Thu. Dec. 8, 2022

Room - 1

Session Title: TAP (Trusted Access Platform) Telemetry & It's Value

CONVENER: Steve Zoppi

MAIN SCRIBE(S): Bill Kaufman

ADDITIONAL CONTRIBUTORS: Ananya Ravapati

of ATTENDEES: 34

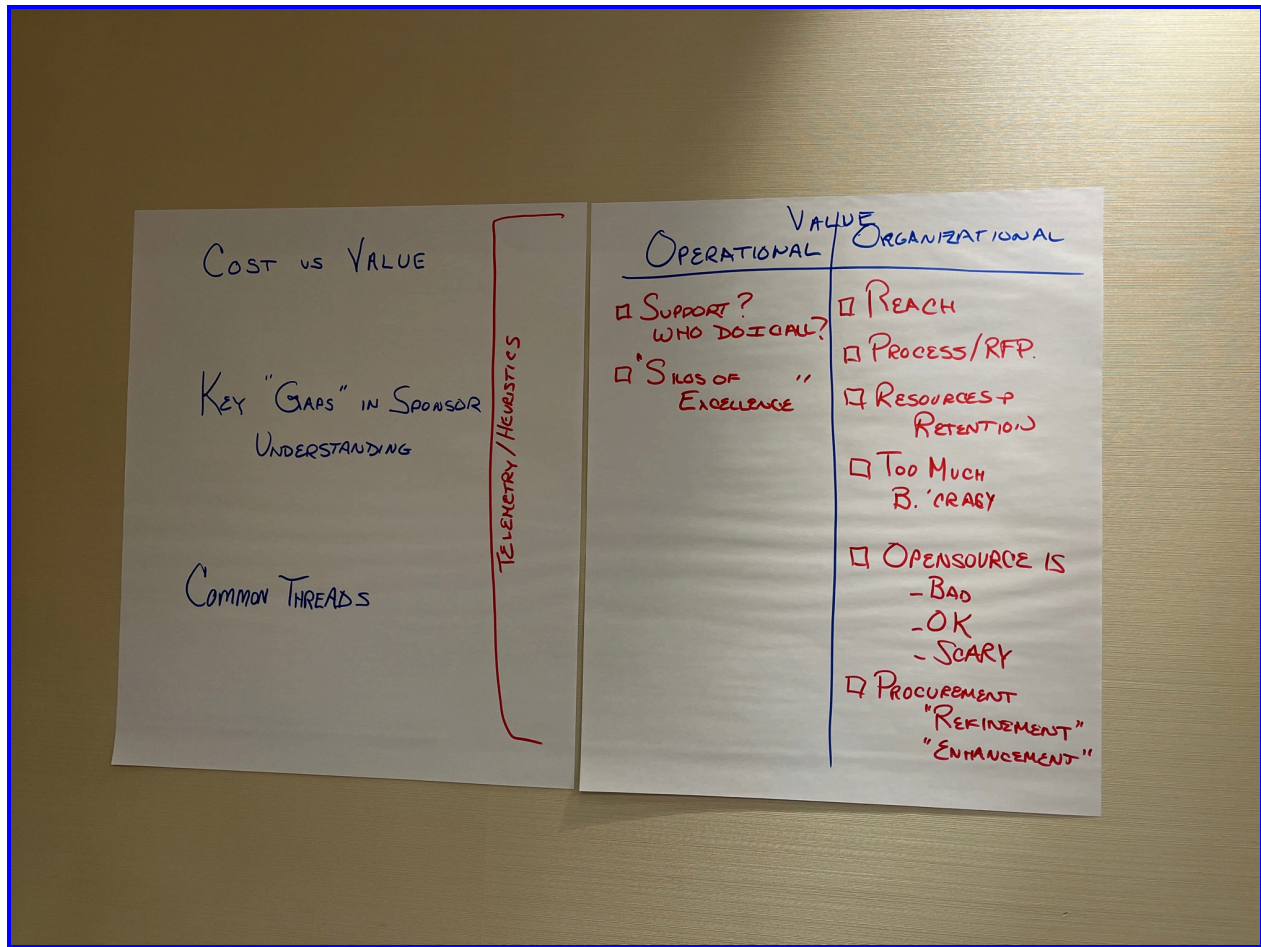
DISCUSSION:

Resistance to collecting telemetry data - because of security. How do we communicate value to the institutions for this data?

- 2023 In order to fully address/understand the use cases and solutions being asked - to communicate effectively what the TAP components address - we need data to help stakeholders understand
- Cost vs value - Operational value telemetry (how are components instrumented) vs organizational telemetry (what the components serve/address)
- Tailor the future work of components based on the data and stories that practitioners see day to day
- Catalyst partners/internet2/institutional partners - mix of audience
- Question to the room: What are the stories that are hardest to get through
 - Reason for question: To determine what are the things that need to be measured
 - Do you need operational data points or organizational data points to showcase value
- Grady: selling TAP to C-level, what is our support mechanism/contract when using TAP?
 - Shib was easier based on support from the Consortium

- Martin: Value to entire organization vs just a portion of the organization. Hard to reach other parts of the organization.
- Chris : Process is what matters more than cost/value. Requested RFP but no TAP RFP
 - Perfect fit for Catalyst Partners
- Resources and retention issue. IAM Team is mostly operational with a little forward thinking engineering. Have to ask another team to do containers and cloud work and they don't attend things like TechEx. They don't understand the IAM issues and have different resources that respond. But if C-level look at OKTA they think that will solve the problem.
 - Operational vs engineering teams for other areas. IAM doesn't have same team/skill division. Operational people tend to do these as a one off rather than improving the knowledge of body
- NYU : Too much Business Administration getting involved in the process. IAM team does not get a say in talking with solution providers. Business team keeps them out of the loop. If talk Open Source they ask if it is Enterprise Ready?
 - B folks don't understand nature of open source
- Margaret: May be there needs to be better communication around what the support looks like for TAP - ticketing/product support etc
- Legal blockers about what is acceptable
- Marketecture - EX: Gartner analysis and predictions so and its influence on others
 - This is pay-to-play. They don't even touch Open Source
- What kind of stories would institutions like to have numbers to quote:
 - Think of social media - # active users
 - If we can provide the numbers in an anonymized fashion would you provide it / turn it on?
- How to harvest data from Institutions, even those not currently using TAP?

ARTIFACTS / LINKS



[TIER Beacon as the components have today](#)

EX:

