

eduGAIN core and support ops input for the whitepaper

Why

eduGAIN is increasingly important for the research and education community. As it is increasingly used, its maturity and service quality are should yet be improved to meet the ever growing expectations and reduce the technological/operational/expertise gap between established and new federations.

What

Existing

- eduGAIN core (MDS, validator, policy framework)
 - Existing: keep the day to day operations
- eduGAIN supporting services (Technical portal including tools: Connectivity Check, Access Check, Release Check, isFederated Check, CoCo monitor, entities database, API; eduGAIN wiki)
 - Existing: keep the day to day operations
 - New:
 - Consolidation of eduGAIN supporting services/tools (e.g. in a dashboard)
 - Make APIs available
 - eduGAIN services catalogue
 - Statistics for federated access
 - Expand information about metadata flow - latency (frequency of per-federation updates, propagation delay, etc.)
- eduGAIN enhanced support
- eduGAIN BCP
 - New:
 - Add the role of Account manager that will work on fostering the BCP adoption
 - Adoption and Outreach support for eduGAIN BCP
 - IdP Maturity
- eduGAIN SG chairing and business development support

Revise the eduGAIN management structure (i.e. introduction an eduGAIN account manager and the eduGAIN “GOD” or ITIL-like the service owner).

How and When

Major risks:

- Staffing Risk: Key operational persons could leave organisation or become unavailable otherwise permanently. -> Loss of crucial knowledge, access permissions, ...
- Infrastructure: VM infrastructure used by services could become unavailable (e.g. due to NREN policy change)
- For new ideas like statistics or metadata flow - not enough acceptance/uptake from participating federations/IdPs

Service reviews and reporting will be done on a periodic basis as part of the PLM review processes and the management/stakeholders/projects service reports. KPIs are divided into:

- Operational: availability of the core service elements
- Development: uptake by the federations and entities

Roadmaps with milestones: