

# Notes of conversations with members of the community on the survey questions

The interview should open with an explanation of the purpose of the exercise, the approach being adopted and the use to which the information gathered is being put.

The task of the interviewer is to establish him/herself as a good listener, yet, at the same time, a constructive participant in the conversation.

Normally [this is] in reactive mode, seeking clarification, asking for amplification or feeding back what has just been heard. Sometimes, however, it is necessary, and profitable, to share and stimulate the discussion by way of reciprocity of views or recounting of anecdotes. This has to be infrequent and very carefully judged.

Encourage the participant to consider the future when the response is status quo.

If the answers are very broad, ask for details; if they are very detailed, ask for generalities.

If the person asks “what do you mean by [x]” ask them what they feel is the most important [x] to be considered in the next 10 to 15 years.

Make sure Tom starts the recording if he’s present.

UTC date	Sydney	Tokyo	New Delhi	Kampala	London, Kinshasa	New York, Santiago
M 04/29	(4a T 4/30)	(3a T 4/30)	(11:30p)	(9 p)	(7p)	2p

**Participants:** Leif Johansson

## First conversation (20190429:14:00 EDT)

How long have you been involved professionally with research, scholarship, or education?

20-odd years

What is your current role?

Head of infrastructure services at a Swedish university.

If a representative someone from 10-15 years in the future could answer the questions you have today about how to best support collaboration among researchers, teachers, and learners, what three things would you most like to ask them?

Thinks there will be a swing back from outsourcing to cloud. Increases in on-prem computing power. Economics is a motivator - looking for new openings.

“Scalable know your customer” a driver.

What do you value about how research, education and scholarship are conducted?

The open collaborative model. The level of international collaboration isn't present in any other sectors. Research by its nature is collaborative. The methods and patterns are valuable independent of how we think of them.

What do you imagine as desirable settings for the conduct of research, education and scholarship? What parts of those experiences are most important to you?

Subject didn't understand the distinction between this and previous question. Tom explained what is meant by settings. Subject: key enabling factor is regrowth. Availability of skilled labor. Shared understanding that is transmitted to next gen in the field - mentoring and training.

Willingness to work on the hard problems and develop new solutions. A deeper understanding of technology is needed to understand the problem and devise solutions.

What do you fear could threaten those desirable settings or your experience of them?

Economic pressure, but subject had never experienced funding shortage. Not having the people to make this their life's work is a second concern.

“Optimizing for the easy problems rather than the hard problems.” Outsourcing the interesting jobs.

Commodification of technology is a risk - people being driven to industry away from R&E.

Thinking of the values and settings you've mentioned above, which practices, tools, organisations, or infrastructures that support achievement of them should be continued? Do you see those as being sustainable over the next 10-15 years? Are there other practices, tools, organisations, or infrastructures that should be created to support those values or settings?

Speaking of IdM specifically, a global funding scope for something like REFEDS that also includes what GÉANT does. Need a standardization process - drive a peer-reviewed process for documents and standards. We might consider factoring in auditing. The adoption of auditing comes from a need to manage risk.

What major professional decisions with long-term implications are you facing at the moment?

One is consideration on the depth of engagement in e-science infrastructure. How much lies in that space, how much in government-centric ID? Are we seeing a re-architecture of identity? Is the self-sovereign identity movement a true trend? Or a flash?

Lucy had a question here about e-science infrastructure.

There seems to be a trend away from default reliance on public cloud services. No university actively pursuing Office 365. Legal recommendation. Compliance & risk mitigation, yes. Not expecting to see this change, but the most often cited reason is the US CLOUD Act.

What major constraints do you experience in enabling collaboration among researchers, teachers, and learners?

UX. Getting beyond the simple services, such as WIKIs, that are used. Things that would require managing more sensitive attributes. Giving the user a better sense of control over attributes is beyond them.

Existing consent flows “seamless”? Subject questions that statement.

Self-sovereign user experience is horrible, fraught with attack vectors, hard to understand. But we have to solve these problems to drive more complex collaboration experiences.

Outside of UX -- secure authentication, e.g. MFA, gotten used to the idea that MFA is what we should be talking about, but WebAuthN might be right, Will R&E wake up to WebAuthN last? Will we not recognize a good solution when it is knocking at our door? Much better UX in other services using WebAuthN, systems without that flow will be clunky.

If all constraints were removed, and you could direct what is done, what would you do?

Definitely start with talent re-growth. Started this in REFEDS. The distinguished engineer program is a small start. Senior people need to mentor junior people. See one, do one, teach one in our space.

More globalized version of REFEDS: how do we keep from solving as first world and leave others behind. Put people together to do it. Plenty of organizations that do a good job, but we should be talking and coordinating. Get past unnecessary sense of competition between, say, ORCID & Fed operators. A sense of not having shared goals, despite all wanting to make research easier and more useful. Plan long term goals and strategies together.

Stop worrying about formats and protocols. Take WebAuthN seriously. We might become irrelevant without it.

If we'd like to follow up with you about your answers, would you be willing?  
If so, please supply an email address.

Some discussion of fintech followed.