2015 REFED Survey - Customer Service

The following questions were asked with regard to customer service:

- What are the three most valuable services beyond basic federation operations that you provide to your membership?
- Do you actively invite service providers in to your federation and what services do you focus on / are most used?
- What customer support guidelines do you provide?
- Do you have a self registry tool?

### Valuable Services

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Federation</th>
<th>Service 1</th>
<th>Service 2</th>
<th>Service 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAF - Australian Access Federation</td>
<td>Australian Access Federation (AAF)</td>
<td>AAF Virtual Home (<a href="https://vho.aaf.edu.au/">https://vho.aaf.edu.au/</a>): IdP for the homeless managed by all subscribers</td>
<td>AAF Rapid Connect (<a href="https://rapid.aaf.edu.au/">https://rapid.aaf.edu.au/</a>): Allows services to connect using JSON Web tokens.</td>
<td>AAF Federation Registry (<a href="https://manager.aaf.edu.au/federationregistry">https://manager.aaf.edu.au/federationregistry</a>): provides self-service registration to the federation, automatic attribute release filters ... etc</td>
</tr>
<tr>
<td>AAI@EduHR</td>
<td>AAI@EduHR</td>
<td>metering, monitoring AAI@WE</td>
<td>software packages (includes SW for IdPs and SPs)</td>
<td>hosting for</td>
</tr>
<tr>
<td>AConet</td>
<td>eduid.at</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMRES</td>
<td>iAMRES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARNES</td>
<td>ArnesAAI Slovenska izobraževalna raziskovalna federacija</td>
<td>identity management system: <a href="https://aai.arnes.si/aai/sioidm">https://aai.arnes.si/aai/sioidm</a></td>
<td>IdP as a service</td>
<td>self-service registry</td>
</tr>
<tr>
<td>BELNET</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CANARIE</td>
<td>Canadian Access Federation</td>
<td>IdP Installer components for automated IdP installation</td>
<td>Research project Federated SSO Integration mentorship/support</td>
<td></td>
</tr>
<tr>
<td>CESNET</td>
<td>eduid.cz</td>
<td>Supercomputing</td>
<td>Servers and personal SSL certificates</td>
<td>Data storage</td>
</tr>
<tr>
<td>DFN</td>
<td>DFN-AAI</td>
<td>centralized discovery services</td>
<td>self-service registry (metadata admin tool)</td>
<td>IdP hosting esp. for smaller institutions</td>
</tr>
<tr>
<td>EENet</td>
<td>TAAT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funet</td>
<td>Haka</td>
<td>Peer support group for IAM professionals</td>
<td>Self service registry</td>
<td>Usage statistics</td>
</tr>
<tr>
<td>GARR</td>
<td>IDEM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HEAnet</td>
<td>Edugate</td>
<td>Service Provider integration support and advice</td>
<td>Registry (incorporating statistics and GUI attribute release)</td>
<td>Hosted, Managed &amp; Standby Shibboleth IdP</td>
</tr>
<tr>
<td>Internet2</td>
<td>InCommon</td>
<td>Multifactor Authentication Services, provided by Duo Security</td>
<td>Federation Manager, a self-service metadata registry</td>
<td>Entity Category services, especially Research &amp; Scholarship</td>
</tr>
<tr>
<td>Janet (UK)</td>
<td>UK Access Management Federation</td>
<td>Wugen &amp; RAPTOR</td>
<td>Test IdP &amp; Test SP</td>
<td></td>
</tr>
<tr>
<td>KREONET</td>
<td>KREONET Access Federation</td>
<td>guest Idp</td>
<td>group management</td>
<td></td>
</tr>
<tr>
<td>LITNET</td>
<td>LITNET FEDI</td>
<td>Video presentation service</td>
<td>Library services</td>
<td>Filesender</td>
</tr>
<tr>
<td>NII</td>
<td>GakuNin</td>
<td>Eduroam-Shib (Temporary eduroam account issuing)</td>
<td>GakuNin Application System</td>
<td>GakuNin mAP (Member Attribute Provider)</td>
</tr>
<tr>
<td>NIIF /HUNGARNET</td>
<td>HREF / eduid.hu; not a formal body, thus no formal name</td>
<td>attribute authority (HEXAA)</td>
<td>self-service entity registry with institutional metadata sets</td>
<td>guest IdP</td>
</tr>
<tr>
<td>RedIRIS</td>
<td>SIR</td>
<td>gateways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RENATER</td>
<td>Federation Education Recherche</td>
<td>SP to check the release of attributes by IdP</td>
<td>Homeless IdP</td>
<td>Attribute filter</td>
</tr>
<tr>
<td>REUNA</td>
<td>COFFRe</td>
<td>Filesender</td>
<td>Mi espacio REUNA (guest IdP)</td>
<td>PLAZA</td>
</tr>
</tbody>
</table>
## Service Provider Types

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Federation</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAF - Australian Access Federation</td>
<td>Australian Access Federation (AAF)</td>
<td>Service Provider growth is occurring organically + AAF actively focuses on Service Providers, Research tools, data sharing, collaboration</td>
</tr>
<tr>
<td>AAI@EduHr</td>
<td>AAI@EduHr</td>
<td>e-learning, web apps/collaboration tools, digital repositories/databases</td>
</tr>
<tr>
<td>AConet</td>
<td>eduID.at</td>
<td>Invitations: publishers (by community request), though likely not most used</td>
</tr>
<tr>
<td>AMRES</td>
<td>iAMRES</td>
<td>We just started engaging with SPs. We are currently in progress to get Microsoft Office365 into iAMRES.</td>
</tr>
<tr>
<td>ARNES</td>
<td>ArnesAAI Slovenska izobraževalno raziskovalna federacija</td>
<td>Yes</td>
</tr>
<tr>
<td>Belnet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CANARIE</td>
<td>Canadian Access Federation</td>
<td>no answer</td>
</tr>
<tr>
<td>CESNET</td>
<td>eduID.cz</td>
<td>Yes, we do. Most used services are electronic books.</td>
</tr>
<tr>
<td>DFN</td>
<td>DFN-AAI</td>
<td>yes, no specific focus / content provider, eLearning platforms, research infrastructures etc.</td>
</tr>
<tr>
<td>EENet</td>
<td>TAAT</td>
<td>no answer</td>
</tr>
<tr>
<td>Funet</td>
<td>Haka</td>
<td>Yes.</td>
</tr>
<tr>
<td>GARR</td>
<td>IDEM</td>
<td>yes. Electronic resources from publishers. Wifi access. Non local LMS are growing.</td>
</tr>
<tr>
<td>HEAnet</td>
<td>Edugate</td>
<td>We pursue publishers to join Edugate where their eduGAIN support is lacking</td>
</tr>
<tr>
<td>Internet2</td>
<td>InCommon</td>
<td>Federation participants and sponsor any vendor service</td>
</tr>
<tr>
<td>Janet (UK)</td>
<td>UK Access Management Federation</td>
<td>Yes. Commercial publishers.</td>
</tr>
<tr>
<td>KREONET</td>
<td>KREONET Access Federation</td>
<td>Yes / cloud services like storage, computing</td>
</tr>
<tr>
<td>LITNET</td>
<td>LITNET FEDI</td>
<td>no</td>
</tr>
<tr>
<td>NII</td>
<td>GakuNin</td>
<td>Cloud Services (E-Learning, etc.) / E-Journals</td>
</tr>
<tr>
<td>NIIF / HUNGARNET</td>
<td>HREF / eduID.hu</td>
<td>-</td>
</tr>
<tr>
<td>RedIRIS</td>
<td>SIR</td>
<td>No</td>
</tr>
<tr>
<td>RENATER</td>
<td>Federation Education Recherche</td>
<td>We focus on resources used for research and education core activities</td>
</tr>
<tr>
<td>Organisation</td>
<td>Federation</td>
<td>Answers</td>
</tr>
<tr>
<td>--------------</td>
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</tr>
<tr>
<td>AAI@EduHr</td>
<td>AAI@EduHr</td>
<td>federating apps; SSP usage (most of it is in Croatian; <a href="http://developer.aaiedu.hr/faq.html">http://developer.aaiedu.hr/faq.html</a>)</td>
</tr>
<tr>
<td>ACOnet</td>
<td>eduID.at</td>
<td>E.g. (several URLs, space-separated here): <a href="https://wiki.univie.ac.at/display/federation/eduID.at">https://wiki.univie.ac.at/display/federation/eduID.at</a> <a href="https://wiki.univie.ac.at/display/federation/Shibboleth+IDP+2.4">https://wiki.univie.ac.at/display/federation/Shibboleth+IDP+2.4</a> <a href="https://wiki.univie.ac.at/display/federation/Service+Categories">https://wiki.univie.ac.at/display/federation/Service+Categories</a></td>
</tr>
<tr>
<td>AMRES</td>
<td>iAMRES</td>
<td>no answer</td>
</tr>
<tr>
<td>ARNES</td>
<td>ArnesAAI Slovenska izobraževalno raziskovalna federacija</td>
<td>Technical documentation for service providers and identity providers: <a href="https://aai.arnes.si/dokumentacija">https://aai.arnes.si/dokumentacija</a></td>
</tr>
<tr>
<td>Belnet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CANARIE</td>
<td>Canadian Access Federation</td>
<td></td>
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<td>EENet</td>
<td>TAAT</td>
<td></td>
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<tr>
<td>Funet</td>
<td>Haka</td>
<td></td>
</tr>
<tr>
<td>GARR</td>
<td>IDEM</td>
<td><a href="https://www.idem.garr.it/en/technical-information/installation-guide">https://www.idem.garr.it/en/technical-information/installation-guide</a> (mostly in Italian)</td>
</tr>
<tr>
<td>Internet2</td>
<td>InCommon</td>
<td>InC-Federation wiki space: <a href="https://spaces.internet2.edu/x/QROAg">https://spaces.internet2.edu/x/QROAg</a></td>
</tr>
<tr>
<td>Janet (UK)</td>
<td>UK Access Management Federation</td>
<td>All at <a href="http://ukfederation.org.uk">http://ukfederation.org.uk</a></td>
</tr>
<tr>
<td>KREONET</td>
<td>KREONET Access Federation</td>
<td>We provide customers with only korean user guide, but don’t have url.</td>
</tr>
<tr>
<td>LITNET</td>
<td>LITNET FEDI</td>
<td>none</td>
</tr>
<tr>
<td>NIIF / HUNGARNET</td>
<td>HREF / eduID.hr</td>
<td></td>
</tr>
<tr>
<td>RedIRIS</td>
<td>SIR</td>
<td>None</td>
</tr>
<tr>
<td>RENATER</td>
<td>Federation Education Recherche</td>
<td></td>
</tr>
<tr>
<td>REUNA</td>
<td>COFRe</td>
<td>None - I recommend the SWITCHaai guides</td>
</tr>
<tr>
<td>Organisation</td>
<td>Federation</td>
<td>Answers</td>
</tr>
<tr>
<td>--------------</td>
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</tr>
<tr>
<td>RNP</td>
<td>Comunidade Acadêmica Federada (CAFe)</td>
<td><a href="https://wiki.rnp.br/pages/viewpage.action?pageId=88107098">https://wiki.rnp.br/pages/viewpage.action?pageId=88107098</a></td>
</tr>
<tr>
<td>SURFnet</td>
<td>SURFconext</td>
<td><a href="http://support.surfconext.nl">http://support.surfconext.nl</a> (end user - Dutch), <a href="http://support.surfconext.nl/idp">http://support.surfconext.nl/idp</a> (IdP - Dutch), <a href="http://support.surfconext.nl/sp">http://support.surfconext.nl/sp</a> (SP - English) and <a href="http://support.surfconext.nl/edugain">http://support.surfconext.nl/edugain</a> (SP and IdP)</td>
</tr>
<tr>
<td>SWITCH</td>
<td>SWITCHaai</td>
<td>Shibboleth IdP and SP installation, configuration and interfederation enabling tailored for SWITCHaai. You find them all at <a href="https://www.switch.ch/aai/guides/">https://www.switch.ch/aai/guides/</a></td>
</tr>
<tr>
<td>UNINETT</td>
<td>Feide</td>
<td><a href="https://www.feide.no/service-providers">https://www.feide.no/service-providers</a></td>
</tr>
</tbody>
</table>

**Self Registry Tool**

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Federation</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAF - Australian Access Federation</td>
<td>AAF</td>
<td>Federation Registry</td>
</tr>
<tr>
<td>AAI@EduHr</td>
<td>AAI@HR</td>
<td>AAI RR</td>
</tr>
<tr>
<td>CANARIE</td>
<td>Canadian Access Federation</td>
<td>Jagger</td>
</tr>
<tr>
<td>DFN</td>
<td>DFN-AAI</td>
<td>Metadata Administration Tool (in-house developed software)</td>
</tr>
<tr>
<td>Funet</td>
<td>Haka</td>
<td>Resource Registry</td>
</tr>
<tr>
<td>HEanet</td>
<td>Edugate</td>
<td>Jagger</td>
</tr>
<tr>
<td>Internet2</td>
<td>InCommon</td>
<td>Federation Manager (proprietary)</td>
</tr>
<tr>
<td>NII</td>
<td>GakuNIN</td>
<td>GakuNin Application System</td>
</tr>
<tr>
<td>NIIF/HUNGARNET</td>
<td>HREF / eduID.hr</td>
<td>Resource Registry</td>
</tr>
<tr>
<td>RENATER</td>
<td>Federation Education Recherche</td>
<td>Le guichet de la fédération</td>
</tr>
<tr>
<td>SURFnet</td>
<td>SURFconext</td>
<td>Build by SURFnet (SP registration form). Example: <a href="https://support.surfconext.nl/intake/subscription/298738d4-edaa-11e4-98aa-005056912be7">https://support.surfconext.nl/intake/subscription/298738d4-edaa-11e4-98aa-005056912be7</a></td>
</tr>
<tr>
<td>SWITCH</td>
<td>SWITCHaai</td>
<td>Resource Registry (PHP, locally developed)</td>
</tr>
</tbody>
</table>