

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

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

RNP	Comunidade Acadêmica Federada (CAFe)	Videos and classes content.	virtual library	Filesender
SUNET	SWAMID	A very	A Discovery Service to use for SP:s	
SURFnet	SURFconext	Onegini allows users to access online services connected to SURFconext in a safe and easy way using their social account, like Facebook, Twitter, LinkedIn, Google. In addition a Onegini specific account may be created as a last resort.	SURFconext Dashboard provides an overview of all the cloud services linked to SURFconext. Administrators within an institution "the SURFconext contact people" can use the dashboard to quickly and easily make cloud services accessible to users.	SURFconext Teams makes it easy for users to set up an online group with people from other institutions. These groups can be used for a variety of services linked to SURFconext.
SWITCH	SWITCHaai	IdP Hosting as an optional paid service	Every IdP Admin manages his Attribute Release Policy. It is used to automatically generate the tailored Shibboleth IdP attribute-filter.xml file	
UNINETT	Feide	Advising	Technical support	

Service Provider Types

Organisation	Federation	Answers
AAF - Australian Access Federation	Australian Access Federation (AAF)	Service Provider growth is occurring organically + AAF actively focuses on Service Providers, Research tools, data sharing, collaboration
AAI@EduHr	AAI@EduHr	e-learning, web apps/collaboration tools, digital repositories/databases
ACOnet	eduID.at	Invitations: publishers (by community request), though likely not most used
AMRES	iAMRES	We just started engaging with SPs. We are currently in progress to get Microsoft Office365 into iAMRES.
ARNES	ArnesAAI Slovenska izobraževalno raziskovalna federacija	Yes
Belnet		
CANARIE	Canadian Access Federation	no answer
CESNET	eduID.cz	Yes, we do. Most used services are electronic books.
DFN	DFN-AAI	yes, no specific focus / content provider, eLearning platforms, research infrastructures etc.
EENet	TAAT	no answer
Funet	Haka	Yes.
GARR	IDEM	yes. Electronic resources from publishers. Wifi access. Non local LMS are growing.
HEAnet	Edugate	We pursue publishers to join Edugate where their eduGAIN support is lacking
Internet2	InCommon	Federation participants and sponsor any vendor service
Janet (UK)	UK Access Management Federation	Yes. Commercial publishers.
KREONET	KREONET Access Federation	Yes / cloud services like storage, computing
LITNET	LITNET FEDI	no
NII	GakuNin	Cloud Services (E-Learning, etc.) / E-Journals
NIIF / HUNGARNET	HREF / eduID.hu	-
RedIRIS	SIR	No
RENATER	Federation Education Recherche	We focus on ressources used for research and education core activities

REUNA	COFRe	Online publisher
RNP	Comunidade Acadêmica Federada (CAFe)	Yes.
SUNET	SWAMID	No - no membership is needed to join as a SP, only acceptance of our Terms of Use.
SURFnet	SURFconext	Yes, collaboration Services (Community initiatives, Research), but also institutional services like Portals, Timetable applications and Google Apps.
SWITCH	SWITCHaai	No more, in the beginning we focused on learning management services. Next to all higher education learning management systems are reachable via SWITCHaai. A wide variety of services including many Federation Partners are available.
UNINETT	Feide	Yes. All services aimed at the educational sector.

Customer Support Guides

Organisation	FEDERATION	ANSWERS
AAF - Australian Access Federation	Australian Access Federation (AAF)	Knowledge Base (http://support.aaf.edu.au/forums), Technical Information wiki (http://wiki.aaf.edu.au/tech-info/) , Technical Resoucses (http://aaf.edu.au/technical/), AAF Dashboard (http://dashboard.aaf.edu.au/)
AAI@EduHr	AAI@EduHr	federating apps; SSP usage (most of it is in Croatian; http://developer.aaiedu.hr/faq.html)
ACOnet	eduid.at	E.g. (several URLs, space-seperated here): https://wiki.univie.ac.at/display/federation/eduid.at https://wiki.univie.ac.at/display/federation/Shibboleth+IDP+2.4 https://wiki.univie.ac.at/display/federation/Service+Categories
AMRES	iAMRES	no answer
ARNES	ArnesAAI Slovenska izobraževalno raziskovalna federacija	Tehcnical documentation for service providers and identity providers: https://aai.arnes.si/dokumentacija
Belnet		
CANARIE	Canadian Access Federation	
CESNET	eduid.cz	For example, user filtering guide for Shibboleth SP: https://eduid.cz/en/tech/userfiltering
DFN	DFN-AAI	https://www.aai.dfn.de/en/der-dienst/degrees-of-reliance/
EENet	TAAT	
Funet	Haka	
GARR	IDEM	https://www.idem.garr.it/en/technical-information/installation-guide (mostly in Italian)
HEAnet	Edugate	https://edugate.heanet.ie/rr3/p/page/front_page
Internet2	InCommon	InC-Federation wiki space: https://spaces.internet2.edu/x/IQROAg
Janet (UK)	UK Access Management Federation	All at http://ukfederation.org.uk
KREONET	KREONET Access Federation	We provide customers with only korean user guide, but don't have url.
LITNET	LITNET FEDI	none
NII	GakuNin	uApproveJP, FPSP, SPToU https://meatwiki.nii.ac.jp/confluence/pages/viewpage.action?pageId=13502149
NIIF / HUNGARNET	HREF / eduid.hr	
RedIRIS	SIR	None
RENATER	Federation Education Recherche	
REUNA	COFRe	None - I recommend the SWITCHaai guides

RNP	Comunidade Acadêmica Federada (CAFe)	https://wiki.rnp.br/pages/viewpage.action?pagelId=88107098
SUNET	SWAMID	https://wiki.swamid.se , http://www.swamid.se
SURFnet	SURFconext	http://support.surfconext.nl (end user - Dutch), http://support.surfconext.nl/idp (IdP - Dutch), http://support.surfconext.nl/sp (SP - English) and http://support.surfconext.nl/edugain (SP and IdP)
SWITCH	SWITCHaai	Shibboleth IdP and SP installation, configuration and interederation enabling tailored for SWITCHaai. You find them all at https://www.switch.ch/aai/guides/
UNINETT	Feide	https://www.feide.no/service-providers

Self Registry Tool

Organisation	Federation	Answers
AAF - Australian Access Federation	AAF	Federation Registry
AAI@EduHr	AAI@HR	AAIRR
ARNES	ArnesAAI Slovenska izobraževalno raziskovalna federacija	Arnes customer portal (frontend for users): https://portal.arnes.si + ArnesAAI MDS (Backend): https://mds.aai.arnes.si
CANARIE	Canadian Access Federation	Jagger
DFN	DFN-AAI	Metadata Administration Tool (in-house developed software)
Funet	Haka	Resource Registry
HEAnet	Edugate	Jagger
Internet2	InCommon	Federation Manager (proprietary)
NII	GakuNIN	GakuNin Application System
NIIF/HUNGARNET	HREF / eduID.hr	Resource Registry
RENATER	Federation Education Recherche	Le guichet de la fédération
SURFnet	SURFconext	Build by SURFnet (SP registration form). Example: https://support.surfconext.nl/intake/subscription/298738d4-edaa-11e4-98aa-005056912be7
SWITCH	SWITCHaai	Resource Registry (PHP, locally developed)