# ANNUAL REPORT
# 2017

www.aaf.edu.au

**AUSTRALIAN**
**ACCESS FEDERATION**

# PRESIDENT'S REPORT

For the Australian Access Federation (AAF) it was a year of advancements and growth. The critical role AAF plays in delivering access to research infrastructure was reflected in the inclusion of the AAF in the National Research Infrastructure Roadmap.

AAF continued to advance Australian research by commencing the process to connect the federation to the rest of the world via eduGAIN. It also worked towards becoming multi-protocol by integrating the OpenID Connect standard into the federation.

The development of AAF's cloud Identity Provider platform continued in 2017 with eight subscribers participating in an Early Adopter Program (EAP). A new Help Desk support tool was launched to build upon the service AAF delivers and an online payment option was released in response to feedback from our subscribers. From an engagement perspective, we also developed a suite of digital assets for both AAF subscribers and ORCID members.

With over 70,000 Australian researchers now having an ORCID record, the Australian ORCID Consortium operated by the AAF continued to play a key role in the national rollout as well as provide thought leadership globally.

With 103 subscribers and over 330 services, the AAF has continued to demonstrate its ongoing value and significance to the Australian research and education sector.

The AAF continues not only to be an exemplar service, but also provides sustainable specialist services to meet the evolving needs of federated identity management for Australian research and education.

2017 has been another successful year for the AAF and a summary of achievements is reflected in this Annual Report.

**Bruce Callow**
**President, Australian Access Federation Inc.**

# NATIONAL AND INTERNATIONAL

## ENGAGEMENT

2017 was a busy year with a number of key international and national engagements undertaken. The AAF is recognised as a Thought Leader both nationally and internationally in the Identity Management and ORCID communities.

### The AAF continued to engage nationally with:

- AeRO (Australian eResearch Organisations) (annual Member)
- Providing thought leadership to the Queensland University Directors of Information Technology (QUDIT) Identity Management Community of Practice
- National Collaboration Research Infrastructure Strategy (NCRIS) projects and the 2016 National Research Infrastructure Roadmap
- Australian ORCID Governance Committee and Advisory Group.

### The AAF continued to engage internationally with:

- Federations in the Asia Pacific Region through APAN (Asia Pacific Advanced Networking)

  International REFEDS (Research Education Federation) via sponsorship
  - AAF CEO holds an open seat on the international REFEDS Steering Committee
- ORCID Consortium Lead
  - International leadership providing advice to other consortia and ORCID.

## AAF SUPPORTING THE NATIONAL ERESEARCH AGENDA

The 2016 National Research Infrastructure Roadmap was released in 2017 with the AAF included as a priority area for national research infrastructure.

The AAF continued to engage with the roadmap process through supporting the data collection for the national Research Infrastructure Investment Plan.

www.education.gov.au/2016-national-research-infrastructure-roadmap
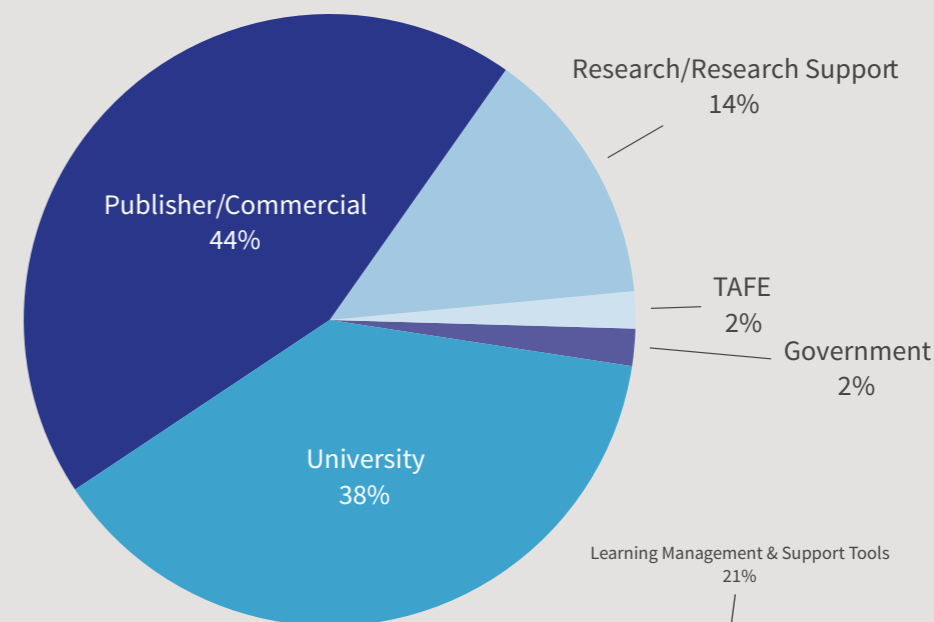
# SUBSCRIBERS AND SERVICES

## 103
SUBSCRIBERS

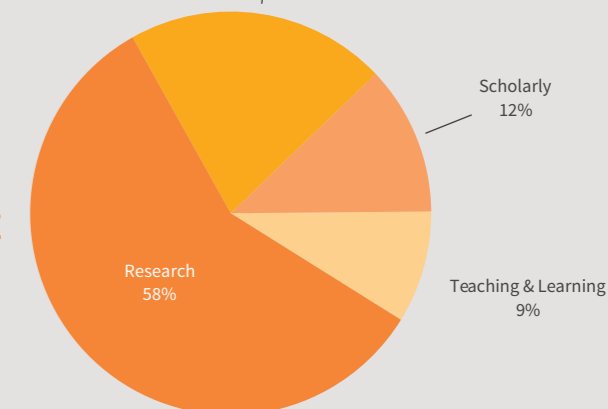## 3
NEW SUBSCRIBERS

## 331
AVAILABLE SERVICES

**SUBSCRIBER PROFILE**

- Publisher/Commercial 44%
- Research/Research Support 14%
- TAFE 2%
- Government 2%
- University 38%

## 322 110
SERVICE AUTHENTICATIONS

**SERVICE PROFILE**

- Learning Management & Support Tools 21%
- Scholarly 12%
- Research 58%
- Teaching & Learning 9%

# INNOVATION AND STRATEGIC INITIATIVES

## eduGAIN

Enabling internationalisation of Australian research has been a key objective for the AAF in advancing eduGAIN. This multi-year program of work provides a borderless authentication framework (Federation) which, connects Australian research globally. In 2017 the AAF advanced the participation in eduGAIN through the completion of a phase two project. Funded by the Research Data Services Project, it enabled the AAF to undertake the necessary policy development and creation of support material to release eduGAIN to AAF subscribers. Further work is required in 2018 and beyond, to support a national rollout of the service.

## Early Adopter Program — Rapid Identity Provider

Following on from the success of the Next Gen Project in 2016, the Early Adopter Program launched in February 2017 with eight participants. The program participants worked directly with the AAF to shape the product, identify enhancements and prioritise improvements in preparation for a full release of Rapid Identity Provider in 2018.
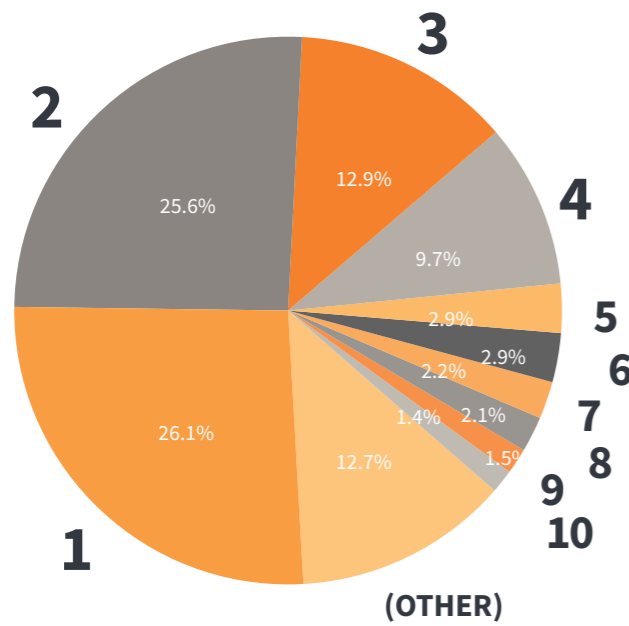
## Advancing AAF's operational support services

To support our subscriber needs the AAF completed two operational projects to streamline efficiency and further enhance the quality of service it delivers. A new help desk tool was implemented in September and an online payment solution was launched in November. This was in response to subscriber feedback and now gives subscribers the option to pay their fees by credit card.

Pie chart segments:
- 1: 26.1%
- 2: 25.6%
- 3: 12.9%
- 4: 9.7%
- 5: 2.9%
- 6: 2.9%
- 7: 2.2%
- 8: 2.1%
- 9: 1.5%
- 10: 1.4%
- (OTHER): 12.7%

**Other services 12.7%**

Figshare, Occupational Therapy Simulations (Deakin Uni), Monash eResearch Center HPC ID, Quadrant (QCIF), Western Australian Reciprocal Borrower (Curtin Uni), CAUDIT Profile and Benchmarking System, James Cook University Research Data Catalogue, CoESRA (Uni of Queensland) and others…

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|
| NECTAR RESEARCH CLOUD | FLIPPED CLASSROOM (UNI OF SYDNEY) | INTERSECT REDCAP | AURIN (ADVANCED URBAN RESEARCH INFRASTRUCTURE NETWORK) PORTAL | QUT ESOE (QUT BLACK-BOARD, WIKI) | UNISA COLLABORATION SHAREPOINT | AUSTRALIAN PHENOMICS FACILITY | DEAKIN ACADEMIC WORKLOAD MANAGEMENT SYSTEM | INTERSECT PROXY (HELPDESK, DC21 DIVER SYSTEM) | BIODIVERSITY & CLIMATE CHANGE VIRTUAL LAB (GRIFFITH UNIVERSITY) |
| 84,140 | 82,458 | 41,499 | 31,141 | 9,178 | 9,128 | 7,101 | 6,840 | 4,961 | 4,615 |
| 26.1% | 25.6% | 12.9% | 9.7% | 2.9% | 2.9% | 2.20% | 2.1% | 1.5% | 1.4% |
| Uni Melb 52,263 (61.4%) | Uni Syd 82,458 (99.7%) | UTS 40,902 (98.1%) | Uni Melb 15,452 (46.5%) | UniSA 2,021 (20.6%) | UniSA 7,392 (79.5%) | ANU 7,162 (99.5%) | Deakin 6,939 (98.6%) | Intersect 2,401 (47.01%) | Griffith 964 (20.31%) |
| Monash 5,321 (6.2%) | | | UNSW 3,151 (9.5%) | RMIT 1,723 (17.6%) | AAF VHO 1,548 (16.65%) | | | AAF VHO 426 (8.36%) | USQ 889 (18.73%) |
| UQ 4,632 (5.4%) | | | UWA 2,829 (8.5%) | QUT 1,547 (15.8%) | UNSW 188 (2.02%) | | | UTS 396 (7.77%) | Uni Ade 576 (12.14%) |
| UTas 3,668 (4.3%) | | | AAF VHO 2,428 (7.3%) | UTS 958 (9.8%) | | | | ANU 316 (6.21%) | USC 479 (10.10%) |
| ANU 1,448 (1.7%) | | | RMIT 2,174 (6.5%) | Curtin Uni 881 (9%) | | | | WSU 267 (5.24%) | UNSW 382 (8.05%) |
| Other 20.9% | Other 0.3% | Other 1.9% | Other 21.7% | Other 27.2% | Other 1.8% | Other 0.5% | Other 1.4% | Other 25.4% | Other 30.7% |

### OpenID Connect — One step closer to becoming a multi-protocol federation

IN PROGRESS

As one of the first federations internationally to advance OpenID Connect (OIDC), the AAF is advancing this service to the next level. Funded in 2017 by the NeCTAR Project (and as part of an ongoing multi-year activity), the next phase OIDC project deliverables were completed in October 2017. This new world-leading service promises a number of benefits for AAF subscribers. These features include:

- Simplified federation connection
- Reduced integration cost and time savings
- Support for mobile applications.

OIDC has been released as part of a soft launch that will enable the service to be trialled by early adopters in 2018. Once the service is fully launched it will be known as AAF Central.

### Data Lifecycle Framework Project

IN PROGRESS

This project is a joint undertaking between the Australian Access Federation (AAF), the Australian National Data Service (ANDS), the National eResearch Collaboration Tools and Resources (NeCTAR) and Research Data Services (RDS) and Australia's Academic and Research Network (AARNet).

The aim of this project is to demonstrate value through a series of coordinated activities to support a whole of data lifecycle approach to support a number of National Collaborative Research Infrastructure Strategy (NCRIS) data-intensive capabilities. Throughout 2017 the AAF provided a key role in supporting the project which has advanced:

- A national Research Activity Identifier (RAiD)
- A pilot of a Group ID and Group Management service (G.iD).

## MARKETING AND COMMUNICATION ACTIVITIES

| ATTENDED | PRESENTED | PRODUCED |
|---|---|---|
| **19** | **15** | **3** |
| KEY CONFERENCES AND EVENTS | TIMES THROUGH 2017 | DIGITAL ASSETS |

**International participation**
- REFEDS
- APAN
- ORCID
- Hong Kong
- Singapore
- China
- New Zealand

**National participation**
- AeRO
- ORCID Advisory Group
- ORCID Governance Group
- QUDIT
- Data Lifecycle Project
- eResearch Infrastructure Roadmap
- NCRIS Comms Network

## NEWSLETTERS AND EMAIL CAMPAIGNS

| WEBSITE | NEWSLETTERS | EMAIL CAMPAIGNS |
|---|---|---|
| **13 038** | **12** | **10** |
| VISITORS IN 2017 | EDITIONS: AAF \| TECH \| ORCID | ADVISORY & MAINTENANCE |

## PROFESSIONAL SERVICES ACTIVITIES

The AAF continues to provide bespoke professional services to meet the evolving needs of our subscribers. When it comes to federated Identity Management the AAF are leaders in this space. The AAF continues to be trusted by the community to provide high quality support and solutions. AAF Professional Services helps subscribers to manage their competing priorities in this fast and ever-changing environment.
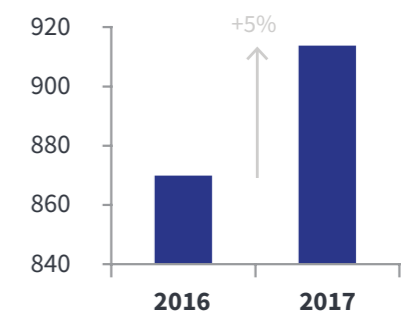
In 2017, the AAF directly supported its subscribers in the management of their connection to the AAF through a range of professional service activities.

## ANNUAL SUBSCRIBER SURVEY

In May 2017, the AAF released its sixth annual subscriber survey and the first separate technical subscriber survey. The aim was to capture subscriber needs, increase our understanding of future activities and priorities, and understand how subscribers perceive the AAF. The survey responses provide important input into AAF's annual strategic development.

### AAF SUPPORT DESK

During 2017, the AAF experienced a 5% increase in submitted support tickets compared to 2016. This increase is linked to a number of important initiatives that the support team undertook in 2017 (new Help Desk tool, working with subscribers to upgrade from IdP V2 to V3 and the continued support of ORCID).



+5% (2016, 2017 bar chart; y-axis 840–920)

# KEY ACTIVITIES FOR 2018

## OUR PLAN FOR SUCCESS

**1** Provide support services to ensure existing subscribers gain best value from their subscription.

**2** Ensure the technology on which the AAF depends is appropriately maintained.

**3** Continue partnerships, memberships and support international initiatives.

**4** Provide compliance support activities associated with the Federation Rules and annual Compliance Statements.

**5** Provide a range of professional services to support subscriber needs.

**6** Develop and deliver bespoke Identity Management workshops on-demand.

**7** Continuation of AAF's business development and innovation capabilities to further build upon the utility and value of the federation.

**8** Undertake communication and engagement activities that focus on promoting the AAF's value proposition to subscribers, ORCID members and the international community.

**In 2018 the AAF will continue to be the ORCID (Open Researcher and Contributor ID) Consortium Lead for Australia. Key activities will include:**

- Providing administrative support to the Consortium
- Managing and supporting the on boarding of Consortium Members
- Being the central technical support contact to all Members (Tier 1)
- Maintaining consortium documentation and technical documentation repositories.

## 2018–2019 STRATEGIC PLAN

### Be the identity broker for Australia's research and education community

Attract new subscribers

Grow new services connected to the federation

Maintain the subscription base

Remain aligned with Australian eResearch Agenda

Establish key partnerships where mutually beneficial.

**1**

### Extend AAF services

Expand AAF's identity and access management products

Provide professional services

Take leadership in facilitating and developing best practice federated identity management.

**2**

### Technologies and trends supporting global research and education

Align with international federation initiatives to enable international access to federation services

Continue to align with international federation initiatives through REFEDS (Research Education Federations)

Become a global leader in federated technologies.

**3**

The 2018 Business Plan and 2018–2019 Strategic Plan can be found at **www.aaf.edu.au**
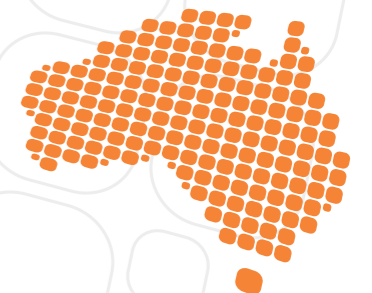
# AAF STAFF

## EXECUTIVE COMMITTEE

| | |
|---|---|
| **President** | Bruce Callow |
| **Vice President** | Fiona Rankin |
| **Past President** | Prof Ian Gibson |
| **Treasurer** | Paul Sherlock |
| **Secretary** | Ian Smith (Nov 2015 - June 2017) |
| **Public Officer AAF Inc.** | Richard Northam |
| **Member at Large** | Niranjan Prabhu |
| **Co-Opted Non-Voting Member** | Tony Rothnie |

## AAF TEAM

| | |
|---|---|
| **Chief Executive Officer** | Heath Marks |
| **Technical Engagement and Support Manager** | Terry Smith |
| **Technical Lead – Innovation, Software Development and Infrastructure** | Bradley Beddoes |
| **Service Delivery Manager** | Elleina Filippi |
| **Manager, Strategic Initiatives** | John Scullen |
| **Technical Lead** | Shaun Mangelsdorf |
| **Senior Developer** | Russell Ianniello |
| **Senior Developer** | Ryan Caught |
| **Technical Support Analsyt** | Dalia Abraham |
| **Technical Support Analsyt** | Melroy Almeida |
| **Administrative support services** | Donna Magrath, Marita Dore |

# SPECIAL THANKS TO

AAF Executive Committee
AAF Team
CAUDIT
ORCID Advisory Group
ORCID Governance Committee
The Department of Education and Training

## OUR VISION

The AAF's vision is to lead access management for Australian education and research.

## OUR MISSION

The AAF's mission is to deliver secure federated access that connects Australian teachers, students and researchers to global online resources.