

# Early Adopter Program

**SaaS Identity Provider**

**Prospectus**

[www.aaf.edu.au](http://www.aaf.edu.au)

**AUSTRALIAN  
ACCESS FEDERATION**



# About us

*We enable simple and secure access for Australia's teaching, learning and research communities.*

*As part of the National Collaborative Research Infrastructure Strategy (NCRIS) ecosystem, we are an underpinning capability that assists with the delivery of world-class research outcomes.*

*We simplify the work to integrate new applications into your organisation, saving money, time and your valuable resources.*

*We enable your users to collaborate and securely share access to systems across organisational boundaries.*

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## Key Details and Important Dates

### Key Offer Details

Minimum Funding Needed	\$361,600
Minimum Investors Needed	8
Maximum Investors	12
Investment Amount	\$45,200

### Key Dates

Prospectus Release Date	15 September 2016
Close Date	15 October 2016
Applicants Advised of Outcome	22 October 2016
Payment Due Date	10 January 2017
Program Commencement Date	February 2017
Program Completion Date	January 2018

### Further Information

If you have questions or need to discuss aspects of this prospectus, contact:	John Scullen Senior Project Manager john.scullen@aaf.edu.au
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# Early Adopter Program — SaaS Identity Provider

## Offer Summary

This is a limited opportunity for Australian Access Federation (AAF) subscribers to shape the new *Software as a Service Identity Provider* (SaaS IdP) solution before it is released to the sector. This new service will remove the requirement for AAF subscribers to deploy infrastructure and maintain software in order to participate in the federation.

The AAF seeks investment partners to operate a 12-month (2017) SaaS IdP Early Adopter Program. **The program will be capped at a maximum of 12 participants.** The investment per partner is \$45,200.

**Organisations participating in the Early Adopter Program will benefit through:**

- **Pre-release access to the SaaS IdP service in 2017**
- **The opportunity to shape the service before it is released**
- **Infrastructure hosting costs covered by the program in 2017**
- **Migration support to use the new SaaS IdP service in 2017**
- **No additional cost to use the service in 2017<sup>1</sup>**
- **A discount to use the service in 2018**

## Purpose of the Prospectus Document

The purpose of this prospectus document is to provide the necessary information to subscribers in order to understand and register for the Early Adopter Program.

## What's an Identity Provider and why has AAF developed a SaaS IdP solution?

In order to participate in the federation, organisations must setup, configure and manage an Identity Provider (commonly referred to as an IdP). The IdP is the essential bridge connecting your organisation's local identity management deployment to the federation. The IdP is the key component that allows your users to login to services offered by external organisations.

The current IdP solution works, but CIOs and IT leaders have often requested a solution that removes the administrative burden of managing this infrastructure. In particular, CIOs and IT leaders have asked the AAF to offer a cloud-based solution to:

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<sup>1</sup> Subscribers will still be required to pay their annual 2017 subscription fees.

- **Assist with the setup of the IdP deployment.** New IdP deployments take significant time and effort within an organisation. It can take weeks to organise and deploy infrastructure, review the installation documentation, install and configure the IdP software, test it, and resolve issues. Staff need specialised skills in undertaking the IdP deployment. The SaaS IdP will reduce this effort and remove technical barriers for organisations wanting to connect to the federation.
- **Reduce resource commitment.** Staff turnover and smaller staffing profiles mean many organisations don't have the IT capabilities to set up and maintain an IdP deployment. Even larger organisations that have the necessary skillsets are constantly squeezed to do more with less. A SaaS IdP means less infrastructure, less patching, and less maintenance for system administrators. This frees up their valuable time to support other critical business services.
- **Reduce capital expenditure.** Capital costs for IdP infrastructure are modest, but predictable operational costs are usually preferred over variable capital investments. The world is moving toward a model of access over ownership and the SaaS IdP will help organisations with this transition.
- **Improve security.** New security flaws are discovered every week. Poorly managed IdPs undermine the trust fabric of the federation and place the confidentiality and integrity of your identity data at risk. AAF's single focus on operating a secure, reliable federation means we can respond and patch software more quickly in a managed environment than your system administrators who manage a more diverse set of services.

## About the Offer

### Why is the AAF raising funds?

In response to customer demand, AAF undertook a significant engineering project during 2016 to create a new Software as a Service offering. This service was designed to reduce subscribers' support costs in deploying and running infrastructure to connect their users to the federation. The engineering project was funded through one-time investment from the Department of Education and Training as part of a grant to develop next generation technologies for the AAF.

While the grant funding covered the initial software development, the next phase will see the AAF undertake a program of work with a small group of participants to:

- refine the product with input from the participants
- work with participants to deploy the service at their site
- create integrated business processes to support the solution.

The AAF Executive Committee reviewed various options that would benefit and support its subscribers. The decision was to offer subscribers the opportunity to access to the pre-released service and invest in shaping the service during 2017.

# Global Leadership

*AAF is leading the way as one of the first federations around the globe to release a SaaS IdP service.*

## How will the investment work?

The investment will support the program by:

- Covering the salary expenses for AAF to run the program (project management, software development and support)
- Infrastructure hosting. Amazon Web Services will host all infrastructure within Australian data centres.
- Legal and consulting advice
- Project incidentals.

## How will a SaaS Identity Provider benefit my organisation?

The Identity Provider is essential infrastructure that connects your users to the federation. A SaaS IdP will assist your organisation by:

- Freeing your technical teams from the obligation to deploy and maintain Identity Provider infrastructure to connect to the federation. AAF will deploy infrastructure on Amazon Web Services and assist your team in migrating your existing IdP to the new solution.
- Ensuring your SaaS IdP is patched, secure and up to date, reducing the support required to manage your connection to the federation.
- Moving your Identity Provider infrastructure to a provider certified against the Australian Government's information technology security guidelines.
- Shifting inconsistent capital expenditure to more predictable operating expenditure.

## What if my organisation is already underway with an identity management / single sign-on program?

You'll still need to run an Identity Provider (either on-premise or the AAF's new SaaS variant) to participate in the federation. This initiative should not detract from your current efforts and may even assist such programs.

## **Are Identity Provider instances shared between organisations?**

No. The SaaS IdP has been designed with completely separate, high-availability servers and databases for each participating organisation. This approach will maximise security and eliminate unnecessary interdependencies.

## **How will a SaaS Identity Provider assist the federation into the future?**

The SaaS IdP is the next evolution to AAF's service delivery model. By reducing the investment and deployment effort, it will expand the number of connected organisations, making sharing and collaboration between organisations even easier.

All Australian universities are AAF subscribers, and we expect a SaaS IdP to help attract new customers, such as smaller research institutes, who have found the existing infrastructure and expertise requirements too challenging. The AAF is branching into new markets related to the research and education sector and is gaining traction with TAFE/VET, health and government organisations. A larger customer-base helps create more value to subscribers through increased services and collaboration opportunities while reducing the impact of cost increases.

For new organisations the service will:

- Eliminate the need for subscribers to deploy infrastructure to connect to the federation.
- Shorten the time needed to join the federation by reducing the need for specialist skills to install and configure servers and software.
- Introduce a service better suited to the needs of small and medium-sized organisations. A SaaS IdP will remove many of the barriers that have previously prevented smaller organisations from joining the AAF.

## How can my organisation participate in the Early Adopter Program?

To participate in the program, your organisation needs to:

1. Complete the Application Form and return it to the AAF by the Close Date.
2. Pay the Investment Amount by the Payment Due Date.
3. Make a suitably experienced person(s) available to review and provide feedback about the proposed terms of service for the SaaS Identity Provider product.
4. Make a suitably experienced person(s) available to work with the AAF to configure your organisation's SaaS Identity Provider instance and any hardware or software configuration changes that may be required to network devices, servers, applications or other infrastructure to enable communication between the SaaS Identity Provider instance and supporting infrastructure.

## Who is eligible to apply?

The offer is open to all existing AAF Enterprise subscribers. There are a limited number of places to participate in the program. A **maximum of only 12 organisations** will be selected in order to keep stakeholder numbers manageable.

## How do I apply?

Fill in the application form included in this Prospectus and return by email to [john.scullen@aaf.edu.au](mailto:john.scullen@aaf.edu.au) by 5:00 pm AEST on the Close Date. A PDF form is available at [aaf.edu.au/initiatives/](http://aaf.edu.au/initiatives/)

AAF will issue invoices once all Early Adopter Program participants are confirmed.

## Who can I contact for more information?

If you have further questions about the Prospectus document or the program, contact:

John Scullen  
Senior Project Manager  
[john.scullen@aaf.edu.au](mailto:john.scullen@aaf.edu.au)

# Why Participate?

## Key Benefits:

- Pre-release access to the SaaS IdP service in 2017
- The opportunity to shape the service before it is released
- Infrastructure hosting costs covered by the program in 2017
- Migration support to use the new SaaS IdP service in 2017
- No additional cost to use the service in 2017<sup>^</sup>
- A discount to use the service in 2018

<sup>^</sup> Subscribers will still be required to pay their annual 2017 subscription fees.

# SaaS IdP Early Adopter Program Application Form

Organisation Details	
<b>Full organisation name</b>	
<b>Organisation ABN</b>	

Primary Contact (Name of person authorised by the Applicant to act on matters relating to participation in the program)	
<b>Name</b>	
<b>Position</b>	
<b>Email address</b>	
<b>Phone number</b>	

## Declaration

- I have read and understood the information outlined in the Prospectus document.
- I have authority to commit funding of \$45,200 on behalf of my organisation to participate in the SaaS IdP Early Adopter Program.
- I understand I must make suitably qualified staff available at a mutually agreeable time.
- I understand that my organisation may withdraw at any time throughout the program and that my organisation will not be entitled to any refund.

<b>Signature</b>	
<b>Name and position of Applicant</b>	
<b>Date</b>	

**Application forms must be received by 5:00 pm AEST on the Close Date**

## Appendix A: Program Risks

Investing in this offer carries specific risks. If these risks were to eventuate they may impact the performance of the program and have therefore been included in this section for transparency.

AAF applies risk management processes at both the business and program levels to ensure that risks are identified, treated, and actively managed.

### Product Risks

**The product may not deliver all of the functionality included in the existing on-premise offering.**

A cloud-based delivery model works when a standardised product is delivered to a range of customers. This means that the product will not be as customisable as the existing on-premise Identity Provider. If you have customised your existing Identity Provider to extend the default functionality, these extensions may not be possible in the hosted solution (at least during the 2017 program).

**Failure of upstream infrastructure providers**

AAF relies on Amazon Web Services to provide infrastructure that is certified by the Australian Government's Information Technology security guidelines published by the Australian Signals Directorate. Infrastructure is distributed across Amazon's two Sydney data centres. The geographical proximity of these data centres increases the risk of a potential service outage. This configuration was selected to satisfy data sovereignty requirements.

**The SaaS Identity Provider may not achieve the desired level of performance**

The hosted solution may not perform as well as on-premise alternatives. AAF developers are taking steps to optimise performance of the solution.

**The program may not deliver all scope items**

Unanticipated complexity in developing and deploying the solution may mean the scope must be reduced in order to meet budget constraints in line with the total investment obtained. Should this be necessary, any outstanding functions will be prioritised in future product updates.

**Target environment may be incompatible with the solution**

Each customer uses different policies, technologies and local hardware and software configurations. These variations may mean the solution fails in whole or in part when deployed under these specific conditions.

AAF may choose to implement the solution using techniques and technologies that are inconsistent with standards or guidelines in specific customer environments.

## Financial Risks

### Exchange rate risk

AAF relies on various third party capabilities to deliver the federation service, many of which are billed in US dollars. The AAF will explore hedging options to mitigate this exposure in 2017.

### Program expenses

AAF used a formal process and experienced staff in identifying the work and the costs associated with the program. As the program unfolds, some activities may need to be adjusted in order to deliver the program within the available budget.

## Scheduling Risks

### Target dates may not be reached

Experienced staff estimated the timeline using the information available at the time. The project team will do everything possible to deliver program outcomes to the estimated timeline but these dates should be interpreted as indicative rather than fixed. Activities may be completed earlier or later than indicated. Investors should not rely on these dates when planning infrastructure upgrades or cutovers within their organisation.

### Workload of key investor personnel

AAF will work with a number of investors during the program and will require staff from each investor organisation to configure technical environments and review policy documents. Investor organisations may not achieve the full set of benefits if these key staff cannot meet their obligations to the agreed timelines.

## External Risks

### Changes to government and government policy

AAF's funding and priorities are influenced by government policy and priorities. A change in government, government policies, priorities or funding methods may change the way AAF conducts the program.

## Resource Risks

### AAF may be unable to attract and retain key personnel

Factors outside of AAF's control such as market dynamics or illness may make resources unavailable. This may impact the schedule and/or cost.



## Management Risks

### **Risk management strategy**

Any risks associated with the introduction of the new capabilities and services in 2017 have been incorporated into the overall risk profile for AAF Inc. These risks will be managed by the AAF and communicated to program investors as necessary.

## Appendix B: Glossary

Term	Meaning
<b>Application Form</b>	The Application form on page 9 of this document.
<b>Close Date</b>	The last day for receipt of application forms by AAF. The Close Date is listed on page 3 of this document.
<b>Investment Amount</b>	The amount to participate in the program identified on page 3 of this document.
<b>IdP</b>	Identity Provider. See also: <i>SaaS Identity Provider</i> .
<b>Payment Due Date</b>	The due date for payment of the investment fee by investors. The Payment Due Date is listed on page 3 of this document.
<b>SaaS Identity Provider</b>	The new Identity Provider software developed by AAF that will use a cloud delivery model rather than requiring subscribers to operate on-premise infrastructure to participate in the federation. The product will be branded differently when launched.



# Australian Access Federation Capability Statement

*The AAF has successfully delivered advanced information technology solutions for the Australian Higher Education and Research sector for more than 8 years.*

*AAF has a proven track record of collaborating with a wide range of stakeholders across the country to deliver projects on time and on budget.*

*AAF's world-class technologies have been adopted and deployed in the USA, Singapore, Hong Kong, New Zealand and Russia.*

*The AAF team has industry professionals skilled in the fields of project management, service delivery, software architecture, engineering, identity management technologies and advanced system security.*

