2019 was a significant year for the Australian Access Federation (AAF) in celebrating 10 years of successful and sustainable delivery of a national approach for identity and access management for Australia’s research and education sector. An exciting program of communication and engagement was executed throughout the year to celebrate this great milestone.

The AAF also transferred from an incorporated association to a company limited by guarantee in January 2019. As a result, the Executive Committee transitioned to a Board of Directors.

As Consortium Lead of ORCID in Australia, the AAF has continued to work at a national level to embed ORCID, the global persistent identifier for researchers within the Australian higher education and research system. These efforts have seen ORCID registrations grow to over 130,000 identities and over 39 member integrations in Australia since the Consortium commenced. The AAF continues to progress the persistent identifier agenda, working closely with the Australian Research Data Commons (ARDC) nationally and with other international programs.

Over the past 12 months, the AAF has continued to build on the success of its cloud-based Rapid Identity Provider platform (Rapid IdP). Following product launch in 2018, Rapid IdP was rolled out to Macquarie University, University of Tasmania, Swinburne University, University of Newcastle, and the AAF’s own Virtual Home in 2019.

VerifID Global, AAF’s privacy-preserving verification service, has gone from strength to strength in 2019 with half a million verifications processed. VerifID Global makes it easier for students to access discounted services and products to support their university experience in a privacy-preserving manner. The AAF has continued to grow its leadership internationally with VerifID Global through entering into an agreement with Jisc, its counterpart in the United Kingdom, to provide the service to their university and research sector.

Cyber and systems security continues to remain at the forefront of AAF’s operations. AAF’s program of security-related activities included engaging external consultants to test and report on AAF’s systems and processes. AAF forms a key infrastructure component in Australia’s 2016 eResearch Infrastructure Roadmap, as such it has continued to support the government’s agenda through close engagement with the National Collaboration Research Infrastructure Strategy (NCRIS) projects. As such, AAF has been grateful for grant funding from the ARDC to advance the Rapid IdP platform and investigate strong authentication. In addition, the AAF received funding from Pawsey Supercomputing Centre to collaborate on a joint investigation into non-web-based authentication for high performance computing.

The AAF Board in conjunction with the Leadership Team has developed a solid strategy for the company over the next five years. This will see the AAF maintain a strong focus on strategic partnerships, skills and capabilities, strengthening foundational services, leading innovation and diversifying through value-added services.

Importantly, the AAF continues to be a national and international leader in identity and access management and a summary of achievements for 2019 are reflected in the following Annual Report.

Fiona Rankin
Chair | Australian Access Federation
COMMUNICATION

In 2019, the AAF saw a steady increase of website users. This can be attributed to a more assertive digital marketing approach, as well as hosting and attending multiple industry events throughout the year. A year-long, multi-channel campaign was run to promote 10 years of AAF’s success with every message directed back to elements on the website.

ANNUAL SURVEY

In 2019, the annual subscriber survey was conducted. Each year the AAF runs a survey of CIO and technical contacts to help inform future planning. The AAF received valuable feedback from the 2019 survey forming five main recommendations:

1. Internationalisation
2. Technology enhancements and processes
3. Growing the federation
4. Outreach and engagement
5. Products
Launched in 2018, VerifID Global, the national verification service enables universities, public agencies and commercial providers to accurately deliver services to students and other roles in the sector. It provides a privacy-preserving interface to the Federation.

In 2019, Jisc, the operator of the UK Federation entered into an agreement with the AAF to use VerifID Global as their verification solution for UK students.

**Service Profile**

**Subscriber Profile**

**Support Tickets**

AAF 2019 support tickets by category:

- **SAML IP**: 100
- **Rapid Connect**: 97
- **General Enquiry**: 74
- **Virtual Home**: 64
- **SAML SP**: 63
- **EDUGAIN**: 41
- **RAPID IDP**: 38
- **ORCID Integrations**: 30
- **AAF Central**: 22
- **ORCID General**: 21
- **Others**: 70

**Rapid Identity Provider**

2019 saw significant developments to the Rapid Identity Provider SaaS solution including:

- **100% Availability**
- **1 Day Setup**
- **27+ Security Patches and Updates**

**Service Connections**

- **24 Services connected through OpenID Connect**

**Organisations Connected to EDUGAIN**

- **19 Organisations**
- **500,000+ Privacy-Preserving Verifications in 2019 with VerifID**

**User, Organisation and Service Statistics**

- **1.4M Users**
- **100+ Organisations**
- **230+ National Services**
- **200+ International Services**

**Percentage Breakdowns**

- **51% Research**
- **25% Learning Mgt**
- **14% Scholarly**
- **10% Teaching & Learning**
- **49% Commercial**
- **40% Universities**
- **9% Research**
- **2% Government**

**Other Services**

- **17.8% NECTAR RESEARCH CLOUD**
  - The Nectar Research Cloud provides scalable computing power to store, access and run data.

- **14.8% AUSTRALIAN PHENOMICS (APN) FACILITY**
  - APN supports open access large-scale phenotyping of humans and mice to uncover the biological drivers in human disease.

- **12.5% AURIN PORTAL**
  - AURIN is crucial infrastructure for researchers, government and industry, providing data to accelerate research into our towns, cities and communities.

- **7.1% MONASH eRESEARCH CENTRE (MeRC)**
  - MeRC is used by Monash University as a service to translate SAML tokens to x509 and OpenSSH certificates.

- **6.0% CLARIVATE ANALYTICS**
  - Clarivate Analytics provides analytics to accelerate the pace of innovation and deliver critical data.

- **5.8% QUT EGRAD SCHOOL & OTHER SERVICES**
  - Provides students, teachers and researchers within the ATN Network with seamless access to QUT services.

- **5.8% NECTAR METRICS**
  - Provides users with an overview of various metrics from Nectar Cloud resources.

- **5.8% REDCAP UNSW**
  - Research Electronic Data Capture (REDCap) provides web-based data entry for researchers.

- **5.8% ACADEMIC WORKLOAD MANAGEMENT SYSTEM (WAMS) — DEAKIN**
  - WAMS is a web-based tool to manage academic workload.

- **3.9% CAUDIT WEBSITE**
  - Online space providing public information to all IT staff within member institutions.

- **3.5%**

- **2.0%**
STRATEGIC PLAN 2020-2025

KEY ACTIVITIES 2020

STRATEGIC PARTNERSHIPS
Partnering nationally with federal and state government programs and agencies.
Partnering globally with leading research infrastructures, Persistent Identifier communities, REFEDS and Federation operators.

STRATEGIC PARTNERSHIPS
Continue to strengthen existing and grow new partnerships, both nationally and internationally. Partnerships will help AAF to attract funding to sustain and further advance the services it delivers.

STRENGTHENING FOUNDATIONAL SERVICES
International connectivity, platform innovation, strengthening the security environment, growing the customer base, supporting teaching, learning and research.

STRENGTHENING FOUNDATIONAL SERVICES
Continuing to strengthen foundational services is critical to ensure ongoing quality of service, value and relevance to AAF subscribers and partners.

LEADING INNOVATION
Innovating the next generation of technologies. Shaping future reference architectures.

LEADING INNOVATION
AAF's recognition as National Research Infrastructure (NRI) is critical to achieving impact for Australian teaching, learning and research.

SKILLS AND CAPABILITIES
Leading programs of national and international skill development. Developing AAF staff for the next generation of services.

SKILLS AND CAPABILITIES
Ongoing skills development is an essential component of building the national capability in identity and access management. AAF is committed to further advance its staffing capabilities and industry knowledge to continue to meet the evolving nature of technologies.

DIVERSIFY THROUGH VALUE-ADDED SERVICES
Delivering new capabilities, expanding existing capabilities, new business models and growing value to the sector.

DIVERSIFY THROUGH VALUE-ADDED SERVICES
Continuing to diversify operations through value-added services will further strengthen AAF's sustainability.

MAKING NATIONAL AND INTERNATIONAL IMPACT
AAF BOARD
Chair
Director
Director
Director
Independent Director
Independent Director
Company Secretary and Independent Director
Fiona Rankin
Jonathan Churchill
Paul Sherlock
Niranjan Prabhu
Ian Gibson
Karen Hill
Bruce Callow
Richard Northam

AAF TEAM
Chief Executive Officer
Chief Operating Officer
Head of Support
Head of Technology
Head of Projects and Managed Services
Principal Developer
Senior Developer
Senior Developer
Developer
Solutions Analyst – Identity and Access
Customer Relationship Manager
Technical Support Analyst
Technical Support Analyst (ORCID)
Communication Coordinator
Administrative Support Services
Heath Marks
Elleina Filippi
Terry Smith
Bradley Beddoes
John Scullen
Shaun Mangelsdorf
Russell Ianniello
Ryan Caught
Christopher Jones
Patrick Carnuccio
Andrew Bowness
Dalia Abraham
Melroy Almeida
Jacinta Rebelo
Marita Dore, Donna Magrath, Carolyn Plant, Claire Ackfun, Cynthia Ramirez

SPECIAL THANKS
AAF Board of Directors
AAF Team
CAUDIT
Australian Research Data Commons (ARDC)
ORCID Advisory Group, ORCID Governance Committee, ORCID.org
The Department of Education Skills and Employment

OUR VISION
Our vision is to lead access management for Australian education and research.

OUR MISSION
Our mission is to deliver secure access and identity services that connect Australian teachers, students and researchers with global online resources.