

## Strategic Plan 2019 - 20

### About us

Established in 2009, the Australian Access Federation (AAF) is Australia's premier solution provider for enabling access to online resources for the Education and Research sector. As a recognised National Research Infrastructure Facility, the AAF plays a vital role in enabling trusted electronic communications and collaboration between education and research institutions, both locally and internationally.

The Federation, which is the product provided by the AAF, is a combination of technology and policy which provides a trust framework. It provides subscribers with a national single sign-on that allows individuals across many different organisations to collaborate and access online resources within a trusted environment.

By logging in via the AAF, end users are able to access a variety of services including file transfer, data storage, compute, collaboration tools and portals, scientific instrumentation, administrative systems, scholarly resources and teaching, learning and research resources.

AAF lowers the costs and effort associated with federated identity management in each individual subscriber organisation. It also removes inter-organisational barriers to collaboration by enabling people to quickly and easily connect with electronic resources. Resource providers are also able to quickly and easily connect their services to over one million people connected to the AAF today.

Operating as a shared service, the growing AAF subscriber-base encompasses many leading organisations in the research and education sector. These include:

- all Australian Universities;
- CSIRO and other government research agencies as well as leading research support organisations;
- health organisations; and
- organisations providing online products or services for teaching, learning and research.

As a globally connected facility, AAF provides access to Australia's teaching, learning and research as well as enabling access to international online resources via eduGAIN (the international connection of federations).

The Federation is complemented by a leading cloud solution to simplify technical participation in the federation as well as verification services.

In 2016, the AAF became the Open Researcher and Contributor ID (ORCID) Consortium Lead for Australia, enabling a national approach for the adoption and integration of ORCID.

## Our vision and mission

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

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

# Objectives 2019-20

**Objective 1: Be the premier solution provider for enabling access to online resources for Australia's research and education community**

Initiative	Outcome	Strategies
Maintain growth of subscribers (public and commercial research organisations, medical research institutes, government agencies, broader education community, eResearch organisations)	Larger subscriber base achieves broader reach into the research / education sector and greater economies of scale per annum	Organic growth through referrals from AAF's networks
Grow new services connected to the federation (international and domestic)	15% growth per annum Broader service catalogue grows AAF value proposition	Organic growth through referrals from AAF's networks  Targeting service providers based on recognised opportunities
Maintain the subscription base (AAF and ORCID)	Low levels of subscriber and member attrition	Ongoing engagement with AAF subscribers and ORCID members

**Objective 2: Increase the value of AAF services**

Initiative	Outcome	Strategies
Increase the value of AAF's identity and access management products and services	Increased utility of AAF's services	Develop strategies to deliver improved products in-line with stakeholder needs
Provide Professional Services to the Australian education and research community	Delivery of services to address skills shortage in the sector	Packages of support to meet the standard needs of AAF subscribers at economies of scale
Deliver Managed Services to new and existing Australian subscribers	Customer centric cloud services that reduced technical barriers for participation in the AAF	Business models for delivery of sustainable managed services

**Objective 3: Lead the global access, authentication and ORCID Consortium agenda for research and education**

Initiative	Outcome	Strategies
Continue to align with international Federation initiatives through REFEDS (Research Education Federations)	Influence high value international initiatives	Engage with global REFEDS initiatives
Lead the international agenda for federated technologies and ORCID Consortium operations	AAF recognised as the leader in the Asia Pacific region for federated technologies and globally for ORCID consortium Operations	Shape initiatives which facilitate the development of federations in the Asia Pacific Region and globally for ORCID consortium operations

**Objective 4: Deliver innovation impact for the Australian eResearch agenda**

Initiative	Outcome	Strategies
Remain aligned with the Australian eResearch Agenda as a National Research Infrastructure Facility	AAF is central to national eResearch infrastructure planning and operations	Co-planning with Australian Research Data Commons (ARDC) and Digital Data and eResearch Platforms (DDeRP)
Drive advances in technology to underpin leading edge research and innovation	Funding achieved to advance key technology areas required by NCRIS	Co-develop programs of work in-line with the needs of the NCRIS system and research stakeholders
Leverage key strategic partnerships	Funding achieved to enable innovation technologies for the benefit of strategic partners	Co-develop programs of work in-line with the needs of strategic partners
Connect research globally	Funding obtained for a national roll out of eduGAIN 2019-2020	Co-develop programs of work in-line with the needs of ARDC

# Stakeholders

Stakeholders	Present/potential value from the AAF
Subscribers / Members	<i>Sustainable operations focused on achievement of agreed AAF objectives</i>
Identity Providers	<i>Cost effective, quick and simple access to a broad range of online services</i>
Service Providers	<i>Scalable and easily accessed services with low management overheads</i>
End Users	<i>Seamless access to services and resources</i>
Government / NCRIS Facilities	<i>Support for the Australian eResearch agenda</i>
Other Federations / Consortium Operators	<i>Easy to deal with, compatible technologies and practices that leverage international standards and trends</i>

## Operating model

The core operations are funded by our subscribers.

## Development model

The AAF has an active policy for research and development with new functionality and services funded through three sources:

- Professional services to meet the evolving needs of our subscribers;
- Incremental development funded through revenue generation; and
- Major research and development funded by co-investment (Government, other eResearch groups, individual subscribers, etc.).

## Service model

Our customer-centric service delivery focus maintains high levels of subscriber, member, supplier and end user satisfaction. AAF aims to deliver high quality sustainable and innovative products and services to assist our subscribers grow their capabilities and achieve efficiency.

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