ANNUAL REPORT 2013

AAF Inc. Contacts

Member of the Australian eResearch Organisation (AeRO)

Supported by the Council of Australian
University Directors of Information Technology

CAUDIT
Council of Australian University Directors of Information Technology

Supported by the Australian Government
through the Department of Education

Australian Government
Department of Education

Table of Contents

David Toll, President, Australian Access Federation Inc.

President's Report

This is the fifth Annual Report of the Australian Access Federation (AAF) Inc. since commencing operations in 2009. With 73 subscribers and 125 services connected to the Federation in 2013, the AAF continues to successfully operate as a shared service for the Australian research/education sector.

I am pleased to report that the AAF continued to play a valued role in the Australian eResearch infrastructure landscape in 2013, with several key initiatives undertaken. Most important was the completion of a number of the strategic projects that were funded by the Department of Education to enhance the utility of the AAF in the sector. Such initiatives are important to the AAF in driving boarder research participation in the Federation and to strengthen the value proposition of the AAF's services to its subscribers.

Given the AAF's expertise in identity management and its strategic objective to collaborate with national eResearch services, 2013 saw an opportunity to expand professional services to support sector initiatives. Services were provided to the Research Data Storage Infrastructure (RDSI) Project and the Australian eResearch Organisations (AeRO) user support project.

A long running objective of the AAF has been to connect the Federation internationally, and 2013 saw the first step in this process, namely signing the declaration to be part of the international co-federation initiative eduGAIN.

Looking to 2014 and beyond, the AAF's objectives are to be the identity broker for Australian research and education, to continue to extend services, to contribute and be informed by international best practice, and to continue the delivery of high quality, sustainable and innovative products and services.

I would like to thank the Department of Education once again for their ongoing support and confidence in the AAF over the past year. I believe we have been successful in meeting expectations. In particular, I would like to extend my personal thanks to Cheryl Kut for her contributions to the Executive Committee.

We are very fortunate also to have an extremely dedicated AAF team under the leadership of Heath Marks to operate the AAF, work closely with stakeholders and plan for the future. It is personally rewarding to interact with such a dedicated team. Heath's contributions and support to me as President is greatly valued.

I would like to thank the IT leaders and other representatives in our subscriber organisations for their continuing support in utilising the services of the AAF. Also, my sincere thanks to Executive Committee Members for their support and the high level of contribution and commitment to the work we do on behalf of our subscribers.

2013 saw the AAF continue to be an exemplar service in the sector and I look forward with optimism to 2014.

David Toll

President, Australian Access Federation Inc.

Executive Committee

The Australian Access Federation Inc. is governed by an Executive Committee.
The Members of the Executive Committee are:

Mr David Toll
President

David has worked with CSIRO for ten years where he is Chief Information Officer with responsibility for IT, eResearch and library functions. Previously David held the positions of Chief Financial Officer and General Manager, Finance. David is a member of the VERNET Board, the Australian National Data Service (ANDS) Steering Committee, the National Computational Infrastructure (NCI) Board, the Pawsey Centre Steering Committee and is a fellow of CPA Australia. David was elected to the position of AAF President in April 2012.

Mr Paul Sherlock
Past President

Paul is the Chief Information Officer (Library & IT) at the University of South Australia (UniSA). Prior to joining the University, Paul held senior ICT management roles at the Defence Science & Technology Organisation (Adelaide) and BHP Billiton (Whyalla). Paul has been Past President of CAUDIT since April 2012 and is the author of the complexity index which is used to help make meaningful comparisons of benchmarking data across the Australia and New Zealand Higher Education sector. Paul has been Director and Chair of SABRENet Ltd since its formation in September 2006. He is a Member of the Australian National Data Service (ANDS) Steering Committee, the AARNet Advisory Committee, the eResearchSA Board and the NeCTAR Project Board. Paul is also the Project Director for the $37M Super Science funded National Research Network Project. Paul has formal qualifications in Electrical Engineering, Computing, Business and Finance and is a graduate member of the Australian Institute of Company Directors.

Mr Bruce Callow
Vice President

Bruce is the Chief Technology Officer for Griffith University, a position he has occupied since 2013. Previously Bruce was the Director of Information and Communication Technology Services. During this period he was on the Board of Directors for the global Higher Education Users Group and Chair of the ANZ Higher Education Users Group. Bruce currently sits on the global Oracle Education & Research Strategy Council. Bruce has been an IT professional for over 30 years and his varied background includes 16 years as an Army Officer in various IT related roles, a number of years as an IT Manager in large Local Government Authorities and as a business manager with AWA Computers. Bruce was elected to the position of AAF Vice President in April 2013.

Mr Marc Bailey
Treasurer

Marc joined the board of AAF in 2010, serving as Treasurer since 2011, and is the Chair of NSW and ACT Council of University Directors of IT (NAUDIT). He is an experienced information technology professional with a strong background in theoretical and applied software engineering. Marc's career has included international roles in the healthcare, defence, financial, mining and telecommunications sectors. Marc brings a range of vendor and private enterprise experience to the higher education sector serving as Macquarie University's Chief Information Officer. Marc has won recognition for innovation including: the 2008 Sir Rupert Hamer Award for Advancements in Recordkeeping across Victoria for design and delivery of the first VERS2 compliant electronic content management software technology; 2009 election to the Executive Committee of the EU Forum developing the European Model Requirements for the Management of Electronic Records; and the 2011 Ventana Research Location Intelligence award.

Dr Ian Gibson
Secretary

Dr Ian Gibson has over 25 years of experience as a computer scientist and engineer and at executive level R&D management. He has led the research, development and global commercialisation of new technology across a broad range of electrical engineering, computer science and digital imaging. Ian was elected to the position of AAF Secretary in April 2013. From 2008, Ian has been the CEO of Intersect, Australia's leading eResearch organisation, building it from scratch to being the largest organisation of its type in Australia assisting 11 universities achieve research impact through technology. Previously Ian was a Division General Manager at CiSRA, the Australian R&D lab for Canon. There he built research capability over several years to deliver original, world leading technology into a wide range of Canon's major product groups generating hundreds of patents along the way. Ian has a PhD from the University of New South Wales in Computer Science, a BE in Electrical Engineering (Hons) and a BSc and serves on many advisory boards and committees.

Mr Richard Northam
Public Officer

Richard is the Node Development Manager at the RDSI Project at the University of Queensland. Previously he was the Chief Executive Officer of CAUDIT and he has more than 25 years' experience in the ICT industry in the Private, Commonwealth Government and Higher Education Sectors. Throughout his career, Richard has taken a strategic leadership role in shaping and enhancing the role of Information Technology within various organisations. More recently he has played a key national and international leadership role in enhancing research through the use of new methodologies and development of eResearch infrastructure that are enabled by Information Technology. Richard is a board member of EDUCAUSE which is a US based association which represents the best thinking in higher education IT; he is an Accredited Adair International Leadership Trainer; a member of the faculty of the African Leadership Institute and a Senior Member and Certified Professional of the Australian Computer Society. Richard holds a Bachelor of Engineering (Electronics) and lives and works in Canberra, ACT.

Mr William Confalonieri
Member at Large

William Confalonieri is Chief Digital Officer at Deakin University Australia, a position he has held since January 2012. William's involvement with information technology began by studying electronics (specialising in computer design) in Argentina. His professional career has been varied, having held positions at the Australian Red Cross Blood Service and the Victorian Government, as well as several strategic information technology roles in South America. In 2012 William accepted a position on the Board of Callista and more recently has been promoted to President of McKinnon Secondary College after serving many years as a Council member. William was elected Member at Large on the AAF Executive Committee in April 2013. William has a blend of public and private sector experience, strong technical and commercial skills, experience in managing large dispersed teams, and a track record of large scale IT transformations.

Co-Opted Non-Voting Member

Ms Cheryl Kut	Department of Education

AAF Team

Mr Heath Marks
General Manager

Heath was appointed by the Council of Australian University Directors of Information Technology (CAUDIT) in July 2009 to head a Team to support the AAF's operations, engage with the higher education and research sectors and more specifically grow the Federation into the future. Heath is an IT professional with a wealth of management experience in the successful delivery of Information Technology within the tertiary education sector. Heath has formal qualifications in Business (MBA, MTechMgt) and Computing (BIT).

Mr Terry Smith
Technical Manager

Terry is responsible for the ongoing operation of the federation and for providing support and training activities to the AAF subscriber community. Terry is an experienced IT professional who has been working in Identity and Access Management in the tertiary sector for more than 25 years. In early 2009 Terry managed the AAF Pilot project that boot-strapped today's AAF operation.

Mr Dean Nottingham
Service Delivery Manager

Dean joined CAUDIT and the AAF in September 2012 as a Business Analyst to work on several federal government-funded strategic initiatives, but has more recently been appointed as the AAF Service Delivery Manager to manage AAF Subscribers and continue using his analysis skillset for AAF project work. Prior to this, Dean worked for the Queensland State Government as a Project Manager and Business Analyst on several IT projects to meet legislative requirements.

Mr Bradley Beddoes
Technical Architect

Bradley is responsible for the design and implementation of AAF software and system architectures. Bradley has worked on delivering secure, standards focused web applications and redundant, scalable IT architectures for the past 11 years within Australia and abroad.

Mr Paul Stepowski
Senior Systems Engineer

Paul is responsible for the day-to-day maintenance of the AAF's IT infrastructure, as well as providing technical support and training activities to the AAF subscriber community. Paul has worked in the tertiary education sector for over 10 years. His technical expertise is in systems administration and systems integration with an emphasis on security.

Mr Shaun Mangelsdorf
Senior Developer

Shaun is responsible for the development of AAF software and infrastructure. He has been developing software professionally for 9 years, with experience in Identity & Access Management in the tertiary sector, and custom solutions for the Healthcare & Pharmaceutical industry.

Ms Glenys Kranz
Administration Assistant

Glenys commenced with the AAF Team as Change and Communications Manager in September 2009. After four years with the AAF Glenys has moved into a casual administration support role. Glenys has worked for the most part in higher education across the Brisbane universities and has a background in Human Resource Management and as a Change Manager on a number of IT projects.

The AAF's **vision** *is to be the authoritative provider of access management services for Australian higher education and research.*

The AAF's **mission** *is to support the collaboration and resource sharing objectives of its subscribers through provision of effective access management technologies and services.*

2013

The Year In Review

Our success to date has been driven by a number of carefully executed strategies which ensure our commitment to provide a valued service to our subscribers, enabling access to over one million identities in the research and higher education sector. A snapshot of highlights of the AAF's 2013 operations is set out below.

February

- *Enhancing the Utility of the AAF and Grid Certificates* Project Progress Report #2 submitted to the Department of Education (on behalf of CAUDIT Inc.)
- Strategic initiatives project *Institutional Service Desk Framework* piloted

March

- *AAF Attribute Validator* tool development completed and released
- AAF Inc. Executive Meeting held (12 March)

April

- AAF Inc. Annual General Meeting and Executive Committee elections held in Tasmania (11 April):
    - Appointment of Mr Bruce Callow as Vice President
    - Appointment of Dr Ian Gibson as Secretary
    - Appointment of Mr William Confalonieri as Member at Large
- Strategic initiatives project *AAF Virtual Home* developed and released

May

- *AAF Automated Software Configurator* (AASC) development completed and released

June

- AAF Inc. Executive Meeting held (28 June)
- *AAF Groups* software released (beta)
- *AAF Tools and Services Dashboard* (dashboard.aaf.edu.au) released
- Annual AAF Subscriber Survey undertaken
- Annual Compliance Statements due by all Subscribers confirming adherence to Federation Rules (30 June)

July

- AAF Inc. Planning Meeting held in Canberra (29 July)
- Strategic initiatives project *AAF Assurance* developed and software released
- AAF Executive Planning Meeting held (Canberra)
- AAF Senior Developer appointed
- eduGAIN Policy Declaration signed

August

- *Rapid Connect* software developed and released
- AAF Professional Services commenced to assist the Research Data Storage Infrastructure (RDSI) project with their identity management requirements

September

- AAF Inc. Executive Meeting held (11 September)
- *Enhancing the Utility of the AAF and Grid Certificates* Project Progress Report #3 submitted to the Department of Education (on behalf of CAUDIT Inc.)

November

- AAF Inc. General Meeting of the Members held in Brisbane (7 November)
    - Amendments to AAF Inc. Constitution accepted
    - 2014 Business Plan (budget and subscription fees) accepted
    - 2014-15 Strategic Plan accepted
- 2014 AAF Subscription invoices sent to AAF subscribers

December

- AAF Inc. Executive Meeting held (5 December)

2013 International Engagement

The AAF continued to engage in a number of initiatives, meetings and other activities in order to further international collaboration with overseas Federations. AAF staff took part in formal and informal meetings to discuss issues of common interest, including both technical and policy issues. AAF staff continued to attend and participate in the international Research and Education Federations (REFEDS) meetings that were held in the Netherlands (May) and San Francisco (November).

The AAF also continued to assist the New Zealand Federation, Tuakiri, in particular in the adoption of AAF developed software.

The AAF General Manager attended an Identity Federation workshop held in South Africa in May 2013, and presented on the Impact of Identity Federations on Institutions and some of the key lessons learnt when establishing a new Federation. The workshop was designed to assist South Africa establish their national Identity Federation and was a joint initiative of the South African Council for Scientific and Industrial Research (CSIR), Association of South African University Directors of Information Technology (ASAUDIT) and the South African National Research Network (SANReN).

Subscribers and Services

Subscriber Growth

Four new subscribers joined the AAF in 2013. As of 31 December 2013, the AAF had 73 subscribers. In addition to all Australian universities, a number of state based eResearch organisations, government and private research organisations and commercial organisations subscribe to the AAF. Publishers of scholarly resources are increasingly seeking to become AAF subscribers - this is a trend we expect to continue based on experiences from other international Federations.

Service Growth

As at 31 December 2013, there were 125 services registered in the Federation. Of these 125, 43 were connected by AAF subscribers during the past year. A small number of services were decommissioned in 2013 reflecting the some-times short life of IT services for researchers. To date the services registered in the Federation support both teaching and learning and research, and include services for data storage, scientific instruments, virtual lab equipment, scholarly resources, on-line collaboration tools, eResearch portals and, more recently, medical research.

Service Usage

Around 100,000 service authentications were registered through the AAF's *Where are you From* (WAYF) service in 2013. The total number of authentications made possible via the AAF is however significantly higher.
This is due to the fact that a number of AAF subscribers use their own `WAYF type' service, meaning that the total service authentication data across the AAF is not available to be reported on.

Figure 1 outlines the Top 10 services in 2013, including the subscribers with the largest number of authenticated users from a connected Identity Provider, recorded by the AAF's WAYF Service.

AAF Top 10 Services
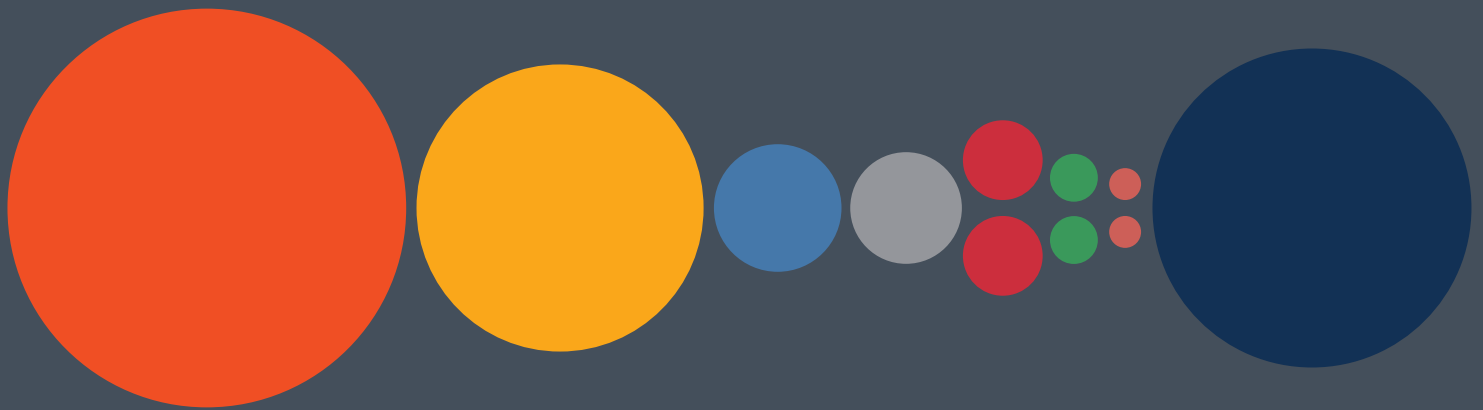
NeCTAR Resource Cloud - 25% (25061)

The University of Melbourne 24.32% (6095)
The University of Queensland 18.42% (4617)
Monash University 10.41% (2608)
Adelaide University 7.98% (2001)
CSIRO 5.17% (1295)
Other 33.70% (8445)

QUT eGrad Login - 18% (18054)

The University of Queensland 16.61% (2999)
University of Technology Sydney 12.01% (2169)
RMIT University 11.30% (2040)
University of South Australia 10.63% (1920)
Queensland University of Technology 8.41% (1518)
Other 41.03% (7408)

Emerald Publishing - 8% (7953)

Monash University 8.59% (683)
RMIT University 8.11% (645)
Macquarie University 6.93% (551)
Curtin University 5.62% (447)
The University of Melbourne 5.41% (430)
Other 65.35% (5197)

Genomics Virtual Labs - 7% (7405)

The University of Queensland 98.69% (7308)
AAF Virtual Home 0.66% (49)
University of New South Wales 0.31% (23)
The University of Melbourne 0.24% (18)

ANDS Online - 5% (4861)

Monash University 23.06% (1121)
CSIRO 6.52% (317)
Charles Darwin University 6.13% (298)
INTERSECT 5.90% (287)
The University of Queensland 4.34% (211)
Other 54.04% (2627)

Australian Urban Research Infrastructure Network (AURIN) Portal - 5% (4818)

The University of Melbourne 57.47% (2769)
AAF Virtual Home 16.19% (780)
The University of Queensland 3.11% (150)
RMIT University 2.51% (121)
Curtin University 1.87% (90)
Other 18.85% (908)

The Translational Research Institute Portal - 3% (3406)

The University of Queensland 70.96% (2417)
Queensland University of Technology 26.22% (893)
AAF Virtual Home 1.97% (67)

NeCTAR Research Cloud Support - 3% (2507)

The University of Melbourne 65.94% (1653)
Monash University 14.84% (372)
The University of Queensland 14.72% (369)

Western Australia (WA) Reciprocal Borrower - 2% (1746)

The University of Western Australia 34.65% (605)
Murdoch University 16.15% (282)
Edith Cowan University 15.35% (268)
Curtin University 15.01% (262)
The University of Notre Dame Australia 14.09% (246)
Other 4.75% (83)

CAUDIT Profile and Benchmarking System - 2% (1592)

AAF Virtual Home 21.92% (349)
University of South Australia 21.55% (343)
James Cook University 4.59% (73)
The University of Queensland 3.96% (63)
Australian National University 3.20% (51)
Other 44.79% (713)

Other Services - 20%

CAUDIT Website
Theoretical Astrophysical Observatory
Technology Enabled Learning and Teaching at UNSW
UniSA Collaboration SharePoint
ARCS DataFabric
UniSA - ResearchMetadataStore
Quadrant
QuestNET Wiki
Terra Nova - Climate Change Adaptation Information Hub
ARCS Access Service
UTSremotelab
Research Computing Centre
Health Research Access Project
James Cook University Research Data Catalogue
Owncloud
Australian Phenomics Facility
Karger Publishers
Australian National Corpus - AusNC
JCU eSpaces
UniSA - Research Data Management
QCIF ARMS
CSIRO Data Access Portal
OzTrack
Addiction Medicine Exambank
And others...

Figure 1: *AAF Top 10 Services, 1 January 2013 - 31 December 2013*

Federating Services Workshops

The AAF conducted three one-day workshops (Adelaide, Brisbane and Canberra) throughout the year with 26 participants from 11 subscriber organisations participating in the training. The workshops were well received by all participants and generated a total income of $12,841 (ex GST).

The workshop delivered the following outcomes to participants:

- an understanding of the Federation Registry management tool;
- knowledge on how to register a new service within the Federation;
- an understanding on how to install the Shibboleth service provider software;
- knowledge on how to obtain information about users accessing their service;
- an understanding of how to integrate new and existing applications to the Federation using AAF-supported integration libraries for popular platforms such as Java/Groovy, PHP, Ruby and .NET, as well as AAF's Rapid Connect integration tool; and
- the setting up of a working virtual machine connected to the AAF Test Federation for future reference.

During 2013, the AAF began planning advanced Service Provider training sessions focusing more on specific technical aspects and new technologies being released within the sector. These advanced training sessions will continue to be planned during 2014.
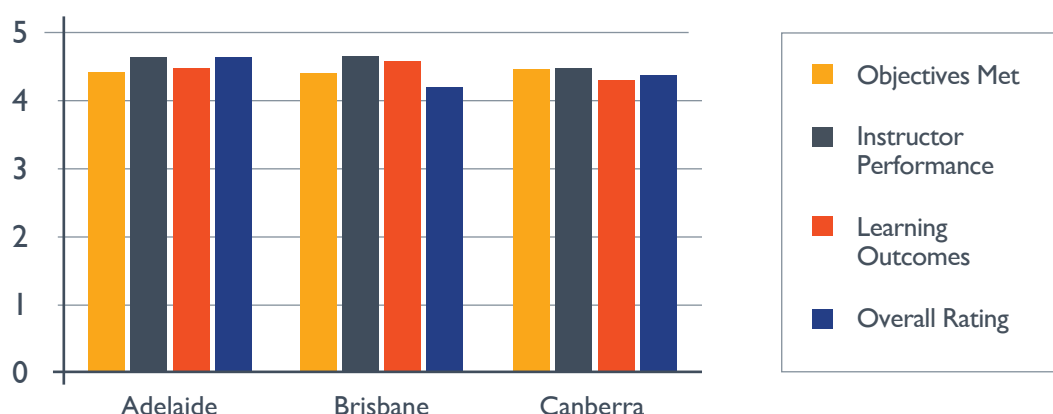

Figure 2: *2013 Feedback ratings by participants attending AAF Federating Services Workshops*

Technical and Service Support Activities

Development Activities

Throughout 2013, the AAF undertook a number of small software development activities to build upon the product set available to all subscribers. Where possible the AAF has also made the software available to other international Federations.

Attribute Validator

In March 2013, the Attribute Validator tool was released. This tool validates a user's identity attributes to ensure that they are suitable for consumption by AAF-connected services. It also provides a valuable report that the user can provide to their Service Desk to assist in identifying issues with attribute information that is released.

AAF Automatic Software Configurator (AASC)

In May 2013, the AAF released a tool to automate the installation of required software in order to build a simple Service Provider, reducing the required effort from hours to just minutes.

AAF Groups

In June 2013, a beta version of the AAF Groups tool was developed and released. This tool enables domain experts to centrally manage group memberships to provide access to resources across multiple services.

AAF Tools and Services Dashboard

In June 2013, the AAF Tools and Services Dashboard (**dashboard.aaf.edu.au**) was released. The Dashboard provides AAF subscribers with a quick one-stop-shop of the tools and services provided by the AAF.

Rapid Connect

In August 2013, in response to our subscribers needing to simplify connecting services to the Federation and the growth of new cloud based software platforms, the AAF developed and released a flexible new approach called Rapid Connect. Rapid Connect enables simple and fast integration of applications to the AAF. A number of service providers commenced adding their applications to the Federation using this method during 2013.

Strategic Initiatives: Enhancing the Utility of the AAF Project – Department of Education Funded

The Enhancing the Utility of the AAF Project includes a number of initiatives funded by the Department of Education via CAUDIT Inc. ($289,671).

2013 saw the completion of a number of these strategic initiatives.

Institutional Service Desk Engagement Program - complete

The Institutional Service Desk Engagement Program of work, managed by the AAF Business Analyst, commenced in September 2012 and completed in September 2013.

The Institutional Service Desk Engagement Program's aim was to improve end-user support for federated services within the Higher Education and Research sector. The Framework built on the sector's user support strategy and has common links with the AeRO user support project. The AeRO user support project has built upon some of the material for a wider audience.

In February 2013, Victoria University, University of South Australia, eResearch South Australia, and Intersect piloted the support material to enable a joined-up support channel.

AAF Virtual Home - complete

The AAF Virtual Home (VH) initiative was completed in April 2013 with the release of the new Virtual Home software to AAF's subscribers. As part of this process the project developed a migration path to assist users of the old Virtual Home Organisation to the new Virtual Home.

The AAF Virtual Home is an important identity management system run by the AAF for individuals who need to access services connected to the AAF but who do not have an account with an Identity Provider. The VH is software developed in-house by the AAF Technical Architect.

AAF Assurance - complete

The AAF Assurance (previously named the Levels of Identity Assurance Register) initiative, managed by the AAF Technical Architect and Business Analyst, completed in July 2013 with the release of the AAF Assurance tool to AAF subscribers.

AAF Assurance is a tool for appointed Registration Authorities (RAs) within AAF subscribed organisations to record users who have been assured for a higher level of identity assurance (level 2), as guided by the National Institute of Standards and Technology Special Publication (NIST SP) 800-63-2.

Identity Provider (IdP) Enhancement Program - commenced

The IdP Enhancement Program initiative began the planning phase in 2013, and will be continued in 2014. The IdP Enhancement Program will enable the AAF to better understand the identity management practices in the sector, to identify pain points with federated identity management, and to help us develop material to assist with common issues.

Co-federation and eduGAIN

In late 2013, the AAF signed the policy declaration to formalise its intention to join eduGAIN - the international initiative to connect Federations worldwide. Further work will continue in 2014.

AAF Support Desk (support.aaf.edu.au)

During 2013, the AAF experienced a 35% increase in submitted support tickets over 2012, which saw a 28.75% increase over 2011 (Figure 3[1]). In late 2012 and early 2013, the AAF Knowledge Base was updated with improved navigation and articles. Role based personas (researcher, technical and operational) were introduced to assist subscribers gain quick and easy access to the information that they require.

In March 2013, the AAF enabled functionality within our cloud-based Support Desk to enable end-users to rate their experience with AAF's Support Desk. 100% of the ratings were positive.
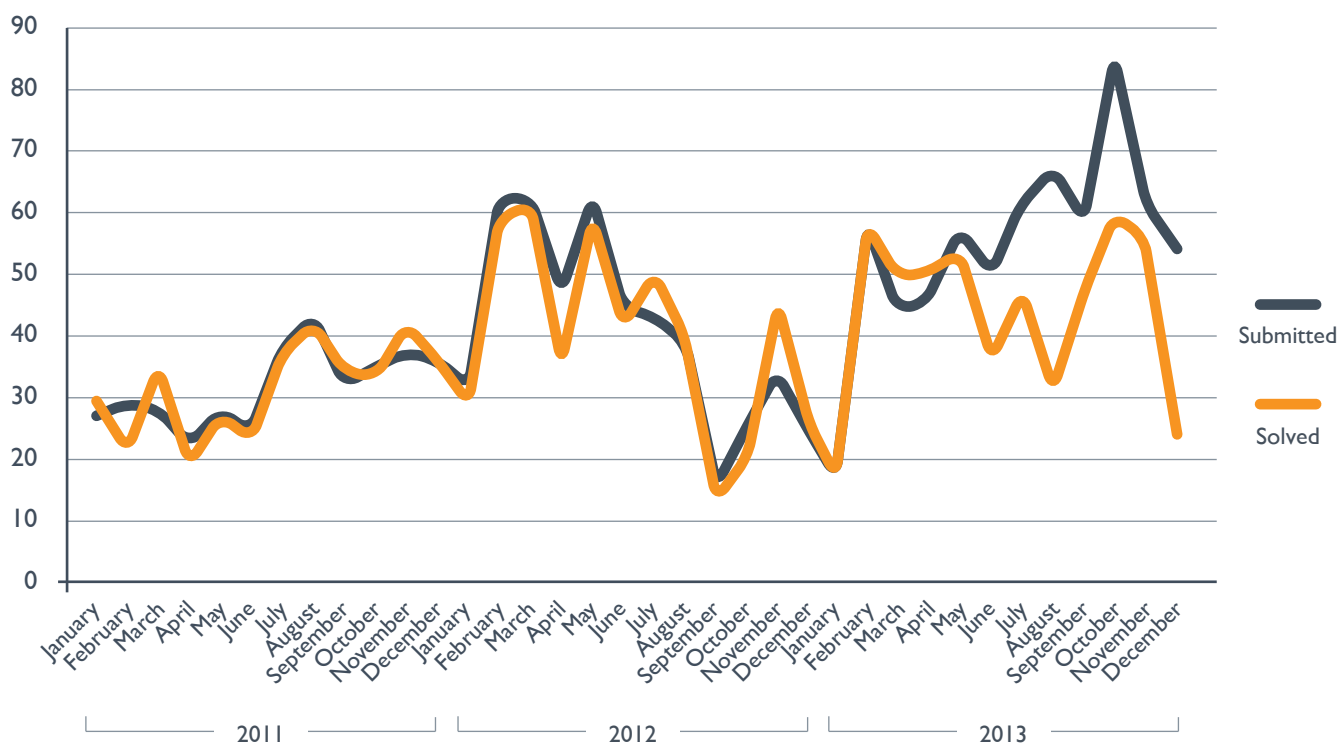
Submitted vs Solved Help Desk Tickets

Figure 3: *Number of Help Desk Support Tickets Submitted and Solved from 1 January 2011 – 31 December 2013*

[1] The difference between Submitted and Solved tickets in mid-late 2013 is due to an increased number of spam tickets which has been addressed.

Strategic Partnerships and Professional Services

Since its inception, the AAF has gained considerable knowledge and expertise with respect to federated infrastructure development and best practice identity management. In 2013, the AAF continued to support the needs of Australian eResearch and education by responding to a number of ad hoc approaches to undertake professional consultancy services to meet specific business needs in a reliable, cost-effective and timely manner. AAF's professional service activities in 2013 generated $77,774 (ex GST) income.

Research Data Storage Infrastructure (RDSI) Identity Management Project

In late 2013, the AAF began assisting the RDSI Project to architect and pilot an Identity Management solution to enable researchers to access data collections stored within the RDSI environment. This work will continue in 2014.

Australian eResearch Organisations (AeRO) User Support project

Following on from the Institutional Service Desk Engagement Framework project undertaken by CAUDIT and the AAF, the AAF was engaged by AeRO to assist with the development of the support material to improve the user experience of services.

AARNet Collaboration

In late 2013, the AAF began discussions with AARNet regarding collaboration on a number of service enhancement areas for common federated access management requirements to achieve mutually beneficial outcomes for Australian education and research. This work will continue in 2014.

National eResearch Collaboration Tools and Resources (NeCTAR)

Throughout 2013, the AAF also continued to look for opportunities to partner with the NeCTAR project to assist with developing and supporting their identity management needs. In late 2013, the AAF worked closely with NeCTAR to develop a statement of work for a project to enable Enhanced Client or Proxy (ECP) within the AAF's Test and Production Federations. This work will continue in 2014.

Marketing and Communication

Conferences

The AAF had a presence at the following conferences and key industry meetings during the year:

- 15 March 2013 – **AeRO Forum (Adelaide)**
- 7-10 April 2013 – **THETA Conference (Hobart)**
  "The future of eResearch User Support" – Service Delivery Manager
- 24 April 2013 – **Amazon Web Services Summit (Sydney)**
- May 2013 – **South African Identity Federation Workshop (South Africa)**
  "Impact of Identity Federations on Institutions – an AAF Perspective" and *"Lessons Learnt in Establishing an Identity Federation – an AAF Perspective"* – General Manager
- 2-7 June 2013 – **Research and Education Federations (REFEDS) and TERENA Networking Conference (Netherlands)**
- 11-13 July 2013 – **QUESTnet (Gold Coast)**
  "Watching the Federation" – Technical Manager
  "Rapid Deployment for Federation – Just AASC" – Senior Systems Engineer
- 26 July 2013 – **AeRO Forum (Perth)**
- 21-25 October 2013 – **eResearch Australasia 2013 (Brisbane)**
  - AAF Booth operated during conference.
  - Workshop and open forum – General Manager, Technical Manager, Technical Architect, Senior Developer, Senior Systems Engineer.
  - Informal Federation Meeting - AAF, New Zealand Federation (Tuakiri) and the Federation of the Netherlands.
  - *"A quicker way to connect applications to the Federation – Rapid Connect"* – Technical Architect
- 11 November 2013 – **Research and Education Federations (REFEDS) Meeting and InCommon Identity Workshop (United States of America)**
  "An AAF Update – the past 12 months" – General Manager

2013 Subscriber Survey

In June 2013, the AAF launched its second annual subscriber survey. The survey's aim was to capture our subscribers' needs, increase our understanding of future activities and priorities, and understand how our subscribers perceive the AAF. The survey responses also formed part of the data for the AAF Executive Strategic Planning Day in July.

Apart from an increase in satisfaction ratings in most questions, the key findings to note are:

- Satisfaction level for the AAF as a service was high and all subscribers indicated that the AAF was important to a subscriber's business;
- The majority of respondents indicated that the AAF met the needs of the Australian eResearch community, provided effective help desk and support services and was viewed as a service of value to the sector; and
- Some respondents said that promotion and adoption of services within the sector could be improved.

The survey recorded data from 37 different respondents. The survey was sent to 70 subscriber contacts and was publicly advertised in the AAF and CAUDIT newsletters.

PROVIDING NATIONAL FEDERATION SERVICE, WHICH MAKES IT EASIER FOR RESEARCHERS

AAF DOES TOOLS & HELP DESK VERY WELL

COMMUNICATION AND TECHNICAL SET UP ADVICE/GUIDANCE

PROVISION OF SUPPORT

PROVIDE AN IMPORTANT SERVICE PRODUCT, THE AAF

AUTHENTICATION WORKS

PROVIDE FRAMEWORK FOR ID FEDERATION

GREAT SERVICES

FACILITATES IDENTITY FEDERATION WITHIN THE AUSTRALIAN SECTOR FOR WEB BASED SERVICES

We asked our subscribers how we were going and what we do well – this is what they said…

RELIABLE SERVICE

PROVISION OF INFRASTRUCTURE

STRONG CENTRAL TECHNOLOGY

MONITORING. PROVISION OF SERVICES LIKE THE FEDERATION REGISTRY

WHAT IT'S DOING NOW

IT WORKS :)

SUPPORTS IT'S [SIC] USERS

TECHNICALLY, THE SERVICES WORK WELL

THE BUILD OF THE SERVICE HAS BEEN VERY GOOD AND IS WELL SUPPORTED BY A VERY CAPABLE TEAM. TRAINING PROGRAMS ARE FREQUENT ENOUGH AND MORE THAN USEFUL

AAF Web Statistics

The AAF website at **www.aaf.edu.au** provides information to subscribers, potential subscribers and the research community. The website recorded 11,170 unique visitors in 2013, compared with 8,848 in 2012. This is an increase of 26.2%.

Since the introduction of **dashboard.aaf.edu.au** (June 2013), there have been 1,082 total visits (455 unique visitors) with an average visit duration of just under 2 minutes and 30 seconds indicating that users are familiarising themselves with most, if not all, of the tools and services that the AAF provides.

AAF Newsletters

Three editions of the AAF General Newsletter and two editions of the AAF Technical Newsletter were published during the year. The open rate and click rate of the newsletter campaigns were well above the average rates published by the AAF's cloud-based newsletter service (industry average open rate = 15.6%, industry average click rate = 2.2%[2]).

> *The Technical Newsletter is specifically produced for the AAF technical community, to provide practical information, updates on software development activities, upcoming workshops and new releases.*

> *The AAF General Newsletter is designed to provide the latest news on AAF's activities, policy and strategy for the IT Directors, CIOs and key contacts within our subscribing organisations.*

Campaign	No. of Subscribers	% Open Rate	% Click Rate
2013 AAF General Newsletter			
Edition 7	232	46.0%	13.7%
Edition 8	243	47.9%	8.8%
Edition 9	252	44.9%	12.6%
2013 AAF Technical Newsletter			
Edition 10	172	45.6%	9.4%
Edition 11	184	57.7%	19.8%

Table 1: *2013 Published Newsletters – Subscribers, Open Rates and Click Rates*

[2] It is important to note that the actual Open Rate may be higher than the reported figure in Table 1 due to some information not being available.
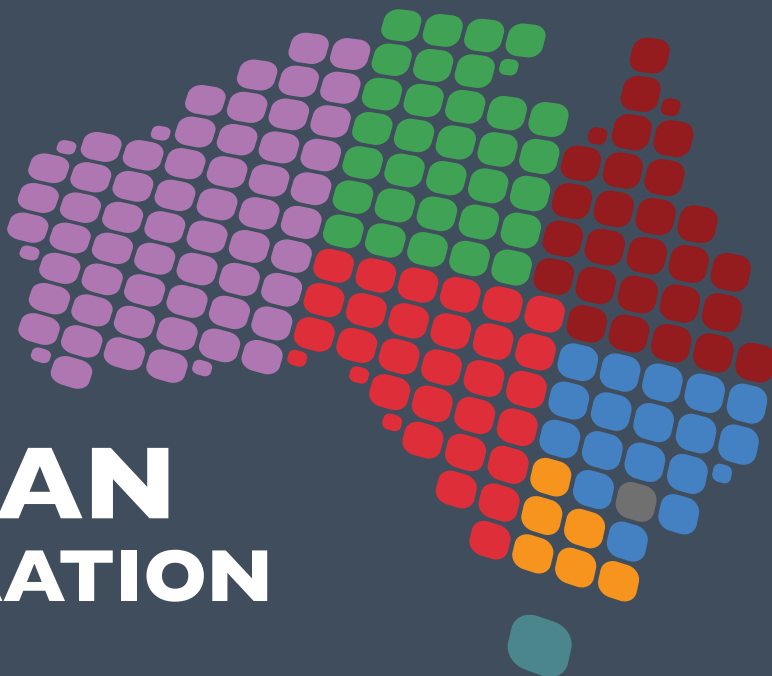
AUSTRALIAN
ACCESS FEDERATION
SUBSCRIBERS

DECEMBER 2013

Tasmanian Partnership for Advanced Computing (TPAC)

University of Tasmania

eResearch SA

Flinders University

South Australian Health and Medical Research Institute

The University of Adelaide

University of South Australia

Cambridge University Press

Elsevier Inc

Emerald Group Publishing Limited

Evolvingspaces (VIC) Pty Ltd

Georg Thieme Verlag KG

HighWire Press

Ingram Library Services

JISC Advance

John Wiley & Sons Pte Ltd

Karger Publishers

lynda.com

Masaryk University, Brno

MyUNiDAYS Limited

NetSpot

RMIT Publishing

TALIS Information Limited

TERENA

The Royal Society of Chemistry (RSC)

UCROO Pty Ltd

Virtual Accident

Charles Darwin University

Bond University

Central Queensland University

Griffith University

James Cook University

Qld Cyber Infrastructure Foundation

Queensland University of Technology

The University of Queensland

University of Southern Queensland

University of the Sunshine Coast

Australian National University

University of Canberra

Curtin University

Edith Cowan University

Murdoch University

The University of Notre Dame

The University of Western Australia

Deakin University

La Trobe University

Monash University

RMIT University

Swinburne University of Technology

The University of Melbourne

University of Ballarat

Victoria University

Victorian eResearch Strategic Initiative (VeRSI)

Charles Sturt University

Intersect Ltd

Macquarie University

Southern Cross University

The University of New South Wales

The University of Sydney

University of Newcastle

University of New England

University of Technology Sydney

University of Western Sydney

University of Wollongong

Australian Academic and Research Network (AARNet)

Australian Antarctic Division

Australian Catholic University

Australian Institute of Marine Science (AIMS)

Commonwealth Scientific and Industrial Research Organisation (CSIRO)

Council of Australian University Directors of Information Technology (CAUDIT)

National ICT Australia Limited (NICTA)

Open Universities Australia (OUA)

QUESTNet & QRNO

20

Our Plan for Success
2014-15 Strategic Plan

At the AAF General Meeting in November 2013, AAF Members endorsed the 2014-15 Strategic Plan for our success into the future.

The following key strategic objectives have been identified by the AAF as areas of focus over the next three years:

1. **Be the identity broker for Australia's research and education community**, by:

    - attracting new subscribers;
    - growing new services connected to the Federation;
    - remaining aligned with Australian eResearch Agenda; and
    - establishing key partnerships where mutually beneficial.

2. **Extend AAF services**, by:

    - expanding AAF's identity and access management products;
    - developing cloud-based approaches for participation in the AAF; and
    - aligning with international Federation initiatives to enable international access to federated services.

3. **Contribute to and be informed by international best practice**, by:

    - continuing to align with international Federation initiatives through Research Education Federations (REFEDS).

4. **Deliver high quality sustainable and innovative products and services**, by:

    - adopting a highly customer-centric operating model.

A full copy of the 2014-15 Strategic Plan can be found at **www.aaf.edu.au**.

The Year Ahead

The year ahead will see the AAF focusing on implementing the following key activities that have been set out in the 2014 Business Plan.

1. Provide **operational support services** (Service Desk, Knowledge Base and technical documentation, assisting subscribers identify services of value to the Federation, best practice and technical architecture advice) to ensure existing subscribers gain best value from their subscription;

2. Provide **business development services** (policy advice, technical support and presentations on demand) to assist new organisations to subscribe to the AAF;

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

4. Undertake **marketing and communication** activities that focus on promoting the AAF's value proposition;

5. Develop and deliver **training workshops** aimed at increasing the skill base across the higher education and research sector with respect to federating services for access via the AAF; and

6. Ensure the **technology** on which the AAF depends is appropriately maintained (application patching, security bug fixes and minor enhancements to AAF's software stack where activities are critical for the successful operations of the Federation).

The remaining Department of Education funded strategic initiatives (IdP Enhancement Program, and the Model of Grid Certificates) are expected to complete in 2014.

A full copy of the Business Plan can be found at **www.aaf.edu.au**.

Income Statements

AUSTRALIAN ACCESS FEDERATION INCORPORATED

ABN 13 155 355 685

**STATEMENT OF PROFIT OR LOSS
AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 DECEMBER 2013**

	2013 $	2012 $
INCOME		
AAF Subscriptions	621,222	516,102
Bank Interest	24,453	25,778
Training Income	14,125	19,175
Project Income	163,173	58,498
Other Income	77,774	18,859
TOTAL INCOME	900,747	638,412
EXPENSES		
Staff Salaries & On-costs	635,765	528,336
General Operating Expenses	61,854	53,020
Project Expenses	162,000	51,498
Meetings & Events	24,872	35,647
Depreciation	6,675	5,800
Loss on Disposal of Assets	867	-
Accounting Fees	10,801	12,488
Audit Fees	2,000	2,000
TOTAL EXPENSES	904,834	688,789
NET CURRENT YEAR SURPLUS (DEFICIT)	(4,087)	(50,377)
Total Other Comprehensive Income for the year	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR ATTRIBUTABLE TO MEMBERS OF THE ENTITY	(4,087)	(50,377)

This Income Statement should be read in conjunction with the accompanying notes to the accounts.

AUSTRALIAN ACCESS FEDERATION INCORPORATED

ABN 13 155 355 685

STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2013

	2013 $	2012 $
ASSETS		
Current Assets		
Bank - Operating a/c	17,627	37,990
Bank – Online Saver a/c	675,777	671,775
Bank – Online Saver a/c (DIISRTE)	3,813	138,600
Term Deposit	20,000	10,610
Membership Debtors	493,864	250,968
Sundry Debtors	11,543	10,451
Total Current Assets	1,222,624	1,120,394
Non-Current Assets		
Equipment at wdv	10,265	10,750
Total Non-Current Assets	10,265	10,750
TOTAL ASSETS	1,232,889	1,131,144
LIABILITIES & EQUITY		
Current Liabilities		
Payable & Accrued Expenses	126,711	60,968
GST Liability	77,674	64,592
Prepaid Income	674,686	662,716
Re-imburse CAUDIT (leave entitlements)	38,863	-
Total Current Liabilities	917,934	788,276
Non-Current Liabilities		
Re-imburse CAUDIT (leave entitlements)	9,407	33,233
Total Non-Current Liabilities	9,407	33,233
TOTAL LIABILITIES	927,341	821,509
NET ASSETS	305,548	309,635
MEMBERS FUNDS		
Retained Surplus	305,548	309,635
TOTAL MEMBERSHIP FUNDS	305,548	309,635

This statement of financial position should be read in conjunction with the accompanying notes to the accounts.

AUSTRALIAN ACCESS FEDERATION INCORPORATED

ABN 13 155 355 685

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2013

	Note	2013 $	2012 $
Cash flows from operating activities			
Receipts from operating activities		731,381	947,545
Interest received		24,911	25,765
Payments to suppliers and employees		(890,994)	(675,313)
Net cash provided by operating activities	4(b)	(134,702)	297,997
Cash flows from investing activities			
Payments for plant & equipment		(7,056)	(9,123)
Proceeds from disposals			
Net cash (used by) investing activities		(7,056)	(9,123)
Net (Decrease)/Increase in cash held		(141,758)	288,874
Cash at the beginning of the year		858,975	570,101
Cash at the end of the year	4(a)	717,217	858,975

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 DECEMBER 2013

	Retained Earnings $	Total $
Balance at 31 December 2011	360,012	360,012
Net surplus (deficit)	(50,377)	(50,377)
Balance at 31 December 2012	309,635	309,635
Net surplus (deficit)	(4,087)	(4,087)
Balance at 31 December 2013	305,548	305,548

The statement of cash flows and statement of changes in equity should be read in conjunction
with the accompanying notes to the accounts.

AUSTRALIAN ACCESS FEDERATION INCORPORATED

ABN 13 155 355 685

NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

The Committee has determined that the Association is not a reporting entity because there are no users dependent on a general purpose financial report. The Association is a not-for-profit entity for Australian Accounting Standards.

The financial statements are special purpose financial statements prepared for the purpose of complying with the NSW Associations Incorporation Act 2009 and to satisfy the financial reporting requirements of the constitution and to meet the needs of the members of the Association.

The financial statements have been prepared on the basis of a Tier 1 association and the financial reporting exemptions provided by Class Order 11/01.

The Association is a medium registered charity and is subject to the ACNC reporting requirements.

The financial statements have been prepared in accordance with the recognition, measurement and classification requirements of Australian Accounting Standards and comply with the disclosure requirements of the following Australian Accounting Standards:

AASB 101 Presentation of Financial Statements
AASB 107 Statement of Cash Flows
AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1031 Materiality
AASB 1048 Interpretation of Standards
AASB 1054 Australian Additional Disclosures

The financial report is prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the significant accounting policies adopted by the Association in the preparation of the financial report. These policies are consistent with the previous year unless stated otherwise.

(a)	**Income Tax**
	The income of the Association is exempt from income tax under Division 50-5 of Income Tax Assessment Act 1997
(b)	**Income In Advance**
	Income received for subscriptions from members and events which will occur in relation to the subsequent financial year are treated as income in advance
(c)	**Income**
	Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.
(d)	**Goods & Services Tax**
	Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

AUSTRALIAN ACCESS FEDERATION INCORPORATED

ABN 13 155 355 685

NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES CONTINUED

(e)   Equipment

Equipment is measured on the cost basis less depreciation and impairment losses.

Depreciation is calculated on a straight-line basis, over the useful lives of the assets to the Association commencing from the time the asset is held ready for use.

The carrying amount of equipment is reviewed annually by the Association to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the depreciated replacement cost of the asset.

Equipment that has been contributed at no cost, or for nominal cost, is valued at the fair value of the asset at the date it is acquired.

(f)   Impairment

At the end of each reporting date, the Association assesses whether there is any indication that an asset may be impaired. If such an indication exists, the recoverable amount of the assets, being the assets depreciated replacement costs, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expenses in the income statement.

(g)   Staff Leave Entitlements

Liabilities for staff salaries and staff leave entitlements expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of staff services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled

(h)   Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

(i)   Critical Accounting Estimates and Judgments

The committee members evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

(j)   *New Accounting Standards for Application in Future Periods*

The AASB has issued a number of new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods, some of which are relevant to the association. The association has decided not to early adopt any of the new and amended pronouncements. The association's assessment of the new and amended pronouncements that are relevant to the association but applicable in future reporting period is set out below:

• AASB 9: Financial Instruments (December 2010) and AASB 2010-7: Amendments to Australian Accounting Standards arising from AASB 9 (December 2010).

These Standards are applicable retrospectively and include revised requirements for the classification and measurement of financial instruments, as well as recognition and de-recognition requirements for financial instruments.

These Standards are mandatorily applicable for annual reporting periods commencing on or after 1 January 2015.

These Standards are not expected to significantly impact the association's financial statements.

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013**

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES CONTINUED

- AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements (applicable for annual reporting period commencing on or after 1 July 2013).

  AASB 1053 establishes a revised differential financial reporting framework consisting of two tiers of financial reporting requirements for those entities preparing general purpose financial statements.

  Tier 1: Australian Accounting Standards; and
  Tier 2: Australian Accounting Standards – Reduced Disclosure Requirements.

  Tier 2 of the framework comprises the recognition, measurement and presentation requirements of Tier 1, but contains significantly fewer disclosure requirements.

  Since the association is a not-for-profit private sector entity, it qualifies for the reduced disclosure requirements for Tier 2 entities. The association is yet to decide whether it will take advantage of Tier 2 reporting.

- AASB 10: Consolidated Financial Statements, AASB 11: Joint Arrangements, AASB 12: Disclosure of Interests in Other Entities, AASB 127: Separate Financial Statements, AASB 128: Investments in Associates and Joint Ventures (as amended by AASB 201-10) and AASB 2011-7: Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards (Applicable for annual reporting periods commencing on or after 1 January 2014).

  To facilitate the application of AASBs 10, 11 and 12, revised versions of AASB 127 and AASB 128 have also been issued.

  These Standards are not expected to significantly impact the association's financial statements.

- AASB 2012-3: Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities (applicable for annual reporting periods commencing on or after 1 January 2014).

  This Standard adds application guidance to AASB 132: Financial Instruments: Presentation to address potential inconsistencies identified in applying some of the offsetting criteria of AASB 132, including clarifying the meaning of "currently has a legally enforceable right of set-off" and that some gross settlement systems may be considered equivalent to net settlement.

  This Standard is not expected to significantly impact the association's financial statements.

AUSTRALIAN ACCESS FEDERATION INCORPORATED

ABN 13 155 355 685

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013**

NOTE 2: ASSOCIATION DETAILS

The Australian Access Federation Incorporated is an incorporated association under the New South Wales legislation Associations Incorporation Act 2009.

The registered office of the Association is 10 Nyora Place, Jerrabomberra, NSW, 2619

The principal place of business of the association is Building 9, Banks Street, Yarralumla, ACT

NOTE 3: EVENTS AFTER THE REPORTING DATE

Since the end of the financial year there have been no material post balance date events that could affect the financial position and performance of the Association.

The financial report was authorised for issue on the date the Committee Report was signed and dated.

NOTE 4: CASH FLOW INFORMATION

	2013 $	2012 $
(a) Reconciliation of Cash		
Cash at bank	717,217	858,975
Cash on hand	-	-
	717,217	858,975

(b) Reconciliation of the operating surplus to the net cash provided by operating activities:-

	2013	2012
Operating surplus/(deficit)	(4,087)	(50,377)
Gain on disposal/write off of plant & equipment	867	-
Depreciation and amortisation	6,675	5,800
Movement in assets and liabilities:-		
Decrease/(Increase) in receivables	(242,896)	88,069
Decrease/(Increase) in prepayments/ Other Debtors	(1,093)	(8,139)
(Decrease)/Increase in creditors/accruals	78,825	71,793
(Decrease)/Increase in prepaid income	11,970	157,618
(Decrease)/Increase in Employee liabilities	15,037	33,233
Net cash provided by operating activities	(134,702)	297,997

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