



AUSTRALIAN
ACCESS FEDERATION

Experts in
Trust & Identity

2024 Annual Plan

Contents

4 OUR STRATEGIC GOALS

7 DELIVER INNOVATIVE SOLUTIONS

8 DELIVER OUTSTANDING CUSTOMER VALUE

11 BUILD AND MAINTAIN A CULTURE OF EXCELLENCE

12 ENHANCE OPERATIONAL EXCELLENCE



Our strategic goals

Our Goal

We are **transforming** Australia's research, teaching and learning communities by delivering **innovative solutions** that **provide secure access** to **high-value digital resources and infrastructure**.

Our Guiding Principles

Our trust and identity solutions are **co-designed** by a **nationally engaged expert team** using **international best practice**. Our services are underpinned by **sustainable** business operations.



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**Deliver
innovative
solutions**



**Build and
maintain a
culture of
excellence**



**Deliver
outstanding
customer
value**



**Enhance
operational
excellence**



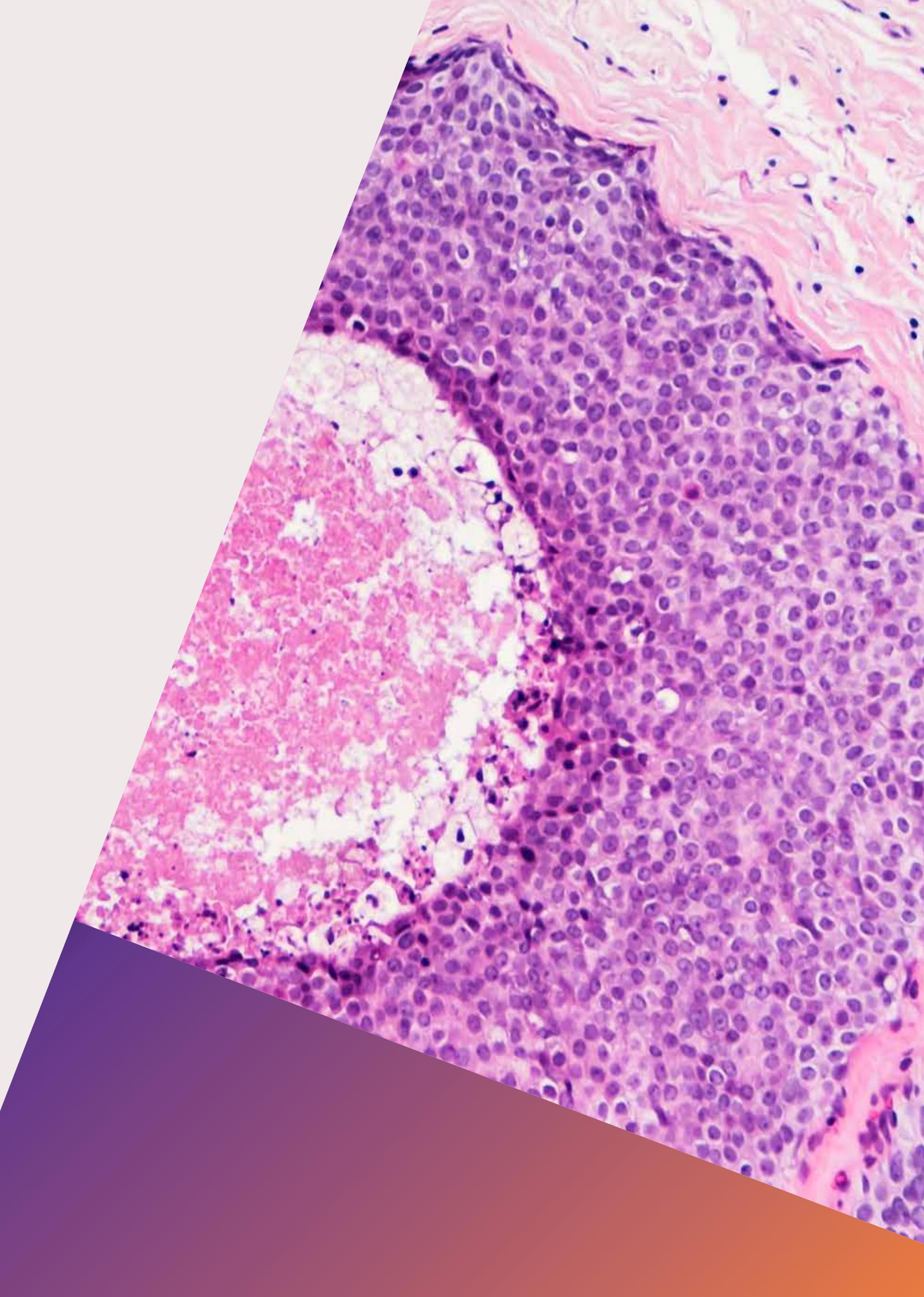
We're partnering with
the National Imaging
Facility (NIF).

Deliver innovative solutions

Major activities	2024 focus
<p>Drive the system-wide adoption of Trust and Identity within the NCRIS community</p> <p>Deliver the National PIDs Strategy in partnership with key contributors</p> <p>Develop new solutions and products that support our stakeholder's emerging Trust and Identity needs</p> <p>Implement Trust and Identity policy and technology aligned with international standards</p> <p>Lead and influence the national and international agenda for Trust and Identity</p>	<ul style="list-style-type: none">• Establish the Trust and Identity NDRI capability to enable a more seamless and secure research infrastructure<hr/>• Continue to build our relationships with all NCRIS facilities and key research domains<hr/>• Contribute to the National PIDs Strategy and Roadmap and identify new service opportunities<hr/>• Conduct focus groups and other stakeholder engagements to promote services and gather feedback<hr/>• Launch the trust and identity policy toolkit for NCRIS<hr/>• Actively lead and or participate in working groups, calls for feedback and events that enhance trust and identity nationally and internationally.<hr/>• Develop a plan to take advantage of Digital Identity opportunities<hr/>

Deliver outstanding customer value

Major activities	2024 focus
<p>Co-design Trust and Identity solutions with partners</p> <p>Continuously improve service and support delivery</p> <p>Promote AAF services and capabilities to stakeholders</p> <p>Increase the reach of AAF's services to all Australian researchers (government, industry, and citizen scientists)</p>	<ul style="list-style-type: none">• Support existing NCRIS partner projects (i.e. BioCommons, CADRE, LDaCA) to identify their trust and identity needs and co-design and implement solutions to meet these needs<hr/>• Work with partners to identify trust and identity use cases and create new products/services where viable market opportunities match AAF's goals and expertise<hr/>• Re-engineer systems and infrastructure to meet availability targets which will be published by June 2024.<hr/>• Review processes and embed the use of the customer relationship system across the customer lifecycle<hr/>• Review and test Disaster Recovery and Incident Management plans and build upon plans where required<hr/>• Deliver an annual program of communication and engagement<hr/>• Expand federation services available to Australian users by connecting relevant teaching learning and research services from eduGAIN<hr/>





Build and maintain a culture of excellence

Major activities	2024 focus
<p>Nurture a collaborative and cohesive national team that is committed to excellence</p> <p>Recruit and retain the best people</p> <p>Encourage and support staff to improve their skills and develop in new areas of value to the AAF</p> <p>Effectively manage organisational change to support the achievement of the AAF's strategy</p>	<ul style="list-style-type: none">• Evaluate, select and implement an instrument to establish a baseline for organisational health<hr/>• Run two all-staff development activities to strengthen the culture of excellence across our distributed workforce<hr/>• Ensure mechanisms are in place to recruit through preferred channels that attract talented staff aligned with our values and culture<hr/>• Ensure all staff have performance and development plans in place (by April) that are aligned with our Strategic Plan and Annual Plan<hr/>• Ensure mechanisms are in place to plan and manage organisational change<hr/>

Enhance operational excellence

Major activities	2024 focus
<p>Improve processes and implement tools to support business growth</p> <p>Continue to mature the AAF's cyber security posture</p> <p>Ensure the AAF remains financially sustainable</p> <p>Grow and diversify funding sources</p>	<ul style="list-style-type: none">• Complete the 'operational underpinnings' work of our Digital Pathways project<hr/>• Undertake internal activities to support a 'product mindset'<hr/>• Define and implement initial business intelligence dashboards and reports to support customer engagement and reporting<hr/>• Implement all of the tools identified in the 2024 budget to improve AAF's cyber security posture<hr/>• Formalise security governance meetings and document remaining processes necessary for ISO 27001<hr/>• Ensure critical financial decisions maintain financial sustainability<hr/>





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