

# InCommon Mid-Year Status on Priorities

June 2017

# Timeline and Conversations

**Fall 2015 - InCommon Operations Review**  
highlighted seven recommendations

**May 2016 - Deep Dive Discussion** with  
Community Leaders yielded thoughts on  
T&I program direction and staffing gaps.  
Next steps: TIER and InCommon Paths  
Forward meetings

**July 2016 - InCommon Paths Forward  
Meeting** identified sustainability, operations  
hardening, and scalability as immediate  
priorities

**August 2016 - InCommon Steering  
Committee** began discussing possible fee  
increase for 2017 to address immediate  
gaps

**October 2016 - InCommon Steering  
Committee** voted to increase 2017 fees to  
address findings

**November 2016 - 2017 Invoices** sent  
reflecting fee increase

**January 2017 - InCommon Staffing plan**  
finalized

# InCommon Paths Forward: Priorities

**Sustaining Shibboleth federation software** required for ensuring the evolution of the core federation services such as IdP and SP support for OpenID Connect.

**Hardening/sustaining federation operations** to meet an acceptable risk profile reflective of campus dependency on the federation, including DR/BC, software QA processes, and scheduled security reviews.

**Scaling the federation operations and infrastructure** for the future to address critical items such as metadata exchange and delivery and adoption of campus requested services such as OpenID Connect.

**Maturing the federation service delivery** to ensure a positive participant experience and to enable scaling up to support a broader set of participants, such as ticketing and Steward Program.

**Creating standards (and adherence to them) of interoperability, security, and trust practices** aligned with the interests of IdP and SP communities to increase the ease of connecting to and value of the federation for Participants.

# Sustaining Shibboleth Software

- Shibboleth Consortium board has been doing educational webinars about the financial state of the project
  - One EU-centric, one US-centric
  - Recent IAM On-line on a [Shibboleth Project Update](#)
- The current financial position puts the project in distress sometime in 2018
- Recent new memberships, however, are going to help
- More new memberships are needed to meet the desired feature additions and enhancement of the Shibboleth using community
- Board continuing to work on plans for sustainability with community input

# Hardening/Sustaining Federation Operations

- Rolled out 24x7x365 Security Incident Response program January 2017
- Documented a disaster recovery plan for the federation, completed April 2017
- Working to build highly available operational environment using a hybrid on-premise/cloud strategy
- Collaborating with UK Access Management Federation and Canadian Access Federation to develop a strategy for shared metadata hosting in case of emergency
- Hiring Security Lead (wrapping up that hiring process in the next few weeks)
  - Security lead will be tasked with in-depth operational security review of InCommon
  - Security lead will be a core part of designing next-generation automated metadata signing

# Scaling Fed Operations and Infrastructure

- Working with Level.io and TIER to containerize our core infrastructure
  - Federation Manager
    - Staging environment **DONE**
    - Continuous integration **DONE**
    - Developer environment **DONE**
    - Production environment **TO-DO**
  - Metadata Aggregation and Signing
    - Containerize Shibboleth MDA tooling and associated scripts **TO-DO**
    - Build out a 'Staging Federation' in the TIER Developer Workbench based on the containerized MDA tooling **TO-DO**
- Hiring DevOps Manager (wrapping up that hiring process in the next few weeks)
  - Will be tasked with learning the environment and extending our DevOps operational practice
  - Tasked with taking ownership of production processes

# Maturing Federation Service Delivery

- Deployed ticketing system in March
- Hired a new service management employee to assist with onboarding, reporting and Level 1 help-desk tickets
- Identified full-time Level 2 help desk staff that will be transitioning this summer/fall into the position
- Phase 2 hiring includes Federation Service Manager to help formalize and manage maturation of process and

# Standards and Community Adherence

## **Baseline Expectations for Trust in Federation**

Established small set of high level statements expressing community members' expectations of their federation peers: IdPs, SPs, and Federation Operators.

## **SIRTFI - Security Incident Response Trust Framework for Federated Identity**

International standard of basic security incident response capability, publication of security contact info in metadata, and signal of willingness to coordinate with other global federation members in managing a security incident. Initial manual registration process pending enhancement of Federation Manager to enable self-identification by members. Upcoming engagement with REN-ISAC to figure out how it and InCommon can best amplify each others' efforts.

## **Processes to Implement and Maintain Baseline Expectations of InCommon Participants**

Assurance Advisory Committee (AAC) is working out detailed processes by which the member community will hold members accountable for meeting Baseline Expectations and its implications in specific contexts like SIRTFI & R&S. AAC plays a facilitating role and InCommon Operations a supporting role. To be presented to InCommon Steering in June or July.



# Hiring Goals

Address [Operations Review of 2015](#) and [InCommon Paths Forward](#)

Provide dedicated Help Desk and Level 2 Support for Stewards Program and other T&I services

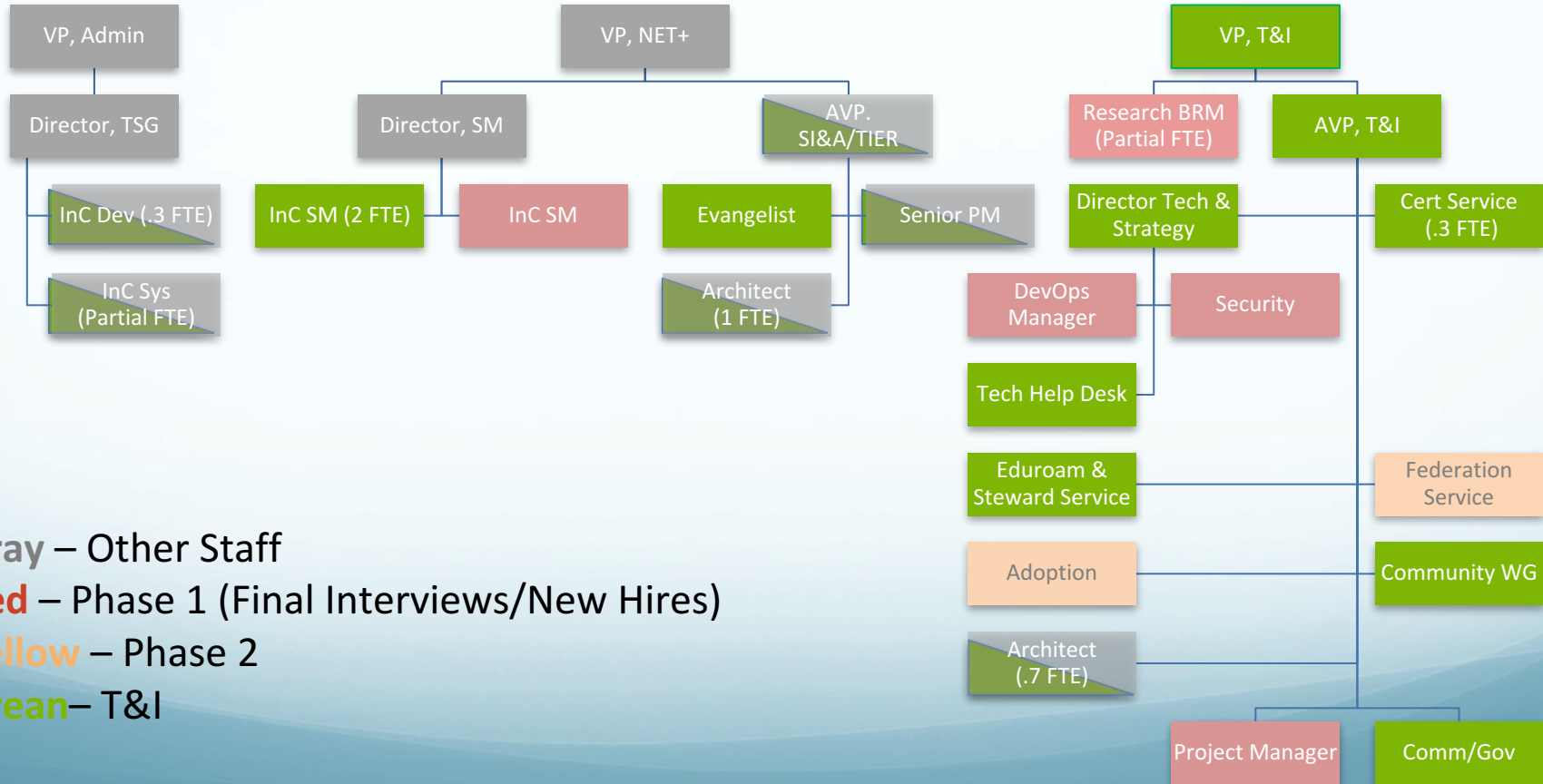
Address growing need for adoption by offering more options for identity training and education

Address growing complexity of our work and need for increased throughput

Provide reporting, data and statistics to use for making services more valuable and communicating with the community about what we do

Acknowledge importance of communication and awareness across everything we do

# 2017 Phased Hiring Plan



Gray – Other Staff

Red – Phase 1 (Final Interviews/New Hires)

Yellow – Phase 2

Green – T&I

# New Positions

Position	Addresses
<a href="#">DevOps Manager</a>	OpsRev 7: Hardening operations. Support increased quality and standard operation processes. InC Paths Forward/OpsRev 3: Sustain InCommon Trust Pipeline and related software. Scaling
<a href="#">Security Lead</a>	OpsRev 5: Need for internal security and coordination across community
<a href="#">Project Manager</a>	InC Paths Forward: Maturing Operations. Increase throughput of projects and features. Provide data and reports for service managers and communications.
Adoption	InC Paths Forward: Create alignment across the community to increase value for participants. (Partially self-funded)
<a href="#">Federation Service Manager</a>	OpsRev 2, 4 & 6: Service Manager dedicated to care of trust model from onboarding to metadata delivery. InC Paths Forward: Maturing service delivery.
Research BRM	Increase the efficacy of InCommon's support of research (Part time)
Service Management Support	OpsRev 1: Provide ServiceNow operations for T&I. Enable onboarding and management of eduroam, Steward Program clients.

# Changed Positions

Position	Addresses
Communications and Gov	T&I <a href="#">Paths Forward</a> on need for governance support and better communication with the community
<a href="#">Tech Help Desk</a>	OpsRev 1: ServiceNow T&I support and dedicated Level 2 HelpDesk