

eduroam Support Organizations

Topics for Today

- What and who is eduroam?
- eduroam Support Organizations
- Experiences with UETN pilot
- Adding new Support Organizations

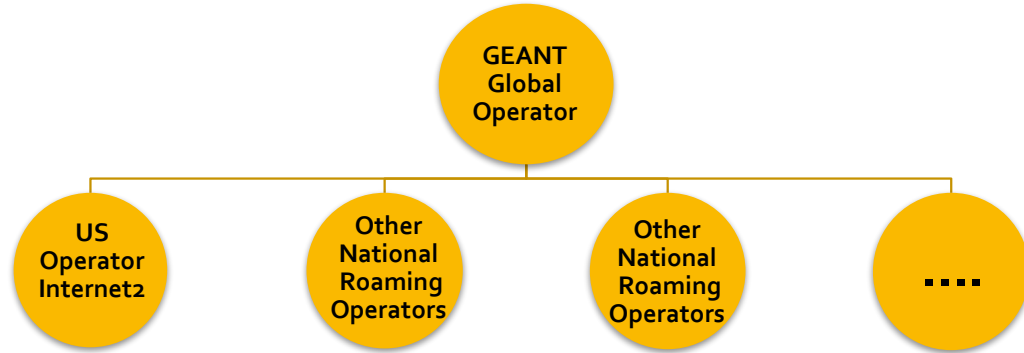
What is eduroam?

(And *who* is eduroam?)

What is eduroam?

- **Federated authentication service for global wireless access** for the research and education community
- Participating institutions provide access to their wireless networks to users from other eduroam connected institutions
- Users are authenticated by their home institution

Who is
eduroam?

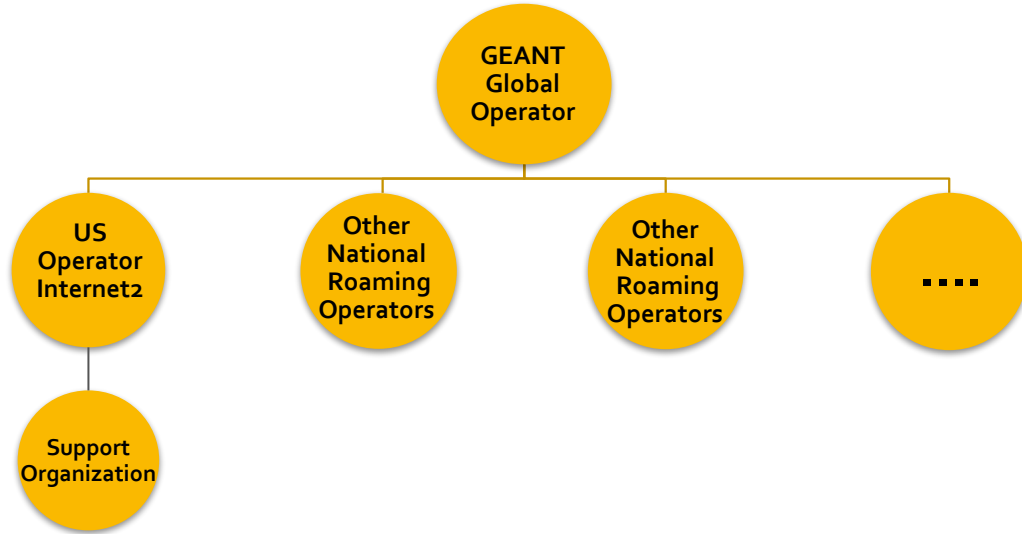


Internet2 as National Roaming Operator

- eduroam service owner (roaming operator) in the US
- Marketing and communication for eduroam service
- Manages business operations
- Responsible for ongoing enhancements to eduroam service
- Provides support for connectors
- Participates in the Global eduroam Governance Committee
- Develops and provides training and education
- Engages stakeholders on service delivery

eduroam
Support Organizations

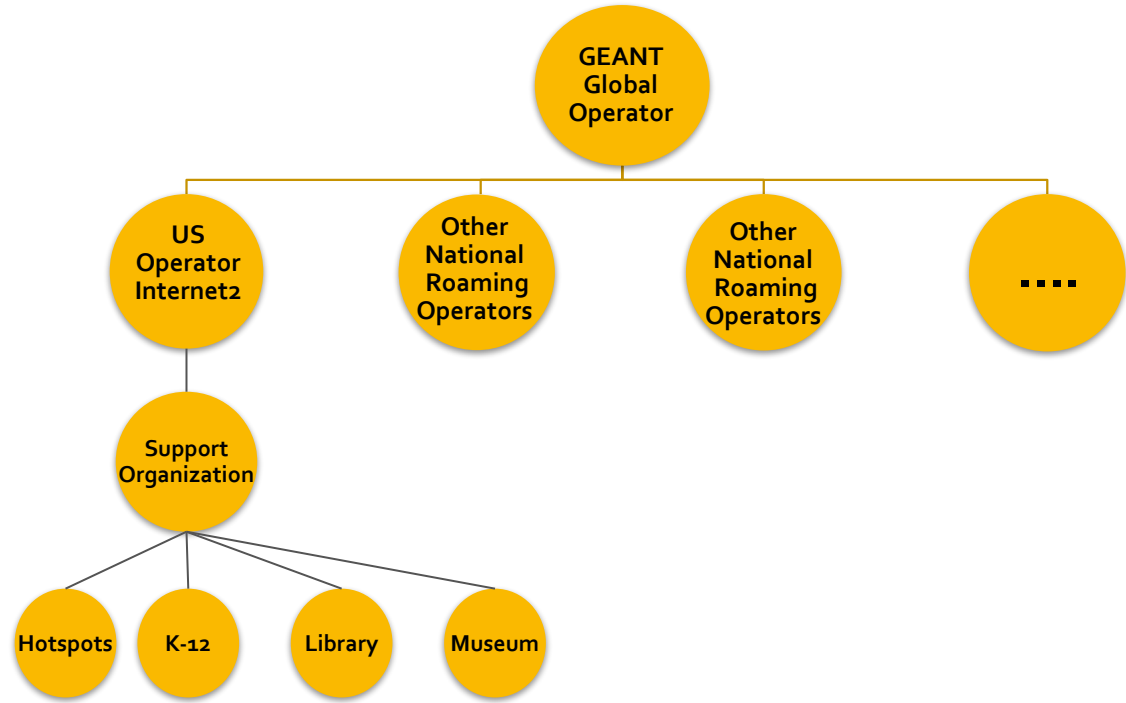
Adding a new "who"



Support Organizations

- Regional network or other organization serving K12s and other educational entities in a state or region
- Signs one agreement, pays single fee for all K-12s, libraries, and museums in its state
- Takes on portions of service delivery
 - Provides 1st level eduroam support to their constituent K12s, libraries, and museums
 - Assist constituents in provisioning eduroam service
- Manages any contracting or invoicing of its constituents

Adding a new "who"



Support Organization in a Nutshell

State-wide deployment of unlimited eduroam identity providers for K-12, museums and libraries with “Hotspots” anywhere.

Support Organization provides:

- Single point of roll out and support for the users and organizations in scope

Internet2 provides:

- eduroam service
- Tools and materials for Support Organization and their work within their state
- Ongoing education, training and engagement around eduroam and its future



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Unlimited identity providers and hotspots within
Community Scope



Assumes multi-year rollout



Considers size of state



Training, help and software to speed state
deployments



Annual Call for Participation

Design of the Support Organization Model



**Training and Deployment Support
(First Three Years)**



**Service and Program Sustainability
(Annual fee sized to state)**

Two Components of the Business Model

Training and Deployment Support

Collaborative Program Design

- One on-site Support Organization staff training and roll-out consulting
- One 2-day connector training on-site
- Intensive roll-out support for six months and engagement/training ongoing
- Work with previous adopters to avoid pitfalls and get going more quickly
- Collaboration design enables sharing of lessons learned, documentation and other resources
- Documentation, training and marketing materials that can be customized for delivery to K-12, museums, and libraries

Service and Program Sustainability

Focus on Scaling and Engagement

- Unlimited K-12, museum and library Identity Provider (eduroam accounts) deployments
- Unlimited Hotspots/Access Points
- Support Organization staff access to eduroam fee is waived
- 36 hours of Support Organization technical support annually
- Regular meetings for participating Support Organizations to discuss program and service
- On-going training and service evolution feedback and engagement through eduroam Advisory Committee

2019: Support Organization Pilot outcomes

- UETN First Phase: Business Pilot 2019
 - 80 hours/month designing rolling out and service
 - Load should be lighter for pilot and future cohorts
 - Processes defined and implemented for onboarding and long term support
 - Promotional and technical documents developed
 - 32 Organizations (mostly districts) stood up
 - Districts supporting one another

Special consideration for K12

- Concerns
 - Compliance (CIPA, COPPA)
 - Funding, E-rate implications
- Utah school approaches
 - Focused on district managed locations, district issued devices
 - MDM solution
 - Tunneling solution
 - BYOD pilot (Nebo school district)
- Experiences to date
 - Successful student deployments using solutions above

2020: First Support Organization UETN

- UETN Second Phase: 2020
 - 38 out of 42 K12 school districts implemented eduroam
 - Charter schools being brought on board
 - Successful Utah Transit Authority rollout on FrontRunner Trains
 - Low support requirements with new K12 participants
 - Use of eduroam with K12 further benefits its adoption
 - Pivot toward SP-Only deployments/eduroam hotspots
 - Utah government buildings, DMV offices
 - 25+ state parks
 - More on the way...

2021: New Support Organizations

- Network Nebraska
 - Partnership of state government, K12, and higher ed entities
 - Serves K12 districts, libraries, higher eds in the state of Nebraska
- The Sun Corridor Network
 - Collaboration of Arizona State University, Northern Arizona University, University of Arizona
 - Serves K12s, libraries, higher eds in the state of Arizona
- New SOs have begun pilot implementations
- Nebraska has launched initial public deployment

Building the pipeline...

- Holding regular calls for state and Regional community
- Workspace for “proof of concept” eduroam K12 deployments in several states
- Facilitates collaboration across organizations
 - Regular report outs from Support Organizations, eduroam Advisory Committee, announcements of webinars, etc.
- Builds a pipeline for future Support Organization cohorts

Questions?

Mike Zawacki: mzawacki@internet2.edu

Sara Jeanes: sjeanes@internet2.edu

