Service Provider Best Current Practices

AAI Operations Committee, Status update

SWITCH
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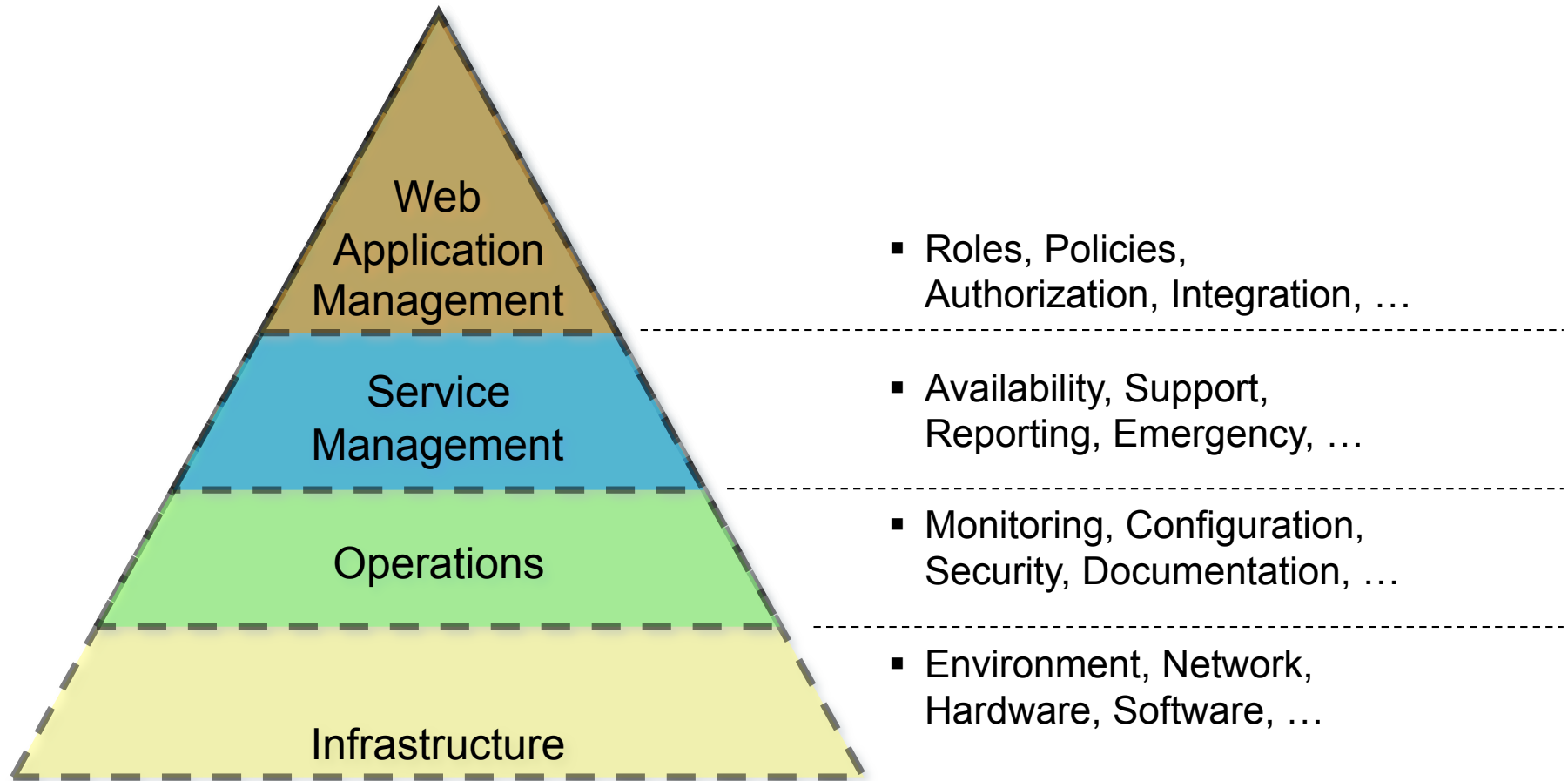
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Berne, 15. June 2010

Idea & Motivation (same as for BCP IdP)

- AAI Service Agreement and AAI Policy form the ground rules for the federation.
    - AAI Policy uses rather vague and general terms.

- Need for more substantial requirements and recommendations, also for better guidance

- Collected best current practices for operating an Service Provider in SWITCHaai.
    - Provides a guideline for how to operate the service.

- Basis for a future check list for *self audits specifying a service level for SPs*

Document Structure & Content

- **R**equirements & **S**uggestions about:

Web Application Management	▪ Roles, Policies, Authorization, Integration, …
Service Management	▪ Availability, Support, Reporting, Emergency, …
Operations	▪ Monitoring, Configuration, Security, Documentation, …
Infrastructure	▪ Environment, Network, Hardware, Software, …

Partial Table of Contents

Example paragraph

4.9.2. Metadata (SAML)

The SWITCHaai federation metadata establishes trust on the technical level between federation participants. Therefore, its authenticity has to be checked and it has to be kept up-to-date. The metadata is signed with a certificate that chains up to the SWITCHaai trust root (SWITCHaai Root CA).

R-135

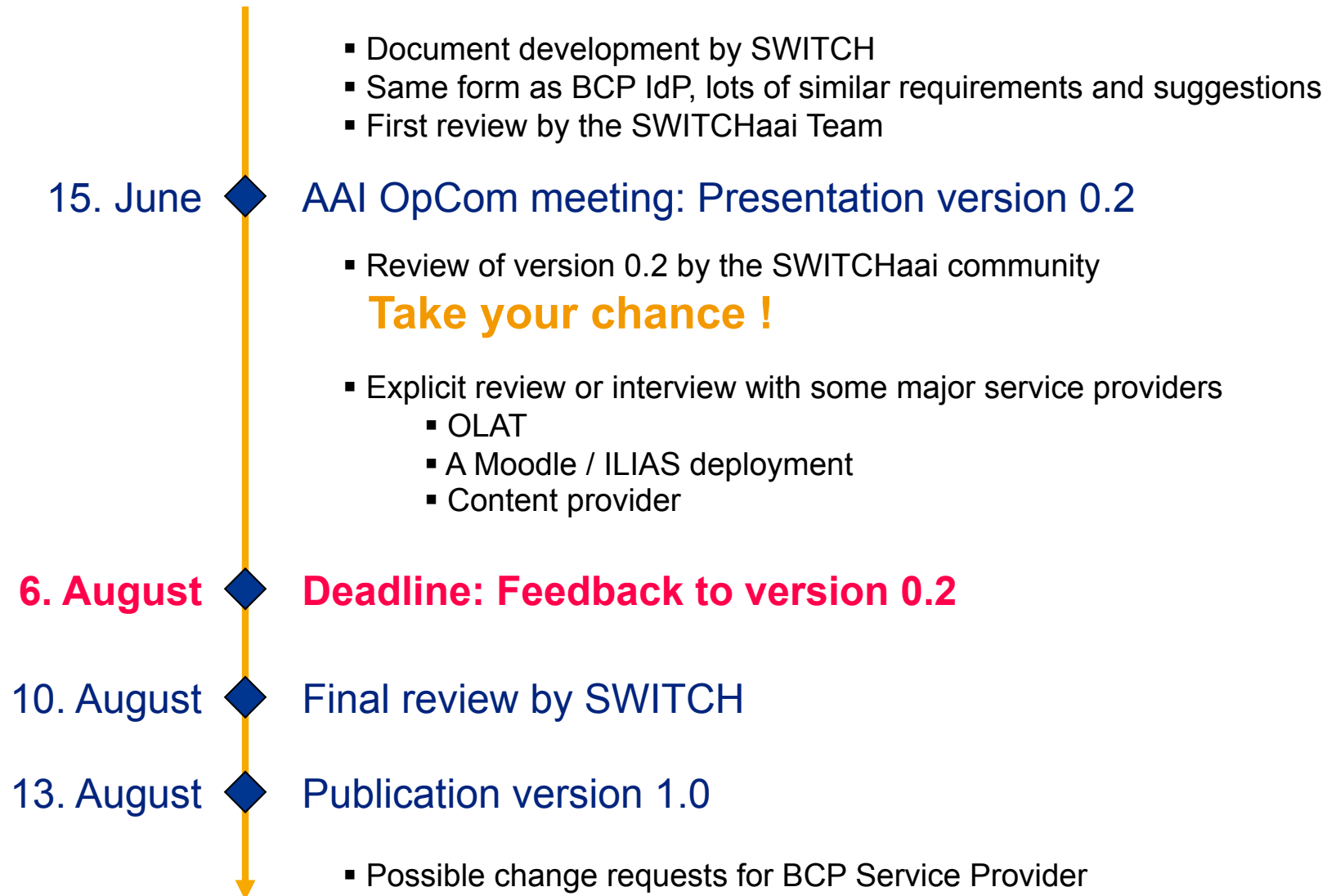Use the SWITCHaai federation metadata as published by SWITCH.

S-136

Update metadata on an hourly basis.

R-137

Update metadata on an daily basis.

Status & Next Steps

- Document development by SWITCH
- Same form as BCP IdP, lots of similar requirements and suggestions
- First review by the SWITCHaai Team

15. June ◆ AAI OpCom meeting: Presentation version 0.2

- Review of version 0.2 by the SWITCHaai community

  Take your chance !

- Explicit review or interview with some major service providers
  - OLAT
  - A Moodle / ILIAS deployment
  - Content provider

6. August ◆ **Deadline: Feedback to version 0.2**

10. August ◆ Final review by SWITCH

13. August ◆ Publication version 1.0

- Possible change requests for BCP Service Provider

Community Review

- Your feedback is highly appreciated. Everybody is invited to review the current document draft.

- Perhaps another person of your organization might be a good review candidate, let them know.

- Take attention to the following points:
  - Coverage of the important operational processes
  - Completeness of the requirements and suggestions
  - Requirement ➜ Suggestion, Suggestion ➜ Requirement

- Review can done, either by:
  - Mail (aai@switch.ch) or telephone (+41 44 268 15 05) feedback
  - PDF comments / Word revision control (RTF document)
  - Hand notes (scanned)

Resources

- Current draft document, version 0.2 (r812)

  PDF
  - Useable for print out
  - http://www.switch.ch/aai/docs/bcp/sp-latest.pdf

  HTML
  - Usable as reference
  - http://www.switch.ch/aai/docs/bcp/sp-latest.html

- Best current practices (IdP & SP) website
  - http://www.switch.ch/aai/bcp