

**UK Access Management Federation for Education and Research  
Service Description**

**1<sup>st</sup> November 2007 to 31<sup>st</sup> July 2008**

## TABLE OF CONTENTS

F1. Definitions (in alphabetical order).....	3
F2. Preamble .....	4
F2.1 Service.....	4
F2.2 Scope.....	4
F2.3 Relationships between JANET(UK) and Organisations .....	4
F2.4 Service Levels .....	4
F3. The UK Access Management Federation Service Level Definition.....	5
F3.1 WAYF (Where-Are-You-From) Service .....	5
F3.2 Metadata Registry Service .....	5
F3.3 Federation Support and Promotion .....	5
Annex A: JISC Specific Items.....	7

## F1. Definitions (in alphabetical order)

Becta	A Non Departmental Public Body, Becta is the Government's key partner in the strategic development and delivery of its information and communications technology (ICT) providing joint funding for the Service.						
Eligible Organisations	Organisations that are eligible to join the UK Access Management Federation as determined by policy published on the Federation website:  <a href="http://www.ukfederation.org.uk/content/Documents/EligibleOrganisations">http://www.ukfederation.org.uk/content/Documents/EligibleOrganisations</a>						
IdP	Identity provider.						
JANET	The name given to the private electronic communications network and the collection of electronic communications networking services and facilities that support the requirements of the UK education and research communities.						
JANET(UK)	The trading name of The JNT Association Ltd that provides the Services.						
JISC	The Joint Information Systems Committee that represents the interests of those providing the funding for the Services.						
Service	Any service to be provided by JANET(UK) as defined in this Service Description.						
Service Availability	Service Availability is specified as follows: <ul style="list-style-type: none"><li>a) A Service is <i>available</i> if it can be accessed and used correctly by at least one organisation that is not involved in its provision;</li><li>b) Service Availability is the time the Service was <i>available</i> (as defined above) divided by the Scheduled Service Time</li></ul>						
Scheduled Service Time	365 (366) days a year and 24 hours a day						
SP	Service provider						
Support Working Hours	The period from 09:00 to 17:00 on Working Days.						
Working Day	Monday to Friday excluding: <table><tr><td>Christmas Day 27th-31st December</td><td>Boxing Day New Year's Day</td></tr><tr><td>Good Friday</td><td>Easter Monday</td></tr><tr><td>First Monday in May</td><td>Last Monday in August</td></tr></table> Tuesday following last Monday in August  Additionally the substitute days that are appointed in lieu by Royal Proclamation when any of the above days fall on a Saturday or Sunday.	Christmas Day 27th-31st December	Boxing Day New Year's Day	Good Friday	Easter Monday	First Monday in May	Last Monday in August
Christmas Day 27th-31st December	Boxing Day New Year's Day						
Good Friday	Easter Monday						
First Monday in May	Last Monday in August						

## **F2. Preamble**

### **F2.1 Service**

The UK Access Management Federation for Education and Research provides UK further and higher education organisations, research sectors and schools with a framework for accessing online services by using access management software, such as Shibboleth. This enables single sign-on to resources through the implementation of federated authentication allowing users to authenticate at their home organisation, using the same username and password for access to both internal and external resources.

Operated by JANET(UK) on behalf of JISC and Becta, the UK federation is made up of 'identity providers' such as universities and colleges, local authorities and regional broadband consortia, and 'service providers' such as publishers of online resources.

Members of the UK federation agree to a set of policies for exchanging information about users and resources. This enables access to, and use of, resources and services while protecting the security of both the individuals and the resources.

### **F2.2 Scope**

The UK Access Management Federation is available to all educational and research organisations. This covers all colleges, universities and research council funded establishments, and includes Local Authorities and Regional Broadband Consortia with responsibility for the schools sector. Other publicly funded bodies are also eligible for membership, subject to support from the relevant authorities.

Any commercial organisation providing services to those sectors is also eligible to join the federation, but may require to be sponsored by a member organisation.

Any organisation wishing to join the UK Access Management Federation must be a legal entity.

### **F2.3 Relationships between JANET(UK) and Organisations**

All organisations which join the UK Access Management Federation will have a formal agreement with JANET(UK) as a condition of service provision. Information regarding joining the Federation and the terms and conditions involved are published on Federation website at:

<http://www.ukfederation.org.uk/content/Documents/JoinFederation>

JANET(UK) will establish agreements with each organisation individually, making its acceptance of the terms explicit and covering organisation-specific details. JANET(UK) will keep records, available to JISC and Becta, of the organisations using the Services.

If an organisation does not discharge its obligations and provide the necessary information, JANET(UK) may be unable to provide the defined level of Service. In this event (and if appropriate) JANET(UK) will alert JISC to any such failure on the part of an organisation, and agree subsequent actions.

If an organisation fails to abide by the policies and terms and conditions as required, JANET(UK) may suspend part or all of the Service to that organisation.

### **F2.4 Service Levels**

Performance against agreed service levels will be calculated over any 12 consecutive months.

### **F3. The UK Access Management Federation Service Level Definition**

#### **Introduction:**

The UK Access Management Federation provides a single solution to access online resources and services for education and research. It builds a trust relationship between identity providers and service providers. The responsibility for authentication is devolved to a user's home organisation and the federation establishes authorisation between these providers through a secure exchange of information via a Metadata Registry Service and a WAYF (Where Are You From) Service.

#### **F3.1 WAYF (Where-Are-You-From) Service**

##### **Specification:**

The Where-Are-You-From (WAYF) Service enables users to associate themselves with their home organisations, redirecting each user to their home organisation for local authentication.

##### **Service Levels:**

- a) Service Availability of 99.9%

#### **F3.2 Metadata Registry Service**

##### **Specification:**

JANET(UK) provides a Service which processes and publishes metadata describing participating entities as described in the Federation Technical Specifications:

<http://www.ukfederation.org.uk/library/uploads/Documents/federation-technical-specifications.pdf>

and Federation Operator Procedures:

<http://www.ukfederation.org.uk/library/uploads/Documents/federation-operator-procedures.pdf>

This metadata provides the information required for entities to know how to communicate with each other, and establishes a trust fabric permitting entities to verify each other's identities.

##### **Service Levels:**

- a) Service Availability of 99.9%
- b) JANET(UK) will enter new organisation's details, or changes to an existing organisations details, to the Metadata Registry Service within 2 Working Days once all appropriate information has been received and verified.

#### **F3.3 Federation Support and Promotion**

##### **Specification:**

JANET(UK) provides a UK Access Management Federation support helpdesk which is staffed during Support Working Hours. Organisations will be able to lodge calls and email enquiries outside this time.

Additionally, through the UK Access Management Federation website, JANET(UK) provides advice and technical guidance to organisations on joining and participating in the federation. The website also provides a list of federation members and indicates which have IdP entities and which have SP entities.

JANET(UK) promotes the use of the UK Access Management Federation at appropriate events and relevant training courses for current members and those with an interest in joining the federation.

**Service Levels:**

- a) A non-automated initial response to any enquiry shall be given within four Support Working Hours

## Annex A: JISC Specific Items

### F.A1. The Funding of Workshops and Training

Normally, workshops will be organised on a cost-recovery basis. In some cases, where it has been agreed between JISC and JANET(UK), workshops will be subsidised in order to meet community requirements.

Briefing days may be funded by JANET(UK).

JANET(UK) may also undertake other events on the basis of full cost recovery. Normally, training courses will be organised on a cost-recovery basis.

JANET(UK) may undertake training courses for individual Eligible Organisations on a full cost recovery basis.

### F.A2. Service Levels

Where a Service has not yet been in operation for twelve months, or where the definition of the service level has been changed within the previous twelve months, the Service cannot be said to have not met the associated service levels. However, analysis of trends may lead to review and negotiation before twelve months have passed in cases where it becomes clear that the Service would not be able to meet the service levels.

All reports will be delivered in machine readable form in a format defined in the Performance Reporting Format (the document that defines the format to be used for performance reports to the JISC Monitoring Unit (MU); held by the JISC Monitoring Unit and as agreed between JANET(UK) and the JISC Monitoring Unit).

### F.A3. Reporting Requirements

JANET(UK) will report the items detailed in this section. The Monitoring Unit makes certain data available on its web site at: <http://www.mu.jisc.ac.uk>

SLD reference	Frequency and Channel	Reporting requirements
F3.1	Monthly via a report to the MU.	<ul style="list-style-type: none"><li>start and finish, date and time and explanatory note of any event causing the WAYF service to be unavailable</li></ul>
F3.2	Monthly via a report to the MU	<ul style="list-style-type: none"><li>start and finish, date and time and explanatory note of any event causing the Metadata Registry Service to be unavailable</li><li>by exception, events not meeting service level (b)</li></ul>
F3.3	Quarterly via a report to the MU	<ul style="list-style-type: none"><li>by exception, events not meeting service level (a)</li><li>total number of requests for support, broken down by type</li></ul>
F3.3	Reported via the JANET(UK) Operational Plan Updates	<ul style="list-style-type: none"><li>list of events held over the period;</li><li>list of training events held.</li></ul>

ACCEPTED on behalf of  
JANET(UK) by:

\_\_\_\_\_

**Position:** \_\_\_\_\_

**Date** \_\_\_\_\_

ACCEPTED on behalf of the JISC by:

\_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_