Third Party Federated Access Management Solutions Providers

9 Star Research, Inc

9Star Research is a US-based company that specialises in providing federated identity, access management and enterprise directory management solutions for academic, business and government customers. The company also provides an Open Standards-based ProtectNetwork identity provider service for SAML and OpenID compliant application service providers. The company was established in 2001.

Further information: **www.9starresearch.com**, **www.protectnetwork.org**

Eduserv

Eduserv is a not-for-profit ICT services group with the mission to realise the benefits of ICT for learners, researchers and the institutions that serve them. Eduserv has been providing the Athens Access Management service since 1999, commissioned and funded by JISC until July 2008.

Further information: **www.athensams.net**

IAM-Federated

The company was founded in 2004 and specialises in identity management, single sign-on and federated identity solutions for academic, business and government clients. IAM-Federated has recently become a Joint Venture with RUauthorised (**www.ruauthorised.com**).

Further information: **www.iam-federated.com**

Kidderminster College (*VLE Middleware*)

Kidderminster College is an early adopter of federated access management, through projects funded by JISC. Kidderminster College has been providing federated access management solutions since 2003. The primary focus of *VLE Middleware* is the FE sector, particularly in the context of

Virtual Learning Environments (VLEs), but can also provide support for universities and publishers. Kidderminster College has recently won a JISC contract to run federated access management support services for smaller institutions, together with Cardiff University.

Further information: **www.vlemiddleware.com**

Ping Identity Corporation

Ping Identity was founded in 2002 and specialises in providing federated access management and secure internet single sign-on solutions to internet applications. The company has created PingFederate®, standalone federated identity management software to deliver secure internet single sign-on. Ping Identity is a US company with a UK branch.

Further information: **www.pingidentity.com**

Salford Software

Salford Software is wholly owned by the University of Salford. The company is an early adopter of federated access management in the UK. Salford Software specialises in the provision of identity management solutions for the UK academic community, particularly directory systems and associated security services. Salford Software has been providing federated access management solutions since 2007.

Further information: **www.salfordsoftware.co.uk**

Further information and resources

Further Information

Federation advice and support:
www.jisc.ac.uk/federation

For further information, please contact the JISC Access Management Team:
JISC-access-management@ jiscmail.ac.uk

JISC

Connecting People to Resources: Federated Access Management

Third Party Providers of Federated Access Management Solutions: Guide for Institutions

Briefing Paper   February 2008

This briefing is aimed at UK higher (HE) and further (FE) education institutions that wish to adopt federated access management and join the UK Access Management Federation, either by using paid-for support or by subscribing to an 'outsourced Identity Provider'.

Introduction

In November 2006, JISC launched its UK Access Management Federation. Educational institutions throughout the UK have been invited to join the UK federation and adopt the federated access management standards, based on SAML and Shibboleth. This will allow users to access a number of internal and external services while signing on only once.

There are different ways in which an institution may participate in the UK federation:

1. Become a full member of the UK federation, using open source software with in-house technical support

2. Become a full member of the UK federation, using open source software with paid-for support

3. Subscribe to an 'outsourced Identity Provider' to work through the UK federation on the institution's behalf

The briefing aims to provide more information about some third party providers of access management solutions that support options 2 and 3.

Please note that any institution using commercial support or outsourced identity provision should ensure that ongoing compliance with the UK federation is included in the contract with the provider. Please see section 2 of the UK Federation Technical Recommendations for Participants for more information:
www.ukfederation.org.uk/library/uploads/Documents/technical-recommendations-for-participants.pdf

These are some of the questions an institution may wish to ask the provider:
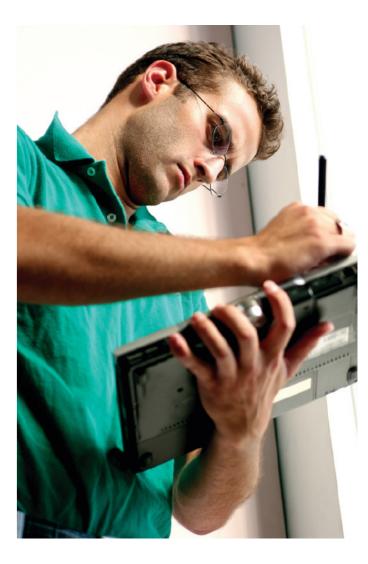
- Will you commit to remaining compliant with the UK federation for the duration of my contract?

- Does your solution work with other SAML-based federations internationally?

- Can you provide user accountability?

- Do you have a roadmap for future developments (ie Shibboleth 2.0, provision of embedded certificates etc)?

Note: If any third party provider of federated access management solutions would like to be included in future versions of this briefing, please contact the JISC Access Management Team at:
JISC-access-management@jiscmail.ac.uk

Please see overleaf for a summary of third party solutions available and more information about the organisations that provide them.

Federated Access Management Solutions Available to UK Institutions

Supplier	Option(s)	Solutions offered	Service(s) description	Supported technologies (both commercial and open source)	Solution(s) tested against the UK federation	Service delivery	Implementation time	Aftercare provision	Training/ upskilling opportunities	Costs (including upfront and recurring costs)	Costs involved in making changes due to evolving technologies	Minimum contract terms	Provision/de- provision of user accounts	Similar services available for service providers
9 Star Research	3	ProtectNetwork identity provider service	ProtectNetwork service provides open standards user IDs to enable seamless authorised access to any website or application on the internet that is protected using open standard technologies, eg SAML, Shibboleth and OpenID	Concentrate on open standards technologies, such as SAML and OpenID	Yes. A member of the UK federation	Consultations, 24/7 email support, documentation, FAQ, service customisation	Minimal for federation-enabled sites; longer if customisation is required or/and if a site is not already Shibboleth/OpenID-enabled	Included. 24/7 helpdesk	None requested to date	Default service is free to UK federation members. Varies if customisation is required	No additional costs foreseen	Depends on contract, typically 12/18/24 months	Customers are able to provision their users in bulk into the ProtectNetwork service	ProtectNetwork is a service used by service providers both inside and outside of the UK federation
Eduserv	3	OpenAthens	OpenAthens enables institutions to participate in the UK Access Management Federation as identity providers or service providers, while continuing to use the Athens service	Classic Athens, AthensDA, SAML, Shibboleth, OpenID, CardSpace	Interoperates with the UK federation via Gateways that are integral part of OpenAthens. A member of the UK federation	A web-based administrator interface, supported by a helpdesk	There is no implementation effort for institutions already using the Classic Athens or Athens DA service	24/7 infrastructure monitoring and ITIL compliant helpdesk	Bi-annual user group events, Administrator workshops at JISC RSC events	Fixed annual subscription, based on JISC banding. From £680 to £8,075 per annum	Included	24/7 infrastructure monitoring and ITIL compliant helpdesk	Managed by the institution either via the OpenAthens web interface (Managed directory option) or internally	OpenAthens SP, a software platform that is available to institutions subscribing to OpenAthens
IAM-Federated	2	Independent expertise and support in Identity and Federated Access Management	All stages of Identity and Access Management from strategy and architectural design to the complete implementation lifecycle	A range of technologies, eg SAML, Shibboleth, Sun, Oracle	Support all SAML-compliant technology	Consultations, site visits, email, remote access	Depends on individual requirements	Included	Handover to institution. Other training can be provided on request	Daily rate is £650–900, depending on skills and services required	Depends on time required to upgrade	Fixed price for the duration of contract, typically six months	N/A	Yes
Kidderminster College	2	Focus on VLEs and creating single sign-on, using Shibboleth. Support for institutions wishing to join the UK federation	☐ Inside knowledge of the UK educational sector, particularly FE ☐ Advice on institutional decision-making process ☐ Institutional audit ☐ Joining the UK federation ☐ Technical support	☐ Concentrate on open source software, eg Shibboleth, SAML, Linux, Moodle, uPortal, but support Microsoft products as well ☐ Creating a single sign-on solution	Yes. A member of the UK federation	Consultations, site visits, remote access, helpdesk	Depends on individual requirements	Helpdesk service Annual package	☐ Handover to institution ☐ Training courses (eg with JISC Regional Support Centres, JANET(UK); in-house)	Upfront: £400 plus VAT per day Aftercare: £500 plus VAT per annum	Included in aftercare, otherwise based on a daily rate	Depends on requirements. Annual aftercare service	N/A	Yes
Ping Identity	2, 3	Software and services for institutions wishing to adopt federated access management and create secure internet single sign-on	☐ PingFederate® – standalone federated identity management software to deliver secure internet single sign-on, using open standards such as SAML and WS-Federation ☐ Technical expertise and support in all aspects of federated identity management	A range of technologies, including SAML, WS-Federation, Shibboleth	Support all SAML-compliant technology	Consultations, methodologies, website, site visits, email, phone, remote access, helpdesk	PingFederate® – typically one day for installation, 30 days or less for deployment	Included	Yes, as required. Also available via certified UK partners listed on the Ping Identity website	Pricing depends on exact requirements. Solutions start from US$9,000 (approx £4,500)	Software updates and upgrades are included in the support & maintenance agreement	Guaranteed within contract, typically 12 months	N/A	Yes
Salford Software	2	Development of technical services required to participate in the UK federation	☐ Institutional audit ☐ Directory development ☐ Authentication development ☐ IdP software implementation ☐ Joining the UK federation ☐ Institutional rollout (technical aspects) either as a standard package or a tailored solution	☐ A number of technologies, eg Novell and Microsoft products, also Sun Microsystems and Oracle products, Linux, Shibboleth, SAML ☐ System integration to create a single sign-on solution	All solutions are fully compliant with Internet2 specifications. A member of the UK federation	Consultations, site visits, remote access, technical support	Varies (typically five days for service, plus federation admin work for a standard package)	First year – included. Annual package for subsequent years, including technical support	Handover to institution	Upfront: £4,995 for a standard package, individual pricing for tailored solutions Aftercare: first year – included. Price for subsequent years available on application	Depends on nature of changes	No significant increases in prices are foreseen. Annual aftercare (after first year)	N/A	Yes, but mainly focus on institutions, no standard package. Please contact Salford Software for options