

# Unlocking trust and identity through co-design and change management

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Trust & Identity



# Acknowledgement of country



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In the spirit of reconciliation the Australian Access Federation (AAF) acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

# AAF celebrates 15 years



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**For 15 years, the Australian Access Federation has been providing trust and identity services to connect and protect the research and higher education sector.**

# 15

# Overview of the AAF



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**Global  
thought  
leadership**



**National  
Trust and  
Identity  
Federation**



**Australian  
ORCID  
Consortium**



**Privacy  
preserving  
verification  
service**



**Partner of  
the cyber  
community**

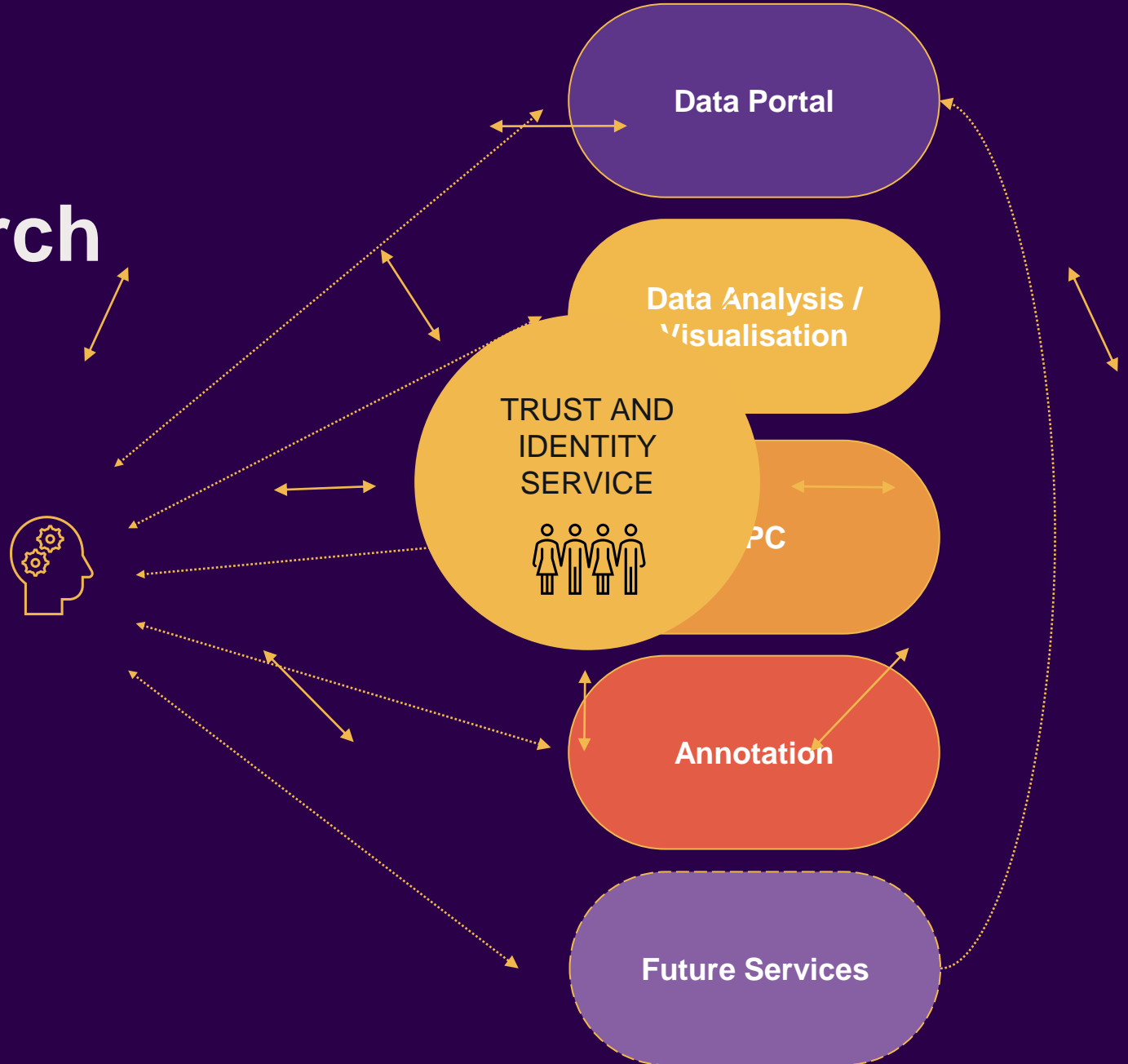


**National  
Digital  
Research  
Infrastructure**



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# Traditional Research Environment Collaborative Research Environment



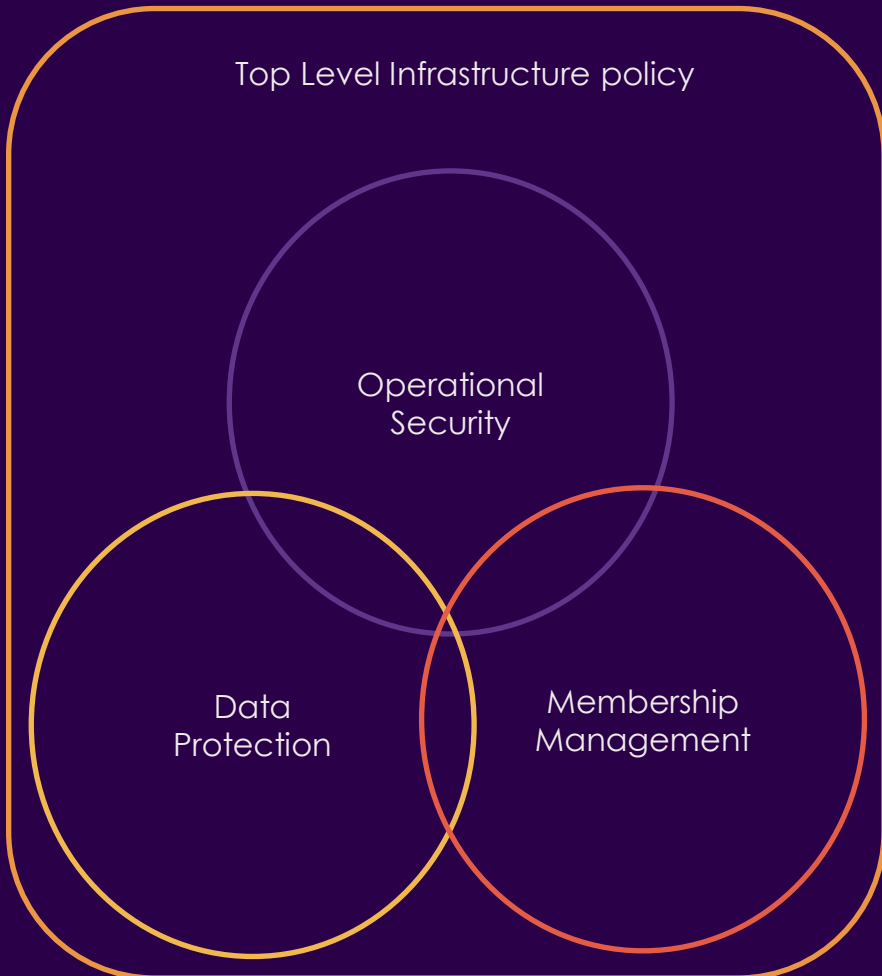
# Trust & Identity Framework



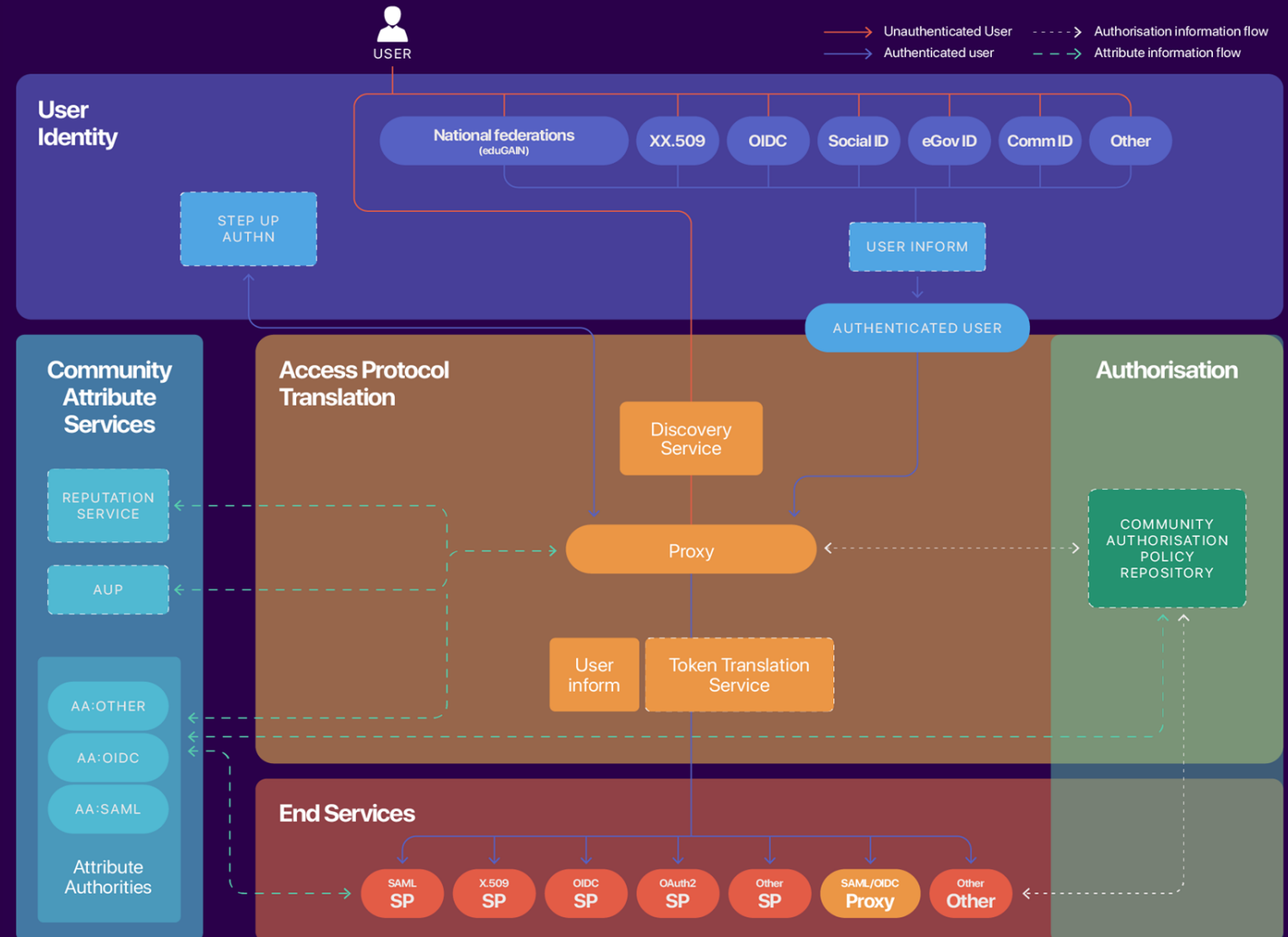
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## Policy Development Kit



## Technology Blueprint



# Approach

**Main Driver:** System-wide adoption of Trust & Identity (T&I) enabling a more researcher centric National Research Infrastructure (NRI) for Australia.

**Challenge:** Complexity of research infrastructure across Australia and internationally.

**Principles:**

1. Co-design
2. Building a sustainable capability, re-usable policy and technology
3. Building long term partnership with NCRIS facilities
4. Supporting the facilities through the change in processes and technologies

**Approach:** Utilising an internationally well-recognised trust and identity framework, co-designing and testing different components of the framework, through partnerships with research facilities in an incubator program.



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# Incubator processes



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# Discovery stage



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## Approach:

- Discovery workshops and interviews, documentation of current processes and future requirements

## Outputs:

- Existing processes for access and identity management
- Current state technology architecture
- Prioritised future use cases

## Challenges:

- Avoiding the bias towards a solution
- Spending too much time on discovery stage, stakeholders losing interest in the project
- Going beyond the stakeholder and participant explicit pain point

## Lessons learned:

- Keeping the balance between discovery of existing processes and identifying future scenarios
- Making sure we have iterative processes and feedback loop from the beginning

### DISCOVER

Identifying stakeholders; frame the problem from their point of view

2 months

1. Context level diagram
2. Current state architecture

- Kick-off meeting
- Interviews

- Domain experts, user reps, BA (AAF), project manager (AAF)

# Define stage



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## Approach:

- Developing and review of detailed processes
- Workshops and review sessions with stakeholders and solution architecture team

## Outputs:

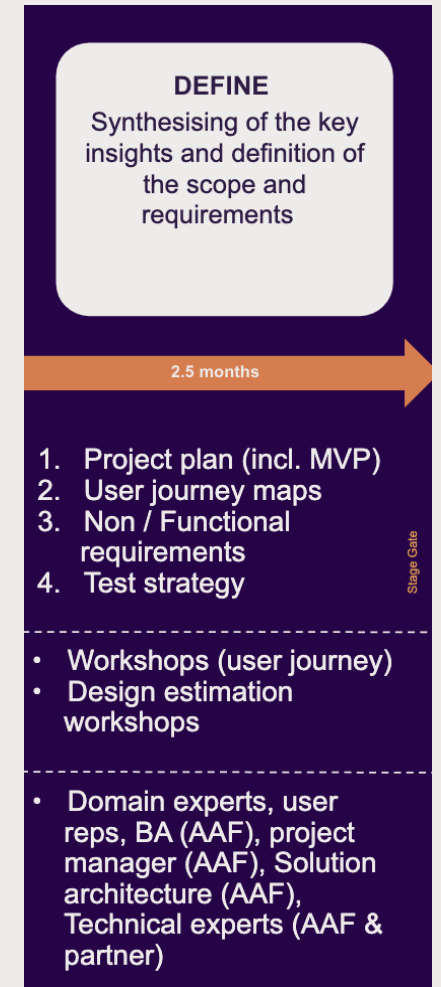
- List of user stories and acceptance criteria for H1 use cases
- Definition and initial design for MVP and roadmap for delivery
- Dependencies, risks and test plan

## Challenges:

- Keeping focus on a technology agnostic solution design with more involvement from technical team
- Going back and forth to discovery stage outcomes

## Lessons learned:

- Define phase is not separate from discovery and development stages and should progress parallel to these two stages.



# Develop and test

## Approach:

- Hybrid methodology
- Building and prototyping concepts (Test environment).

## Outputs:

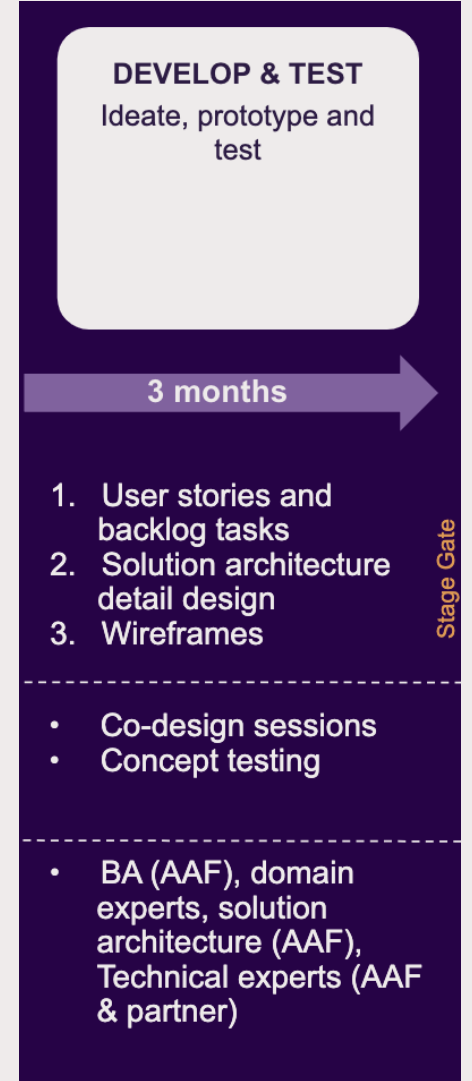
- Functional test environment
- Test outcomes
- Scope definition update

## Challenges:

- Focus on long terms requirements, future extensions and fast delivery
- Commitment from multiple partners is required at this stage



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# Overview of the progress



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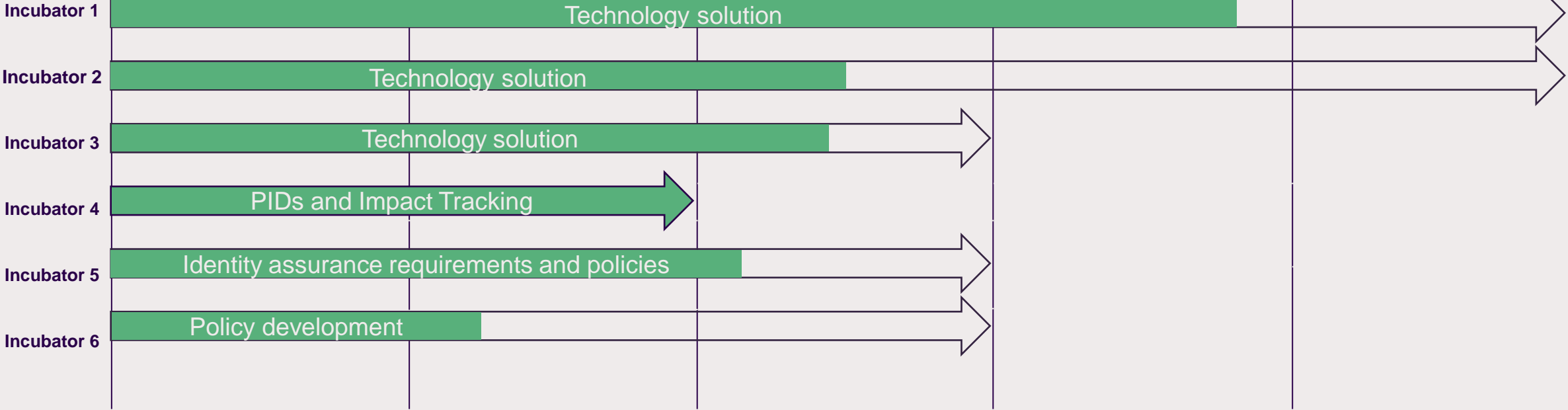
**INITIATE**  
T&I opportunity  
analysis and  
community  
consultation

**DISCOVER**  
Identifying  
stakeholders;  
frame the problem  
from their point of  
view

**DEFINE**  
Synthesising of the key  
insights and definition of  
the scope and  
requirements

**DEVELOP & TEST**  
Ideate, prototype and  
build and test

**DELIVER**  
Deploy solution;  
measure success;  
implement change  
management



# Overview and outcomes



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## Common requirements across incubators which AAF is intending to address through the continuous partnerships:

- Federation coverage
- Identity Assurance
- Authorisation
- Tracking usage of services/instruments
- Sharing sensitive data
- Security improvement

# Challenges moving forward



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- Delivering re-usable solutions in the timeframe agreed with incubator partners
- Changing the existing security and privacy practices across research facilities
- Data sharing culture and revisiting existing practices
- Co-designing with multiple facilities and the end-users
- Building long term partnerships



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# Any questions?

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**Email:** [enquiries@aaf.edu.au](mailto:enquiries@aaf.edu.au)