

Alan Lewis

From: Alan Lewis
Sent: 12 April 2019 11:57
To: Mario Reale
Subject: RE: IdP as a Service Business Canvas
Signed By: alan.lewis@geant.org

Hello Mario,

Thanks for your time on the call yesterday. I've made some comments on the business canvas and I'll upload it onto the WIKI (assuming we have a WIKI) as soon as I can. I'll also update so it is a bit clearer now we have had some further discussion, but I might not get a chance to do this before I go away on holiday. Here are some notes on the topic we covered.

Segments

A number of NRENS are offering a similar service within their community (AMRES, CESNET, SWITCH, HEANET, RENATER, JISC, TIER). Most of these are offering a service either paid or free but one TIER is offering a download bundle (although they are discussing plans for a service). There may be others so it would be good to check the current situation.

Mario/Alan review current NREN offerings

How many NRENS (small and of limited capability) does that leave. We agreed probably not many. Just the candidates who currently use FaaS (around 7) and may one or two more. So can we also offer the service direct to HO in areas where there is no provision at present? I am discussing with partner relations at GEANT to get their view on this.

Alan discuss partner relations view on direct HO approaches

Can we also offer to larger NRENS where we can offer a more cost effective or more highly valuable service (say eduroam and eduGAIN IdPs)? I am talking with SWITCH (Thomas Lengenhager) on this.

Alan follow up on conversation with SWITCH and other larger NRENS

If the above are possible then our total market would be:

Total = (Number of small NRENS no offering the service) +(HO in areas where there is no service offering) +(Larger NRENS who may want to outsource their service).

This is focused on Europe and does not consider other potential interest their might be from the U.S or RoW.

We agreed we need to get a better view of the potential uptake but engaging with some of these organisations. One way might be via a workshop. Partner relations are planning a GEANT service workshop in May and I will see if we can use this event.

Alan discuss possibility of engaging in partner workshop

We would need some better materials to describe the solution and cover potential issues such as GDPR, together with a demo (if possible) of our MVP solution.

Mario look at enhancing presentation material for the platform

Another useful data point on uptake would be to discuss with TIER how many users the TIER sw offering has, and what the cost model is.

Mario to discuss with TIER to try and get this information.

Channels

In areas where there is no NREN offering to HOs we discussed that GEANT might offer directly to HOs.

In addition we could offer a branded service for NRENS to offer to their HOs.

Another possibility is to see if we can offer via eduGAIN (in a similar way to Managed IdP being offered by eduroam). Possibly this IdP service could be a link between eduroam and eduGAIN? I have spoken to Lukas about this, but we should also speak to Davide.

Mario to arrange call with Davide on 24/4?

There may also be other WGs e.g REFEDS we can use as a channel.

Alan discuss GEANT partner relations views on direct contact with NRENS?

Relationships

We identified as above working with eduGAIN. We also agreed it would be useful to identify some target NRENS to discuss with.

Revenue

Not discussed but we should agree the principles – cover costs, maximise uptake, self-sustaining.

The final definition of the MVP will to an extent depend on what we discover as our target customers. Outsourcing of larger NREN services may require greater capability.

Next time we will focus on the LHS of the canvas. Once we have iterated the whole thing a F2F would be useful to work on the output document.

Best regards

Alan

Alan Lewis

Trust and Identity Services Product Manager

GEANT

Direct Tel: +44 (0)1223 371409

Mobile: +44 (0) 7500 891616

Switchboard: +44 (0)1223 371300

Networks • Services • People

Learn more at www.geant.org

GEANT Vereniging (Association) is registered with the Chamber of Commerce in Amsterdam with registration number 40535155 and operates in the UK as a branch of GEANT Vereniging. Registered office: Hoekenrode 3, 1102BR Amsterdam, The Netherlands. UK branch address: City House, 126-130 Hills Road, Cambridge CB2 1PQ, UK.

From: Alan Lewis

Sent: 04 April 2019 15:33

To: Mario Reale <mario.reale@garr.it>

Subject: RE: IdP as a Service Business Canvas

Hello Mario,

Although we didn't directly use the canvas today I think we covered a lot of the areas around 'Customers and Revenues' that we planned to discuss and I'll add these to the comments and update on the WIKI.

Here in brief is my understanding of what we covered:

- 1) Targets for the offering
 - a. Main target is platform lifecycle management for federations wishing to provide a cloud hosted solution;
 - b. A hosted service from NRENS and/or GEANT is also possible but is a more difficult proposition;
 - c. A secondary target is for HO admins wishing to manage their own IdP. This could be by a delegation model to the platform;

- d. Providing a GUI to the Ansible toolkit to allow configuration of IdPs on premises is out of scope of the platform but could be considered in task 1.

2) Costs and cost benefit

At this point in the analysis we don't spent to much time on a detailed analysis of the cost of offering the service because:

- a. The model we adopt will dictate how much detail we need to go into to determine costs. e.g if we provide the source freely we don't want to waste time on such an analysis;
- b. There are many variables and assumptions and arriving at a figure will be difficult to address now. We may need to return to this later.

3) Alternative of substitutional offerings

As yet not aware of any substitutional or disruptive offerings that would render the current approach invalid. A number of NRENS (GRNET, SWITCH,CESNET, RENATER etc. and commercial providers have offerings in this area. It would be useful to understand for these offerings:

- a. Features;
- b. Uptake (but difficult for the commercial offerings);
- c. Pricing (or business model);
- d. Any issues (e.g. GDPR).

Revisit the Marketing Analysis done previously to update and add to the information on the points above. This will help us to validate what our MVP should be.

4) Offering considerations

- a. A SW solution as opposed to a service might be harder to push adoption of but the offering could include on-premise technical support/consultancy. This might not scale well;
- b. Involving the target adopters as stakeholders in the development might encourage adoption (as was the hope in GN4-2), but may be hard to achieve in practice;
- c. Currently we have two potential implementations – Campus IdP platform and SAMLIdP.io. We will need to decide how to progress, and what constraints we have in development, but need to clarify the requirements before we can do this.
- d. We might consider a bundled offering (say IdP and eduroam) in order to differentiate and make the offering more attractive.

Next time we can address the RHS of the canvas in more detail and think about the revenue (or lack of) side of things.

I would estimate a couple more iterations before we have a more concrete direction.

We may want to consider a F2F session for a day or two in the future to advance quickly on the details.

Best regards

Alan

Alan Lewis
Trust and Identity Services Product Manager

GÉANT
Direct Tel: +44 (0)1223 371409
Mobile: +44 (0) 7500 891616
Switchboard: +44 (0)1223 371300

Networks • Services • People
Learn more at www.geant.org

GÉANT Vereniging (Association) is registered with the Chamber of Commerce in Amsterdam with registration number 40535155 and operates in the UK as a branch of GÉANT Vereniging. Registered office: Hoekenrode 3, 1102BR Amsterdam, The Netherlands. UK branch address: City House, 126-130 Hills Road, Cambridge CB2 1PQ, UK.

From: Alan Lewis
Sent: 02 April 2019 10:46
To: Mario Reale <mario.reale@garr.it>
Subject: IdP as a Service Business Canvas

Hello Mario,

I think we have begun a useful discussion to try and work out the possible business models for the IdP as a Service activity. I have uploaded the canvas we are using to the WIKI with the comments I captured on the 'Value Propositions' section.

Here in brief is what I think we agreed:

- 1) The key problem we are solving is for institutions who don't have the capability to join a federation since they cannot setup and operate an identity provider;
- 2) The value proposition is captured by the statement 'Identity without the effort' (although it could be stated better);
- 3) The scope of the solution (platform) we can offer is centred on identity, integration with federation capability is functional and outside scope;
- 4) The platform is focused on offering cloud-based IdP to institutions either directly or via an NREN or GEANT;
- 5) The exact nature of the delivery mechanism (service or software solution) is to be determined;
- 6) We believe we have sufficient evidence from the survey to confirm this is a real need – even though some time has passed since the survey.

It would be useful to see what similar solutions exist that could meet the need or if a different approach has made this solution unnecessary;

Next time we can work through the right-hand side of the canvas to look at the customer and revenue side of things.

If you have any thoughts before we next meet we can discuss on email or slack.

I'm not sure if you have everything covered for the end of Sprint demo, but if you are short of things to show one thing we could show and explain is what we are doing with the business canvas. It's not a technical demo, but it might help people understand the thought process that is going on.

Best regards

Alan

Alan Lewis
Trust and Identity Services Product Manager

GÉANT
Direct Tel: +44 (0)1223 371409
Mobile: +44 (0) 7500 891616
Switchboard: +44 (0)1223 371300

Networks • Services • People
Learn more at www.geant.org

GÉANT Vereniging (Association) is registered with the Chamber of Commerce in Amsterdam with registration number 40535155 and operates in the UK as a branch of GÉANT Vereniging. Registered office: Hoekenrode 3, 1102BR Amsterdam, The Netherlands. UK branch address: City House, 126-130 Hills Road, Cambridge CB2 1PQ, UK.