From AAI to the SWITCH edu-ID
The DistanceUniversity experience

Joerg Andenmatten, IT Manager DistanceUniversity
Presentation topics

- Short introduction to DistanceUniversity
- Reasons for going to the SWITCH edu-ID
- Project Timeline
- Technical Overview
- SWITCH edu-ID creation processes
- Biggest challenge – communication with users
- Impact on IT after the SWITCH edu-ID migration
- Next steps & conclusions
1719 Students
211 Teachers
93 Administration
5 IT staff
4 Sites
3 Languages to support

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Sites

- Headquarter
- Offices
- Student Meetups

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Reasons for going to the SWITCH edu-ID

- Advantages for the users
  - A personal ID for a lifetime and all needed resources
  - Self Management of personal data
  - Same login for all DistanceUniversity resources, Switch Services, O365, eg.

- Advantages for the institution
  - A standard login for all services and resources
  - No impact on the Service Providers
  - Outsourcing IDP management to SWITCH
  - Possibility to contribute to the SWITCH edu-ID project
  - Financial support from Swiss Universities
  - Top knowhow and support from SWITCH

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Project Timeline

- First Discussions with SWITCH about edu-ID
- Preparations with SWITCH
- Official project start
  - Technical definitions
  - User Communication
  - Prepare ODOO / ERP
  - Registration form
  - Edu-ID registration
  - Data checks
  - Staff registration link
- Final tests
- Edu-ID migration
- Remove local IDP
- Last user registrations

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Technical Overview

Teachers / Staff

Student

SWITCH

SWITCHTube
SWITCHDrive
SWITCHEngines
...

SWITCH edu-ID Database

Office365

Azure AD

sooeduid View

Active Directory

School Mgmt
ODOO Erp

Mail

Moodle

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SWITCH edu-ID creating processes

**Existing Users**
- Admin Staff / Teachers / Students

Before Migration
- AAI -> edu-ID Conversion Link

After Migration
- edu-ID Registration Link

**New Users**
- Admin Staff
- Teachers
- Students

Before Migration
- edu-ID Registration Link
- edu-ID Registration Link
- Registration form

After Migration
- edu-ID Registration Link
- edu-ID Registration Link
- Registration form

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edu-ID by AAI Conversion Link

- Infomail with link
- Login with AAI user
- Accept edu-ID terms
- Create edu-ID account

- Low impact for users
  5 minutes
- Usable only before migration date!

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edu-ID by registration form

- First step before registration to DistanceUniversity
- Login with SWITCH edu-ID /
- Creation of new SWITCH edu-ID
- Automatic user creation in school management app
- Ready as soon as the registration is approved by the school!
edu-ID by Registration Link

- Infomail with link
- Login with SWITCH edu-ID /
- Creation of new SWITCH edu-ID
- Mail to organization for verification
- Insert SWITCH edu-ID in user data by organization
- Ready the next day!
Biggest challenge – communication with users

- High priority on information and communication during the whole project

- Regular Information
  - Focus on the advantages of SWITCH edu-ID for users
  - By Mail, on website, in internal publications, eg.
  - On average around 10 Emails per user during the whole project
  - Around 10% of users ignored all communications

- Challenges
  - Convey technical informations and benefits in a simple way
  - Students and teachers are off-site
  - Teachers work at more than one university -> confusion
Impact on IT after the SWITCH edu-ID migration

- 5 – 10 cases in the first month after migration
- At the moment 1 – 3 support cases per day

- Users who didn’t create their SWITCH edu-ID before the migration date
- Users who have forgotten their password and who have only one email address in the SWITCH edu-ID profile
- Users with duplicate SWITCH edu-ID’s

- For eduROAM the old AAI Password must be used
- Office365 is not yet integrated and has a different password
Next steps & conclusions

- Next steps
  - Connect Office365 Login to SWITCH edu-ID
  - Usage of eduROAM with SWITCH edu-ID
  - ...

- Conclusions
  - A project with few efforts for users and a lot of gains
  - Communication with the users is a key factor
  - Effort for DistanceUniversity is affordable
  - Project collaboration with SWITCH works fine
  - Support by SWITCH for users is good
  - Only some small issues during the whole project
Contact IT DistanceUniversity

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Story about migration: https://swit.ch/FernUni_migration

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Thank you for your attention!

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