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**AeRO - Australian
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The future of eResearch user support

April 2013

Presented by Dean Nottingham



AAAF Australian Access Federation

Provides a common authentication framework for eResearch Services



AeRO Australian eResearch Organisations

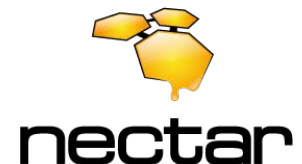
Operate as a national association of eR providers by advocating eR

CAUDIT CAUDIT Council of University Directors of Information Technology

Provides strategic direction and leadership

Let's look at the problem

- User support in a federated environment is difficult – can go wrong in many places.
- A Federated environment is where a centralised entity holds things together (eg AAF, 100 Services)
- What can go wrong? Many things... e.g. Genome Researcher in Uni of WA accessing Genomics Virtual Labs.



Let's look at the problem



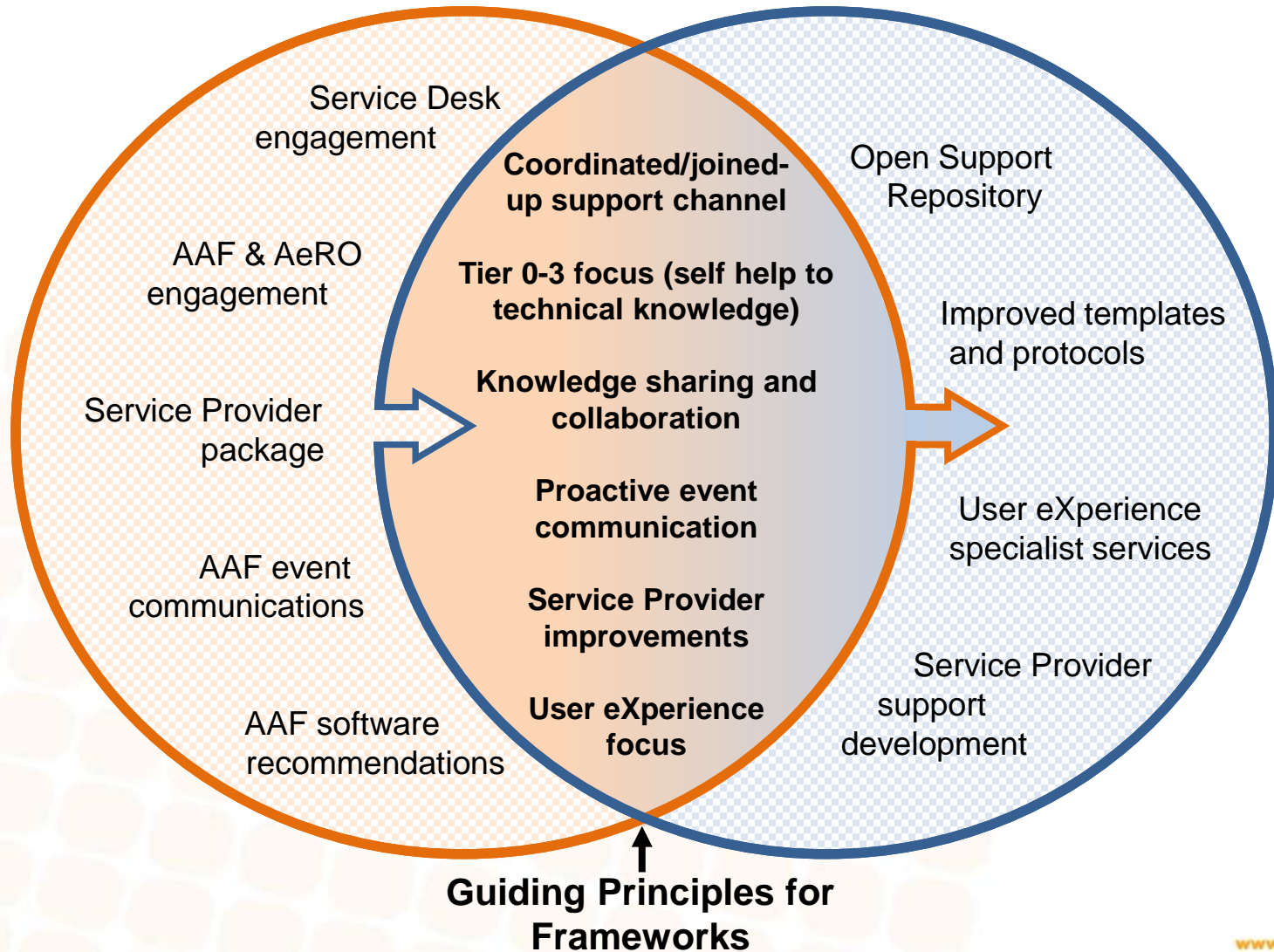
THE UNIVERSITY OF
WESTERN AUSTRALIA



- Simple task of logging in... where can things go wrong?
Four or potentially more areas where it can fail
- If it does fail, how does the researcher know what failed and who to contact?
- More often than not, support is requested in the wrong place
- This is just one of many support issues facing researchers... So how are we addressing them?

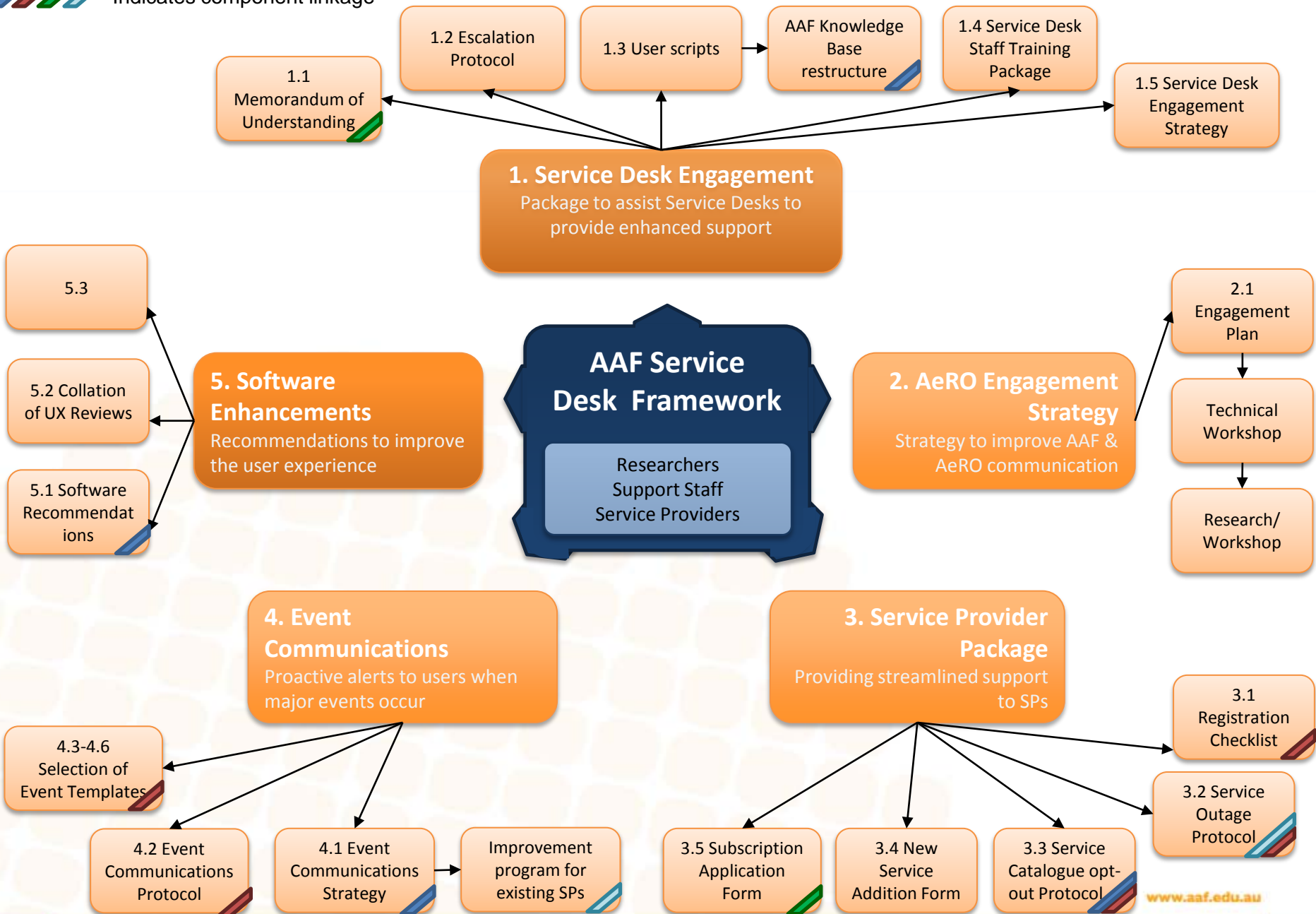
AAF Service Desk Framework

AeRO ICT Support Framework



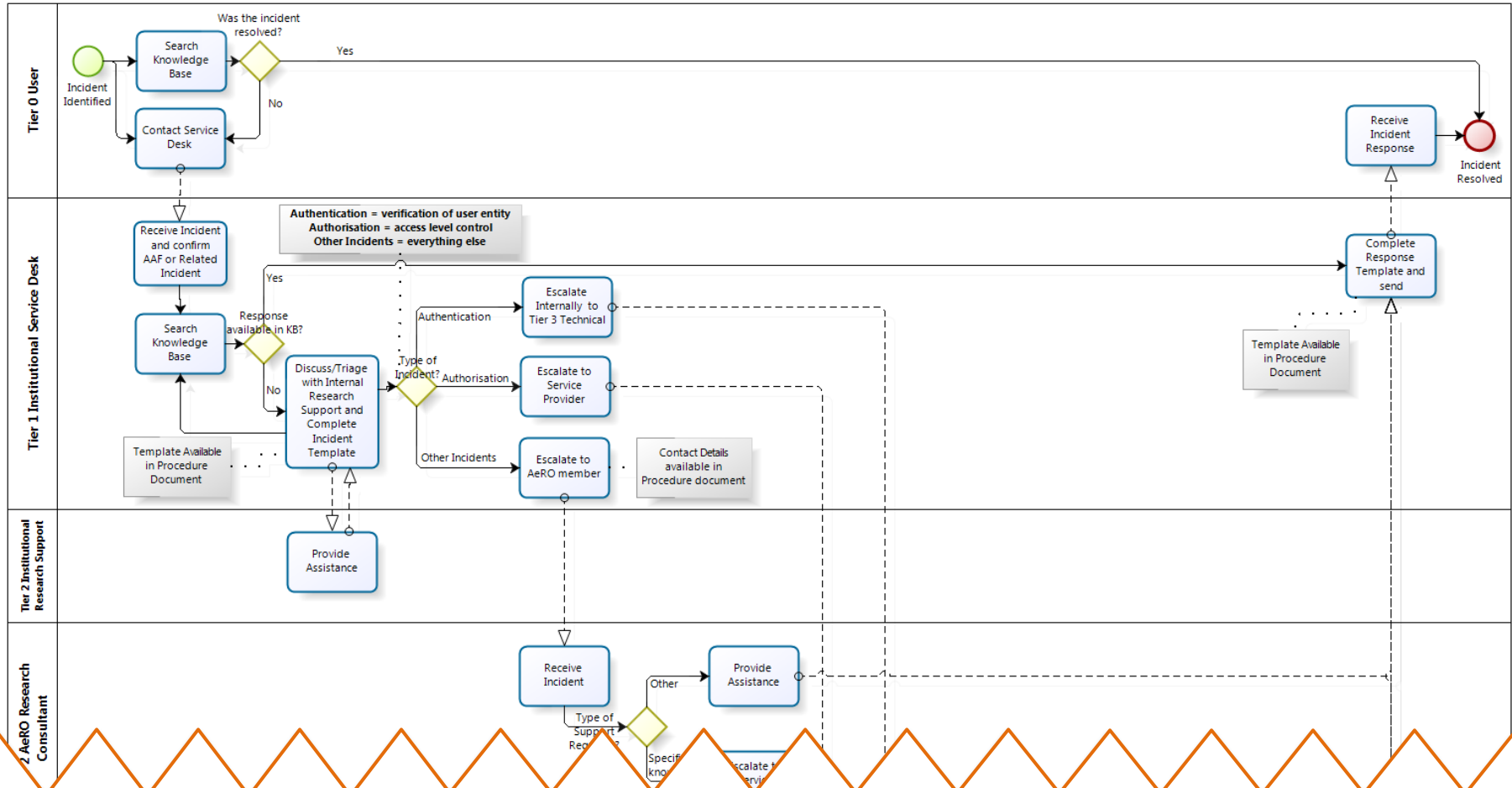


Indicates component linkage





ESCALATION PROTOCOL



KNOWLEDGE BASE

Knowledge Base


Search

Australian Access Federation Support Desk




Help yourself and search the AAF Knowledge Base first!
Dean Nottingham Jan 09 • Operational Staff / General Information

Experiencing connection issues? View the [Federation Status](#)

Federation Status



Need help? Who are you?

End Users and Researchers	Technical Staff	Operational Staff
		

End Users and Researchers »

General Information (3) »

- [What are the contact details for my local Service Desk?](#)
- [What is the Australian Access Federation \(AAF\)?](#)
- [Who should I contact if I have issues?](#)

Accessing a Service (9) »

- [I have specific questions relating to the data of a particular Service](#)
- [What services are connected to the AAF?](#)
- [I have moved/switched Institutions or organisations and want to access m](#)

Username and passwords (5) »

- [How do I log out?](#)
- [What is an "AAF" or "Shibboleth" login?](#)
- [How do I change my password?](#)

Virtual Home Registry (VHR) (10) »

- [What is the AAF Virtual Home Registry \(VHR\) and is there a user help guid](#)
- [How does a new user meet the VHR assurance levels?](#)
- [How many password attempts do I get before my VHR account is locked?](#)



STAFF TRAINING PACKAGE

Information on the Australian Access Federation (AAF)

For Service Desk staff
1 February 2013

Visit us online: aaf.edu.au or contact enquiries@aaf.edu.au

1

What is the AAF?

Essentially, the AAF provides authentication through a central point for login into a number of different eResearch Services using existing organisation usernames and passwords (e.g. johndoe1 / Password1)

- All Australian Institutions have connected to the AAF which means all current staff and students can log in eResearch Services using their current username and password
- A number of different organisations supporting eResearch (e.g. CSIRO) have also connected to the AAF which provides their Researchers with access to eResearch Services

2

What is the AAF?

A Service Catalogue outlining the connected eResearch Services is available here: <http://www.aaf.edu.au/servicecatalogue/> (NB. not all Services are shown due to privacy reasons)

Watch the 3 minute AAF information video for a demonstration of the AAF's core service by clicking [here](#) or on the video player here →



3

Providing End-User Support

Knowledge Base

- AAF hosts a Knowledge Base with answers to the most common end-user queries: <http://support.aaf.edu.au/home>
- Your Service Desk scripts/procedures have been provided to your Manager for distribution and is also included in this presentation for viewing

Roles

- Service Desks within Institutions will provide Tiers 1, 2 and 3 support
- The state-based Australian eResearch Organisations (AeRO) will provide Tier 2 research support. AeRO have knowledge and a general understanding of eResearch tools and services.
- The AAF or individual Service Providers will provide Tier 3 technical support.

Providing End-User Support

Escalation of Incidents

When internal and cross-organisation escalation is required, follow the protocol available on the link below. This outlines the activities each role is to perform. You will be responsible for answer queries and escalating incidents to the correct area as per the escalation protocol.

<http://www.aaf.edu.au/wp-content/uploads/2013/01/User-Support-Escalation-Protocol.pdf>



SERVICE DESK ENGAGEMENT → PILOT PROGRAM

Institutions:

- University of Newcastle
- University of South Australia
- University of Western Australia
- Victorian University

AeRO Members:

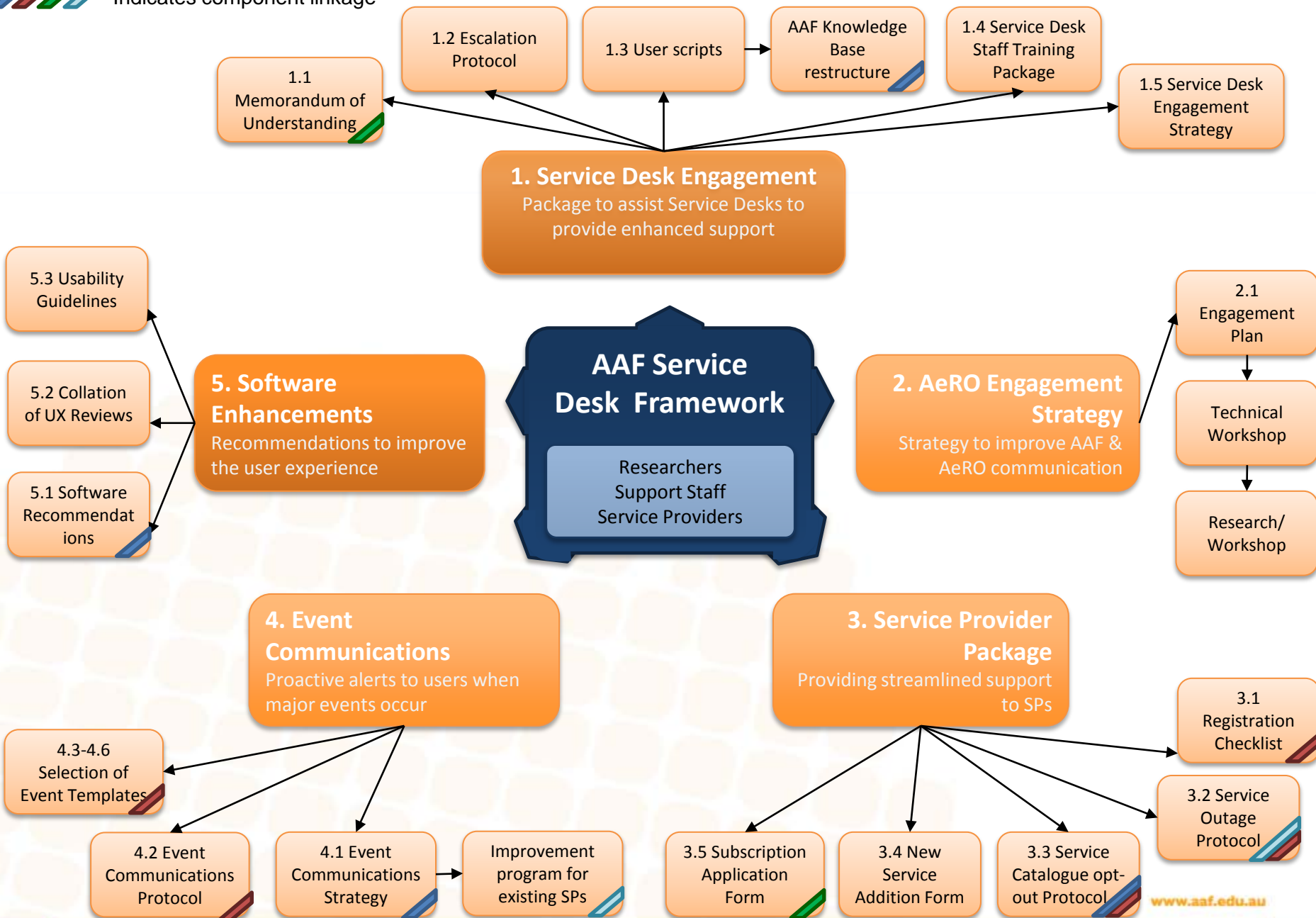
- eRSA
- Intersect

Feedback:

- Seamless integration with existing processes
- Material easy to understand
- Reduces admin work/document manageability
- Provides direction for the sector

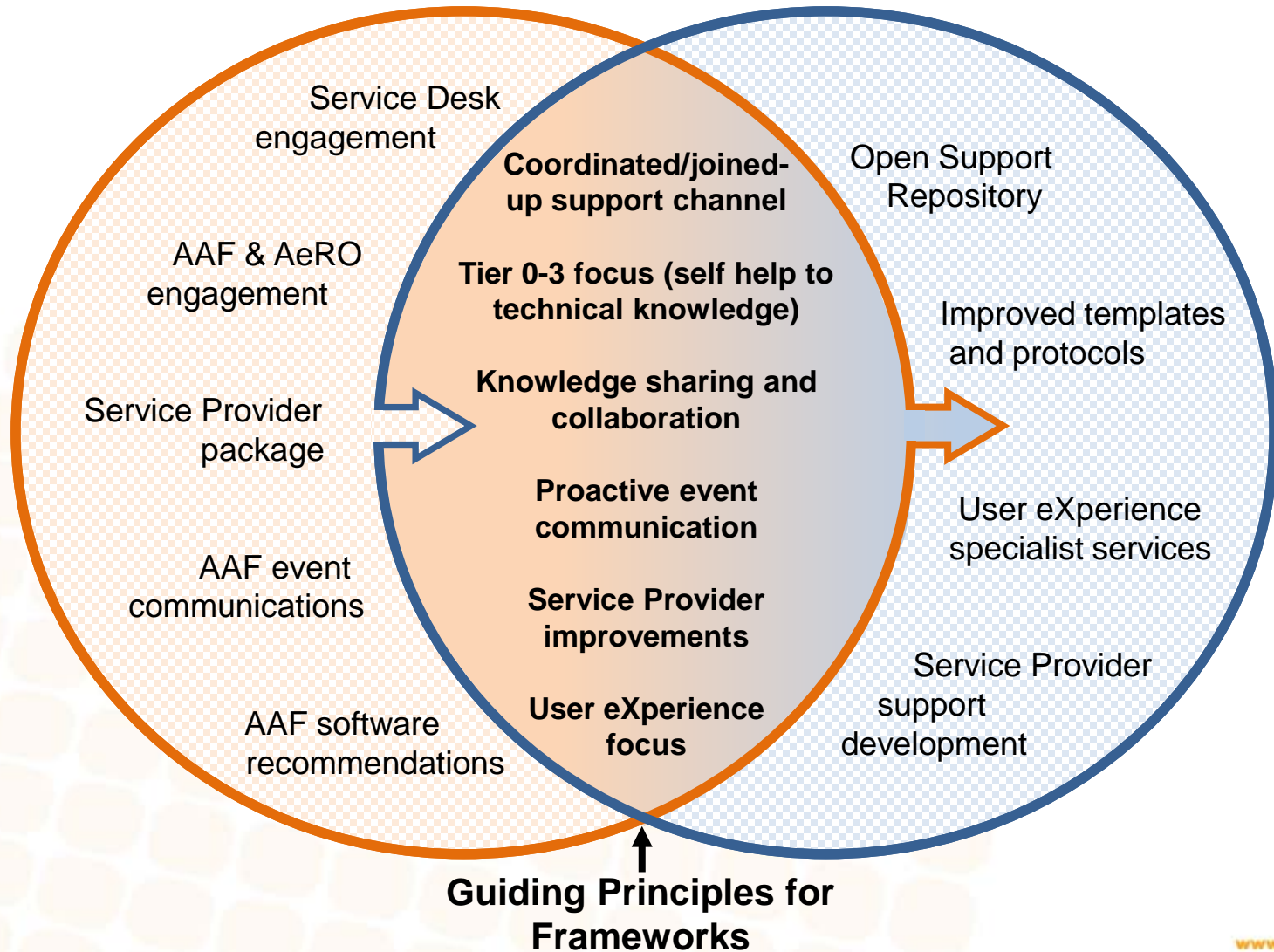


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AAF Service Desk Framework

AeRO ICT Support Framework



BENEFITS

- A common approach to get support
- Coordinated and seamless support processes in place
- More trust will form between Researchers and IT staff
- Better focus for researchers
- Access and availability of additional information

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Questions?

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