



Service Description

Version 1.1
20 November 2013

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1.0 Introduction

The purpose of Tuakiri is to provide an access federation mechanism for higher education and research. Students and staff members in a New Zealand university, polytechnic or Crown research institution can use a single username and password to access services in other universities or remote online environments.

The goal of Tuakiri is to enhance research collaboration and education in New Zealand by easing the use of online resources in remote locations. This includes:

- e-learning services, such as learning management systems
- research resources, such as portals, collaboration platforms, and grids
- learning service provider content and services, such as library contents and outsourced services
- division of responsibility for maintenance of systems that would otherwise be beyond the resources of one university or institution

Tuakiri is affiliated with TERENA+REFEDs, which is a group of global Identity Federation Operators who share an interest in developing access and identity management technology, policies and processes.

The production Tuakiri service has been developed in partnership with the Australian Access Federation Incorporated, Landcare Research New Zealand, the University of Canterbury and the University of Auckland. The project for the establishment of Tuakiri, New Zealand Access Federation Inc. and service creation was funded by the Ministry of Science and Innovation (now the Ministry of Business, Innovation and Employment).

2.0 The Benefits

The Tuakiri Federation Service provides many benefits: for **Identity Providers**, **Service Providers**, **End Users**, and **Educational Sectors**. It is a good example of a common ICT service, and aligns with the New Zealand Government ICT Strategy on common ICT capability services.

Benefits for Identity Providers (IdPs); typically NZ universities, Crown Research institutes, and technical institutes/polytechnics.

- Easier to comply with regulatory requirements
 - [New Zealand Privacy Act 1993](#) etc.
- Conformance to authentication standards
 - [Authentication Standards | New Zealand Government ICT Directions and Priorities](#)

- Ease of use when accessing services and better service offered to users (more control)
- Can integrate with existing access management systems
- Can use the same access control for all resources
 - Both internal and external
- Fewer support problems (central control)

Benefits for Service Providers (SPs); typically eLearning Service Providers/Publishers, and online content Service Providers

- No need to maintain your own user database
 - Authentication is performed by the IdP
 - Can authorise per institution, role, and/or entitlement
- Reduced user support requirements
- Reduced compliance burden
 - Less storage/processing of personal data
- Accurate implementation of licence conditions
- Users take better care of credentials as they are likely to have only one (or few) login for all resources
- Organisations take better care of assertions if they are centrally controlled

Benefits for End Users

- Much less need to disclose your identity
- Personal data kept between you and your home institution
- Publishers can tailor services better (preferences, etc.)
- Fewer passwords to remember

Benefits for Educational Sectors

- Provides consistency across the sector for federated (distributed) authentication and authorisation
- Improves the user experience
- Pools experience and expertise
- Provides economies of scale for all sectors
- Facilitates sharing of content and collaboration across sectors

3.0 Technology

Tuakiri services are based on SAML 2.0 technology, and a mesh of Identity and Service Providers can exchange SAML 2.0 assertions directly. The SAML 2.0 software implementation in use by Tuakiri is Shibboleth from the Shibboleth Project, which is widely used by globally leading universities and research institutions for access federation.

4.0 Participation

Participation in the Federation is available to organisations and institutions, which undertake or support education, research or research and development in New Zealand, including:

- Tertiary Education Institutions, such as universities, polytechnics and vocational education institutions.
- Government, Commercial Research Institutions (e.g. Landcare Research, NeSI, NZGL, REANNZ Services, BlueFern High Performance Computing).
- Government or Commercial Product and Service Organisations delivering products and services to the education and research sector.
- any other entity approved by the Executive Committee from time to time.

Participants will be registered either as Member or as Affiliate (Subscriber) using eligibility criteria determined by the Executive Committee.

The Executive Committee determines the Participant registration process.

5.0 Membership

As a **Member**, you are also a subscriber of the service, and agree to be bound by the Tuakiri Constitution. Becoming a Member gives you the right to participate in meetings of Tuakiri and to have input into how the Federation is run.

As a **Subscriber**, you are simply using a service (Tuakiri) for which you are paying a fee (the subscription) and agreeing to the terms and conditions of the service (the Federation Rules).

If you initially choose to become a Subscriber, you can upgrade to a Member at any time, providing you meet the eligibility criteria and conditions for membership. Both Subscribers and Members have full access to the services of Tuakiri.

6.0 Service Catalogue

Tuakiri is working with the NZ education, science, and research sectors, and the ePublisher Service Providers to identify and enable a number of services. The development of the service catalogue is underway.

Service Provider service terms agreement or license may apply to the end user's institutional access to these services. Please note Tuakiri does not do any commercial or service term agreements with the service providers. The institutions wanting to access any of the services are to follow the existing process with their respective Library Service.

The service catalogue is published on the website under [Services](#) and is continually updated to include new services.

7.0 Fees, payments, and service terms

The participants will pay an annual subscription fee to Tuakiri, New Zealand Access Federation Inc. for usage of the Tuakiri Federation Service for a 12-month term effective from 1 January 2013 through to 31 December 2013.

The Executive Committee determines the annual subscription fee on an annual basis.

The fee enables Tuakiri Service to fund all the operational costs and be self-sustainable, but not for profit.

All payments are to be made by direct credit to Tuakiri, New Zealand Access Federation Inc. The payment details are on the invoice sent out to the institution's CIO, Director/General Manager or Manager IT Services.

Subscriptions from **28 June 2013** include an additional one-time joining fee.

Failure to pay the annual subscription fee may result in the Participant being deregistered by the Federation.

7.1 2013 Subscription Fees Schedule

The 2013 Subscription Fees has been revised to include a 5% discount applied the 2012 Fees schedule.

7.1.1 Institution Subscriber: Identity Provider + Services

Subscription Component	2013	Description
Base Annual Subscription Fee	\$7,838	A base annual subscription fee for each subscriber. <i>Includes 1 x IdP Primary, 2 x IdP Secondary, Unlimited Services*. Free Usage of Virtual Home Service.</i>
Fee per each Full-Time Equivalent (FTE) Staff	\$4.99	A fee calculated on the number of Full Time Equivalent Staff employed at the subscriber's institution.
Extra IdP Fee	\$7,838	An additional fee per extra IdP that the subscriber has in the Federation. <i>Apart from the 1 x IdP (Primary) and 2 x IdP (Secondary).</i>

7.1.2 Organisation Subscriber: Service Provider

Subscription Component	2013	Description
Annual fee per service	\$0*	This is a flat fee per service connected to the Federation + VHO Account(s).
Annual fee per IdP	\$7,838	A flat fee per Affiliate IdP in the Federation VHO environment.
Virtual Home as a service	\$0*	Virtual Home account(s) as a service for service providers.

7.1.3 One Time Joining Fee

Subscription Component	2013	Description
One time joining fee	\$3,500	A one-time sign-up fee levied to each new subscriber from 30 June 2012.

**The Tuakiri Executives will review this decision on an annual basis*

8.0 Participant Responsibilities

Participation in the Federation is conditional upon the Participants accepting and abiding by the [Rules for Participants](#), and acknowledging that these Rules are binding and enforceable against the Participants by Tuakiri, New Zealand Access Federation Inc.

The Participant may use the Federation logo in accordance with the Federation logo usage rules as determined and updated from time to time by the Tuakiri, New Zealand Access Federation Inc.

The Participant grants Tuakiri the right to:

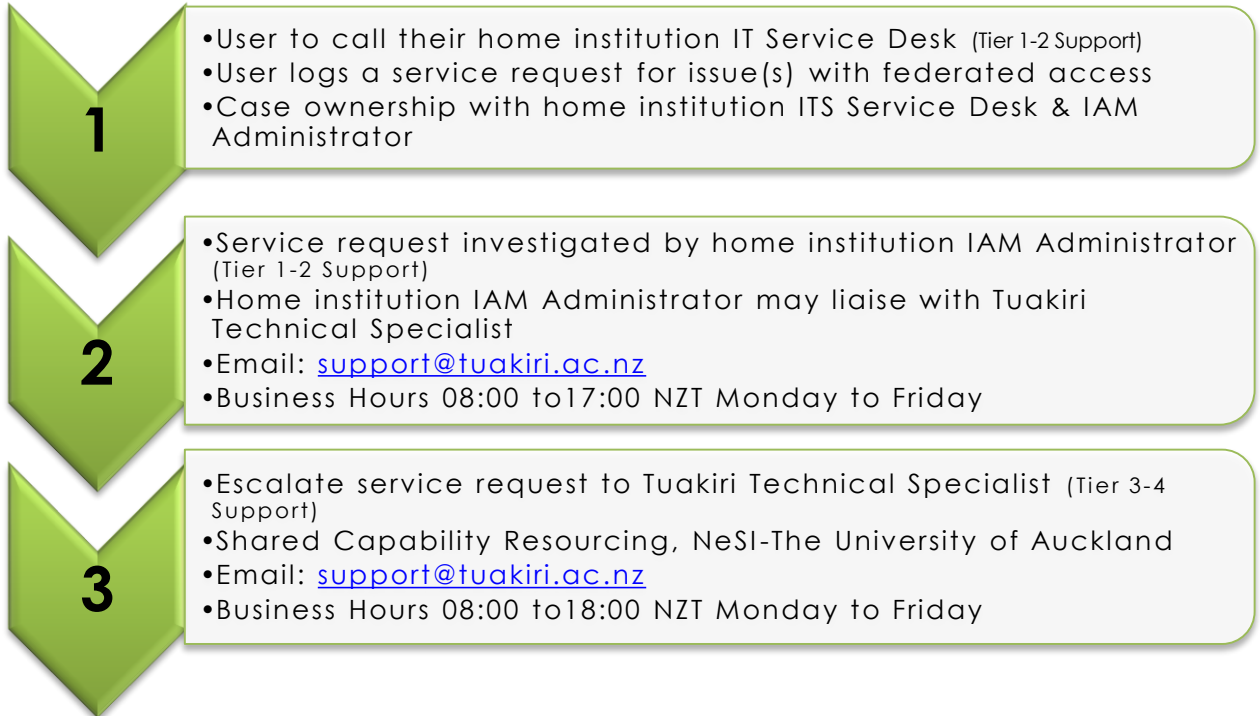
- publish the Participant's name for the purpose of promoting the New Zealand Access Federation; and
- publish and otherwise use and hold the Participant's Metadata for the purpose of administering the operation of the Federation.

9.0 Tuakiri Responsibilities

Tuakiri, New Zealand Access Federation Inc. provides:

- self-service technical guidance on the website www.tuakiri.ac.nz, and
- technical specialist Tier 3-4 support services.

9.1 Service Support Process



Issue(s) resolution, service restored and user close case

All service escalations to go to the Service Manager:

- Email enquiries@tuakiri.ac.nz
- Phone: +64 9 923 1888.