

SWITCH edu-ID migration at UNIGE

Division du Système et des Technologies de l'Information et de la Communication (DiSTIC)

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SWITCH edu-ID migration at UNIGE



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SWITCH edu-ID migration at UNIGE

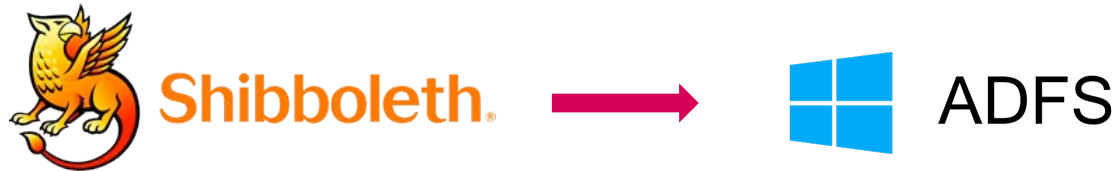
- Project summary
- Migration phases
- Communication planning
- Problems encountered
- Conclusion

Project summary

- UNIGE singularity:
 - All web services authentication was based on SWITCHaa. We had only one SSO domain for all services
 - Migration to SWITCH edu-ID has introduced a second account and has created 2 different SSO domains => this is a regression
- So why did UNIGE migrate some services to edu-ID?
 - Opportunity to unify, in the mid term, the registration process by using the edu-ID accounts
 - Follow the move to be user centric. Students can use a unique account on services at several universities and throughout their entire educational career

Project summary

- Impact of the project on UNIGE Services
 - Web applications with internal audience : Migration from local Shibboleth IdP to internal ADFS IdP



- Web applications with external audience: Migration from local Shibboleth IdP to SWITCH edu-ID



Project summary

Setting up meetings with SWITCH:

- Starting November 2020: every 2 weeks
- Starting January 2021: once per week

How the migration date has been chosen:

- Between 2 semester (at the beginning of a new one)
- At the end of exams period
- Not during summer holidays

Effective migration date : 25 February 2021

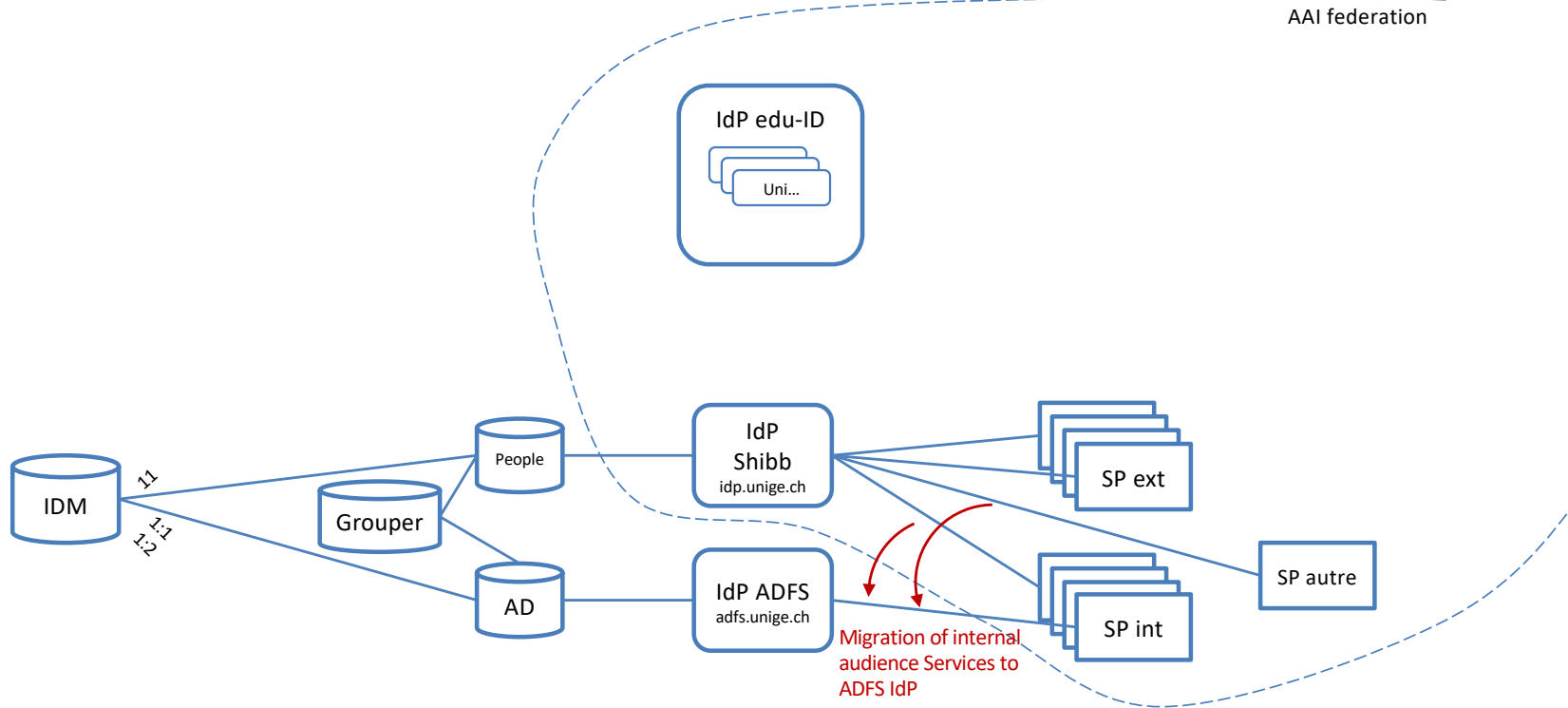
Migration phases

Four different phases:

1. Migration of internal audience Services to internal ADFS IdP (more than 150 SPs impacted)
2. Linking service development
3. Setup SCIM connector at IDM level (push mode)
4. Change IdP Metadata to switch authentication to edu-ID on 25.02.21 (more than 80 SPs impacted)

Phase 1.

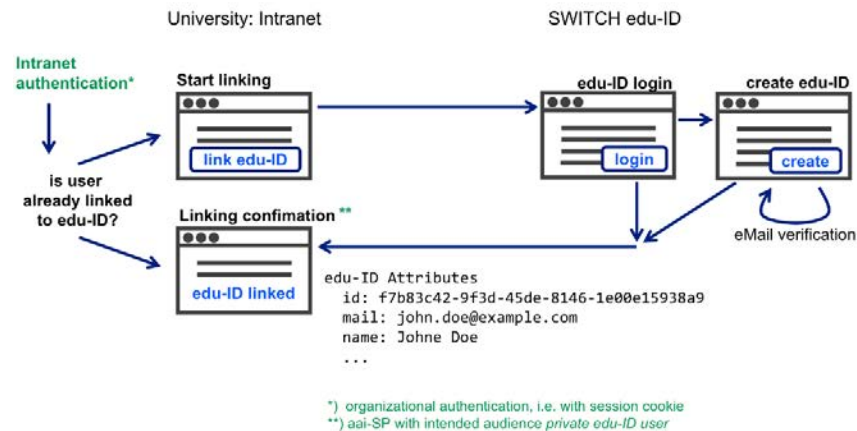
- Migration of internal audience Services to ADFS IdP (more than 150 SPs impacted)



Phase 2.

Linking service development :

- Application used to link UNIGE affiliation with edu-ID personal identity
- Using Organizational Linking Service with SP method



Deshayes Pierre

My UNIGE account (ISIs)

Staff / External account

Login
deshayep

UNIGE email address
Pierre.Deshayes@unige.ch

My contact information

Personal email address
pie***.fr

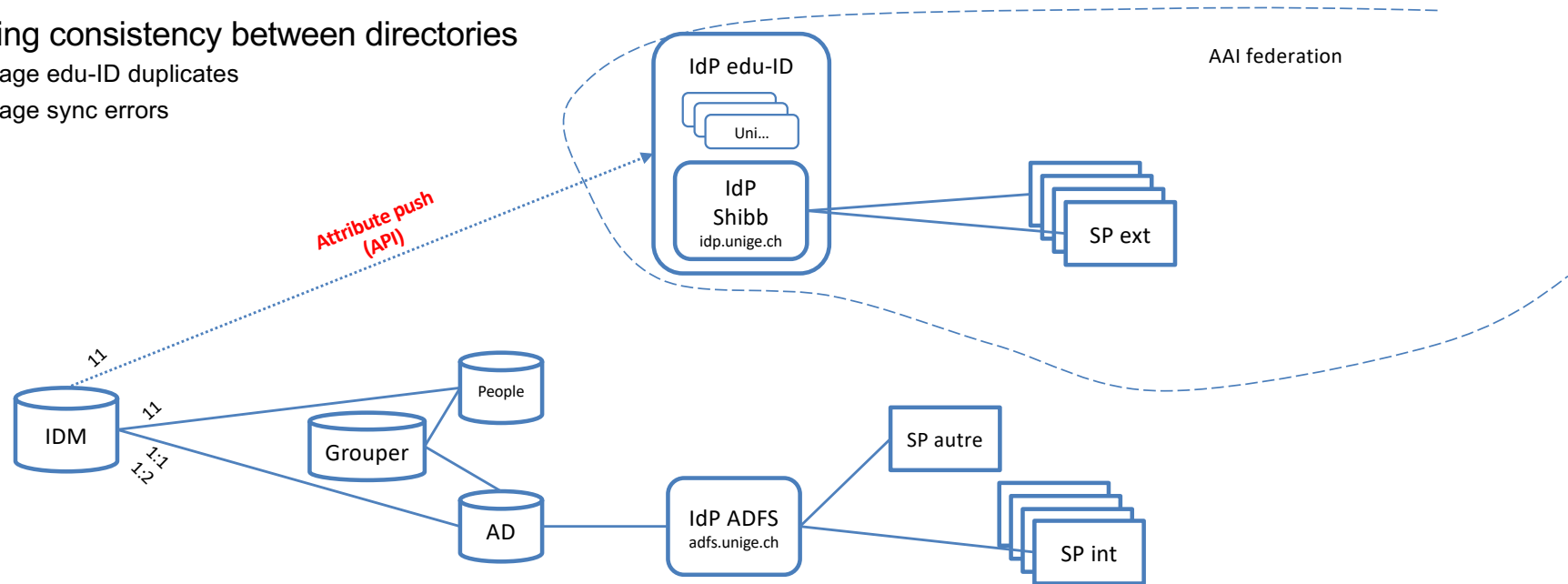
Mobile phone number
+33***754

My SWITCH edu-ID account

- More information on [the SWITCH edu-ID account](#)
- Access [my SWITCH edu-ID account](#)
- Status: UNIGE account linked

Phase 3.

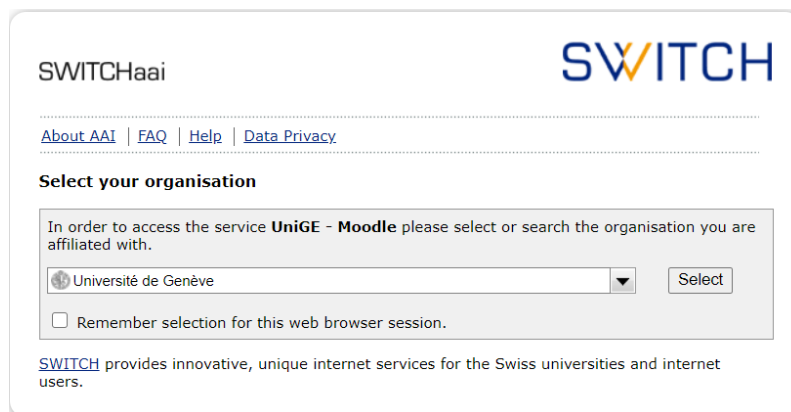
- Setup SCIM connector at IDM level (push mode) :
 - Create a new SCIM (System for Cross-domain Identity Management) connector
 - Use of SWITCH affiliation API
 - Monitoring consistency between directories
 - Manage edu-ID duplicates
 - Manage sync errors
 - ...



Phase 4.

Switching authentication to edu-ID

- Update of IdP UNIGE metadata by SWITCH on 25.02.2021 6:00
- All services using Shibboleth client updated at 7:00 (more than 80 SPs impacted)
- Migration to SWITCH edu-ID done



SWITCHaai **SWITCH**

[About AAI](#) | [FAQ](#) | [Help](#) | [Data Privacy](#)

Select your organisation

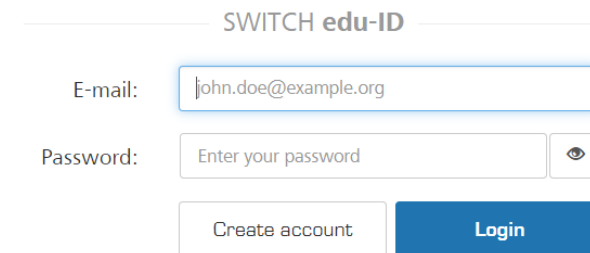
In order to access the service **UniGE - Moodle** please select or search the organisation you are affiliated with.

Remember selection for this web browser session.

SWITCH provides innovative, unique internet services for the Swiss universities and internet users.

Attention, from now on login with your edu-ID.
Additional information can be found on the [UNIGE support page](#)

Service description:
Moodle eLearning platform



SWITCH edu-ID

E-mail:

Password:

[Forgot password?](#)
[Options for personal data protection](#)

Communication planning

The more complex part of the project!!!

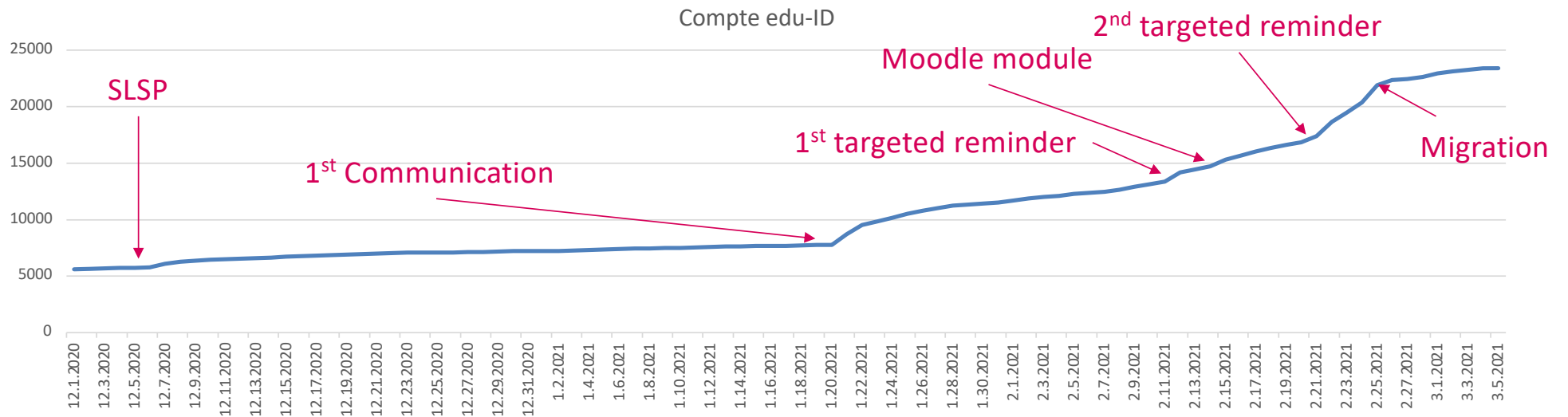


Communication planning

- Choice has been made to have a short communication plan (SWITCH's advice):
 - First at 08.01.2021
 - Last at 22.02.2021 (3 days before migration)
- Types of communications:
 - Global communication emails (announcing edu-ID, linking procedure)
 - Messages displayed on services login pages (Shibboleth IdP, Moodle...)
 - Technical communication to applications managers (test staging IdP)
 - Message about edu-ID displayed on the institutional web site
 - 2 targeted email reminders to users that did not link their accounts

Communication planning

Communication effect on edu-ID account linking



Problems encountered

- External and continuous education users were not included in the initial global communication.
- Consequences of our anti-spam software that caused a lot of support cases for the helpdesks of the university and SWITCH:
 - validation emails for the creation of edu-ID accounts were blocked. (considered as “mass mailing”).
 - edu-ID account password change challenge emails were blocked. (more than 1'700 the migration day)
- Account linking impossible for some users => caused by the absence of an email address in our directory. Mostly affecting external and continuous education users.
- Duplicate SWITCH edu-ID accounts => the person does not use the right account and no linked identity is available for the application.
- Suspended SWITCH edu-ID accounts due to a long inactivity period.

Conclusion

- Choice of the migration date between 2 semesters and not during the summer vacations
 - Very good collaboration with SWITCH
 - The launch of SLSP in December 2020 initiated the creation of edu-ID accounts
 - No major problem occurred with the migration of services
 - We can now work on the registration process with edu-ID accounts
- Very / too long project due to a lack of commitment on our part towards SWITCH
 - Questioning of the migration date although validated by the deputy CIOs
 - Difficulty in choosing a communication plan
 - Adding an additional account for users

