Trust & Identity WG

SWITCH

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What's new @ SWITCH Q2/19

SWITCH

Corporate

- **SWITCH sells switchplus**
  Sold on 12 December 2018 to
  Combell Group
 https://www.swit.ch/combell

Digital Solutions & Coordination

- **SWITCHprocure**
  - The Microsoft Premier Support Service contract was
    successfully renewed
  - G Suite for Education
  procurement@switch.ch

- **SWITCHhub**
  - Pilot phase started successfully in Q1 with Adobe
    Creative Cloud
  https://www.switch.ch/hub

- **Coordination office on scientific information**
  Working Group for detailed concept V2 started
  marco.duetsch@switch.ch

What's new @ SWITCH Q2/19

Security

- **Network/Security-WG Meeting**
  - The annual joint Network-/Security WG Meeting will be on 5th and 6th June

  kurt.baumann@switch.ch

- **Hack The Hacker**
  - The SWITCH Security Awareness Experience

  swit.ch/hack-the-hacker

- **SWITCH Security Blog**
  - Read our Blog

  https://securityblog.switch.ch
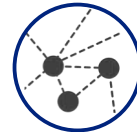
Network

- **Engagement in Innovation & Research Activities**
  - Transmission and distribution of precise time signals
  - Deployment of SCION secure Internet architecture

  For both engagements, we are interested to get to know your thoughts, needs and expectations on these topics.
  stephane.racine@switch.ch

- **SWITCH IoT ecosystem**
  - SWITCH is partner of the first asut IoT conference on 2 April 2019, Kursaal, Bern
  - SWITCH creates a base for a strong IoT ecosystem in partnership with ONIA

  www.switch.ch/stories/iot-day-2018/

What's new @ SWITCH Q2/19

Trust & Identity

- **SWITCH edu-ID**
  - More than 100'000 users since end of February
  - University of Lucerne and Distance University have adopted SWITCH edu-ID
  - Two-Step Login is the first MFA solution for the SWITCH edu-ID
  - SWITCH contributing to national E-ID law-making and supporting FIDES to set up identities for Swiss schools

- **Identity Blog**
  - Read our Blog
    identityblog.switch.ch

Infrastructure & Data Services

- **SWITCHengines**
  - storage and backup solutions taking up speed; Long term storage project initiated
  - Virtual Privat Cloud service expanding
  - Container service 2019 in pilot phase
  - New GPU pool ramped up in Q1 2019
  - qualified for SNF and Innosuisse funding
    konrad.jaggi@switch.ch, switch.ch/engines

Collaboration

- **SWITCHdrive**
  - new collaboration functions thanks to OnlyOffice integration (real-time collaboration, no office license or installation required, access via desktop client, browser or mobile application)
    urs.schmid@switch.ch, switch.ch/drive

Agenda (morning)
09:45 Arrival, Coffee (all)
10:15 Intro, Logistics (Res)
10:20 SWITCHaai Downtime on 30.3.2019 (Res)
10:25 Relationship between SWITCHaai and SWITCH edu-ID (Res)
10:35 SWITCH Identity Federation : Status & Statistics (Petra)
10:45 SWITCHpki News (Thomas Weller)
10:55 SWITCHaai News: An upcoming change in the attribute structure (Lukas)
11:05 Introducing a hundred SPs at once (Hanspeter Spalinger Uni Basel)
11:30 SWITCH edu-ID concept & benefits (Christoph)
12:00 Lunch, Coffee

Agenda (afternoon)	
13:00	SWITCH edu-ID achievements of the past year (Rolf and Lukas)
13:30	Microsoft integration concept (Christoph)
13:40	Integrating O365 with SWITCH edu-ID (Thomas Bärecke)
13:50	Report about migrating to SWITCH edu-ID (Marco Antonini, UniLU)
14:10	Report about migrating to SWITCH edu-ID (Jörg Andenmatten, Fernuni)
14:30	Coffee Break (all)
14:50	Lessons learned from migrations (Petra and Daniel)
15:00	Development Roadmap & SWITCH edu-ID integration at an organization (Rolf)
15:30	"Who's next?" Project participation - entry points and application (Petra)
15:40	Farewell (Res)

Logistics

- Internet (eduroam)

- Lunch just down one floor

- Toilets down one floor, on each side

- Slides are already downloadable here:

    https://www.switch.ch/edu-id/events/trid-wg-2019/

SWITCHaai Downtime on Saturday 30.3.2019

- The downtime lasted from 09:30 till 17:05 (7.5 hours).

- The cause was human error.

- Most learnings were obvious.

- Immediate measures were taken.

- We informed on various channels.

- See details on the next two slides:

SWITCHaai Incident 30.3.2019 Downtime Report

Timeline, Saturday March 30, 2019

09:30 : SWITCHaai stops working.

09:30 : Monitoring alerts reach five SWITCH members

09:45 : Creation of solutions team initiated

10:15 : Root cause identified with high probability. Resolution plan includes physical presence at head office.

10:30 : Escalation to head of division, takes over incident management

10:42 : First information to customers

12:19 : SWITCHaai phone number staffed

14:10 : Required SWITCH staff arrives at head office from various locations outside Zurich and start resolution

16:02 : Monitoring starts sending notifications about problem resolution

17:05 : Information on all channels (aai-operations mailing list, emergency contacts, ASIUS, FID, Twitter) about problem resolution

Cause

The SWITCHaai[1] trust mechanism includes a CRL file[2] that is distributed with the metadata. This CRL file, of a validity period of 18 months, requires the physical presence of at least two AAI team members for re-validation. They have stored their personal, secret keys at a secret location. This CRL file was not renewed in time by human error as it was assumed that the renewal must be done by April 4, 2019. However, after its expiration on Saturday March 30, the IdP stopped processing authentication requests within the SWITCHaai federation.

Impact

All Shibboleth IdPs within the SWITCHaai federation were affected, whether migrated to SWITCH edu-ID or not. Therefore, no login to any SP was possible. All end users in the SWITCHaai federation were affected. A total of 62 tickets were received and processed during the downtime.

Learnings

- Under all circumstances the SWITCHaai team must make sure that the CRL file is updated a safe amount of time before it expires.
- SWITCH must establish a status page for its services, where SWITCH customers can access information about the progress of incident resolution (remark: due to the lack of a suitable and easily accessible webpage, status information during this incident was published on the regular SWITCHaai webpage).
- Make sure the SWITCHaai phone number is staffed during the incident, also outside office hours

2.4.2019
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The team