Relax & Listen to Peers!

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MEET...

Ethan Kromhout

- Loves hiking in the Western US and Canada
- IT is a second career, first was pastry chef

Charise Arrowood

- Enjoys everything about photography
- National Junior Bowling champion

With collaboration from Celeste Copeland

- Huge Twin Peaks fan
- Has met 15 cast members (and counting)
Inquiring minds want to know...
SUPPORT EXPECTATIONS

• Answer questions
• Knowledgeable Collaborator
• Provide guidance on next steps for me to solve the problem
• Implement a solution
• Provide direction/opportunity with training & knowledge share
• Help with unexpected critical needs during business day
• Help with unexpected critical needs during evenings & weekends
• Response in a timely manner
Inquiring minds want to know...
AVAILABLE OPTIONS FOR SUPPORT

Community

- Email Distribution Lists
- Slack
- Training
- Working Group Collaboration
- Blogs/Articles
- Peers
- Catalysts

Vendor Opportunities

- Support program options
- Options for Service Level Agreements
- Responses & Guidance
- Issue Resolution
- Hands on Consulting
- Strategic Staffing
- Evaluations
- Migrations & Integrations
- Knowledge Share/Transfer
Inquiring minds want to know...
Hear From Your Peers Sharing Their Experiences
midPoint

- Upgrade assistance
- Solution for operational issues
  - Issue with stalled trigger scanner
  - Calculation of administrative status
  - Report configuration
- TeamDynamix connector development
Shibboleth

- MFA flow in Shibboleth development
  - Fail open - except for REFEDS
  - Require or Exclude per SP based on Grouper membership
- Session lifetime is for entire MFA flow
  - Not just one part
Grouper

- Requirement for MFA for alumni
  - Introduced large groups (~500k)
  - Performance problems

- Guidance, best practices
  - Cache settings for group memberships
  - Memory resources for loader/daemon process
“An unexpected outage of our open source authentication solution caused a need for after hours/weekend assistance. Unicon’s partnership and knowledge allowed for swift resolution.”

- Dave Packham, Director of Identity and Access Management
Q&A

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