Deployer Workshop
France Telecom Case Study

Alexandre Nolle 7/12/2005
alexandre.nolle@francetelecom.com
France Telecom & Liberty Alliance

- Founding member of the Liberty Alliance in 2001
- Reasons for joining?
  - Growing need to minimize the number of login/passwords for the end-user,
  - Need for user profile sharing between services
  - Proposed models at the time were not satisfactory
    - Centralized Model: only one actor is unrealistic
    - Not privacy friendly
    - Low user-control on personal information usage.
  - Federated model was an interesting approach
- High-level of Participation to the Expert Groups
  - Board / BMEG / TEG
  - Inputs for Operator specific requirements (Marketing & Technical),
  - Active participation to the specification
From Standardization to Deployment

Vision:
- From an account-centric to a user-centric model
- Customer is at the heart of his personal universe
- Increase customer satisfaction by breaking the boundaries between the service offers

2 challenges
- Creating a community of Service Providers for the group
- Ensuring the success of the "integrated operator" strategy by enabling synergy between the FT group Business Units
Creating a community of Service Providers

- Simplify and Harmonize the integration of a new Service Provider
  - From one specific integration per Business unit to one standard integration.  
    *Only one development for the partner*

- Consolidate existing third party services catalogs across 7 countries (Orange)
  - From one platform per country to one central service platform

*WE NEEDED A STANDARD*  
*..... WE NEEDED [LIBERTY ALLIANCE PROJECT]*
Identity federation for the "integrated operator"

- Need to simplify access for our customer to all France Telecom services
- Need to create combined « convergent » offers
  - Synergy between the existing offers
  - Efficient and high quality user experience through SSO

IDP 2 IDP Federation is the solution

WE NEEDED A STANDARD ...
WE NEEDED
Why Liberty?

→ Only Existing Standard for Federation
  ● Secure and Privacy friendly

→ Adapted to specific operator requirements
  ● LECP, Authentication contexts, …

→ Existing products with proven interoperability
  ● Liberty Alliance Conformance Program
  ● Cost of integration and testing minimized with SPs

→ Existing open source libraries
  ● Simple to integrate & cost effective for a partner

=> France Telecom Executive Committee decided to use Liberty ID-FF for the group in early 2004.
 Deployments

- FT Identity Management Systems are Liberty ID-FF compliant
  - Wanadoo Liberty-enabled platform is deployed
    - used by WHA Micropayment service (see next slides)
      - User is billed on his Wando account
      - Legacy SSO system didn't support this use case for a Wanadoo user in a mobility context.
  - Deployment soon for the other Business Units

- Liberty SP Kit is being elaborated by FT to ease integration for new service partners

- iCAP LEP product developed with a partner
  - Deployment planned in Orange access architecture in 2006
Wanadoo and micropayment service Liberty integration
Wanadoo and micropayment service Liberty integration
Orange: SSO for a central service platform

Orange provides a technical framework:
- Content adaptation
- Mobile & web portal
- Access to Orange enablers (SMS, MMS, location, etc.)
- Billing integration

Orange provides some branded services:
- Communication services
- Business services
- …

Liberty SSO for partner services integration
Orange IdP

Internal SSO for internal components

Service provider X

Service provider Y

Service provider Z
Other France Telecom Liberty deployment initiatives

- **Fidelity European Project**
  - Demonstrate technical viability of Liberty approach in a pan-European context
  - Set-up 4 Circle Of Trusts with Telcos as IDPs (Fin, Nor, Fra, Spa)
  - Use-cases involving Identity Federation & Attribute Sharing.
  - 11 organizations
  - Interoperability testing will begin mid-2006.

- **FT participates to the Mon Service Public pilot for ADAE**
Main lessons learned from deployments

- Interoperability is a reality, not just a promise
  - But, important features may be optional for Liberty compliance and therefore not be supported by all products (IDP Proxy, …)

- Some technical & business challenges
  - Single-Sign-On can be difficult to achieve:
    - IDP Introduction mechanisms not easy and may differ between COTs
  - Authentication contexts
    - Agreement on authentication level not easy to set-up
    - Use of Authentication classes or Statement?
  - Federation creation
    - User experience
    - Onetime Identifier versus IDP to IDP federation? Bulk Federation / Dynamic?
  - Session Management:
    - Single-log-out: marketing requirements can differ between interested parties

Finalizing agreements between partners requires some time, … but it’s worth it!
Conclusion

- Liberty is at the heart of France Telecom's strategy on Identity Management
  - Secure, privacy friendly, better user experience for our customers
  - Standard secure infrastructure, Ability to easily affiliate a large number of service providers, reduce maintenance cost for the operator
  - Attractive for the service providers: standard = cost savings, simple access to a large number of customers

- The "Liberty network" need to grow
  - For the end-user benefit,
  - But also for SP and IDP benefits: New business opportunities