



2023 INTERNET2
TECHNOLOGY
exchange

Relax & Listen to Peers!

Ethan Kromhout, Interim Vice Chancellor for Infrastructure & Operations with
University of North Carolina, Chapel Hill

Charise Arrowood, Executive Director of Business Development with Unicon

TABLE OF CONTENTS

- Introductions
- Audience Sharing
- Support Expectations
- Support Options
- Peers Sharing Experiences
- Questions



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



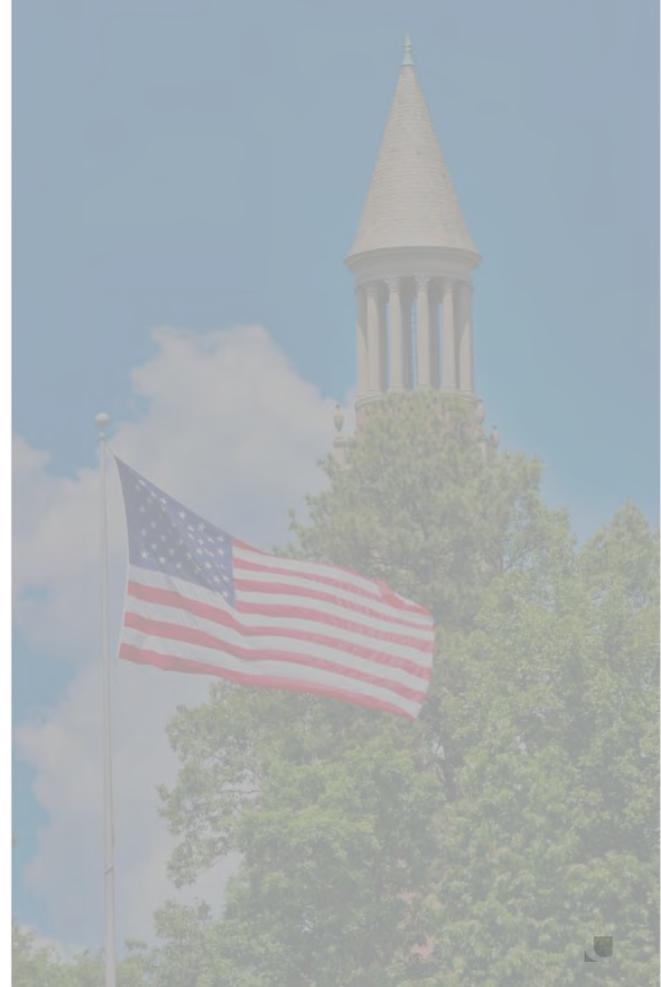


Inquiring minds want to know...

**Hear From Your Peers
Sharing Their Experiences**

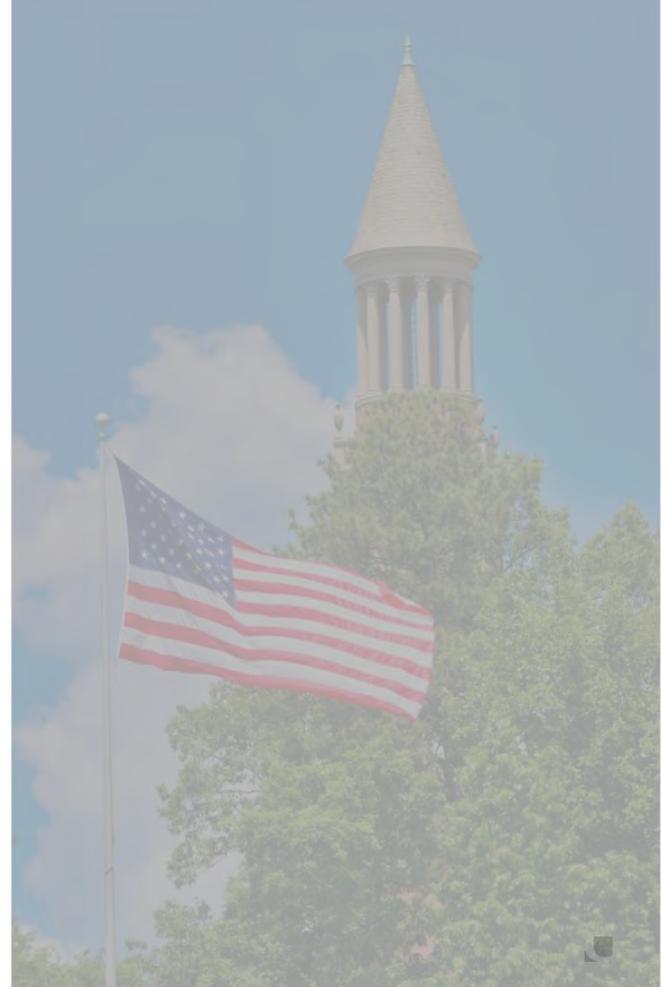
midPoint

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



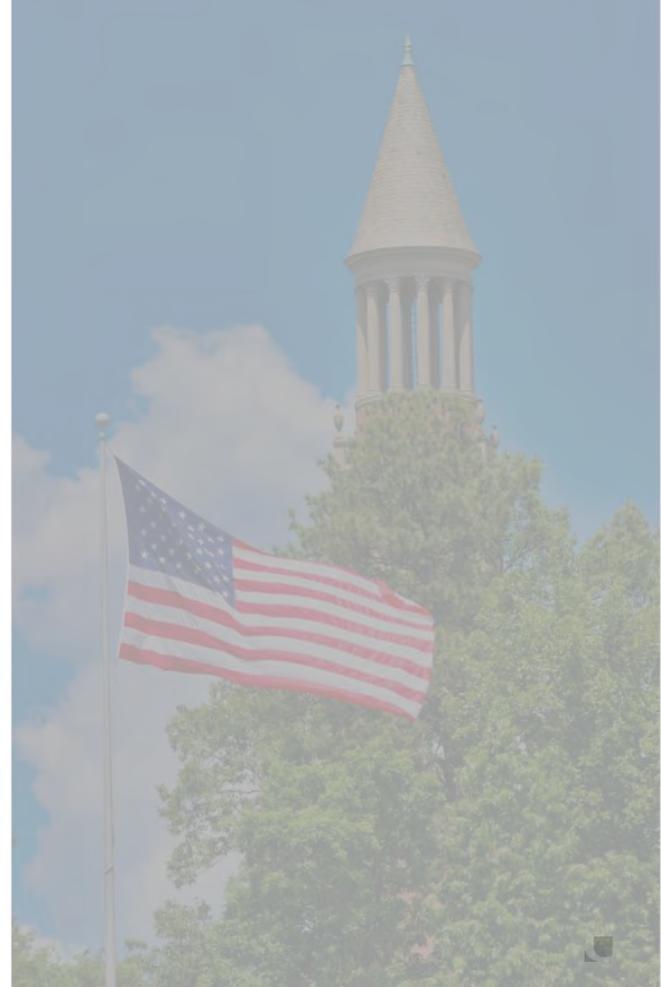
Shibboleth

- 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

Ethan Kromhout
kromhout@unc.edu

Charise Arrowood
carrowood@unicon.net

 **Unicon**[®].net



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL