Identity Management and Operator Perspectives

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Identity Management and Operator Perspectives

- Introduction
- The different Identity challenges from an operator perspective
- Standardisation as a key of success
- Conclusion
New paradigme-Environment

- Customer is at the heart of his own personal universe
- His personal universe covers:
  - His login/passwords to authenticate,
  - His different identifiers (joignability identifiers…)
  - User data that he wants to share on blogs, like photos, videos
  - User data that are used to benefit from enriched community services (location information, presence information…)

- User data are stored in different places, operator network, service providers

- Hence, Protection of the user sensitive data is key
Identity-
different challenges from an operator perspective
Identity-What does it cover?

- Identification of the user (MSISDN, SIP URI, aliasing...),
- User authentication for the access to a service
  - authentication of the user at different levels (network, service platform...)),
  - Single-Sign-On (SSO)
- Sharing of information about the user
  - both network information and service information..., 
  - both internally within an operator domain and towards the 3rd parties
- Including privacy management aspects

**Identity is an end-to-end problematic**

- The identity management is linked and used for self-care, provisioning, charging.
Identity – challenges from an operator perspective
integrated operator vision

**Identity is end-to-end:**
- Need to ensure a end-to-end consistency of the identity management (from the SIM, device, to the network (Home network, access/core networks), to the service platforms, to the service providers).

**Integrated operator vision**
- Ensure the success of the « integrated operator » strategy by enabling synergy between the FT group business units
- Need to simplify access for our customers to all France Telecom services
- Need to have an aggregated view of the FT Customer (of his user data, of his usage of the FT services)
- Consistent data management needs to be ensured

**Our target: customer satisfaction by breaking the boundaries between the service offers !**
Identity-Challenges from an operator perspective offer services through partners

- Have standardised solutions in order to offer services through partners
- Provide a rich catalog of third party services to be available through a central service platform
- Simplify and harmonize the integration of a new service provider
- Consolidate existing third party services catalogs across different countries
Identity-Challenges from an operator perspective
user data

■ Offer flexible identity management to the user
  – Of his data (location, calendar, address book)
  – Of his identities
  – Of his privacy

■ Offer the possibility for the user to expose his data in a privacy, controlled and friendly way

■ Ensure a simple/secured use of the user data to offer him enriched services (enhanced by his location information, by his calendar information…)
Identity-
Standardisation as a key of success
Standardisation is key

- Different standards exist on identity management
  - Addressing different parts/aspects of the identity management
  Convergence of the standards is key

- The Goal is to:
  - Ensure a end-to-end consistency of the identity management standards
    (from the SIM, device, to the network (Home network, access/core networks), to the service platforms, to the service providers).
  - Combine the different standards to build a common identity management framework (e.g. combination of 3GPP GBA, IMS, Liberty Alliance standards)

- Taking benefit of the different tools offered in the different standards (use of IMS interesting identity management capabilities...
Why Liberty as a key standard?

Liberty Alliance as a key standard:

- Existing Standard for federation
- Secure and privacy friendly
- Adapted to specific operators requirements (Authentication contexts, …)

Relies on existing technologies (HTTP / Web services)

Simple to integrate & cost effective for partners

Efficient and high quality user experience through SSO
Liberty and standardisation deployment

- Liberty help Orange regarding main challenges on identity management…
- simplifying access for our customers to all France Telecom services
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
Benefits…

For France Telecom customers
- Secure & privacy friendly
- Optimised user experience thanks to seamless navigation
- Large number of services integrated with FT network capabilities

For France Telecom
- Secure, standard and reliable SSO infrastructure
- Ability to affiliate a large number of service providers through an attractive offer
- To allow SSO and federation across the FT group

For the service providers
- Cost effective integration
- Based upon a standard technology
- Large number of customers through a central deployment
Conclusion

- Need standard adoption and especially on Liberty: We need more operators and service providers to adopt this standard
  - For the end user benefit,
  - But also for SP and operators benefits: new business opportunities

- Consistent identity management across different networks, different service platforms and services is key
Thank you