

Deployer Workshop

France Telecom Case Study

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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 Wandoo 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

The image shows a composite of three browser windows illustrating the integration of the Liberty micropayment service with Wanadoo.

- Top Left Window (L'EQUIPE.FR):** Displays the checkout process with the heading "ACHETEZ LE QUOTIDIEN EN LIGNE". It offers two payment systems: "PAR CARTE BANCAIRE SECURISE" (secured by Visa, Mastercard, etc.) and "PAIEMENT A L'ACTE" (pay as you go). Under "PAIEMENT A L'ACTE", it lists "wanadoo" (Abonnés Wanadoo), "club-internet" (Abonnés Club-Internet), and "france telecom orbeo" (Abonnés ORBEO). A "Liberty" logo is visible at the bottom right of this window.
- Top Right Window (quidonc):** Shows search results for a phone number "0296912764". It indicates "1 inscription(s) trouvée(s) correspondant à : 0296912764" and provides "Acheter" and "Annuler" buttons. The service is priced at "0.529 Euro TTC/mn".
- Bottom Left Window (Wanadoo):** Shows the checkout page for "L'EQUIPE.FR". It includes a "Service Payant" section with a "Liberty" logo and a price of "0,17 € TTC (1,11 FF)". The page also features a "Comment envoyer un message ?" section with a form and a "Validé après chaque numéro" section.
- Bottom Right Window (Wanadoo):** Shows the login page with the heading "Pour accéder aux services payants, Entrez votre adresse de messagerie et votre mot de passe :". It includes input fields for "Mon adresse" (with "@wanadoo.fr" pre-filled) and "Mon mot de passe", along with "Valider" and "Annuler" buttons.

A large, diagonal watermark "Liberty Id-FF1.2" is overlaid across the center of the image, with arrows pointing from the watermark to the "Acheter" button in the Quidonc window and the "Liberty" logo in the Wanadoo checkout window.

Orange: SSO for a central service platform



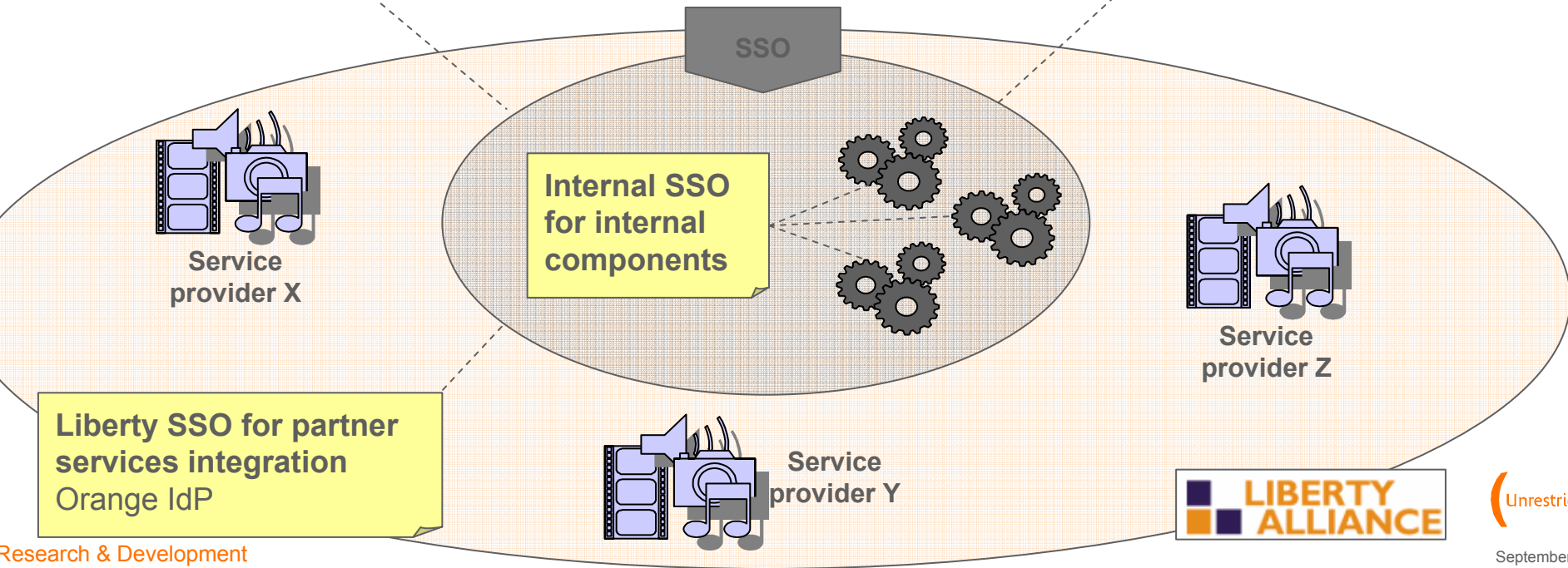
Orange provides a technical framework:

Content adaptation
Mobile & web portall
Access to Orange enablers (SMS, MS, location, etc.
Billing integration



Orange provides some branded services:

- Communication services
- Business services
- ...



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
 - Prefer Simplified-Sign-On ? User-experience impacted.
 - 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

