

Program	Recurring Activities	Mapped Strategy
Daily Federation Operations		
	participant Executive validation	
	participant Site Admin onboarding	
	participant Cert RAO onboarding	
	password resets	
	metadata RA verification	
	metadata signing, testing, publishing	
Daily Business Operations		
	Contract Negotiation	
	Signed Contract Review	
	Legal counsel involvement if necessary	
	New Org intake (validate Org, process, etc)	
	Issue Invoices	
	Track Accounts Receivable & Ensure Payment	
	L1 Customer Support	
	L2 Technical Support (does currently exist, despite rumors to the contrary)	
Governance		
.....Steering	Strategy, Discussion, Documentation, Flywheel, Scribe, Support	
.....TAC	Strategy, Discussion, Documentation, Flywheel, Scribe, Support	
.....AAC	Strategy, Discussion, Documentation, Flywheel, Scribe, Support	
.....Working Groups	Chair, Participation, Documentation, Flywheel	
Community Engagement		
	Identity Week (REFEDs, ACAMP, CAMP)	
	Shib Training/SAML Training	
	IAM Webinar series	
	Affiliate Webinar series	
	Working Group Webinars (still?)	
	Community presentation and outreach coordination	
EduPerson		
Groupier		
Shibboleth Consortium		
COmanage/CoCoA		
CIFER		
InCert		
Services		
.....Certificates	Relationship, Service, Community Management	
.....Duo Security	Relationship, Service, Community Management	
.....SafeNet	Relationship, Service, Community Management	
.....eduroam	Relationship, Service, Community Management	
.....DocuSign	Relationship, Service, Community Management	
.....Assurance Program	Relationship, Service, Community Management	
.....Affiliate Program	Relationship, Service, Community Management	
.....Pipeline & Policies of incoming T&I services	Relationship, Service, Community Management	
Net+ Identity Integration across ALL Net+ services		
Strategic Relationships & Engagement:		
	Apple, Google, Microsoft, Facebook: Strategy and Sustained Engagement	
	Identity associations (IIW, IETF, OASIS, IDESG, ...)	
	Government Relations (NIH, NSF, FICAM, NASA, NSTIC)	
	REFEDs	
	EDUCAUSE	
	AACRAO, PESC, NACUBO, NACUA, ...	
Grants: Privacy, MFA, Accessibility, etc.		
Other Federation		
	DR, policy mgt	
	Disaster Recovery architecture, planning, readiness	
	Policy: ongoing review & maintenance	
HR		

Program	Recurring Activities	Mapped Strategy
	Staff	
	Contracted Assigned Staff	
	Consultants	
Other Business Operations		
	Budgeting	
	Forecasting	
	Expense Approvals	