



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:**
 - login/passwords to authenticate,
 - 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-What does it cover?

- 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 accross 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...)

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 ?

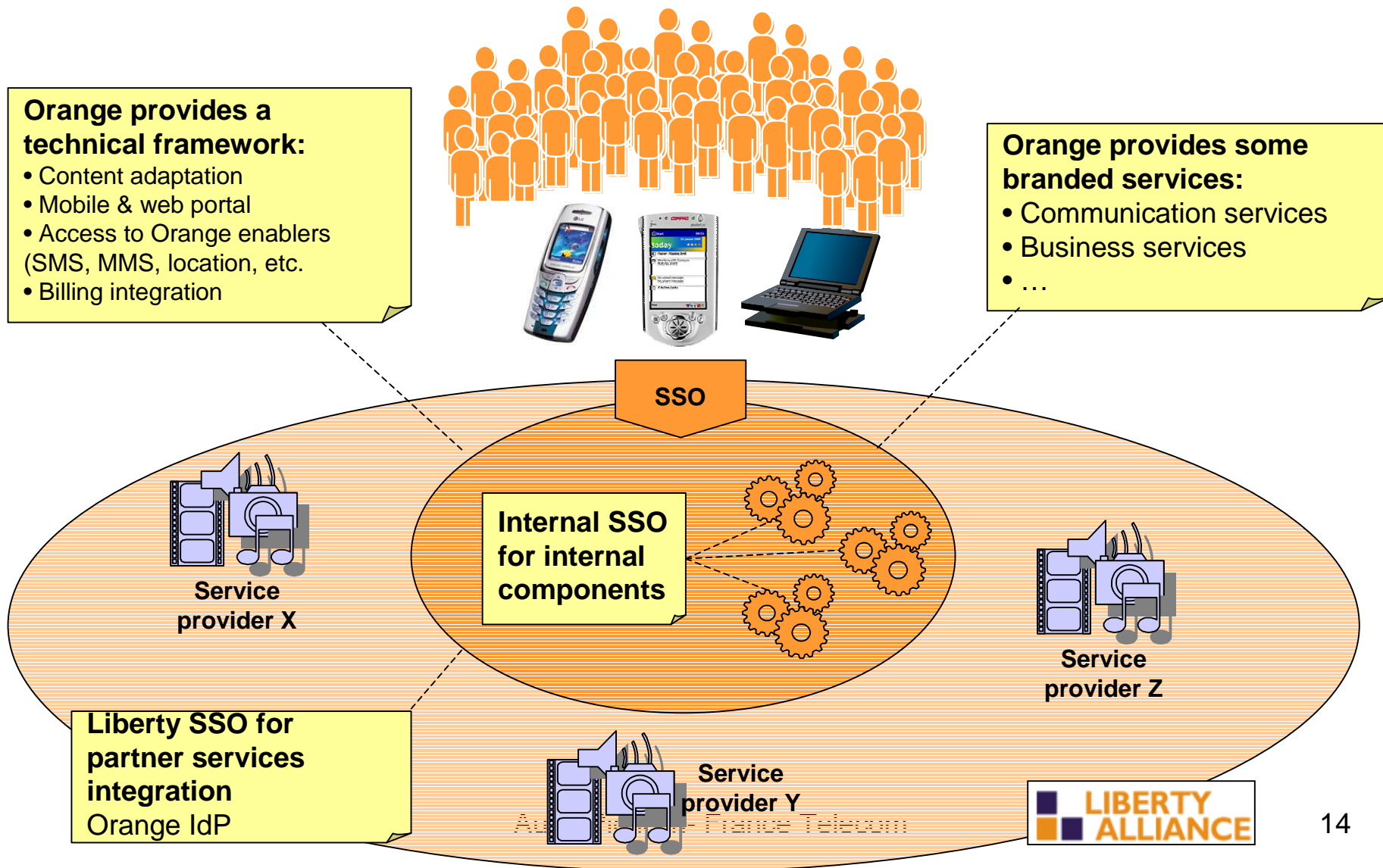
- **Liberty Alliance as a key standard:**
- **Existing Standard for federation**
 - **Secure and privacy friendly**
- **Adapted to specific operators requirements**
 - **Authentication contexts,...**
- **Relies on existing technologies (HTTP / Web services)**
- **Simple to integrate & cost effective 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



Benefits...

- **For FT customers**
 - **Secure & privacy friendly**
 - **Optimised user experience thanks to seamless navigation**
 - **Large number of services integrated with FT network capabilities**
- **For FT**
 - **Secure, standard and reliable SSO infrastructure**
 - **Ability to affiliate a large number of service providers through an attractive offer**
 - **To allow SSO and federation accross 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 more from the standards perspective to define an end-to-end identity framework
- 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

Contact details

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