

AOL Concordia Use Cases

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Agenda

Historical Background

AOL's Perspective

Use Cases

Historical Background

Customer has always been first

AOL users skew toward less tech-savy

Started with closed identity: one client, one host

- Identity was all about dial-up users and supporting multiple identities as part of a single account

Added many additional “kinds” of identities

- AIM, ICQ, ONS, ...

Complexity impacts on identity infrastructure

AOL's Perspective

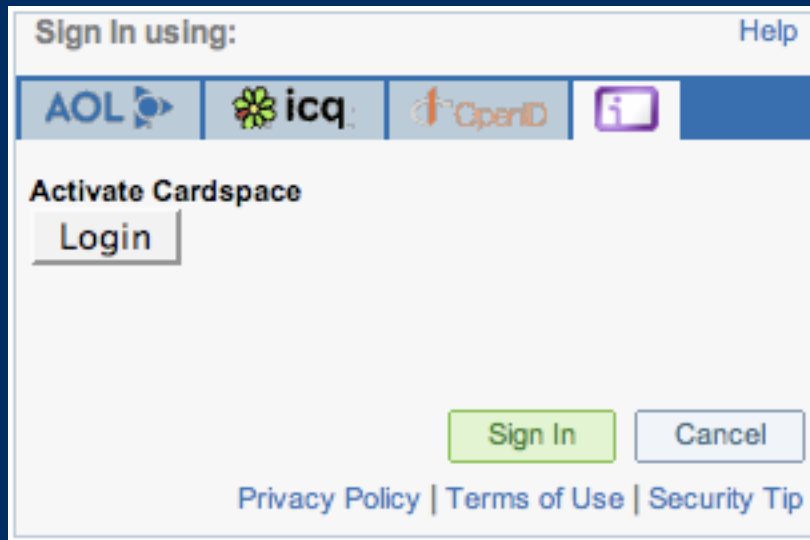
Open AOL

- Seamless user experience
- Protect the user
- Multi-client, multi-host
- Support 3rd party services
- Support 3rd party identities

Looking to standard protocols to simplify implementation and integration

Unfortunately the existing standards don't currently work well together for the consumer

Current consumer confusion



Use Cases

Seamless Sign-In/Sign-Out experience

- Consumer should be able to login once and be able to seamlessly be authenticated (under user control) to any desired web site

Identity Agents to hide protocol issues

- Leverage identity agents to provide the seamless experience across web sites/apps that use different identity protocols

Service invocation across protocols

- Use a consumers authenticated session to invoke identity based services regardless of protocol

Seamless Sign-In/Sign-Out experience

Bob turns on his computer to check his upcoming class schedule

Bob uses his university ID and SAML IdP to login to the web site

- Bob probably doesn't know he's using SAML

Bob notices that his math exam has been moved to Friday

With some extra time on his hands, Bob decides to write a story for fictions

Seamless Sign-In/Sign-Out experience

Bob “points” his browser to the ficlets site and is seamlessly logged in

Bob writes his story and then logs out

Bob is logged out of both ficlets as well as his university authenticated session

Identity Agents to hide protocol issues

Alice wakes up Monday morning ready to face the day

She fires up her computer and logs into her OS user account

The first task of the day is to check email

- The email client invokes Alice's identity agent to authenticate Alice to her email provider
 - Email could be web based or client based

Identity Agents to hide protocol issues

Alice authenticates by selecting one of her existing identities

- Authenticating to the OS unlocked (to her identity agent) her previously stored identities
- The selected identity was provisioned by Alice's online identity provider
- No password or pin is required because the credentials are unique to the identity and device

Alice reads her email and sees a message from a friend recommending a cheesecake recipe

Identity Agents to hide protocol issues

Alice clicks the link in the email which opens her browser

As the browser loads the page, it notices that the site supports OpenID

The browser communicates with the Identity Agent and determines that Alice's currently authenticated identity also supports OpenID

The Identity Agent asks Alice if she would like to sign into the web site using her current identity

Alice goes ahead and signs into the site using the current identity

Identity Agents to hide protocol issues

Since this is the first time Alice has logged into this web site, the Identity Agent presents to additional options for Alice

- Remember the mapping between identity and web site
- Automatically sign in the next time Alice goes to this web site

Alice chooses to remember the identity mapping between the identity and the web site, but not to automatically sign on

Service invocation across protocols

Alice wants to try AOL's streaming radio client

However, Alice doesn't have an AOL account

Alice notices that she can use her existing OpenID with the radio client

Alice downloads and installs the client

Alice provides the client her OpenID

After authenticating to her OpenID provider, Alice is able to listen to the radio streams

- AOL radio API uses Liberty ID-WSF

Questions

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