

Canadian Access Federation (CAF): Technical Support Contacts

Purpose

This document allows you, as your organization's Primary Technical Support Contact, to designate individuals who will, in addition to yourself, have authority to engage with the CAF team on service configuration and implementation.

You may designate a Technical Support Contact to only have access to support a particular service or to support all services on behalf of your institution.

The Technical Support contacts will have the ability to do the following:

Federated Identity Management:

- ✓ Engage with the CAF team for service configuration and implementation.

eduroam:

- ✓ Engage with the CAF team for service configuration and implementation
- ✓ Access and grant access to eduroam configuration tools
- ✓ Access eduroam reporting tools

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The “Services Supported” are defined as follows:

1. **All CAF services** (FIM and/or eduroam)
2. **FIM IdP only**
3. **FIM SP only** (*if only specific service(s), please identify*)
4. **FIM IdP and SP** (*if only specific service(s), please identify*)
5. **eduroam** (*all eduroam services*)

Services Supported	Contact Information	Keep	Remove	Updates Required
All CAF services	Name: Erik Antoniuk Title: Network Technician Email: eanтониuk@rrc.ca Phone: 204-949-8362	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
All CAF services	Name: Mark David Title: Network Technician Email: mdavid84@rrc.ca Phone: 204-631-3425	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
All CAF services	Name: Landen Johnson Title: Senior Network Analyst Email: ljohnson57@rrc.ca Phone: 204-632-2051	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
All CAF services	Name: Keith Delisle Title: Senior Network Analyst Email: kdelisle@rrc.ca Phone: 204-949-8520	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
All CAF services	Name: Duetime Akhidime Title: Senior Network Analyst Email: dakhidime@rrc.ca Phone: 204-632-2487	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Please note: It is your responsibility to notify the CAF team (caf@canarie.ca) if there are any changes to Technical Support contacts as soon as they occur.