

Discovery workshop

- Identity and Access Management
- Portal Consolidation

17 April 2023



1. Welcome

Ulrika Lindholm

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture.

We pay respect to their Elders past, present and emerging.

Agenda

#	Time (AEDT)	Format	Topic	Presenter
1	1:00 – 1:05pm	Joint plenary session	Welcome	Ulrika Lindholm
2	1:05 – 1:30pm		Introduction: <ul style="list-style-type: none"> Objectives Workshop outline Example of output: Recap on IDX discovery phase IDAM and PC initiatives overview 	Andrew Bell Ulrika Lindholm Sateesh Kumar Phil Hayes
3	1:30 – 3:00pm	Parallel breakout sessions	Technical Focus Group - IDAM <ul style="list-style-type: none"> Mural board walk through Industry pain points and benefits workshop 	Satheesh Kumar, Simon Tu
			Business Focus Group - IDAM <ul style="list-style-type: none"> Mural board walk through Industry pain points and benefits workshop 	Andrew Bell, Phil Hayes
	3:00 – 3:15pm	COFFEE BREAK		
4	3:15 – 4:15pm	Parallel breakout sessions	Technical Focus Group - PC <ul style="list-style-type: none"> Industry pain points and benefits workshop 	Satheesh Kumar, Simon Tu
			Business Focus Group - PC <ul style="list-style-type: none"> Industry pain points and benefits workshop 	Andrew Bell, Phil Hayes
5	4:15 – 4:30pm	Joint plenary session	Workshop Close <ul style="list-style-type: none"> Summary Next steps 	Andrew Bell Ulrika Lindholm

Appendix A:
Competition law
meeting protocol

Appendix B:
Workshop schedule

"Please note that this meeting will be recorded by AEMO and may be accessed and used by AEMO for the purpose of compiling minutes. By attending the meeting, you consent to AEMO recording the meeting and using the record for this purpose. No other recording of the meeting is permitted"

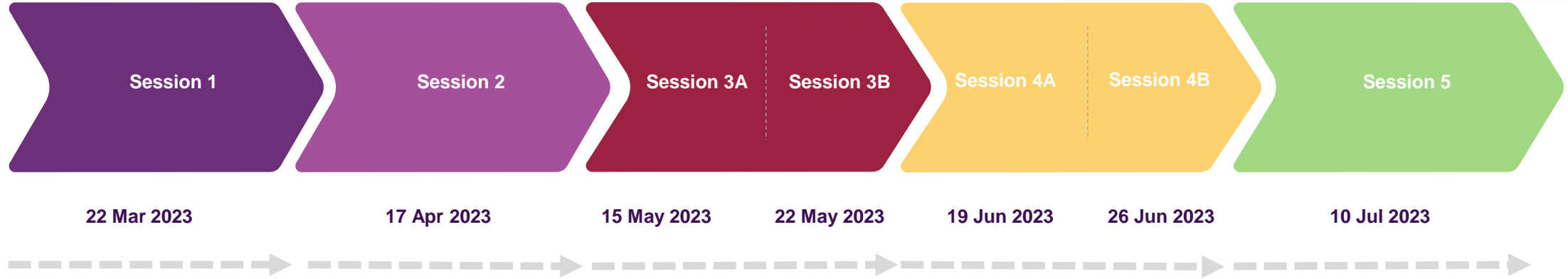
2. Introduction

Objectives of today's session

Andrew Bell



Industry Consultation



Session	Introduction – IDX, IDAM & PC	Discovery Workshops – IDAM and PC	Target State Discussion	Transition Strategy	Conclusions and Business Case
Agenda*	<ul style="list-style-type: none"> Introduce initiatives Outline workshop plan 	<ul style="list-style-type: none"> Pain points and benefits Survey 	<ul style="list-style-type: none"> Concept walkthrough 	<ul style="list-style-type: none"> Transition Strategy Impacts & Benefits 	<ul style="list-style-type: none"> Summary Options
Audience		 	 	 	

Objective of today's session

A base level of understanding of the drivers behind the Foundational and Strategic initiatives Identity and Access Management (IDAM) and Portal Consolidation (PC), for industry and AEMO, is required as a foundation for a business case.

To this end, this workshop aims to:



Provide Focus Group members with further understanding of the initiatives.



Facilitate consideration and understanding of strategic opportunities (improving efficiency, removing pain points).



Facilitate consideration and understanding of potential benefits of pursuing opportunities.



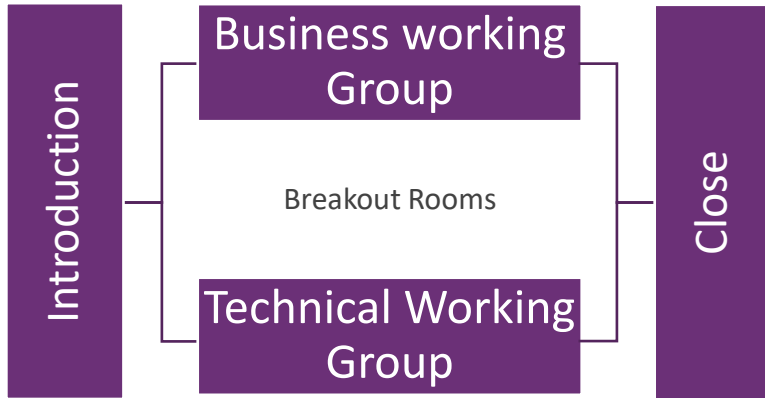
Workshop outline

Ulrika Lindholm
Sateesh Kumar



Workshop Approach

Flow



Principles

- Quantity over quality
- Timeboxing
- Questions/comments can be raised at any time
- Be respectful to others' input
- Please introduce yourself (name & organisation) in verbal and written communications.

Format

- Breakout rooms for deep-dive discussion and input to a digital whiteboard.
- Parallel Business and Technical breakout room to focus on unique perspectives and inputs.
- Facilitated by AEMO, participants use one login throughout.

Digital whiteboard (Mural)

- Questions to help you formulate the response.
- Use of 'sticky notes' to provide input.
- Please include initials and organisation
- Accessed here:
 - Technical Focus Group - [link](#)
 - Business Focus Group - [link](#)

Example of Output: IDX Discovery Phase

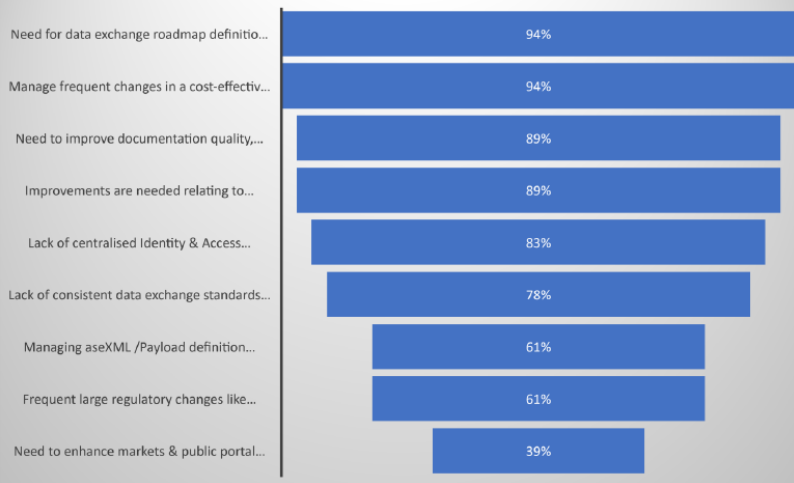
The IDX working group conducted a number of workshops in 2021 on topics such as pain points, capturing qualitative benefits, and discussing transition approach.

IDX Industry Workshops Approach

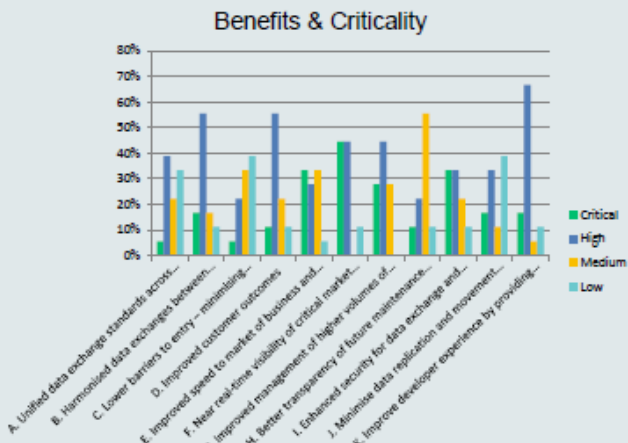


Survey Results

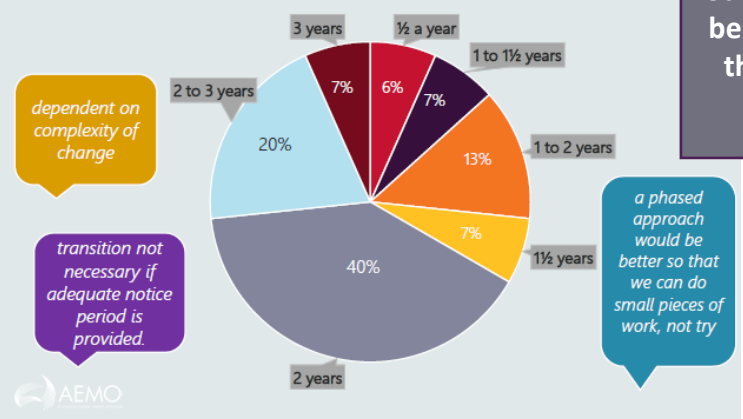
Pain Points Ranking



Survey results showing the criticality of the benefits to Participants' organisation



What is an appropriate timeframe for the transition period?



These Survey results will feed into the Business Requirements Document and NEM Reform Business Case outlining the need and benefits to commence the implementation phase

Initiatives overview

Identity and Access Management
Portal Consolidation

Phil Hayes



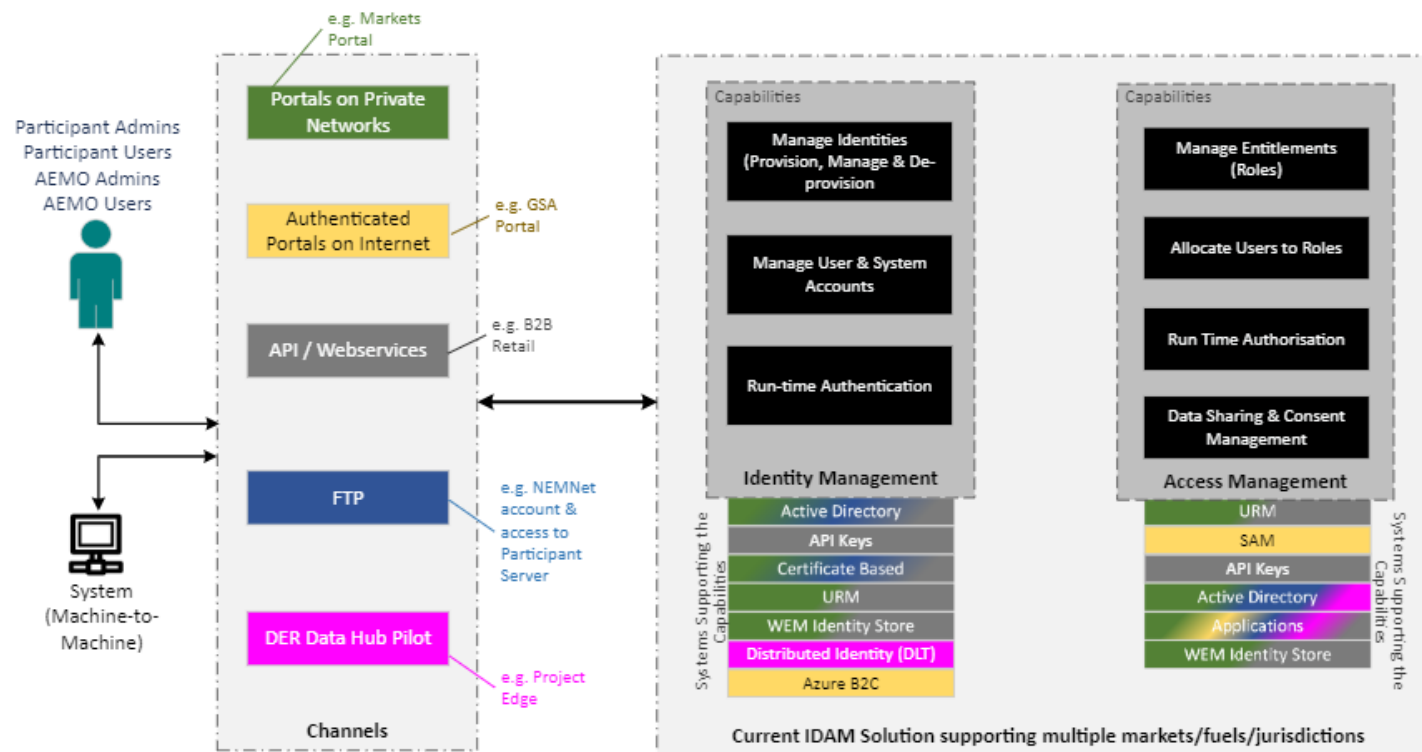
Identity and Access Management Approach


Identity and Access Management: A unified mechanism to authenticate and authorise external identity when accessing AEMO services, consolidating and improving overall cyber security controls.

Problem Statement:

AEMO's Identity and Access Management (IDAM) services are disparate, requiring users to retain multiple sets of credentials in order to access AEMO business services. The legacy IDAM services do not implement best practices in cyber security controls (e.g. multifactor authentication) and are insufficient to meet new industry obligations introduced under the SOCI Act.

IDAM Current State Context Diagram:



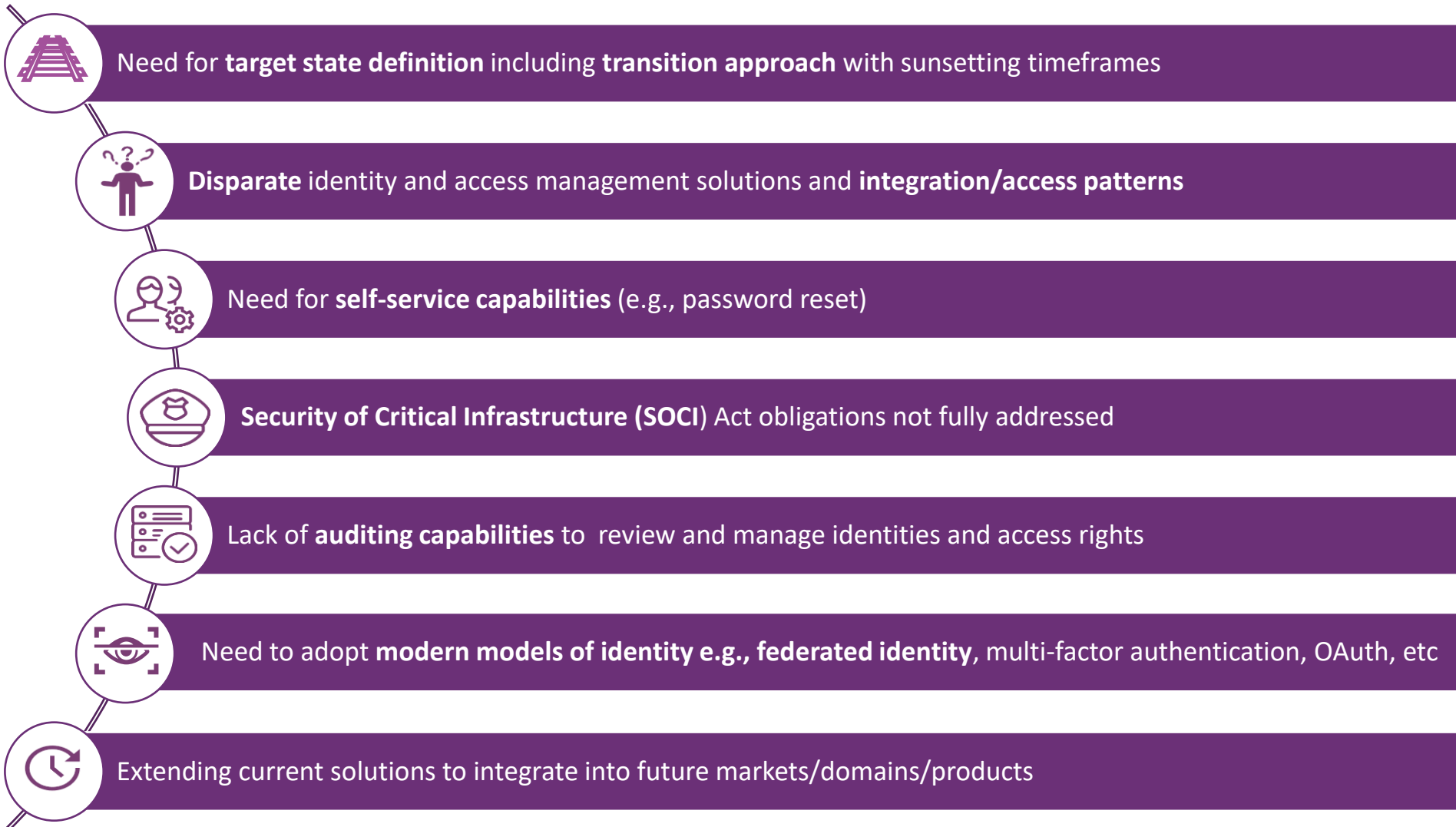
 Note: Channels & IDAM Stores illustrated in this slide are indicative only and not the finite list

Following areas will be explored during the IDAM feasibility phase.

In Scope	Out of Scope
<ul style="list-style-type: none"> ✓ NEM, WEM and Gas involving AEMO external interactions 	<ul style="list-style-type: none"> × Network layer security
<ul style="list-style-type: none"> ✓ External Identities including: <ul style="list-style-type: none"> - Registered Participants - Non-registered Participants - Potential Participants - Service Providers 	<ul style="list-style-type: none"> × Control systems communications / interactions × Direct device communications /interactions
<ul style="list-style-type: none"> ✓ External System Accounts Interactions via all supported channels (current & future) 	

IDAM Pain Points: AEMO's initial perspective

The internal business and digital working groups identified a number of general pain points during workshops. Some of the key ones are listed below:



Portal Consolidation Approach

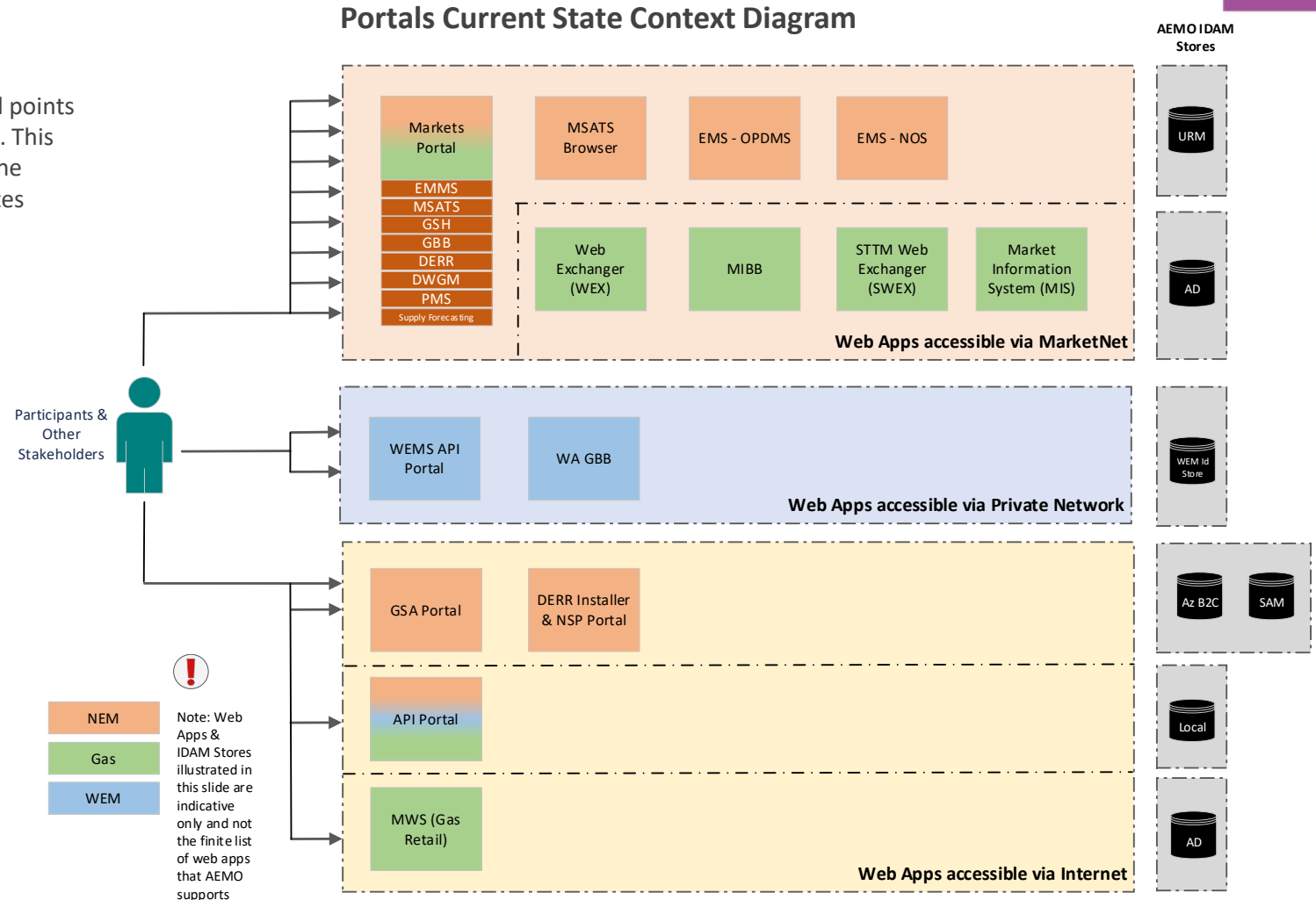
Portal Consolidation: The aim of portal consolidation is to enable a single pane of glass experience for energy market systems. The portals framework is an enabling platform that supports energy market participants and other partners to consume AEMO browser services in a secure manner.

Problem Statement:

AEMO browser services are exposed over a disparate range of end points and require multiple sets of credentials to consume these services. This results in a suboptimal user experience for energy stakeholders. The requirement to access browser services via private networks creates technical barriers to consuming these services.

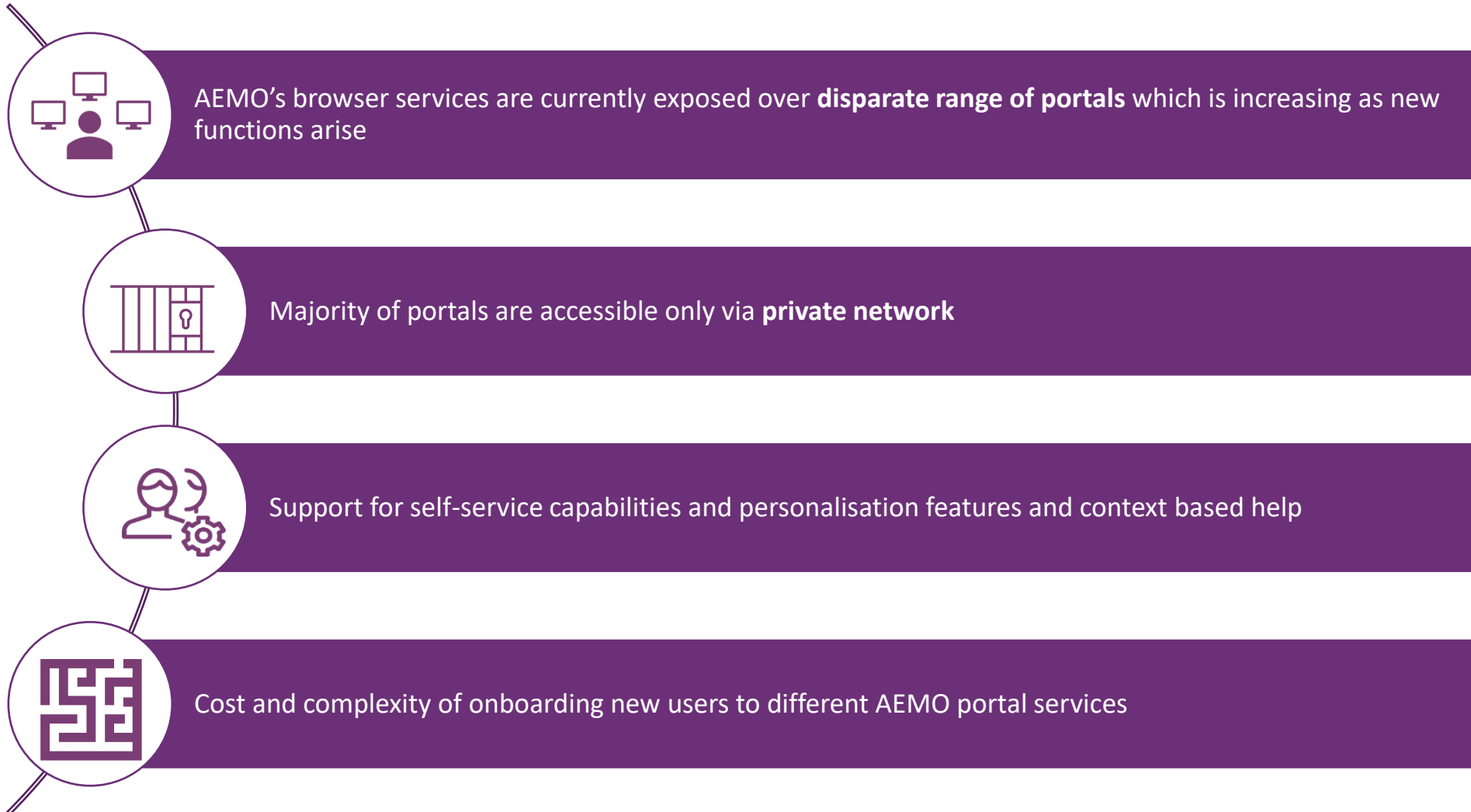
Following AEMO browser services will be explored during the Portal Consolidation feasibility phase:

In Scope	Out of Scope
<ul style="list-style-type: none"> ✓ External Authenticated Portals (accessed by Market Participants and other External Users) 	<ul style="list-style-type: none"> × Public Un-authenticated Portals (e.g. aemo.com.au)
<ul style="list-style-type: none"> ✓ SharePoint Apps which are accessed by Market Participants such as ROCL 	



PC Pain Points: : AEMO's initial perspective

The internal business and digital working groups identified a number of general pain points during workshops. Some of the key ones are listed below:



3. Breakout sessions: Identity and Access Management

Industry pain points and benefits

Identity and Access Management

Questions for industry participants to consider

#	Question	Example
1	What are the key challenges that your organisation faces in relation to onboarding users?	e.g., Receiving an initial set of credentials from AEMO when your organisation is first established in one or more markets
2	What are the key challenges that your organisation faces while defining the roles of users in the organisation?	e.g., Creating the role definitions in a product like User Right Management System (URM) that suit your organization's structure
3	What are the key challenges that your organisation faces for managing users (including creating users, provisioning and deprovisioning, and access management)?	e.g., Creating a user account when someone new joins your organisation
4	What are the key challenges your organisation (participants users, Participant Administrators and system accounts) faces in relation to access to AEMO systems?	e.g., Participant users accessing browser services, system accounts accessing API's, Participant Administrators accessing a product like User Right Management System (URM)
5	What are the key challenges your organisation faces when performing audits and ensuring compliance related to identity and access management?	e.g., Ensuring all active accounts are valid and ensuring users have appropriate access rights.
6	What are the key challenges your organisation faces while enabling access to confidential data and services?	e.g., Providing access to confidential data to others required to support your business, such as partners or service providers
7	What are the repetitive service requests your organisation receives in relation to identity and access management (internally or via AEMO's Support Hub)?	e.g., Manual processes that could be made more efficient via Self-Service or Automation features
8	What are the new modern security concepts that you think must be considered for the IDAM solution?	e.g., The additional security controls that should be put in place to appropriately reflect a heightened cyber threat
9	What concepts do you think should be considered for new energy transformation, such as distributed energy resources (DER), lower barriers to entry, etc?	e.g., How do we make IDAM extensible and fit for a variety of future purposes as the market evolves?
10	How would potential improvements to identity and access management benefit your organisation?	e.g., How do we maximise the value to industry by delivering a secure and more efficient IDAM service?

The workshop will focus on these questions. Participants are encouraged to engage within their organisations in preparation for the workshop.

A digital whiteboard has been setup to capture input at the workshop and participants are welcome to start providing their inputs ahead of the session.

Accessed here:
 Technical Focus Group – [link](#)
 Business Focus Group - [link](#)



We're on a break



4. Breakout sessions: Portal Consolidation

Industry pain points and benefits

Portal Consolidation

Questions for industry participants to consider

#	Question	Example
1	What are the key challenges that participants face with existing distributed Portal services?	e.g., You have several different URLs bookmarked in your browser to access different AEMO browser services.
2	What are the key challenges requiring MarketNet to access some existing portals?	e.g., You need to be connected to a corporate network or have a Virtual Private Network (VPN) installed on your device to access AEMO browser services.
3	What capabilities should be added to portals to maximise benefits?	e.g., The features in the Portal framework that enhance your user experience such as personalisation.
4	What factors contribute to the high costs and difficulty of browser services?	e.g., Changes would you like to see that would reduce cost and complexity?
5a	What is the priority of transitioning existing portals to a consolidated portal?	e.g., Markets or functions you access more frequently may be a higher priority for consolidation.
5b	Do you see benefits of using MarketNet over internet or vice versa for accessing the consolidated portal and why?	
6	What types of browsers and user devices should consolidated portals support?	e.g., You need to access AEMO Browser services from both a desktop and a mobile device using different browsers.
7	How would potential improvements to portal consolidation benefit your organisation?	e.g., You would have a single URL to access all AEMO Browser Services.

The workshop will focus on these questions. Participants are encouraged to engage within their organisations in preparation for the workshop.

A digital whiteboard has been setup to capture input at the workshop and participants are welcome to start providing their inputs ahead of the session.

Accessed here:
Technical Focus Group – [link](#)
Business Focus Group - [link](#)

5. Workshop close

Andrew Bell
Ulrika Lindholm

Summary

Andrew Bell

Next steps

Proposed actions	Responsibility	Timing
AEMO to distribute Pain points survey to Focus Group members. Survey to facilitate validation and prioritisation of inputs captured at this workshop.	AEMO	20 April
Focus Group members to further reflect on questions set out in this pack, engage within their organisations as required, and respond to Pain point survey.	Focus Group members	2 May
Focus Group members to indicate primary point of contact to AEMO. Thank you to those who have done this already.	Focus Group members	At any time

See you next at Target State discussions in May:

- Technical Focus Group: 15 May 2023
- Business Focus Group: 22 May 2023

Please reach out



NEMReform@aemo.com.au



[AEMO | NEM Reform Program](#)





For more information visit

aemo.com.au

Appendix A

AEMO Competition Law - Meeting Protocol



AEMO Competition Law - Meeting Protocol

AEMO is committed to complying with all applicable laws, including the Competition and Consumer Act 2010 (CCA). In any dealings with AEMO, all participants agree to adhere to the CCA at all times and to comply with appropriate protocols where required to do so.

AEMO has developed meeting protocols to support compliance with the CCA in working groups and other forums with energy stakeholders. Before attending, participants should confirm the application of the appropriate meeting protocol.

Please visit: <https://aemo.com.au/en/consultations/industry-forums-and-working-groups>

Appendix B

Workshop schedule



SESSION 2:

Dates	Purpose	Audience	Session Outline	Time [AEST] / Length	
SESSION 2: Discovery Workshops – IDAM and Portal Consolidation					
17 April 2023	Introduction: IDAM and PC	Technical and Business Focus Groups	<ul style="list-style-type: none"> • Introduction and Objectives – IDAM and PC • Recap on IDX Discovery (pain points) • AEMO view of IDAM/PC pain points from internal workshop • Workshop outline 	1:00 – 1:30pm (30 mins)	
	Technical Discovery Workshops: IDAM	Technical Focus Group – IDAM	<ul style="list-style-type: none"> • Mural board walk through • Industry pain points workshop • Industry benefits workshop 	1:30 – 3:00pm (1.5 hrs.)	
	Business Discovery Workshops: IDAM	Business Focus Group - IDAM	<ul style="list-style-type: none"> • Mural board walk through • Industry pain points workshop • Industry benefits workshop 	1:30 – 3:00pm (1.5 hrs.)	
	COFFEE BREAK 3:00 – 3:15PM				
	Technical Discovery Workshops: PC	Technical Focus Group – PC	<ul style="list-style-type: none"> • Mural board walk through • Industry pain points workshop • Industry benefits workshop 	3:15 – 4:15pm (1 hr.)	
	Business Discovery Workshops: PC	Business Focus Group - PC	<ul style="list-style-type: none"> • Mural board walk through • Industry pain points workshop • Industry benefits workshop 	3:15 – 4:15pm (1 hr.)	
	Workshop Close	Technical and Business Focus Groups	<ul style="list-style-type: none"> • Summary • Next steps 	4:15 – 4:30pm (15 mins)	

SESSION 3A:

Dates	Purpose	Audience	Session Outline	Time [AEST] / Length	
SESSION 3A: Target State Proposal for Technical Focus Groups					
15 May 2023	Introduction	Technical Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> • Introduction • Workshop outline 	10:00 - 10:15am (15 mins)	
	Target State Proposal for IDX	Technical Focus Group - IDX	<ul style="list-style-type: none"> • Concept walkthrough • Recap on Discovery workshop outcomes • Proposed Target State models • Feedback 	10:15am – 12:15pm (2 hrs.)	
	LUNCH 12:15 – 1:30PM				
	Target State Proposal for IDAM	Technical Focus Group – IDAM	<ul style="list-style-type: none"> • Concept walkthrough • Recap on Discovery workshop outcomes • Proposed Target State models • Feedback 	1:30 – 3:00pm (1.5 hrs.)	
	AFTERNOON TEA 3:00 – 3:15PM				
	Target State Proposal for PC	Technical Focus Group - PC	<ul style="list-style-type: none"> • Concept walkthrough • Recap on Discovery workshop outcomes • Proposed Target State models • Feedback 	3:15 – 4:15pm (1 hr.)	
Session Close	Technical Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> • Summary • Next steps 	4:15 – 4:30pm (15 mins)		

SESSION 3B:

Dates	Purpose	Audience	Session Outline	Time [AEST] / Length	
SESSION 3B: Target State Discussion for Business Focus Groups					
22 May 2023	Introduction	Business Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> • Introduction • Workshop outline 	1:00 – 1:15pm (15 mins)	
	Target State Discussion for IDX	Business Focus Group - IDX	<ul style="list-style-type: none"> • Concept walkthrough • Recap on Discovery workshop outcomes • Sample use cases – B2B, B2M, non-NEM • Feedback 	1:15 – 2:30pm (1.25 hrs.)	
	COFFEE BREAK 2:30 – 2:45PM				
	Target State Discussion for IDAM	Business Focus Group – IDAM	<ul style="list-style-type: none"> • Concept walkthrough • Recap on Discovery workshop outcomes • Sample use cases – B2B, B2M, non-NEM • Feedback 	2:45 – 3:45pm (1 hr.)	
	Target State Discussion for PC	Business Focus Group – PC	<ul style="list-style-type: none"> • Concept walkthrough • Recap on Discovery workshop outcomes • Sample use cases – B2B, B2M, non-NEM • Feedback 	3:45 – 4:45pm (1 hr.)	
	Session Close	Business Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> • Summary • Next steps 	4:45 – 5:00pm (15 mins)	

SESSION 4A:

Dates	Purpose	Audience	Session Outline	Time [AEST] / Length	
SESSION 4A: Transition Strategy for Technical Focus Groups					
19 June 2023	Introduction	Technical Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> Introduction and objectives Workshop outline 	10:00 – 10:15am (15 mins)	
	Transition Strategy, Impacts & Benefits – IDX and IDAM	Technical Focus Group – IDX Technical Focus Group – IDAM	IDX: <ul style="list-style-type: none"> Enabling progressive transition N -1 discussion Sunset timeframe discussion Propose principles for utilization IDAM: <ul style="list-style-type: none"> Aligned with IDX & PC take up Sunset timeframes Impacts & Benefits of IDX and IDAM initiatives – Technical view	10:15am – 12:30pm (2.25 hrs.)	
	LUNCH 12:30 – 1:30PM				
	Transition Strategy, Impacts & Benefits - PC	Technical Focus Group – PC	PC: <ul style="list-style-type: none"> Align to initiatives Sunset timeframes Impacts & Benefits of PC initiative – Technical view	1:30 – 2:45pm (1.25 hrs..)	
Session Close	Technical Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> Summary Next steps 	2:45 – 3:00pm (15 mins)		

SESSION 4B:

Dates	Purpose	Audience	Session Outline	Time [AEST] / Length
SESSION 4B: Transition Roadmap for Business Focus Groups				
26 June 2023	Introduction	Business Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> • Introduction and objectives • Walkthrough of the principles for NEM2025 • Overview of the IDX, IDAM and PC Transition Roadmap 	1:00 – 1:30 (30 mins)
	Transition Roadmap, Impacts & Benefits – IDX and IDAM	Business Focus Group – IDX Business Focus Group – IDAM	<ul style="list-style-type: none"> • Present Roadmap for IDX and IDAM aligned to NEM2025 • Present Impacts and Benefits – Business view 	1:30 – 3:30pm (2 hrs.)
	COFFEE BREAK 3:30 – 3:45PM			
	Transition Roadmap, Impacts & Benefits – PC	Business Focus Group – PC	<ul style="list-style-type: none"> • Present Roadmap for PC aligned to NEM2025 • Present Impacts and Benefits – Business view 	3:45 – 4:45pm (1 hr.)
	Session Close	Business Focus Groups – IDX, IDAM, PC	<ul style="list-style-type: none"> • Summary • Next steps 	4:45 – 5:00pm (15 mins)

SESSION 5:

Dates	Purpose	Audience	Session Outline	Time [AEST] / Length
SESSION 5: Conclusions and Business Case				
10 July 2023	Conclusions & Business Case	Business Focus Groups – IDX, IDAM and PC	<ul style="list-style-type: none">• Introduction and re-cap of Sessions 3 and 4• Present key options – Incremental upgrade vs Early Transition• Recommendations and considerations• Session close	1:00 – 3:00 pm (2 hrs.)