

Description of Feide and Each of the Parties' Areas of Responsibility

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1. Requirements for the Service Provider

1.1 Introduction of Services

The Organization undertakes to specify a technical contact person and other technical information for services linked with Feide operated by the Organization or by the Organization's subcontractor.

1.2 Creating Common Services

The Organization may create common services within the framework of the agreement.

When a common service is established, the Organization shall report the service via Feide's customer portal. The service shall then without undue delay be registered with UNINETT.

1.3 Enabling Feide Login to Services

Enabling Feide login to common services shall take place according to the following procedure:

First, UNINETT shall evaluate whether the common service complies with requirements set out in this agreement and UNINETT's guidelines.

If this appears to be the case, UNINETT shall send written notice of the introduction or the change of the common service to all Feide organizations.

The organizations in question themselves enable access to the common service for their own users.

Feide shall ensure that no login of users takes place from organizations that have not enabled the common service.

1.4 Consent From the Users

During login to each individual service, it must be made clear which personal data the host organization will provide to the service. The user must then provide his or her explicit and informed consent to submission of such personal data to the service.

Each service which uses Feide login shall make the service's statement regarding protection of privacy readily available to the Feide users.

1.5 Change of Services Used

For incoming registration of new services or changed access for services, the Organization shall use Feide's customer portal on the Web. If UNINETT considers that the service is not in conflict with the agreement's requirements or UNINETT's guidelines, and that there is no other reason to refuse the service permission to apply Feide authentication, notification about the new service is sent to the people who are authorized for this in accordance with the list in Annex 3.

Alternatively, notification that the service may not obtain the requested access and a reason for this is sent.

UNINETT's decision that the service may use Feide login does not imply that UNINETT approves the service as such, or the content of the service. Neither does UNINETT provide access for either the service or the Feide users by enabling the service's use of Feide login; this is done by the Feide organizations for their own users, cf. Clause 1.3.

Change of services used takes place during the following working day after notification of the new service has been sent to entitled people specified in Annex 3.

2. User Support

2.1 The Organization's First-Line Support

The Organization shall itself provide first-line support for its own users in the case of login problems and other problems related to Feide. The connected Organization shall ensure that everyone who provides such first-line support has received adequate training in Feide.

2.2 UNINETT's Second-Line Support

To a reasonable extent, UNINETT shall provide second-line support to the Organization's first-line support by e-mail within ordinary working hours.

In the case of serious faults, UNINETT operations centre is to be notified at telephone (+47) 73 55 79 60, telephone (+47) 73 55 79 61 outside ordinary working hours.

Points of contact for host organizations and service owners are specified in Annex 3.

The login service is monitored continuously by the operator.

UNINETT undertakes to make arrangements for monitoring of login to the LDAP catalog.