

Responsibilities of govroam Users in The Netherlands

Introduction

govroam (government roaming) is the secure roaming access services for local and national governmental organisations. govroam's example is the eduroam, the world-wide roaming access service developed for the international research and education community. eduroam started as a project of the Trans-European Research and Education Networking Association (TERENA), and they still oversee its operation worldwide. It was originated from The Netherlands and has spread to many countries.

Getting the govroam service to work involves the cooperation a number of different parties other than yourself. These are your Home Organisation, a Visited Organisation, and the Roaming Operator. Each of these parties has responsibilities within govroam, and each of them has signed a compliance statement undertaking to meet these responsibilities.

As a user of the network, you also have responsibilities which are documented below. Your Home Organisation is the institution or organisation you are affiliated with, and which provides you with a username and password. Your Home Organisation acts as an Identity Provider and asserts your identity (confirms you are who you claim to be) to other govroam participants. Your Home Organisation is also responsible for providing support — you should contact them if you have difficulty accessing the govroam service.

A Visited Organisation is any institution or organisation other than your Home Organisation that provides you with network or Internet access through the govroam service. Typically this would be via a wireless network called "govroam" which you would connect to whilst on the Visited Organisation's campus. A Visited Organisation acts a Service Provider for govroam services.

The Roaming Operator performs a coordinating role — it ensures that authentication requests from the Visited Organisation you're at can reach your Home Organisation and returns the responses, which may involve passing them to other Roaming Operators in other countries.

The Roaming Operator also maintains governance and oversight of govroam within the country in which they operate. The Roaming Operator is the Foundation Government Roaming Nederland.

Your Responsibilities

As a user of govroam services provided by a Visited Organisation, you have a number of responsibilities. This document outlines those responsibilities and provides information on how you can meet them. All users of govroam services in The Netherlands are expected to accept these responsibilities; in effect these are the terms and conditions of the service.

When connecting to govroam you are deemed to have accepted them.

Your responsibilities are:

1. Use of govroam services are subject to the acceptable use policies of your Home Organisation and of the Visited Organisation you're at.
2. Where regulations differ, the most restrictive interpretation applies. It is your responsibility to read these policies and abide by them when connected to the Visited Organisation's network.

3. govroam services are governed by Dutch law. It is your responsibility to ensure you understand the requirements of Dutch law.
4. Visited Organisations provide Internet access for govroam users free-of-charge, and do not always enjoy reciprocal rights for their own users. If you make excessive use of resources or otherwise behave inappropriately, you compromise the good will of the Visited Organisation you're at. This might result in restrictions or a loss of the facility for other govroam users. It is your responsibility to recognise that you are a guest on the Visiting Organisation's network and behave appropriately.
5. When roaming with govroam you need to be careful to ensure that you only connect to and enter your username and password into genuine govroam services. You can do this, for instance, by verifying that the Visited Organisation you are at is listed on the relevant Roaming Operator's web site and that they provide service at your location. Remember: govroam services at Visited Organisations are always provided free-of-charge. Your Home Organisation may provide additional advice, and you may wish to consult them before you travel. It is your responsibility to ensure you're connecting to the govroam service.
6. Internet security is a shared responsibility and problems with your computer can easily affect other people and the network you are using. It is your responsibility to ensure that your computer has up-to-date anti-virus software and that you have applied all relevant security patches. If you don't, the Visited Organisation might restrict your access.
7. Your username and password was issued to you; it is not a shared resource and should not be given to your friends. You compromise the trust relationship that exists between your Home Organisation and the Visited Organisation if you allow unauthorised people to make use of govroam . If you believe your password has been compromised you should inform your Home Organisation and change it as soon as possible. It is your responsibility to secure your username and password.
8. Getting a service like govroam to work properly between many different organisations can be difficult, and sometimes we may need your help to resolve problems. It is your responsibility to cooperate with staff from your Home Organisation and the Visited Organisation. One way you can do this is to tell the appropriate IT staff when you notice faults.

Should you fail to meet these responsibilities whilst using the govroam service, you may be subject to sanction. This may include refusal of service by the Visited Organisation or disciplinary processes by your Home Organisation.

Getting Support for govroam Services

One of your Home Organisation's responsibilities is to support your use of govroam. If you have problems configuring your computer to connect to govroam or with your username and password, you should contact your normal help desk or support structure. (Phone the people you'd phone when at your Home Organisation.)

If your Home Organisation believes there's a problem with the govroam service itself, they will contact the Roaming Operator on your behalf. They will also advise you when and if you should make contact with the Visited Organisation's help desk or support structure.

If common sense tells you that the problem obviously relates to the Visited Organisation's infrastructure (for instance wireless services not available in a location they've explicitly published), you may contact the Visited Organisation's help desk.