So you think you can trust....

Presenter:
Moira de Roche – IP3 Chair
Me?
I’ll talk about ....

- The world today
- Why is trust an issue?
- What do we need?
- A recipe for success
Doomsday
The world today

- Almost total reliance on technology
  - Disaster relief
- Suppliers & users
  - Geographically dispersed
- Who are we dealing with?
  - Are they even humans?
- Apps – do we question their integrity
Vulnerabilities & attacks

- Unforeseen circumstances
- Compound exponentially
- Malicious software in Internet of Things
Why is trust an issue?

- Confidence – limit or enable economic growth
- Improve trust:
  - In technology
  - Amongst humans
- Trust a multi-disciplinary concept
  - Security
  - Safety
  - Reliability
  - Usability
Challenges

- Erosion of trust with each attack or malfunction
- Consumers can’t evaluate security of service providers
- Is security built in at every level?
  - Creation
  - Maintenance
  - Use
- Digital literacy
  - Essential in 21\textsuperscript{st} Century
  - Includes Privacy and Security
Examples

- Credit card details on e-commerce sites
  - Equifax
    - US website vulnerability
    - Apache – known bug fixed three months late

- Wannacry ransomware
  - From government hacker toolkit
  - More than 300,000 people affected
  - NHS UK – Old software

- Your phone tracks your every move
What do we need?

- Assurance of skills and knowledge of service providers
  - Certified ICT Professionals
- Governments
  - Agree a set of binding norms for nation states
  - Legislate for data breach reporting to assist consumers
- Develop a reference model for personal data protection guidelines
- Understand contribution of ICT to economy
We also need

- Governments as defensive/offensive instruments in cyber attacks
- Industry collectives working in the public interest
- Cooperating international organisations
  - Regulations
  - Standards
  - Professional certification
  - Cross-border issues

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Duty of Care

iDOCED - ifip Duty of Care in Everything Digital

- Digital World
- Cost not most important factor
  - Reliability
  - Accountability
  - Ethics
- Legal liability
- Digital Skills
  - Privacy & security

iDOCED is designed to remind and support both providers and consumers of digital products and services that they have a duty of care in ensuring that they act responsibly in relation to the digital world, the organization states.
A Professional

Skills & Knowledge: Competence, CPD
Service: Internal & External Customers, Broader Community
Trust: Trustworthiness
Accountable: To himself & his employers
Ethics: Code of Ethics, Ethical Behavior
Pride: Proud of Profession, Desire to protect Profession
Duty of Care

Individual

Communities

iDOCED

Corporate

Government

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Individuals

- Be aware
- Ask questions about the tools you use
- Inform yourself
- Make demands on your legislators
- Demand properly qualified and credentialed providers
- Passwords
- Protect yourself

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Consumers

- Check qualifications of providers
- Trust
  - Competence
  - Ethics
- Duty of Care
Government

Customers and regulators

- Work with international organisations
  - Regulation
  - Standards
  - Professional standards and accreditation mandatory
  - Develop partnership agreements with other countries

- Legislate reporting of cyber attacks

- Trusted threat intelligence sharing
  - State sponsored attacks

- Duty of Care
Community & Corporate

Develop information security awareness

- Establish collaborative models
- Submit actions to scrutiny
- Educate consumers
  - Give them more power
- Support and recommend trustworthy companies
- Duty of care
- Governance issue
- Address staff shortages
IFIP IP3

Recipe for increasing confidence

Ingredients

• Competence
• Ethics
• Continuous professional development
• Cyber-Security specialism

Method

1. Exercise proper judgement
2. Choose your provider
3. Ensure privacy & security
4. Value professionalism
5. Demand action from leaders

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“Ensuring cyber security and cyber resilience is also a duty of care of the individual **ICT professional**, in all stages of a system life cycle (design, development and operation). This means that most, if not all, types of **ICT functions and jobs must contribute to cyber security and cyber resilience.**” Leon Strous, Immediate Past President, IFIP
Denial exists because human infants, though equipped with trust-o-meters, are built to trust, blindly and absolutely, any older person who wanders past.

– Martha Beck