Building Trust in a digital world

CEN / CENELEC, Edinburgh

22/06/2017
Rodney Turtle

Life Is On | Schneider Electric

Why trust?

From in person / personal to digital / impersonal

Experience		peer to peer
Institutions	BUT	more distrust
Brands		mass movements

A new digital world

Build a fantastic user experience online: Become a destination
Welcome feedback, reviews and ratings
Speed and transparency
No quick win: Need to find the money

How?

Go the extra mile
Invest in digital
Streamline and simplify processes
Listen to customers:
Innovate
Trust vital and supported by standards (cybersecurity, privacy, verification, payment)

Life Is On

Schneider Electric

Life Is On | Schneider Electric

Secure… by Default

"The UK is more secure as a result of technology, products and services having cyber security designed into them by default"

UK National Cyber Security Strategy 2016

BORN OF A NEED
- Security does not happen by osmosis – we need to protect the whole
- Clusters of devices/services tend to only protect their domain, and maybe not very well
- Society, represented by nation states, has to help ensure security and trust, and also support lawful access (counter extremism)
- UK policy instrument is the National Cyber Security Strategy (NCSS)
- Products and services, that are secure with little or no user intervention, *secure by default* is an objective of the NCSS

THE WAY AHEAD
- Through to Autumn 2017 – a policy review led by DCMS and NCSC (lead UK government agencies for industry based cyber security) and – across industry, academia, government and what is happening on the world stage
- Focusing on internet connected devices and services – Internet of Things etc
- Looking at secure by default:
  - Understand government and industry needs
  - Understand what is user behaviour and what can be done by physical interventions such as standards
  - Advisory group of experts
  - Workshops
- Provide Ministers with a range of options by end 2017