



IN PURSUIT OF **DIGITAL TRUST**

DTEF: A Framework for the 21st Century

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ISACA BELGIUM President

Learning Objectives

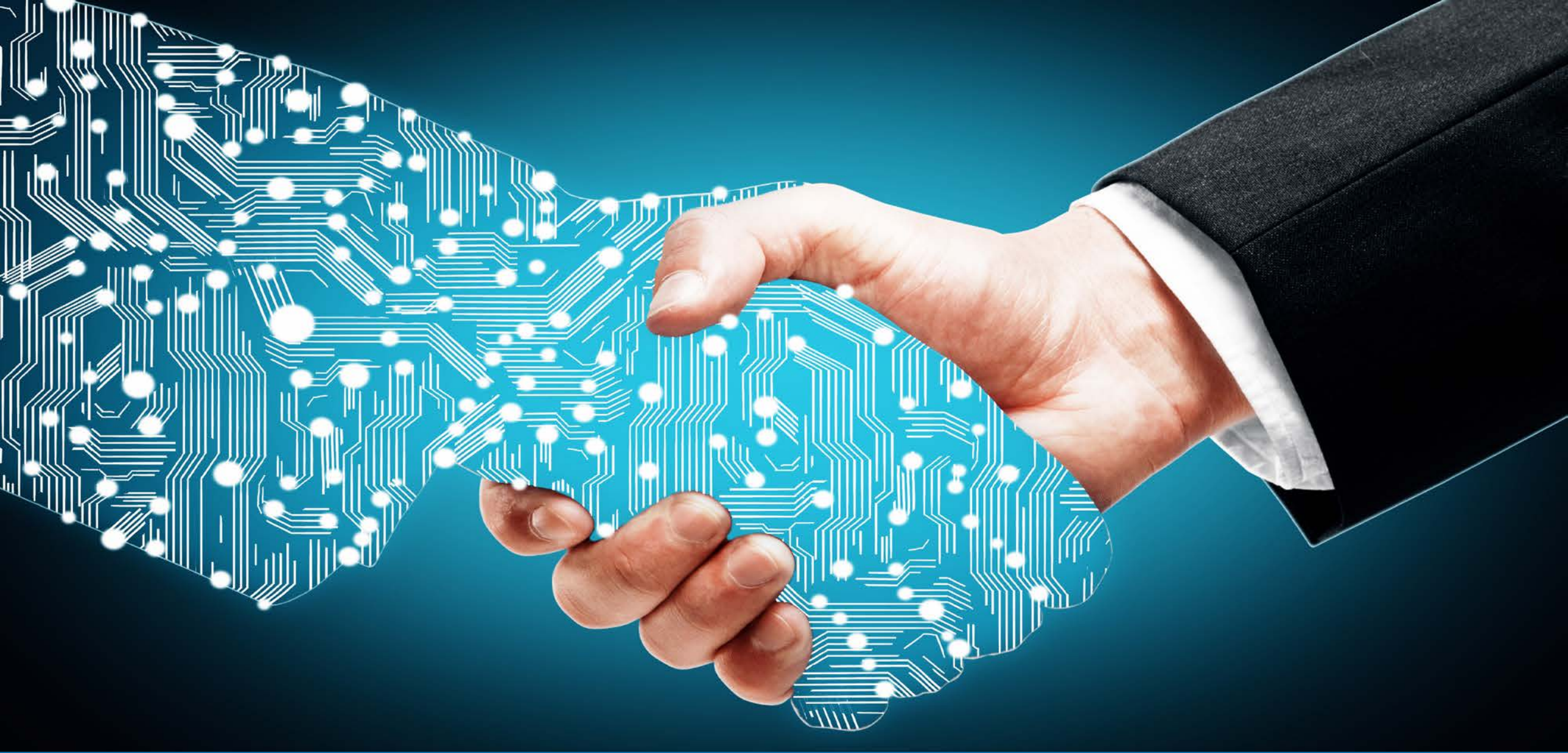
The topic covered in the presentation:

1. Define **digital trust**.
2. Explain the value and impact of digital trust to an organization's success.
3. Summarize the foundations of the Digital Trust Ecosystem Framework.
4. Describe the nodes and domain that comprise the DTEF.

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Introduction

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As consumer...

Why do you choose to do business with a company online verses other companies?

When you enter your personal information into a website, do you feel like your information is being protected?

As an organization...

Does your consumers interact with you because they want to or have to - and do they trust those interactions?

What is your organization doing today to ensure that your users, customers or consumers feel safe using your online services?

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The Digital Trust Imperative

Elements of Digital Trust



- Digital trust is the next evolution of digital transformation
- Driven by business needs to enable competitive drive and meet customer expectations
- Digital trust is a significant factor driving consumers' decisions
- It helps to improve enterprises' reputation
- Drives customer loyalty

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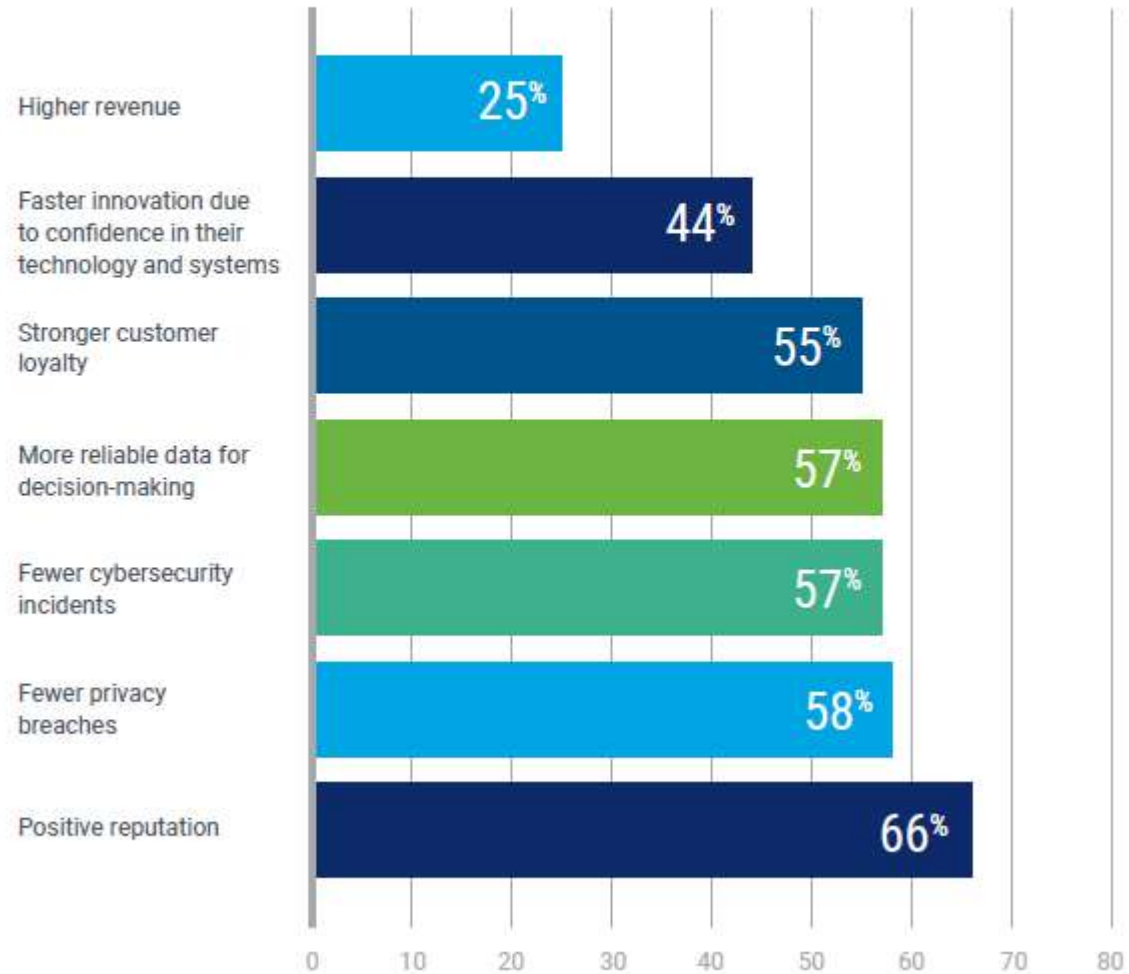
Benefits of Digital Trust

Q2 - 2022 ISACA Survey

There are numerous benefits to having high levels of digital trust.

FIGURE 2 – Digital Trust-related Benefits

Respondents report that high levels of digital trust lead to the following benefits.



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What is Digital Trust

ISACA's Digital Trust Definition

Digital trust is the confidence in the integrity of the relationships, interactions and transactions among providers and consumers within an associated digital ecosystem. This includes the ability of people, organizations, processes, information and technology to create and maintain a trustworthy digital world.

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Digital Trust Ecosystem Framework

Why ISACA Chose to Focus on Digital Trust



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DTEF is Based on Systems Thinking

The right philosophy for a complex world

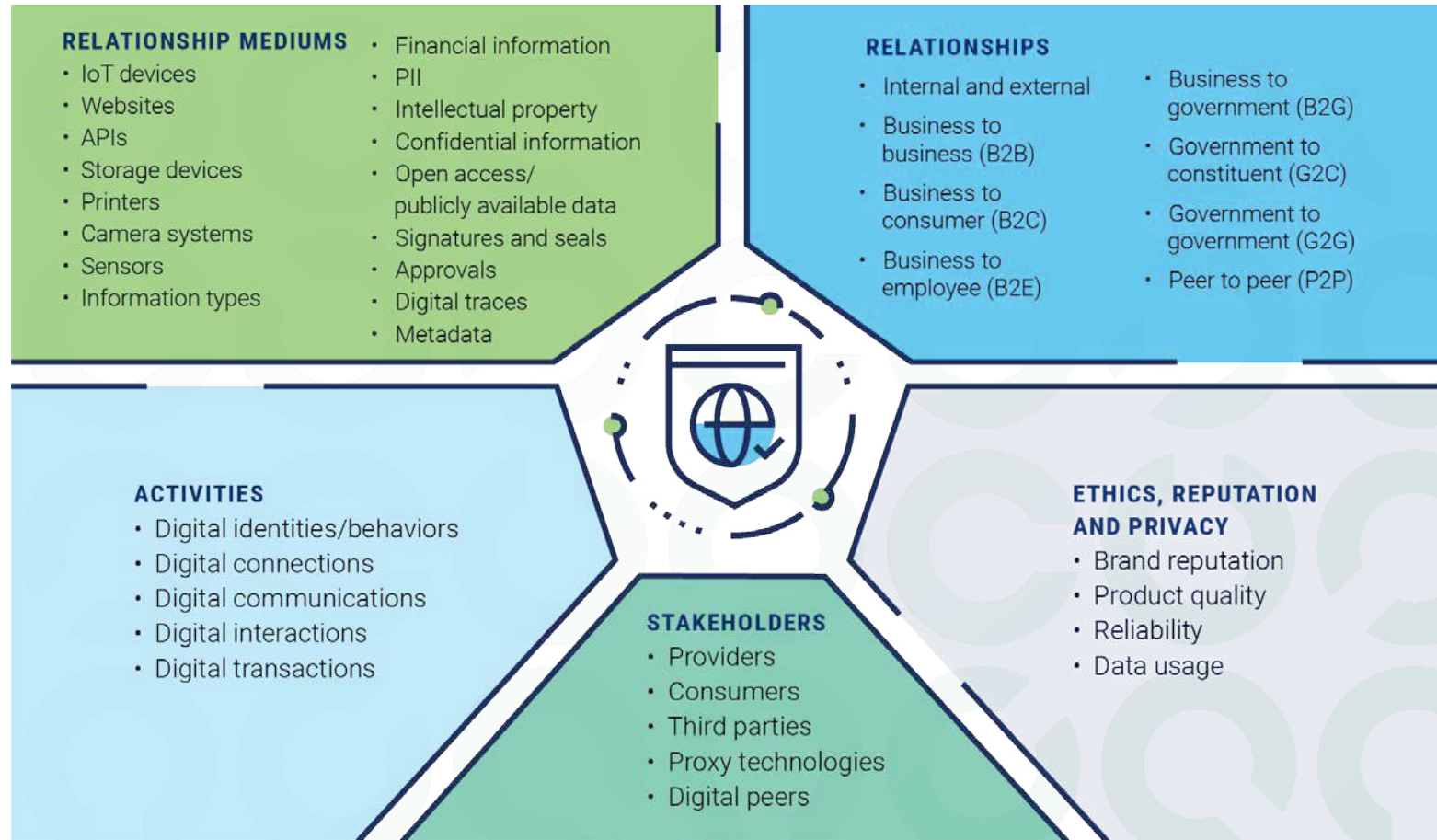
Systems thinking describes a complex network of events, relationships, technologies, processes and people interacting in expected and unexpected ways.

A holistic approach that focuses on the way a system's parts interrelate rather than focusing on a system's component parts

Employing systems thinking enables organizations to consider the implications of their decisions and manage risk more comprehensively.

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Digital Trust Ecosystem

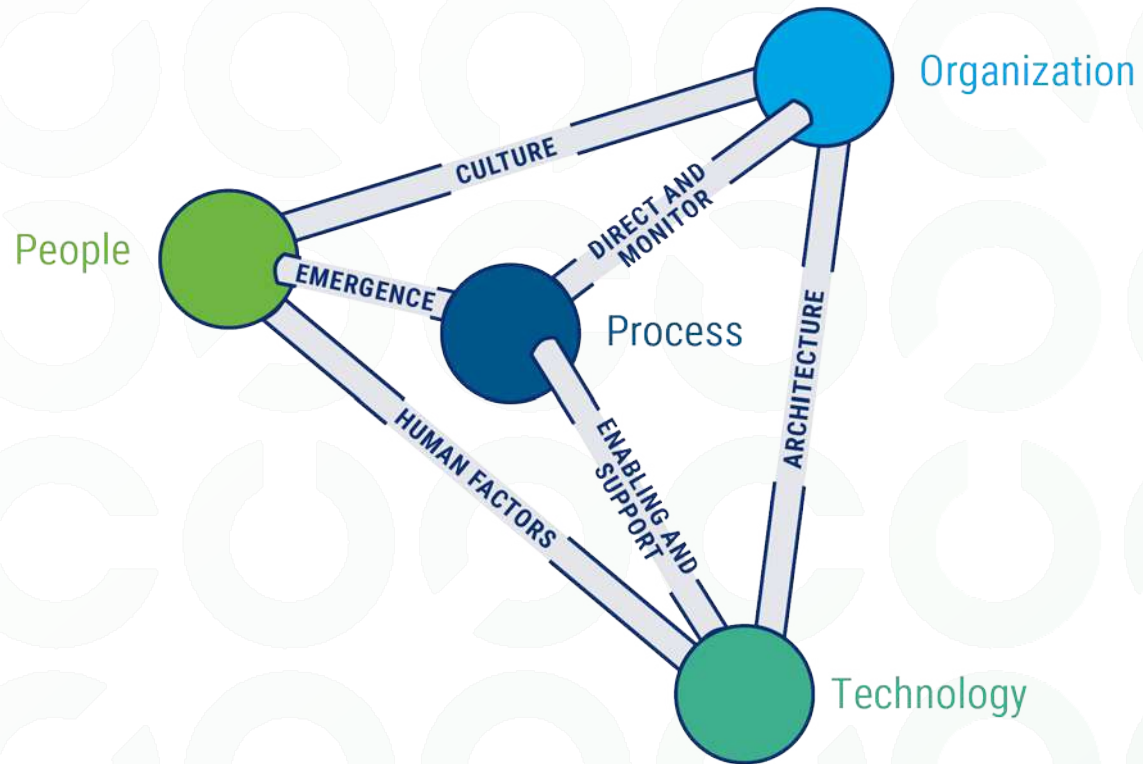


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Nodes

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Nodes

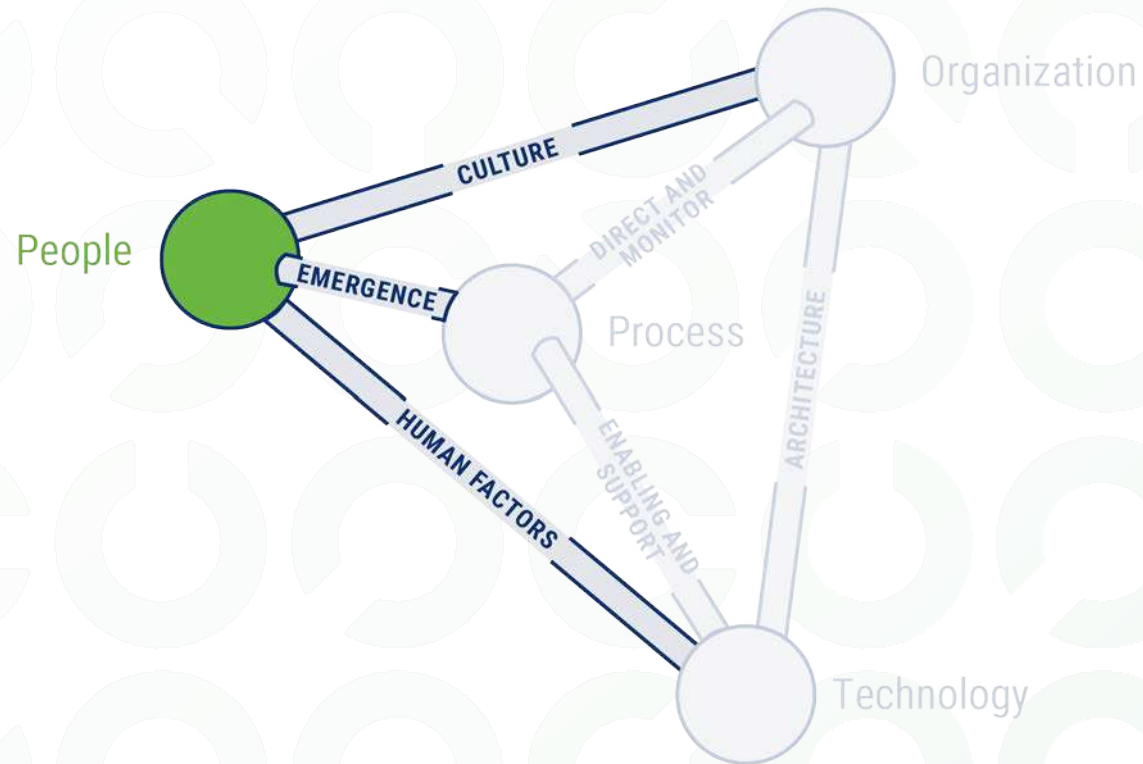


Nodes are the primary elements of the DTEF:

People
Process
Technology
Organization

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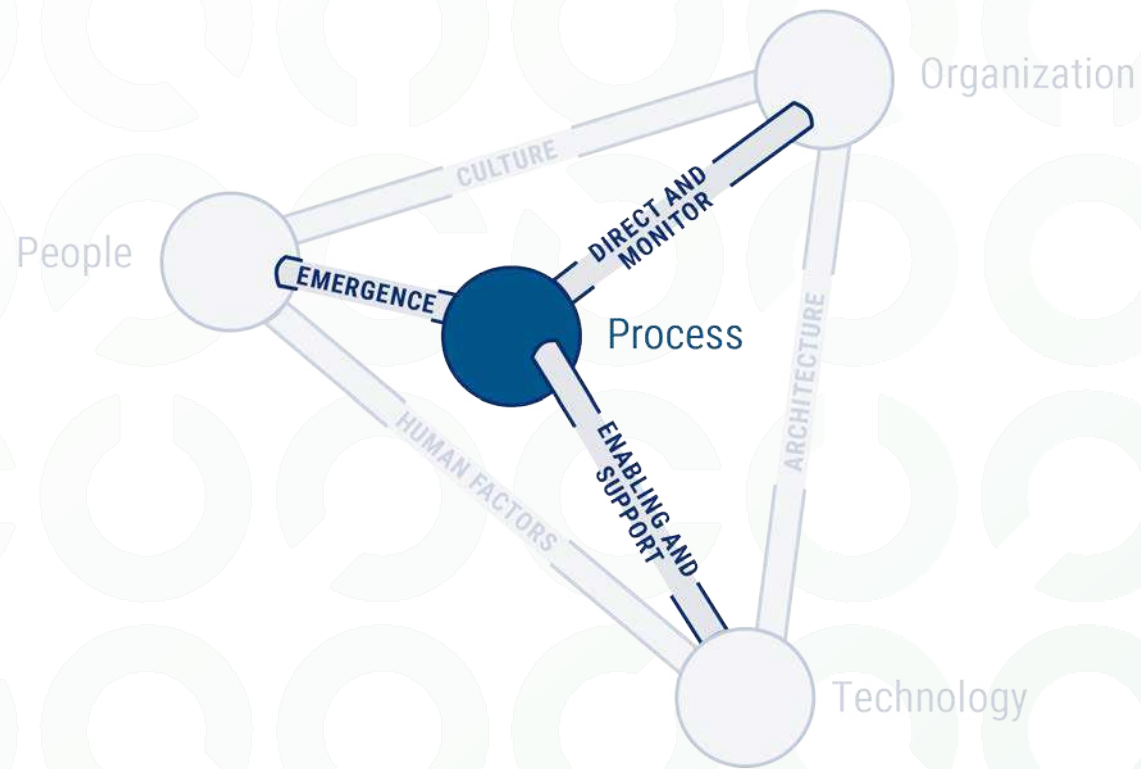
People



People connects to the Culture, Emergence and Human Factors domains

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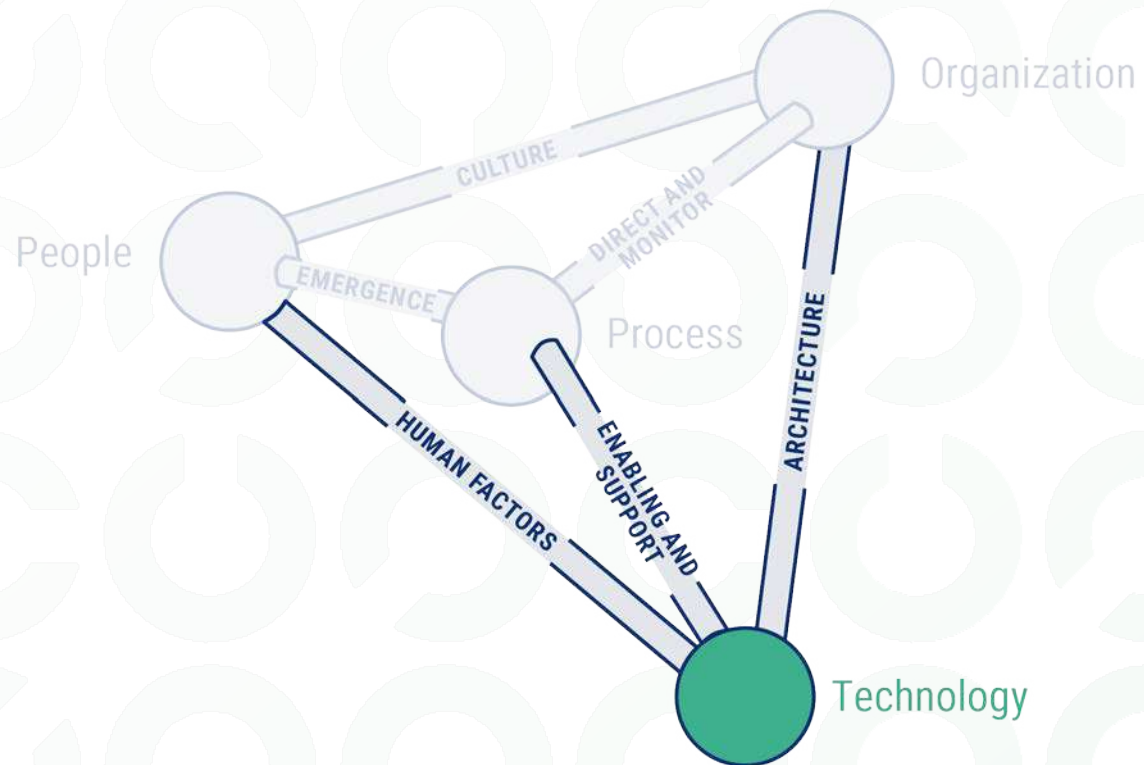
Process



Process connects to
Emergence, Direct and Monitor,
and Enabling and Support
domains

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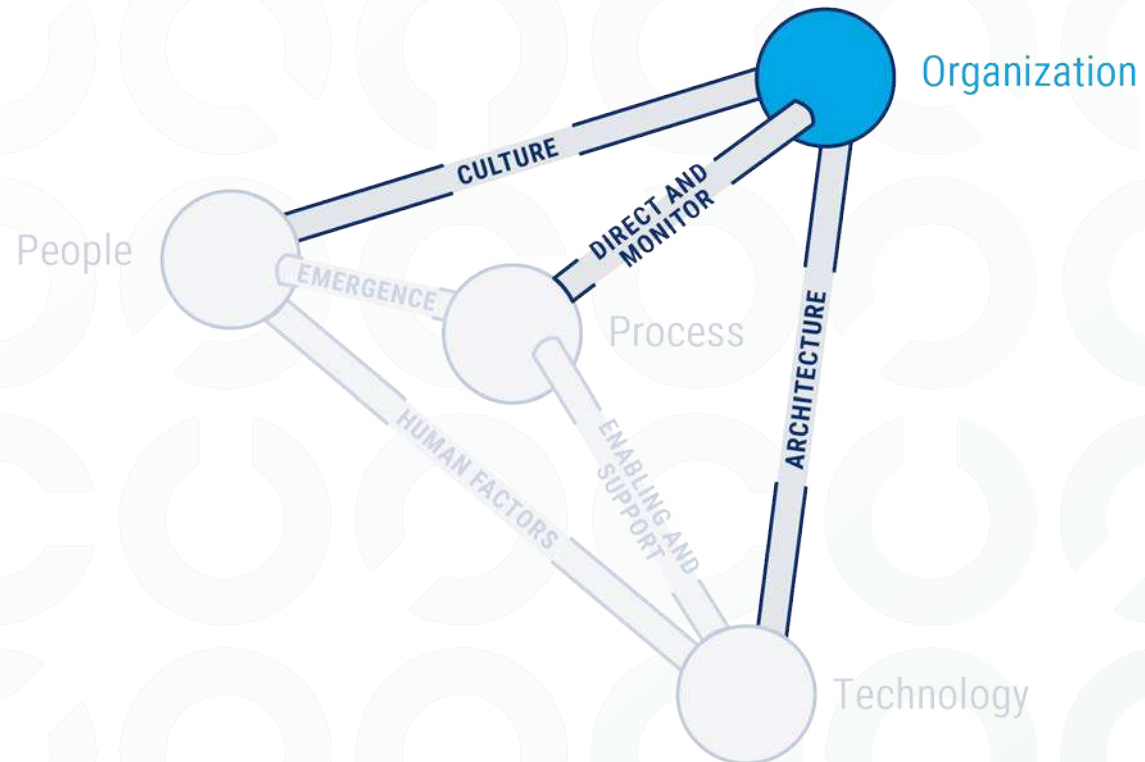
Technology



Technology connects to Human Factors, Enabling and Support, and Architecture domains

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Organization



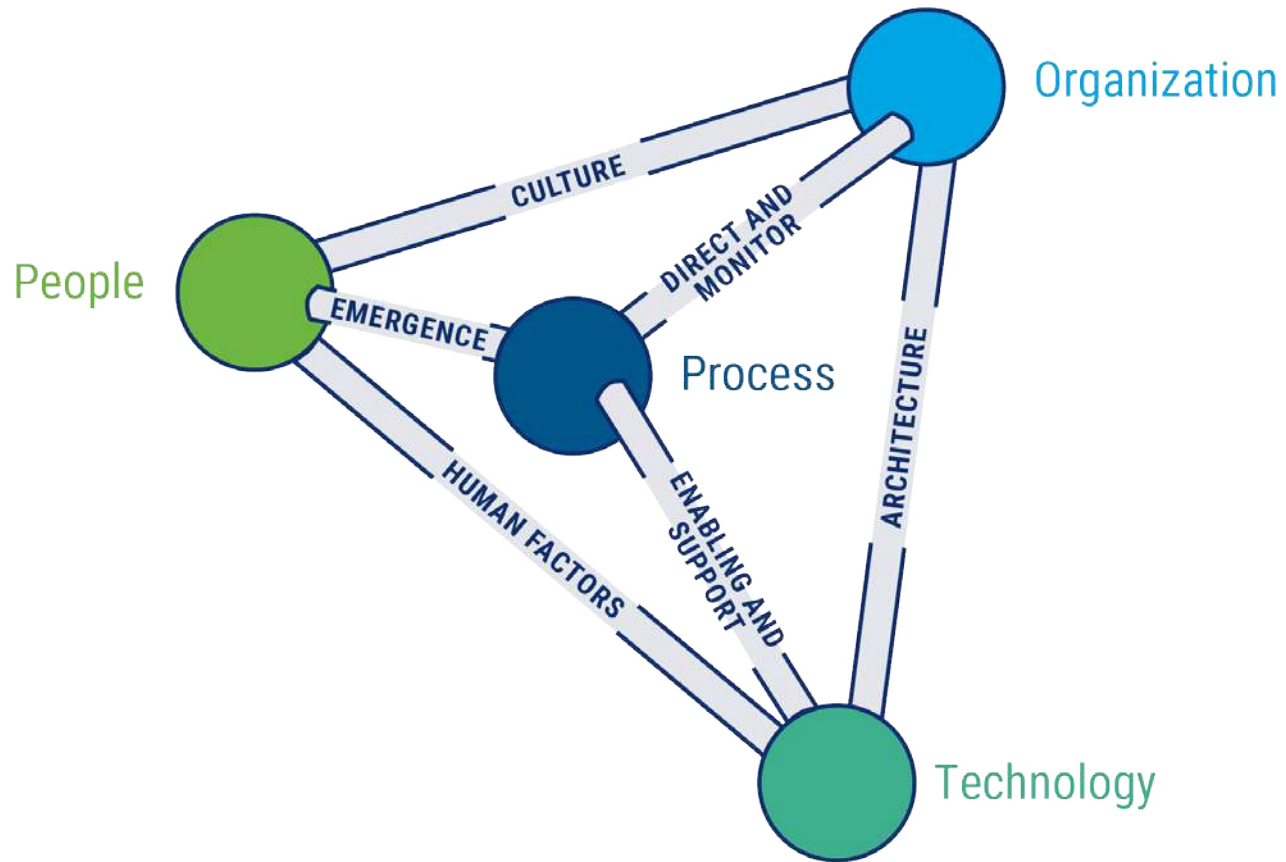
Organization connects to Culture, Direct and Monitor, and Architecture domains

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Domains

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Domains



Domains are flexible and reflect the primary influencers or tensions between the Nodes.

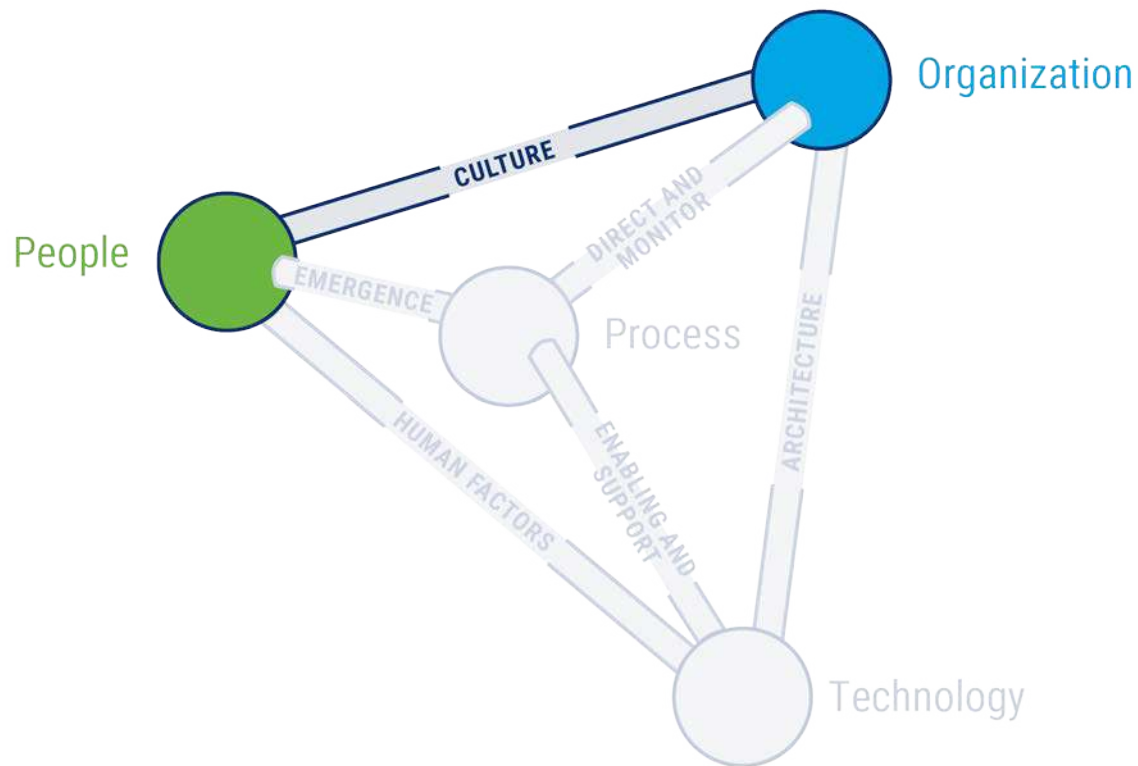
There are six domains:

- Culture
- Human Factors
- Emergence
- Enabling and Support
- Direct and Monitor
- Architecture

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Culture

Intersection of People and Organization

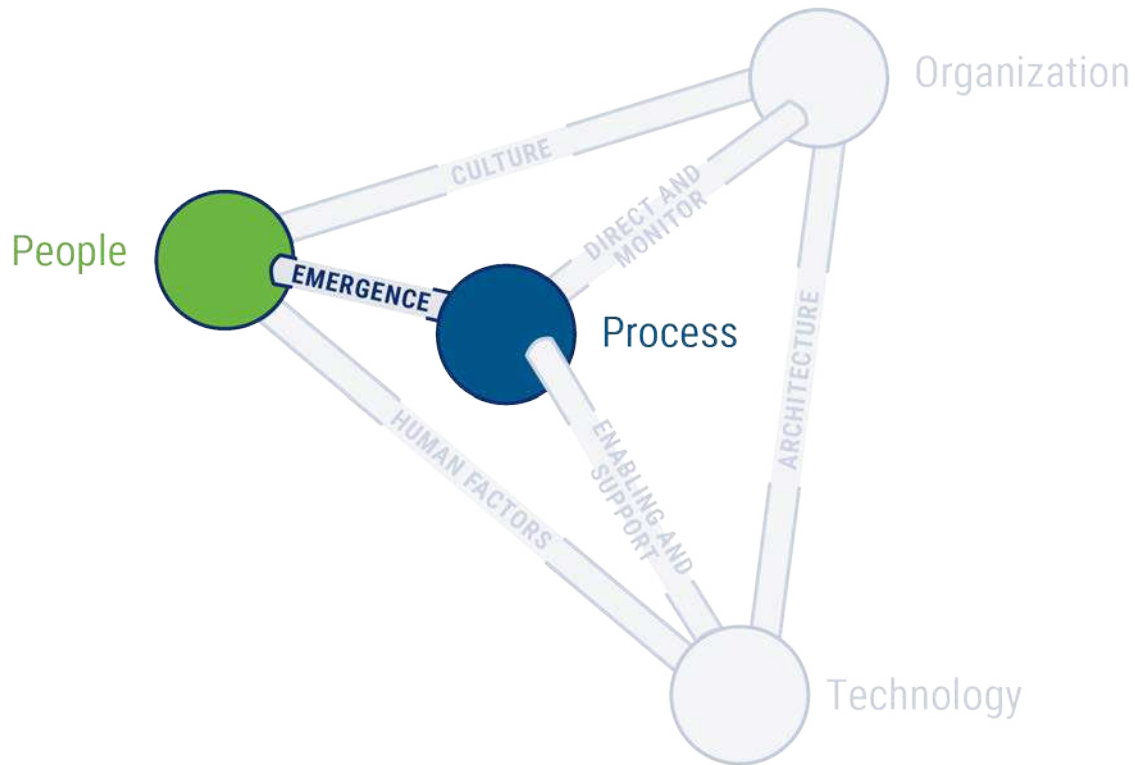


The effect of culture on people is a vital issue in digital trust ecosystems since people can either contribute to or compromise digital trust in an organization.

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Emergence

Intersection of People and Process

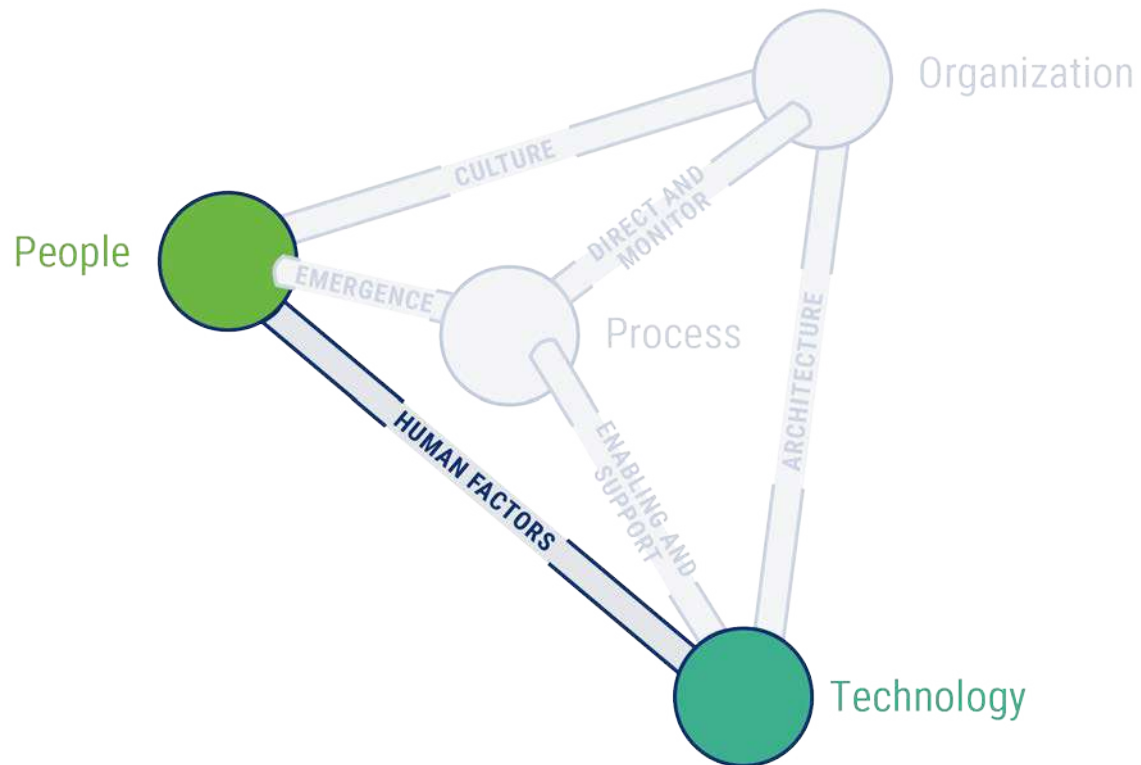


In DTEF, Emergence is the arising of new business opportunities, new behaviors, new processes and other relevant items as the subsystems between people and processes evolve.

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Human Factors

Intersection of People and Technology

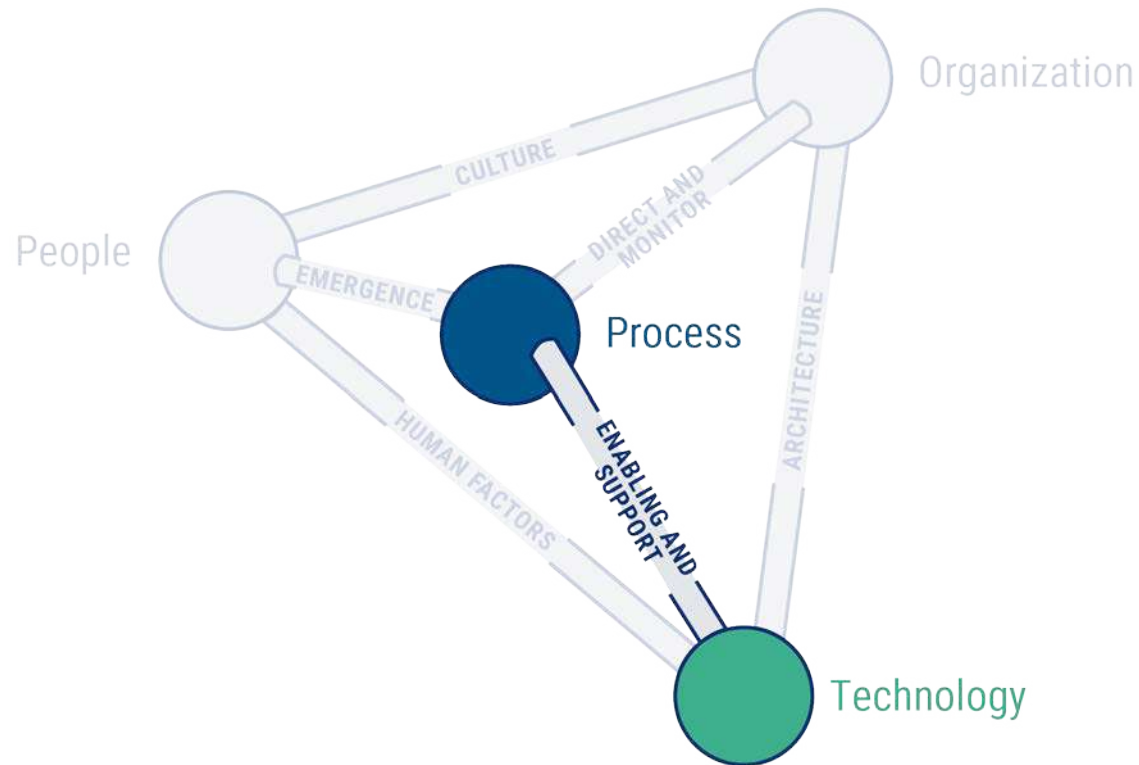


The Human Factors domain analyzes how humans interact with technology and the development of tools that facilitate digital trust objectives.

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Enabling and Support

Intersection of Process and Technology

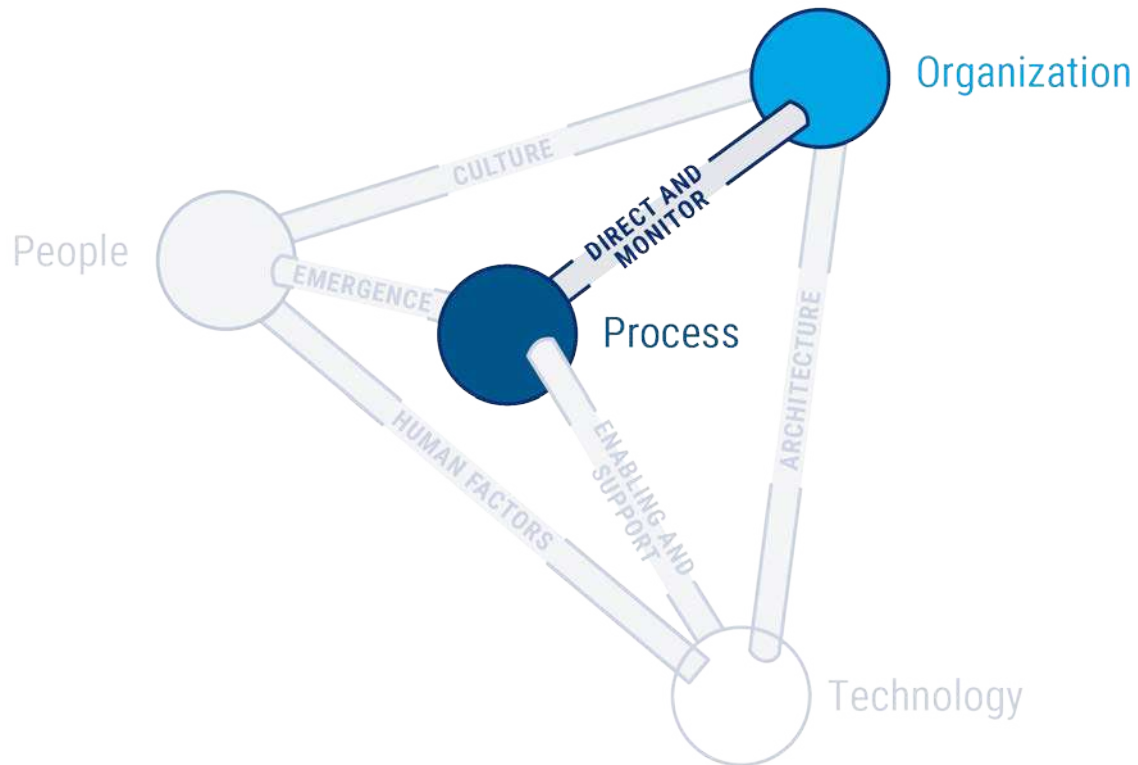


The Enabling and Support domain addresses the natural tension that exists between the interactions of technology and process within organizations. In the absence of a balanced process that supports technology, IT solutions fail to meet business objectives and become liabilities.

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Direct and Monitor

Intersection of Process and Organization



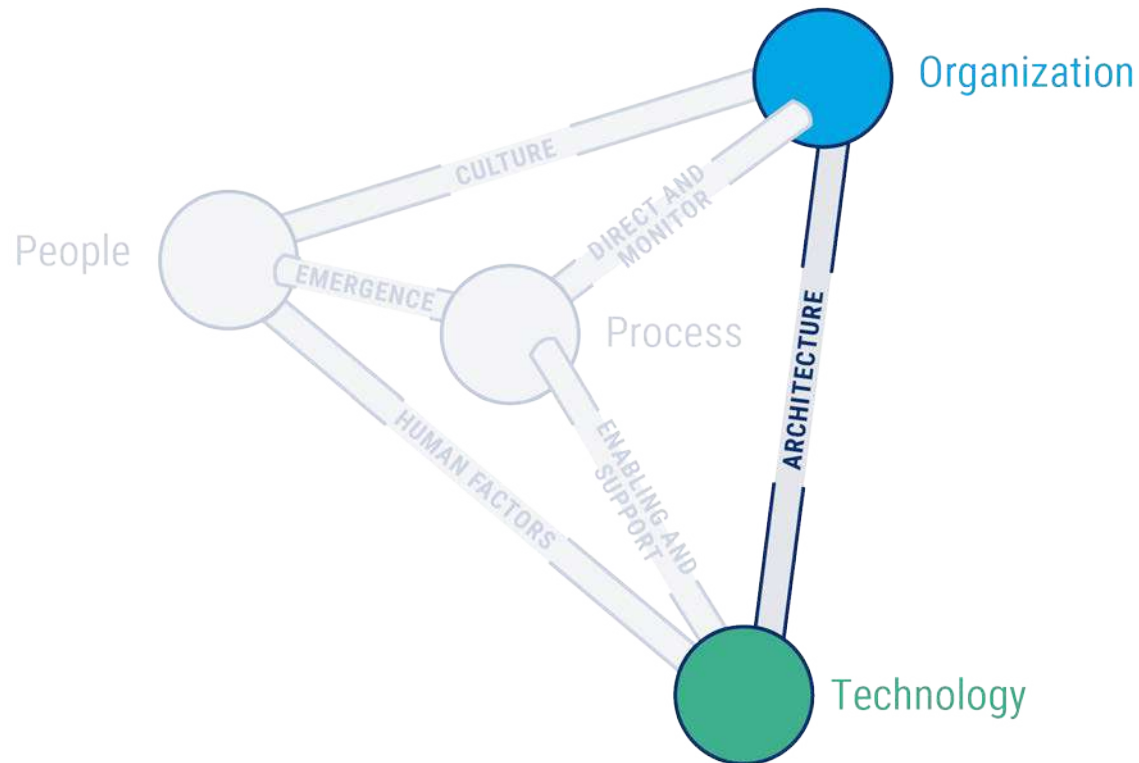
The Direct and Monitor domain includes such items as:

- Policies
- Standards, guidelines and other normative documentation
- Accountability rules
- Resource allocation and prioritization
- Metrics (for all the above)
- Compliance (as an overarching theme)

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Architecture

Intersection of Organization and Technology



Enterprise architecture must include and allow for:

- Capacity to evolve, scale and improve
- Capacity to react to contextual changes
- Fit for purpose
- Effectiveness and efficiency
- Consistency with policy and standards
- Maintainability and usability

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Other DTEF Components

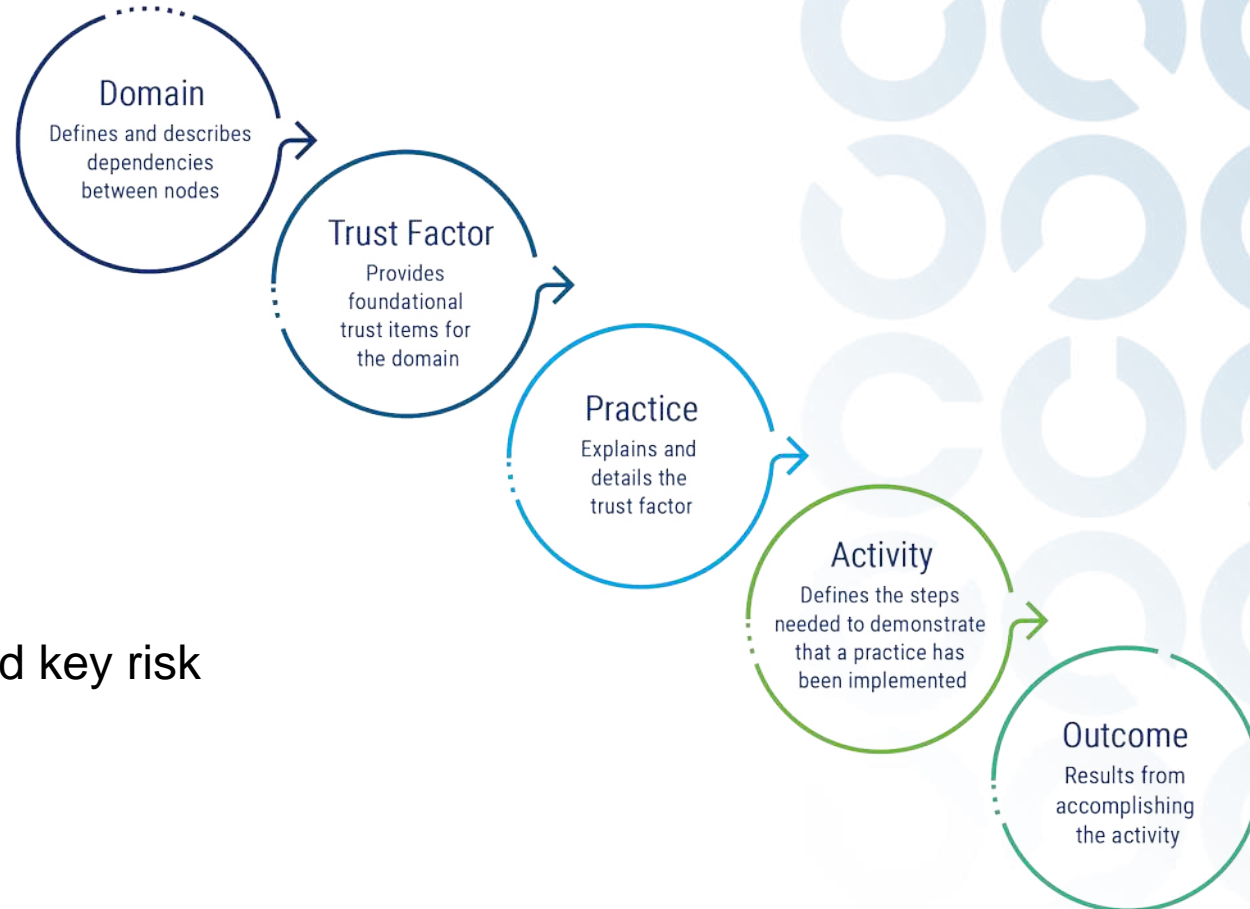
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The Detail: Trust Factors, Practices, Activities and Outcomes, Etc.

Units within each domain

Each trust factor includes the following:

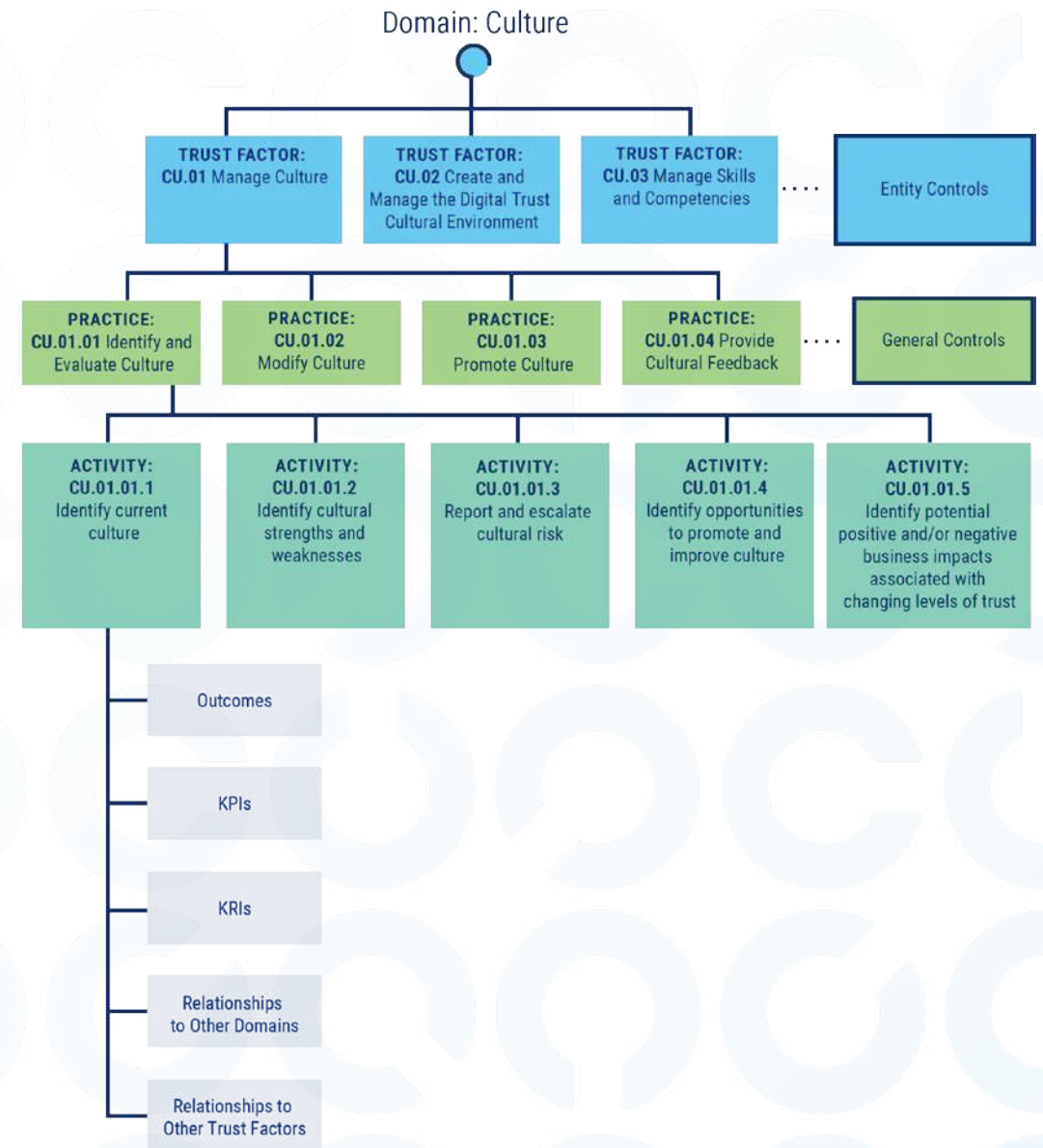
- Trust factor designator
- Trust factor name
- Description
- Entity level control
- Practices
- General control
- Activities
- Outcomes
- Key performance indicators (KPIs) and key risk indicators (KRIs)
- Associated nodes
- Associated practices



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DTEF Hierarchy

- DTEF practices are actions organizations regularly execute to support the achievement of DTEF trust factors
- Activities are tasks that help accomplish specific DTEF practices
- Each activity has an identified outcome
- Each activity also has associated KPIs and KRIs
- Primary nodes for each practice are listed
- Relationships to other domains and other trust factors listed



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Want access to the DTEF?

Register at:

<https://www.isaca.org/digital-trust/digital-trust-ecosystem-framework-interest>

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Who am I?

- President @ISACA Belgium
- Co-Founder / CEO SOCRAI
- APMG Accredited Trainer @ISACA:
 - Certified Information Security Manager® (CISM)
 - Certified Data Privacy Solutions Engineer™ (CDPSE™)
- 9+ years of experience (IT Expert in Information Risk & Cybersecurity | Data Privacy Protection)
- Master in Information Risk and Cybersecurity
@ Solvay Brussels School- 2014



Nice to meet you



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