ISSE 2020 brings together 35 countries to debate issues of security and trust in Europe

With 650 registrations for the six sessions, representing 35 countries, the 22nd annual and first online ISSE conference exceeded all expectations.

For the first time the conference took place as a series of six webinars, bringing together world leading experts to debate technological, commercial and even philosophical questions such as... Why don’t you know who I am? Why do you need to know who I am? and, Why doesn’t real digital identity exist? ISSE also provided an insightful introduction to important initiatives taking place in the EU right now, including work towards a European Single Identity System, and the DE4A project, using the once-only principle to reduce the administrative burden for citizens studying, working and moving within Member States.

In a year that has been unfamiliar in so many ways for businesses, ISSE 2020 provided a sense of busines as usual, giving much needed opportunity for friends, peers and colleagues to spend three days sharing new information and ideas to help address the challenges of today and plan for a better tomorrow. I would like to thank all of the speakers, delegates and sponsors and EEMA looks forward to welcoming everyone to the 23rd ISSE conference in 2021.

Lorraine Spector
EEMA Board of Management
EEMA presents Lifetime Achievement Award to Hugo Kerschot

Hugo Kerschot is the Founder and Managing Director of the Flanders-based IS-practice. He has also worked as an advisor at the Cabinet of the State Secretary of the Brussels-Capital Region, for Informatics and Digital Transition, as well as the Director of Information of the Services of the Belgian Prime Minister.

Hugo’s collaboration with EEMA began in 2010, when both parties worked on SSEDIC. In 2017, Hugo was appointed to the EEMA Board of Management and working alongside other board members and the executive team, he is a prominent figure in support of EEMA’s education programme and its participation in Horizon 2020 Research & Innovation projects, such as the LOCARD.

Commenting on the award Hugo says: “I am honoured to accept this award from an association that I have long respected and which makes an important contribution in advancing of digital transformation in the EU and wider Europe. I am proud to share in this important work alongside my EEMA colleagues.”

EEMA in the media

Infosecurity Magazine has for many years been an important part of the press delegation attending ISSE and we were pleased that Deputy Editor, Dan Raywood, was able to join us this year to report on the ISSE 2021 webinar series:

Digital onboarding needs urgent attention

Overnight, COVID-19 divided financial institutions into two groups: those capable of digitally onboarding customers and those that wished they had invested more heavily in onboarding before. Traditional providers are falling behind, and consumers are losing patience and walking away. The research reveals:

• European financial institutions lose almost two thirds of applicants during onboarding - 23% more than 2019 figures.

• 41% of European consumers have been unable to access new financial services due to lockdown restrictions and lack of digital options.

• 68% of consumers expect fully digital onboarding in the wake of COVID-19.

• 36% of Gen Z feel the onboarding process is longer than they expected, and banks are losing them as a result.

• Far more consumers are now using a mobile-first financial service, up from 30% in 2019 to 47% in 2020.

The 4th edition of Signicat's Study, "The Battle to Onboard 2020: the impact of COVID-19 and beyond" is based on a survey of 4,000 adults across Europe and addresses the fundamental question of what consumers think and expect about onboarding. Read the report to learn which countries performed best (and worst) when it comes to onboarding, how the pandemic has transformed consumer expectations, and the different generational attitudes to onboarding.

Social suggestions

There is some excellent content being shared by the EEMA team, individual and member organisations, as well as projects and partners. Here are the top five Twitter accounts we suggest following this month:

@IdentityWoman @pamelarosiedee @Signicat @idnextplatform @DanRaywood

Share your news with EEMA members. If you have news, initiatives and opportunities that you would like to share with other EEMA members please email Graham Thatcher: graham.thatcher@eema.org
Meet the European Trust Foundation: tScheme

Phil Flaxton is the Chief Executive of tScheme, which serves organisations in the trust service provider sector, delivering accreditation for the services they supply to consumers and organisations.

Please introduce tScheme

Formed in 2000, tScheme is a not-for-profit organisation that aims to improve levels of trust in digital economies. It provides an independent means of establishing and testing the trust of services to recognised standards, supporting organisations who wish to provide trusted digital services to their customers.

tScheme provides a central point for information on best practice, publishing a range of clearly defined profiles and assessment criteria. It also underpins some of the UK’s major Trust Schemes including: GOV.UK Verify, tScheme for Police, NHS Digital and Smart Metering Key Infrastructure (SMKI).

What is tScheme Approval for those that may not be aware of it?

tScheme approval is a sign that an organisation's trust scheme meets exacting standards and can be relied upon by users and operators. Any organisation which is a legal entity can apply for tScheme approval. The whole process, from start to finish, can take as little as three months. Organisations which have already achieved ISO 27001 or ISO 9000 certification, or are regulated by the Financial Conduct Authority, may already have systems and procedures in place which make approval more straightforward.

Assessments and audits are carried out by one of two approved assessors – KPMG and Lloyds Register. Both are recognised by UKAS – the UK’s National Accreditation Body responsible for determining the technical competence and integrity of organisations and their services. Both operate independently from tScheme. Once a scheme has been audited, it is assessed against the appropriate profiles for that scheme type. If it’s satisfactory, the scheme is then approved.

What are the current challenges and opportunities surrounding the improvement of trust levels in digital economies?

A major challenge is how to satisfy what may be perceived as the unique requirements of sector specific trust schemes, without creating a myriad of trust frameworks, standards and guidance that may adversely impact upon customer experience, recruitment of trust service providers and the confidence of the relying party organisations and their regulators.

The opportunity exists to overcome this negative influence by encouraging trust schemes to acknowledge the need for interoperability across schemes and to recognise and adopt a National Trust Framework supplemented by sector / scheme specific requirements. This will ensure customer experience is optimised, customer choice is fulfilled, and the level of service provider participation is maximised.

For more information about tScheme visit: www.tscheme.org

European Trust Foundation Members: