



International Chamber of Commerce  
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An ICC initiative  
**BASIS**  
Business Action to Support  
the Information Society



## INTERNET GOVERNANCE FORUM WORKSHOP REPORT

### Rio de Janeiro, 12-15 November 2007

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#### 1. Title

Managing Security Issues: Authentication at the Transaction Level

#### 2. Organizers and Panellists

##### *Organizers:*

International Chamber of Commerce (ICC), its initiative Business Action to Support the Information Society (BASIS) and the Oxford Internet Institute (OII)

##### *Moderator:*

Tom Dailey, General Counsel, Verizon Online, United States of America

##### *Panellists:*

Caspar Bowden, Chief Privacy Advisor EMEA, Microsoft, United Kingdom  
Simon Davies, Founder & Director, LSE, Privacy International, United Kingdom  
Gulshan Rai, Director, CERT-IN, India

#### 3. Discussion

The panelists had an interactive exchange on the roles of all stakeholders in promoting authentication technologies to promote trust online. The workshop provided an opportunity for representatives of government, business, technical experts and civil society to discuss their current priorities and express a variety of views

Panelists discussed the need to give choices to consumers and what it takes to achieve this objective. Authentication requires a competitive environment, where companies can offer different options to authenticate the user as appropriate to the transaction and desired by the consumer. The architecture should be flexible to permit a variety of approaches proportionate to different needs.

Microsoft's Caspar Bowden explained the company's thinking on an "ID metasystem," or a system of authentication systems. Sector specific identity management systems can be specific to circumstances. At the same time, user-centric identity management systems enable effective control over the authentication interface while ensuring good system security and the protection of privacy.



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From a government perspective, we heard from Dr. Gulshan Rai of India about a five-part strategy to create secure e-government applications. For some countries, Dr. Rai explained, barriers to improving authentication include availability and cost of technology and interoperability of standards.

While panelists had different opinions on the adequacy of legislative approaches, panelists agreed that consumers should be empowered. Simon Davies stated that market based and innovative solutions can help to build confidence. Increased awareness and engagement of users can reduce vulnerabilities to threats such as phishing. Governments have an important role in facilitating awareness-raising and discussions between users and providers, but should do so in a manner that enhances confidence and encourages participation in the Information Society.

Finally, panelists debated whether mandated approaches and standards are necessary. While there was some divergence of opinion on this point, panelists believed that all identity architectures are not equal and that involvement of all stakeholders is necessary to manage security issues.

#### **4. Inventory of events and actors related to the issue under discussion**

Authentication and identity management issues are being discussed in many forums including: ICC's Task Force on Security and Authentication, Privacy International, the OECD and various industry associations such as the Liberty Alliance Project and the Smart Card Alliance.

#### **5. Possible follow-up**

This workshop provided a truly multi-stakeholder discussion of important issues regarding identity management and authentication, which are fundamental to transactions between businesses and consumers, between businesses, and for governments. ICC-BASIS and OII were pleased to provide an opportunity to delve deeper into these technical and policy issues. The interactive discussion with the audience highlighted facets of the challenges with which stakeholders are grappling and demonstrated the need for continued multi-stakeholder capacity building and dialogue.