



**GOVTECH CHALLENGE SERIES 2.0**

# **HOW TO SUPERVISE TRUST SERVICE PROVIDERS IN AN INNOVATIVE WAY?**



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# CONTEXT

## CURRENT SITUATION

- RRT supervises trust service providers established in Lithuania;
- There are 9 types of services, the most popular of them is e. signature. These services are used to create / execute digital processes, they are subject to very high quality and security requirements;
- The purpose of RRT supervision is to ensure that service providers and services always meet the requirements of reliability and security.

## SCOPE

- There are 4 trust service providers established in Lithuania and around 200 in the European Union;
- The use of trust services: 678 017 valid qualified electronic signature certificates issued by the Lithuanian providers (at the end of 2019) and 59 611 852 timestamps created during 2019

## PROBLEM

- Currently, the activities of trust service providers are monitored without the use of any automated tools (only through document checks / audits performed by RRT employees or upon client report about possible vulnerabilities and discrepancies);
- There may be a situation where changes or emerging vulnerabilities, that affect the security and reliability of trust services, will not be promptly recorded, which will affect the users of the services.

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# CHALLENGE

**We want to ensure that users always receive reliable and secure services by automating certain supervisory processes of trust service providers.**

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# SOLUTION

## KEY FUNCTIONS

- Monitor the availability of trust services;
- Monitor the availability / changes of information and documents published on service providers' websites;
- Monitor information on identified / known vulnerabilities in the technological solutions used by service providers.

## METRICS FOR SUCCESS

- Growing confidence and use of trust services (assessed in RRT surveys);
- More effective use of human and other types of resources for trust services supervision.

## IMPORTANT ASPECTS

- 5 out of 9 possible qualified trust services are provided in Lithuania, their number is growing;
- Information on services must be posted publicly by all providers;
- Some information on the equipment used by trust service providers is published in the European Commission QSCD (Qualified electronic signature /seal creation devices) list;
- Other sample information on trust service providers equipment will also be provided.

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# OPPORTUNITIES

## INSTITUTION

- The development of a successful tool would allow the automation of other related processes, further optimizing the supervision of trust services.

## MARKET

- In the long run, such a solution could be used by trust service supervisory bodies, operating in other EU countries.

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