



W3C –Web Security Context Working Group: “Web Security Experience, Indicators and Trust: Scope and Use Cases”

ANEC comments

page 1 of 3

Title *Part 1 (this part): Briefing about the W3C Web Security Activity and the “Web Security Experience, Indicators and Trust: Scope and Use Cases” deliverable*

Part 2 (this part): ANEC’s comments on the “Web Security Experience, Indicators and Trust: Scope and Use Cases” deliverable

Source **ANEC**

Contact Bruno von Niman, ANEC W3C Representative
ANEC_W3CRep_Bruno@vonniman.com

To W3C Web Security Context Working Group

Document for:

Decision	x
Discussion	x
Information	x

W3C –Web Security Context Working Group: “Web Security Experience, Indicators and Trust: Scope and Use Cases”

ANEC comments

page 2 of 3

Part 2: Comments to W3C

ANEC is glad to see, support and contribute to this W3C Web Security activity being started up.

The ICT environment consumers rely upon, use and interact with to perform activities of daily life is increasingly exposing consumers to threats. Usable and accessible security is one of the basic enablers of consumers' trust in technologies and needs careful addressing.

We would like to make the following comments on the “Web Security Experience, Indicators and Trust: Scope and Use Cases” working draft (dated March 02, 2007):

A. General comments (these apply throughout the document and approach):

1. Accessibility and Design for All should be addressed as a central topic, similar to usability;
2. Multicultural aspects related to the design and use of ICT should be addressed;
3. The document should recommend the use of information architecture and design technologies;
4. Multimodal indicators should be included (not only visual);
5. Close coordination with the WAI and Mobile Web activities should be established;
6. Collaboration with 3GPP and OMA should be considered;
7. If possible, the activity should strive for compatibility and consistency with the W3C P3P specifications and compatibility with currently used Internet filters, in order to satisfy basic consumer requirements on reliability, accessibility, usability and security. As useful input, we recommend ANEC's study of Internet filters (ANEC-R&T-2006-ICT-002), downloadable from www.anec.org.
8. The specifications to be developed should rather be technology platform-independent to the largest possible extent or at least support multi-platform compatibility in a consistent way, to allow for the transfer of consumer knowledge that be entirely focused on a limited subset of technical protocols and platforms currently used (e.g. for Web access from computers and mobile terminals). Technical concepts do not have to be visible, nor highlighted to the users and consumer.

W3C –Web Security Context Working Group: “Web Security Experience, Indicators and Trust: Scope and Use Cases”

ANEC comments

page 3 of 3

9. The work should be more forward-looking and address areas and issues such as:
 - a. Portable settings across platforms and technologies;
 - b. Multicultural issues;
 - c. Cross-platform, portable digital IDs and signatures;
 - d. Media convergence.

B. Specific comments

1. Definitions are missing;
2. Chapter 2 should raise the issue of understandability, as research evidence indicates that consumers do not even understand the security settings.
3. The Web is increasingly accessed through speech UIs, of considerable importance to blind consumers. Chapter 2 should therefore include non-visual presentation of the security information.
4. The mobile Web is not covered in the Scope- we believe, it should be addressed!
5. Consumers typically share PCs- the approach presented in chapter 5.8 should be reconsidered.
6. Some of the 20 scenarios should be updated to include:
 - o Disabled users (i.e. scenario 1-4);
 - o Older people (i.e. scenario 1-4);
 - o Young users (children between 4- 12 years) (i.e. scenario 9) ;
 - o Language issues (i.e. scenario 16);
 - o Other multicultural aspects (i.e. scenario 19);
 - o Access through a mobile device or, at least, a laptop with a mobile access card (i.e. scenario 10 and 20);
 - o
7. Chapter 10 should include aspects of learnability, portability and graphical design.
8. Furthermore, usability testing should be expanded to accommodate for a representative user segment including generic, young, older, disabled, illiterate consumers and users, including people with different cultural backgrounds.