



Trust and user conceptions of authenticity

InterPARES in action

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Introduction

- Work of InterPARES Trust in relation to trust and trust relationships
- Work on user conceptions of born digital authenticity
- Perspectives on trust in current discussions on AI governance



What is Trust

- n. ~ 1. Confidence of one party in another, based on alignment of value systems with respect to specific actions or benefits, and involving a relationship of voluntary vulnerability, dependence and reliance, based on risk assessment.
- v. ~ 2. To have confidence in another party with respect to specific actions or benefits.



How can trust be viewed?

- **As a decision** – “Trusting is not an autonomic function of the human brainstem or a reflex; it requires a decision to be made. [...] the end result is the decision to trust or not to trust which is specific to the situation at hand.”

NA11 Historical Study of Cloud-based Services

https://interparestrust.org/assets/public/dissemination/NA11_20150109_HistoricalStudyCloudServices_InternationalPlenary2_Report_Final.pdf

- **As relationship(s)** – “A main variable of fiduciary trust is there is already an established motivation that exists without any reciprocal trust behaviors between the partners. [...] With fiduciary trust, the principle trusts the agent because of an established professional, moral, and/or civic relationship.”

NA05 Social Media and Trust in Government

https://interparestrust.org/assets/public/dissemination/NA05_20151013_SocialMediaResearch_LiteratureReview_v2.pdf



What's our interest in trust?

- We tend to focus on trust in information and, in particular 'the record'...
- ... because our value rests on society's acceptance and recognition of our role as experts in (and guarantors of) the provision of high quality, authentic information that they can rely on and take as 'trustworthy'



Why it is getting harder?

- Renegotiation and in many cases a decline in the trust that has previously existed between our employing organisations (governments, businesses and even charities) and the various individuals that form the general public. **Recordkeeper as mediator.**
- Increasing trend towards the outsourcing of digital information storage means we are no longer in control in the way we once were and need to build new trust relationships of our own. **Recordkeeper as contract manager.**



Recordkeeper as mediator

Facilitating trust between our employers/funders and citizens or sub-groups of citizens

- NO08 The Implications of Open Government, Open Data and Big Data on the Management of Digital Records in an Online Environment
- EU03 The Role of the Records Manager in an Open Government Environment in the UK
- EU17 A Case Example of Public Trust in Online Records: The UK care.data Programme
- NA17 Plurality and Policy: Designing for Trust in the Digital Age
- LA05, AS11, EU02, EU11, AS02, AA08



Recordkeeper as contract manager

Building new trust relationships of our own

- NA06 Retention and Disposition in a Cloud Environment
- AA06 Encouraging record creating agencies to use and trust digital archiving services for records in their custody.
- TR01 The Use of Cloud Services for Records Management in International Organizations
- EU08 Ensuring Trust in Infrastructure-as-a-Service
- EU06, EU09, EU20, NA10, NA14



Conclusion/Question

- Don't expect recordkeepers to be very trusting that anyone else can look after 'their' records as well as they can
- What sort of/how much mediation do we want to do between others in the service of societal trust? Do we want to do more than just mediation in the form of "timely disclosure of information about an individual's or organization's activities and decisions"?



Born Digital Authenticity

44762506067937380a5dbf38e382 - Notepad

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----- Original Message -----
 From: Lisa Deluca <LDeluca@ebrut.com>
 Date: Tue, 11 Sep 2001 14:48:05 -0400
 To: Vivek Sud <vsud@ebrut.com>
 Subject: Re: Vivek

I left them a few hours ago. They made a quick stop. Do you have melissa's home phone? That is where they were headed.

----- Original Message -----
 From: David Chu <dchu@ebrut.com>
 Date: Tue, 11 Sep 2001 14:47:58 -0400
 To: Vivek Sud <vsud@ebrut.com>
 Subject: Fw: 142 atlantic ave

Did you find them?
 David Chu
 The BRUT ECN
 (212) 952 0280 x176

----- Original Message -----
 From: David Chu <dchu@ebrut.com>
 To: Vivek Sud <vsud@ebrut.com>
 Sent: Tue Sep 11 14:26:30 2001
 Subject: 142 atlantic ave

Bet clinton and henry st. 718 855 0104. My cel 917 689 1199

PRESS NOTICE COMMITTEE ON STANDARDS IN PUBLIC LIFE

Chairman:
The Rt. Hon. The Lord Nolan

Date: 19 July 1995

THE HOUSE OF COMMONS' RESPONSE TO THE SELECT COMMITTEE'S REPORT ON THE NOLAN REPORT

COMMENT BY LORD NOLAN

As I have already said, I welcome the speed and the depth of consideration that the House has given to our report. It was clear to the Committee that the best way to allay public anxiety was prompt and firm action.

I continue to believe that individual proposals should be considered in the round, and therefore I do not wish to comment on any part of the House's deliberations.

We made it clear that aspects of the position on consultancies needed further consideration

Memo

Barclays Capital

To: **SCM Approvals Committee**

From: Adam Moses

Date: [] October 2007

Subject: Pre-approvals paper – Project Faber

BARCLAYS

1. SUMMARY

Structured Capital Markets ("SCM") is seeking approval for Project Faber (the "Transaction") with the Luxembourg branch ("LuxBank") of HSH Nordbank AG ("HSH"). LuxBank will be a Luxembourg resident financial institution. The Transaction involves Barclays Investment Bonds (Isle of Man) Limited ("BIB (IoM)") investing through a Luxembourg resident company ("LuxCo") in a portfolio of high grade investments. BIB (IoM) will forward sell preference shares issued by LuxCo (the "B Prefs") to LuxBank.

Economic Benefit

Due to the availability of certain Luxembourg tax benefits, LuxBank is able to provide a gross up under the Forward for any Luxembourg withholding tax suffered on the B Prefs. To the extent that withholding tax arises, BIB (IoM) will be able to take this into account in computing its chargeable profits for CFC purposes with the effect that no apportionment will be required for

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InterPARES
 Trust



The real thing

K.F. Latham (2015) 'What is 'the real thing' in the museum? An interpretative phenomenological study', *Museum Management and Curatorship*, 30:1, 2-20, DOI: 10.1080/09647775.2015.1008393

- Self: TRT is experienced through aspects of myself
- Surround: TRT is experienced in the way it is presented to me and by what surrounds me (and it)
- Presence: TRT is an actual physical thing that was there and is right here in front of me now
- Relation: TRT is experienced by connecting me to other people (beings), events, times and things



Judgements of authenticity

- Made in terms of 'knowing', 'expecting' and sometimes 'remembering' or 'imagining'
- People wanted to know 'more' before they could be confident about a document's authenticity. This 'more' was often expressed in terms of/relation to other people.
- The roles in which these others were most often seen or placed were those of creation or currently hosting/holding. Those who had used these documents and their prior uses were much less evident, as were additional intermediaries between the document as it was first created and its current existence on a particular organisation's website.



Question

What sort of/how much mediation do we want to do between others in the service of societal trust? Is our role?

- “timely disclosure of information about an individual’s or organization’s activities and decisions”? **Mediation between information and people?**
- bringing all relevant parties into the equation? **Mediation between people from the past and the present?**
- actively seeking redress for past wrongs? **Mediation between different people in the present?**



“2019 will be the year that AI grows up”

“If 2018 brought artificial intelligence systems into our homes, 2019 will be the year we think about their place in our lives. [...] The coming year is also going to be the year that changes the way we talk about AI. [...] wild speculation about the future of AI will be replaced by hard decisions about ethics and democracy”

Emma Byrne, 2018 (in Wired)

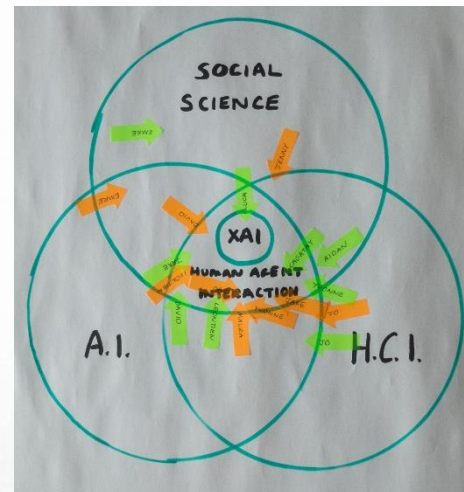


“2019 will be the year that AI grows up”

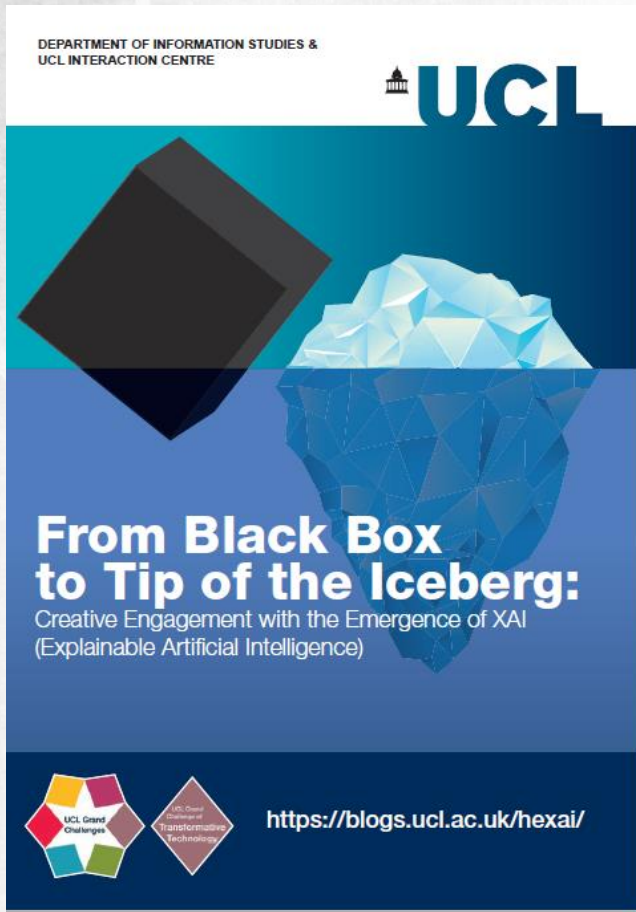
- The IEEE Global Initiative on Ethics of Autonomous and Intelligent Systems (2019), *Ethically Aligned Design: A Vision for Prioritizing Human Well-being with Autonomous and Intelligent Systems*, First Edition, available at <https://standards.ieee.org/content/ieee-standards/en/industry-connections/ec/autonomous-systems.html> (accessed 28 November 2019).
- Independent High-Level Expert Group on Artificial Intelligence (2019), *Ethics Guidelines for Trustworthy AI*, European Commission, Brussels, available at <https://ec.europa.eu/futurium/en/ai-alliance-consultation/guidelines#Top> (accessed 28 November 2019).
- Organisation for Economic Co-operation and Development (2019), “OECD Principles on AI”, available at <http://www.oecd.org/going-digital/ai/principles/> (accessed 28 November 2019).
- Panel for the Future of Science and Technology (2019), *A governance framework for algorithmic accountability and transparency*, European Parliamentary Research Service, Scientific Foresight Unit (STOA), PE 624.262. Available at [http://www.europarl.europa.eu/thinktank/en/document.html?reference=EPRS_STU\(2019\)624262](http://www.europarl.europa.eu/thinktank/en/document.html?reference=EPRS_STU(2019)624262)



Human-centred Explainable Artificial Intelligence Workshop



Discussions



- “AI is not just machine learning” – Explaining AI before Explainable AI
- “We need to change the metaphor” – From Black Box to Tip of the Iceberg, XAI to Why – ‘Y’AI
- “We are all designers of explanations” – Understanding Explaining



AI Governance

Accountability – “a set of mechanisms, practices and attributes that sums to a governance structure which involves committing to legal and ethical obligations, policies, procedures and mechanism, explaining and demonstrating ethical implementation to internal and external stakeholders and remedying any failure to act properly.”

Transparency – a tool “to be used responsibly, which means accepting that applying it means being sensitive to the complex contexts in which it is used, and the balance of benefits and harms its use inevitably entails”

(Panel for the Future of Science and Technology, 2019).



Differences of perspective

- The Absence of Authenticity
- Record as 'Explanation' – causal history and causal responsibility as provenance?
- Trustworthiness rests on...
 - reliability, authenticity and accuracy (Terminology Cross-domain Task Force, 2008)
 - “respect for human autonomy, prevention of harm, fairness and explicability” (Independent High-Level Expert Group on Artificial Intelligence, 2019).



Conclusions

- Different levels/ways of looking at trust and trustworthiness
- What sort of/how much mediation do we want to do between others in the service of societal trust? (Assuming that we have a role in the service of societal trust)

