

# The User View in Trustinet

Kristiina Karvonen

Telecommunications Software  
and Multimedia Lab

# Challenges in Trust Research

HCI – Usability – User Experience view on trust situations

- Understand the various identities and roles the user has
  - E.g. User, Content-Provider or Consumer?
  - Different things matter, when the role changes.
  - The payment process has its own demands, different from other online trust situations.
- Enhance the visibility of security and understandability of trust-related concepts
  - Current security indicators don't work
  - Users don't get the information they need (e.g. Safer Internet report 2006)
- Rationality versus Irrationality
  - Are we talking about risk aversion or risk game? Some users may be willing to gamble with their online relations, monetary or societal.
  - Emotional factors have great effect
- Understanding the needs
  - Need to protect own content more OR willingness to distribute as widely as possible?
  - Perceived risks vw. Actual risks
  - What it takes to feel safe?

We can offer usability testing, user studies, input on how to take user experience into account

# Usability work in Trustinet ongoing

- Pairing usability testing with NRC
  - Paper: Uzun, E, Karvonen, K, Asokan, N: *Usability Analysis of Secure Pairing Methods*, in Proceedings of Usable Security (USEC'07), February 15-16, 2007, Trinidad&Tobago, a workshop co-located with The Eleventh Conference on Financial Cryptography and Data Security (FC'07), Springer-Verlag LNCS
  - NRC Technical report : NRC-TR-2007-002: *Usability Analysis of Secure Pairing Methods*, authored by Erzin Uzun and Kristiina Karvonen and N. Asokan, January 10, 2007
- HIP GUI usability testing with InfraHIP
  - Two rounds of usability testing done with HIP and non-HIP users.
  - A conference paper submitted, also to be rewritten as a book chapter for Gurtov's book on HIP
- Problem statement of new issues in trust
  - Participating in ACM CSCW Workshop "Revisiting Online Trust" 11/06, paper: Karvonen, K: *It Takes a Lunatic, and Other Stories about Online Trust*
  - A journal article under planning based on the workshop with workshop participants
- Usability enhancements for Spam prevention in VoIP (with J.Lindqvist)
  - Method invented by Lindqvist implemented and usability tested. Implemented during fall '06, usability testing February '07
  - Results worked into a journal article
- Identity online questionnaire, with Sanna Suoranta and UH
  - Online questionnaire on current climate of trust among online users: threats, perceived risks, good things. Questionnaire under planning.
  - Jointly with Dep. of Statistics, University of Helsinki
- Analysis of usability problems in Phishing solution suggestions
  - E.g. Passpet
  - Expert evaluation, re-design/own solution implemented/testing
  - Jointly with F-Secure. Ongoing work.
- Repeating initial trust study done for Karvonen's PhD thesis work
  - Study topics updated
  - Paper: Karvonen, K: *Users and Trust: the New Threats, the New Possibilities*, to appear in Proceedings of 4th International Conference on Universal Access in Human-Computer Interaction, 22-27.7.2007, Beijing, China, Springer-Verlag LNCS