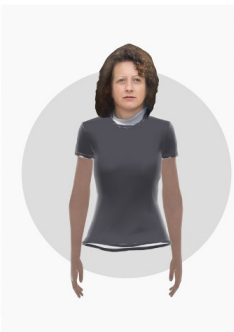


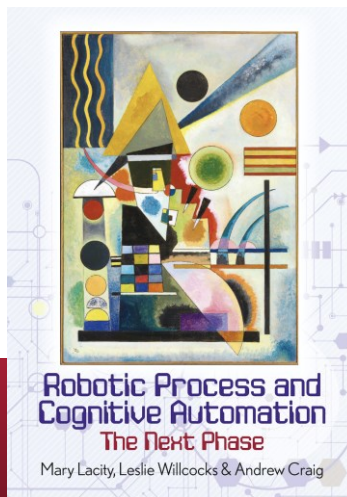
TSWG-AIM-TF



**Dr. Mary C.
Lacity**

Distinguished Professor
and Director of Blockchain
CoE

WALTON



**Robotic Process and
Cognitive Automation**
The Next Phase
Mary Lacity, Leslie Willcocks & Andrew Craig



**Blockchain Fundamentals
for Web 3.0**
Mary C. Lacity and Steven C. Lupien
Foreword by Caitlin Long

Restoring Trust with Decentralization



Many people (including me!) *hope to restore global trust by decentralizing economic and social activities* with the help of decentralized technologies (e.g. blockchains, tokens) and dispersed governance (DAOs).

Academic definition of Trust

Trust can be defined formally as “the degree to which **subject A** has confident positive expectations that **object B** will fulfil its obligations in **context C** to **limit L**”

Assumptions:

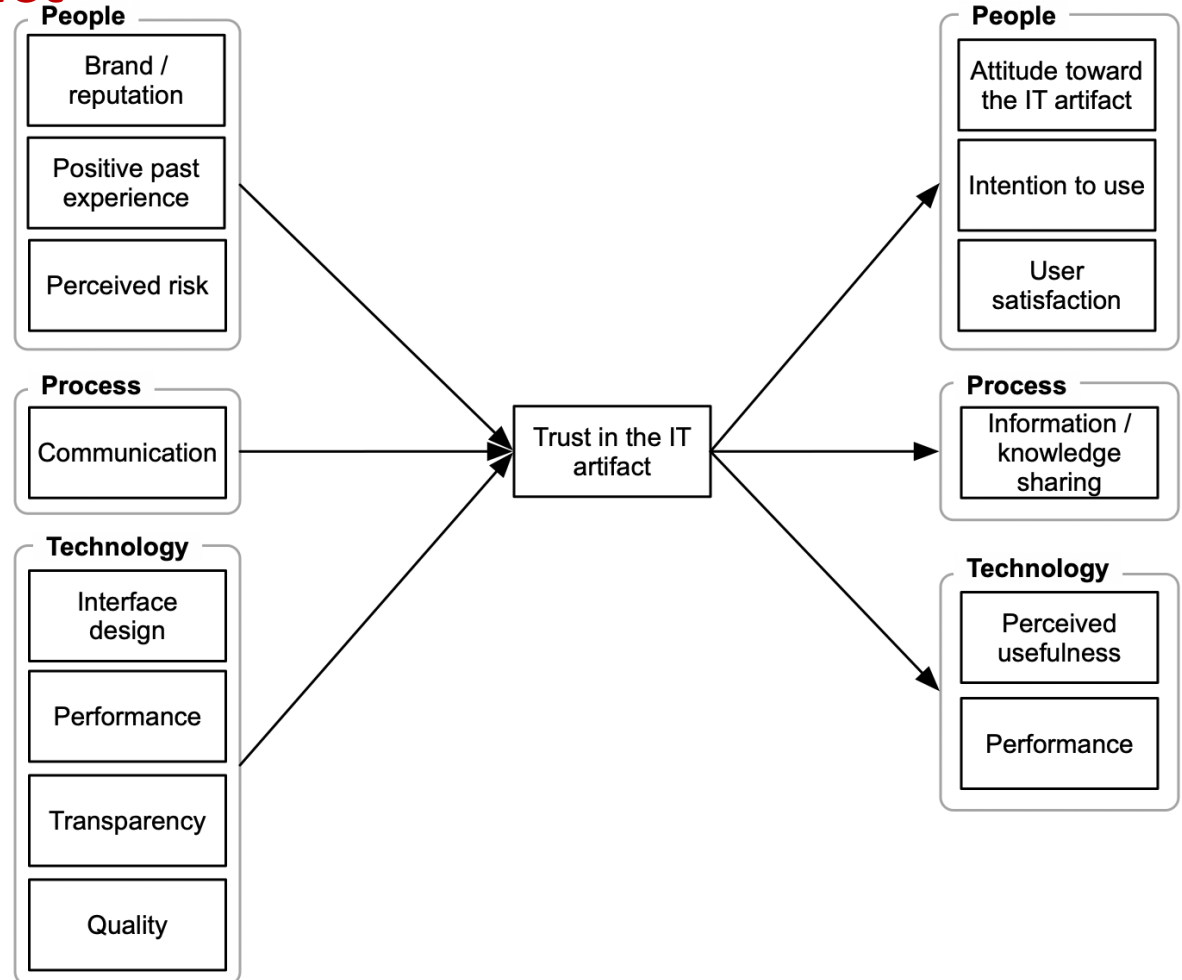
- **Psychological/social:** A must be human(s)
- **Directional:** Just because A trusts X does not mean X trusts A
- **Transitive:** If A trusts X and X trusts Y, then A trusts Y
- **Multiplicity:** Subjects often make multiple assessments

TRUST = (subject: application: functionality: limit)

TRUST = (subject: governance of the application: benevolence; competence: limit)

Trust and the IT artifact

Review of 252 peer reviewed articles in top IS journals 1990 to 2021



SSI Principles—Do we need to revisit for AI and metaverse?

1. Representation
2. Interoperability—open royalty free standards
3. Decentralization
4. Control & agency
5. Voluntary participation
6. Equity and inclusion—no discrimination
7. Useability, accessibility, and consistency
8. Portability of credentials
9. Security
10. Verifiability & authenticity of VCs with cryptography NOT TTPs
11. Privacy and minimal disclosure
12. Transparency (Static; inputs; how build) on incentives, rules, policies, and algorithms explainability (specific decision on outputs); How do we know its an AI.

Conversation during our meeting:

- Explainability is not the same as transparency
- Redress
- Manual processing option
- How do we know its an AI?
- Security vs. safety.

