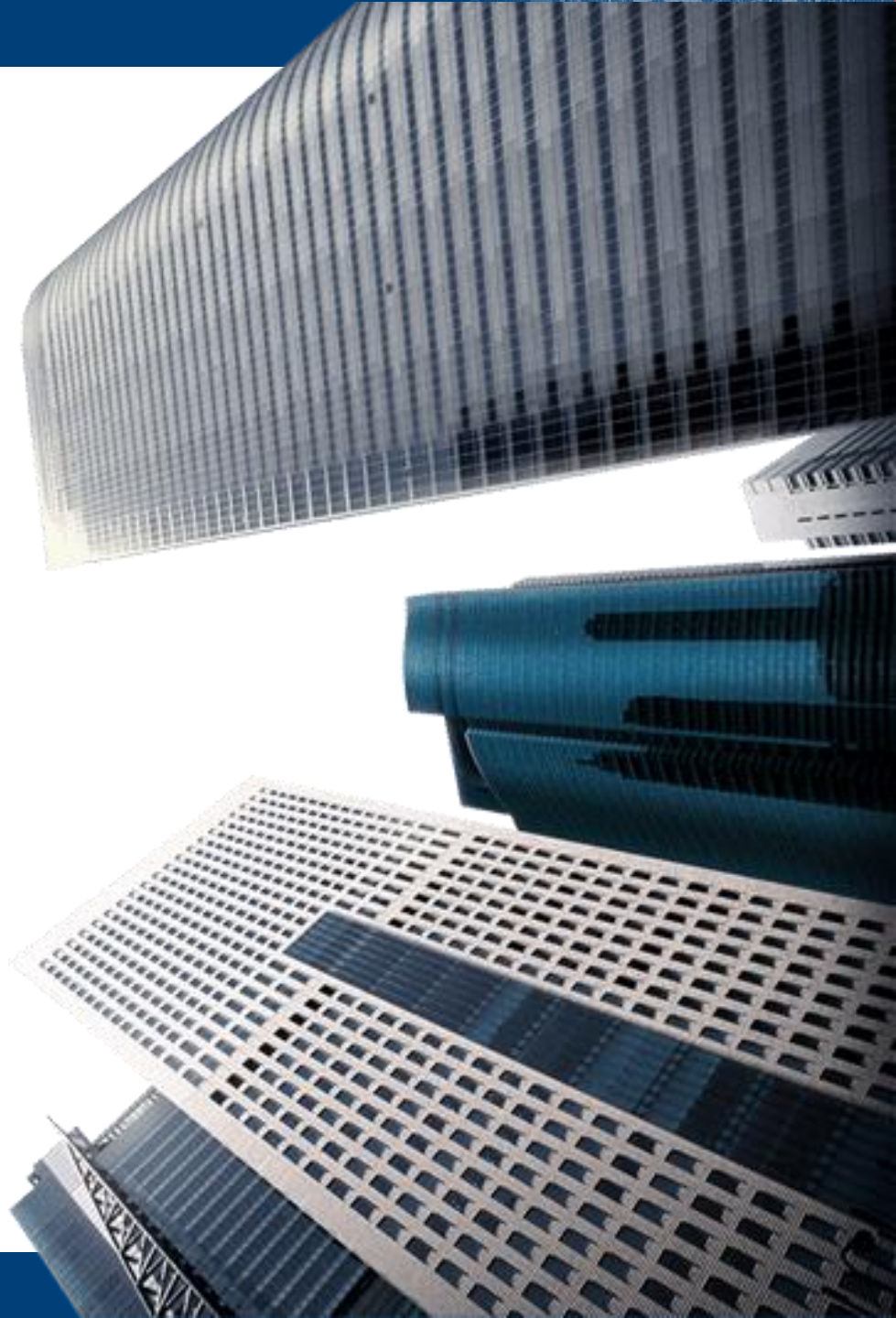


MINISTRY OF INFORMATION AND COMMUNICATIONS
NATIONAL ELECTRONIC AUTHENTICATION CENTRE



Digital Vietnam powered by its Trust Ecosystem



Content

1. Trust definition
2. Trust establishment
3. Trust in digital world
4. Digital Vietnam powered by trust



1. Trust definition

(verb) to believe that someone is good and honest and will not harm you, or that something is safe and reliable.



1. Trust definition

Core drivers of trust:

- Authenticity: the quality of being real or true.
- Logic: reasoning and judgement, thinking-based.
- Empathy: belief and faith, feeling-based.

"Begin with Trust", Frances Frei & Anne Morriss, 2020



1. Trust definition

In crime society, if you are not trusted, you are dead.

It's hard to earn, and you can't really tell how you are trusted or not.

It also means losing your business.



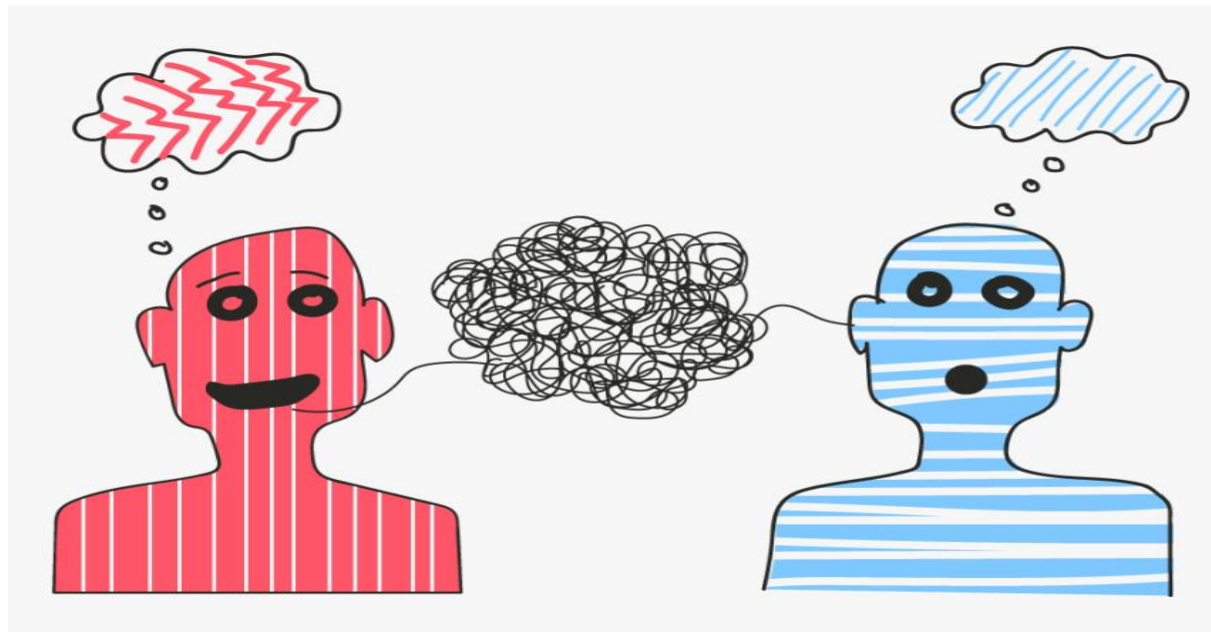
2. Trust establishment

Exchanging clean information, that is proven true.
Verifier is needed.



2. Trust establishment

Clear communication.
Not only verbal, but also body language.



3. Trust in digital world

- Anonymity: In digital world, we can be anyone
- Identity is private information



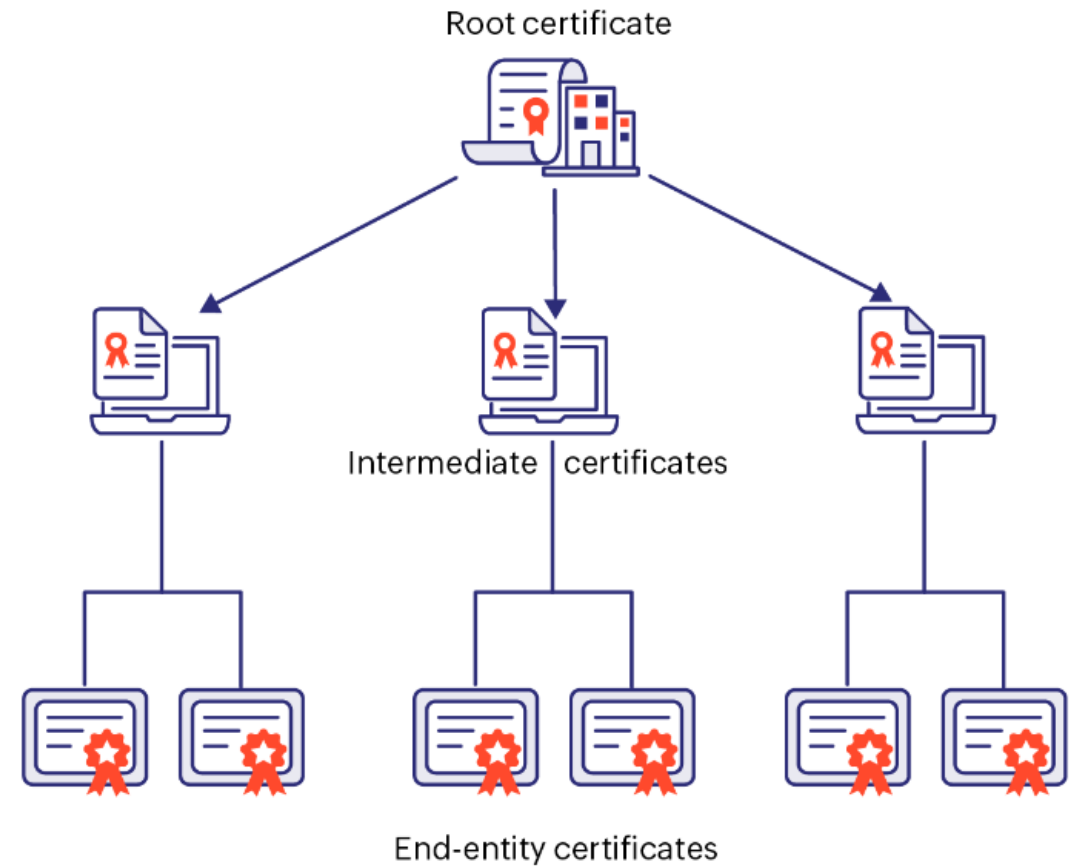
3. Trust in digital world

- Zero trust environment, people have to verify information constantly.
- Hard to do business, the need of automation is very high.



3. Trust in digital world

- Digital certificate is like a name card.
- It's verified by a trusted organization, CA.



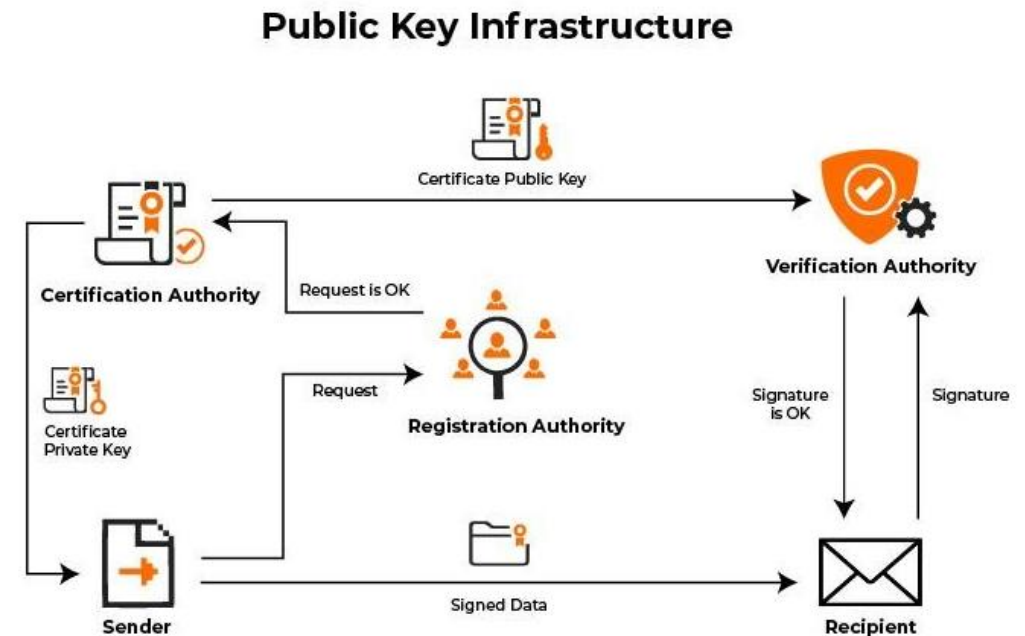
4. Digital Vietnam powered by trust

- Vietnam is a developing country, especially in e-commerce.
- Digital platforms are growing with fast pace.



4. Digital Vietnam powered by trust

- Selling and buying on online digital platform are becoming daily basis.
- Complaint, dispute resolving mechanism needed.
- Establish trust in electronic environment.



4. Digital Vietnam powered by trust

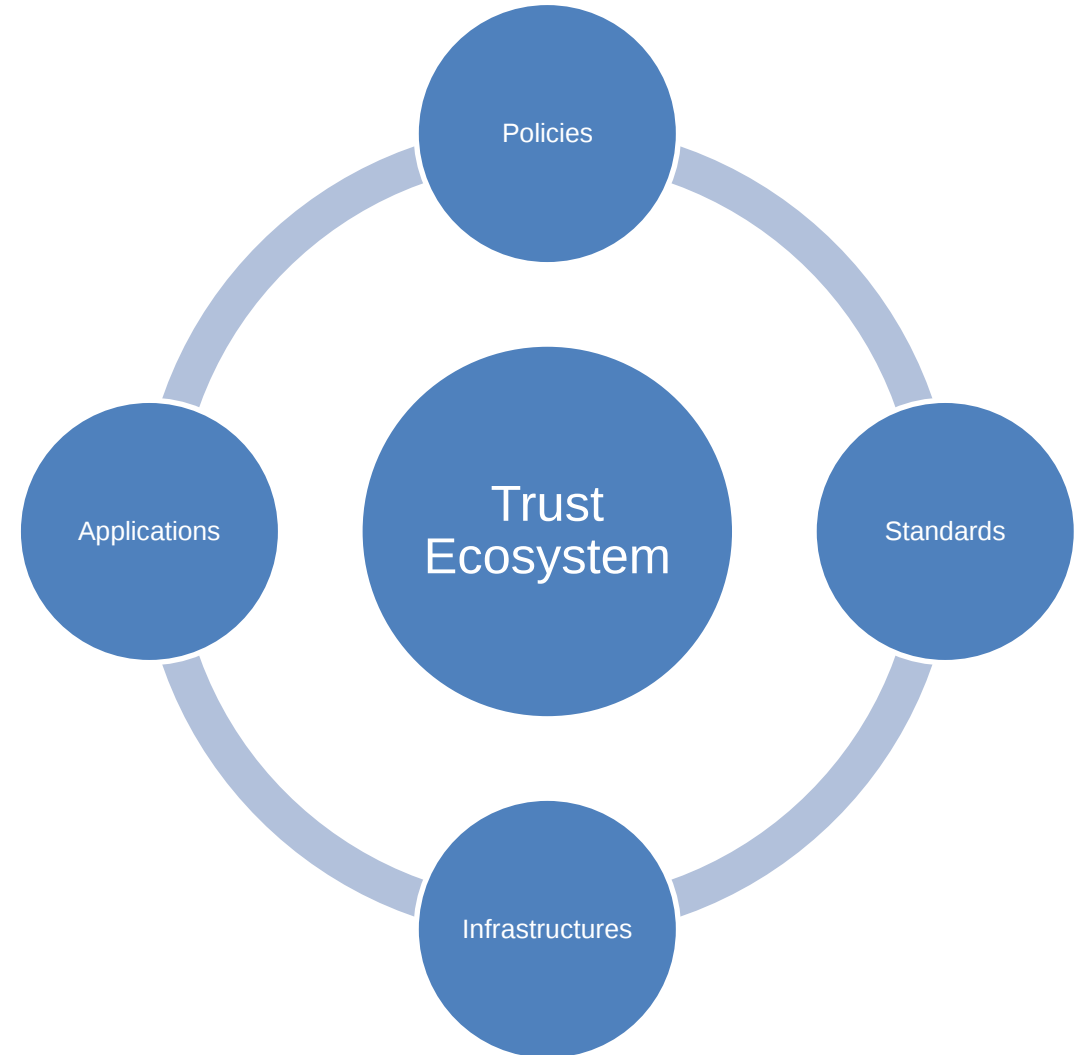
- Current situations of active digital certificates in Vietnam.
- After 10 years of work, the number is humble compares to the potential of the field.

Chứng thư số/Năm	Tổng (lũy kế đến thời điểm hiện tại)										
	Tổng	Doanh nghiệp					Cá nhân				
		Tổng	USBToken	Remote Signing	SIM PKI	Khác	Tổng	USBToken	Remote Signing	SIM PKI	Khác
Chứng thư số cấp	10,639,833	6,636,039	6,365,824	130,498	2,935	136,782	4,003,794	674,450	3,243,215	27,631	58,498
Chứng thư số hoạt động	4,123,515	1,668,151	1,538,788	21,484	954	106,925	2,455,364	260,958	2,137,433	14,755	42,218
Chứng thư số thu hồi	1,407,320	1,046,654	1,035,266	4,964	482	5,942	360,666	128,833	219,752	3,390	8,691

4. Digital Vietnam powered by trust

Our primary concerns:

- Policy making.
- Standards forming.
- Infrastructure building.
- Application developing.



4. Digital Vietnam powered by trust

Policies

- Electronic transaction law of Vietnam took effect from Jul 01, 2024 introduced 3 trusted services: digital signatures, trusted timestamp, electronic message delivery.
- Decree of trust services follows.



4. Digital Vietnam powered by trust

Standards

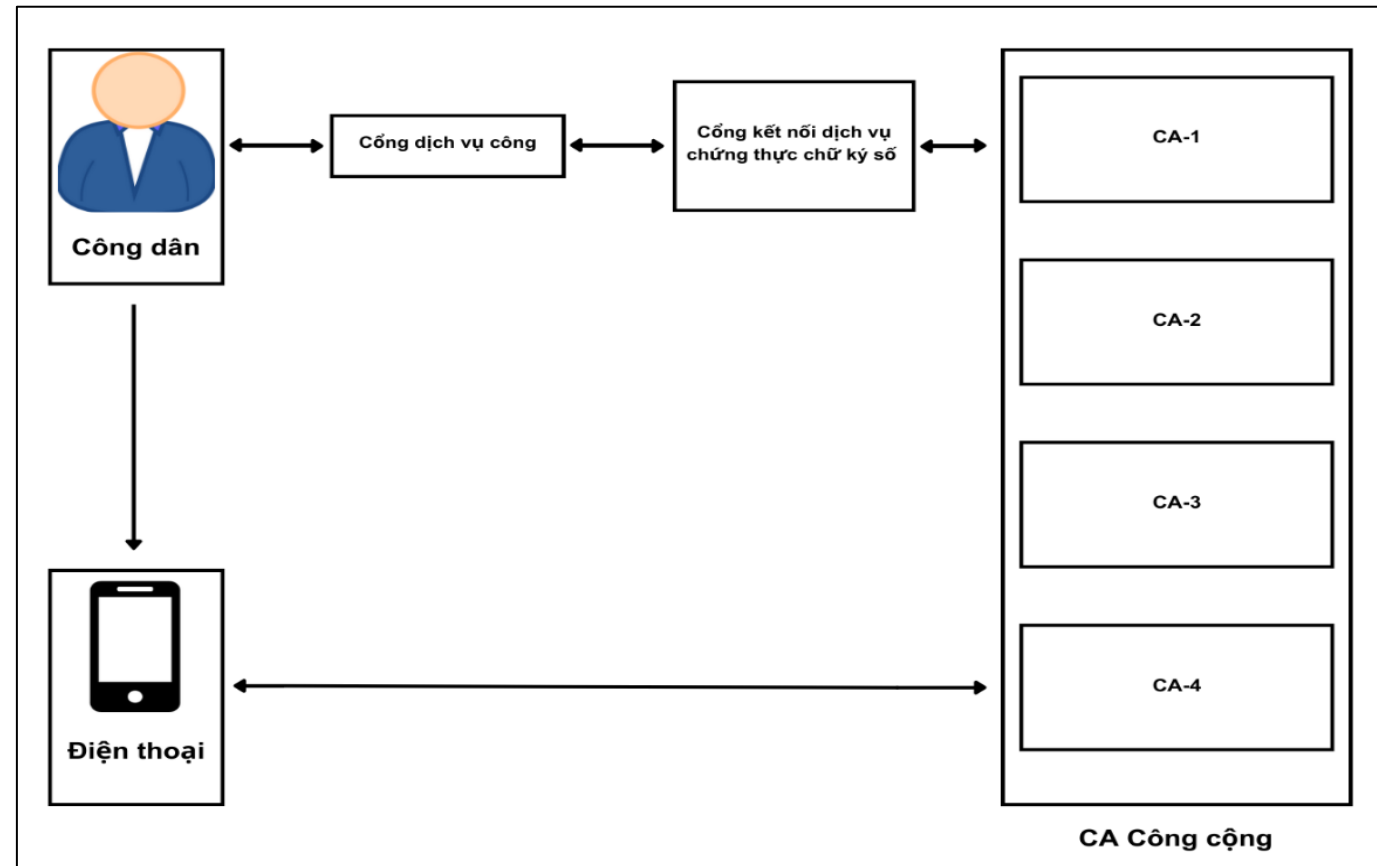
- Lab project for evaluating standards of equipments using in trust services.
- eIDAS, FIPS, CC.



4. Digital Vietnam powered by trust

Infrastructure

- Digital signatures signing hub to promote tier 4 public services: 100% online.
- New Root system for new trust services.
- Platform to connect systems using trust services.



4. Digital Vietnam powered by trust

Applications:

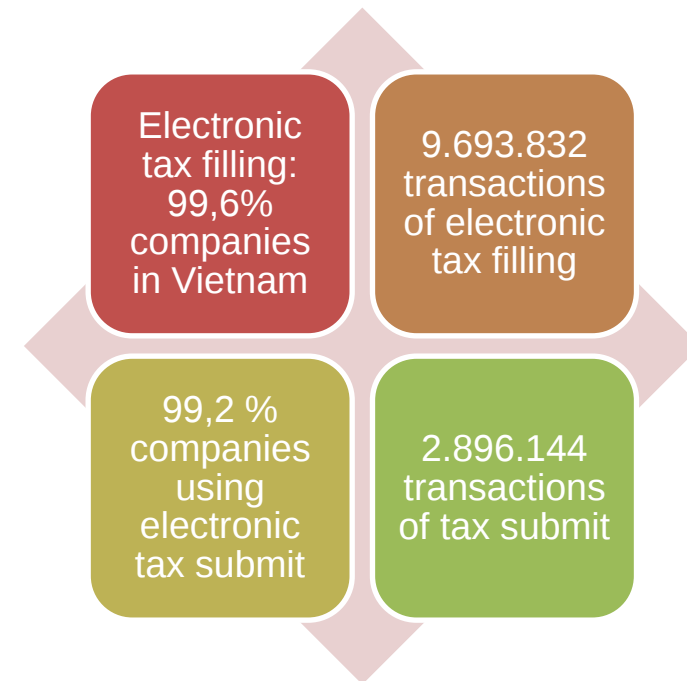
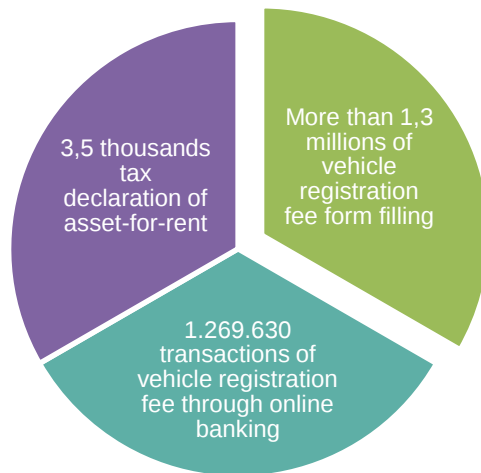
- Public services for administration reform.
- Lesson plans, subject registration, faculty and student management, electronic transcription, degree and certificate.
- Health document, medical records, electronic prescription.
- Banking and securities of financial sector.
- Online payment, electronic wallet...



4. Digital Vietnam powered by trust

Applications:

- Online tax declaration form filling.



4. Digital Vietnam powered by trust

Applications:

- Custom border control.

2021

- 261.830 companies

2022

- 224.510 companies

2023

- 244.090 companies

To 2023
15.979.985 form
filling

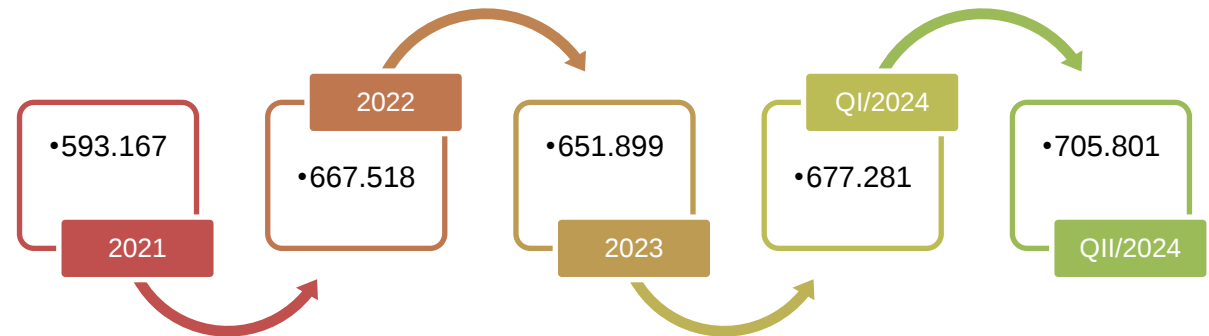
Quarter I 2024
4.075.746 form filling

Quarter II 2024
4.674.884 form filling

4. Digital Vietnam powered by trust

Applications:

➤ Social insurance.



Year	2022	2023	QI/2024	QII/2024
Form received	104.514.735	13.523.112	3.271.940	3.656.429
Digital signature form	104.165.608	12.572.875	2.878.724	3.247.932
Ratio (%)	99,6 %	92,97 %	87,98 %	88,82 %

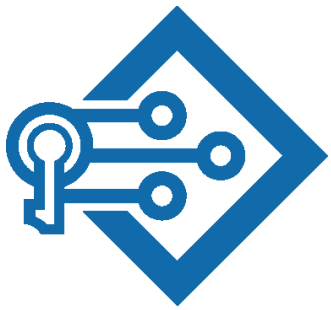
Next steps

- 
- Submit the Gov the Decree regulating electronic signatures and trust services.
 - Draft circulars with detailed instructions for Law, Decree implementation

- 
- Upgrade and build Root system to meet international standards
 - Develop set of technical audit criteria applicable in Vietnam

- 
- Digital signature services portal (eSign) working as a signing hub for all CAs
 - Promote the use of remote signing through online activities such as shopping, payment

- 
- Organize media activities to promote the use of digital signature and trust services.
 - Actively participate in the activities of international organizations such as APKIC and bilateral cooperation activities with other countries.



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Thank you!