



Trust Case Toolbox (TCT) usage questionnaire

If you need more space to express your opinion, feel free to expand the cells of the questionnaire

Part 1 – Context of usage			
Date of filling the Questionnaire:		30.06.2008	
Organization (name and address):		Scientific Institute San Raffaele Via Olgettina, 60 20132 Milano Italy	
The person filling the Questionnaire			
Name:	E-mail contact:	Position:	
Alberto SANNA	alberto.sanna@hsr.it tel.: +39 (0)2 2643 2019	Director eServices for Life and Health Coordinator of PIPS Project	
Period of usage	From:	Jan. 2006	To: June 2008
For what purpose TCT tool was used:			
<p>The tool was used to build trust cases related to trustworthiness of the innovative services developed by EC 6th FR Integrated Project PIPS (Personalized Information Platform for health and life Services). TCT tool and the related trust case methodology was the contribution of the research team from Gdansk University of Technology led by professor Janusz Gorski. Three main aspects of PIPS services were subjected to the analysis with the help of trust cases: patient's safety, patient's privacy and security of key information assets maintained by PIPS. The trust cases developed and maintained with the help of TCT were used to analyze and to communicate the arguments about PIPS trustworthiness throughout the project with respect to the subsequent prototypes demonstrating the PIPS services supporting health and lifestyle of EU citizen.</p>			
If the work was conducted as part of a formal project, please specify the project:			
<p>Integrated Project PIPS (IST-FP6-507019, full title: Personalized Information Platform for Health and Lifestyle Services) of the 6th Framework Programme of the European Commission. The work was part of the subproject Work Package 3.1: Analytical framework for trust, security and safety</p>			

Part 2 – General opinion	
What is your general opinion about TCT and value added provided by it:	
<input checked="" type="checkbox"/> Very useful <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Not useful at all	
Comments:	
<p>Trust cases and the TCT tool provide a very clear mechanism of representing arguments and the supporting evidence in an organized way that helps in analysing and assessing the arguments. The argument assessment mechanism based on Dempster-Shaffer theory of beliefs is very helpful in visualizing the strenght of the trust cases and in communicating the support</p>	

given to the particular claim about the service, being it its safety, preservation of patient's privacy or security protection. Offering trust cases in the Internet makes them accessible at any time and from any place.

It is worth mentioning that in the final assessment of the PIPS project carried out by the panel of European Commission experts, in the official report there was the following sentence:

*The main achievements ... are: the pilot demonstrations, teaching tools for target groups involved in the Pilot Demonstrations, Risk management tools, Business model, **Trust case for pilots** and Risk guide.*

This clearly indicates that the value of trust cases was recognized among the main project achievements what was formally confirmed in formal documents of the final project assessment.

Part 3 – Free comments

Any additional comments: