Annual Report

2023 2024

Digital Trust
LABORATORY

> *In a rapidly evolving digital landscape, where the line between opportunity and risk is often defined by trust, DTLab remains steadfast in its mission to build a more* **secure, inclusive, and resilient digital future.**

Table of contents

Letter from the Chair of the Board and the Chief Executive Officer

Dear friends of DTLab,

March 31, 2024 marks the end of the fourth year of operations for the Digital Trust Laboratory of Canada (hereinafter "DTLab"). Over the past decade, both governments and private sector organizations worldwide have increasingly recognized the importance of digital identity as a critical pillar of cybersecurity. The pandemic underscored the necessity for secure, user-friendly digital identities. Moreover, the rapid growth and widespread adoption of artificial intelligence (AI) technologies in recent years have significantly increased the risks associated with identity theft and fraud.

These challenges, along with the experience of the past four years, have led DTLab to undergo a significant shift that began in early 2023. Rather than focusing on marketing products and services, DTLab refocused its efforts and prioritization towards community-driven projects aimed at solving complex problems and challenges in digital identity, particularly those that require collaboration among multiple stakeholders. Although we successfully completed a first open round of project intake, confirming the strong interest in continuing this vital work, we had to pause the initiative due to a lack of project-specific funding.

The majority of our efforts has therefore been directed towards enhancing our Assessments and Capacity Building programs. Through our work in Assessments, we successfully secured a $1 million federal government contract to test and advance our Digital Trust Testbench (DTT). Through the Capacity Building program, we completed the development and piloted several new offerings and courses, in French and in English, and the reception of these offerings has been very positive so far.

Looking to the future, DTLab's management remains as focused as ever on maintaining its long-term financial viability. With the grants obtained from the Quebec and federal governments ending March 31, 2024, it is imperative to develop a financial model capable of sustaining our operations without these funds. As we move into 2024–25, validating such a model is the management team's top priority, while ensuring the continuity of the organization and longevity of its contributions to the digital credentials industry and society.
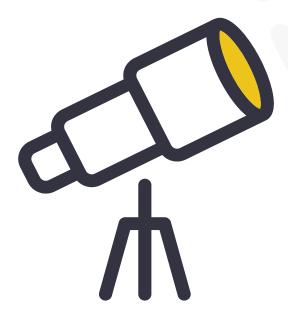
Yours sincerely,

Joni Brennan
Chair of the Board

Patrick Cormier
President & CEO

Corporate Profile

Vision

We empower Canadians and Canadian businesses to safely and successfully engage in the digital world.

Mission

We execute our vision by:

→ Facilitating co-created projects that address complex challenges and opportunities related to digital credentials;

→ Building capacity and technical competence amongst individuals and organizations working with digital credentials and identity; and

→ Enhancing quality, interoperability and adoption by performing neutral and independent assessments.

About

DTLab brings people, organizations and governments together to tackle the big issues involved in the creation of safe, **seamless and secure digital credentials** in Canada.

Our **unbiased team of specialists** tests and experiments with governance and technology models designed to leverage digital credentials in Canadians' day-to-day lives. Our work supports efforts to ensure various solutions work across the country and internationally.

We believe the best solutions will require a collaborative approach with multiple participants across the economy and we're committed to facilitating just that.

At the end of our fourth full year of operation, DTLab's funders and members can count on **the passion and dedication of 12 employees**, who enter this fifth year with a strong belief in our vision to: **empower Canadians and Canadian businesses to safely and successfully engage in the digital world**.

Values

We are honest & open.

We genuinely and openly communicate our opinions while also being open and actively listening to the opinions of others.

We are team players.

We proactively engage with each other in resolving problems and addressing opportunities.

We are innovative.

We are on the lookout to solve problems and seize opportunities in new and better ways.

We take ownership.

We convey to each other that we are responsible for the achievement of our goals including addressing unforeseen circumstances.

We do the right thing.

When faced with an easy thing to do or decide, and another that is not, and the latter is right; we choose the latter.

We are self-starters.

We are internally motivated, and have the desire to continuously learn, the ability to set goals, and undertake the work without being prompted to do so.

Official Name

Digital Trust Laboratory of Canada

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Incorporation

Canadian federal nonprofit organization
(February 24, 2020)

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Official Address

283 Blvd Alexandre-Taché
Suite LB A–1360
Gatineau QC J9A 1L8

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Directors

Joni Brennan
Chair of the Board

Jack Noppé
Vice-Chair & Independent Director

Mathieu Desrosiers
Treasurer

Claude Perreault
Director

Jacques Latour
Director

Pierre Roberge
Director

Gassim Bangoura
Independent Director

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President & CEO

Patrick Cormier

Main Revenue Sources

50 K

Private contributions

644 K

Sales

29 K

Dues

1.5 M

Government grants

Principal Risks

- Revenue model not proven

- Delays in market availability of governmental digital ID solutions

- Recruitment & retention of highly skilled & specialized resources

dtlab-labcn.org

The Year 2023–24 in Review

Celebrating our key achievements

2023–24 was a year of renewed focus for DTLab.

1. We had our official launch of "Lab 2.0" solidifying around three pillars: **co-created projects**, **capacity building** and **assessments**.

2. We refreshed our vision to speak more directly to the shifts we hope to see in Canada through the power of digital credentials.

→ **New vision**: *Empowering Canadians and Canadian businesses to safely and successfully engage in the digital world.*

3. We capped off the year with a name change: **Digital Trust Laboratory of Canada (DTLab)** - to better reflect the outcome we are seeking: trust in our digital interactions.

And while this refresh work certainly kept us busy, we still made great strides with projects across our pillars. Here are three highlights:

Co-created projects

As a neutral non-profit, we bring together participants from the public, private, academic and civil society sectors. Taking a design thinking approach, we facilitate the implementation of multi-stakeholder and **co-created projects** that advance digital credentials to fight cybercrime, protect our privacy and drive digital inclusiveness.

Our first call for projects attracted submitters from Canada, France, Austria, USA, Germany and Switzerland.

FEATURED PROJECT

Trust Registry Community of Practice

Funded by Canadian Internet Registration Authority (CIRA), the Trust Registry Community of Practice (COP) brought together 40 representatives from 26 public, private and non-profit organizations. The COP explored the viability of a registry of trust registries, a directory of trust registries, that would help digital credential verifiers confirm the legitimacy of a credential issuer.

Read the Trust Registry Community of Practice Report

The COP culminated in a final report that discussed the establishment of trust registries, and registries of registries, and their role in combating fraud, fostering the adoption of digital credentials, and enhancing Canadians' overall trust in the internet.

With participants from Canada, Europe and the United states, the COP fostered discussion to enhance Canadians' internet safety, encourage global collaboration, drive innovation, and promote interoperability. Empowering individuals, verifiers, and ecosystem players to better authenticate digital credentials creates a more trusted digital ecosystem.

Capacity Building

Through our **Capacity Building** pillar, we deliver digital credential and identity training courses, use cases and roadmaps, gap assessments, and tailored program guidance to provide organizations with the tools and understanding to take their digital identity and credentials journey to the next level.

"The DT Lab's Digital Credentials Training Program was expertly delivered and filled a knowledge gap in our organization with respect to digital credentials.

The courses provided the right balance between information download and practical applications … [that] could be immediately applied in [our] work…. I would recommend this training to any organization that is looking to level up its collective knowledge on digital credentials and to kickstart their journey."

Jason Doiron, Government of Northwest Territories

FEATURED PROJECT

Digital Identity and Credentials Training Program Launch

This year saw the launch of our **Digital Identity and Credentials Training Program**. DTLab now offers two courses:

→ Digital Credentials 101: Fundamentals
→ Digital Credentials 102: Introduction to Implementation

The courses are designed to cater to varying levels of expertise and interest in digital credentials. These courses can be pursued individually or combined for a comprehensive learning experience, providing foundational knowledge and implementation insights into the digital credentials domain. The courses can also be paired with a use case and roadmap development (typically suitable for organizations just doing 101) or a gap assessment, typically for organizations completing 101 and 102 that are looking to identify tailored concrete next steps.

Our inaugural clients included: the Canada Revenue Agency, the Government of Northwest Territories and 15 companies from the Gatineau region. A special thanks to the **City of Gatineau** for funding the development of this training program.

Assessments

We deliver **assessments** that cater to the assessee's needs and leverage community and industry-recognized frameworks where available. Areas of assessment include user-centric functional testing, usability testing, accessibility testing, conformity testing, interoperability testing, performance testing and privacy assessments.

FEATURED PROJECT
Customized Product Testing

DTLab was contracted by three digital credential product vendors to perform a variety of assessments in support of their participation in a Federal innovation program. The scope of testing was customized based on the vendors' respective requirements and included user acceptance testing, usability testing, accessibility testing, conformity testing, interoperability testing, and performance testing.

These latest projects enabled DTLab to leverage the experience gained to incorporate new and further refine existing test procedures within the Digital Trust Test (DTT) Bench.

Through our work within the Assessments pillar, we successfully secured a federal government contract to test and advance our Digital Trust Testbench. The contract with Shared Services Canada and Canadian Digital Service follows DTLab's qualification under Innovative Solutions Canada's (ISC) "Digitization and Cybersecurity" call for prototypes of platforms. The program is designed to provide testing and government feedback to organizations that are preparing innovations to go to market. DTLab qualified under the ISC outcome focused on digital credential testing for technical conformity and/or compatibility.

"Bluink recently completed a comprehensive eID-Me product test plan with the Digital Trust Laboratory of Canada, on behalf of the Government of Canada. ... DTLab added their technical prowess to evaluate the technology's conformance with the W3C Verifiable Credentials format. It was a pleasure to work with DTLab and we would recommend them to anyone looking for expertise in and testing of digital credential solutions."

Steve Borza, Bluink

Financial Analysis & Commentary

According to the audited financial statements for fiscal year 2023–24, as of March 31, 2024, DTLab had over $715.000 in combined financial reserves, accounts receivable and prepaid expenses.

Accounts payable and accrued liabilities amounted to approximately $135.000. This means that DTLab had approximately five (5) months' operating cash on hand at the start of fiscal 2023–24. Deferred revenues consist mainly of the portion of grants and contributions to be used to offset future equipment depreciation expenses, as well as non-refundable credits from founding sponsors and members.

In terms of operating expenses, salary costs represent, as last year, around 89% of all expenses before depreciation. Our second most significant expense category is professional and contract services, representing 6.5% of all expenses.

The Team

As of March 2024, the following individuals made up the team of DTLab[1]:

Bonnie Yau ●
Vice President,
Technology & Product Innovation

Bruno Hivert ●
DevOps Specialist

Chelsea Finnemore ●
Executive Advisor for
Human Resources

Cosanna Preston-Idedia ●
Vice President, Program Delivery and
Government Relations

Fatima Oumar Ba ●
Director of Corporate Operations

Hadrien Seymour-Provencher ●
Digital ID Advisor

Kamal Lakrioui ●
Developer, Test bench

Maude Poulin ●
Graphics & Web Designer

Michael Shea ●
Digital Credentials Consultant

1. Colors indicate status at the DTLab as of March 31, 2024: **full time**, **part time**, **consultant**

Michel Bouillon 🟡
Developer, Test bench

Michelle Chibba ⚫
Privacy Practice Lead

Michelle Robitaille 🔵
Senior Director, Capacity Building

Patrick Cormier 🔵
President & CEO

Patrick St-Louis 🔵
DevOps

Régis Eloi 🔵
Senior Director, Delivery excellence

Serge Joly ⚫
Executive Advisor for Procurement
(Federal Government)

Simon Jodoin ⚫
Executive Advisor for Finances

Virginie Samson 🟡
Office Manager

1. Colors indicate status at the DTLab as of March 31, 2023: **full time**, **part time**, **consultant**

The Board of Directors

As of March 2024, the following individuals made up the Board of Directors of DTLab:

Joni Brennan
Chair of the Board
DIACC

Jack Noppé
Vice-Chair & Independent Director

Mathieu Desrosiers
Treasurer & Director
Desjardins

Claude Perreault
Director
Levio

Jacques Latour
Director
CIRA

Pierre Roberge
Director

Gassim Bangoura
Independent Director
Birks Canada