1 – Conceptual analysis
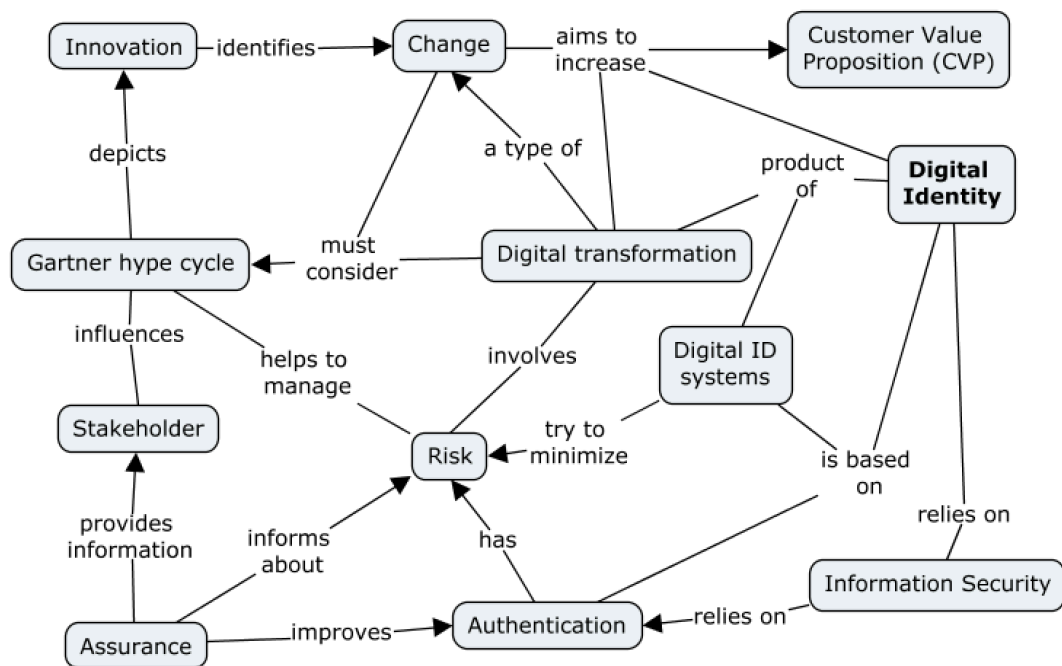

Concept	Definition (one sentence by concept)
Innovation	The practice of identifying significant, positive change and introducing it in the enterprise environment.
Change	Is what occurring when an organization improves, restructures or transforms a major part of its operations disrupting systems, people and processes.
Digital Identity	Set of attributes related to an entity used by computer systems to represent an external agent. That agent may be a person, organization, application, or device.
Stakeholder	A person, group or organization that has interest or concern in an organization.
Digital transformation	Is the use of new, fast and frequently changing digital technology to solve problems.
Digital ID systems	Systems that cover the process of identity proofing/enrolment and authentication. Identity proofing and enrolment can be either digital or physical (documentary), or a combination, but binding, credentialing, authentication, and portability/federation must be digital.
Information Security	Information security is the practice of protecting information by mitigating information risks.
Gartner hype cycle	Cycle composed by five key phases of a technology's life cycle: Innovation Trigger, Peak of Inflated Expectations, Trough of Disillusionment, Slope of Enlightenment, Plateau of Productivity
Assurance	Part of corporate governance in which a management provides accurate and current information to the stakeholders about the efficiency and effectiveness of its policies and operations, and the status of its compliance with the statutory obligations.
Customer Value Proposition (CVP)	The sum total of benefits which a vendor promises a customer will receive in return for the customer's associated payment.
Risk	Combination of the probability of an event and its consequence
Authentication	Applies to both entity authentication and data origin authentication. The first provides checking of a claimed identity at the time of usage, while the second provides verification of the source of data (this does not in itself protect against duplication or modification in data units).

2 – Description of the analysis

With the conceptual map above intends to transmit the following ideas: **Innovation** identifies significant, positive **Change,** and introduces it to the enterprise environment. **Innovation** is depicted by the **Gartner hype cycle**, and this is used to manage **Risk** and influences the **Stakeholders** decisions. While an organization is considering a **Change,** the **Gartner hype** cycle should be considered, as it is a good source for understanding the evolution of new technologies. A very important kind of change that is studied in the context of this course is **Digital Transformation.** This aims to increase the value of the business by changing the business model to boost the **Customer Value Proposition (CVP).** The **Change** can happen through the use of **Digital identities**, as they allow for the business to have extended information about its surrounding agents (a person, organization, application, or device). For instance, this helps the business customize the user experiences while using the business products or services. Moreover, it also helps the **Stakeholders** make better decisions, as they have more concrete data. The **Digital Identities** is a product of the **Digital Transformation.**

Nevertheless, the use of **Digital Identities** relie on **Information security** and are based on **Authentication** (both entity authentication and data origin authentication). This has a certain **Risk** associated, and so **Digital ID Systems** aim to minimize the **Risk** involved in **Authentication**. Other methods studied previously are used here as well. One that is worth pointing out is **Assurance**, as it provides accurate and current information to the **Stakeholders** about the efficiency and effectiveness of its policies and operations, and the status of its compliance with the statutory obligations. And so, not only improves **Authentication** methods, but informs about the **Risk**.

3 – Research

Low growth, managed transition	*Tech for better lives*
By making the following of ISO 9001 in Portuguese hospitals, the hospital processes become more efficient and reliable. This may allow for patients to have online consultations and possible interventions with faster queues. https://advisera.com/9001academy/blog/2015/07/21/would-hospitals-benefit-from-iso-9001/	Nowadays, it's possible to deliver food and small and medium items using autonomous robots. By investing in this technologies in Portuguese cities, the waiting times for food deliveries would drop significantly and widespread of the pandemic will be lowered. https://www.robotics.org/blog-article.cfm/Food-Delivery-Robots-Take-to-the-Streets/212
Low growth, low welfare	*High growth, low welfare*
By allowing people to deal with all their official paperwork online, its possible to reduce the amount of small businesses getting in high dept. This happens because, then businesses can issue the documentations needed to start the closing process even if the physical infrastructure is closed. https://www.nos.pt/empresas/repositorio-informacao/criar-uma-empresa/guias-praticos/Pages/como-fechar-empresa.aspx	The deployment of a free online platform for nano and small businesses, for them to display their products and services, allows for these businesses to serve the public and not close their doors. By helping their costumers to interact with the businesses online. https://www.digitalcommerce360.com/article/coronavirus-impact-online-retail/

4 – Topic for discussion

How does the data ownership impact the digital identity?