

# POLICY STUDIES PROSPECTUS 2011-2012

The Information  
Society Alliance

# EURIM



The Information Society Alliance (EURIM) is the policy studies group for Information Society issues. We are a not-for-profit company limited by guarantee. Our members include elected politicians, corporates, professional bodies, trade associations and other groups. Officials and advisors in London and Brussels have observer status and we work with them and others on policy formation, consultation and scrutiny.

The Alliance organises working groups to look at issues that Government, policy makers, officials and/or industry agree need to be addressed, often because they are damaging public confidence and UK competitiveness or using taxpayers' money inefficiently. We aim to produce balanced and readable reports and recommendations based on evidence-based consensus and peer reviewed by acknowledged experts.

We then aim to ensure the recommendations are implemented and subject to performance monitoring. The Alliance is currently collating the results of its previous work programmes and identifying areas that need further work to provide the basis for a portfolio of high profile studies covering issues critical to the future economic and social health of the UK. You are invited to help shape these studies.

## **Policy Study #1: Opening Britain for Online Business: using infrastructure investment to pull through economic recovery around global production and trading hubs.**

The UK faces converging investment demands for smart metering, smart grid and fibre networks as our fixed and mobile communications and other utility networks come under increasing pressure.

The sums quoted dwarf the £530 million Government is making available to bring broadband to those parts that markets will not reach. But these sums do not take into account the savings that can be made by sharing existing infrastructures and by mixing technologies and business models according to local needs - provided the barriers are removed.

So how much infrastructure and network sharing is practical and what are the barriers? Can we bring the Green Energy and Information Society agendas together in affordable investment programmes that will help reboot UK manufacturing as well as the creative industries?

You are invited to be part of the working group which will aim to structure a major policy study into the actions needed at local, national and EU levels to enable market forces to do most of the work.

The first step will be to bring our current work ([www.eurim.org.uk/activities/snsproc/snsproc.php](http://www.eurim.org.uk/activities/snsproc/snsproc.php)) on how serious savings can be made by building on existing networks and pooling budgets alongside smart metering, grids and innovative fixed and mobile technology agendas. The group will also aim to add experience from other parts of the world on delivering interoperability, resilience, value for money for customers and attractive returns for investors.

The early benefits include identifying and sharing authoritative guidance on interoperability standards, state aid rules and public funding guidelines. The group is also expected to input to relevant consultations: [www.eradareu.wikiterms/index.php?title=Revision\\_of\\_the\\_Guidelines\\_on\\_public\\_funding\\_to\\_broadband\\_networks](http://www.eradareu.wikiterms/index.php?title=Revision_of_the_Guidelines_on_public_funding_to_broadband_networks).

## **Policy Study #2: Rebuilding Confidence in the Online World: by joining up Information and Identity Governance and removing the regulatory jungles that get in the way of good practice.**

We face increasing risks in information and identity assurance because of a lack of inherent security in the online processes, technologies and infrastructures on which we have come to rely. We also have conflicting requirements on organisations to keep information confidential, delete it when no longer required for the original purpose and to retain it, in case a regulatory or law enforcement agency might want it.

Business has to manage the conflicting demands of governments and regulators, but we have routines that forbid or mandate the sharing of information according to circumstances that require judgements on which few can agree, and where the consequences of a wrong decision by an over-worked and under-trained junior member of staff can lead to personal tragedy or corporate bankruptcy.

EURIM recently flagged ([www.eurim.org.uk/activities/ig/1012-Identity\\_Governance.pdf](http://www.eurim.org.uk/activities/ig/1012-Identity_Governance.pdf)) the importance of identity assurance. We need to embed good practice within robust, collaborative relationships, and ensure that problems are not compounded when governments and regulators attempt to address symptoms without recognising the increasing needs for business to operate across jurisdictional and other boundaries.

We propose a major policy study on how to join up UK/EU regulatory structures and initiatives that will:

- attract and foster reputable, wealth-creating businesses with regulatory regimes that are fit for purpose, i.e. they support and encourage good practice, including secure interoperability with trusted partners in other parts of the world under different legislative and regulatory regimes;
- reduce the risk of driving reputable businesses offshore to avoid spending time and money on tick box regulatory regimes which get in the way of good customer service;
- reduce reliance on systems that are liable to catastrophic failure, with all that means for trust and reputational loss.

The long-term aims include to:

- ensure that our growing reliance on the online world is not inhibited by fear of e-crime and the consequences of failure to ensure adequate cybersecurity;
- preserve and enhance UK/EU competitiveness by making it a natural hub for global law enforcement: civil (including contracts and disputes) as well as criminal;
- ensure democratically accountable regimes for partnership policing (law enforcement and industry) and cybersecurity, both nationally and internationally;
- ensure compatible identity, data protection, sharing and surveillance regimes that attract rather than repel globally trusted information operations.

The strategy is to build a leadership team with a track record of success that can credibly deliver the long term objectives. The short term objectives for that team include to:

- help ensure UK/EU proposals for regulatory and legislative initiatives face joined up scrutiny;
- identify case studies of success that make it easier to build on and join up what already works;
- build on the work of the EURIM Security by Design Group [www.eurim.org.uk/activities/ig/sbd/sbd.php](http://www.eurim.org.uk/activities/ig/sbd/sbd.php) and ensure that security/privacy by design/default is embedded in new public sector systems and procurements;
- build on the work of the Value [www.eurim.org.uk/activities/ig/voi/voi.php](http://www.eurim.org.uk/activities/ig/voi/voi.php) and Quality of Information [www.eurim.org.uk/activities/ig/qoi/qoi.php](http://www.eurim.org.uk/activities/ig/qoi/qoi.php) subgroups and update information management skills;
- ensure political appreciation of the importance of the issues and also of the experience already available from successful identity and information assurance schemes;
- look at the issues from the perspective of the victims of impersonation, corporate or individual, e.g. [www.eurim.org.uk/activities/e-crime/impersonation/impersonation.php](http://www.eurim.org.uk/activities/e-crime/impersonation/impersonation.php).

### **Policy Study #3: Delivering More and Better for Less: reform of public sector planning and procurement for information systems to support flexible and devolved delivery partnerships.**

The devolution of responsibility for public service delivery to co-operatives involving public, private and voluntary partners working to local priorities presents serious challenges to those who still think in terms of ministerial responsibility and centralised planning and procurement to deliver nationally standard services.

*This study is expected to be ready for announcement in October 2011.*

## Policy Study #4: Learning for Change: creating sustainable UK-based lifelong education and training frameworks that will provide the skills of the future (both predictable and unpredictable) to those who need them, when and where they need them.

UK education and training policy has long been based on public funding for predictable needs. The need is to genuinely adapt to a world in which “the only constant is change” - except that the fundamental disciplines of learning appear to change very slowly, if at all.

*This study is expected to be ready for launch at the start of 2012.*

## Policy Study #5: Encouraging and Rewarding Creativity in the Online World.

Balancing the enforcement of globally respected Intellectual Property Rights (whatever that means) with the encouragement of creativity lies at the heart of some of the most bitter commercial and intellectual lobbying in the corridors of power around the world.

### Implementation Programmes resulting from previous policy studies

#### **Making a Reality of Partnership approaches to Cybersecurity and e-Crime Reduction**

Cybersecurity has been rated a Tier One threat in the UK Strategic Defence Review, alongside international terrorism and international military crises. The National Fraud Authority and Cabinet Office have separately produced figures suggesting that online crime and computer-assisted fraud are costing the UK economy £25 to 30 billion per year. There is, however, widespread agreement that the true costs are significantly higher, especially if one includes those incurred because of reluctance to transact online.

There is wide agreement that the solutions require partnership between government, law enforcement and business, nationally and internationally. But effective action requires understanding the scale and nature of current and emerging problems and co-ordination: identifying, encouraging, copying and building good practice and that which already works, avoiding unnecessary duplication and linking initiatives to achieve critical mass. Professor Michael Levi is currently undertaking an up-to-date scoping exercise, funded by the Nominet Foundation, for an e-Crime reduction partnership. In the meantime EURIM is organising exercises to address immediate problems and demonstrate that partnership works. These include:

**Awareness:** to build on the Get Safe Online and Race Online 2012 campaigns with confidence building exercises driven from the marketing and promotion budgets of those who wish more of their current and potential customers to transact online with them, confidently and securely. The EURIM work is chaired by Martin Smith (The Security Company) and involves members of the Information Security Awareness Forum [www.theisaf.org](http://www.theisaf.org), the Security Awareness Special Interest Group [www.thesasig.com](http://www.thesasig.com) and others.

**Skills:** to help ensure the provision and take-up of modular update training to support professional development and enable employers to fill skills gaps. The first task is to help the creation of the Security Stream of the National Academy for IT [www.itskillsacademy.ac.uk/explore-by-role/roles/information-management-and-security](http://www.itskillsacademy.ac.uk/explore-by-role/roles/information-management-and-security) (organised by e-Skills UK) is the key point of leverage. The second is to work with the Universities and others on the local provision of modular courses and supported learning facilities.

**Small Firms:** to bring together currently fragmented exercises to educate and accredit small firms because they are victims and a point of vulnerability in the supply chains of large organisations and consumers. The aim is to bring together those running initiatives in Yorkshire, West Midlands, Wales and Cumbria, those working on national exercises such as ISSA and the National Computing Centre and major organisations with large numbers of small firms in their supply chains and/or customer base.

**Youth Engagement:** to build on current best practice in programmes delivered via schools and youth groups and draw in additional resource, including young mentors, from industry. The strategy is to support the Cyber Champions organised by Anu Khurmi (IBM) with support from BCS, Intellect, CISCO, KPMG, the IT Livery and others. The material will be in line with the national curriculum for schools, supported by Childnet and funded by the South West Grid for Learning, CEOP and the EU. The exercise is intended to subsequently link to security careers activities (e.g. the Cybersecurity Challenge) in schools.

**Online Impersonation, including Brand, Domain Name and Internet Address:** the aim is to look at the issues from the perspective of the victim, corporate or individual, beginning with what can be done to organise co-operation to repair any reputational damage and to use existing legal frameworks (civil as well as criminal) to obtain redress from those

responsible: [www.eurim.org.uk/activities/e-crime/impersonation/impersonation.php](http://www.eurim.org.uk/activities/e-crime/impersonation/impersonation.php).

**Security Procurement:** the aim is to identify and encourage good practice in the procurement of security products and services with security by design/default [www.eurim.org.uk/activities/ig/sbd/sbd.php](http://www.eurim.org.uk/activities/ig/sbd/sbd.php) embedded in mainstream planning and procurement.

**Emerging and evolving threats and responses and opportunities:** the intention is to organise a programme of high-level briefings on changes in the scale and nature of the main threats and, equally importantly, the changing tools (people processes as well as technologies) for countering them.

## About the Information Society Alliance (EURIM)

### What do we do?

We organise working groups to look at issues that need to be addressed, see if there is consensus and, if so, report on what needs to happen and work to ensure that it does. Where there is no consensus we say why, what is at stake for whom and leave them to decide whether to fight or compromise. We aim to ensure balance across both political and industry interest groups and use political monitors on each activity stream, as well as on our elected governing council, to help ensure this.

### What are the current working group topics?

- **UK/EU Competitiveness** as a location for high-value-added or knowledge-based industries that could be based anywhere in the world – “getting the jobs of the future for our voters.”
- Cost effective and socially inclusive **Public Service Delivery** in an age of rising expectations, social networking and austerity.
- The regulatory regimes and standards of **Information and Identity Governance** expected of public and private sectors for UK plc to compete in the global market.
- The changes (including to economic and fiscal incentives) needed to ensure that the UK/EU workforce has, or can acquire, the **Skills** needed for the jobs of today and tomorrow.
- The actions necessary to ensure that our growing reliance on the online world is not inhibited by fear of **e-Crime** and the consequences of failure to ensure adequate **Cybersecurity**.
- The identification and removal of the barriers to market investment in world-class, joined-up **Communications** infrastructures, products and services.

These Groups and their outputs will feed directly in to the policy studies detailed in this prospectus, above.

### What are the benefits of Membership?

- help set the political agendas of the future;
- help influence current governmental/EU policy-making;
- scrutinise proposals, initiatives and implementation plans for practicality;
- inform politicians, advisors and officials of your views, needs and priorities;
- understand the views, needs and priorities of politicians, advisors and officials.

In business terms:

- saving wasted effort (e.g. one member saved £250 million by cancelling a project that relied on interoperability standards that would not be delivered in time);
- better regulation (e.g. correcting draft regulations on the “Lawful Interception of Business Communications” saved another member £millions on its call centre costs);
- the early identification of new business opportunities (e.g. several innovative shared services have their roots in introductions made via working groups).

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The Directors of EURIM are Lord Renwick (President), The Earl of Erroll (Chairman), Malcolm Harbour MEP, Stephen McPartland MP and Rt Hon Alun Michael MP.  
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