

To EURIM Members and Observers
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The Information
Society Alliance
EURIM



EURIM Newsletter May 2009

1) Review of Progress in 2008 and Plans for 2009/10

Recession expedites change: turning challenges into opportunities

This time last year we completed a Three Year Planning exercise. In October Council discussed the likely impact of recession on the objectives and the strategies for achieving them, given the need to help members to survive short-term and be in a position to respond when recovery comes. The main change was to focus on helping bring forward low risk, rapid payback, incremental spend on improving public service delivery, investment in infrastructure and cost reduction, especially the cost of e-crime. The overall objectives remain the same, although 2012 might now be more realistic than 2010.

This approach struck a chord. More members and observers attended more working group meetings in Quarter One of 2009 than in the whole of 2008. Almost all the meetings focussed on producing incremental deliverables, sometimes within days, using only the resources of those round the table. Few members have time or budget for that which will not demonstrate results within the next Quarter. EURIM once again demonstrated its value in providing ways of sharing resources across organisation boundaries to achieve common objectives.

The downside is that most groups have been focussed on making progress rather than telling others what they were doing. The EURIM website now includes a wealth of material, albeit increasingly in the members' only area,* on current guidance, which obstacles to change are legal, cultural or illusory and the points of leverage for change. Most groups are now working on programmes: to brief members of relevant select committees and those standing for election in 2010 (prospective candidates as well as incumbents). * e-mail admin@eurim.org if your password is not to hand.

2) Digital Britain and the Knowledge Economy

Changing the political agenda

Last year the EURIM Council concluded that:

- action to make the UK a location of choice for knowledge based industries that could be based anywhere in the world was, overall, our most important objective but.....
- stopping the erosion of confidence in the safety and security of the Internet and of on-line services (especially in the public sector) was, overall, the most urgent.

The plans for a comprehensive industrial strategy for Digital Britain triggered industry debate on many key issues but few of the politicians of the future appreciate the critical importance of some of the issues they will have to address. Meanwhile few in industry now have the time and resource to help educate them. The EURIM Knowledge Economy group therefore decided to focus on events that would attract, interest and inform the younger generation of politicians but not require resources and time they had not got. The group members agreed to host events but wished the target audience to suggest the topics and the speakers and handle the organisation.

The pilot, organised with the Bow Group and Young Fabians and hosted by IBM last November, was on how candidates can gain access to data on the changing economies of their constituencies - and

what they might find. The success of the event whetted the appetite for more: both among the young politicians and the corporate members who attended.

The next event, hosted by the Real Time Club, was on “Which is greater threat to privacy: Government, Facebook or the General Public?” It demonstrated a significantly greater level of relevant experience and expertise among young politicians than among most “industry experts”. This was a surprise only to those who have not looked at the professional background of some of the candidates and their use of the technologies for political campaigning and research purposes.

Another joint event is being organised with the Government Relations Panel of the Worshipful Company of Information Technologists on “successful delivery”. The working title is “Look before you leap: the politician’s guide to picking winners”. A core message will be that projects succeed because of the decisions made before the procurement starts. Failure is guaranteed if difficult choices are put off until implementation. The event is only part of this exercise. Partners are being asked to help with lively multi-media material for viral on-line distribution alongside the invitations.

A key aim on the part of those hosting the events is to help rebuild the image of the ICT industry, including confidence that it can indeed deliver success, security and privacy - provided it is allowed to do so by its customers - including via procurement processes that encourage trust and co-operation.

3) Expediting Successful Public Service Delivery

Removing the obstacles to timely and efficient procurement and implementation

As part of the October review the Eurim Council agreed a short order exercise to clarify public sector procurement guidance to help shorten implementation timescales as part of the response to recession. On 22nd April the Public Sector Procurement sub-group reviewed the penultimate draft of “Good Procurement Practice”, a succinct (four by A4 with cartoons illustrating key points) guide with links to relevant OGC, National Audit Office and Audit Commission material as well as that from Intellect and also to the BCS-RAE report on the Challenges of Complex IT Projects.

The next step is to present the messages to the target audiences - including Select Committee members (increasingly involved in pre-legislative scrutiny not just post mortem analysis), those putting forward proposals to exploit the brave new world of Web 2.0 (including Think Tanks and Special Advisors) and the new intake of politicians (who will have to live with the consequences of repeating the mistakes of the past, yet again).

Promoting effective innovation: from Dragons Den to Show and Tell

The original objective of this group was to use a Dragon’s Den approach to help meet the objective in the DWP “Welfare Reform” consultation of building new contracting arrangements and harnessing expertise across the delivery chain and create capacity for market innovation”. That programme is going forward but on 11th March, after a review with the DWP Procurement team, the group *also* agreed to work on a broader “Show and Tell” exercise: to help DWP and other departments learn from each others’ experiences, including in partnership with those in their traditional supply chains as well as with small firms and social enterprises. The lessons will then be digested into a four page summary, covering the barriers encountered, the means of overcoming them and how to protect both innovation and the intellectual property rights involved for wider use.

Participation and consultation as one of the keys to survival

Senior politicians from all parties have welcomed EURIM plans to look at experience to date with using e-participation techniques for consultation on policy, service delivery and performance monitoring. On 1st April the group organized a round table with those updating the Audit Commission material on consultation processes. The importance and interest of this topic to politicians is obvious. Better consultation on priorities (local as well as national) will be essential to retaining public support as pressures on spending increase. The inadequacy of current channels was highlighted in Ofcom research showing that while over half the UK population used the internet in the last year to access government services only 15 per cent of those from areas of multiple deprivation had done so. The group aims to enlist industry, professional and academic support to distil experience and inform and

support the plans of Cabinet Office and DCLG, including the Community Empowerment White Paper: as well as to better inform politicians of all parties as to which channels reach which audiences.

4) Setting the Information Governance Agenda

Is your data fit for purpose, not just secure?

The original political objective of the Information Governance Group was “to change the nature of current debate by showing that secure electronic identity management and information sharing are already commonplace, including in the public sector, and that the need is to replicate, reinforce and build on existing good practice.” In the light of the success of the “Showcase” on 10th June (attended among others by the Home Secretary) and “Director’s Round Table on Information Governance” on 24th November, the 2009 programme has sub-groups progressing five interlinked strands.

Basic Principles – to produce succinct, high-level material covering the elements that constitute good governance (clarity of accountability, responsibility, ownership, quality, security, availability, people processes etc.) to aid the creation of credible policy frameworks against which suppliers can deliver, thus enhancing client and customer confidence in their products and services. On 9th April the sub-group agreed a framework to be turned into inter-active presentation and support material for possible on-line dissemination, including via YouTube etc.

Security by Design – to bring together major users (public and private) and suppliers to change market behaviour and encourage common interoperability frameworks which can be mandated by major customers (civil or military) in the knowledge that major suppliers can and will supply products and services that will fit together. On 27th April the sub-group reviewed a survey of current material and discussed public sector routines for procuring relevant security services and for building security into procurements.

Valuing Information – to identify the incentives and benefits that derive from treating information as an asset, (to be maintained and exploited securely and effectively), and ways of valuing information to help set budgets and justify investment in improving quality and security, The subgroup is working with the Knowledge Council and Audit Commission, exchanging material. On 8th April it agreed a work programme with deliverables for end April and June and a final report in September.

ID Governance – to identify current initiatives (including regulatory and legislative) and how to turn these into achievable policies and to improve understanding on the part of government (politicians and officials) and citizens on how these could/should be used to deliver better service, as well as to help control fraud/crime. On 9th April the sub-group agreed an initial work programme, to identify initiatives and issues to be covered and how, leading to a first review on 7th May.

Quality of Information – to identify material on the accuracy of public sector information, the cost of inaccuracies and distortions and the guidance available on ensuring that data is fit for purpose and available when and where needed. At a meeting with the Audit Commission on 16th April we agreed to work with them and help publicise and build on the results of their survey of the Local Authority management and use of information (due mid-July), rather than duplicate effort.

The sub-group on **Frameworks for Cooperation** is not currently active. The aim remains to identify and publicise successful frameworks for sharing information and identities across organisational boundaries. The group concluded that the £8 million DCLG FAME programme provided the best foundation and organised a briefing to Ministers. The problem was that FAME was so comprehensive it frightened potential users. Funding has since been approved for a pilot of FAME-lite.

5) Skills for the Workforce of Digital Britain

Lifelong learning frameworks and Centres of Excellence

The aim was to create and maintain a globally competitive workforce at all levels but the political focus on first entry skills (schools to undergraduates) and social inclusion meant progress was not possible until recession posed a challenge to the very survival of many current institutions. A paper is

planned on the business case (including costs and benefits) for changing targets from 50% to University to 50% in modular, degree, level continuous professional development programmes.

6) Making a reality of Partnership in On-line Policing

Creating the E-Crime Reduction Partnership

The objective of this group has long been a national strategic e-Crime Reduction Partnership to:

- cut online crime and nuisance;
- reduce risk and increase awareness; and
- increase UK business and consumer confidence in the safety and security of the on-line world.

Over the past six months rising concern over losses from e-crime at a time of stagnant or falling revenues, profits and budgets has brought about a much more positive attitude towards co-operation. Meanwhile the formation of the Police E-Crime Unit and Fraud Centre, with plans for close co-operation between the two, provides the necessary strategic focus. In consequence the group is now ready to work towards convening a first meeting of the Partnership before the summer recess.

The “Partnership” would help the PCEU, SOCA, Fraud Centre and others (CESG, Home Office, BERR, DCMS) with a non-exclusive first-stop-shop for relations with industry partners (shared meetings on similar topics to saving time and effort on all sides) as well as providing a framework for self-tasking groups to address shared concerns - akin to one of the reasons why the US National Cybercrime and Forensics Training Alliance is so successful.

The groups are expected to cover some or all of the following areas:

- Intelligence Sharing: including definitions and notification/collation routines.
- Forensics: including standards, qualifications and training.
- Information Security Awareness.
- Small Firms.
- First/Single Points of Contact between industry and law enforcement (including, but not just, communications data).
- Internet Governance issues: including, but not just, DNS cleansing.
- Child Protection.
- Skills and Processes.

In each case the first objective is to identify, link to, build on and reinforce work already done, or planned, in that space and provide a common space to help rationalise the number of meetings that current and prospective partners in industry and law enforcement are expected to attend.

7) Towards a Globally Competitive Communications Infrastructure

Supporting the Digital Britain Industrial Strategy

The objectives of this group for world-class, secure, resilient communications networks with universally available, affordable, fixed and mobile broadband access mesh with those of Lord Carter.

The Group’s submission to his Interim report therefore offered inputs on:

- procurement guidance, building on EURIM work with OGC, NAO, Audit Commission and others;
- demand aggregation, building on past experience, including via BSG and overseas;
- spectrum, especially capacity and interoperability for the emergency services by 2012.

On 11th May the Group will review progress and plans for the first two and discuss co-operation with POST on the third.

It is also apparent that Business Rates are a major barrier to both investment and demand aggregation (e.g. across rateable and non-rateable applications). The meeting will discuss what, if anything, we can contribute in that area.