

To EURIM Members and Observers

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THE EUROPEAN
INFORMATION
SOCIETY GROUP

EURIM



EURIM Newsletter and Notices – October 2003

1) Competitiveness

Ensuring the inclusion of your constituency in UK progress towards the knowledge driven economy

The Select Committee on Trade and Industry has invited written evidence by 28th November for its new enquiry into “Progress towards the knowledge driven economy”. Meanwhile a growing number of MPs and candidates are helping lead campaigns to bring broadband to their constituencies to secure local jobs, improve access to public services and overcome social exclusion. On 12th September the Corporate members present at the Broadband Stakeholders Aggregation Group meeting volunteered support for events for MPs and Candidates on the organisation of local broadband campaigns. Several of our parliamentary members have since volunteered case studies or other assistance. We currently plan to organise initial events with each of the main political parties. *Please let me know if you would like to help sponsor or participate.*

Are you planning to submit evidence to the DTI Select Committee?

A number of EURIM corporate and associate members are planning to submit evidence to the Select Committee enquiry on issues where they believe radical action is now urgent: these include broadband, skills and intellectual property. World-class broadband access may not be a match-winner, but “without it you are not in the game”. According to the latest report from Point Topic the UK has the second fastest growing (in percentage terms) broadband market in the world but is not even in the top ten for “installed base”. The Far East has more broadband lines in use than North America and Europe added together and their lead is increasing. Japan and China accounted for nearly half the new lines so far installed this year. They are now installing 8, 12 or even 20 meg lines. We are still focussed on 0.5 - 1 meg. No wonder there is pressure for a “change of gear” in the pace of UK/EU roll-out, not just from users (large and small) but from unions, like CWU and Amicus who see broadband and workforce skills updating programmes as critical to the future employment of their members. *Please let me know if you are planning to submit evidence to the DTI select committee or believe EURIM should do so (and, if so, on what issues, i.e. not just broadband).*

2) Modernising Government

What is the point of public sector ICT spend which neither cuts cost nor addresses the socially excluded?

On-line services that are not used by those who deal most regularly with government will be vulnerable as political attention focuses on practical improvements at affordable cost by 2005, rather than the nominal targets for electronic service delivery. While this is in line with past recommendations from the Group (beginning with Briefing 29 before the last election) there is now a concern over possible over-reaction. On 16th September the Modernising Government group therefore agreed to focus the Social Inclusion group on the provision of evidence that ICT really can be used to improve service to those with whom the public sector has most of its transactions, including via their carers and intermediaries. *E-mail eurim@eurim.org if you would like to participate.*

Strategy Review or Implementation?

Major changes are being planned to the ICT planning, procurement and performance monitoring structures within Cabinet Office and Treasury (including the Office of the E-Envoy and OGC) to reflect experiences over the past decade. Meanwhile large suppliers are undertaking complementary reviews of how they sell to government and monitor delivery on their side (including a major exercise by Intellect). Those EURIM

Observers and Corporate members previously expected to be most active in driving the strategy review are, in consequence, pre-occupied with driving these change exercises and implementing past recommendations.

In January we expect to have a meeting to review progress and consider the role, if any, of EURIM, in helping put the changes into the political perspective necessary to help ensure success. It may be that this will lead to a focus on barriers/enablers: e.g. legal frameworks and routines for public sector information, (or even budget), sharing and exchange. Views will be sought during the run-up to the January Council meeting.

Open Source - the coming of age

This group has become increasingly concerned to de-politicise a contentious debate, which mixes academic and commercial rivalries with contending claims of value for money or technical advantage. The group is now close to agreeing a paper for Parliamentarians, Researchers and Journalists wishing to make sense of the issues and the claims of the various camps. The group does not see a need for political action, beyond ensuring that decisions are made on the basis of value for money and practicality rather than ideology.

Checklist for Select Committees reviewing major departmental programmes and projects

Since the 1997 election EURIM has published nine briefings related to the challenges of delivering the modernisation of government, including the effective use of ICT products and services. Over that period major progress has been made by organisations such as the OGC, NAO, OPSR and Office of the E-Envoy to improve skills and implement review mechanisms, such as the Gateway Process. There are, however, still political pressures to bypass these. Some policy advisors (and senior officials) are said to regard the guidance as an add-on to policy formation, rather than an integral part of ensuring that policies are realistic and can be delivered. The Group has therefore, with the help of our observers in the relevant organisations, drafted a short checklist for parliamentary members, particularly those on select committees, to check that current good practice is indeed being followed. The draft is being reviewed and will be available shortly.

Putting the patient at the centre of the Medical Records debate

The new Health Secretary is consulting widely within the NHS to establish a truly patient-centred service. Meanwhile, an NAO inquiry into aspects of the National IT Programme has been prompted by concerns expressed by clinicians: a recent survey found that only 20% of doctors had been consulted over the plans. Industry observers have also expressed fears over the potential for problems comparable in scale and nature with those at the Inland Revenue and the Passport Office. We are therefore discussing with parliamentarians, observers and corporate members how to work with patient groups to ensure a focus on services that deliver demonstrable benefits, including from information sharing within privacy controls which are both acceptable and practical. The NHS Information Authority is organising a one day Conference at the QEII Conference Centre, London on 25th November on 'Quality Information to Improve Patient Care' at which Sir John Pattison will host the inaugural presentation of awards of the 2003 NHS Leadership in Health Informatics Accolade Scheme.

3) E-Crime

Delivering consensus and practical action plans

An ambitious programme of workshops in the course of September has identified apparent consensus on a surprising number of actions which can be undertaken with little or no new spend, provided resource is not diverted into futile attempts to address intractable problems. A revised discussion paper is currently being edited for issue in advance of a review meeting (currently scheduled for the afternoon of 21st October) to which all members and observers will be invited. The main conclusions to date can be summarised as "needs" to:

- Move the issues up the political agenda and shift public debate from a mix of hysteria and denial. The issues are neither earth-shattering, demanding immediate government action, nor are they trivial and capable of being handled by a little user awareness and education. They demand genuine co-operation.
- Ensure ICT suppliers recognise the reality of public fears and do what is practical now, "without waiting for GODOT (the next Generation of Digital Operating Technologies) let alone the resolution of cross-border jurisdictional problems which date back to the days of tramp steamers and gunboat diplomacy."

- Bring Home Office, DTI and all other departments with investigatory powers and educational responsibilities together, in common frameworks for co-operation with industry, covering awareness, skills, law enforcement and legal changes, at all levels from the mass market to complex.

We have started planning the next round of workshops (in November) to turn the appendices to the discussion paper into analyses and recommendations for publication during the run-up to the High Tech Crime Congress on February 25th and 26th 2004. E-mail eurim@eurim.org for details.

Putting the Regulation into the Regulation of Investigatory Powers

The E-Crime study has revealed not only how much RIPA was needed but also how the focus on access to communications (as opposed to other forms of data) has distorted a long-overdue debate on the investigatory powers claimed by a wide range of departments and public bodies and the way these are exercised and monitored, or not. Thus one department claiming exemption from RIPA has 14 “single points of contact”, sign off at executive officer level and has long been the subject of complaints from industry and others. Meanwhile other departments already have processes comparable with those of mainstream law enforcement. There are also serious and unresolved problems with regard to investigatory skills and training and a lack of clarity as to who will pay for these.

We aim to help stage three major events before the RIPA orders are debated in Parliament. Times and venues will be sent to all interested members and observers as soon as these are available. One will be in Westminster for Parliamentary members (date to be confirmed). One will be for Corporate and Associate Members and guests from Financial Services (probably hosted by the Corporation of London in one of the committee rooms in the Guildhall). The third, organised by FIPR, is expected to be on the afternoon of 22nd October at the London School of Economics) for the broader constituency of those interested.

Personal Identity - making practical progress

Jim Lound (Experian) chaired a well-attended scoping meeting on 18th September to discuss the issues that need to be addressed with regard to Personal Identity. Short introductory presentations were made by Steve Marsh (now with the Central Sponsor for Information Assurance in the Cabinet Office) and Peter Finlayson (APACS, on the current state of play with regard to financial services). Several participants agreed that we were at the cusp of a change, including a culture change, but this required trust not just in the intent of Government departments and suppliers but also in their competence and willingness to accept responsibility and liability when things go wrong, as they will.

The next meeting (date to be fixed but expected to be late October or early November) will review a reformat and update of the tabled discussion paper and meeting report to cover:

- financial services issues,
- law enforcement issues,
- access to government services.

The questions in each area included:

- What should happen next?
- Who will drive it?
- What are the constraints? (including “who pays for what?” given that “new money” is unlikely)
- Who should be organising what public/private debate?

4) Fair Dealing

How do we secure balanced and constructive debate on Intellectual Property Rights?

Recent negotiations over the World Trade Organisation and EU Software Patents have helped move the need for fundamental review a little nearer to centre stage and an all-day conference by the Broadband Stakeholders Content Group on 26th September brought many of the most important players together to discuss changing business models and opportunities. Kay Withers is working up a plan for EURIM to co-operate with others in this area. The discussion paper, available from eurim@eurim.org, has been revised.

5) Skills

Building world-class UK-based learning networks and workforce

The round table on 16th September had to be moved to a larger venue because of the interest in this topic. Most participants saw “21st Century Skills: Realising Our Potential” and “Towards a Unified e-Learning Strategy” as the latest in a cycle of consultations going back more than a decade, covering much the same ground, producing much the same recommendations, which were never implemented. Why would these be different? The concept of an integrated strategy was supported but was there yet the will to overcome the fragmentation of DfES funding and thinking? Evidence of that continued fragmentation was seen in the differences between the papers, one focussed on adult education, the other on schools networks. Both contained good ideas, but neither focussed on the importance of identifying, developing and maintaining the key workforce skills needed for the UK to survive and prosper in a global knowledge economy. There was still little, or no, appreciation of the importance of achieving economies of scale, if we are to provide UK learners with access to world-class networks and materials at affordable cost (EURIM briefing 18, September 1997, Reskilling Europe for the Information Society).

That said, the participants felt there was much that could be built on and most were already planning to respond to the consultations. It was therefore agreed that the meeting report should be used to draft a common position on those issues on which there was general agreement. Those responsible for the DfES consultations subsequently requested that we ask members to submit their views as early as possible, in interim form if need be, to help progress departmental thinking. We have also agreed to organise a workshop with them, in November, date to be fixed, to discuss those areas where early inputs are most needed.

6) Communications Regulation

Ofcom consultations - review of Public Service Broadcasting

Ofcom officially takes over as the regulator for broadcasting and telecommunications on 29th December. CEO Stephen Carter has said that a review of public service TV will be a priority and Ed Richards, a senior partner on the Ofcom Board, will oversee this. The first stage will begin next month, with an assessment of the current state of public service broadcasting on the BBC, ITV, Channel 4 and Five.

EURIM has organised a workshop with Ed Richards to help with the review consultations, to be held on 16th October in the Grimond Room, Portcullis House, Westminster, 1000-1200 hours. Please contact Dave Wright (davywright2@ntlworld.com) if you plan to attend. The aim is to scope the issues and explore how consultations should be conducted. Issues that might be addressed include questions of regulation, co-regulation and self-regulation, and the content, enforcement and co-regulatory context of Codes of Conduct.

The Communications Act 2003 provides for codes of practice to be established by all communications providers. In response, communications providers, consumer groups and Oftel have established an updated set of guidelines for the production of codes of practice. These are available on Oftel's website at http://www.oftel.gov.uk/publications/ind_guidelines/2003/copi0803.htm.

DCMS review of BBC Online services and co-operation with Westminster Media Forum

A number of members wish to discuss the DCMS review of BBC Online services and, as part of our avoidance of duplicated effort and co-operation with the Westminster Media Forum, we suggest they attend the e-Forum Keynote Consultation seminar on the *DCMS review of BBC Online services* on the morning of Tuesday, 4th November 2003 at the Lewis Media Centre, Millbank Tower, Millbank, Westminster, London SW1. Philip Graf, who is heading the review, will speak but will be principally in listening mode. Professor Stephen Coleman of the Oxford Internet Institute is another confirmed speaker and sessions will include analyst evidence of the effect of BBCi on the marketplace and views from BBC online competitors and users. Ashley Highfield, BBC's director of New Media, has also been invited to take part. Tickets are £125 + VAT and can be obtained from Peter van Gelder, Director, Westminster eForum on pvg@westminstereforum.co.uk or 020 7233 0472. www.westminstereforum.co.uk

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EURIM Timetable - October 2003

If you wish to attend or would like more information on any of the EURIM meetings listed here and no other name is given against the entry please contact Kate Norman. (email: eurim@eurim.org; fax: 01984 618383)

- Unless otherwise indicated EURIM meetings are open to all members and accredited observers. There is no charge for attendance but prior registration is required.
- **Meetings in BOLD are new (or have a significantly changed objective) since the timetable circulated at the beginning of September.**
- *Meetings in ITALICS are arranged by a different organisation but likely to be of interest to EURIM members. Please contact the person or website indicated to obtain further information and to register your interest in attending. (Please note that events listed in this category include some for which pre-registration is essential and for which there may be an entry fee).*

OCTOBER

7th 12.45 p.m. PITCOM Meeting at Conservative Party Conference, Winter Gardens, Blackpool (NOTE: A conference pass will be required to gain access to this meeting) Contact Martin Hughes (PITCOM Membership Secretary) mjhughes@cix.compulink.co.uk

9th October E-business Regulatory Alliance inaugural seminar: "E-business - A Regulatory Nightmare?", topics include On-Line Contracts, Web Site Content, E-Marketing Without The Spam, Balancing Systems Control with Employee Privacy, Firewall Retention & E-Crime, Transferring Data Internationally: contact geoff.petherick@e-ra.org.uk for information on E-RA and the event.

14th 12.30 – 14.00 - Group Leaders Review, followed by
14.00 – 16.00 - Board and Council Meeting
(Directors, Council Members and Officers only plus theme/group chairs and rapporteurs)

16th 10.00 - 12.00 Ofcom Review of Public Service Broadcasting: Communications Regulation Group: round table meeting with Ed Richards, Ofcom to discuss the consultation process: Grimond Room, Portcullis House, Westminster. To hold numbers down to enable constructive discussion this meeting is for registered members and observers only. Please contact admin@eurim.org if you wish to register or are uncertain whether you are already registered.

21st 16.00 - 17.30 EURIM-IPPR E-Crime Study - Review meeting for revised paper for publication. Confirmation of date and venue and copy of the draft will be sent to all members.

22nd afternoon (provisional date) FIPR workshop on the Regulation of Investigatory Powers Orders, London School of Economics.

22nd 17.00 - 18.30 Joint meeting with All-Party Intellectual Property Protection Group, "Policing the car-boot sale in cyberspace", speakers and venue to be agreed but expected to include e-Bay.

***28th and 29th Broadband Stakeholders Group Conference 2003, Royal Lancaster Hotel.
www.broadbanduk.org***

NOVEMBER

4th a.m. DCMS review of BBC Online service: Westminster Media Forum Consultation seminar at the Lewis Media Centre, Millbank Tower, Westminster, London SW1. Speakers include Philip Graf (heading the review), Professor Stephen Coleman (Oxford Internet Institute), analyst evidence of the effect of BBCi on the marketplace and views from BBC online competitors and users. Ashley Highfield, (BBC director of New Media, also invited). Tickets £125 + VAT from Peter van Gelder, pvq@westminstereforum.co.uk or 020 7233 0472. www.westminstereforum.co.uk

13th 10.30 - 12.30 EURIM-IPPR E-Crime Study - Review meeting for revised paper and recommendations on Roles and Procedures, hosted by LogicaCMG, United Kingdom House, 180 Oxford Street, London W1, Registered participants only. Please contact eurim@eurim.org to register.

24th 18.00 - 19.30 PITCOM: Regime Change - the need to transform attitudes in Central and Local Government. Contact Martin Hughes (PITCOM Membership Secretary) mjhughes@cix.compulink.co.uk

24th and 25th Launching Crime Science: Jill Dando Institute of Crime Science - workshop on policing the Internet on the afternoon of 25th. Please contact eurim@eurim.org for details

A revised timetable with details of the briefing events on the RIPA Orders for Parliamentary and for Corporate and Associate members will be sent as soon as the dates and venues are agreed. It is intended that this will also contain dates for the meetings being planned for November and December.