

To EURIM Members and Observers
From Philip Virgo, EURIM Secretary General
15 Chestnut Road, London SE27 9EZ
Tel: 020 8761 5926; Fax: 020 8670 4345
E-mail: virgo.philip@eurim.org

THE EUROPEAN
INFORMATION
SOCIETY GROUP

EURIM



EURIM Newsletter and Notices – November 2003

1) Competitiveness

Our Competitive Future - Building the Knowledge-Driven Economy: White Paper 1998

Meeting to discuss response to the DTI Select Committee inquiry into progress since then

At least half a dozen members are known to be planning submissions to the inquiry and Chris Godwin (IBM) will chair a meeting on the afternoon of 19th November, hosted by Intellect, to enable them to discuss these and whether there is sufficient commonality of view for EURIM to make a collective submission. The White Paper can be found at: <http://www.dti.gov.uk/comp/competitive/>. Details of the inquiry can be found at: www.parliament.uk/parliamentary_committees/trade_and_industry/trade_and_industry_press_notice_91.cfm

The issues in this area are expected to have increasing priority during the run-up to the 2005/6 election and the main parties are beginning to appoint their campaign teams. This is therefore a good time to plan how EURIM should ensure that those issues on which there is all-party agreement are built into all manifestoes and not left out because there is agreement. On the morning of the 19th November we therefore plan a "Policy Priorities Brainstorming Breakfast" with some of the political Think Tanks supported by our members. Please e-mail me for details if you are working in this area.

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

Nine Corporate and Associate members have expressed serious interest in supporting events for MPs and Candidates working with local broadband campaigns and we have had similar expressions of interest from the three main parties. The next step is to agree the teams and frameworks for carrying this forward. Please e-mail me if you would like to participate or help lead one of the teams.

In the meantime those already involved in such exercises are strongly recommended to visit the SEEDA "Self Help Information for Community Broadband Organisations" portal at RuralNet. This has been designed as a one stop resource for local champions wishing to bring broadband to their communities. www.seeonline.net/broadband/communityselfhelp/ is said to focus initially on "rural" and on "wireless" but is equally valuable for those involved in inner city regeneration projects or in exercises to bring fibre to the business parks in their constituency. Another good source of case studies is "Broadband in Rural Areas" available from www.countryside.gov.uk/publications.

2) Modernising Government

Efficiency Review - releasing resources to the front line

The efficiency review, announced in the Budget, is to be independently led by Peter Gershon, Head of the Office of Government Commerce. He will be supported by a joint team from Treasury and Cabinet Office. The consultation document is now available at www.civilservice.gov.uk/reform/efficiency.asp. The objective is to release resources into front-line services that meet the public's greatest priorities, out of activities which can be undertaken more efficiently. The priority areas for review are: procurement, back office functions, transactional services, funding and regulation of devolved and private sector and productive time, with the aim of finding opportunities to improve efficiency which

can be delivered within the next three years for input to the 2004 spending review. Inputs are sought by **21st November** and next year there will be extensive consultation about how to achieve the best opportunities identified. EURIM members are strongly recommended to respond and help set the framework for next year's consultations.

Focusing public sector ICT spend on the areas of need and benefit?

Many ICT suppliers need rapidly to acquire a much greater understanding of how to address social inclusion issues if their public sector revenues are to survive cost-cutting exercises targeted on e-programmes that do not benefit government's priority groups. On 14th October, the EURIM Council agreed terms of reference for an exercise, led by Paul Jackson of the Chartered Institute of Public Finance Accountancy, to "identify and promote the actions needed to ensure that e-technologies advance the needs and interests of all citizens ... regardless of age, class, race or disability". This time the audience to be educated is not political; most of our parliamentary members are only too well aware of the problems, need and potential. It is those suppliers who regard socially inclusive technologies as an add-on, not an integral part of any public service offering.

Putting the patient at the centre of the Medical Records debate

The successful implementation of the Health Service ICT systems currently being acquired depends on the active support and co-operation of the many interest groups in the UK Health service. The most important and politically influential are the patient support organisations, with their associated medical interest and all-party groups. The EURIM Medical Records group is now planning its forward activity programme in tight co-operation with the main co-ordinating body for the patient groups. The next key networking event will be the NHS Information Authority 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

We may have consensus but how do we secure priority for action without frightening the customers?

At the review meeting on 21st September we agreed to try to produce a six page summary report of why action is now becoming politically essential and the key issues and recommendations. This will shortly be sent to all members for information, review and comment.

The other material will be relegated to appendices available on the EURIM website and reviewed in the course of November as follows:

- The scale and nature of e-crime (with examples in each category) - draft completed.
- Reporting methods and structures: review 12th p.m., hosted by National High Tech Crime Unit.
- Roles and processes for investigation: review 13th a.m. , hosted by LogicaCMG.
- Growing and accrediting the necessary Skills: review 18th a.m. hosted by RboS.
- Reducing opportunities for e-crime: review date to be agreed.
- Legal Issues, national and international: 11th p.m., hosted by National High Tech Crime Unit.
- Addressing the needs of Small Firms:
 - 4th a.m.: recommendations, House of Lords,
 - 10th p.m : guidance content, production and promotion, hosted by NHTCU.

I am also convening the session on Crime and Internet at the conference to launch the Crime Science network on 25th - 26th November organised by the Jill Dando Institute, opened by the Rt Hon David Blunkett and Sir John Stevens and chaired by Nick Ross.

Visit www.yarrington.co.uk/crime_science/index.htm for details.

The current topics for discussion are:

- The use of data-mining and to identify potential criminal activity from network traffic/transactions.
- The implications of Internet Cash systems for fraud and money laundering etc.

- The attribution, recording, tracking and enforcement of rights, liabilities, identities and authorisations.
- The evidence that serious and organised, crime really is involved - and implications if it really is.

Putting the Regulation into the Regulation of Investigatory Powers

There appears to be a clear industry consensus with regard to the five RIPA orders due to come before Parliament next week. Data retention has no friends outside the sellers of mass storage and data mining. The EURIM Corporate and Associate members who attended the three meetings in October appeared to be in full agreement that the problems of practicality, cost and the vulnerability of stored data to abuse far outweigh any possible benefit to law enforcement from keeping it beyond the time that it is actively managed and protected for business use. Moreover the added incentive to move servers off-shore is the last thing that UK suppliers or users need at a time of growing global competition.

By contrast there appears to be growing support for the principle of regulation as the extent of legacy powers becomes apparent. There are still concerns over cost and practicality, but the greater desire is that all departments and agencies should follow routines for all their investigatory powers that are at least as rigorous as those developed and tested for RIPA. Given that the impersonation of those from departments with legacy investigatory powers is an increasingly common factor in identity theft, impersonation, cyberstalking and worse, there is also a **very** strong view that all who might receive requests for information should be able to contact well-publicised and authoritative points of advice to enable them to check the authenticity of a request as well as to ask what they should do in response and expect to happen next.

Personal Identity: Hijacked your bank balance, your identity, your life - Guardian 25/10/2003

Growing publicity for “identity theft”, up from 20,264 reported cases in 1999 to 74,766 in 2002, is placing pressure on financial institutions and their suppliers to develop more reliable ways of authenticating customers and authorising transactions. Meanwhile the tension between pressures for joined-up government services and concerns over plans for UK or EU identities (passports, driving licenses, health and benefit cards, patient records, children’s and population registers etc.) make it increasingly likely that government will look to the private sector to pilot politically acceptable solutions.

On the evening of 10th November we have a small planning meeting to look at how we should address the liability and legal issues, including how to work with the new Information Rights (data sharing and knowledge management, data protection and freedom of information) Division of the Department of Constitutional Affairs.. Jim Lound (Experian) has also organised a meeting for those who have agreed to help drive our activities in this area from the perspective of citizens, who might well ask why they need to provide the same information again and again (including to organisations they do not trust), when they have agreed a secure entry/token with another agency which they have chosen to trust (6th November a.m.). He has organised a separate meeting (on 24th November a.m.) to plan activities from the perspective of service providers, who might well wish to use entries/tokens from those chosen and authorised by their customers.

4) The draft Directive on the Enforcement of Intellectual Property Rights

How do we secure balanced and constructive debate?

Council has asked Kay Withers, the newest member of the EURIM rapporteur team, to plan an exercise on the draft Intellectual Property Rights Enforcement Directive, ideally in co-operation with the All-Party Intellectual Property Protection Group in the UK and the European Internet Forum in Brussels as well as any other groups looking at the issues. Her task is to try to organise constructive and balanced discussions in an area where consensus currently appears to be lacking and there is much heated lobbying. The importance of the issues at stake cannot be over-estimated. Intellectual property rights lie at the heart of a knowledge-based world. Their creation, control and exploitation is

increasingly the basis of wealth and affordable access is central to economic and social inclusion as well as to the creativity that will be the basis of future wealth.

5) Skills

Towards a Unified e-Learning Strategy for 21st Century Skills

The officials running the current DfES consultations are particularly concerned to have inputs from industry, both as employers and as suppliers of courses and material. As with other consultations, they would also welcome early inputs, particularly where these are likely to call for major changes in current thinking. The minutes of the meeting on 16th September are now available and it is clear that the consensus was for radical change. We have therefore scheduled a meeting, on the morning of 26th November, with the officials running the current consultations, for those members who are planning submissions. Before then we expect to have a draft position paper based on the discussion to date.

6) Communications Regulation

Ofcom consultations - review of Public Service Broadcasting

On 16th October, the EURIM Communications Regulation Group met with Ed Richards to consider the consultation process for the Ofcom review of public sector broadcasting (PSB). The objective was to clarify the proposed methods and aims of the review and to identify issues on which EURIM members may wish to make submissions.

Ofcom has now assembled a team that has begun accumulating and analysing data, with the aim of developing clear proposals for the definition, purpose, and future regulation of PSB. The review will develop in 3 phases: current position; future prospects; Ofcom's proposals.

Phase 1, expected to be complete by Spring 2004, will attempt to answer 5 key questions:

- What is PSB?
- How is PSB delivered?
- How much does it cost?
- What are the benefits?
- How well is it currently being provided?

The question of whether universality is a fundamental and non-negotiable part of the definition of PSB has profound implications and consequences. The role of public sector broadcasters as commissioners, sponsors and supporters of the creative sector will be very important, and the question of the extent to which the BBC should have a commercial bridge in exploiting rights raises significant issues. Ofcom wants feedback on whether online broadcasting is a relevant issue for the PSB review.

Ofcom also welcomes the views, observations and perspectives of EURIM members on how Ofcom might proceed with its consultations. Consultations will be crucial, not just because of Parliamentary or commercial imperatives, but also because of the resonance and role that television plays in modern Britain. The PSB review will also dovetail with the BBC charter review. EURIM was felt to have an important role in helping pre-consultative discussions and will organise a number of off-the-record workshops to help Ofcom develop issues as part of its research during the review process.

Please contact Dave Wright (davywright2@ntlworld.com) for a copy of the meeting report, if you have views on how EURIM should help progress the issues, or if you would like to help organise or lead workshops on aspects of the review topics.

We have also been asked to organise a workshop on Spectrum Trading, another of the tricky issues which Ofcom will have to address next year. Please contact Dave if you would like to be involved.

To EURIM Members and Observers

From Philip Virgo, EURIM Secretary General
15 Chestnut Road, London SE27 9EZ
Tel: 020 8761 5926; Fax: 020 8670 4345
E-mail: virgo.philip@eurim.org

THE EUROPEAN
INFORMATION
SOCIETY GROUP

EURIM



EURIM Timetable - November 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 October.**
- *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.)*

NOVEMBER

4th 10.30 - 12.30 E-Crime - Small Firms - review meeting for revised policy paper, venue to be confirmed. Registered participants only. Please contact eurim@eurim.org to register.

4th a.m. DCMS Review of BBC Online Services: Philip Graf (in listening mode) Professor Stephen Coleman and others. £125 + VAT for non-parliamentarians. Details from Peter van Gelder, pvg@westminstereforum.co.uk

6th 10.30 - 12.30 E-Crime - Personal Identity: Citizen Perspective planning meeting. Hosted by Experian, lead players only. Please contact eurim@eurim.org for details.

10th 10.30 - 12.30 E-Crime - Small Firms - review meeting for draft guidance material. Hosted by NHTCU. Registered participants only. Contact eurim@eurim.org to register.

10th 17.00 - 19.00 E-Crime - Personal Identity: Liability and Legal issues planning meeting. Hosted by Experian, lead players only. Please contact eurim@eurim.org for details.

11th 14.00 - 16.00 - E-Crime - Legal Issues - review meeting for revised policy paper, hosted by NHTCU. Registered participants only. Please contact eurim@eurim.org to register.

12th 14.00 - 16.00 E-Crime - Reporting - review meeting for revised policy paper, hosted by NHTCU. Registered participants only. Please contact eurim@eurim.org to register.

13th 10.30 - 12.30 E-Crime - 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.

17th 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

18th 10.30 - 12.30 E-Crime - Skills : first round table of key players and review of recommendations, Hosted By Royal Bank of Scotland: Contact eurim@eurim.org to register.

19th 14.00 - 16.00 "Our Competitive Future - Building the Knowledge-Driven Economy": meeting to discuss possible inputs to the DTI Select Committee inquiry into progress with implementing the 1998 White Paper. Hosted by Intellect: contact emma.fryer@eurim.org for details.

24th 10.30 - 12.30 E-Crime - Personal Identity: Service Provider planning meeting. Hosted by Experian, lead players only. Please contact eurim@eurim.org for details.

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

26th 10.30 - 12.30 Towards an "Integrated E-Learning Strategy" for "21st Century Skills", workshop with the officials running the current DfES consultations to discuss members' submissions. While the deadline is next year we have been asked to help secure early inputs, particularly on areas of potential controversy. Hosted by SEMTA, please contact emma.fryer@eurim.org to details.

DECEMBER

3rd 17.00 - 19.00 (provisional) joint meeting with EIF and others in Brussels on the Draft Intellectual Property Rights Enforcement Directive

JANUARY

26th 18.00 - 19.30 PITCOM meeting on The Citizen and the Card, speakers (provisional) include Bernard Herden (UK Passport Agency), Jim Lound (Experian), Geoff Llewellyn (Schlumberger Sema - followed by IMIS reception in Westminster Arms. Contact Martin Hughes (PITCOM Membership Secretary) mjhughes@cix.compulink.co.uk

27th 14.00 - 16.00 EURIM Council

FEBRUARY

9th 18.00 - 19.30 PITCOM AGM (members and invited guests only)

25th - 26th NHTCU High Tech Crime Congress

MARCH

22nd 18.00 - 19.30 PITCOM: Business Outsourcing Policies

31st 15.00 - 17.00 EURIM Council

17.00 - 18.00 EURIM AGM

18.00 - 19.30 Reception - joint with Computer Weekly 500 Club