

To EURIM Members and Observers

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EURIM Newsletter and Notices – January 2004

1) Policy Priorities for 2004/5

Policy Priorities for 2004/5

We are currently collating the material from the brainstorming workshop with that received direct from members and supporters on policy priorities for 2004/5. Please e-mail eurim@eurim.org by 16th January, if you have not already done so, with your top three issues.

Inputs to the Data Protection Review

The need to review the interplay of obligations from the multiplicity of UK and EU Data Protection initiatives has at last moved centre stage. Last year we found consensus with regard to medical records, where the cost of not sharing information could be measured in pain, suffering and even death. We have now seen similar costs with regard to police and utility records, leading to the announcement of an urgent review. Meanwhile, the lack of security of many databases, including in the public sector, lies at the heart of much e-assisted criminal activity, from cyber-stalking through to mass-market fraud, sometimes with links to organised crime, drugs and terrorist funding. Please e-mail eurim@eurim.org if you would like to participate in a round table workshop to discuss inputs to the review.

Ensuring the Inclusion of Your Community in the Global Knowledge Economy

In March, the PITCOM Journal will focus on “Bringing Broadband to your Constituency”. Three case studies, one urban and two rural, have been agreed and there may be room for more as advertorials. The Broadband Stakeholders Group is due to wind up on 31st March and the May meeting of PITCOM is scheduled to review UK broadband progress compared with that of our overseas competitors and to provide a platform for the successor group(s) to BSG. Please contact me if you would like to contribute to either activity or otherwise help progress policy work in this area.

2) Modernising Government

Changing the Nature of the Relationships between Government and Suppliers

On 12th December, Office of Government Commerce (OGC) and Intellect (the UK trade association for ICT suppliers) launched a package of measures to improve the success rate of public sector ICT projects and cultivate a new relationship between Government and Industry based on openness and trust. These included:

- A set of Guidelines on Effective Partnering: on the OGC website: www.ogc.gov.uk/sdtoolkit/
- A Code of Best Practice, establishing standards that public sector customers can expect from their IT suppliers: www.intellectuk.org/sectors/government/senior_it_forum/code_practice.asp
- A “concept viability” service to enable public sector organisations to use the ICT supply industry as a sounding board to assess the technology risks associated with specific projects before progressing: www.intellectuk.org/sectors/government/senior_it_forum/concept_viability.asp

Government Efficiency Review

The Broadband Stakeholders Aggregation Group has called for the Efficiency Review now under way to recommend “joining up” ICT service delivery programmes, both within and across departments, at

a much higher level than current exercises which “merely collect the drips that reach the bottom of the funding drainpipes”. Other groups are seeking the rationalisation of targets and performance measures and adoption of industry good practice in re-using proven system modules, rather than starting from scratch with each new programme or procurement. A number of EURIM members are helping fund think-tank work in this area and expect to help PITCOM organise a major event in late spring, after the report of the Efficiency Review, to bring players together and review progress. Please email eurim@eurim.org if you would be interested in participating.

Putting the Patient at the Centre of Health Service ICT

Marlene Winfield, Head of Public Engagement for the NHS National Plan for Information Technology, spoke at the meeting on 3rd December on the potential benefits for patients, carers and citizens. This ushered in discussion on the need for culture change by all parties to enable these to be achieved within the planned implementation timescales. No change will mean no patient benefit. There is an urgent need to ensure that politicians, NHS managers, suppliers, clinicians and patients’ and carers’ groups understand that all groups must be equipped to benefit from the change process, including through re-skilling and re-resourcing. This will require a major awareness and education programme in which traditional rivals, including competing suppliers to the NHS, demonstrate that they are indeed committed to working together within the new frameworks to achieve improved patient benefit (both short and long term) and not just a greater share of available funds.

EURIM intends to organize at least one high-profile event to bring together the major stakeholders in the first quarter of 2004. The aim is to reach out to clinicians and the many other health service interest groups, through their professional associations and political allies, to demonstrate how they can and should work together through the national plan to help improve the care of their current and future patients. Now that the main framework contracts have been awarded, the event should also provide an opportunity for the main suppliers to describe how they too will be co-operating to help their customers better serve their patients. Please contact Dave Wright (davywright2@ntlworld.com) if you wish to be involved in organising such an event or attending.

3) E-Crime and Partnership Policing

Strengthening the thin blue line: cyber-specials rather than cyber-vigilantes

Over half the UK population and 10% of the world population now use computers and are vulnerable to e-assisted crime, including that organised across borders. Meanwhile a similar proportion of criminals (around the world as well as in the UK) routinely use computers to automate the search for victims and organise old crimes more efficiently, as well as commit new ones.

On 11th December, the first EURIM-IPPR Discussion Paper and back-up working papers were launched to the press and placed on www.eurim.org/consult/e-crime/ECS_pub_index.htm. On 18th December, at the first meeting of the Home Office E-Crime Stakeholders Group, we learned how successful we had been in setting the forward agenda. Success carries, however, a cost. Apart from the groups looking at RIPA and Information Assurance and the All-Party Internet Group work on SPAM, we appear to be the only group active at the political level. There is, in consequence, an expectation that inputs from the main industry players will continue to be routed through this group. If so, we need to review our strategy and objectives, either to live up to those expectations or to recommend an alternative way forward - perhaps funded by government and industry in coalition.

Basic e-crime prevention advice and the inclusion of e-security in end-user awareness and education programmes could greatly reduce the incidence of opportunist cyber-vandalism (viruses and hacking), of phishing (“social engineering” exercises to collect the information necessary to pillage victims’ on-line accounts) and the availability of unprotected systems for hi-jacking and use in denial of service attacks. This needs to be organised, funded and actively supported by computer suppliers and retailers who will routinely include and promote security products, services and support as an integral part of their sales offering to all - including small firms and parents as well as those willing and able to pay for security consultancy or to learn technospeak. As yet, no significant initiatives appear planned, let alone under way, other than those on which members of the group are themselves working.

Computer forensic skills, albeit often at a low level, are needed in a growing proportion of investigations, not just those into hacking and viruses. Most paedophile and fraud cases now involve computers. Denial of service appears to be replacing arson as the enforcement tool of choice for “business protection” (extortion).

There is therefore a need for a massive expansion in the skills base available to law enforcement, including training programmes at all levels and the use of “civilian” volunteers and professionals, to provide the numbers, as well as expertise, needed to tackle rapidly growing investigatory backlogs. But if more funds were to be available for law enforcement, there is little doubt that voters would prefer to see policemen on the beat rather than “skulking in offices behind computer screens”. How then, is the fight against e-crime to be financed? By industry, through joint investigation teams? If so, who sets the priorities? This adds a new dimension to the concepts of community policing and accountability being explored in the Police Reform consultation document, inputs on which are due by 27th January.

The current forward programme for the e-crime study is to review progress and plans on the morning of 15th January, prior to a workshop to discuss submissions to the Police Reform paper on specialist constables and multi-disciplinary units. Subject to confirmation the submission will be released to the press on 22nd January. On the 28th January we expect to launch a discussion paper on skills issues, from basic end-user self protection to the cross-cutting skills, such as e-security and e-forensics which are crucial to the future of the UK as a location of choice for e-business. Then on February 13th, shortly before the National High Tech Crime congress (25-26th February), we plan to release a paper on “Protecting the Vulnerable”. Once again, we have consensus on the recommendations but implementation requires a political and industrial “will” that is not yet apparent. Hence the need for follow through.

If you or your organisation is serious about the need to address e-crime and have yet to contribute funding or resources to this exercise, please e-mail eurim@eurim.org for details.

Personal Identity: Structuring debate on the way forward

The number and variety of initiatives, public and private, that impact upon Personal Identity is now part of the problem, not the solution. Whether or not the base technologies work, the practical ability to provide trust between reliant parties is vulnerable to confusion until we establish frameworks for reliably exchanging compatible information, based on confidence and consent, which also recognise and address the growing scale and evolving nature of fraud and impersonation.

The PI Group led by Jim Lound (Experian) began with workshops to look at the issues from the perspectives of citizen and service provider and at the legal issues. After using the opportunity of the PITCOM evening meeting on 26th January for public discussion, the intention is to use the meeting on the morning of 11th February to recruit participants for a programme based on four areas of activity:

- Personal identity management - from registration through authentication to repudiation and redress
- Data sharing and exchange - including frameworks and routines for consent and inter-operability
- Legal and regulatory issues - including for responsibilities, liabilities and cross border transactions
- Points of leverage - the decisions/actions/initiatives which will help or hinder practical progress

The objective is not just to move the agenda forward but to help ensure action by building shared understanding among key players and focussing attention on the problems that need to be addressed.

4) Intellectual Property Rights: creation and enforcement

How Do We Secure Balanced, Constructive and Informed Debate?

Clare Wardle (Royal Mail) chaired a scoping meeting on 10th December with representatives from Film, Music and Publishing. Many groups are lobbying directly on the EU enforcement directive and further channels appear redundant, although there is a need for stronger inputs from DTI. The directive is, however, only one among many exercises in prospect and there is an urgent need to help parliamentarians and policy makers make sense of lobbying from the many and varied stakeholders and better understand the importance of IPR in stimulating creativity and choice, as well as the issues

at stake for the UK economy. The group aims to convene a meeting for a wide range of stakeholders (date to be agreed) to move forward on producing a briefing paper as part of the political education programme needed. There is also a need to help DCMS broaden the range of stakeholders involved in consultations over the implementation of the Legal Deposits Act.

5) Skills

Building a world-class UK workforce

As the ICT industry recovers from a difficult two years' the issues of e-skills are again becoming of serious concern. 27th January is the deadline for submissions to the DfES consultations launched in July: "21st Century Skills: Realising Our Potential", www.dfes.gov.uk/skillsstrategy/docs/fulldoc.pdf and "Towards a Unified e-Learning Strategy", www.dfes.gov.uk/consultations2/16/. Most of those who attended the two workshops on the consultations are planning to make submissions. A sub-group is looking to organise a meeting in May to provide a platform for ministers to announce the resultant action plans. Please e-mail eurim@eurim.org if you would like to participate.

6) Communications Regulation

Joining up the debates- Public Service Broadcasting, Spectrum Trading, Internet Governance and Digital Commons in the context of the Telecomms Market Review?

The Ofcom review of the UK telecomms market in January 2004 will have three phases:

- Assessment of the telecommunications sector: including the extent of competition in key markets, the effectiveness of regulation, investment and innovation trends and future prospects.
- Options for Ofcom's strategic approach to telecommunications regulation: including identifying options to withdraw from regulation and alternative approaches to regulation.
- Ofcom's strategic regulatory framework: setting out the key challenges to competition in the sector, the proposed response and implementation plans for any changes to regulatory approaches.

Some members will remember the exhibition and conference on "The Digital Information Revolution - Market Opportunities for Multimedia Created by the Superhighway", organised with FEI in 1994. At the closing reception some participants felt that "now we understood each other we can make reality of convergence". Others felt that most participants had not even begun to grasp how differently they saw the world, even though they were using the same words or technologies. That event led directly to the EURIM exercise on the need for regulatory convergence, reporting in January 1997.

Today, seven years later, we have our converged regulator, but we do not yet have converged lobbying. More worryingly, most players do not yet appreciate the need for joined up debate if UK players are not to waste millions, perhaps billions, in unnecessary and avoidable conflict, controversy and duplication of effort.

The debate on the definition and role of public service broadcasting in a broadband world is beginning to gather pace but the broadcasting and communications communities are still talking at each other and EURIM remains one of the few places where they are brought together round the same table - other than for set-piece debates.

The 3rd December meeting of the European Internet Foundation in Brussels on Intellectual Property Protection illustrated the multi-faceted nature of some of the current inter-linked debates by bringing out the tensions between the "business models" for PSB and those for the digital content industries (including film and music) as well as those for the always-on communications carriers (broadband, mobile and satellite).

The Ofcom market review should provide an opportunity for a through going assessment not only of current industry structures but also of the pressures for change. It will also provide the first signs of how successful Ofcom is likely to be in balancing the need to prevent dominant players, including politicians, officials and regulators, from seeking to determine the future, while protecting the public from real abuse and ensuring that the UK is indeed globally competitive.

One of the first tests will come this spring, with the Ofcom consultation on spectrum trading and interference issues and how this will affect pricing. Liberalisation, rather than trading, is expected to cause problems with interference but there is a need to ensure that changes of use do not interfere with other services and to be alert to unintended consequences. Monitoring and policing will also have cost implications.

Ofcom has held bilateral discussion with some of the major players as the first stage of its consultation (deadline for submissions 13th February). Those consulted to date appear relaxed but some of those wishing to provide innovative terrestrial and satellite services, akin to those increasingly common in North America and the Far East, have yet to make inputs and there may yet be a need for a public round table to bring out the areas of agreement and disagreement so that effort can be focussed on reconciling the latter in a constructive way.

With regard to the broader debate, the Oxford Media Convention (13th January), is expected to bring together most of the UK players. EURIM then plans to progress selected issues, especially those which cut across lobbying boundaries, beginning with co-operation with the EIF and others when the Congressional Internet Caucus visits Europe in February.

As part of the planning process we will be reviewing our structures, priorities and partnerships in this area. Please contact Dave Wright (davywright2@ntlworld.com) if you would like to take part in an informal workshop, date to be fixed but probably in late January or early February. This is expected to be a joint meeting with some of the other all-party groups interested in these aspects of communications regulation.

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THE EUROPEAN
INFORMATION
SOCIETY GROUP

EURIM



EURIM Timetable - January 2004

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 December.**
- *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.)*

JANUARY

13th Oxford Media Convention: Competition Regulation and Renewal - speakers include Rt Hon Tessa Jowell MP, DCMS, Stephen Carter, Ofcom, Philip Lowe DG European Commission Competition Directorate, plus Ed Richards, Herbert Ungerer, Jane Humphries, Martin Cave, Barry Cox, David Levy, Simon Duffy, Peter Bazalgette and Lawrence Lessig.
Details at <http://media.guardian.co.uk/oxfordmediaconvention/story/0,12653,1085231,00.html>

14th 10.30 – 12.30 E-crime – Personal Identity: Service Providers' perspective.
Hosted by Experian at their Mayfair Office. Please contact eurim@eurim.org for details.

14th 17.30 Patent Office The Intellectual Property Advisory Committee (IPAC) second open meeting. The government's independent advisory committee on intellectual property will discuss various aspects of its business including the enforcement of patents and its future work programme. Attendees may raise questions or concerns. Written questions are also welcome in advance. For details contact: barbara.squires@patent.gov.uk

15th 11.00 - 13.00 (provisional) E-Crime strategy review meeting

15th 13.00 - 15.00 (provisional) E-Crime Workshop on Response to Police Reform
Consultation with a focus on frameworks for Specialist Constables, Civilian Volunteers and Multi-disciplinary Units to tackle Internet and other computer-assisted/related crime

22nd 11.00 - 12.00 (provisional) E-Crime press briefing to release discussion paper: Cyber-vigilantes or Cyber-specials: ensuring democratic accountability for the policing of cyberspace

26th 18.00 - 19.30 PITCOM meeting on *The Citizen and the Card*, speakers include Bernard Herden (UK Passport Agency), Jim Lound (Experian), Geoff Llewellyn (Schlumberger) and Stuart Brocklehurst (VISA International) - followed by IMIS reception in Westminster Arms. (For details of PITCOM Membership contact mjhughes@cix.compulink.co.uk)

27th 14.00 - 16.00 EURIM Council

28th 12.00 - 13.30 (provisional) E-Crime press briefing to release discussion paper: Who trusts who?: ensuring credible frameworks for accrediting e-security, investigation and forensics skills and competences at all levels, from user to specialist

28th 14.00 – 17.00 Modernising Government Theme – Social Inclusion Group – meeting to review the group's work to date in the light of current CIPFA research and agree forward EURIM programme in this area. hosted by IPF at 27 Queen Anne's Gate, London SW1

FEBRUARY

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

11th 10.30 - 12.30 E-Crime - Joined-up Personal Identities - private and/or public: from databases through cards to biometrics, from registration through recognition/authentication/authorisation to repudiation, plus service, reliability, security, liability, privacy and ownership: presentation meeting for discussion paper on issues and recommendations.
Grimond Room, Portcullis House (NB please check the board as there is a risk of being moved).

13th 11.30 - 13.00 (Provisional) E-Crime press briefing to release discussion paper: Protecting the Vulnerable: the need for realistic guidance, support and services for small firms and others unable to protect themselves

25th - 26th *Designing Out Hi-Tech Crime - NHTCU e-crime congress 2004, speakers include: Caroline Flint MP, Parliamentary Under-Secretary for Reducing Organised and International Crime; Detective Chief Superintendent Len Hynds, Head of Unit, National Hi-Tech Crime Unit; Graham Satchwell, Director Corporate Security & Investigations EMEAA, Glaxo Smith Kline; Dame Pauline Neville Jones, Chairman Information Assurance Advisory Council; Scott Charney, Chief Security Strategist, Microsoft; John Chirillo, Author and Security Expert, Workshops on Hacking and Extortion, Human Resources/Identity Theft and Fraud/Web site Spoofing and Social Engineering and Industrial Espionage, For details visit: www.e-crimecongress.org*

MARCH

22nd 18.00 - 19.30 *PITCOM Outsourcing our future? UK Competitiveness in the face of off-shore outsourcing: from design, through manufacturing to customer service.*

31st 15.00 - 17.00 EURIM Council
17.00 - 18.00 EURIM AGM
18.00 - 19.30 Reception - joint with Computer Weekly 500 Club

APRIL

26th 18.00 - 19.30 *PITCOM Location, Location, Location - GIS Wars: practical conflicts between government objectives and departmental policies*

MAY

24th 18.00 - 19.30 *PITCOM Broadband - The Widening Gaps: haves and have nots, UK/EU and the Pacific Rim*

JUNE

28th 18.00 - 19.30 *PITCOM Joined up Criminal Justice? A progress report ?*