

To EURIM Members and Observers
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EURIM Newsletter and Notices - March 2004

1) International Co-operation on Internet Content and Crime

Lifting the Veil on What is Already Under Way and/or Planned – Morning of 17th March

Over 200 MPs have now signed Early Day Motions 583 and 588 calling for action to close down corrupting Internet sites, prevent “gross abuse” of the Internet and request the Home Secretary to ensure better co-operation from the international law enforcement agencies. Over 400 delegates, mainly from law enforcement and financial services, attended the National Hi-Tech Crime Unit E-Crime Congress on 24th and 25th February to discuss the threats to business from the rising tide of e-crime. They expressed similarly strong support for greatly improved international co-operation. Discussion, however, also indicated widespread ignorance, including on the part of policy makers and law enforcement agencies, as to what is already being done by some of the most important industry players, internationally across frontiers as well as nationally.

Confidentiality is important to success in tracking, tracing and “removing” miscreants not only from the Internet but also from international payment systems (the electronic equivalent of the death penalty - albeit not quite so final) but the consequent impression that the computing and communications industries and their major customers are sitting on their hands is not helpful to constructive debate.

We are therefore organising, on the morning of 17th March, a briefing session with the All Party Internet Group, the Internet Watch Foundation and others, to enable major industry players to say what they are already doing, what they are planning and the areas where support from law enforcement is most likely to be effective. The meeting will begin with short presentations from some of the main industry bodies on common approaches but will also be used to highlight differences in approach according to the nature of the service offered. We also expect to hear views on the types of co-operation, national as well as international, most likely to be effective. We are asking contributors to table material for follow up and circulation to those unable to attend. The lead sponsors for the next phase of the EURIM - IPPR e-crime programme had already said they wished to see a greater focus on child protection. The technology and policy issues are often very similar to those already being discussed to protect adult consumers from fraud and abuse. This meeting will be used to help plan that phase, provisionally planned for launch on 29th April at Infosec (Olympia).

2) UK/EU Competitiveness

Progress towards the Knowledge Driven Economy

At least three Corporate members would like to support a major exercise in the context of the Lisbon Agenda for Europe as well as that of the growing pressure for action in the UK. We have started discussing possible frameworks and partners for this.

Bringing “Liquid Broadband” to Britain

At the CMA Annual Conference (16th - 17th February) there was “robust” discussion (chaired by Richard Hooper of Ofcom) as to why UK is 20th in the OECD Broadband “league” (with fewer broadband users per head of population than Portugal) and the consequences of the economies of scale being achieved by the Asiatic leaders in infrastructure, access and content. See Communications Regulation (below) for report on the actions arising from the subsequent discussions with Lord Currie.

Skills and Learning Networks

On the morning of 23rd March (provisional date) there will be a meeting to discuss follow up to the submissions to the recent DfES consultations. The aim will be to secure action on:

- rationalisation of employer inputs to the current jungle of education and training consultations over structure, content and needs;
 - local access to world-class education and training, building on the UK Online and Learn Direct Centres but also bringing in some of the many other operations, public and private, in this space;
- and
- removing barriers participation of the UK in the global lifelong learning (including graduate and workforce updating and continuous professional development) and industry funded research networks that are becoming a major component of university funding in other parts of the world.

The means will be discussed on 23rd March but current ideas include an event similar to that organised two years ago for the minister (then John Healey MP, who is now at Treasury) to announce the funding for what are now SEMTA and E-Skills and call for the system to be employer-driven. That theme is now mainstream among ministers but turning the “system” is like turning the Titanic. There is a need not only to demonstrate the support for the changes needed but to focus political pressure on the points of leverage. This may well include a role for EURIM.

Intellectual Property Rights

The meeting on 26th February identified that part of the confusion in current discussions on the importance of Intellectual Property Rights is caused by the failure to distinguish which rights (copyright, patent, design, trademark, fair use etc.) are important to which communities and why. It is also apparent that much valuable information lies outside or across current regimes, licensed under confidentiality arrangements (e.g. complex designs with shared or unknown IPR) or with serious problems of redress if copied (from customer records to research and development files).

The group agreed to focus initially on a simple guide to property rights (probably based on that on the DTI website (insert reference) and which of those rights are important to which types of industry. There is a need for material on the relative importance of those industries to the UK economy and for “maps” of the current initiatives and interest groups active in this space but the production of these are non-trivial exercises and might be viewed as the responsibility of others, including government. The group will meet on the afternoon of 30th March to review progress.

3) Modernising Government

The Review of Guidance on Data Sharing and Protection

With the Bichard Inquiry underway, amid reports of sweeping reforms to police guidance on the retention of criminal intelligence and personal records, we had a most constructive meeting on 18th February with observers from the DCA and OIC to discuss what contribution we should be making to help clarify debate and ensure effective action. We are seeing growing evidence that complex and erroneous interpretations of the data protection principles are leading to failure to share information in the interests of the customer, citizen, patient or victim and consequent failure of service, suffering, pain and even death. Guidance is available but quality and relevance is varied and too much has been drawn up with a view to producing rule books which meet supposed legal obligations rather than workable routines which follow the principles.

The agreed plan of action includes:

- identifying examples of clear and authoritative guidance on sharing and protection worthy of wider circulation and promotion;
- identifying points of leverage for improving the availability of relevant guidance on good practice trace to practitioners on the ground; and
- producing a briefing for parliamentarians on the issues and any political actions necessary.

The aim is to ensure that data protection ceases to be a barrier to following good practice. Please contact Dave Wright (davywright2@ntlworld.com) if you would like to contribute to this group.

4) E-Crime and Partnership Policing

Protecting the Vulnerable

On Friday, 13th February we launched the second EURIM - IPPR discussion paper on “Protecting the Vulnerable” calling for:

- training and advice on the prevention of computer assisted crime to be treated as a mainstream priority in all ICT education and awareness programmes, not just an add;
- realistic and practical guidance channelled through those with influence over the target audiences (e.g. banks, insurers as communications providers) perhaps as a condition of service;
- customers to be encouraged to request and pay for products and services which are robust, usable and with security features which are easy to install, update, and maintain.

Ensuring Effective Co-operation

Sir John Stevens, Commissioner of the Metropolitan Police, made a point of welcoming the EURIM proposals for specialist special constables when he addressed the NHTCU Congress on 24th and 25th February. There is clear support for a pilot to test the concept as soon as practical. The Congress focussed on scenarios to chill the blood of large organisations: hacking, extortion, identity theft, fraud, website spoofing and industrial espionage. Over 400 delegates attended, mainly from law enforcement and financial services and we will be meeting on the afternoon of 9th March to review the EURIM - IPPR E-Crime forward programme in the light of discussions at this event.

Work was already being planned on most of the issues raised but the priority given by major users for greatly improving co-operation between service providers and law enforcement, including internationally, was tempered by concern that the latter do not understand how much some of the former are already doing. A major two-way education exercise is also needed.

Moreover, there were expressions of concern that involving law enforcement can hamper action by private sector players to limit the damage to themselves and their customers, identify those responsible, obtain redress and deter or prevent repetition. There was much praise for what the NHTCU has achieved with such limited resources but the contrast between some other UK agencies was and their US equivalents was said to be between minutes (to respond when attacks are under way) and days. It was also between part-time individuals (with little, if any, skilled back-up on call) and full-time teams backed up by pools of industry “reservists”. The problems were a mix of funding, priorities and organisation. There is an urgent need both to greatly increase the resources and skills available to law enforcement and to review the Computer Misuse Act and related legal frameworks so as to enable rapid and effective action on the part of those under attack, as well as those who should be available to go to their aid.

Personal Identity: Structuring Debate on the Way Forward

The meeting on 11th February reviewed progress to date and agreed to build its work programme around the financial services’ “circle of trust”, under which consumers can not only say to whom their data may be made available but also have the option of being notified each time their data are accessed as part of a service provision. This is not a panacea and has interesting implications for public sector users with statutory powers or law enforcement responsibilities. It has, however, been operational for some years and currently handles over 100 million transactions a year, supporting call centre operations and Internet applications for credit facilities, charge cards et al. It also provides a good framework for addressing the issues of data sharing (including consent and interoperability) and identity management (including issues of registration given the inevitable conflicts between sources of information) and legal issues (it is already operational internationally under a variety of jurisdictions).

The target deliverables include:

- briefing materials for parliamentarian and political researchers, with details available via the House of Commons and Lords libraries and POST , which clarify what is readily achievable (at what cost) and what is not;

- clear policy objectives to set the framework for greatly improved interoperability between public and private sectors, including recommendations for some “quick wins” to create a more positive climate for addressing the more difficult issues over time.

Workshops have been organised on data sharing (4th March) and identity management, (9th March).

5) Communications Regulation

Broadband Roll-out and Competition

At the Communications Management Association Annual Conference last week, Ofcom chairman, Lord Currie, called for a ‘strategic vision’ in order to deliver faster broadband services. This might include rural wireless broadband, and involve a number of players. Expressing concern about the roll-out of broadband in the UK, Lord Currie questioned whether ADSL can deliver what consumers really need, and if we have the physical infrastructure for a true broadband access network in place. This ties in with the Ofcom market review, and also the Trade and Industry Select Committee report, which states that the UK lacks effective wholesale broadband competition and needs regulatory intervention.

Among the other topics discussed at the CMA conference with Lord Currie and Richard Hooper (who chaired the conference) were the relations between Ofcom and business users, large and small and the challenge to the west (and its governments and regulators) as the east (led by China, Japan and Korea) takes the lead in setting new international standards and not just manufacturing and implementing licensed technologies at a fraction of the cost. We can see this beginning with IPV6 and inter-active voice and video over Internet to serve the growing numbers with fibre to the home or workshop.

EURIM is reviewing how to best to help Ofcom in a range of areas, including Broadband roll-out and the PSB and BBC charter reviews. A major problem, with which we have agreed to try to assist, is the way in which the industry groups, which came together during the scrutiny of the Communications Bill, have split apart again, thus complicating Ofcom’s consultation processes. That review will include at least one high level political dinner plus round tables for those responsible for regulatory and public affairs at the operational level in our Corporate members as well as our observers from the other regulators and government departments whose responsibilities overlap with those of Ofcom. Please contact Dave Wright (davywright2@ntlworld.com) if you wish to be involved.

Voice over Broadband

Ofcom launched its consultation to determine the appropriate numbering resource for voice over broadband (VoB) services on 24th February. VoB services raise a range of regulatory issues and Ofcom is proposing that 056 numbers be determined as available for allocation for VoB services. This may involve modifying the National Telephone Numbering Plan. Ofcom will also consider the appropriateness of using geographic numbers for VoB services.

Deadlines for the consultation are:

- 24th March 2004 for comments on the notification of the proposed modifications to the National Telephone Numbering Plan;
- 24th March 2004 for comments on the draft Direction proposing a telephone numbering application form for 056 numbers;
- 4th May 2004 for comments on the options presented in the consultation on allocation of geographic numbers for VoB services.

The document is available at <http://www.ofcom.org.uk/consultations/current/vobs/vobs.pdf?a=87101>

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THE EUROPEAN
INFORMATION
SOCIETY GROUP

EURIM



EURIM Timetable - March 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 February**
- *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.)*

MARCH

4th 10.30 - 12.30 Personal Identity: Data Sharing and Interoperability workshop

9th 10.30 - 13.00 Personal Identity: Registration and Management workshop, hosted by IPF, 27th Queen Anne's Gate, contact john.baker@ipf.co.uk for details

9th 14.00 - 17.00 E-Crime: meeting to review progress to date, including outcomes from the NHTCU Congress and to agree forward plans and priorities: hosted by RBS, prior registration essential so please contact for venue details if you or a colleague plan to attend.

*11th a.m. Westminster Media Forum Seminar, Lewis Media Centre, Millbank Tower, SW1
Corporate Social Responsibility and the Media Keynote speakers: Julia Cleverdon, Chief Executive, Business in the Community and Tony Stoller, Director, External Affairs, Ofcom.
Please contact Peter van Gelder: pvg@westminstereforum.co.uk*

**17th 10.00 - 12.00 Committee Room 20, House of Commons
Protecting the vulnerable from harmful Internet content and contact: the current state of play, briefing for Parliamentary members on what is currently being done and/or believed (by industry and law enforcement) to be practical. Joint meeting with APIG. Introductory speakers from Internet Watch Foundation and Internet Service Providers Association and contributions from major network operators and law enforcement agencies on what they are already doing/planning to protect their customers and the collective action, including by government(s) they would like to see.**

*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.
(PITCOM members only - joining details on www.pitcom.org.uk)*

23rd a.m. (provisional) 21st Century Skills and Lifelong Learning Networks: scoping meeting for exercise(s) to secure action on the recommendations in the submissions to the DfES Consultations.

30th 14.00 - 16.00 (venue to be confirmed)

Intellectual Property Rights: review of progress in assembling briefing material for MPs on the different types of IPR, their relevance and importance to which communities (business and consumer) and the interest groups concerned.

*31st p.m Westminster Media Forum Seminar, Lewis Media Centre, Millbank Tower, SW1
Ofcom's Inbox Seminar – part2: Keynote speaker: Stephen Carter, Chief Executive, Ofcom:
Please contact Peter van Gelder: pvg@westminstereforum.co.uk*

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

21st p.m. provisional Open Government meeting - Dublin (joint with OFE)

26th 18.00 - 19.30 PITCOM

Data Sharing: Where are we?

(PITCOM members only - joining details on www.pitcom.org.uk)

27th (provisional) **Launch of E-Crime Phase 2 programme at Infosec - Olympia**

MAY

24th 18.00 - 19.30 PITCOM

Broadband - The Widening Gaps: haves and have nots, UK/EU and the Pacific Rim

(PITCOM members only - joining details on www.pitcom.org.uk)

24th 19.30 - 22.00 (provisional) **Communications Policy Dinner**

JUNE

28th 18.00 - 19.30 PITCOM

Joined up Criminal Justice? A progress report?

(PITCOM members only - joining details on www.pitcom.org.uk)