

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 - December 2004

### 1) Priorities for 2004/5

#### *Service Delivery and Investment Climate*

Improving the quality of delivery of public sector computer systems was *the* priority for the parliamentary members present at the meeting of the Content Issues Panel on November 17<sup>th</sup>. The priorities for industry members were to move from talk to action in delivering the Lisbon Agenda and to ensure that the UK regulatory climate really does encourage investment in both the communications infrastructure and in innovative products and services to make use of that infrastructure.

#### *Breaking the cycle of bad practice*

There was a vigorous discussion as to who was to blame for the failure of major public sector computer projects but agreement that improving IT professionalism was less than 20% of the answer. The problems commonly relate to the people processes rather more than the technology. The solution is not more work on “good practice”, but on the reasons why it is not followed. That means addressing the political climate so that those responsible for implementation are given realistic objectives and the authority to achieve them. But given that both Government and opposition have similar agendas (Gershon and James) and will be seeking big pictures for their election manifestos, we can expect the pressures to bypass good practice to build up again - next spring.

A group like EURIM, which cuts across boundaries at every level, could make a serious contribution towards reducing those pressures: but only if our members really wish to do so. A proposal for a major exercise building on the previous EURIM work on programme management but addressing the need to change the climate within which programmes are initially proposed, planned and agreed, is being worked up for the EURIM council meeting in February.

#### *Building the Knowledge Economy*

Discussion was less heated on the need for policies to stimulate investment in the communications infrastructure to support the knowledge economy and in the content, without which the infrastructure is of little value. However, there are many groups working in this space. Sometimes, as with debate over the Directive on Computer Implemented Inventions, there is little agreement beyond the importance of the issues. The cost of Ofcom was also a major concern: not just the fees levied but the time taken by its growing volume of consultations and the effect these might have on investment plans. What happened to expectations of a light touch?

A report of the discussion will be made available shortly to Corporate, Associate and Parliamentary members. Feedback to help decisions at the next Council will also be requested.

### 2) Taking the Fight Against E-Crime Seriously

#### *Building Cybercommunities: Beating Cybercrime*

The pre-Christmas cybercrime spree has arrived. November saw not only a series of conferences on the issues but also the arrival of the latest, much “improved” (i.e. more credible and therefore more dangerous), mass phishing attacks designed to collect recipients’ on-line banking details. Our contribution, the next two papers from the EURIM – IPPR Study, is now on [www.eurim.org.uk](http://www.eurim.org.uk).

The papers cover Reducing Opportunities and the Reporting of Cybercrime. The term “cybercrime” is used in place of “e-crime” when there is no obvious local police force to take charge of the investigation: for example when thousands across the UK have fallen victim to a phishing scam.

The papers contain a dozen specific recommendations calling for:

- collective action to provide practical, plain English guidance on the prevention and reporting (what, to whom, how) of e-crime and to promote effective and trustworthy protection and support services;
- easy-to-use, one-stop-shop, incident reporting systems that will not be swamped by volume and will re-route collated information to those responsible for action.

Neither set of recommendations will be cheap, but the cost of e-crime now outstrips that of physical theft. The ACPO National Strategic Assessment estimates that UK police forces need another £350 million to handle high tech crime in general. The current budgets for all of the computer crime units added together is barely 10% of that of Ofcom. In reality they will need very much more, unless proposals for working in partnership with industry, to investigate as well as prevent offences, are actually implemented. Until then the situation can be expected to deteriorate rapidly. One of the key messages in the first paper is that time is NOT on our side. Programmes like “Project Endurance”, the collective small firms and consumer awareness programme announced at the CBI conference for launch in February, are urgent as well as important.

The Police Reform White paper (responses due by 1<sup>st</sup> February) refers to the need to “explore further” with regard to “those crimes which by their very nature are not confined to geographical force areas ...[and the] ... case for certain forces to lead on those crimes and proactive investigations for which there is no obvious territorial lead”.

The first draft of the paper on policing structures from the EURIM – IPPR study is being circulated for comment and a revised version is due to be placed on [www.eurim.org.uk](http://www.eurim.org.uk) by 13<sup>th</sup> December. The main recommendation is to create non-geographic Internet crime and disorder partnerships (CADDIES) supported by a shared secretariat, covering for example: Child Protection, Communications and Financial Services, Infrastructure Protection (linked to NISCC) and Major Attacks (linked to SOCA), linked to joint (Law enforcement and Industry) investigatory teams with international as well as national resources. A national Internet Policing Unit, akin to British Transport Police for the railways, might evolve from this but the immediate need is to promote cross-boundary co-operation, including between law enforcement, industry and the current slew of regulators, agencies and interest groups claiming roles in this area. We do not need the jockeying for position and turf wars that would result from a major re-organisation. Please e-mail me if you would like to comment on the initial draft.

### **3) The Governance of E-Government**

#### ***Personal Identity and Data sharing***

Barely 5% of delegates at a recent public sector event on “secure data sharing” were aware of the guidance issued by the Department of Constitutional Affairs last year. Almost all cited either Data Protection legislation or lack of guidance and protocols as the main obstacle. The list of sources of guidance produced to help the work of the EURIM Data Sharing group has therefore been posted at [www.eurim.org.uk/activities/pi/dsd.php](http://www.eurim.org.uk/activities/pi/dsd.php) . The list is not comprehensive but appears to be unique. If you are aware of other sources, especially those which give clear, plain English guidance, please e-mail [eurim@eurim.org](mailto:eurim@eurim.org) . There is much to be done to improve guidance and identify who should be responsible, including to lead on primary legislation if this is indeed needed to remove obstacles or improve governance. A planning sub-group will be meeting on 2<sup>nd</sup> December to discuss issues and priorities with the aim of preparing an action plan for presentation and launch on 12<sup>th</sup> January.

#### ***Practical biometrics and the Identity Cards Bill***

We had an excellent set of presentations from the CESG Biometrics Working Group on the 25<sup>th</sup> November. The underlying message was that there are many successful live applications but scanning is slower than chip and pin. This can be a problem if the application needs to handle impatient customers, whether visitors to Disneyland or a queue for school dinners.

Many of those responsible for some of the largest and most complex of currently planned public sector applications attended and the lunchtime discussions led to invitations to visit successful UK applications that are already handling large volumes (immigration and police). The presentation should be available on [www.cesg.gov.uk](http://www.cesg.gov.uk), by 6<sup>th</sup> December (click on the “biometrics” link and follow the workshop link from the Biometrics Homepage). The e-mail for follow-up enquiries is [BWG@cesg.gsi.gov.uk](mailto:BWG@cesg.gsi.gov.uk).

#### **4) UK Competitiveness in the Knowledge Economy**

##### ***The changing IPR scene***

The Intellect IPR briefing hosted by DTI on 19<sup>th</sup> November was very well attended and the EURIM group will be reviewing progress and plans on 8<sup>th</sup> December, on the eve of the Westminster Media Forum conference. The issues are at the top of the political agendas for several industry members, but their current priorities are short term. Meanwhile technologies and business models (particularly with regard to digital rights management) are changing. By the end of 2005 the positions of several major players may be significantly different. It is therefore expected that any major exercise in this area will be postponed until after the General Election and will be done in co-operation with others.

#### **5) Creating and Maintaining a World Class UK Skills/Knowledge Base**

##### ***Technology skills are not enough***

The Content and Issues Panel on 17<sup>th</sup> November agreed the critical importance of improving the technical skills of the UK ICT workforce by giving much greater emphasis to lifelong learning and workforce updating and recommended that EURIM should monitor the work of others until we can indeed “make a difference”. However, recent public sector service delivery problems raise serious issues regarding the skills sets of UK IT professionals. The accreditation criteria of the UK chartered institutes in this area are now focussed on information technology, not information systems. They no longer include the skills to design and manage the people processes that the technology is there to serve. This has profound consequences. Chris Yapp (who helped draft EURIM’s 1997 briefing on reskilling issues) and I have agreed to co-operate on a paper for one of the Think Tanks, building on that work and subsequent development. In the meantime, there is much relevant material on the EURIM website.

#### **6) Local Access to World Class Communications and Content**

##### ***Not just changing the investment climate but exploiting the discontinuities***

The vulnerability of communications infrastructures to severe disruption (whether deliberate or accidental) is a growing concern to many users. So too is the impact of regulatory decisions (let alone uncertainty) on investment in infrastructure, including that necessary to reduce vulnerability. There has also been sharp comment on the cost of responding to the flood of regulatory consultations over the past year. Meanwhile technology discontinuities are enabling very different products and services. In the past there has been clear consensus that regulators should not try to predict and manage change. But some are saying that Ofcom has a duty to do so. Some of the issues will be raised at the PITCOM meeting planned for 18<sup>th</sup> January on the impact of Voice over IP. That discussion is expected to inform the plans in this area that the EURIM council will review in February.

#### **7) [www.EURIM.org.uk](http://www.EURIM.org.uk)**

Summary reports of meetings, supporting documentation and references are now placed on the website as a matter of routine. The transcripts, including who said what, are not. If you have not yet visited the new website, please do so and send any comments to [info@eurim.org](mailto:info@eurim.org).

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## EURIM Timetable – December 2004

This timetable lists forthcoming meetings arranged by EURIM and also includes some, arranged by other organisations, which are likely to be of interest to EURIM's Members and Observers.

Unless otherwise indicated EURIM meetings are open to all members and accredited observers. There is no charge for attendance but prior registration is required. If you wish to attend or would like more information please contact the named individual or [eurim@eurim.org](mailto:eurim@eurim.org).

For information about meetings arranged by other organisations, please contact the person or website indicated against the entry. Note that for some events, there is an entry fee and pre-registration is essential.

### December

*Date:* Wednesday 1 December 2004  
*Time:* 15.00 - 16.00  
*Venue:* Room B, 1 Parliament Street, SW1  
*Organiser:* EURIM E-Crime Group  
*Description:* Press Launch of Papers on Reducing Vulnerabilities and Reporting  
*Attendance:* Invited journalists and group members willing to speak to the press

*Date:* Thursday 2 December 2004  
*Time:* 10.00 - 12.00  
*Venue:* Room W3, Westminster Hall  
*Organiser:* EURIM Personal Identity and Data Sharing and e-Government Strategy Groups  
*Description:* Joint meeting to plan forward programme on Public Information Governance  
*Attendance:* Planning group and potential sponsors only

*Date:* Monday 6 December 2004 **To be confirmed**  
*Time:* 18.00 - 20.00  
*Venue:* St Stephen's Club, SW1  
*Organiser:* Conservative Technology Forum  
*Description:* Briefing on Computer Crime, Internet Security and Compliance by Unisys plus a short presentation on the EURIM - IPPR E-Crime recommendations  
*Attendance:* CTF members and guests, contact [terry.bowers1@btopenworld.com](mailto:terry.bowers1@btopenworld.com) for details

*Date:* Wednesday 8 December 2004  
*Time:* 14.30 - 16.30  
*Venue:* Intellect, 20 Red Lion Street, London WC1R 4QN  
*Organiser:* EURIM IPR Group  
*Description:* Review of "Overview Paper" and plans, if any, for activity on the CII Directive  
*Attendance:* IPR Working Group and guests

*Date:* Thursday **9** December 2004  
*Time:* All Day  
*Venue:* One Great George Street, SW1 (TBC)  
*Organiser:* Westminster Media Forum  
*Description:* Intellectual Property and Rights Ownership  
*Attendance:* Contact: Peter van Gelder at [pvg@westminstermediaforum.com](mailto:pvg@westminstermediaforum.com)

*Date:* Wednesday **15** December 2004  
*Time:* All Day  
*Venue:* Lewis Media Centre, Millbank Tower, SW1  
*Organiser:* IPPR  
*Description:* Is eGovernment Better Government  
*Attendance:* Visit [www.ippr.org.uk/events/index.php?id=239](http://www.ippr.org.uk/events/index.php?id=239) or email [e.keaney@ippr.org.uk](mailto:e.keaney@ippr.org.uk)

## January

*Date:* Wednesday **12** January 2005  
*Time:* 10.00 - 12.00  
*Venue:* To be confirmed  
*Organiser:* EURIM  
*Description:* Personal Identity and Information Sharing and e-Government Strategy Groups first meeting of joint programme on Public Information Governance (provisional title)  
*Attendance:* All interested Parliamentary, Corporate and Associate members and observers

*Date:* **Tuesday 18** January 2005  
*Time:* 18.00 - 19.30  
*Venue:* House of Commons  
*Organiser:* PITCOM  
*Description:* Infrastructure Vulnerability in all IP World  
*Attendance:* PITCOM members only - joining details on [www.pitcom.org.uk](http://www.pitcom.org.uk)

*Date:* Tuesday **25** January 2005 **To be confirmed**  
*Time:* 18.00 for 19.00 - 22.00  
*Venue:* National Liberal Club  
*Organiser:* Real Time Club  
*Description:* Chinese technology leadership: challenge, opportunity or both?  
*Attendance:* Real Time Club members and guests. EURIM members and observers should e-mail [virgo.philip@eurim.org](mailto:virgo.philip@eurim.org) for a form to book as a paying guest (£75)

## February

*Date:* Tuesday **1** February 2005  
*Time:* 16.00 - 17.00  
*Venue:* To be confirmed  
*Organiser:* EURIM  
*Description:* Board and Council Meetings  
*Attendance:* Board, Council and invited guests

*Date:* Tuesday **8** February 2005  
*Time:* 18.00 - 19.00  
*Venue:* To be confirmed  
*Organiser:* PITCOM  
*Description:* Annual General Meeting, Ian Watmore as speaker  
*Attendance:* PITCOM Members only - joining details on [www.pitcom.org.uk](http://www.pitcom.org.uk)

*Date:* Tuesday **15** February 2005  
*Time:* 18.00 - 19.00  
*Venue:* QE II Conference Centre, London, SW1  
*Organiser:* GovNet  
*Description:* Government IT Confex: Relating Efficiency to e-Government  
*Attendance:* Contact Sabrina Hartley on 0800 542 9585 or visit [www.govnet.co.uk/govit](http://www.govnet.co.uk/govit)

## March

*Date:* Monday **14** March 2005  
*Time:* 18.00 - 19.30  
*Venue:* To be confirmed  
*Organiser:* PITCOM  
*Description:* Electronic War Against Terrorism  
*Attendance:* PITCOM Members only - joining details on [www.pitcom.org.uk](http://www.pitcom.org.uk)

*Date:* Tuesday **29** March 2005  
*Time:* 18.00 for 19.00 - 22  
*Venue:* National Liberal Club  
*Organiser:* Real Time Club  
*Description:* Election Hustings: Richard Allan MP, Michael Fabricant MP & Stephen Timms MP will speak on ICT issues over dinner and answer questions afterwards  
*Attendance:* Real Time Club members and guests. EURIM members and observers should e-mail [virgo.philip@eurim.org](mailto:virgo.philip@eurim.org) for a form to book as a paying guest (£75)

## April

*Date:* Monday **11** April 2005  
*Time:* 16.00 - 17.00  
*Venue:* To be confirmed  
*Organiser:* EURIM  
*Description:* Board and Council Meeting  
*Attendance:* Board, Council and invited guests

*Date:* Monday **11** April 2005  
*Time:* 17.00 - 18.00  
*Venue:* To be confirmed  
*Organiser:* EURIM  
*Description:* Annual General Meeting  
*Attendance:* Parliamentary, Corporate and Associate members

*Date:* Monday **11** April 2005  
*Time:* 18.00 - 21.00  
*Venue:* To be confirmed  
*Organiser:* EURIM  
*Description:* Post AGM Reception  
*Attendance:* Parliamentary, Corporate and Associate members and guests