

To EURIM Members and Observers  
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THE EUROPEAN  
INFORMATION  
SOCIETY GROUP

EURIM



## EURIM Newsletter and Notices – April 2005

### 1) Points for Your Manifesto

“Points for Your Manifesto” is at [www.eurim.org.uk/activities/manifesto/manifestopoints.doc](http://www.eurim.org.uk/activities/manifesto/manifestopoints.doc) and was formally released on 22<sup>nd</sup> March. Those actually working on the party manifestos had, of course, received all the earlier drafts so this was the opportunity to put the material into the public domain.

Responding for EURIM’s parliamentary members, EURIM chair Brian White MP said that: “EURIM’s industry members have presented us politicians with a helpful check list to address technology issues. Whilst there may be considerable overlap across the parties, how we do it will vary according to our economic philosophy. The Labour Party has placed keeping a stable and successful economy at the heart of its programme, and technology drivers are key to that and our continued efficient delivery of public services.”

Richard Allan MP said: "There are significant policy differences between the parties on specific applications of technology like identity cards, which the Lib Dems have strongly opposed. But what is common to all the parties is the fact that any future Government will be increasingly dependent on information technology both to deliver its own services and for the overall success of the UK economy. EURIM's report helpfully summarises the views of its expert members as to the technology issues that they believe should be a priority, and any Government would be wise to pay attention to these."

Michael Fabricant MP, Shadow Minister for Industry and Technology, and Malcolm Harbour MEP said: "The effective use of ICT goes to the heart of UK competitiveness in the global knowledge economy as well as to the delivery of efficient government services. EURIM's industry members have produced an excellent list of the areas where action is needed. The Conservative Technology Forum "Digital Action Plan" owes much to their work but also shows the clear blue water between EURIM's political members when it comes to delivery and accountability. We think that decentralised solutions and local control are the next step forward in providing workable, flexible customer driven services."

We now face the task of ensuring that issues critical to the delivery of mainstream political objectives are covered during the campaign, even if parties and candidates are in “violent agreement” on the actions that matter most to our corporate and associate members. Such agreement makes it harder to obtain headlines, but makes it much easier to embed recommendations in the plans being prepared by officials during their election purdah, for whichever party is elected.

In parallel, our Corporate and Associate members need to use the election period to assemble succinct and readable briefing material for the new intake of MPs and research assistants. That material will also help set the climate for debate on the implementation of the plans drafted by officials. We therefore face a busy month, even though few of our politically active members will be able to attend meetings.

## 2) Rebuilding Trust in Public Sector Information Systems Delivery

The planning group has agreed a short-order exercise to assemble material before the summer recess, including case studies of success and how it was achieved, for the new intake of MPs. That material must be attractive to an audience which suffers from massive information overload and be deliverable in ways and at times and locations that are convenient to them (e.g. distance learning material on CDROM using the systems and facilities already available in the House of Commons Library). Given the need to include memorable learning experiences, that implies mixing student-centred activities with distance learning material built around a structure of aims, objectives, tasks and outcomes: akin to the TUC material that has been successfully used with Labour candidates or to that used to update main board directors in the private sector. The first task is, however, to assemble a group of EURIM members and observers to agree messages, select possible source material and case studies and identify possible partners. Please e-mail [eurim@eurim.org](mailto:eurim@eurim.org) if you would like to join this team.

EURIM efforts in this area will be focussed on messages for MPs and policy advisors to ensure better practice in policy planning and in political decision taking and monitoring. It is expected that the relevant ICT professional bodies and trade associations will collaborate with eGU, OGC and others to rebuild the public sector programme, project management and information engineering skills necessary. The two sets of work need to be linked and co-ordinated and both are critical to the improvement of service delivery as well as to the image of the ICT industry itself. The scale and nature of the effort required for success should not be under-estimated.

## 3) The Fight Against E-Crime

### *Reviewing Progress*

On the morning of 13<sup>th</sup> April we plan a review of progress and plans for the national strategy to address e-crime, beginning with a short presentation by the officials responsible for the consultation that is now expected after the election. This meeting takes place between the National High Tech Crime Unit congress [www.e-crimecongress.org](http://www.e-crimecongress.org) on the 5<sup>th</sup> and 6<sup>th</sup> April, (which provides players with an up-to-date picture of the challenges) and the main security industry trade show, Infosec on 26<sup>th</sup> – 28<sup>th</sup> April (at which the latest products and services will be on display).

The post-election programme for the EURIM E-Crime group will be decided in the light of discussion on the 13<sup>th</sup> but is currently expected to include the following:

- summarising and reformatting existing material for the new intake of MPs;
- draft guidance on secure communication with customers and suppliers (including citizens and voters), akin to that on crime prevention now on the NHTCU web-site;
- a discussion paper on national and international legal issues, including “what is legitimate force?” in protecting systems and/or infrastructures that are under attack;
- preparation for actions during the UK Presidency of the EU.

### *Reducing vulnerability*

John Walker (Experian, and chair of the group revising BS7799/ISO9000) has agreed to lead the exercise to look at guidance on secure communication. This will build on the outputs from a very successful short-order workshop organised by the Personal Identity Group on the 23<sup>rd</sup> March. This identified the common use of techniques and processes that are open to abuse and the consequent need for “robust” guidance for both public and private sectors. As with guidance on crime prevention, it appears likely to be easier to draft material than to agree who should be responsible for issue and maintenance, let alone to ensure they are given the necessary authority and resources. Nearly all the relevant players are, however, represented on the EURIM E-Crime and Personal Identity Groups and we have scheduled a meeting on 4<sup>th</sup> May to review a first draft.

There is the potential for severe public embarrassment (and worse) for many organisations, large and small, public and private, when it becomes apparent how their systems and services have been used to facilitate fraud and terrorism. The issues include not “just” phishing and spoofing but the common failure to consider the “people process” aspects of information systems in an increasingly outsourced world. This group will therefore have a most “interesting” role and membership will be tightly controlled until the draft material is ready for widespread circulation and peer review.

### ***Safety and Security in a Networked World: Balancing Cyber-rights and Responsibilities***

Over 60 abstracts have now been received for the Oxford Internet Institute conference (with Netsafe, University of Auckland and EURIM) from 8<sup>th</sup> - 10<sup>th</sup> September and the filtering process has begun. The first dozen abstracts, in alphabetical order by author, include papers from Kuala Lumpur, Chicago, Tampa, Melbourne, Christchurch and Slough with titles like: “Retention of Communications Data: security versus privacy”, “Penetrating the Zombie Collective: Spam as an International Security Issue”, “Children and their digital dossiers: Divergent Agendas for Privacy and Child Protection”, “Private International Law Aspects of Cross Border Wrongs on the Internet”, “Safety and Security Challenges posed by the delivery of e-government services”, “Online impression management: case study of extremist websites and their credibility enhancement strategies” and “Telling the story of Internet Fraud: A cross-cultural analysis of social construction of trust in Chinese and American Media”. The titles of the abstracts indicate some of the challenges to current national and regional thinking about Internet issues that must be addressed if the UK and EU are to remain major players in the global information society.

The OII is currently in discussion with DTI, Home Office, European Commission and with potential private sector sponsors on keynote speeches and non-academic contributions. Those corporate and associate members wishing to sponsor or participate should e-mail [victoria.nash@internet-institute.oxford.ac.uk](mailto:victoria.nash@internet-institute.oxford.ac.uk) as soon as practical, if they have not already done so.

## **4) Setting the Forward Agenda for Personal Identity and Data Sharing**

On 2<sup>nd</sup> March a sub-group agreed a draft on the benefits of data sharing for review by the main group on 9<sup>th</sup> March. This paper is now being revised in the light of feedback, preparatory to a meeting with eGU to discuss the way forward. The expectation is that the paper will then be re-edited, with recommendations for practical ‘quick wins’, for inclusion in the material for the new intake of MPs.

On 9<sup>th</sup> March a second subgroup was tasked to address issues of concern around personal identity in the ID Card Bill with the aim of preparing similar material covering:

- the current state of legislative proposals relating to personal identity;
- the current state of implementation plans;
- the various lobbyists, their positions and websites;
- possible actions that may extend the functionality of ID cards while enhancing security.

Among the other actions also agreed were:

- to extend the Data Protection process map (see: [www.eurim.org.uk/activities/pi/0410dsgrid.xls](http://www.eurim.org.uk/activities/pi/0410dsgrid.xls)), including to cover local authority working practices and exceptions;
- to produce a grid illustrating the current proliferation of initiatives on identity management, similar to the grids of players and initiatives produced by the EURIM e-Crime group to aid policy debate;
- to build on the pilot exercise to check the accuracy of name and address data in the public domain: this has revealed a variety of errors and inconsistencies in commonly-used address files with 38% of properties in the study area (and their residents) not on the electoral register at all;

- to organise a joint exercise with the E-Crime group to look at public sector security routines, professional guidance and good practice in Government's dealings with citizens and business;
- to consider the need for public sector systems to take account of how ordinary human beings behave: for example writing down complex numbers and passwords, thus compromising most systems.

## **5) Averting the Next IT Skills Crisis?**

The White Paper "Skills: Getting on in business, getting on at work" refers to the e-Skills Sector Skills Agreement for the ICT industries. This includes the first serious support for technician level (NVQ3) skills for nearly twenty years, as well as a new generation of degree courses covering both business and computer skills. It is important to focus employer support on building on such progress.

These announcements will not, however, bear fruit much before 2010. In the meantime we face critical and growing shortages, especially with regard to the programme, project and security management skills necessary to improve public sector service delivery, which now accounts for around 60% of the UK ICT new business currently on offer or in prospect.

There is therefore also talk of possible HEFCE support for University-based continuous professional development programmes. Whether or not that comes to fruition, on the 24<sup>th</sup> March one of our corporate members commissioned consultants to undertake a business feasibility study based on the VALUE (Validation and Accreditation of Lifelong Learning, Updating and Experience) paper. This is not currently a EURIM exercise but several members are already participating and a copy of the paper has been placed on the website at [www.eurim.org.uk/activities/skills/0503valuepaper.doc](http://www.eurim.org.uk/activities/skills/0503valuepaper.doc) . Members interested in supporting work in this area should e-mail [eurim@eurim.org](mailto:eurim@eurim.org).

Market research conducted by the lead sponsor indicates that 70% of current CVs contain significant "exaggerations", including around 30% that might be viewed as fraudulent by a prospective employer. Given that staff quality and probity are critical to successful and secure delivery and operation, the implications are serious. The feasibility study is expected to begin by looking at support from those interested in the application of serious quality control processes as a service to graduates and to clients, as well as those seeking to upgrade their own recruitment and employment processes. The consultants also expect to contact those with UK and EU policy responsibility in this area although their focus will be fully international, not just domestic or regional.

## **6) Encouraging Investment in Access to Globally Competitive Broader Band**

There was lively debate on 4<sup>th</sup> March regarding the need to take action to improve the UK climate for investment in local access to broadband but the level of support for effective action was unclear. That may well change if this proves to be one of the areas where parties decide to compete during the coming election, or if voters put candidates under pressure with regard to local connectivity campaigns. Until then, this topic, though of critical importance to the competitiveness of much of UK business, large and small, is likely to remain on the back burner.

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## EURIM Timetable – April 2005

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.

### April

- Date:* Monday 4 April 2005 **To be confirmed**  
*Venue:* Central London  
*Organiser:* EURIM Modernising Government Group  
*Description:* Planning meeting for exercise on pre-conditions for successful delivery.  
*Attendance:* Interested members should contact [emma.fryer@eurim.org](mailto:emma.fryer@eurim.org).
- Date:* Tuesday 5 April 2005 - Wednesday 6 April 2005  
*Venue:* Central London  
*Organiser:* National High Tech Crime Unit and AKJ Associates  
*Description:* NHTCU 3rd Annual E-Crime Congress: existing and emerging threats, evaluating risk. Compliance and governance, id theft, fraud, phishing and forensics.  
*Attendance:* Details [www.e-crimecongress.org](http://www.e-crimecongress.org) or [howard.james@akjassociates.com](mailto:howard.james@akjassociates.com)
- Date:* Monday 11 April 2005  
*Time:* 18.00 - 21.00  
*Venue:* House of Lords  
*Organiser:* EURIM  
*Description:* Annual Reception  
*Attendance:* By invitation only
- Date:* Wednesday 13 April 2005  
*Time:* 10.30 - 12.30  
*Venue:* Room 134, 2 Millbank  
*Organiser:* EURIM - IPPR E-Crime Study  
*Description:* Review of progress & plans towards a National Strategy for Addressing e-Crime  
*Attendance:* Group members, observers & guests
- Date:* Monday 18 April 2005  
*Time:* 18.00 for 19.00 - 22.00  
*Venue:* National Liberal Club  
*Organiser:* Real Time Club  
*Description:* China: Opportunity or Threat – after dinner discussion introduced by Tricia Drakes (Chair ISOC UK), Chris West (Author: Myths about doing business with China) and Richard Pascoe (Director China Policy Institute).

*Attendance:* E-mail [carmen.harvey@e-skills.com](mailto:carmen.harvey@e-skills.com) for an invitation as a EURIM member/observer.

*Date:* Wednesday **20** April 2005  
*Time:* 09.30 (half-day)  
*Venue:* Chartered Institute of Arbitrators, 12 Bloomsbury Square, London WC1A 2LP  
*Organiser:* Chartered Institute of Arbitrators  
*Description:* Launch of the Strategic Supplier Relationship Group  
*Attendance:* For details contact [ghunt@arbitrators.org](mailto:ghunt@arbitrators.org).

*Date:* Thursday **21** April 2005  
*Time:* 10.30 - 12.30  
*Venue:* 1 The Abbey Garden (House of Lords conference room)  
*Organiser:* EURIM Personal Identity Group  
*Description:* Meeting of full PI Group  
*Attendance:* Group members, observers & guests

## May

*Date:* Wednesday **4** May 2005  
*Time:* 14.00 - 16.00  
*Venue:* To be confirmed  
*Organiser:* EURIM Personal Identity Group  
*Description:* Review of draft paper on good practice in customer contact and authentication.  
*Attendance:* Sub-group members, observers & guests

*Date:* Tuesday **24** May 2005  
*Time:* 18.00 for 19.00 - 22.00  
*Venue:* National Liberal Club  
*Organiser:* Real Time Club  
*Description:* Topic to be confirmed: after dinner discussion introduced by Peter Gershon.  
*Attendance:* E-mail [carmen.harvey@e-skills.com](mailto:carmen.harvey@e-skills.com) for an invitation as a EURIM member.

## June

*Date:* Wednesday **15** June 2005  
*Time:* 16.00 - 17.00 (provisional)  
*Venue:* 7 Millbank, London SW1  
*Organiser:* EURIM  
*Description:* EURIM Board & Council Meetings  
*Attendance:* Board, Council and invited guests

*Date:* Wednesday **15** June 2005  
*Time:* 17.00 - 18.00 (provisional)  
*Venue:* 7 Millbank, London SW1  
*Organiser:* EURIM  
*Description:* Annual General Meeting  
*Attendance:* Parliamentary, Corporate and Associate members

*Date:* Tuesday **28** June 2005  
*Time:* 18.00 for 19.00 - 22.00  
*Venue:* National Liberal Club  
*Organiser:* Real Time Club - partners evening  
*Description:* Digital technologies, education and entertainment: after dinner discussion introduced by Lord Puttnam.  
*Attendance:* E-mail [carmen.harvey@e-skills.com](mailto:carmen.harvey@e-skills.com) for an invitation as a EURIM member.