

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
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EURIM



EURIM Newsletter August/September 2005

1) Setting the Agenda for 2010

The UK Presidency this autumn will see a series of high profile events to set UK and EU ICT policy for the next few years. The Commission objectives for i2010 have been widely welcomed, as have those set by the Prime Minister for the CIO Council to provide an information systems strategy for the UK government. But the limited input from the ICT and E-Commerce communities to the discussions that set those objectives raises questions over the likelihood of successful delivery.

The new Chair of EURIM, Margaret Moran MP (Labour) and the new Vice Chairman, Ian Taylor MP (Conservative) believe the time has come for the ICT industry to match the lobbying efforts of others. The ICT and E-Commerce communities punch well below their weight when it comes to policy formation. Papers on their value to society are unread. Where are the CEOs lobbying to ensure that words are turned into action and encouraging their staff to be active in the parties of their choice: not only informing policy studies but educating the politicians of the future, as well as those of today?

EURIM has a distinctive role in stimulating that process, while still working with and through the other Parliament-Industry groups and Think Tanks active on the same issues, wherever practical. Our track record for working with officials to find constructive ways forward on difficult issues is well regarded and we are in a good position to use our political contacts to ensure that all such proposals are routinely exposed to well-informed review before they gain political momentum. Our all-party approach means neutral, not neutered: input is to all parties from the earliest stages of policy formation, not after the Minister has been persuaded and the department is ready to go out to formal consultation.

Discussions among our parliamentary members (including Ministers, party Shadows, Select Committee Chairs and EP Rapporteurs) are ongoing, but it is expected that the October Council will be asked to agree proposals for a series of high level political dinners and awareness events to secure the continuity of political support and pressure necessary to ensure that the i2010 visions and UK Government IS strategy are turned into practical reality. In parallel, the Personal Identity and E-Crime groups have been asked to organise *memorable* technology briefing exercises (events, not just materials) on the ICT topics of *current* interest to most MPs: Personal Identity and Internet Safety:

CESG helped the Personal Identity Group organise a very effective workshop on the realities of biometrics last year (www.cesg.gov.uk/site/ast/index.cfm?menuSelected=4&displayPage=40 for the presentations). But that was before the ID Cards Bill was introduced. Recent events in London have further sharpened attention. We need not only to update that briefing but also to cover the other technology, operational and security issues that must be addressed in order to successfully deliver large-scale personal identity systems: learning from the experience of those who already have.

Most politicians believe “something must be done” with regard to Internet Safety: from on-line child protection to the use of the Internet by extremist groups and organised crime. They may not know what is realistic, let alone which proposals could do more harm than good, but they recognise when they are being fobbed off. A balanced, constructive and up-to-date briefing exercise is again overdue to ensure that calls for legislative or regulatory change are well-informed.

The Personal Identity and E-Crime Groups had already been discussing how to move from words to action in securing political priority for the implementation of agreed recommendations. That process is now being expedited and we are planning events at which Ministers invite inputs from industry, corporate members respond and previously agreed action plans are announced.

However, we also need to identify the other policy areas where the CEOs of current or potential corporate members might wish to meet the relevant Minister and agree the follow up actions they expect from their staff in co-operation with the Minister's officials and advisors. Those whose chief executive might be interested in hosting or attending a dinner to discuss overall priorities should e-mail Margaret Moran c/o eurim@eurim.org.

2) The Successful Delivery of Joined Up Government

The slipping timetables

The postponement of the next spending review until 2007 and recent announcements regarding NAO reviews, the future of the ODPM "national" projects and of PITO indicate that public sector ICT spend will drop significantly, unless and until there is clear evidence that it helps deliver improved service at lower cost. This could hit those dependent on large public sector contracts very hard.

On 27th June Richard Grainger, now also Chief Executive of NHS Connecting for Health, described the need for the suppliers to demonstrate success and help secure buy-in from the medical profession before they could expect mass adoption and roll-out. Similar situations now exist in many other public sector application areas, with reviews being "informed" by post mortems into past problems. Politicians with major ICT employers in their constituencies are concerned at the failure of many suppliers to appreciate the consequences that arise from lack of confidence in their ability to deliver solutions that meet policy objectives, not just IT systems that meet procurement specifications.

Case Studies of Success

The importance of well-publicised case studies of success (and how it was achieved) cannot therefore be over-estimated. Comparisons with private sector systems of similar organisational and political complexity (e.g. the shared on-line transaction and authorisation services of the finance sector) will also help clarify debate as to what is really "different" about the public sector and what is merely an excuse for the long-standing bad practices that can doom projects before they start.

The majority of government's transactions are not with the able-bodied, IT-literate middle class. It has therefore been suggested that it would also be helpful to identify and publicise systems successfully targeted at 'silver surfers', the over 55's who control most of the nation's wealth but are also often physically unable to use a conventional screen, keyboard or mobile.

The subgroup working on case studies of success and the lessons to be learned met in July to review progress. This exercise is critical to overcoming the current lack of political support for ICT spend in general, not just that for major projects. Please contact emma.fryer@eurim.org for details.

3) Secure Personal Identity and Data Sharing

Setting the agenda

On 14th July the Personal Identity Group received its second presentation on relevant lessons from those running shared services in the private sector. The Identrus contractual standards are spreading across global financial services and their use for applications such as clinical trials (to validate inputs from participants around the world) show what can happen when industry takes the lead rather than leaving it to government. The meeting also discussed how the Government Connect programme and proposals for a National Spatial Address Infrastructure fit within the overall Government IS strategy. Following the imposition of nominal sentences for the unlawful sale of public sector personal information that was exposed by Operation Glade, the Information Commissioner is planning to use his powers to report to Parliament about the need for meaningful deterrent penalties. The group also

agreed to pass a list of possible questions to those involved in the OGC Gateway 1 review of the ID Cards programme. A report of the meeting is on www.eurim.org.uk in the group area.

The IPPR Digital Manifesto, launched later on 14th July, included both the key recommendations from the E-Crime study and the following summary of recommendations from the Personal Identity Group:

“A prime obstacle to the joining up of government is the worry that personal information may not be shared between functions and departments, even when the citizen requests it. Moreover, many departments trust neither the accuracy nor the security of each other’s processes.

“The first requirement is clear guidance, at the operational level, for those entering, maintaining and accessing personal information as to those with whom they should share data and how they should check their identity and authorisation.

“The second is to rationalise the current slew of departmental governance arrangements into a series of well publicised consent-driven routines, akin to those for the files of the credit reference agencies and financial services sector, with default powers to demand information for emergency or enforcement purposes and realistic enforcement routines and penalties for abuse.”

It was stated on July 21st (last meeting of the ID Bill committee) that unauthorised access to the National ID Register, akin to that exposed by Operation Glade, will fall only under the Computer Misuse Act. Action regarding governance routines and penalties for abuse, especially with regard to publicly held personal information, is indeed required urgently.

The next meeting of the EURIM group, on 29th September, will discuss the potential of the Government Connect programme to provide a much-needed focus for bringing disparate programmes together. It will also be asked to review plans for briefing MPs, (events as well as material) in the light of the Home Office response to the LSE paper (published 26th July) and the need for a proposal to the October Council.

4) The Fight Against E-Crime

Moving action up the agenda

On 18th July we agreed our forward action plan with the minister, Paul Goggins MP, and his officials.

The main components are:

- an education programme for MPs to secure political priority for the actions needed, including to update the penalties under the Computer Misuse and Data Protection Acts (so that these are extraditable offences) and ensure support for the new Fraud Bill (which can also be used to address phishing provided the intent can be proved). This programme also needs to include discussion of the implementation of the IPR enforcement directive;
- to identify industry support for pilots to test the concepts of "non-geographic partnership policing", including joint teams for prevention and investigation;
- to use industry support for Internet Safety and Good Citizenship pilot programmes in schools to open up routines for much better cross-departmental (DfES and DTI as well as Home Office) co-operation on the skills and training front;
- to open up constructive debate on the means of reducing online vulnerabilities (including the use of privacy enhancing technology to enable socially excluded groups and those at most personal risk to make confident, safe and effective use of new technologies).

We are currently organising a series of workshops in September to agree the details, building on discussion at the Westminster e-Forum event “e-Confidence: Spam and Scams” on 6th September and at the Oxford Internet Institute conference on Internet Safety www.oii.ox.ac.uk/research/cybersafety/ 8 - 10th September. The workshops will include a general review (15th), a planning meeting on securing industry support for “partnership policing” pilots (16th), a discussion of the way forward on reducing on-line vulnerability (19th) and a meeting to identify industry support for schools and youth programmes (date to be agreed).

Once proposals are agreed there will be a high profile event at which the Minister will outline his forward programme and request inputs from industry. The CEOs of the lead participants in the programme, or their representatives, will then be invited to announce their support and say why they take the issues so seriously for themselves and/or their customers. The aim is to give participants a publicity platform as well as an opportunity to meet officials responsible for policy in all the departments concerned (DCMS, DCA and DfES as well as Home Office and DTI and the various law enforcement agencies).

5) The Challenge of Convergence

TV Sans Frontieres

The Westminster Media Forum event on 20th July saw robust discussion of the Commission Proposals, succinctly summarised by one speaker as: “if it moves regulate it”. Another described the proposal for allocating responsibility for regulating transmissions from outside the EU as “surreal”. It was, however, made clear that the proposals have momentum, based on a consultation process that does not appear to have involved serious inputs from the “new media” communities, let alone the Internet community.

The proposals will not go away. The task is therefore to educate all involved as to their significance, and to find effective means of addressing genuine public concerns over content, without driving what is left of Europe’s creative industries offshore. Those interested in organising activities to help achieve this, in co-operation with the many other groups planning to lobby on the proposals, should e-mail eurim@eurim.org.

If you are already planning to support activities via one or more of the others groups, please let us know which, so that we can inform our parliamentary members accordingly.

The current EURIM focus in this area is on identifying those willing to work together to organise pilot activities that inform parliamentarians how reality has overtaken political debate where Universities provide their students with access to high bandwidth LANs (including in halls of residence). If the pilots are successful, at least one corporate member is looking at replicating the idea in other member states.

In the meantime please visit http://europa.eu.int/comm/avpolicy/revision-tvwf2005/consult_en.htm

read the proposals, and

submit your comments by 5th September

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Timetable – August/September 2005

This timetable lists forthcoming meetings arranged by EURIM and events 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.

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.

September

Date: Friday 2 September 2005
Time: 10.30 - 12.30
Venue: Hosted by Experian
Organiser: EURIM E-Crime Subgroup
Description: Reducing On-Line Vulnerabilities: workshop to identify possible projects & sponsors to test & evaluate possible ways forward (not just recommendations).
Attendance: Potential participants & sponsors

Date: Monday 5 September 2005 - Tuesday 6 September 2005
Time: Two days
Venue: London
Organiser: UK ICT Presidency Calendar: DTI
Description: i2010 conference: priorities & implementation
Attendance: Senior Officials & invited stakeholders

Date: Tuesday 6 September 2005
Time: All day
Venue: Lewis Media Centre, Millbank Tower, Millbank, London SW1
Organiser: Westminster eForum
Description: eConfidence: Spam & Scams: speakers include Bernd Langehaine, Electronic Communications Policy EU, George Kidd ICSTIS, Jean Jacques Sahel, DTI.
Attendance: More details available from pvg@westminsterforumprojects.co.uk

Date: Thursday 8 September 2005 - Friday 9 September 2005
Time: Two days
Venue: London
Organiser: UK ICT Presidency Calendar: DTI
Description: EPAN E-Government Working Group
Attendance: One official per member state, plus Commission & EIPA

Date: Thursday **8** September 2005 - Saturday **10** September 2005
Time: Three days
Venue: Saïd Business School, University of Oxford
Organiser: Oxford Internet Institute
Description: Major conference to address the value choices & conflicts surrounding cybersafety in a converging world.
Attendance: For more details visit <http://www.oii.ox.ac.uk/>

Date: Thursday **15** September 2005
Time: 09.30 - 11.30
Venue: BCS Covent Garden
Organiser: EURIM E-Crime Group plenary
Description: Partnership Policing: review of progress to date & current activities, including other initiatives in the same space
Attendance: EURIM members & observers plus invited guests

Date: Friday **16** September 2005
Time: a.m.
Venue: To be confirmed
Organiser: EURIM E-Crime Subgroup
Description: Partnership Policing: planning meeting to discuss pilots for industry specialists to help law enforcement agencies in preventing/investigating computer assisted crime.
Attendance: Potential participants & sponsors

Date: Monday **19** September 2005
Time: a.m.
Venue: To be confirmed
Organiser: EURIM E-Crime Subgroup
Description: Partnership Policing: planning meeting to discuss recommendations & possible pilots for reducing on-line vulnerabilities.
Attendance: Potential participants & sponsors

Date: Tuesday **20** September 2005
Time: 12.45 for 13.00
Venue: Windsor Bar, Winter Gardens, Blackpool
Organiser: PITCOM
Description: Liberal Democrat Party Conference Fringe Meeting - Theme: Modern Communications - Transforming our Lives: Norman Lamb MP, Shadow DTI Sec.
Attendance: Conference pass holders only

Date: Tuesday **20** September 2005 - Wednesday **21** September 2005
Time: Two days
Venue: Liverpool
Organiser: UK ICT Presidency Calendar: DTI, DCMS & Commission
Description: Broadcasting Industry Conference: TVWF consultation & industry showcase
Attendance: 500 invited industry practitioners, regulators & officials

Date: Monday **26** September 2005
Time: 12.45 for 13.00
Venue: Osborne Room, Hilton Metropole Hotel, Brighton
Organiser: PITCOM
Description: Labour Party Conference Fringe Meeting - Theme: Modern Communications - Transforming our Lives: Rt Hon Alun Michael MP, Minister of State, DTI
Attendance: Conference pass holders only

Date: Thursday **29** September 2005
Time: 10.00 - 12.00
Venue: To be confirmed
Organiser: EURIM Personal Identity Group
Description: Round table discussion on the potential of the Government Connect programme as a focus for accessing central & local government services.
Attendance: Senior Officials & invited stakeholders

October

Date: Tuesday 4 October 2005
Time: 12.45 for 13.00
Venue: Theatre Bar, Winter Gardens, Blackpool
Organiser: PITCOM
Description: Conservative Party Conference Fringe Meeting - Theme: Modern Communications - Transforming our Lives: Ian Taylor MP
Attendance: Conference pass holders only

Date: Wednesday 5 October 2005 - Friday 7 October 2005 **(To be confirmed)**
Time: Two days
Venue: London
Organiser: UK ICT Presidency Calendar: NISCC/ENISA
Description: Critical infrastructure Protection
Attendance: 100 + Government representatives from EU & Government

Date: Wednesday 5 October 2005 - Friday 7 October 2005
Time: Two days
Venue: London
Organiser: UK ICT Presidency Calendar: SoSDTI/DCMS/Member States/Commission
Description: The Creative Economy (to be confirmed) IPR, Copyright, DRM
Attendance: 300 invited participants

Date: Thursday 6 October 2005
Time: 10.00
Venue: To be confirmed
Organiser: EURIM Personal Identity Group
Description: PI Group Meeting
Attendance: Group members, observers & guests

Date: Thursday 6 October 2005
Time: To be confirmed
Venue: To be confirmed
Organiser: EURIM E-Crime subgroup
Description: Partnership Policing: meeting to discuss industry support for on-line child protection & Internet Safety programmes, beginning with a review of what is currently under way or planned, with what levels of support from whom.
Attendance: Potential participants & sponsors

Date: Tuesday 11 October 2005
Time: To be confirmed
Venue: Luxembourg
Organiser: UK ICT Presidency Calendar
Description: Competitiveness Council
Attendance: Ministers & Commission

Date: Wednesday 12 October 2005
Time: Morning
Venue: Westminster, SW1
Organiser: Westminster Media Forum
Description: Implementing Media Literacy: a practical look at consumer needs & the challenges of implementing coherent policies across different media.
Attendance: More details available from pvg@westminsterforumprojects.co.uk

Date: Tuesday 18 October 2005 **(provisional)**
Time: 16.00 - 17.00 (provisional)
Venue: To be confirmed
Organiser: EURIM
Description: Board & Council Meetings
Attendance: Board, Council and invited guests

Date: Friday **21** October 2005
Time: To be confirmed
Venue: London
Organiser: UK ICT Presidency Calendar
Description: e-Accessibility Conference: debate on e-Inclusion aspects of i2010
Attendance: Experts, disability & elderly organisations & NGOs

Date: Monday **24** October 2005
Time: 18.00
Venue: To be confirmed
Organiser: PITCOM
Description: Crossing Boundaries: the implications of mobile tracking devices, from vehicle charging, through anti-theft to RFID enabled Passports.
Attendance: PITCOM members only www.pitcom.org.uk

Date: Thursday **27** October 2005 - Friday **28** October 2005
Time: Two days
Venue: London
Organiser: UK ICT Presidency Calendar
Description: EPAN e-Government working Group
Attendance: One official per member state plus Commission & EPIA

Date: **October/November to be confirmed**
Time:
Venue: London
Organiser: UK ICT Presidency Calendar: DTI
Description: Skills Framework for the Information Age conference
Attendance: 200 attendees from public & private sector organisations

November

Date: Thursday **10** November 2005 - Friday **11** November 2005
Time: Two days
Venue: Edinburgh
Organiser: UK ICT Presidency Calendar
Description: Spectrum & Telecommunications
Attendance: 300 government/regulatory officials & strategy/regulatory experts

Date: Monday **14** November 2005 - Wednesday **16** November 2005 **(To be confirmed)**
Time: Two days
Venue: London
Organiser: UK ICT Presidency Calendar
Description: Not available
Attendance: Not available

Date: Wednesday **16** November 2005
Time: To be confirmed
Venue: Lewis Media Centre, Millbank Tower, Millbank, London SW1
Organiser: Westminster eForum
Description: Where next for eGovernment?: Ian Watmore, UK Government CIO
Attendance: More details available from pvg@westminsterforumprojects.co.uk

Date: Monday **21** November 2005
Time: 18.00
Venue: To be confirmed
Organiser: PITCOM
Description: Fraud in Electronic Transactions: especially mobile & communications based fraud
Attendance: PITCOM members only www.pitcom.org.uk

Date: Thursday **24** November 2005 - Friday **25** November 2005
Time: Two days
Venue: Manchester
Organiser: UK ICT Presidency Calendar
Description: e-Government Ministerial Conference www.egov2005conference.gov.uk
Attendance: EU, EFTA & Candidate Ministers, G7 officials, industry, academia & civil society

Date: Monday **28** November 2005 - Tuesday **29** November 2005
Time: Two days
Venue: London
Organiser: UK ICT Presidency Calendar
Description: Competitiveness Council
Attendance: Ministers & Commission

Date: Tuesday **29** November 2005 - Wednesday **30** November 2005
Time: Two Days
Venue: London
Organiser: IQPC - Government Exchange
Description: Proven Strategies to Deliver Benefits & Realise Efficiencies in the Public Sector:
session chairmen & speakers include several EURIM participants
Attendance: www.iqpc.co.uk/GB-2448/1

December

Date: Thursday **1** December 2005 - Friday **2** December 2005
Time: Two days
Venue: Brussels
Organiser: UK ICT Presidency Calendar
Description: Telecoms Council
Attendance: Ministers & Commission