

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



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1) Helping Transform Government and Society

Not just the launch but the long haul of delivery

The plans for Transformational Government expected to be launched on 2nd November should be read in the context of the Prime Minister's keynote speech to the Labour Party conference, which referred to a "fundamental savings review" to report in July 2006 and also the recent Treasury paper. "Lisbon Strategy for Jobs and Growth: UK National Reform Programme". The Treasury paper stated that the 2007 Spending Review will take a "zero based approach" to assessing existing delivery spend and that Administrative budgets will be capped at the 2005-6 nominal level for the remainder of the period covered by the current spending review.

That combination implies clearly that the objectives for 21st century services are to be met by making much better use of current levels of spend. Several departments have begun major service delivery reviews in order to have their plans worked up by this time next year. But those intending to help the process also need to plan ahead for the challenge likely to emerge in two to three years, during the run-up to the next election, when those in the front line face growing tension between demands to meet the next round of departmental performance targets and pressures to co-operate with others to meet the needs of the elderly, infirm and socially excluded.

On 18th October the EURIM council agreed to ask the Personal Identity and Data Sharing Group to help MPs maintain well-informed pressure for properly joined up services, in the interests of their constituents, so that momentum is sustained after the launch has been forgotten and despite the tabloid headlines that help drive the departmental numbers games. That will entail highlighting examples of the cost (pain, suffering, misery, even death) caused when information is not shared, means of better handling the risk of abuse when information is shared, and also the good work that is already under way - so as to reduce duplicated effort in developing effective protocols and governance routines.

Making a reality of i2010

The ECOSOC "observatory" meeting in London on 19th October was notable for robust comment on the need for fundamental reform of the EU approach to regulatory issues but, once again, any current momentum will peter out unless backed up by serious and sustained pressure from those aware that time is no longer on our side. A short order DTI/DCMS briefing on 27th October on the results of the UK Presidency meetings on i2010 and TV Without Frontiers was very well attended. There appeared to be common support for the UK to work with the following Presidencies to turn the words of i2010 into action and prevent the addition of another layer of regulatory confusion.

But what are the priorities and who is serious?

As part of the annual EURIM review of priorities, the Council has agreed a series of meetings (including breakfasts, receptions and dinners) with policy advisors in Government and Industry and with the Ministers and CEOs whose support is needed to turn the ideas into action. The aim is to identify shared political priorities, those willing to work together to achieve results and what they wish to see advanced through EURIM - in partnership with whom (given that we rarely work alone).

2) Putting the Knowledge into the Knowledge Economy

What is fair?

On the afternoon of 3rd November the Knowledge Economy group has a workshop (hosted by Intellect) on the EU Enforcement Directive (2004/48/EC) as it relates to business software and the proposed Supplementary Directive to apply criminal sanctions to deliberate IP infringements. This will begin with a briefing from officials on the current position and is expected to lead through to discussion of a possible submission and/or briefing material. For more details, including copies of background notes and submissions please contact emma.fryer@eurim.org.

Many members will have seen press cover on the Royal Society of Arts "Adelphi Charter" on Intellectual Property Rights. The full text is at www.theRSA.org/acrobat/adelphi_charter.pdf and there is background information on the project website: www.RSAadelphicharter.org.

3) Get Safe Online: Individuals, Business and Government

Awareness, education and action

"Get Safe Online" www.getsafeonline.org.uk/ was launched on 26th October by the Chancellor of the Duchy of Lancaster as a national PR-led awareness campaign with a website for advice and guidance regarding online safety. Members and observers are asked to visit the website and send any comments (e.g. useful links that are not yet included) to eurim@eurim.org in an e-mail headed "GetSafeOnline comments". The launch of the campaign makes it all the more important to build on what has been achieved and ensure that the necessary education and support programmes are put in place to help turn awareness into action.

A number of EURIM members are planning electronic security awareness and/or education exercises for all staff and/or customers and it has been suggested that government, central as well as local, should do likewise. At the "Spyware Summit" chaired by Nick Palmer MP on 20th October, the role of government in promoting good practice by leading the way itself, both in reducing the vulnerability of its own systems and in educating its own staff, was flagged. The Internet would grind to a halt without the use of monitoring, updating and response software implanted in user systems, but there was a clear need to distinguish between that which is good practice (including to promote government services or make them easier to use) and that which does not enhance trust and confidence.

Initial drafts of the E-Crime National Occupational Standards units, the accompanying consultation guidance and a questionnaire are now available on the Skills for Justice website and can be accessed at www.skillsforjustice.com/e-crime/html. The EURIM members and observers involved with this exercise have been invited to a small focus group in London later this month and any comments received to eurim@eurim.org by 15th November will be forwarded.

In the course of November there are meetings of the Home Office Government-Industry Group, and Internet Crime Forum as well as the UK Presidency event on Child Protection in November. The E-Crime group has provisionally fixed meetings for the afternoon of 12th or 15th December (venue to be confirmed) to review progress on the actions agreed last month and plan the political briefing campaign now scheduled for the New Year.

4) T-Government, not just e-Government

Secure personal identity and information sharing are on the critical path

Shared front office, as well as back office, services are critical to the delivery of 21st Century public services: "there should be no wrong portal". The "portals" need to be fit for use by those with the greatest need, with access via the technologies or intermediaries they use and trust. If not, theoretical savings from supposedly lowest cost technologies and/or bidders will be illusory.

CIO Ian Watmore has said that e-government is a means to an end, but the end itself is "t-government" - the Transformation of councils, the NHS and Whitehall. Cabinet Office e-Government minister, Jim Murphy, has announced that the Government Information Strategy will be published shortly.

It is expected to recommend intra-governmental personal data sharing about individuals, with the proposed national identity card set to play a major role as part of a "suite of identity management solutions" to enable public and private sectors to provide cost-effective, citizen-centred electronic services. There are said to be many obstacles to government departments sharing the information they currently hold on file but not to receiving updates from a common source. The Personal Identity Group has been asked to work with others to help identify how many of the obstacles are for real, how many are illusory and can be removed by better guidance, and how many can be overcome by different approaches. Thus it has been suggested that the debate on the National Identity Register might usefully be turned on its head with a clause added to the bill to enable individuals to *request* that their *own* entries be used as a common updating facility. Is that an "interesting way forward" or a blind alley?

On 6th October members of the EURIM ID Cards Bill Subgroup learned that many of the changes they sought had been embraced in the new approach. The list of issues in the EURIM draft paper on the ID Cards Bill is being updated accordingly and will now refer to requirements for validation, realistic testing environments (which also reflect the population as a whole) and issues of how to deal with the mixed economy. The draft paper is due to be available for discussions when the House of Lords debates the ID Cards Bill.

DCA is understood to have the policy lead with regard to personal data and ODPM with regard to spatial data (i.e. mapping). The position concerning information on businesses is less clear and the manipulation of publicly-held information on companies and their directors to aid criminal activities is a major concern to the private sector. By July 2006, all departments should be ready to announce how they are going to progress towards the delivery of shared, personalised services. Several, including DWP and HMRC, have already started their consultations, including reviews of the quality and relevance of current levels and types of service delivery.

Many have exercises to develop protocols (management, governance, liability etc., not just technical) for sharing information with regard to specific applications but there appears to be no current "map" of such exercises, let alone whether the results are in operational use and/or replicable. EURIM's success in providing a neutral umbrella for "grids" of current initiatives in other sensitive areas (e.g. where responsibility crosses departmental boundaries) has led to a request for EURIM members and observers to provide lists of the exercises with which they are involved for the group to collate and distribute for correction and update. Draft results by the New Year would be a most timely contribution to planning.

Such activities will greatly assist development of action plans for inclusion in the 2007 spending review, but we also need to provide MPs with relevant information to help drive the political momentum that is now starting to build, including support for governance structures that will give individuals genuine confidence that public sector information systems are not open to abuse. Hence the need for briefing material that includes case studies of the benefits of sharing, the costs of not sharing and the means of ensuring trust and confidence.

5) The Olympic Opportunity: Rebuilding the UK Skills Base

Policy formation, programme management and systems engineering not just technology

The staging of the Olympic Games entails the largest and most complex network of time-critical projects, from construction to communications, that most nations, let alone cities, ever face during peacetime. Add the parallel transformation plans of government and the expected strain from 2007 to 2012 on the UK skills base, especially those to deliver complex ICT based programmes, is apparent.

But just as EURIM members with experience of helping stage past Olympic Games are hosting events to raise funds to train and coach potential members of the British Team, so too some have already commenced their own skills development plans. They also see the Games as a unique opportunity to develop and train a new generation of programme and project managers, supervised and coached by those who helped *negotiate*, build and run the systems of the last games.

The public sector faces an even more profound challenge, not just to deliver its side of the Games infrastructure but all the other planned programmes that will be competing for the same resource pool. Plans to rise to that challenge with regard to ICT skills were discussed on 27th October at the BCS i2010 event on IT Skills Management and Professionalism in Public Administration. Those relating to overall change planning and management, including for government as an intelligent customer, are also being discussed. Much harder to develop will be the knowledge and experience to recognise and avoid commitments that cannot be delivered by those available and to make best use of the period before the 2007 Spending Review to commence the training and development programmes now being considered. A flow of rapid payback, incremental integration projects during the run-up to the 2007 spending review might be the best possible way to begin rebuilding the public sector “intelligent customer” skills base as well as testing and developing the actual abilities of would-be suppliers, small as well as large. But that means welcoming and assisting such an approach from the very start, not pining (let alone planning) for another round of “delayed big bang” projects without developing the in-house skills to help plan, let alone deliver holistic projects, large or small.

The DCMS Select Committee has already asked one EURIM Corporate members for inputs on the ICT requirements for the games. We plan to ask other members with similar experience to organise briefings for MPs, Advisors and Officials to put the challenges and opportunities into wider context. These should include the issues expected to have been raised during the meeting on the 31st October, organised via the EURIM Successful Delivery Group, for Parliamentarians to brief suppliers on the political concerns regarding their ability to deliver. Please e-mail eurim@eurim.org if you would be interested in helping organise or participating in such events or in assisting the work of the Group in assembling case studies of success and how and why it was achieved.

Putting UK and EU skills into global context

Recent visits to India and China have opened the eyes of some members to the way in which UK vocational education and training programmes appear to be falling behind (in nature as well as scale and relevance) those of our global competitors. If this is correct, the implications are profound. Please e-mail eurim@eurim.org if you would be interested in participating in workshops to examine whether this is correct and, if so, the policy implications.

6) Is your Communications Regulation Really Necessary?

De facto convergence between TV Without Frontiers and Communications Regulatory Reviews?

There are 206 submissions, some very “robust”, to the TV Without Frontiers consultation on:

<http://europa.eu.int/comm/avpolicy/revision-tvwf2005/2005-contribution.htm>

Despite some of these (and similar inputs at the Liverpool consultation event), the Commission is said to believe that no-one has proposed an alternative to the “linear/non-linear split”. At least one (a split between passive reception of a broadcast and an active search for content) was put forward (not for the first time) at the joint DCMS/DTI report-back meeting with industry representatives on 27th October. There was also disbelief at Commission claims not to understand how the proposals could be called “regulating the Internet”. More positively, the timetable for publishing a legislative proposal has slipped to next year and the co-decision procedure means that debate will take place in parallel with that on the Communications Review, with which many EURIM members believe it should be merged.

Meanwhile, on the global front, it is said that the WSIS summit at Tunis is on a path to stalemate over Internet Governance as a whole, with some claiming this is probably the best long term (as well as short term) way forward that could be envisaged.

There are many groups active on Communications Regulation issues, particularly those relating to content, and there is much at stake, including with regard to monitoring and retention. It is therefore expected that the members of the EURIM Communications Regulation Group will be very active in 2006 but they have not yet decided how much of that activity should be routed through EURIM itself. This will be subject to discussion with our MEP members with plans submitted to the next Council meeting in January. Please e-mail views to eurim@eurim.org. Our political members are particularly interested in inputs from the users, both large and small, who will end up paying for what is decided but are rarely involved in the consultation and decision processes.

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Timetable – November 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.

November

Date: Wednesday 2 November 2005
Time: 18.00 - 22.00
Venue: London
Organiser: Symantec: (1st response to EURIM request for ICT CEOs to brief MPs on key topics)
Description: John Thompson, CEO of Symantec will brief MPs on Current Internet Threats and Responses to introduce discussion on possible ways forward.
Attendance: Invited MPs and officials

Date: Thursday 3 November 2005
Time: 10.00 - 12.00
Venue: Room Q, Portcullis House
Organiser: EURIM Personal Identity Group
Description: Plenary meeting to review progress with briefing material for MPs, Ministerial meeting(s) & guidance on Data Sharing
Attendance: EURIM members, observers & prospective members

Date: Thursday 3 November 2005
Time: 14.30 - 16.30
Venue: Intellect Offices Russell Square House, London WC1B 5EE
Organiser: EURIM IPR Group
Description: Workshop with Patent Office on the UK Implementation of the EU Enforcement Directive (2004/48/EC) as it relates to business software & the proposed Supplementary Directive to apply criminal sanctions to deliberate IP infringements.
Attendance: Group members, observers & prospective members. Contact emma.fryer@eurim.org

Date: Thursday 3 November 2005
Time: pm
Venue: Westminster
Organiser: Westminster Media Forum
Description: Consultation Seminar: Analogue switch-off and new digital services
Attendance: More details available from petervangelder@westminstermediaforum.co.uk

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: Friday **11** November 2005
Time: 10.30 - 12.30
Venue: Portcullis House
Organiser: POST
Description: Round table on Pervasive/Ubiquitous/Ambient Computing
Attendance: EURIM members & observers by invitation from POST

Date: Monday **14** November 2005 - Tuesday **15** November 2005
Time: Two days
Venue: London
Organiser: Forbes Conferences
Description: Forbes CIO Forum Europe: CIOs from very large users & CTOs from their service suppliers addressing relations between IT & the business.
Attendance: Please contact Kpedlow@forbes.com for the special arrangements for EURIM user members, including some uncharged places for CIOs from large public sector users

Date: Tuesday **15** November 2005
Time: 18.00 for 19.00 - 20.00
Venue: London
Organiser: Real Time Club
Description: e-Science - the promise & delivery: discussion of the aims, achievements & value of the UK e-Science programme: Ian Halliday, former CEO PPARC
Attendance: Members only - carmen.harvey@btopenworld.com for details

Date: Wednesday **16** November 2005
Time: All day
Venue: Lewis Media Centre, Millbank Tower, Millbank, London SW1
Organiser: Westminster eForum
Description: Where next for eGovernment: services & procurement. 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