

To EURIM Members and Observers  
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THE EUROPEAN  
INFORMATION  
SOCIETY GROUP

EURIM



## EURIM Newsletter February 2006

### 1) Transforming Government

#### *A whole-hearted welcome and a challenge to us all*

See [www.eurim.org.uk/resources/status\\_reports/EURIMResponse\\_TGconsultation.pdf](http://www.eurim.org.uk/resources/status_reports/EURIMResponse_TGconsultation.pdf) for the EURIM response to the Transformational Government consultation. This begins by welcoming “the long overdue change to a holistic citizen-centric approach with technology seen to be on tap, as an enabler, not on top.” and looking “forward to working with Cabinet Office to help bring together public and private sectors to identify, publicise and promote good practice”. The main points include:

- Successful transformation is not a one-off change exercise. It entails involving those in the front line of service delivery and receipt, to help create much better performance monitoring and feedback routines to enable ongoing improvement, targeting those services in most need of improvement and using the channels most likely to reach the recipients.
- There is a need to make full use of the expertise, experience, resources and channels of the “third sector” (voluntary, charitable and other not-for-profit groups) in delivering personalised service to the socially excluded and to recognise that this should be recompensed in full, as for any other professional consultancy of similar relevance and value.
- We support the comments of the ICT professional bodies (BCS, IEE, IMIS etc.) on improving the professionalism of planning and delivery at all levels, from initial policy research, formation and planning, through procurement and implementation to performance monitoring. But “We know why projects fail, we know how to prevent their failure – so why do they still fail?” (Martin Cobb, Treasury Board of Canada, Secretariat). How do we secure good practice from the top down?
- We need to enhance public confidence by reducing duplication of effort and greatly improving accuracy and security with regard to data collection, collation and sharing, with credible and practical routines for guidance, consent and governance in line with current best practice.

The immediate political task is to secure the support necessary to enable the “Customer Group Directors” and “Transformation Board” to steer between Scylla and Charybdis: the risk of creating “a new generation of over-specified, contract-driven public-private, inter-departmental monoliths” and the waste of time and energy that could result from continued fragmentation while we “let a thousand flowers wilt”. The actions agreed on 31<sup>st</sup> January by the EURIM Council to assist this process are summarised below. as are those with regard to promoting action on the broader issues of UK/EU competitiveness to make a reality of the i2010 agenda.

### 2) From Successful Delivery to Experience of Delivering Shared Services

#### *A changed title and new terms of reference*

On 31<sup>st</sup> January the “Successful Delivery” group, tasked to produce case studies of public sector ICT systems to help change the political image of ICT, was re-titled “Transformational Government” and asked to focus on experience of delivering shared services across organisational boundaries, including in the private sector and across public-private boundaries and not just in the UK.

At a meeting of the personal identity and data sharing group on 3<sup>rd</sup> February, David Myers, in charge of shared services for the Cabinet Office, described some of the inputs that would be most helpful. A report of that meeting will be circulated shortly and placed on [www.eurim.org.uk](http://www.eurim.org.uk)

Successful delivery depends more on people (including user skills and training) and politics, than technology. Some of our larger corporate members have much relevant experience, including within their own organisations as they take out duplication and cost after take-overs and mergers, as well as knowledge of potential cases studies among their customers. The harder problem will be to structure activities that encourage and enable competitors to convey that experience, including of working with each other to deliver shared services, to government departments. This is a challenge, not just to those planning programmes, but also to those intending to bid as suppliers or participate as partners.

The objectives of the new Transformational Government Group are:

- to produce case studies of successful delivery, especially of shared services;
- to secure parliamentary recognition that ICT projects normally deliver benefits with only a minority of failures;
- to create political understanding of the factors leading to the success or failure of projects involving ICT.

It will draw on the work of the Personal Identity and Data Sharing and E-Crime groups with regard to information sharing and security. After a meeting to agree what the participants can commit, it will meet with the Cabinet Office Minister and his officials to agree and announce the forward programme and invite wider participation.

### **3) Personal Identity and Data Sharing**

#### ***Mandating good practice in public sector information governance***

Professional and public confidence in the accuracy, security (people again, not just technology) and governance (including realistic policing and penalties for abuse) with regard to publicly held information is essential to the success of the transformational government agenda. Most of the potential suppliers to central government or planning major exercises are now registered for this group. The 207 registered participants include representatives from 41 corporate and associate members and 33 departments and agencies with observer status.

The objectives for 2006 are:

- A coherent and effective national strategy for information (including identity) sharing, under democratically accountable and credible governance.
- Rationalisation of current initiatives, legislation and governance regarding personal identity and data sharing, retention and protection.
- Ensuring the identification and removal of unnecessary obstacles to data sharing, (including sources of supposed legal obstacles and how these might be overcome: data sharing protocols, shared third party sources etc).
- Securing political and public support and pressure for the use of shared information to support joining-up as part of the Transformational Government strategy.

The first task of this group in 2006 was to draft the response to the Transformational Government consultation. The follow up to that response has now been passed to the new TG group. The deliverables in the work programme for this group now include:

- Identifying relevant current and planned initiatives and distil and promote good practice (including guidance and governance) from these for publicity and replication. [This is already under way].
- Identifying and publicising practical examples of the benefits of data sharing and the costs of not doing so. [This is about to start, hopefully in co-operation with Citizens Advice Bureaux and others in the UK but also drawing on members' experience in the private sector and overseas].

The group expects to discuss progress with these and possible additional objectives with the DCA Minister responsible for policy in this area after the first meeting of MISC 31, the new Cabinet Committee tasked "To develop the Government's strategy on data-sharing across the public sector."

### ***Clarifying debate over ID Cards and access to public services***

The nature of ID-Entity meeting on 12<sup>th</sup> January to brief MPs was itself transformed when it became apparent that the audience was willing to take the individual technologies as proven (well almost). Their concern was that it was the first time those technologies had all been brought together in one system and on such a scale. A bigger concern was, however, that the business case depended on equally unprecedented co-operation across government departments. A summary report is being sent to the MPs who expressed interest and will be placed on the EURIM website shortly. We are also approaching Home Office with a view to discussing how best to obtain inputs from industry on topics, such as pricing and costing of the organisation of inter-departmental and inter-supplier co-operation, which players are reluctant to discuss candidly in front of competitors or customers in existing forums.

The Group meetings with Steve Lawrence on Government Connect and David Myers on Shared Services illustrated how far thinking has moved on over the past year. There is real progress in moving towards incremental development plans that command professional respect, i.e. in the opposite direction to the new generation of shared, outsourced silos that many were fearing. The next group meeting, on 23<sup>rd</sup> February, will open with a speaker from DWP on their plans.

## **4) Pre-consultation on the Implementation of RIPA Part III**

### ***Access to encryption keys and Codes of Conduct***

The meeting to discuss the concerns of those who provide international financial services helped improve understanding. Some of those concerned had lost more colleagues in one day (in overseas terrorist attacks) than the UK has, thankfully, lost over the past decade. They are interested in helping effective action, but not that which may make it harder to identify those responsible "by driving them further underground". The discussion highlighted the value of better involving those in the front line around the world, not just in the UK, using processes that recognise the complexity of the security and governance structures of those whose systems are under regular attack. There is also a need to recognise that their lack of trust in government, law enforcement or regulatory agencies, is because many attacks around the world come with their connivance, active or passive: hence the desire to have access only through the courts.

## **5) E-Crime**

### ***What happens after the formation of SOCA?***

On 31<sup>st</sup> March most of the staff and functions of the National High Tech Crime Unit will pass to the new Serious Organised Crime Agency Unit. At the same time, the new Child Protection Agency will take responsibility for those aspects of Internet safety and abuse that are of most current political concern. The Home Office is consulting over the wording of the long-awaited updates to the Computer Misuse Act for inclusion in the next Police and Criminal Justice Bill. Is that sufficient? There has been controversy over the £1.7 billion cost of ID theft cited by a Home Office minister last week but other data indicates that he may well be about right, provided we move away from narrow definitions as to that which could have been reduced or prevented by ID cards and include that which requires targeted policing and crime prevention. The announced police spend for 2005/6 includes only £8.5 million for national and local computer crime units, including that about to be transferred to SOCA and the new Child Protection Agency. What level of resource will be put into addressing the rest of level 1 and 2 computer-assisted crime after April 2006?

The 2006 overall objectives for the E-Crime Group are:

- to secure cross cutting national strategies to reduce risk and enhance confidence in on-line transactions and to help make the UK a location of choice for e-business;
- to ensure that UK residents are at least as safe on-line as off-line (including ensuring going on-line does not increase the risk of physical harm more than the equivalent physical activities;
- to ensure adequate resources and strategies for addressing computer assisted crime.

The target deliverables for the next Quarter are:

- Draft a paper proposing a UK Strategy for E-Crime. (This is currently being drafted using material already collected; first review meeting scheduled for the morning of 22<sup>nd</sup> February.)
- Announcement on the future of Get Safe On-line: (This is currently a three year awareness campaign, funded largely by industry and gathering momentum. Should it also become the hub for crime prevention advice in general? If not, an announcement on how the latter is to be handled is needed before the NHTCU passes into SOCA.)
- Announcement on inclusion of Internet Safety and Security in all publicly funded ICT courses. (IT/Q, the programme to bring together the multitude of current IT end-user courses and qualifications, provides an ideal opportunity for addressing one of the key points of leverage).
- Agreement on Crime Prevention Pilots in Thames Valley and West Midlands. (Both projects are making good progress and the time is nearly ripe for “come and join us” meetings and ministerial blessing, but not necessarily for public launches.)
- Good Security Practice included in the TG Agenda. (The sectoral sharing strategies are due in April. There is a clear need for good practice in security and governance to be included.)
- Agreement on a non-controversial implementation of RIPA Part III (see section 4 above).
- Meeting(s) with Ministers to publicise current action plans regarding child protection and recruit support for Industry-Law Enforcement in developing/implementing the UK E-crime strategy. (We are in discussion with officials regarding the date for a meeting when the Minister and Agency Head will brief MPs on what is happening with regard to the new Child Protection Agency.)

The target deliverables for the rest of the year include the announcement and implementation of the UK Strategy and progress towards an equally coherent EU strategy.

## **6) Knowledge Economy**

### ***Ensure UK/EU is a location of choice for industries that could be based anywhere in the world***

The target deliverable for this group is “well informed debate to complement the DTI/DCMS review of the UK IPR regime” and a “study of the factors which determine the location of knowledge based industries”. The previous priority was the Lisbon Agenda and most of the active members of the group are on the DTI i2010, DTI/DCMS TWVF and DTI Internet Governance stakeholder groups and advisory panels. This missing link is an exercise to work with peers in other EU member states to secure action on issues where there is already widespread agreement and respond to the report of Esko Aho on why Europe’s most successful companies are turning their backs on EU markets and investing elsewhere. Realistic progress depends on assembling a critical mass of EU-based multinationals willing to work together at both national and European level. That requires finding a sufficient “cause”. The group is working on ideas.

## **7) Information Society Skills and Learning Networks**

### ***Reskilling the UK/EU Workforce***

The overall objective is “To identify and promote the actions necessary to ensure that the UK has globally competitive lifelong learning networks by 2010 (DfES target announced in 2002) and a world-class knowledge and information skills base.”. The outcomes sought are:

- Action to rationalise employer consultation frameworks relevant to ICT skills and Learning Networks, for vocational courses and curricula (at all levels).
- Removing barriers to participation of UK publicly funded players in global ICT skills and learning networks (including those leading to internationally recognised qualifications).
- Removing barriers to private sector investment in higher level skills development.

Political attention is focussed almost entirely on schools and undergraduate courses. Meanwhile, the skills of the workforce atrophy, and there are few if any routes for late developers to acquire higher-level skills, or to change career. The main points of leverage were identified over twenty years ago: personally funded training costs to be tax deductible, time under training to be exempted from NIC and PAYE, publicity for enforceable training contracts, universities and colleges to be allowed to

charge full cost and respond to market demand etc. That which is common in our overseas competitors appears, however, to be politically taboo in the UK.

As yet those concerned to see action in this area are reluctant to spend effort until they are confident that someone is listening. It may be, however, that political priorities are changing and that the E-Skills planning process for the bid for the e-Cademy will provide the necessary focus for bringing players together. If so, this group might well have a busy Quarter 2 and 3.

## **8) Communications Policy and Regulation**

### ***Converging the national, European and global cacophony?***

The objective of this group is to focus political and regulatory attention on the actions necessary to improve the climate for investment in innovative communications products and services (from infrastructure to content). The need is to improve the quality of debate on the impact of current and potential discontinuities (international voice and video over IP, ubiquitous roaming devices, DRM/IPR developments etc.) and their political and regulatory consequences and to ensure investment and innovation are not distorted by governments, regulators and dominant players. 23 Parliamentary members have registered an interest in this area (more than twice as many as the next highest (E-Crime), as have 31 corporate and associate members and 24 Observers.

Most corporate members are active via several channels as they re-position to lobby Ofcom, DTI and DCMS in a world where technologies are converging faster than content or lobbying. EURIM's prime role appears to be to help such members cover issues that they might otherwise have missed and to brief Parliamentarians. The activities currently being monitored (with notes on significant events and consultations forwarded to those registered for this group) include:

- the European Commission's review of the Framework Directives;
- the operational separation of BT's access services division from the rest of BT;
- the implementation and/or review spectrum policy in the UK and in the EU;
- the roll-out in the UK of BT's Next Generation Network (NGN);
- progress with the i2010 agenda and TVWF;
- Ofcom Draft Annual Plan for 2006-07.

EURIM members are well represented on the DTI and DCMS stakeholder groups for i2010 and TVWF and in e-RA (which looks in detail at regulatory issues affecting e-business). We also recently helped organise workshops on Digital Switch off and Ubiquitous Computing to assist POST exercises. Discussions are under way on a possible major exercise with APIG and OII on Internet Governance (broadly defined to include the many converging technology and content issues). If agreed this will need a separate funding exercise.

## **9) Priority Setting**

Council also reviewed plans to ensure the forward programme reflects the priorities of current and target members, particularly those activities which they wish to progress through EURIM and are willing to help deliver. A number of members have agreed to help organise high-level events to cement relations with decision takers and influencers. Our aim is to ensure that all members are invited to at least one agenda-setting event and have the opportunity to comment on planned priorities. That last action starts now. Please let me have your views on the priorities and plans outlined in this newsletter or comment direct to the chair [margaret.moran@eurim.org](mailto:margaret.moran@eurim.org).

## Timetable – February 2006

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](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.

### February

- Date:* Friday **3** February 2006  
*Time:* 10.00 - 12.00  
*Venue:* Room 'C', 1 Parliament Street, Westminster  
*Organiser:* EURIM Personal Identity & Data Sharing Group  
*Description:* Discussion on Government Plans for Shared Services: introduced by David Myers.  
*Attendance:* Group members, observers & guests
- Date:* Monday **6** February 2006  
*Time:* 18.00  
*Venue:* Westminster  
*Organiser:* PITCOM  
*Description:* AGM & Annual Reception  
*Attendance:* PITCOM members only [www.pitcom.org.uk](http://www.pitcom.org.uk)
- Date:* Wednesday **8** February 2006 & Thursday **9** February 2006  
*Time:* 2 days  
*Venue:* The Plaisterer's Hall, London Wall  
*Organiser:* CMA  
*Description:* CMA Conference 2006: Next Generation Networks, Business Efficiency, VoIP, Security, Flexible Working & Convergence. Day 1 speakers include: Rt Hon Alun Michael MP, Minister of State for Industry & the Regions & Stephen Carter, Chief Exec of Ofcom.  
*Attendance:* Details from Sylvia Scottow [sscottow@thecma.com](mailto:sscottow@thecma.com)
- Date:* Tuesday **14** February 2006  
*Time:* 09.00 - 13.00  
*Venue:* Local Government House, Smith Square, London SW1  
*Organiser:* Westminster eForum  
*Description:* Implementing ID Cards: Keynote Andy Burnham MP, chairs, speakers & panels include several active EURIM members & observers.  
*Attendance:* Contact [pvg@westminsterforumprojects.co.uk](mailto:pvg@westminsterforumprojects.co.uk)
- Date:* Wednesday **15** February 2006  
*Time:* pm  
*Venue:* Central London  
*Organiser:* E-business Regulatory Alliance  
*Description:* ERA Legal Policy Forum  
*Attendance:* ERA Members & Observers, details from [will.roebuck@e-ra.org.uk](mailto:will.roebuck@e-ra.org.uk)
- Date:* Wednesday **22** February 2006  
*Time:* 10.00 - 12.30  
*Venue:* BCS, Davidson Building, 5 Southampton Street, London WC2  
*Organiser:* EURIM E-Crime Group  
*Description:* Review of EURIM Proposals for a UK Strategy  
*Attendance:* Group members, observers & guests (nb registration essential for security list)
- Date:* Thursday **23** February 2006  
*Time:* 14.00 - 16.00  
*Venue:* Room 'C', 1 Parliament Street, Westminster  
*Organiser:* EURIM Personal Identity & Data Sharing Group  
*Description:* Update on the Work & Pensions Longitudinal Study, introduced by Iain Bell, Head of Data Services, Information Directorate, DWP.  
*Attendance:* Group members, observers & guests

*Date:* Monday **27** February 2006  
*Time:* 18.00  
*Venue:* Westminster  
*Organiser:* PITCOM  
*Description:* ICT for the Socially Excluded  
*Attendance:* PITCOM members only [www.pitcom.org.uk](http://www.pitcom.org.uk)

## **March**

*Date:* Monday **6** March 2006  
*Time:* 18.00  
*Venue:* Westminster  
*Organiser:* Conservative Technology Forum  
*Description:* Cybersecurity: Speakers from NISCC, NHTCU & F-Secure  
*Attendance:* More details at [www.conservative-technology.org](http://www.conservative-technology.org)

*Date:* Thursday **9** March 2006 - Friday **10** March 2006  
*Time:* 2 days  
*Venue:* Riverbank Park Plaza  
*Organiser:* Skills for Justice in association with the Home Office  
*Description:* Skills Summit 2006: speakers include Harriet Harman MP (DCA), Jane Furniss (OCJR), Jeremy Crump (Home Office), Phil Whatley (Prison Service)  
*Attendance:* More details at [www.skillsforjustice.com/summit06.html](http://www.skillsforjustice.com/summit06.html)

*Date:* Wednesday **15** March 2006  
*Time:* 18.00  
*Venue:* Westminster  
*Organiser:* EURIM  
*Description:* Reception with Computer Weekly 500 Club  
*Attendance:* EURIM & CW500 members

*Date:* Monday **20** March 2006  
*Time:* 18.00  
*Venue:* Westminster  
*Organiser:* PITCOM  
*Description:* Information Sharing between Government Departments - Good or Bad?  
*Attendance:* PITCOM members only [www.pitcom.org.uk](http://www.pitcom.org.uk)

*Date:* Tuesday **21** March 2006  
*Time:* 18.00 for 19.00 - 20.00  
*Venue:* National Liberal Club, Westminster  
*Organiser:* Real Time Club  
*Description:* Ubiquitous Computing changes everything: discussion introduced by John Woodget, Managing Director Intel UK & President of the Intellect Board  
*Attendance:* Contact [carmen.harvey@btopenworld.com](mailto:carmen.harvey@btopenworld.com) for details

*Date:* Wednesday **29** March 2006  
*Time:* pm  
*Venue:* Central London  
*Organiser:* E-business Regulatory Alliance  
*Description:* ERA Legal Policy Forum  
*Attendance:* ERA Members & Observers, details from [will.roebuck@e-ra.org.uk](mailto:will.roebuck@e-ra.org.uk)

*Date:* Thursday **30** March 2006 - Friday **31** March 2006  
*Time:* Two days  
*Venue:* Westminster  
*Organiser:* AKJ Associates for NHTCU  
*Description:* Fourth Annual E-Crime Congress  
*Attendance:* More details at [www.e-crimecongress.org](http://www.e-crimecongress.org)