

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 April 2006

1) Transformation in Practice

The Gathering Commitment

The *Transformational Government* implementation plan is available on www.cio.gov.uk together with a summary of responses. Individual responses (where disclosable) will be published on the website within the next few days. www.cio.gov.uk/transformational_government/implplan/ is the direct link to the overall plan, which links to more detailed papers, and to the regulatory impact assessment. There is much to digest. The email address itstrategyprojectteam@cabinet-office.x.gsi.gov.uk remains live and we have been asked to use this for any further comments.

Members of the EURIM Personal Identity and E-Crime Groups will particularly welcome the announcement that: “The Department for Constitutional Affairs is currently reviewing the penalties for wilful misuse or illegal sharing of data to ensure that they are sufficiently strong to deter abuse”. The section on Information Assurance also refers to a requirement from the Cabinet Secretary for Departments to appoint Senior Information Risk Officers, to the publication of guidance by November 2006, to Get Safe Online, the National High Tech Crime Unit and to the work of the CSIA “with Microsoft and IBM to enhance the security of future Windows and Open Source products”.

Delivering the EURIM contribution - Case Studies of Success

Six case studies illustrating successful delivery both large and small scale, public and private sector are now being collated and are due to be placed on the EURIM website later this month. These demonstrate how even large projects can and do deliver their intended benefits, quietly transform services, improve efficiency and save money. The paper containing the case studies also covers: the factors that underpin a successful knowledge economy; the contribution of ICT to productivity and to GDP in the UK; the reasons ICT projects, particularly in the public sector, can fail to deliver benefits, with examples and an analysis of “failure factors”; the factors for success (using the Standish Report criteria and criteria produced by EURIM in previous work) current progress - including initiatives to improve professionalism, programme management skills, risk assessment and user involvement.

The work on the case studies was already under way before we restructured the “Successful Delivery” Group to focus on demonstrating to politicians and industry that e-Government can indeed achieve fundamental improvements in delivering services to those who are most in need and on ensuring the transformational government policy stream is explicitly linked to the wider digital inclusion agenda. The next EURIM deliverables will come from the work of the Personal Identity and Data Sharing Group (see below). We are now looking at planning the follow through agreed with Ministers. Those interested in participation should e-mail emma.fryer@eurim.org.

2) Progress and plans on Personal Identity and Information Sharing

Showcase for information sharing to help deliver the Transformational Government agenda

The Personal Identity Group is organising a ‘showcase’ event on 22nd June in the House of Commons to brief MPs on already successful examples of information sharing across organisational boundaries and the lessons learned. A number of organisations have already signed up, and we expect more offers as potential contributors finalise their plans. If you wish to help, to attend or would like more information, please email Dave Wright (davywright2@ntlworld.com).

Resolving the Game of ID Ping Pong

On 22nd March the Select Committee on Science and Technology, as part of its enquiry into “Scientific advice, risk and evidence: how Government handles them” had a session with the programme team and some of its advisors on “The Technologies Supporting the Government’s Identity Card Proposals” with several parliamentary members of EURIM on the Committee. I have been asked to pass on a thank you to those Corporate and Associate members who provided inputs.

Cross-border Interoperability in the EU

The communication <http://europa.eu.int/idabc/en/document/5316> on Interoperability for Pan-European eGovernment Services from the European Commission to the EU Council and Parliament is not a regulatory document, nor does it necessarily reflect consensus between EU institutions and national governments, but it follows on from the Proposal for a Directive of the European Parliament and of the Council on services in the internal market COM(2004)2, submitted by the Commission.

There is concern this may lead to unworkable rules for interoperability and there appears to be support from members of the EURIM Personal Identity Group for an exercise on shared services and interoperability at EU level. Given current discussions on interoperability issues a meeting to discuss UK interoperability/UK e-GIF/EIF/pan-EU interoperability issues, possibly in the context of helping a formal eGU response by demonstrating industry support, might be timely. Please email Dave Wright (davywright2@ntlworld.com) if you would like to attend such a meeting.

3) E-Crime: Fighting Fear or Combating Reality

“Barclays limits online transfers to £1,000”- have we crossed the watershed?

As part of a review of priorities we have been collating information on the impact of computer-assisted crime, trying to reconcile the billions quoted in surveys and the tens of millions in reports of “actual losses”. We have scheduled a meeting on the morning of 28th April to review the evidence and its implications, including the need for greatly improved reporting. According to Forrester Research earlier this month “phishing scams only cost UK banks £23.2 million last year and a far greater threat to the industry comes from concerned online customers switching back to more costly high street and telephone banking services”. The Sunday Times recently reported that none of the main UK banks now permits on-line external transfers of more than £10,000 a day. Barclays, said to be the main target of large-scale phishing attacks over the past month, has reduced its limit even further.

Last year Gartner Research said 30% of US on-line banking users had changed their behaviour as a result of phishing attacks and 85% of on-line consumers deleted suspect e-mail, without reading. They concluded “Businesses cannot rely on the Internet to lower costs and improve marketing efforts indefinitely if consumer trust continues to decline ... consumers expect companies they do business with to provide secure online communications and to protect consumer data from thieves at no additional cost ... They want guarantees ... that their Web sites are genuine.”. As yet UK on-line banking still appears to be growing. But a survey published this month indicated that 79% of UK on-line users were unlikely to respond to any banking related e-mail and the SBRT Quarterly Survey of Small Business in Britain (sponsored by NatWest) found almost all respondents used e-mail and had websites but barely one in eight transacted on-line.

Meanwhile Australia and Finland, which in 2004 were among the world’s on-line crime hotspots, are said to have seen dramatic improvements after “encouraging” ISPs to provide end-over-end security, including the notification and quarantining of infected machines. At the NISSC WARP conference on 15th March participants were advised to work with their vendors to remove vulnerabilities, using their collective leverage to demand a rebalancing of responsibilities with "security at source". EURIM therefore plans a workshop on the morning of 16th May to look at the changing state of debate with regard to proactive filtering and authentication and the role of regulators and law enforcement, if any.

The task appears to be more to do with rebuilding confidence, including in the security of the systems of Government and its agencies. The new recommendations are therefore more likely to be for DTI and DCMS (including as co-sponsors of Ofcom), Cabinet Office and Treasury than for Home Office.

Educating the most vulnerable

The most recent Symantec threat analysis indicates that educational systems are a honeypot at every level, from those seeking unmonitored Internet access through those seeking ready-made networks of PCs for their botnets to those targeting young and inexperienced victims. Skills for Justice has now produced draft National Occupational Standards for Tackling E-Crime but these only cover investigation. The new Institute for Information Systems Security Professionals should provide a focus for addressing high level skills needs but Internet safety and basic systems security are still missing from the plethora of ICT end-user courses and qualifications and the technician level skills for crime prevention advice, guidance and support are similarly neglected.

We are therefore planning an exercise to update the 2004 EURIM - IPPR Partnership Policing Report "Supplying the Skills for Justice" with a focus on the skills needed for "Protecting the Vulnerable". The recommendations are expected to be more for DfES and its agencies than for Home Office. We have scheduled a meeting on the morning of 5th May to review the draft recommendations.

Police Resources doubled but what about prevention?

The E-Crime section of the new Serious and Organised Crime Agency appears likely to more than double the resources of the National High Tech Crime Unit and the new Child Exploitation and On-Line Protection Centre www.ceop.gov.uk is part of a similar expansion. However, the future of the crime prevention and support functions for addressing all other forms of on-line criminal activity remains uncertain. Meanwhile the Dedicated Cheque and Plastic Crime Unit, funded entirely by industry, saved ten times its annual cost in the first half of last year and indicates what might be achieved in other areas, such as Telecoms, where losses from fraud are on a similar scale. On the morning of 16th May we also plan to review draft proposals for action with regard to the e-crime prevention, reporting and investigation activities that fall outside the remit of SOCA and CEOP.

Child Protection

We are planning an exercise to brief MPs on the current state of activity with regard to Child Exploitation in late April, immediately after the launch of CEOP. Please e-mail eurim@eurim.org if you would like to be involved in planning that meeting or to use the opportunity to help say what your organization is doing to help address the issues in this area.

4) Knowledge Economy

IPR Issues, including Review of the UK Intellectual Property Regime

A number of EURIM members will be responding to the Gowers Review of the UK Intellectual Property Regime: deadline for submissions 21st April 2006, details at http://www.hm-treasury.gov.uk/independent_reviews/gowers_review_intellectual_property/gowersreview_index.cfm EURIM's IPR group is planning a round table to allow players to exchange information on the concerns being raised and ideas being put forward in their submissions. This should also help progress discussions outside the review in some of the parallel exercises in this space. Please e-mail emma.fryer@eurim.org if you would like to attend.

The group is also looking at:

- ***The Review of the Copyright Tribunal***

This is a much smaller exercise than Gowers and mainly covers the mechanics and governance of the Tribunal itself (rather than broader policy issues). Nonetheless, these include the controversial area of Copyright Levies and DRM. The Tribunal's main function is to decide terms and conditions of the licences or licensing schemes offered by collective licensing bodies (usually known as collecting societies) when disagreement arises between the bodies and the licensees. The Tribunal was originally established to prevent any abuse of the potentially monopolistic position of the collecting societies. The issues of DRM operating under law of contract from country of origin are outside its terms of reference. Please e-mail emma.fryer@eurim.org if you would like to attend a workshop to discuss.

- *Intellectual Property Rights in geographical data*

There is growing debate over the business models for providing access to spatial data - particularly when it has been collected at taxpayers' expense. For instance Google aim to provide open access to geodata, challenging copyright-based models (such as that of the UK) where charges to users defray the cost of the data collection. Will the success of the free access model cause the global market for geodata to shift away from countries like the UK or expand the market for value-added services? Please e-mail emma.fryer@eurim.org if you would like to attend a workshop to discuss.

5) Communications Policy and Regulation

RFID and Ambient Intelligence

Viviane Reding, European Commissioner for Information Society and Media, at a press briefing on 9th March suggested legislation might be required because the growth and productivity gains on offer from the widespread use of RFID could only be achieved if barriers of trust, incompatible standards and inadequate frequency allocation were quickly overcome. This raises issues with regard to "ambient intelligence" and "ubiquitous computing" including the security, privacy and interoperability of ID cards, tokens and tags, spectrum and standards and supply chains. See:

<http://europa.eu.int/rapid/pressReleasesAction.do?reference=SPEECH/06/162&format=HTML&aged=0&language=EN&guiLanguage=en> for her comments.

Others, like John Woodget, (Intel EMEA and President of Intellect) have also emphasised the need for rapid action on standards in this area. EURIM members have also assisted a POST (Parliamentary Office of Science and Technology) briefing due for publication shortly. But would actual legislation expedite or delay the process?

Please email Dave Wright davywright2@ntlworld.com if you would like to participate in a meeting to discuss what, if anything, EURIM should do in this space.

Internet Policing and Governance

On the 27th March Wanadoo hosted an Oxford Internet Institute Research and Policy Workshop to explore generational and age-related usage patterns and issues in Internet Filtering, including recent controversies over the role of Western firms who assist in political censorship or surveillance. Reality appears well ahead of debate with ISPs and Governments routinely deploying powerful filtering tools for a variety of commercial and legal reasons, sometimes openly, as in Saudi Arabia, sometimes not. It was suggested that co-operation to identify, quarantine and "remove" the small number of groups who account for most of the current wave of attacks could "buy four to five years" during which the Internet was likely to change radically anyway.

EURIM is in discussion with the All-Party Internet Group and others as to how to progress debate in this area. EURIM currently aims to focus on protection against criminal usage but the boundary with regulatory issues is blurred and, subject to support from our members, we may find ourselves taking a much higher profile in this area over the year ahead. Please e-mail eurim@eurim.org if you would like to help organise political briefings and discussions in London, Brussels and Washington, probably in close co-operation with APIG, the European Internet Foundation, the Internet Caucus and others.

The Politics of Convergence

We have been asked to look at the practicality of organising a briefing session for MPs on the political and regulatory issues arising from convergence: perhaps beginning with the "vision" that broadcast and peer-to-peer access to the same content over PC/Browser, Mobile Phone/Organiser, Digital TV and Networked Games Console will soon be commonplace - with all the opportunities, challenges and uncertainties that will follow. The background to the request is that technology, communications, content and media interests are currently lobbying at arms length via different channels and even those parliamentarians who take an interest are becoming confused. It is also, however, said that the competing groups do not wish to share platforms and a joint exercise is therefore impractical. Please e-mail eurim@eurim.org if you would be interested in helping organise shared briefings, including your suggestions as to the groups with whom we should seek to co-operate.

EURIM Timetable – April 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. 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:* Friday **7** April 2006
Time: 19.00 - 21.00
Venue: Stanley Suite Midland Hotel, Manchester
Organiser: Conservative Technology Forum
Description: Manchester Spring Forum: Open Source in the Public Sector
Attendance: More details at www.conservative-technology.org
- Date:* Friday **21** April 2006
Time: 10.00 - 12.00
Venue: Westminster
Organiser: EURIM Personal Identity & Data Sharing Group
Description: Progress review & discussion of issues (agenda to be confirmed)
Attendance: Personal Identity Group members & guests
- Date:* Monday **24**, Tuesday **25** or Wednesday **26** April 2006 **(date & time to be confirmed)**
Time: pm
Venue: Westminster
Organiser: EURIM E-Crime Group
Description: Briefing for MPs on Child Exploitation & On-line Protection initiatives: invited speakers include Paul Goggins MP & Jim Gamble.
Attendance: E-Crime participants & guests
- Date:* Monday **24** April 2006
Time: 18.00 - 19.30
Venue: Westminster
Organiser: PITCOM
Description: Designing for ICT Usability
Attendance: PITCOM members only www.pitcom.org.uk
- Date:* Thursday **27** April 2006
Time: am
Venue: Westminster
Organiser: Westminster Media Forum
Description: 2012 Olympics & the Media: Speakers include Tessa Jowell MP, Secretary of State DCMS & Jack Lemley, Chairman Olympic Delivery Unit
Attendance: For details please contact pvg@westminsterforumprojects.co.uk
- Date:* Friday **28** April 2006
Time: 09.30 for 10.00
Venue: BCS, Southampton Street, London WC2
Organiser: EURIM E-Crime Group
Description: Review of available evidence of the changing scale & nature of incidence & of possible actions & recommendations arising.
Attendance: E-Crime participants & guests

May

Date: Friday **5** May 2006
Time: 09.30 for 10.00 - 12.30
Venue: BCS, Southampton Street, London WC2
Organiser: EURIM E-Crime Group
Description: Review of current situation regarding skills, courses & qualifications from end-user awareness & self-protection upwards & actions & recommendations arising.
Attendance: E-Crime participants & guests

Date: Monday **8** May 2006
Time: 18.00 - 20.00
Venue: Grimond Room, Portcullis House
Organiser: Conservative Technology Forum
Description: Television Without Frontiers
Attendance: More details at www.conservative-technology.org

Date: Tuesday **9** May 2006
Time: 15.30 - 16.45
Venue: 1 The Abbey Gardens, Great College Street, SW1
Organiser: EURIM
Description: Board & Council Meetings
Attendance: Directors, Council Members & invited guests only

Date: Tuesday **9** May 2006
Time: 17.00 - 18.00
Venue: 1 The Abbey Gardens, Great College Street, SW1
Organiser: EURIM
Description: Annual General Meeting
Attendance: EURIM Members only

Date: Tuesday **16** May 2006
Time: 09.30 for 10.00 - 13.00
Venue: BCS, Southampton Street, London WC2
Organiser: EURIM E-Crime Group
Description: Plenary Meeting to review Strategy & Recommendations with a focus on priorities, points of leverage & structures for co-operation, including for improving the end-over-end security of e-commerce & communications products & services.
Attendance: E-Crime participants & guests

Date: Monday **22** May 2006
Time: 18.00 - 19.00
Venue: Westminster
Organiser: PITCOM joint with All-Party Group on Telecoms
Description: Vulnerability of the Infrastructure
Attendance: PITCOM members only www.pitcom.org.uk

Date: Tuesday **23** May 2006
Time: 18.00 for 19.00 - 22.00
Venue: Westminster
Organiser: Real Time Club
Description: No holds barred after Dinner Debate on ID Cards: introduced by Ian Angell, LSE.
Attendance: Contact carmen.harvey@btopenworld.com for details

Date: Tuesday **23** May 2006
Time: pm
Venue: Westminster
Organiser: Westminster Media Forum
Description: From TV without Frontiers to Audiovisual Media Services Directive with James Purnell MP, Minister for the Creative Industries, DCMS.
Attendance: For details please contact pvg@westminsterforumprojects.co.uk

June

Date: Monday **5** June 2006
Time: 18.00 - 20.00
Venue: Westminster
Organiser: Conservative Technology Forum
Description: Television without Frontiers
Attendance: More details at www.conservative-technology.org

Date: Tuesday **20** June 2006
Time: 18.00 for 19.00 - 22.00
Venue: Westminster
Organiser: Real Time Club
Description: IT on Stage: Musical, Opera or Rock Concert - the event is usually a multi-media extravaganza programmed in real time. Why IT is not just for nerds.
Attendance: Contact carmen.harvey@btopenworld.com for details

Date: Thursday **22** June 2006
Time: 09.30 for 10.00 - 14.00
Venue: Attlee Suite, Portcullis House
Organiser: EURIM Personal Identity & Data Sharing Group
Description: Showcase of successful examples of sharing involving EURIM members & observers
Attendance: Invited MPs, Peers & Officials from Central & Local Government

Date: Monday **26** June 2006
Time: 18.00 - 20.00
Venue: Westminster
Organiser: PITCOM
Description: 25th Anniversary Reception
Attendance: PITCOM members only www.pitcom.org.uk