

To EURIM Members and Observers  
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THE EUROPEAN  
INFORMATION  
SOCIETY GROUP

EURIM



## EURIM Newsletter June 2006

### 1) Are you serious? - About Delivering Service Improvement

#### *Who still believes Whitehall can deliver?*

Recent publicity for the problems of DWP, HMRC, Home Office and ODPM illustrates the difficulties faced by those who wish to use IT to help deliver improved service to an aging population at affordable cost. Few currently believe Whitehall can deliver unless customers and suppliers follow better managerial and professional practice and avoid becoming trapped in “*Situations where those responsible lack the necessary competence or authority and can do little but strive honestly and conscientiously to achieve unrealistic objectives, to the best of their ability, within policy, time and budget constraints outside their control*” (open letter to Sir John Bourne, 18<sup>th</sup> November 1994): hence the importance of helping give the oxygen of publicity to some of the many examples of success.

#### *So please come and see what is already being delivered to your voters for yourself*

There are many examples of what can be achieved. On 22<sup>nd</sup> June in the Attlee Suite, Portcullis House, from 10.00 - 14.00, 18 EURIM members have arranged demonstrations of joined-up services that are already making a difference to citizens around the country. Demonstrators will be present from the Citizens Advice Bureau, Social Services, NHS Trusts, Criminal Justice, geographic information users and many others to help demonstrate not just that success is possible but what is entailed and the benefits - particularly from secure information sharing with robust, practical safeguards against abuse.

#### *And help us all to secure agendas that can be delivered*

The prime aim of the Showcase is to involve MPs in helping publicise the benefits already being delivered to their constituents and to ensure these are replicated elsewhere. To that end the participants are organising photos and press releases for their local media as well as inviting journalists on the day. Please e-mail [eurim@eurim.org](mailto:eurim@eurim.org) if you are able to call in, or would like details of the press arrangements, or are unable to attend and would prefer to visit an access point in your constituency instead. Policy advisors and observers with policy responsibility are also encouraged to attend the Showcase; please email to signify your expected attendance or to request an invitation for a colleague.

### 2) Are you serious? - About Holding Government and its Suppliers to Account

#### *Which Select Committee will monitor shared services?*

A drive for shared services is one of the main components of the Transformational Government implementation plan, but who will set objectives, who will monitor performance, and what will happen when Social Services Agency A is expected to incur extra cost to help NHS Trust B meet a target set by Department C? And which Select Committee will enquire into the consequences? On 8<sup>th</sup> May the EURIM Transformational Government Group agreed to look at the practicality of organising cross-cutting “enquiries” into some of the issues raised. perhaps in the same way that the All-Party Internet Group investigated the effectiveness of the Computer Misuse Act.

#### *What topics for enquiry will help improve future success?*

Terms of reference for enquiries will be agreed with relevant Ministers and Departments and funded by a consortium of EURIM Corporate members with relevant experience and expertise. The aim will be to publicise success, identify issues of concern and recommend solutions. Possible topics include secure data sharing, identity management and the means of ensuring services really are citizen centric.

The first two are directly relevant to the work of MISC 31, the Cabinet Sub-Committee tasked with agreeing cross-departmental policy on data sharing, and the EURIM Personal Identity and Data Sharing Group has already collated much relevant material.

Several Government Departments have recently undertaken exercises using “industry strength” market research to assess the quality and relevance of their service provision and complement conventional consultation processes. Others consult as little and late as possible. Those involved in the EURIM review of regulatory consultation processes have expressed interest in helping ensure citizens are indeed consulted over changes to services to supposedly meet their needs.

### ***Would you like to help?***

Please e-mail [eurim@eurim.org](mailto:eurim@eurim.org) if you would be interested in participating in or supporting a series of short “enquiries” into relevant topics. Please include suggestions as to topics that might fall outside the remit of the current select committees and all-party groups.

### **3) Are you serious? - About addressing Internet Safety and E-Crime**

#### ***Neither is among current policing priorities***

The EURIM e-Crime Group review meeting on 15<sup>th</sup> May agreed a strategy for working at three levels:

- private meetings to agree pilot programmes and action plans;
- confidential briefings to secure political support;
- public reports and press releases.

However, objectives and recommendations must reflect the reality that the issues are not among current UK policing or ministerial priorities. This is likely to change only when media headlines or fraud threaten the take-up of Government on-line services.

Meanwhile, Home Office Ministers have many current pre-occupations and are likely to welcome industry-led and funded initiatives to make the UK the safest place to do e-business and preserve confidence in on-line transactions. This presents opportunities for those who believe in self-regulation and community policing, provided they also propose credible governance processes.

#### ***Revising our objectives accordingly***

The recent Ofcom media literacy survey indicates that 70% of parents do not have confidence in the Internet as a safe place for their children and most have no idea how to protect them. There is also evidence that the scale and cost of malpractice is rising sharply, with schools and small firms under particular threat. The revised objectives are therefore:

- to halt the erosion of confidence among small firms and parents in the Internet as safe place for themselves and their children;
- to ensure law enforcement has structures, skills and resources (or access to them) fit for a world in which the majority of investigations involve potential digital intelligence and/or evidence;
- to position the UK as a safe place to go on-line and natural location for global Internet policing and dispute resolution.

A sponsored “National High Tech Crime Network”, to provide the front-end for “voluntary” co-operation between industry and law enforcement across reporting and intelligence operations, crime prevention, Internet safety, investigation, enforcement and recovery would support a number of Home Office objectives.

E-crime is no longer “special”. It is all-pervasive. Any new structures should therefore build on and link existing operations and networks wherever possible: e.g. providing material to waterfall down through the existing mainstream crime prevention and citizenship education programmes rather than inventing new mechanisms. It should operate across existing geographic and specialist unit (e.g. white collar and economic crime, child protection etc) boundaries and couple these to the internationally focused security operations of the main industry players.

### ***How achievable are the objectives?***

Do enough industry players really believe that diverting a proportion of their current spend on security and customer protection/support/confidence into collective operations is a good business investment and/or practical demonstration of corporate social responsibility? Is there the support among law enforcement agencies to work with industry in organising the necessary quality control and accountability?

The answers can best be found by attempting pilots in those areas that present the least problems.

The launch of CEOP with core government funding for three years, but also with significant (and growing) industry support for its education programme, provides an opportunity and EURIM has organised a closed briefing session for MPs on the morning of 13<sup>th</sup> July. We also plan a separate meeting for potential industry supporters. CEOP provides another model for an agency with serious investigation and law enforcement powers (including internationally) plus ambitious education and protection objectives.

There is an immediate need to build on the NHTCU Brand and “re-launch” the crime prevention guidance and reporting sections of the previous website with links to Get Safe On-line, Fraud Alert, IT Safe, CEOP, IWF and other sites and robust routines for regular updating. Such an exercise appears to have the necessary support from both industry and law enforcement, particularly if is designed to support mainstream community support, crime prevention and investigation officers, as opposed to the specialist teams that most forces do not have.

### ***Ensuring that RIPA does not get in the way of practical co-operation***

We also need to ensure that progress is not delayed by the impending consultation over the Code for RIPA Part III. RIPA assumes a compulsory/adversarial and arms length relationship between industry and law enforcement. That may be correct with regard to those deliberately concealing evidence but is not helpful with those who wish to actively assist and have the skills and processes to do so. We have scheduled an open consultation workshop on RIPA for 5<sup>th</sup> July and have also been contacted about organising a closed pre-meeting to discuss possible responses - not just to the consultation but to the need for industry sectors to have their own codes on how to respond to police requests. Please e-mail [eurim@eurim.org](mailto:eurim@eurim.org) if this is a topic of concern to you.

### ***Encouraging better industry practice in educating and protecting customers***

The recommendation for “Suppliers to be encouraged, including by public sector procurement, to provide, support and “police” more secure systems/services, with end-over-end filtering, authentication and track and trace facilities - using terms and conditions of service and contract/civil law.” still needs to be backed up by evidence that this will indeed make a difference. EURIM hosted a meeting with Nominet on 7<sup>th</sup> June as part of their consultation on Internet practice.

### ***Ensuring adequate penalties for Computer and Data Misuse***

The clauses in the current Police and Criminal Justice Bill have been widely welcomed although there is a residual problem about distinguishing between reputable security websites supplying tools capable of “dual use” and those which exist primarily to support criminal behaviour and malpractice. Members of the group have been helping find a precise form of words for a possible amendment.

Adequate penalties are also needed for those engaged in the illegal sale of personal data, as called for by the Information Commissioner [www.ico.gov.uk/eventual.aspx?id=17613](http://www.ico.gov.uk/eventual.aspx?id=17613), plus for those who copy information without payment to aid fraud, extortion or terrorism. The DVLA clerk who passed the addresses of vehicle owners to animal rights terrorists could only be jailed under “Malfeasance in Public Office” because he was an established civil servant, not a temp, contractor or employee of an outsourcing company. The provision of information from the GSK shareholder register for the purpose of intimidation is already illegal but who is likely to take what action to what effect?

## 4) Communications Policy and Regulation

### *The politics of convergence*

The joint conference with the All-Party Groups for Internet, IT, Mobile and Telecoms, ISPA and others is now scheduled for the 11<sup>th</sup> and 12<sup>th</sup> October. EURIM has agreed to organise the session on Internet Safety and Security. Please e-mail to request details as these become available.

### *Building confidence in .uk*

The workshop to help the current Nominet consultation into the means of improving confidence in .uk domain names <http://www.nominet.org.uk/policy/consultations/Raising+Industry+Standards/> heard that one of the UK's best-known consumer journalists has provided Nominet with an attributable case study of malpractice on the part of a small consultancy: who offered web design and hosting services, installed click-throughs to other clients without consultation and held the victim to ransom when they complained. Luckily a Trading Standards Officer advised the victim to contact Nominet who passed them to the domain name registrar who took rapid and effective action. The case study illustrates the need for collective action to publicise existing codes of conduct and complaints procedures and to educate potential victims and advisors, including trading standards and crime prevention officers.

## 5) Knowledge Economy

### *Locational Factors for Knowledge Businesses*

Recent US research <http://www.creativeclass.org/> illustrates how the economic imperative of exploiting network effects among those working in "knowledge intensive" industries is leading to the growing concentration of creative people in world-class culture clusters. So how do we ensure more of those clusters are in the UK? What are the strengths of the UK as location for core head office, creation and innovation functions? What does the UK offer to top-end people, with top-end ambitions and earning potential, to cause them to wish to live and work here?

A key finding from the PITCOM study tour to Silicon Valley was "*the culture gap between the Bay Area and the rest of America, let alone the rest of the World.*:"

- *a critical mass of multi-cultural networked talent which sees opportunities first and problems/risks/consequences second;*
- *hands-on venture capitalists who will provide the management/technical teams to turn academic geeks into billionaires, but only within a 30 minute (time to travel hassle) radius;*
- *sun, surfing, skiing and sophisticated city-cafe culture all in easy reach of home/office."*

The report of the PITCOM visit concluded "*We may not be able to match the sun, surfing and skiing but the California combination of skills and housing shortages should be our opportunity - provided we can...link our technology culture clusters to theirs while ensuring that the UK remains the location of choice (education, law & order, welfare) for rearing a family and do not drive our talent into their welcoming arms by ill-judged small print in well-intentioned fiscal and regulatory policies.*"

A planning meeting on 7<sup>th</sup> June started a new EURIM exercise to explore the factors that influence knowledge-intensive businesses, when deciding where to locate their operations, to identify the criteria that are most influential, and to ensure current UK Government policy is supportive rather than obstructive in encouraging the inward investment in high added-value employment that is critical to our continued economic well-being. If you are interested in participating, please contact [emma.fryer@eurim.org](mailto:emma.fryer@eurim.org). In the meantime, there is some background information on the EURIM Knowledge Economy group web pages at: [www.eurim.org.uk/activities/ukcomp/ukcomp.php](http://www.eurim.org.uk/activities/ukcomp/ukcomp.php)

## EURIM Timetable – June 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.

### June

*Date:* Monday 5 June 2006  
*Time:* 18.00 - 20.00  
*Venue:* Westminster  
*Organiser:* Conservative Technology Forum  
*Description:* Transformational Government: speakers from local government, some of the main current & potential partners & suppliers & the opposition front bench  
*Attendance:* More details at [www.conservative-technology.org](http://www.conservative-technology.org)

*Date:* Wednesday 7 June 2006  
*Time:* 10.00 - 12.00  
*Venue:* Committee Room 13, Westminster Palace  
*Organiser:* EURIM & Nominet  
*Description:* Raising the standards of the UK Internet Industry: consultation on the role of Nominet & others  
*Attendance:* EURIM members, observers & Nominet suggestions for guests

*Date:* Wednesday 7 June 2006  
*Time:* 10.30 - 12.30  
*Venue:* Southwark Room, IBM South Bank, 76 Upper Ground, London SE1  
*Organiser:* EURIM Knowledge Economy Group  
*Description:* Locational Factors for Knowledge Businesses: Meeting to plan exercise to explore what influences the location of high-added value employment opportunities & how Government policy can help encourage inward investment.  
*Attendance:* EURIM members, observers & guests

*Date:* Thursday 8 June 2006  
*Time:* 10.00 - 12.00  
*Venue:* Room Q, Portcullis House  
*Organiser:* EURIM Personal Identity & Data Sharing Group  
*Description:* Business Models for Identity Management & Sharing: discussion of possible case studies of experience to date in both public & private sectors  
*Attendance:* EURIM members, observers & guests

*Date:* Tuesday 13 June - Thursday 15 June 2006  
*Time:* Tue from 17.30; all day Wed & Thu  
*Venue:* IET, Savoy Place, WC2  
*Organiser:* IET  
*Description:* Conference on "Crime & Security: The Technical Fight" - sessions covering network security, mobile security, biometrics, forensics, with the aim of bringing together stakeholders from the research, industry, end-user & government communities  
*Attendance:* More details at <http://conferences.theiet.org/crime>

*Date:* Thursday 15 June 2006  
*Time:* 10.00 - 12.00  
*Venue:* Room S, Portcullis House, Westminster  
*Organiser:* EURIM Personal Identity & Data Sharing Group  
*Description:* IPS Corporate Plan & how EURIM members can help achieve the objectives  
*Attendance:* EURIM members, observers & guests

*Date:* Tuesday **20** June 2006  
*Time:* 18.00 for 19.00 - 22.00  
*Venue:* Westminster  
*Organiser:* Real Time Club  
*Description:* Breaking the Da Vinci Code: Cryptography Fact & Fiction introduced by Professor Fred Piper of the Royal Holloway. This is the partners evening & it is rumoured that Fred will bring the most famous of his alumni: Sophie Neveu.  
*Attendance:* Contact [Carmen.Harvey@btopenworld.com](mailto: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:* Demonstrating Success in Serving the Citizen: showcase of successful examples of public sector sharing involving EURIM members & observers  
*Attendance:* Invited MPs, Peers & Officials from Central & Local Government

*Date:* Monday **26** June - Wednesday **28** June 2006  
*Time:* Three days  
*Venue:* University of Cambridge  
*Organiser:* WEIS 2006 supported by Microsoft Research & i3P  
*Description:* The Fifth Workshop on the Economics of Information Security. The first four papers are: "Models and Measures for Correlation in Cyber-Insurance; The Effect of Stock Spam on Financial Markets; The Economics of Digital Forensics; & Understanding and Influencing Attackers' Decisions: Implications for Security Investment Strategies".  
*Attendance:* Visit <http://weis2006.econinfosec.org> for details

*Date:* Monday **26** June 2006  
*Time:* 18.00 - 19.30 Meeting 19.30 - 21.00 Reception  
*Venue:* House of Commons Committee Room followed by House of Lords Terrace  
*Organiser:* PITCOM  
*Description:* Meeting on Transformational Government with Sir David Varney HMRC & John Pluthero, Executive Chairman Cable & Wireless followed by 25th Anniversary Reception  
*Attendance:* PITCOM members only [www.pitcom.org.uk](http://www.pitcom.org.uk)

## July

*Date:* Wednesday **5** July 2006  
*Time:* 10.00 - 12.00  
*Venue:* Committee Room 7, House of Commons  
*Organiser:* EURIM E-Crime Group  
*Description:* Regulation of Investigatory Powers Act Part III: Consultation on Code of Practice discussion introduced by Home Office officials  
*Attendance:* EURIM members, observers & guests

*Date:* Monday **10** July 2006  
*Time:* 18.00 - 20.00  
*Venue:* Queen Anne's Gate, SW1  
*Organiser:* Conservative Technology Forum  
*Description:* Parliamentary Reception  
*Attendance:* More details at [www.conservative-technology.org](http://www.conservative-technology.org)

*Date:* Thursday **13** July 2006  
*Time:* 10.00 - 12.00  
*Venue:* Boothroyd Room  
*Organiser:* EURIM & Child Exploitation & On-line Protection Centre (CEOP)  
*Description:* Briefing for MPs & Peers on the scale & nature of the problems that CEOP is intended to address & how it will address them in co-operation with industry  
*Attendance:* MPs & Peers only

*Date:* Tuesday **18** July 2006  
*Time:* 16.00  
*Venue:* Room N, Portcullis House  
*Organiser:* EURIM  
*Description:* Board & Council meetings  
*Attendance:* Directors, Council members & invited guests only

## September

*Date:* Tuesday **26** September 2006  
*Time:* 18.00 for 19.00 - 22.00  
*Venue:* Westminster  
*Organiser:* Real Time Club  
*Description:* Getting Value from IT: Paul Stevens GSK: Paul was the speaker at the Manchester E-Government conference who described how GSK achieved 75% savings on current ICT spend by switching off those systems that did not give business benefit  
*Attendance:* Contact [Carmen.Harvey@btopenworld.com](mailto:Carmen.Harvey@btopenworld.com) for details

## October

*Date:* Tuesday **3** October 2006  
*Time:* 18.00 - 20.00  
*Venue:* Bournemouth  
*Organiser:* Conservative Technology Forum  
*Description:* Big Sister is Watching: Privacy & ID cards, technologies & issues. Discussion introduced by speakers from suppliers & lobby groups with a response from the opposition front bench  
*Attendance:* Conference delegates & others with conference passes

*Date:* Wednesday **11** October -Thursday **12** October 2006  
*Time:* Evening Reception & Dinner followed by all day conference  
*Venue:* TBC  
*Organiser:* Joint event involving APIG, PITCOM, All Party Telecoms & Mobile Groups, EURIM & ITSPA & others to be confirmed  
*Description:* The first attempt to bring together the various political groups in the "convergence" space. Title to be confirmed. Topics include: Internet Governance & Safety, Communications Convergence & UK Competitiveness  
*Attendance:* Parliamentarians, policy advisors & industry lobbyists

*Date:* Monday **23** October 2006  
*Time:* 18.00 - 19.30  
*Venue:* House of Commons  
*Organiser:* PITCOM  
*Description:* To be confirmed  
*Attendance:* PITCOM members only [www.pitcom.org.uk](http://www.pitcom.org.uk)