

To EURIM Members and Observers
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THE EUROPEAN
INFORMATION
SOCIETY GROUP

EURIM



EURIM Newsletter July 2006

1) Do you sincerely want to succeed?

Demonstrating successful citizen-centric delivery

“For once we had an IT event focussed on benefits to human beings not the wonders of technology. Can we please have more.” was the comment of one Parliamentary member after the showcase on 22nd June. “The smallest exhibition we’ve ever attended, but one of the most successful” was the comment of one of the participants. “It was not just the discussions with politicians and officials but with those on the other stands.” One supplier discovered a working example of their products and services being used to more far reaching effect than even their most optimistic brochures had anticipated. Please e-mail eurim@eurim.org if you were not able to attend and would like to receive details of the follow-up case studies and material being produced or to visit locations in your constituency.

Learning from the frontline

Enabling those responsible for frontline delivery to work directly with those wanting to improve service to specific target groups can produce major benefits at surprisingly low cost. One example was an old lady facing seven agencies requesting similar information on similar forms before she could receive the assistance she needed. She had lost track of whether she had forgotten to return forms, they had been lost in the post or yet another agency or department had to give agreement. The rationalisation, driven by local initiative across organisational boundaries, was a win-win all round, saving money at the same time as improving service. In another example the local authority had given trusted access to the volunteers of the local citizens advice bureau and reduced its problem and exception handling costs, even after paying for vetting, security and service upgrades.

Including at the centre

Sir David Varney, Chairman of HM Revenue and Customs and Advisor to the Chancellor of the Exchequer on Transformational Government and John Pluthero, Executive Chairman of Cable & Wireless delivered similar messages to PITCOM on the 26th June. Incremental change is the only serious option when you have very large mission-critical systems. You cannot have perfect foresight so big changes are nearly always wrong, once you have the benefit of hindsight. Responding rapidly to suggestions from front-line staff for low cost, incremental improvements can have dramatic effect, including on morale and the customer interface. “IT is not the answer, it is the catalyst, to liberate the passion there is among front-line staff for doing things well.”

The need for a network of networks?

In the course of the work on the exhibition on 22nd June it became apparent that there are a number of groupings sharing what has been learned to date, including the Service Transformation Experience Programme (STEP) www.localgovnp.org/default.asp?sID=1143990794978 . One of the follow up tasks will be to ensure that our non-political members and observers are also better informed as to what is already happening elsewhere. Another will be to distil lessons for MISC 31, the Cabinet Sub-Committee charged with working up policy on data sharing and to help those preparing bids for the 2007 spending review. Please e-mail eurim@eurim.org for details of the forward programme of the personal identity and data-sharing group if you are not already on the list.

2) The “Transformational Government Select Committee”

Publicising issues and views rather than making recommendations

There appears to be necessary support for select committee style enquiries into issues that need to be addressed to work but time is not on our side. To enable early results at manageable cost we intend to focus on publicising the views of witnesses and reactions of questioners, rather than seeking to draft reports and recommendations, unless these are obvious.

The current aim is to issue “calls for evidence” for a couple of enquiries at the beginning of September, allowing six weeks notice for a start in late October. The precise topics will depend in large part on meetings with ministers and officials before the recess. Those suggested to date include: secure data sharing, citizen-centric consultation processes, flexible procurement and business models for identity management.

Please e-mail eurim@eurim.org if you would be interested in supporting and/or participating in such a programme, including as witnesses, interrogators, advisers or rapporteurs, or have suggestions as to who should be invited.

3) Halting the erosion of on-line confidence

Support for Child Protection

The recent Ofcom Media literacy survey indicated that over 70% of parents do not believe the Internet is a safe place for their children and most have little confidence in their ability to use the technologies on offer to help protect them. **On 20th July, from 10.00 – 12.00 in the Boothroyd Room, Portcullis House, Jim Gamble, Head of CEOP, the Child Exploitation and On-line Protection Authority will brief Parliamentarians on the challenges it faces and the progress being made.** One of the most welcome developments of recent months has been the very strong willingness of the industry to work with CEOP not only to develop education and support materials but also to help find ways of getting these direct to teachers, parents and children, bypassing bureaucratic obstacles as necessary.

Co-operation in addressing Internet Safety and E-Crime

We are also finding much support for an industry-sponsored “National High Tech Crime Network”, to promote practical co-operation between industry and law enforcement across Internet safety and e-crime prevention support, reporting, intelligence, investigation, enforcement and recovery. The main conditions are that it builds on and links what already exists rather than creates new initiatives and that it has the high level political support necessary to ensure co-operation across departmental boundaries, not just those of industry and law enforcement. The same potential sponsors and partners are being approached to help fund and support apparently competing initiatives. They do not necessarily wish to see mergers between those with different objectives and methods of working but do wish to see active co-operation and to better mix public support, out of corporate social responsibility budgets, with private action to better protect customers who might otherwise revert to physical transactions.

Building on current channels

The first step appears to be to ensure that the replacement for the NHTCU website links to initiatives like Get Safe On-line, IT Safe, WARPs, Fraud Alert, CIFAS and CEOP and seamlessly (at least in the eyes of the visitor) reroutes those who go to the wrong site. It should be designed to support mainstream trading standards, crime prevention and community police officers, rather than assume expertise that few forces, large or small, have in post.

Co-operation in investigation and enforcement

The next step is to move towards much greater co-operation between law enforcement and industry on investigation, recovery, retribution and deterrence. Over recent years law enforcement and government have lost most of their anti-fraud and white collar crime expertise as well as their most experienced encryption and forensics experts, to the security teams of the network suppliers, financial services and major consultancies. The way forward therefore entails persuading the private sector that pooling a proportion of its resources to undertake shared action against common enemies makes business sense.

Overcoming central government investigatory fragmentation

A growing area of concern is that some government departments and agencies not only provide major cash flows for criminal enterprises but also hosting facilities. There are more departments and agencies with investigatory powers than there are police forces. Most have tunnel vision, unwilling or unable to co-operate when attacked by common enemies, even when a police raid provides clear evidence that the same identity fraudsters are targeting multiple departments and agencies in parallel with banks, building societies, insurance companies, card operators and electronic traders.

The references in the Transformational Government implementation plan on the need for central security support and guidance are most welcome and the new Cybersecurity Knowledge Transfer Network may have a significant role. But this topic also needs to be placed on the agenda of MISC 31, the Cabinet Sub-Committee responsible for policy on information and identity sharing data. No-one currently appears to have the authority to mandate action and in at least one programme over half the budget was lost to fraudsters when advice was ignored.

The 5th July meeting discussed codes for those who receive Orders under RIPA and other investigatory powers. A sub group of those present are now looking at drafting these for various business sectors.

4) Communications Policy and Regulation

Building confidence in .uk

The recent Nominet consultation provides an important barometer of what the ISP industry is prepared to do, both technically and with respect to the governance and legal frameworks related to Internet safety and security. Although offending sites can be traced and shut down, the processes involved can cause severe disruption and raise serious issues around governance and the interplay of civil and criminal civil law. A number of themes emerged from the consultation:

- broad support for action by Nominet to raise standards but not for a “gold standard”
- support for improved clarity in contractual terms, including charges, responses to customers
- domain names to be by default in the registrant’s name unless agreed otherwise with the ISP
- the importance of data quality for service and security.

Nominet will now consider how to implement and enforce changes to the contract, and will talk to others with experience in the field of self-regulation to ascertain what can usefully be done.

The meeting on 7th June was also used to discuss inputs to the inaugural meeting of the Internet Governance Forum in Athens from 30th October to 2nd November, for which Nominet provides the UK member of the advisory group. The themes can be viewed on the website: <http://www.intgovforum.org/> and there will be four main sessions:

- Openness – free-flow of information, freedom of speech
- Security - balancing privacy and security, trust and confidence in the Internet
- Diversity – multilingualism and internationalised domain names
- Access – international connectivity costs

There will be no Government delegations and no policy decisions made at the IGF; the objective is to share information, and to highlight emerging issues and examples of best practice. The deadline for submissions (to igf@unog.ch) is October 2006 but those received before 15th July will be translated into all the EU languages. See also www.intgovforum.org/contributionsg.htm for examples of submitted papers and guidance on format etc. Routines for remote participation are also being considered.

5) Knowledge Economy

Locational Factors for Knowledge Businesses

The group that met on 7th June 2006 is now working up a position paper, provisionally titled: “A flourishing innovation economy: how the UK must attract and retain knowledge-based industries” and is due to review the first draft on the 4th July. Please contact emma.fryer@eurim.org to participate.

EURIM Timetable – July 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.

July

Date: Tuesday 4 July 2006
Time: 10.30 - 12.30
Venue: IBM South Bank, 76 Upper Ground, London SE1
Organiser: EURIM Knowledge Economy Group
Description: Follow up meeting to review draft paper on Locational Factors - Attracting & retaining knowledge based businesses in the UK
Attendance: Group members only. Contact emma.fryer@eurim.org

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

Date: Thursday 20 July 2006 **PLEASE NOTE CHANGE OF DATE**
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: Thursday 20 July 2006 **PLEASE NOTE CHANGE OF DATE**
Time: 13.00
Venue: Room T, 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 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 2006 -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: Tuesday **17** October 2006 **PROVISIONAL**
Time: 16.00
Venue: TBC
Organiser: EURIM
Description: Board & Council meetings
Attendance: Directors, Council members & invited guests only

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