

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 October 2006

1) Exploiting the Autumn of Opportunity to Transform Government

Inputs to the Comprehensive Spending and other reviews

On the morning of 28th September we had a full house for a meeting with Sir David Varney on his review and the inputs he would like from our members. A report will be circulated after this has been agreed with his office but over a dozen new case studies of good practice in the organisation of shared services were volunteered in the course of the meeting. Others were identified where the permission of the customers will be needed to enable a full write up of how and why success was achieved, so that others can learn.

ID Cards and Registers

On the afternoon of the 28th, Steven Darvill and Dave Wright (as chair and rapporteur of the Personal Identity Group) met with Home Office officials to discuss the follow up agreed when Margaret Moran MP and I met with Joan Ryan MP, the ID Card Minister, in July. The procurements for ICAO (International Civil Aviation Authority) compliant biometric passports, EU compliant e-Borders cards for immigrants and electronic visas are now going ahead and will help build towards the full ID card programme over time. The wider issues of ID management and information sharing are being handled within the Crosby and Varney reviews and that is where the EURIM inputs would be most helpful.

Identity Management Systems

There had been a good response to the questionnaires sent to trade associations as to the topics that Sir James Crosby's enquiry into Identity Management systems should cover. Those submitting comments ranged from the CBI to the Funeral Directors and suggested looking at the needs of (for example) retail banking, catering/cleaning (often outsourced along chains of volatile and transient workgroups), air transport, multi-channel (including on-line) retailing and the many issues of "correction", from the creation of fictional identities, through misappropriation to deaths and resurrections, whether because of mis-identity or fraud. There do not appear to have been many responses from the Information Systems industry and it would appear that, as the enquiry progresses, the main need will be for inputs from those running identity management systems, rather than those supplying technology.

How do identity management and information sharing, governance and security fit together?

There is a cabinet committee on ID Management with Home Office in the policy lead and another on information sharing, MISC31, with DCA having policy lead. Cabinet Office has the lead on Information Security and Assurance. Meanwhile the Chief Technical Officer Council, which reports to the Chief Information Officer Council, is tasked to produce the architecture and standards for knitting government systems together. There is a clear need not only to circulate case studies of what can be done and the architectures, standards and codes of practice used, but to facilitate co-operation between those under pressure to deliver proposals for new sharing and joining as part of the comprehensive spending review. We have identified three forums looking at the issues across Local Government and several operational codes and have a meeting on 18th October to discuss how best to build on these.

Intelligent Procurement

The public sector move from "big bang" programmes and arms-length procurements to incremental change and framework agreements presents challenges to suppliers as well as customers. There is much misunderstanding as to what is permissible or good practice and a need for case studies and

authoritative guidance as to the horses available for the courses. We plan to cover this, in co-operation with others, in the context of the plans for Select Committee style enquiries.

Inputs to the Cabinet Office/HM Treasury Review of the Third Sector as a delivery partner

We have asked one of our corporate members to draft a submission on possible ways for information systems suppliers and commercial providers to work alongside voluntary organisations and social enterprise in service delivery. The aim is to circulate this before the deadline. See http://www.hm-treasury.gov.uk/documents/public_spending_and_services/third_sector/pss_thirdsector_index.cfm for details of the review.

2) Follow up to the Current Transformational Government Reviews

Select Committee Style Enquiries

On 5th October a lead planning group will discuss organisation, timing, topics and participants for the planned enquiries. As a result of feedback from our observers these are unlikely to start before the New Year, although the membership and topics will be announced earlier. They will also be focussed on obtaining inputs from industry, not officials, on topics not currently covered by mainstream reviews. The first topic being considered is the consultation and planning processes needed to ensure that the proposals for shared services really are citizen centric and address the needs of the target audiences. The second is the monitoring and feedback loops necessary to monitor that they do indeed meet those needs and are updated in the light of experience. Sir David Varney mentioned this on 28th September as one of the areas where the public sector could most learn from the private sector. The third is the need for more flexibility and intelligence in procurement processes, building on what is already known to work and to be within the rules.

The group is looking for additional participants to share the load and cost. Please e-mail eurim@eurim.org if you would like to participate. Daniel Mount, who has taken over from Tom McIver, is helping Emma Fryer with this.

3) A Flourishing Innovation Economy

How the UK must attract and retain knowledge-based businesses

There has been much favourable feedback on the draft circulated to members (and available on the members' area of the EURIM website www.eurim.org.uk) on the need for urgent action to improve UK/EU competitiveness in the global information economy. The main question is: what are we now going to do to ensure action – as opposed to just presenting and publishing?

We have started discussions on the possibility of a major “Action Tank” exercise which would not only go into more detail on the recommendations but also ensure that these are embedded in political manifestos and implemented. That will require funding and resource. Please e-mail eurim@eurim.org if you are interested in helping turn words into action at the European as well as UK level.

Is Your Regulation Really Necessary? - compliance can cost jobs and taxes

I am due to present a keynote to Storage Expo at Olympia on 18th October on the need for users, not just communications service providers and suppliers, to respond actively with political action to the many semi-incompatible demands to retain information that serves no business purpose. That means producing their own regulatory impact analyses and proposed codes of practice - not just suffering in silence or tiptoeing overseas in order to remain internationally competitive or continue to follow good business practice with regard to client confidentiality and security. Please e-mail eurim@eurim.org if you would be interested in helping drive or contribute to work in this area or have suggestions as to others already active in this space.

Please also remember the Cabinet Office consultation on the Regulatory Impact Assessment process <http://www.cabinetoffice.gov.uk/regulation/ria/consultation/index.asp> - responses due 16 October.

4) Tackling E-Crime and Promoting Internet Safety

Raising the Political Profile of E-Crime and Internet Safety and securing action

On 17th October the EURIM Council will be asked to approve an outline plan for a major exercise to secure agreement on a coherent strategy for engaging with the problem of e-crime and halting the erosion of confidence in on-line transactions. The aim must be to help position the UK as the location of choice for reputable e-business and international “disputes resolution”, including for co-ordinating action against criminal activity which crosses jurisdictions.

These issues are of increasing importance to the public and to Parliamentarians. Success will entail demonstrating that the issues are also sufficiently important for e-commerce, banking and communications service players to support the action plans as part of their mainstream public affairs, marketing and corporate social responsibility activities, not just delegate them to the security officer.

The headline objectives are:

- 1) To help ensure that the Internet is a safe place to work, learn, play, shop and access government services and to reserve/rebuild/ensure confidence that this is so.
- 2) To ensure that UK and EU law enforcement and regulators are able to deal with non-geographic, democratically accountable, community policing in full partnership with those who wish to protect their customers, their families and their businesses.
- 3) To ensure that London (itself increasingly a virtual entity) remains the natural location for resolving disputes in cyberspace which cross jurisdictional boundaries, including those which entail co-ordinating activity under local criminal law in locations with different legal/cultural traditions.

A further objective, shared with the Personal Identity and Transformational Government Groups, is:

To improve confidence in on-line government and value for money through better information security and identity management practice and co-operation across the public sector.

Ensuring inter-departmental and cross boundary co-operation

Success will entail ensuring working in effective co-operation with departments and agencies across government in the UK (including between Cabinet and Home Office, DTI, DfES, DCLoG and the security and investigation operations of DWP, HMRC, DEFRA et al) as well as between Law Enforcement, Regulators and Industry. There is a similar need to overcome fragmented and overlapping policy responsibilities in Brussels, to build links across Europe and to create effective frameworks for international co-operation.

The objectives are unashamedly ambitious but we can find no other group looking at the issues in a holistic way. Indeed few industry or professional groups are looking at other than specific operational or commercial issues, such as the retention of communications data or the regulation of investigatory powers. The new group chairman, Rt Hon Alun Michael MP, has already started the process of writing to his former colleagues to discuss the issues that might fall within their departmental policy remits and to obtain their support for securing the co-operation, including from industry, that will be needed in order to deliver results. In parallel he will start contacting those in industry whose business models depend on promoting the safe and secure use of the Internet, with the aim of obtaining their agreement to act as lead sponsors for European and International activity, not just that within the UK.

On 4th October I am due to chair a meeting at new Scotland Yard that is intended to bring together those currently running or planning significant e-crime prevention and Internet safety programmes in the UK, national or local. The immediate aim is for them to meet each other and discover who else is currently doing/planning what. Subject to discussion at the meeting the other aim is, hopefully, to agree a coherent briefing package for those (including minister as well as commercial sponsors) who might be expected to include support for such programmes in their 2007 budgets.

On 12th October Alun will chair a briefing for MPs as part of the “Parliament and the Internet” event being organised in co-operation with APIG, PITCOM, the All Party Mobile and Communications groups and ITSPA. By then we expect to have agreed the first EURIM submission for the House of Lords enquiry into Personal Internet Safety. The second round of consultation on the submission produced a few minor changes for technical accuracy - but this is a high level submission and we are expecting members to go into more detail in a number of areas. In parallel we plan to produce a draft grid of recommendations, including departmental responsibilities for action, which will put the submission into overall context. We are also working on an updated map of players and initiatives. The current draft for this is in the members area of the EURIM website www.eurim.org.uk .

The grid and map will be used to support an outline business plan for a sponsored campaign to produce results (not just recommendations) that will be put to the EURIM Council on 17th October. Subject to approval we will then embark on a recruitment exercise with the aim of having sufficient funding and participants for a public launch in the New Year. That launch will be intended to give platforms for participants to obtain good publicity for their organisations and their objectives. Please e-mail eurim@eurim.org if you are interested or would like a meeting to discuss objectives and participation with Alun.

5) Net Neutrality v the Intelligent Internet

Topics for discussion with the Internet Caucus in January 2007

The debate over the Commission Audio-visual Directive winds on, apparently as a proxy for debate about whether regulators should control choices between business models for video-streaming over the Internet or using product placement to fund new content. As yet few mainstream UK or EU politicians appear to appreciate what is at stake. As part of the build up to the visit to Washington in January for the Conference of the Congressional Internet Caucus Advisory Committee, we therefore hope to give all EURIM members the opportunity to participate in briefings on the issues.

Will Roebuck will.roebuck@e-ra.org.uk is organising a joint meeting on 25th October for EURIM and the E-Regulatory Alliance, to discuss the issues that will need to be addressed over the next year or so. This will be hosted by Bird & Bird. In the meantime the Wikipedia entry on Net Neutrality, http://en.wikipedia.org/wiki/Net_neutrality is said to be as good an introduction to the issues as any.

Please e-mail me, care of eurim@eurim.org , if you are interested in participating or in assisting with the briefing and visits programme as a supporter or sponsor.

EURIM Timetable – October 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.

October

- Date:** Wednesday 4 October 2006
Time: 16.00 - 18.00
Venue: New Scotland Yard
Organiser: EURIM E-Crime Group & Internet Crime Forum
Description: Joint workshop & inaugural meeting of the ICF E-crime Prevention Sub-Group to review the current situation in relation to existing & planned regional & national e-crime prevention initiatives.
Attendance: Group members, observers & invited guests
- Date:** Thursday 5 October 2006
Time: 15.00 - 17.00
Venue: Room Q, Portcullis House
Organiser: EURIM Transformational Government Group
Description: Planning meeting for Select Committee committee style enquiry
Attendance: Lead sponsors & participants only
- Date:** Thursday 12 October 2006
Time: All day conference, followed by reception
Venue: Attlee Suite, Portcullis House
Organiser: Joint event involving APIG, PITCOM, All Party Telecoms & Mobile Groups, EURIM & ITSPA & others to be confirmed
Description: Parliament & the Internet: The first attempt to bring together all the various political groups in the "convergence" space. Topics include: Internet Governance & Safety, Communications Convergence & UK Competitiveness.
Attendance: Parliamentarians, policy advisors & industry lobbyists
- Date:** Tuesday 17 October 2006
Time: 15.30 -17.00
Venue: Room N, Portcullis House
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: Value for Money in ICT Projects: Mark Todd MP Public Accounts Committee & Andrew Pinder, now President of Gov3
Attendance: PITCOM members only www.pitcom.org.uk
- Date:** Wednesday 25 October 2006
Time: 13.00 lunch for 14.00 start
Venue: Hosted by Bird & Bird, London, EC4A 1JP
Organiser: EURIM & ERA
Description: Is the concentration of UK/EU debate on TVWF as opposed to "Net Neutrality v. The Intelligent Internet" evidence that we have lost the plot? A round table discussion of the issues that need to be raised/debated if we are not to live by whatever rules are developed on the far side of the world. Chaired by Hamish Sandison.
Attendance: EURIM & ERA members plus Bird & Bird guests

November

Date: Monday **6** November 2006
Time: 18.00 - 20.00
Venue: To be confirmed
Organiser: Conservative Technology Forum
Description: Health
Attendance: Conference delegates & others with conference passes

Date: Monday **20** November 2006
Time: 18.00 - 19.30, followed by Annual Dinner
Venue: To be confirmed
Organiser: PITCOM
Description: Future Issues for the Government Chief Information Officer: John Suffolk.
Attendance: PITCOM members only www.pitcom.org.uk