

To EURIM Members and Observers
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The Information
Society Alliance

EURIM



EURIM Newsletter September 2008

1) How the Knowledge Economy is Changing the Political Economy

Putting the issues into constituency context

The group planning team met with “Local Futures” to discuss a programme of events to brief prospective politicians and advisors on social and economic changes under way in those constituencies where private sector employment and public sector revenues are increasingly dependent on businesses that could move anywhere in the world at short notice. I was personally concerned to learn how much data is available but not conveyed to policy makers, partly because political boundaries no longer reflect perceived community groupings, let alone travel-to-work patterns. The pilot event will probably bring together MPs representing constituencies in Berkshire, where the local authorities have recently come together in support of a groundbreaking study, and some of the largest local employers. A follow up exercise for Hampshire is being planned and we are in discussion with the Bow Group and the Fabian Society on a joint event, to be hosted by IBM on the evening of 26th November. Invitations will be sent to their members working in Westminster and as prospective parliamentary candidates and to the Intellect and BCS Young Professionals Groups. Corporate members interested in supporting these exercises or in hosting future events, including ICT-related political debates with Bow Group, Fabians and the YPGs should contact Lucy Fairbrother: fairbrotherl@parliament.uk.

2) Setting the Information Governance Agenda

Irrelevant, Overhead or Central to Survival – and too important to be left to Government!

There is a growing fear that major wealth creating businesses will be driven overseas by the cost of bureaucratic regulation that is irrelevant to good business practice and opens up more vulnerabilities than it addresses. We see a growing morass of legislation mandating the retention of information that is no longer needed for business purposes for possible disclosure to law enforcement, central and local government or regulators at a time when confidence has collapsed in the ability of large organisations, including government and regulators, to keep it secure. The time has surely come to rebuild confidence around regulation that is based on practical experience, rather than legal or political theory.

But how can and should good practice be identified, fostered and enforced?

- How much is about people processes rather than technology?
- Who should drive the agenda - given that officials now appear less trusted than business, albeit more than politicians or journalists?
- And who is willing to lead? Who is willing to follow them? Who is willing to contribute what to making it all happen?

The Information Governance Group is inviting advance papers addressing these questions, for a Director's Round Table on 24th November, chaired by EURIM Director Philip Dunne MP (also chair of the All-Party Corporate Governance Group) with an opening keynote by Sir James Crosby. The objective is to identify whether there is the will on the part of large organisations and their legal advisors and auditors, to take a lead in rebuilding confidence that our information governance regimes are fit for purpose. The partners in this exercise have not yet been confirmed but the organising team is in discussion with the British Computer Society, Centre for Policy Studies, Institute of Chartered Accountants, Intellect, Smith Institute and others regarding the invitation lists, content and follow up plans - including for publication of the advance papers and conclusions from the round table.

Please contact Ed Phelps phelpse@parliament.uk for details and to join the organising team, submit a paper, nominate a main board director for the discussion or request a place in the audience.

Briefings on progress with current and planned trust frameworks: English and International

Hardly a day goes by without another story of data loss or identity theft hitting the headlines. Vendors across the globe have sought to fix the problem with a variety of technical solutions, but no-one has yet come up with a solution that will inter-work with the rest of the world, let alone address the crux of the problem.

For the past nine years the Global Trust Center (a not for profit organisation based in Sweden) have been developing an approach to managing the entirety of the problem, but from a real world point of view rather than with just some technology. Metanoya are the UK licensees of the GTC IPR and during a briefing in October they will be giving some insight into how they will use it to help both public and private sector organisations to transform, putting the individual back in the driving seat. We are expecting a very lively and informative discussion and details will be circulated to members when arrangements have been finalised.

3) Let The People Speak: Achieving Citizen-Centric Service Delivery

Turning short-term rhetoric into long-term reality

The report of EURIM Transformational Government Dialogues contains a great many recommendations, many not new. The bigger question was, however, “Why is known good practice so rarely copied and followed?” The answers are to do with the motivation and performance measurement of those in key roles: political, official, advisory or with suppliers. The key to success is therefore to change that motivation. Devotees of “Yes Minister” will remember that the threat of a Select Committee Enquiry concentrated the mind of Sir Humphrey far more than anything Jim Hacker might say, perhaps even more than any short-term media headline. Hence the focus of the final report on the role of Parliament’s select committees in pre-and post- legislative scrutiny and performance monitoring. http://www.eurim.org.uk/activities/tgdialogues/TGD_IntegratedReport.pdf

This also appears to be the best way of addressing the consequences that flow from lack of evidence-based policy making and the lack of continuity of ministers and officials, often between policy formation and primary legislation and certainly between primary and secondary legislation, let alone procurement and implementation. Select committees, however, need yardsticks against which to assess performance and proposals: hence the recommendations regarding the role of industry (users and delivery partners as well as product and service suppliers) and the professions in producing best practice guidance.

The EURIM Public Service Delivery Group is contacting select committee chairs via its parliamentary members and plans to assemble and help publicise material on good practice. It also intends to look at the means of organising democratically balanced and secure consultation with local communities, including the vulnerable, victimised and insecure who are all-too-often excluded.

This programme is particularly important to both our political and our industry members because the ongoing delays in public sector procurement will not only cost the latter dearly but will also reduce their capability to deliver in future, unless we can rebuild public and political confidence that ICT, properly used, can and does help improve public service delivery.

4) Creating an Internet Crime Reduction Partnership for the UK.

Co-operation across the geographic and non-geographic boundaries as a means of tackling the real problems and keeping regulation to a minimum.

The EURIM e-Crime Group is committed to supporting in practical ways the proposal to create an Internet Crime Reduction Partnership for the UK, which is a radical approach to making the UK “the safest place to do business online”. By using the expertise of industry to tackle the real problems of “online crime and disorder”, the partnership will have the support of Parliament, Government and

"Civil Society" through a joint commitment to avoid legislation and regulation except in exceptional circumstances - and then by agreement. This will also help to support the UK's approach to Internet Governance via the IGF and there is now international interest in seeing how a non-bureaucratic partnership could serve both the public and business interests.

The executive group will meet on 6th October to discuss pilot projects to demonstrate that partnership works - and all EURIM members are invited to contribute suggestions. The aim is to agree a launch programme for the partnership that can be described in the EURIM session at the Parliament and the Internet Conference on 16th October. The Rt Hon Alun Michael MP will introduce that meeting by describing the cross-departmental agreement and ministerial support and will then invite contributions from those who have suggested lead projects to demonstrate that partnership produces practical results. The intention is that the partnership will be complementary to the work of the proposed police central e-crime unit and the Fraud Strategic Authority as well as the cross-departmental government-industry Internet Safety Group recommended by Dr Tanya Byron in her report to the Prime Minister earlier this year.

Please e-mail Dan Mount mountd@parliament.uk by 18th September with suggestions for pilot projects, if you would like an invitation to join the executive and play a leadership role in this exercise, or would like to be placed on the E-Crime lists to participate as a supporter

5) EU and UK Communications Policy and Regulatory Structures

Putting the issues into European and International Perspective

Alcatel-Lucent will be hosting a seminar on High Capacity Broadband meeting in Paris on 22nd September. We apologise for the clash with the Labour Party conference but the meeting is timed for the European Parliament vote in Strasbourg on the following day. The speakers, including from the French Regulator and OECD, are all Paris-based key policy officials and the first aim is to put the issues into the context of French objectives for their Presidency. The second is to open up dialogue with players in Czech Republic and Sweden (the next two Presidencies) given that so many key decisions are now being taken at European level. Please e-mail Malcolm Harbour's office mharbour@europarl.eu.int if you wish to attend or for more details.

6) Measuring On-line Performance

The Ofcom Review

The importance of the Ofcom review on Quality of Service Information is not at all apparent from the announcement <http://www.ofcom.org.uk:80/consult/condocs/qos08/> and the documentation is hard going. But competition cannot operate if business and consumers do not have readable, reliable and comparable information on what is being sold to them. This is, therefore, arguably, the most important consultation Ofcom has ever done. The deadline for responses is 8th October.

It is certainly more important in its implications than the Home Office consultation on implementation on the EU Data Retention Directive that has attracted so much more publicity. The consultation paper is available at <http://www.homeoffice.gov.uk/documents/cons-2008-transposition?view=Binary> and includes examples of the use of retained data to date and a draft of the new regulations to replace those currently in force. Responses are invited by 31st October 2008 to commsdata@homeoffice.gsi.gov.uk