

To EURIM Members and Observers
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The Information
Society Alliance
EURIM



EURIM Newsletter July 2009

1) Preparing for the Class of 2010

Associate Parliamentary Membership and activities before and after the Election

The next election is likely to bring more new MPs to Westminster than any since 1833. The EURIM Council has agreed a new grade of associate membership for candidates of the parties from which we already have parliamentary members. On 29th July we have a meeting to begin planning activities for them. The response from our Corporate and Associate members has compelled us to move to a larger room. We now envisage a significantly more ambitious programme, making full use of partnership working and contributions in kind from those who no longer have public affairs budgets.

The next event is organised jointly with the Worshipful Company of Information Technologists (the City of London Livery Company for the industry) and will look at the challenges of turning round public service delivery during recession. Steve Bundred, Chief Executive of the Audit Commission, is expected to speak on how some councils have already transformed themselves, delivering better service at lower cost. Brendon Riley, Chief Executive of IBM UK is expected to cover lessons from their turnaround, including the change in culture. As with the last event we will then ask one of the new generation of politicians to respond from the candidates and encourage lively contributions, not just polite questions. This is likely to be Liam Maxwell, author of the controversial CPS study "It's Ours: why we, not government, must own our data".

There is a wide range of possible topics for future events. One aim, however, will be to identify where the interests of candidates coincide with those of current parliamentary members, including those who are standing down and wish to "hand on the baton" to their successors in Parliament who will then use the issues they have championed to build their own reputations. We also plan workshops on the use of new technology for campaigning, with inputs from the Information Commissioner's office on what is legal and what is not.

In September, we expect to announce a competition for short multi-media clips that help explain the complex issues of Information Governance. This is being organised in partnership with the Council of Professors and Heads of Computing, to fit the timetables of their film and multi-media courses, with parliamentary candidates expected to help brief entrants and later assess entries.

2) Expediting and Joining up Successful Public Service Delivery

Joining up the scrutiny of policy formation and delivery

The Chairman of the Public Accounts Committee responded positively to the suggestion of a briefing on the most common causes of project failure and how these might be addressed, drawing on the latest material from the OGC, NAO and Audit Commission and the issues emerging from the capability reviews. I met with the Clerk and we agreed to try for October - November and produce a *One by A4* summary of our recent paper, to accompany the advance notice. This would highlight the need to agree clear, prioritised objectives and risk management strategies *before* procurement starts. That summary could also be used for wider audiences, including the Class of 2010. It helps that a number of candidates come from the IT industry and are seriously interested in helping ensure that better practice is followed in planning and procuring major systems.

The Chairman suggested we also write along the same lines to the Chairs and Clerks of the other Select Committees and to the Scrutiny Committee. A letter to the Liaison Committee regarding the scrutiny of proposals that cut across Committee boundaries has also been suggested. The Group next meets on the morning of 29th July to plan the follow up programme. There is a need to bring together the work on procurement, transformation of delivery and innovation - including how to support joining up the funding and organisation of services at the centre as well as at the front line. Whitehall watchers will be aware of the current difficulties in moving from theory to practice in this area.

Connecting the security accreditations of Government

Problems are arising from lack of common standards and processes for the accreditation and procurement of security consultancy, let alone products and services, as illustrated by the conflicting advice being given to those wishing to link to Government Connect before it transfers to DWP as a mainstream operational service in the Autumn. Those using technologies and processes that have been approved for secure communications involving some of the most “important” and/or “vulnerable” in society are apparently barred from access or have been told to use more expensive, less secure routines.

This reflects a wider problem. Even large defence contractors are unwilling to subscribe to framework contracts that require the replication, with variations, of previous accreditations that met the needs of those with more stringent requirements. The newly announced Security and Identity frameworks (see www.cabinetoffice.gov.uk/spf.aspx and www.ips.gov.uk/cps/rde/xchg/ips_live/hs.xsl/1151.htm) should be used to help “clarify” advice across organisational and departmental boundaries and “rationalise” effort in this space around the processes that command professional respect and credibility.

The Secure Sharing sub-group of the Information Governance stream will be asked to look at this issue in co-operation with the sub-groups looking at the procurement of security advice and at security by design. We too need to join up our thinking. Please e-mail eurim@eurim.org if you would like to participate in this group. It would help if you could indicate your level of current/past security clearance. This may well be a significant factor in structuring an effective and informed group.

Removing the obstacles to timely and efficient planning, procurement and implementation

EU procurement requirements Directives are often blamed for delays and expense that do not appear to occur in other member states. We have not looked at this area for some years but there now appears to be a will to take action that was previously missing. Please see also section 7 below and then e-mail eurim@eurim.org if you would like to help an exercise to see what we can learn from other EU member states with regard to the rapid and efficient procurement of shared services, including those organised in partnership between public, private and voluntary sectors as part of local economic development and regeneration programmes.

Promoting effective innovation: from Dragon’s Den to Show and Tell

The group looking at helping DWP with their innovation programme is also looking to see if there is support for a wider exercise involving current and prospective parliamentarians in identifying and promoting case studies of success from their constituencies that could be built on or replicated at little or no cost. We are also looking at exercises to collect case studies of “joined up innovation” from the various “good practice” awards competitions.

Socially inclusive participation and consultation as the key to politically acceptable change

There is a great deal of political interest in the use of new technologies for campaigning and consultation because it is increasingly apparent that politicians cannot make “difficult choices” and get re-elected. “Difficult choices” can only be taken if they can be blamed on the electorate. That means having accurate information on what the electorate really want.

Over 50 methodologies have been identified by those helping the Audit Commission update its guidance on the processes available for use by Local Authorities and Agencies to meet their various statutory obligations to consult. We are looking for those with practical experience of their use -

including determining which are useful for obtaining the views of which groups on what types of issue, under what circumstances.

A particular concern is to distinguish between those that can involve communities in collective prioritisation and decision taking and those primarily designed to aid “reactive consultation on pre-agreed choices”. The latter are far more common but this is a high-risk approach at a time of voter unrest. Those interested in supporting this exercise may therefore also be interested in helping with workshops for parliamentary candidates on campaigning techniques: the other side of the coin.

3) Setting the Information Governance Agenda

Is your data fit for purpose, not just secure? And is your guidance material intelligible?

The material produced by the **Basic Principles** sub-group is now on the EURIM website, including as slides and story. A video is being produced at the University of Greenwich to support the competition which is now being organised in co-operation with the Council of Professors and Heads of Computing to produce 3 minute multi-media guidance material suitable for YouTube et al. The competition will be open to all but organised to fit the project timetables of University courses for film and multi-media students, with advance material to enable faculty staff to plan accordingly.

Please e-mail eurim@eurim.org to join the sponsorship and organisation team. Note that the key “prize” is the opportunity for some of the UK’s most creative students to demonstrate their skills in conveying complex messages. Conversely this is an opportunity for you to trawl for talent.

The **Security by Design** sub-group summary of current HMG guidance and recommendations is now available for review before being placed on the website as a resource. A similar summary of the current professional guidance is being produced, using ISACA material as the start point. The group is on target to have its full report ready for review in September. The techniques for auditing the security of complex systems running across multiple networks involving tiers of components are maturing. The issue now is to test their use in practice and ensure they are then used by a critical mass of major customers and suppliers, not to spend more time and effort on developing new ones. That may well entail making them available at affordable cost, perhaps as open source, rather than confining their use to major players. The means of achieving that change are not yet clear.

The team looking at **Valuing Information** is working with the Knowledge Council, Audit Commission and London Business School to produce a 4 by A4 briefing (with references to back-up material) for publication in September and next meets to review draft material on 28th July. Conventional accounting valuations are unlikely but tools may well be available to help set budgets and justify investment in improving the quality and security of information as a strategic asset.

The publication of “Safeguarding Identity”- , signalling HMG acceptance that federated identity is the way forward - http://www.ips.gov.uk/cps/rde/xchg/ips_live/hs.xsl/1151.htm , will greatly aid the work of the **ID Governance** sub-group. It means debate can move on from enthusiasts and empire builders seeking to promote their “ideal” system and address the “real” issues of governance in a world of multiple systems (with different levels of trust, reliability and accountability) that must interoperate: locally, nationally and internationally.

Those looking at **Quality of Information** are assisting with the external review of the Audit Commission studies on quality of information. We have also agreed to help with promotion, including with events for current and prospective MPs and Councillors, when these are ready for publication.

The **Frameworks for Cooperation** sub-group will be asked to organise follow up to the meeting to look at the issues raised by the current confusion over the codes for connection to Government Connect (see Section 2 above). This may well also link back to ID Governance.

4) Skills for the Workforce of Digital Britain

Lifelong learning frameworks and Centres of Excellence

Andrew Tuson (City University) has drafted a short discussion paper building on the Digital Britain report and summarising current issues, with references to the other main reports. This was requested to provide the start point for a workshop on retaining and rebuilding the UK skills base to help expedite economic recovery.

Key points include the need to better address higher-level skills and continuous professional development. Please e-mail eurim@eurim.org for a copy of the paper and an invitation to attend a meeting to discuss events for prospective candidates on the issues raised. The meeting will be expected to cover:

- partners (e.g. CPHC, BCS, IET, IMIS, Intellect, E-Skills etc.);
- content (e.g. briefs from EURIM and others);
- format (lively speakers and opportunities for candidates to go on record); and
- venues (e.g. University based events for local candidates and employers with invitations to their political alumni and those who recruit from them).

5) Delivering the Tripartite Internet Crime Initiative

Parliamentarians, Government and Business - across the spectrum of issues and responsibilities

Chapter 7 of the Digital Britain Report, on Digital Security and Safety contains much on Internet Governance and E-Crime but the “meat” for EURIM is paragraph 36:

“We welcome proposals brought forward to us by Alun Michael MP, chair of the Eurim e-Crime Group, to enhance the level of co-ordination between different groups and initiatives across the e-crime spectrum. **We will therefore explore the formation of a new tripartite initiative, the Tripartite Internet Crime Initiative** between parliamentarians, Government and business to look across the spectrum of issues and responsibilities and at a practical level look at promoting new efforts in the self-regulatory sphere. This initiative, chaired by Alun Michael MP, will complement the work of SOCA, e-crime, the Police central e-Crime Unit and the National Fraud Strategic Authority.”

Please e-mail eurim@eurim.org if you would like a copy of the discussion paper (for the E-Crime Group meeting on 30th March) that accompanied Alun’s letter to Lord Carter and an invitation to help plan and resource the Initiative. The essential pre-condition for the success of the initiative is the creation of an effective central co-ordinating team, which will undertake the "audit" of activity, threats and challenges, bringing together private and public sector resource to analyse what is happening and suggest responses. We are therefore giving priority to the group that will assemble and maintain files of those (individuals and businesses) willing to work with law enforcement accordingly and also the contributions and expertise they can bring. We will then work on the invitation lists for self-tasking groups to act on the priorities identified in the initial audit process.

6) Implementing the Digital Britain Agenda

Co-operation across the all-party groups and EURIM’s areas of focus

On 14th July the regular programme co-ordinating meeting of PITCOM, ApComms and EURIM agreed to look at approaching the Chairs of the all-party Media groups to pool efforts with regard to the new intake of MPs. The broad banner is expected to be “Digital Britain” and to include the content, copyright and funding issues of interest to content creators, broadcasters and publishers, as well as those currently suggested for our own programme.

Difficult issues regarding the funding of infrastructure have yet to be addressed for the fixed and mobile broadband of the future to be sufficiently secure and resilient to sustain reliable 24 by 7 Internet access to, for example, emergency services, centralised medical records, identity information or food distribution systems. The solution almost certainly entails the aggregation of demand across public and private sector boundaries – as in other parts of the world. Most of the other areas flagged in

the EURIM Communications Group submission to Digital Britain, e.g. spectrum for the emergency services, appear to now be part of mainstream policy consultation and well covered by others.

7) Putting the EU into EURIM

Using our programme for the new intake of MEPs to build pan-European co-operation on IS issues

On 27th July Malcolm Harbour MEP will chair a meeting to use our forward programme for the new intake of MEPs to also bring together Parliamentarians, Officials and Industry in other member states. The aim is to bring together those corporate members happy to work together in other member states, as well as in London and Brussels, to improve understanding and political co-operation on issues of common concern. We have tried similar exercises before but recent changes, including within the EURIM membership, make it both more important to succeed and more likely that we will.

The consortium is expected to work closely with other groups, such as the European Internet Foundation and Digital Europe, with overlapping agendas.

The objective on the 27th is to identify who is interested in working together, with whom, on what topics. The initial list of issues includes:

- Reform of the UK implementation of the EU Procurement Directives - where we clearly have much to learn from others.
- Transposition of the EU Telecom Reform Package.
- A wide range of other Communications issues - centred on how to stimulate world-class broadband roll-out, and the content/services to justify the effort, at affordable cost.
- The Implementation of Consumer Protection Directives as they apply to on-line goods and services.
- Cybersecurity, E-Crime, Internet Governance and responsibility/liability for content.

The expectation is for a programme of meetings in London on Morning mornings and Thursday afternoons (to be convenient for our MEPs) and in Brussels and Strasbourg mid-week. Please e-mail eurim@eurim.org if you wish to be added to the list of those interested in participating. It would be helpful if you could include the topics of interest, contribution you would expect to make and the contact details for colleagues in Brussels and other member states whom you wish to involve.