

To EURIM Members and Observers
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The Information
Society Alliance
EURIM



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1) Candidates Give Clear Priorities at the Party Conference Dragons' Dens

The jobs of the future, access to world-class broadband and better service delivery

Twenty candidates from the three main parties grilled speakers from Atkins and Nominet on Public Service Delivery and Internet Governance at the Party Conferences. I covered Knowledge Economy: alias removing barriers to the jobs of the future. We had rather more robust discussion than might appear from the press releases: www.eurim.org.uk/whats_new/press_releases.php.

LibDem candidates flagged the problem of getting IT employers to talk to their constituency MPs, let alone candidates, as opposed to lobbying ministers and officials in London. This was contrasted with practice in the USA, where publicity from suppliers about the business for which they are bidding and benefits they will deliver helps prevent the mission creep that helps destroy UK public sector systems.

Labour candidates raised questions about funding local access to broadband. This led, inter alia, to a discussion of the role of municipal enterprise and co-operatives in other parts of the EU. Like the LibDems, however, they also flagged the crucial importance of improving understanding between the IT industry and politicians. So too did the Rt Hon Stephen Timms MP in his comments to the candidates.

The Conservative Den included a crisp discussion on the desirability and practicality of cleaning up the Internet and what Government should do if the industry did not. The concluding vote was, however, for removing regulatory and planning barriers to enterprise, innovation and job creation, including local access to world-class broadband and retraining.

EURIM now has fifty candidates in associate membership, another fifty interested and solid feedback on their priorities. We are therefore seeking to organise consortia of members and partners to arrange follow up events and prepare material to support candidates campaigning on:

- Local broadband access: both social (for the otherwise excluded) and geographic (notspots).
- Improved Public Service Delivery: and how to move ICT from whipping boy to enabler.
- The removal of regulatory and planning obstacles: very much easier said than done.
- Internet governance: including how to better address issues like cyberbullying.
- Green IT: clarifying the muddle on what is cost-effective and sensible, as opposed to fashionable.

2) The Reform of Public Service Delivery

What is different about the UK public sector and what can it learn from others?

The discussion on the evening of 24th September was eye-opening. Few appreciate the scale of the challenge faced by Lou Gerstner in turning round IBM or how it was actually addressed over time. Brendon Riley, Chief Executive of IBM UK is willing to repeat his candid presentation to suitable audiences. Equally, few appreciate how bad is the information on which public sector policy decisions and resource allocation, let alone individual benefit or treatment decisions, are often based. The quiet presentation of Stephen Bundred, Chief Executive of the Audit Commission, was truly frightening. Mark Thompson, Judge Business School, compared political audiences to his MBA students, highly

intelligent but varied backgrounds and time-poor. He then delivered a well-received summary of the issues and what needed to happen.

It was left, however, to a former senior civil servant in the audience to go to the heart of the public service delivery problem. Departments like DWP cannot choose their customers and are mandated to apply policies that assume stable needs. But those in most need have chaotic lives. They lurch from crisis to crisis. Systems that assume stability are therefore doomed. Policy makers have to assume that chaos is the norm not the exception. Only then can well-intentioned proposals like Tax Credits be delivered. The opposition also needs to learn this.

Summary of Good Procurement Practice published and follow up being planned

A planning meeting has been scheduled for 18th November to review progress. With a welcome from Stephen Timms, as Financial Secretary to the Treasury, the one by A4 summary (<http://www.eurim.org.uk/activities/pubproc/0909ProcurementSummary.pdf>) has been very well received and is spreading across the target audiences. We are in discussion with the Public Accounts Committee and the Treasury and Defence Select Committees on follow up meetings. Exercises are also being planned on:

- The procurement of shared network services: including local broadband initiatives.
- The inclusion of security requirements in procurements and the procurement of security services.
- Comparisons between the UK and rest of the EU in procurement practice.
- Events and material for Parliamentary Candidates on good practice in planning and procurement.

Better consultation practice: alias “blame the voters for difficult decisions with more credibility”

On 10th November we have a meeting with the Audit Commission to discuss their updated guidance on “Engaging Local People in Decision Making”. The meeting will also review plans for a toolkit approach to supporting e-Participation.

3) Setting the Political Agendas for Information Governance Practice

Educating your MP: everything they need to know about Information Governance but were afraid to ask - you have three minutes starting from ... NOW

The competition for succinct on-line material on the **Basic Principles** of Information Governance has now been launched and registrations from entrants are now coming in from students who will be using this as a course project. We will be sending updates via our lead partner, the Council of Professors and Heads of Computing, to the registered entrants and their departments as new prizes (including copies of multi-media products, site visits, opportunities to present to prospective employers etc.) and offers of assistance (material and briefings on content or technical assistance) are agreed. This competition has struck a chord and we have also begun to get approaches from organisations who need to better brief their own top management and that of their customers and are looking for ideas.

From security by accident to security by design

The meeting to review the first draft of the report and recommendations of the **Security by Design** sub-group was standing room only: until we were able to get more chairs. It was, however, also a most productive meeting with all the critics agreeing to produce material to address the points they raised in time for a revised draft to be circulated a week before the next review, due 13th November. The main changes will include explicit references to some of the existing UK routines which can be built on, plus possible means of encouraging “security by default” in mass market products and services.

From toxic liabilities to valuable assets

The **Value of Information** sub-group has produced a status report, with recommendations. This is due to be released, along with a one by A4 summary, before the end of the month.

*How do we apply good governance to an increasingly crowded **identity management** market place?*

Few players, public or private sector, appreciate how crowded the identity management market place has become. Many are still obsessed with finding a technical holy grail as opposed to governance routines for interoperability between already operational systems and those that may, or may not, win market share in the future. We are therefore seeking to restructure the group round those whose

systems must interoperate with those of their competitors as well as their partners, rather than those proposing new approaches – although the latter will also be welcome.

Making a reality of secure sharing

The meeting on 21st September was very well attended and, as expected, found a need to address the problems faced by those who are expected to interoperate with a variety of partners whose systems have varying levels of security, including different interpretations of supposedly standard criteria. The group meets again on 22nd October to review a paper on the issues that need to be addressed before planning how to do so.

4) Skills for the Workforce of Digital Britain

Ensuring employability after the recovery

There were some sharp discussions at the party conferences on the need to give greater political attention to updating the skills of the existing workforce but it is still most unclear whether there is the support from employers and unions to organise the necessary pressure to achieve this. Please e-mail me if you would be willing to help do so.

5) Scoping and Engagement Meetings for Tripartite Internet Crime and Security Partnership

Making the on-line world safe for your business, your customer, your parents and your children

The invitation list for the **engagement** meeting to line up support for the partnership is currently being compiled. The target audience is those who will be able to commit their organisation to action, having already been briefed by their staff as to what is expected. Corporate and Associate members are asked to let me know who, if anyone, from their organisation should be invited.

We are also helping plan a professional exercise to build on current information sources to assess the scale and nature of the problems: from actual losses, through supposed “lost” revenues and the cost of security to the impact on the confidence of current and would-be on-line communities. If the losses are indeed well below the cost of a crisis of confidence, then the response needed is to get better value from existing budgets through rationalisation and co-operation. That is a much easier case to make at a time of recession. Please let me know if you have sources of information that you are willing to share.

Delivering Digital Forensic Triage: rationalising the accreditation of tools and of people

On 12th October the City of London Livery Company for Information Technology hosted a meeting of key players, including the Forensics Regulator, Law enforcement and National Security Agencies, and the providers and users of digital forensics tools and training to discuss the supposed crisis with regard to skills and backlogs. A number of problems were identified with regard to the processes for accrediting innovative tools, especially with regard to mobiles and networks, and for improving the supply of skills. Those present agreed to work together. Please let me know if you would like to be invited to join the follow up group.

Mobilising Volunteers: The Cybersecurity Challenge

The Information Security Awareness Forum (which brings together the awareness activities of the relevant UK professional bodies and trade associations) is considering support for a UK version of the American Cybersecurity Challenge to generate the large number of skilled volunteers and potential professionals who will be needed to help meet the challenges of the future, including 2012. Again please let me know if you would be interested.

It is the adults not the children who are living on Fantasy Island

Childnet organised a panel from the Children’s IGF as the EURIM Contribution for the Parliament and the Internet Conference on 15th October. They wanted “open access with safety”, pointing out that our technology dependent, “if in doubt block it”, feeds to schools got in the way of supervised project work, because pupils could not access mainstream sources like Wikipedia or unapproved blogs. They were well aware of what they were asking and also pointed out that the safety and privacy features of social networks used from home failed to protect from the 24 by 7 cyberbullying that was their main

concern. Their candid approach to the difficult issues that they wanted to see addressed was most refreshing.

6) Communications Regulation

Putting UK initiatives into EU context so as to make better use of members' time

The planned review meeting on 26th October is due to review:

- Transposition of the EU Telecom Reform Package.
- Implementation of Consumer Protection Directives.
- IP and copyright enforcement; EU patent law reform.
- Cybersecurity; E-Crime; Internet Governance.

A common theme at the EURIM Policy Dragons' Dens at the party conferences was the desire of parliamentary candidates from all three main parties to use campaigns to improve local "access" to "real" broadband (i.e. that which will carry instant access, full motion video not just streaming) as part of their election strategies.

"Access" includes affordability and usability as well as geographic.

Candidates would very much welcome an exercise to provide them with briefing material covering topics like:

- the options available and suitable for their area: suppliers, technologies etc.,
- the means of bringing together demand across public and private sector boundaries;
- the funding and procurement processes available for shared services;
- the effect of barriers to investment such as business rates;
- reliability, resilience, usability etc.,
- contact details for potential allies and helpers.

The meeting will therefore be asked to start the process of identifying which suppliers (of content as well as of technologies, networks and advisory services) are interested in working together to produce such material, perhaps with a steering group of candidates who will confirm whether it addresses the questions to which they are seeking answers.

As the candidates become involved in their local campaigns they will be told a variety of stories as to what is, or is not, permissible under EU procurement rules with regard to shared services. The provision of authoritative guidance is not in the Digital Britain implementation plan and is not a current priority for OGC or anyone else.

Those present will also be asked to identify who is interested in supporting an exercise to change that situation - or to provide that guidance, perhaps based on the routines used in other member states.

Please e-mail eurim@eurim.org if you are interested but unable to attend to ensure you are on the circulation list for this group.