

# Rebuilding Trust in the information governance of e-government

Why trusts who, with what and why?

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- **RIPA and Soham exposed the underbelly of public information governance**
- **Phishing and spam have shaken faith in the Internet as whole**
- **Lord Chancellor admits Data Protection is “almost incomprehensible”**
- **But the Gershon agenda depends on accurate and secure data sharing**

## Breaking the cycles of bad practice

- Moving from big-bang to structured evolution
- Gateway Reviews, e-Gif and Framework Contracts
- Public accountability not commercial confidentiality
- Think big, but start small and scale fast on success
- Consent driven sharing wherever practical

# Information Governance is the showstopper

- Fragmented legacy legislation, not just data protection
- Lack of common understanding, objectives and priorities
- Lack of clarity, consistency and common standards of governance
- Obsession with technology when the problem is people, on all sides

# The Way Forward

- A Consent driven cycle of trust and validation (akin to financial services)
- Publicly accountable 3<sup>rd</sup> party governance for statutory powers
- Cost, risk and liability assessment for trust and governance models
- Clear (and published) rules, responsibilities and liabilities for operational staff
- Rolling validation programmes
- An over-arching strategy for the inter-operability of identities (personal and legal)

**For details of the EURIM work on  
Personal Identity and Data Sharing  
and on E-Crime and Internet  
Security visit [www.eurim.org.uk](http://www.eurim.org.uk)**