

THE EUROPEAN
INFORMATION
SOCIETY GROUP

EURIM



**Draft report of the EURIM Personal Identity Group meeting, 15 December 2005,
1000 – 1200 in Committee Room 6, Westminster Palace**

Chairman: Philip Virgo (EURIM) Rapporteur: Dave Wright (EURIM)

SUMMARY OF MAIN POINTS

1. There should be no illusions about the difficulty of ensuring the changes in attitudes needed by suppliers and politicians in order to deliver the Transformational Government strategy. The **EURIM Personal Identity Group has a potentially vital role in this, as one of the few organisations that cuts across departmental boundaries.**
2. Changing attitudes requires innovative approaches, with MP's exerting pressure by calling for joining-up to better serve their constituents. Industry must promote shared solutions that can evolve over time to meet changing needs, rather than supporting their current departmental customers in proposing a new generation of centralised systems. There is also a need to publicise and build on success, through routines, scaling up pilots and progressing incrementally as necessary.
3. Public confidence in good practice in joined-up public sector systems, systems security and secure data sharing is critical to take-up. The ICT industry's current lobbying efforts to improve its image, in the face of well-publicised delivery problems, are widely seen by MPs and others as ineffective and unprofessional, especially when compared with those of, for example, the Scotch Whisky association. Incidents such as the recent theft of identities at DWP are not helpful, and raise issues of good practice in security. EURIM has been asked to provide examples and case studies in order to help persuade departments to accept and implement the good advice available from e.g. CESG, CSIA, the security specialists in their suppliers etc.
4. Suppliers should start thinking now about the joining-up of identities across departments that will follow the passing of the ID Cards Bill legislation. Whatever the nature of the contracts for the cards and/or the Identity database, the legislation is expected to enable widespread joining up within greatly improved governance. There will also be a requirement for the better use of technology to improve feedback on departmental quality of service.
5. A key part of the motivation within Government will be Sir Gus O'Donnell's plans to put joining-up at the centre of a new Civil Service career structure, with rebuilding, training programmes and professionalism within the Civil Service as a route to changing its culture.
6. While there is an urgent need to organise procurement, procedures and managerial controls to counter the risk of high profile, sensationalised IT failures. **There will be no slow down in the drive towards data sharing and shared services.** It is important to move to citizen-centred, transactional relationships, rather than simply providing one-way information.
7. There are concerns that unnecessary procurement risks might arise from the close alignment between the architecture of the ID card system and the Statutory Instruments in the enabling Bill. It was agreed to discuss this within the Group before deciding if action should be taken.

1. Welcome and Introduction

1.1 Members and observers were welcomed to the meeting, with introductions around the table.

2. Summary of discussions at UK Presidency Conference, ippr, PITCOM and other meetings, including some addressed by the Cabinet Office minister over the past month

2.1 The websites for the UK Presidency conference papers and summaries of the ippr and PITCOM meetings are:

www.egov2005conference.gov.uk/,

www.ippr.org/uploadedFiles/research/projects/Digital_Society/summary_transformational_gov.doc

www.kablenet.com/kd.nsf/PitcomNews/62435FDF302F15C0802570D9003D36A9?OpenDocument

Few of those present had attended any of the meetings, so we began with a lengthy attempt to summarise some of the main points.

2.2 The Presidency Conference was largely about objectives, structures and motivations, with an exhibition of some of the best applications from across the EU. Award winners were almost all from accession states, perhaps because they were starting from scratch, but another common feature was their need to work within tight budgetary constraints and therefore focus on rapid payback, low cost, open source, integrated solutions. The most striking UK contribution was from the Head of IT at GSK who reported savings of 75% from their ICT budgets after merger, from switching off those systems that did not give benefit.

Other contributions not covered in the main report were that only 3% of applications across the EU achieve level A compliance for accessibility, and only one supplier (from an accession state) routinely delivers to level AAA. There is a real problem with systems increasing, not decreasing, exclusion among those that governments are most concerned to serve. A more light-hearted, but serious question was "how do we motivate the legal advisors, on both sides, to help solve problems rapidly and cheaply, rather than win battles".

2.3 The ippr seminar on 8 December addressed the specific issues of establishing trust in e-Government services, both from the standpoint of public sector employees and professionals, and take-up by citizens. The challenges were identified as:

- maintaining the UK's reputation for being at the forefront of leading-edge technology; this entails tackling perceptions of high-profile government IT failures;
- recognising the scale of IT/investment needed - the Government spends approx £14bn a year on IT; we need investment in forward projects as efficiency increases, less on legacy systems;
- the role of IT in building the skills-knowledge base - this is critical, especially in view of Chinese and Indian competition;
- the need to earn trust - the single most important driver being service delivery.

2.4 It is important to break down the monoliths/silos, and move to **transactional** relationships, rather than simply providing one-way information; thus Government must focus on the individual, with 2-way feedback put in place so the customer/citizen can input. Transformational Government (TG) must be inclusive, and extend choice.

2.5 There is an urgent need to organise procurement, procedures and managerial controls to counter the risk of high profile, sensationalised IT failures. **There would be no slow down in the drive towards data sharing and shared services due to fears of failure or security lapses, so we would need to reassure on this.** The theft of the identities of 1500 DWP officials in Glasgow was noted. The problem was attributed not to the technology, but to changes in staff working practices and systems being implemented before the change programme had trained staff in the new procedures, and built on core competencies.

2.6 Fraudsters were said to be using the names, addresses and national insurance numbers of the identities of up to 10,000 civil servants to put in claims for tax credit and create false bank accounts. Some of the victims include the DWP's own fraud investigators. Staff claiming tax credits had discovered that the money had been diverted to new bank accounts taken out in their names. One said his own bank account had been cleared out and transferred to another account. Staff at HMRC also claimed fraudsters are using the department's inquiry line to ring up and change genuine claimants' address and bank account details to get their benefits diverted. HMRC has closed down its internet e-portal - used by 500,000 people a year - because of the level of fraud. The NAO has

reported that up to £30m may have gone missing from tax credit fraud - and apparently there are not enough staff to investigate frauds of more than £1,500. The DWP confirmed that a criminal investigation was under way into the scale of identity theft and fraud.

2.7 The TG strategy covers a broad agenda and puts technology in the hands of front line workers in order to deliver real benefits to the public. For example, the NHS IT programme is designed to give clinicians the information to provide better services through electronic patient records etc (c.f. the EURIM Status report of January '03 [Right Data, Right Time, Right Place - Joined-up Medical Records](#)). Front-line staff are key to the success of any project, and a critical part of the solution is managerial awareness of what is needed. Securing buy-in staff across government will be an enormous challenge, but TG is a meaningful start. It requires a collaborative effort, and there is genuine buy-in across Government - not just a top down instruction. The Unions were mostly on board, especially with respect to professionalism.

2.8 A major factor in the successful implementation of TG strategy would be its acceptance by the service providers (professionals) and citizens; the best (if not the only) way to do this was to consult with, and listen and respond to, the practitioners. That raises the question of how Government ensures that both the citizen and the professional at the service delivery interface would be able to communicate their concerns and ideas to the relevant department/agency? There is a plan of work to carry this through, exploiting a user experience mechanism akin to that in Canada, but better! There would be 2-way feedback for society at large, not just the professionals. The minister referred directly to the plan of work with EURIM, DCA and others to improve public confidence to through efficiencies brought about by secure data sharing, better practice etc.

2.9 The importance of building user input into services and of opening up services to co-creation between users, public sector information and existing interfaces was raised. One speaker suggested "harnessing the creative energy and expertise of hackers", and criticised the Government and security services' concepts of trust which, he claimed, ignored the social history of communal trust, as opposed to trust based on validation and identification. It was also noted that less than one third of visitors to Get Safe On-line are over 55.

2.10 Managing Identity Assurance was put into the context of Entitlement: knowing who the customer is, identifying who is entitled and assessing entitlement. A key message was that absence of Identity Assurance is a very real threat to the evidential chain. A recent incident at Schipol airport revealed that those arrested for passport offences had been subjected to detailed examination because of their behaviour, not the documentation that they were carrying. The failure to share information between immigration control, passport officials and police and the number of passports obtained by deception was a major problem. Verification tools that help international organisations analyse and authenticate security documents such as passports, banknotes and driving licenses need wider publicity.

2.11 The PITCOM meeting, where the minister was mainly addressing would-be suppliers, added a focus on the scale of what is proposed: the UK is not a Federal Government and therefore has the largest public sector systems in the world. This poses major challenges, hence the focus on skills and professionalism as well as on personalization and choice. The minister emphasised the need to use shared services to build on best practice and reduce duplication of effort, citing the example of a council in the North of England processing housing benefit applications for a council in London. Future Gateway Reviews would include asking whether shared services had been considered. The minister concluded with a call for feedback by the beginning of February, especially on areas for savings from legacy systems that could be used to help fund the massive investment in new systems that would be needed. An almost verbatim record of the minister's replies to questions is on the PITCOM website (quoted above)

3. Summary of discussions on 15th December

3.1 The TG strategy requires cross-departmental co-operation in ways alien to the culture and career and reward structures of the current Civil Service. Cabinet Office can set frameworks and apply pressure through Treasury reviews, but is not an executive arm of Government. Change can be achieved over time in response to a mounting groundswell of political opinion, built up by critical Select Committee reports, all-party pressure groups and MPs complaining to departments, but this route also commonly reinforces existing silos or creates new ones. Success in delivering the shared solutions inherent in the TG strategy requires rather different political pressures.

3.2 The Cabinet Office concern is to see socially inclusive, citizen-centric services generated by systems that deliver for people, and not just IT-based solutions that may look attractive, fail to deliver and actually serve to increase social exclusion. Both the Prime Minister and the Chancellor have placed similar concerns on public record. A survey released during the UK presidency conference indicated that only 3% of public sector websites across the EU met level A for use by the disabled and only one supplier (from an accession state) routinely delivers to level AAA.

3.3 A major task is to get potential suppliers to start thinking now about the joining-up of identities across departments that will follow the passing of the ID Cards Bill legislation, whatever the form that the Cards and supporting register takes. There is also a need to make better use of the technology to improve feedback on quality of service. Some departments have commissioned research on their performance in handling enquiries. The results are so embarrassing that they will never be published, but they are being used to start the system changes necessary, including training, access and authority, to enable staff to do better with less effort.

3.4 EURIM generally works to keep issues out of the media headlines, but when it comes to supporting the TG agenda, it may be helpful to go high profile, including on the need to cut across silo boundaries on the part of politicians and industry, as well as departments and agencies. The proviso is that we agree in advance how to use such publicity to help recruit a critical mass of backbenchers, as well as current and would-be suppliers, to call for joined-up solutions and to avoid a new generation of big-bang silo-based systems that will deliver benefit only to consultants and lawyers. Such recruitment requires innovate thinking, given the current limited interest/involvement of MPs in this area.

3.5 One suggestion is an exhibition in the Upper Waiting Room of Westminster Palace, with timetabled demonstrations of live applications from the constituencies of target MPs, thus encouraging the member to attend for a press-release and photo-opportunity with constituents (present at the exhibit for that time-slot). Previous experience of such events indicates that they can be effective (140 MPs signed in during one such exercise) but they present considerable organisational and logistical problems. Cabinet Office and ministers are likely to be supportive, but we also need the support of a good selection of MPs.

3.6 Another idea is to organise activities with Citizen's Advice Bureaux, which are in frequent contact with MPs through constituents' problems. David Harker (CEO of Citizens Advice) has been invited to speak at the PITCOM meeting in March, which will focus on the benefits of joining-up and the costs of not doing so. This fits with the work of the EURIM PI Group to collate examples of joining-up and distil good practice. Public confidence in good practice in joining-up public sector systems, in systems security and in sharing information is critical to take-up. Incidents such as the recent theft of identities at DWP are not helpful, and raise issues of good practice in security.

3.7 EURIM has therefore been asked to provide examples of good practice (public and private) to help mount pressure and persuade more departments and agencies to accept and implement the advice and guidance available from CESG, CSIA and the security teams of their suppliers etc. The aim is to ensure that they are in a position to improve current practices before MPs are briefed to ask questions that will expose them to public embarrassment.

3.8 The overall public and political image of the ICT industry must also be addressed. It is very important to the UK economy (around 10% of GDP) but it's lobbying efforts are currently seen as ineffective and unprofessional compared with those of, for example, the Scotch Whisky association. The exceptions are players like e-Bay and Amazon. Hence the need for a major exercise to help the industry improve its image and generate confidence that it can and will deliver benefit.

3.9 Another point of leverage is the Sub-Committee on Electronic Service Delivery (PSX(E)) of the Cabinet Office Ministerial Committee on Public Services and Public Expenditure (PSX), under the chairmanship of Chief Secretary to the Treasury Des Brown. The task of the PXS(E) is 'to drive forward the Government's strategy for IT-enabled change in the provision of public services; to review delivery of departments' programmes for making efficiency savings through e-enablement; and to make recommendations as necessary to the Committee on Public Services and Public Expenditure'.

3.10 We need to get PXS(E) to look also at the organisation, funding and monitoring of the many pilots already under way so as to make it very much easier to sustain, scale up and join up those that are

successful, especially now that proposals for big projects are likely to be seen as a “career-limiting opportunity” on the part of those tasked with delivery!

3.11 EURIM is seen as one of the few organisations that can cut across the silo boundaries. As a part of the process of improving mutual understanding between MPs, suppliers and officials as to the scale and nature of changes needed, we have discussed with Cabinet Office the possibility of a meeting at which representative corporate members can say what they are planning/doing to help meet the TG objectives, and invite others to join them. The minister would then respond, welcoming what industry is doing to help and giving an update on the progress that this was enabling. This would be followed up by a networking event with officials from eGU, industry, the voluntary sector (increasingly used as intermediaries) and the various departments that have to be brought together.

3.12 We should have no illusions about the scale and nature of ensuring a genuine transformation of the way Government works. Any short-term success will need to be followed up by sustained pressures to make a reality of cross-departmental co-operation by priming MPs to ask regular questions to departmental ministers about progress with joining-up and to ask parliamentary select committees to also undertake joined-up enquiries, so help address silo mentalities. Suppliers also need to be tasked and motivated to help with the break-down of silos, rather than reinforce the positions and systems of their favoured customers!

Questions and answers

3.13 Had any thought been given to the way in which the essential structure of departments could be transformed? Is there a desire to change the operating structure?

Sir Gus O' Donnell (Secretary of the Cabinet) is rebuilding the Government's training programmes and professionalism within the Civil Service as a route to changing its culture, rather than restructuring. If he succeeds, this will revive the practice of requiring civil servants from different departments to attend training courses across departmental boundaries as part of a common career development path. Increased rotation of staff between departments might also be expected, to avoid promotion paths up departmental drainpipes. As yet there appear to be no proposals to enable departments to contract work to each other, than as agreed during the annual spending review. But at the PITCOM meeting, Jim Murphy quoted an example of local authorities sharing services, rather than outsourcing. This might well therefore be another model for the future, given the TG focus on shared services.

3.14 The delivery model within Government militates against co-operation: where is the motivation for joining-up?

There is a very real political imperative and it looks as though Sir Gus O'Donnell will have joined-up careers at the centre of the new Civil Service professional development structures. Success, however, depends on the political will to drive this through (where other previous attempts had failed). High-level buy-in was already fairly assured, and would be reflected in departmental bids for the next spending review. However, any back-tracking on delivery would precipitate a crisis in the run-up to the next general election, hence the important role for backbench MPs in keeping up the political pressure to deliver joining-up after the spending review and ministerial announcements. **Responses to TG and the 2006 savings review should identify what savings can be made through joining-up. The spending review will determine deployment of the savings made.**

3.15 What are the implications of decentralised planning systems, shared human resources and other practices – are the unions on board?

The first set of systems to be joined-up would be HR; every payroll service etc. would have to justify its existence as part of a zero-based review. The unions appear to fully support career rebuilding, but may require in negotiations that existing civil service security and pension conditions are preserved.

3.16 Where should EURIM press for best effect? Should we in fact be supporting the TG strategy at all, since it is more like a set of vague goals and prayers than an IT strategy?

EURIM is concerned with Information Society issues, not just promoting technology. The TG strategy is an attempt to implement the recommendations that EURIM first made in its Briefing 'A Shock to the System - Joined Up Electronic Government' in October 2000, and last repeated in the EURIM Briefing 'Points for your Manifesto' in March 2005. IPPR also picked up the relevant sections on secure data

sharing. As an attempt to deliver what EURIM has consistently called for, EURIM Council had no doubts in proposing that we should help to try to make TG work.

The adoption of secure data sharing across government, including where departments do not trust each other, is a prerequisite for delivery of the entire TG strategy. **Hence the current group exercise on the draft data sharing grid in order to distil good practice as a basis on which to build. Having the information ready for the first phase of the TG consultation will enable stakeholders to be aware of what other people are doing in this area.**

The next objective should be to progress consideration of the opportunity of the ID Cards legislation to enable the sharing of common identities, once again in accordance with good practice. The examples of the benefits of sharing, and the costs of not sharing, will inform MPs of the value of joining-up as opposed to defending departmental silos.

There is no doubt that delivery will be difficult, but failure to help is not in the interest of any supplier who wants future government business. The key is to encourage and help departmental customers to start delivering within the TG framework.

3.17 Nothing in the TG strategy conflicts with the objectives of the Group. The Minister has a reputation for taking things forward incrementally and securing policy agreement across stakeholder groups before focusing on delivery. We should therefore support the TG strategy wherever possible.

The fact that the TG strategy is by no means complete should be used to make proposals on how to fill the gaps, including suggesting policy and deliverables as well as how to achieve them. In addition to the task already agreed, there is the broader issue of priming those in the industry who understand what can be delivered, so that they can be active politically and help input at the appropriate levels. The political price for failure will be heavy (including for the ICT industry); the issue therefore is how to help make the strategy work, which is in everyone's interests.

4. Report of progress made on the data sharing grid

4.1 Work on the data sharing grid should be seen as part of the drive to raise the political pressure to help ensure implementation of the TG agenda. Following a meeting with DCA officials at the end of October, EURIM agreed to:

- produce a draft working map or grid of various exercises in data sharing. This may trigger a significant 'change in the landscape' as players discover who else is active on similar exercises and begin to make contact. Many EURIM members have both policy and technical involvement in a number of projects, and the list should include exercises to address the managerial, legal and particularly governance areas of data sharing;
- identify obstacles to data sharing, (with reference to the source of any supposed legal obstacles so that the validity of claims can be checked) and how these might be overcome (including the use of data sharing protocols);
- provide current examples of the benefits of data sharing, and the costs of not doing so.

4.2 It is important that we have pointers to as many projects as possible in order to alert those responsible for delivering the TG programme to what is already happening and to join up and build on the best. Also needed are examples of the benefits of sharing and of good practice, including with regard to security (especially authentication), standards and governance.

4.3 The reason this exercise is being done by EURIM and not e-GU, OGC, DCA or OPDM is partly because policy responsibility is split and partly because no-one in the centre wishes to admit their ignorance as to what their own department is doing, let alone others.

4.4 A number of members have responded to the email requests for input to the grid, but with just 20 entries, there is likely to be some way to go in assembling a representative range of information.

4.5 A good example of the benefits of data sharing is the Veterans Health Administration in the USA, claimed to be the world's largest functioning health IT system, covering more than 1,200 care sites, including acute care hospitals, ambulatory facilities, skilled nursing facilities and pharmacies, with single health record on 8.5 million veterans in 22 regions across the USA. Authorised clinicians

have access to any veteran's record, regardless of which region they reside in. Details can be accessed at: <http://www.connectingforhealth.nhs.uk/worldview/protti4/>

4.6 An example of a current attempt to begin to address the costs of not sharing data is Association of British Insurers, which has estimated that the total amount of fraud suffered by insurers on personal business alone is over £1 billion per annum. The industry has recognised the need for effective means to share data shared electronically to help combat fraud. It also aims to share best practice on counter-fraud techniques to shorten the learning curve for everyone and helps the industry as a whole become more effective at preventing and detecting fraud. More information is available at: http://www.abi.org.uk/Display/default.asp?Menu_ID=1140&Menu_All=1,946,1140&Child_ID=458

4.7 Another example of good practice is the work sponsored by the Medical Research Council, BBSRC, NERC, Wellcome Trust, JISC and DTI to develop good practice guides on data preservation, management and sharing strategies. These will focus on population-based research data but will also set out generic principles for other researchers faced with decisions about preserving their data for future use. The report is available at: http://www.mrc.ac.uk/pdf/jdss_final_report.pdf

4.8 In a speech in June 2005, Edna Young of the FSA referred to work led by CIFAS in information sharing and data collection for tackling fraud. The aim was to provide leadership to their members and encourage trade associations to disseminate best practice and information sharing. The speech is available at: http://www.fsa.gov.uk/pages/Library/Communication/Speeches/2005/0627_ey.shtml

4.9 It was suggested the grid include proposals for data sharing, in addition to schemes that were already working or at an advanced stage of development: it is easier to kill off duplicate proposals than existing systems. This was agreed. Such are never neutral; experience shows that once such grids become known to those responsible for existing or potential projects, there is a tendency for projects to quietly merge, as those involved meet and discover the merits of their respective efforts.

4.10 Attendees were asked if they had made any input to the grid so far, and if not, whether they could provide examples in any of the categories requested. Most of those present agreed to submit examples and will be contacted later.

4.11 The meeting received a brief account of the status and role of notaries: the professional lawyers who verify facts and events and authenticate signatures, documents and their contents for legal and commercial purposes, not only in their own nation state but also internationally. Unlike those seeking to offer similarly trusted electronic services, they accept liability and have therefore been loathe to accept services from suppliers who do not. That *may* be about to change and, if so, EURIM would be pleased to circulate any relevant information helping with the Information Assurance aspects of TG.

4.12 It was agreed that we should collect examples of ID cards and other overseas identity initiatives for the Grid and ID Cards follow-up, because in many nations the ID card and associated database are the common point of access for central and local government services, sometimes in neighbouring states as well.

4.13 DCA viewed the grid as a useful document, because they did not have a full picture of developments in the field, especially at local authority level. SOCITM, who had provided a list of local authority schemes, would be happy to provide more details in response to specific requests.

4.14 Government Connect now had a Business Design Authority team responsible for getting best value from the developing infrastructure that will enable secure information-sharing of both structured and unstructured data. This will be a major part of GC work over the next year, building on initiatives such as FAME and the DfES children information sharing programme, and on best practice from Local Authorities.

5. ID Cards Bill Subgroup report

5.1 Although there had been few developments for the Subgroup to discuss since its last meeting in September, Home Office had undertaken a significant amount of policy thinking, but had not yet opened this up to debate. A recent consultation on procurement is of interest because it is function- and component-based, rather than systems-based. The industry is keen to know more about procurement proposals, especially on issues of scalability, interoperability and liability, where there is more work to do. A Subgroup meeting will be convened when more information is available.

5.2 If the EURIM/ID-Entity technology briefing for MPs on 12 January is successful, we should build on MPs' feedback, and start thinking how results of the proposed legislation could/should be used as a core component of plans for joining up services over the next 18 months or so. **After 12 January we need to schedule a meeting to discuss how to progress this.**

5.3 The architecture of the ID card system (as specified for the procurement process) is expected to be closely aligned to the Statutory Instruments in the enabling Bill. But which should come first, the announcement of the architecture or of the SI's? If the procurement process follows the passing of the SI's, the choices will be constrained by regulations drafted without full knowledge of the likely costs. If the specification of what is to be procured precedes the SI's, then the latter will be constrained by the architecture or, if amended because of political pressures, could result in major changes to costs and/or practicality. There is currently a looping process as those responsible seek to obtain costing information without providing sufficient detail for this to be reliable, let alone made publicly available.

This set of issues merits a short political paper, simply spelling out the issues. The timing, use and discussion of the paper could be important, but more information from Home Office is needed in order to draft something really useful. There have been various exercises with Intellect, working out what the architectures might be etc., but there are difficulties in bringing competing suppliers together. An early meeting would be useful.

5.4 It was reported that the Home Office private sector user group had not yet addressed the issue of architectures. Work was also needed on interoperability interfaces. However, it would not be the first time that the legislation around a major scheme doomed any chance of its success before procurement was even completed, let alone implementation of the scheme! **A paper on the fundamental issue here, linked to examples of Government IT systems hobbled by legislation, would enable the point to be made politically. It was agreed to discuss this within the Group before deciding on action.**

5.5 A calling notice had been sent out to the EURIM PI Group on the resurrection of the CORE consultation (within the orbit of DCA). Replies from members would be collated, and a meeting called if this was thought useful. The consultation can be accessed at <http://www.dca.gov.uk>; the deadline for replies is Tuesday 7th March 2006. Comments should be sent to xavia.morbey@dca.gsi.gov.uk

6. AOB

6.1 Issues concerning the security of Government systems would be considered within the EURIM e-Crime Group. There is a DTI - led 'Government and customer' networking exercise across different levels of security, looking at identity and authentication etc and EURIM is expected to have a significant role in assisting this. There will be a meeting in the New Year to discuss.

6.2 It was reported that Ian Watmore is moving from Head of eGU on 9 January 2006 to become the new Head of the Prime minister's Delivery Unit. He will retain 'managerial responsibility' for the eGU but concentrate on the government's wider delivery agenda when he takes over from Sir Michael Barber. The Cabinet Office is now looking for a new Head of eGU and a new CIO for government; a recruitment competition under civil service rules is due to begin soon.

IW's last task will be to chair the January meeting of the Government's Chief Information Officer's Council which will discuss the new arrangements.

7. Date of next meeting

7.1 Future meetings of the PI Group are themed, and set for:

- 12 January - ID-Entity technology briefing for MPs
- 27 January – Steve Lawrence on the subject of Government Connect
- 3 February – David Myers on the subject of shared services
- 23 February – a speaker from DWP on data sharing