



Report of 'brainstorming' workshop on Data Sharing of 9/11

A small team from the Personal Identity and Data Sharing group has reviewed the status of personal identity and data sharing across the UK public sector specifically to identify issues where EURIM is uniquely positioned to assist.

The issues and suggested activities by EURIM to resolve them are listed below/on the web site. What we now need are the right volunteers to prioritise those issues and activities, refine the ideas into firm, costed and funded plans, and drive them through. This is a call for those volunteers for a steering board and for working groups. Please let us know how and where you would like to contribute, by money or effort. The issues that we progress will be those that get the right level of support, so if you want EURIM to pursue particular issues, volunteer your resources now.

1. Citizens want to be in control of their lives and possessions, not controlled by government. Government in the twenty-first century should be the servants of the people, not their rulers. There is no common vision of what management of Identity is desirable or necessary. What evidence exists to support centralised information assurance vs. citizen-based information ownership/assurance? **EURIM should facilitate debates with influential parliamentarians to help them develop a clear vision** – the activities could be joint with the e-Crime workstream.

2. Citizens do not trust 'government'. Government does not trust citizens. The consequences to the citizen of erroneous use of information or the use of erroneous information by Government are greater than the equivalent errors in the commercial sector because of the availability in the commercial sector of routes for redress and for customer access to stored data for the purposes of verification. Government needs to put in place similar facilities for citizen access to and validation of personal data. Government must begin to reverse the downward spiral of mutual distrust by removing measures (such as automatically reclaiming what government thinks is underpaid tax or overpaid benefits) based on a "guilty until proven innocent" philosophy. **EURIM should campaign for that change in government approach.**

3. Government needs to make it easy for citizens to comply with regulations and to access entitlements. Government must also be able easily to identify non-compliance by citizens. Today both are fiendishly complex with few citizens believing that they are complying with all their obligations or obtaining all their rights. This will directly assist the UK in complying with its EU requirement to "Reduce the Administrative Burden"; and **EURIM should provide ideas to help Government facilitate compliance.**

4. The government needs citizen-centric legislation to support citizen-centric delivery of government services. Current legislation is department-centric. Data sharing and secure, trusted management of personal identity cannot be achieved through department-centric legislation. Personal identification and data sharing rules should be defined by government separately for each Varney citizen-group. There exists a common conception that data is either private (and secure) or shared with everybody and liable to modification by everybody.

In reality the rules and facilities for sharing data should be determined by the processes and transactions that are being performed on behalf of a citizen. **EURIM should educate parliamentarians on the need for them to focus on how citizens/citizen groups should be serviced and to ensure that any enabling legislation provides access to the right data to perform the service. EURIM should also help government by identifying costs of NOT managing personal identity and sharing essential data to provide citizen services.** Examples include the suffering of some old and excluded people who do not receive the benefits that parliament has entitled them to, and the high level of suspected benefits fraud by those who could work but won't and by those who work in the black market economy.

5. The computerisation of complex and ill-defined systems is usually disastrous. **For years in the private sector the rule has been 'Simplify first, then automate'. EURIM should campaign to persuade government to follow that rule for success.**

6. Current 'workarounds' for data sharing are not 'industrial strength' solutions. Often the data is not sufficiently good for sharing in terms of accuracy, validation, veracity and completeness. Well-designed solutions and good data are essential, not patches or 'workarounds' on existing designs. **EURIM should campaign for government to use only professionally developed, implemented and operated processes and systems.**

7. Public and private sector organisations all take health and safety regulations very seriously as the HSE has real teeth to fine or shut down offenders and send directors to jail. Enforcement of data protection may require the Information Commissioner to be given similar powers. **EURIM should campaign for the Information Commissioner to have powers of enforcement.**

8. The Identity Management Standards Policy Group (IMSPG) is a cross-government group chaired by Duncan Hine (Director of NIS and the IPS) and reporting to the Identity Management Strategy Group of senior civil servants chaired by Sir David Normington. **EURIM (in conjunction with Intellect) should continue to support the IMSPG through five working groups on Identity Management Standards.**

9. The IAAC is initiating a workshop to assemble a map of Information Assurance Initiatives. **EURIM should support that initiative and develop a road map for data sharing.**