

PKI International Scan

March 31st, 2005

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International PKI Scan

Introduction

This report represents ongoing research conducted by the Government of Canada (GoC) to keep abreast of developments in secure electronic transactions and service delivery. The primary focus is on how federal governments are addressing the requirement to ensure a trusted environment to enable electronic delivery of services to the public. The document is compiled using information gathered from web sites, news reports, presentations from visiting delegations, and ongoing information exchanges with internal and external parties. Since most of the research has been compiled through secondary sources, the information in this document reflects how the profiled organizations present their situation, rather than a detailed and vetted analysis of actual progress. Also, due to the rapid pace of change in this area, new developments are happening all the time. The report should not be considered a final report, but rather an evolving source of compiled information for reference purposes.

Global/Multi-nation Activities

Brussels Unveils Your Europe ¹ (e-Government)

On March 7th, 2005, the European Union (EU) launched its main e-Government portal offering online services to citizens and businesses across Europe. The portal named "Your Europe" is expected to act as a central online information point for the EU, and eventually, to offer cross border transactional services. The citizens section of the portal offers guides to users covering a range of topics such as employment, education and taxation; while the businesses portal section gives access to information on registration of companies, public procurement and funding opportunities. Companies can get guidance on rights and opportunities from different member states.

Online Government Now A Reality Almost Everywhere in the EU, Says Commission Survey ² (e-Government)

The European Commission's fifth annual survey of online government services in Europe reported that over 90% of public service providers have an on-line presence, while 48% of basic public services are fully interactive. Availability and interactivity measures show that European Union (EU)'s new Member States are now where the EU 15 ones were just two years ago. Now, the challenge is to ensure that online government services are used as widely, and extensively as possible. The survey, done for the European Commission by consultants, Capgemini, examined 14,000 web sites in 28 countries, the 25 EU Member States plus Norway, Iceland and Switzerland. Sweden is the most advanced country for online public services; Austria is a close second.

Study Assesses Stakeholder Requirements for Pan-European e-Government Services ³ (e-Government)

The European Commission's Interoperable Delivery of European e-Government Services to Public Administrations, Business and Citizens (IDABC) programme has presented the results of a study on stakeholder requirements for pan-European e-Government services (PEGS), which is defined

¹ <http://www.kablenet.com/kd.nsf/Frontpage/B56CE2F589AC3C0480256FBE003CF342?OpenDocument>

² <http://europa.eu.int/rapid/pressReleasesAction.do?reference=IP/05/268&format=HTML&aged=0&language=EN&guiLanguage=en>

³ <http://europa.eu.int/idabc/en/document/3957/194>

as a cross-border public sector services supplied by either national or European Union (EU) public administrations to European businesses and citizens through interoperable electronic networks. The conclusion of the study conducted by Capgemini was the establishment of the lists of pan-European e-Government services that could be implemented under the IDABC programme, and prioritize these services taking into account the 'demand' and 'potential user benefits' criteria.

Results of Consultation on Future EU Information Society Strategy Published ⁴ (Interoperability)

The European Commission presented the results of a public consultation on the challenges for the European Union (EU)'s Information Society policy beyond 2005. The Commission's public consultation that mobilized stakeholders in 13 European countries and the United States highlighted the importance of issues such as interoperability, trust, and dependability as key areas for action at EU level. The results of the consultation were discussed during a meeting of the eEurope Advisory Group on February 2005, which was mainly devoted to the new "i2010 initiative" that will cover the period 2006-2010, and will succeed the "eEurope 2005 Action Plan".

European Commission Investigates Economics of e-Government ⁵ (e-Government)

The e-Government Economics Project (eGEP), an initiative carried out under the European Commission's Modinis programme, aims at creating a measurement framework for the evaluation of e-government impacts and outcomes. The framework will include a report on the state of play of e-government performance measurement, and a measurement implementation methodology. It will be underpinned by an expenditure study, which will identify and analyze the costs of setting-up, providing and maintaining e-government services in the EU, as well as an economic study presenting an economic analysis of the impacts of e-government.

Most of EU Will Miss Biometric Passport Deadline ⁶ (Biometrics)

Only six European Union countries that currently enjoy visa-free travel to the United States are expected to meet the October 26th, 2005 deadline for initiating biometric passports to maintain that status. However, the Financial Times reported on March 27th, 2005 that only Austria, Belgium, Finland, Germany, Luxembourg and Sweden would be ready to start issuing biometric passports by the deadline, while Great Britain and France are among the nations expected to lag behind. Japan, which also has a visa waiver agreement with the United States, also won't be ready with the passports for another year, the Times said.

Eurostat Publishes e-Government Statistics ⁷ (e-Government)

A recent edition of Eurostat's 'Statistics in Focus' highlights progress in the use of e-government services by European citizens and businesses. Highlights include the following: (1) In 2003, an average of 44% of enterprises interacted with public authority websites. (2) The type of activity in which an enterprise is engaged affects the intensity of its use of government websites, particularly for enterprises engaged in real estate, renting and business activities; (3) Electronic interaction with public authorities is particularly well developed in Denmark, Finland and Sweden, both for enterprises and for citizens; (4) In general, small enterprises use online public services less than larger ones; (5) Use of e-government services by citizens is rapidly increasing, and in some countries the percentage nearly doubled between 2002 and 2003; and (6) Students, persons educated to tertiary level and persons aged between 25 and 34 are the socio-demographic groups, that interacted the most with public authorities through the Internet.

⁴ <http://europa.eu.int/idabc/en/document/3956/194>

⁵ <http://europa.eu.int/idabc/en/document/3998/194>

⁶ http://www.gcn.com/vol1_no1/e_gov/35368-1.html

⁷ http://europa.eu.int/idabc/jsps/documents/dsp_showPrinterDocument.jsp?docID=3921&lq=en

Concerns Raised Over Proposed Definition of 'Open Standards' ⁸ (*Interoperability*)

Responding to the European Interoperability Framework (EIF) published by the European Commission's Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens (IDABC) Programme, the Business Software Alliance (BSA) said the document's definition of 'open standards' could restrict the ability of European governments to procure IT products that implement widely used standards. In an open letter sent to the European Commission, the BSA, a body representing the commercial software industry, said it "strongly supports the Commission's efforts to bring the benefits of e-Government to European citizens and shares its goals of promoting interoperability across government agencies". However, the organisation raised concerns that the definition of 'open standards' proposed by the EIF would "exclude many critical and well-established technologies that are implemented on the basis of accepted open standards."

Utimaco e-Signature System Targets SAP Invoicers ⁹ (*PKI / Digital Signature*)

Utimaco Safeware, a German-based company known for authentication and data encryption systems for mobile devices, has commercialized a system that will add digital signatures to electronic invoices created in SAP applications and then encrypt them before they are transmitted over possibly insecure public communication links. The company said its new SignatureServer SmartCard fitted with a Sign-and-Crypt-for-SAP software module can be integrated easily into existing R/3-based business processes. Jackie Groves of Utimaco said the development stems from work carried out by a division of the business that deals with transaction security, certificates and Public Key Infrastructure projects. She said the system is designed to comply with European electronic signature laws.

Africa (Continent of)

No new item to report.

Argentina

No new item to report.

Austria

No new item to report.

Australia

E-Passport Not Foolproof ¹⁰ (*Cryptography / Biometrics / Authentication*)

RSA Security Laboratories, chief scientist, Burt Kaliski says Radio-Frequency Identification (RFID) devices are increasingly being used for identification and authentication, but the "technology is not as strong as what's needed" in the long term. "We're concerned because passports in the United

⁸ http://europa.eu.int/idabc/isps/documents/dsp_showPrinterDocument.jsp?docID=4018&lg=en

⁹ http://www.cbronline.com/article_news.asp?quid=AFB8D71F-91CD-4316-8EF1-5051CC42C39E Thanks to Heather D.

¹⁰ [http://australianit.news.com.au/articles/0,7204,12398945%5E15321%5E%5E%5E15306,00.html](http://australianit.news.com.au/articles/0,7204,12398945%5E15321%5E%5E%5E%5E15306,00.html) CIOB News 2005-03-01

States (US) are being talked about as the next big area for RFID. Researchers have shown it's possible to remotely scan information from RFID tags that are in common use today and create an identical copy - effectively they've made a clone of the original." Kaliski says.

Late Night Chat Set To Save Lives ¹¹ (e-Services)

Doctors in Australia and the United Kingdom (UK) now have a late night "chat lifeline" that can save lives by providing them with immediate medical information. The "Chasing the Sun" project is the first international virtual reference service for health professionals. It uses Internet chat to provide doctors and nurses working outside regular working hours with answers to late-night patient care queries from librarians in their sister city on the other side of the world. Clinicians at the South West Division of the UK National Health Service and Royal Adelaide Hospital are using the service, launched officially on February 2005, with plans to expand it to other states and countries.

Six Billion Hits! - Weather Website Tops Government Online Listings ¹² (e-Services)

The Bureau of Meteorology's website was recognized as the most popular government web site and the most popular education website at the first Hitwise Australian Online Performers awards. Mr Greg Hunt Member of Parliament (MP), Parliamentary Secretary to the Minister for the Environment and Heritage said, "each year the number of hits to the website doubles, and the traffic volume increases by about 80%. Over the last 12 months the Bureau received some 6 billion hits, and almost 44 terabytes (trillions of bytes) of data were downloaded. It's estimated that this represents some 40 million individual visits to the site."

Centrelink Ditches Single Password for Fingerprints ¹³ (Biometrics)

The Australian Government's Nationwide Human Services Agency (Centrelink) plans to dump its single-password user verification scheme for fingerprint scanners. In a request for tender, Centrelink said the scanners would encompass its entire network, including the national support office, area support offices, call centres and customer centres. The initial purchase is to be for 31,000 scanners. They are to be attached by Centrelink to all personal computers and laptops and will be used by staff in office environments and for remote access by mobile users for connection to Centrelink's computing environment, the agency said in the tender documents.

Feds Release Security Standard ¹⁴ (e-Commerce / Authentication)

The Federal Government has released a new set of technical guidelines in a bid reduce costs and increase security for businesses dealing with commonwealth departments online. Special Minister of State Eric Abetz has launched the Business to Government eAuthentication Framework, which is expected to standardize e-business security environments. "The Authentication Framework is, simply put, a definitive guideline for reducing risks in government's online transactions with business, which will reduce compliance costs for businesses when dealing with Government," Senator Abetz said. "As the Framework is adopted by government agencies and businesses, there will be more familiarity and confidence in online transactions," he said.

Aust Government Upgrades Search ¹⁵ (e-Government)

The Australian government Internet entry point has been upgraded with a new facility that allows users to conduct searches across federal, state and territory government Web sites. The Special

¹¹ <http://www.cio.com.au/index.php/id:1823041062:fp:4:fpid:21> CIOB News 2005-03-01

¹² <http://www.deh.gov.au/minister/ps/2005/psmr26feb05.html>

¹³ <http://www.zdnet.com.au/news/security/0,2000061744,39184600,00.html>

¹⁴ <http://australianit.news.com.au/articles/0,7204,12610883%5E15318%5E%5Enbv%5E,00.html>

¹⁵ <http://www.zdnet.com.au/news/communications/0,2000061791,39185098,00.html>

Minister of State, Senator Eric Abetz, said the new search service on the Web site was designed to allow users to gain access to "fast, comprehensive and up-to-date government information." The whole of government site uses the Panoptic search technology developed in Australia by the Commonwealth Scientific and Industrial Research Organisation (CSIRO). The Panoptic service indexes five million government resources and is refreshed weekly. The Web site provides 2000 links to information and services from 700 Australian government Web sites.

The AGAF For Government and Business ¹⁶ (*Authentication*)

A number of publications have been developed to assist and guide government departments, agencies, and businesses towards best practice in e-authentication. Australian Government e-Authentication guide provides a framework within which agencies can examine and address the authorization and access management requirements arising from the deployment of online services to Australian businesses.

Belgium

No new item to report.

Bermuda

No new item to report.

Bosnia-Herzegovina

No new item to report.

Brazil

No new item to report.

Brunei

No new item to report.

Bulgaria

No new item to report.

Canada

Canada, US To Test BlackBerry ¹⁷ (*Authentication / Cryptography / PKI*)

The Canadian military and US security agencies have launched a joint effort to make BlackBerry portable communications devices more secure, hoping to one day use them to exchange top-secret

¹⁶ <http://www.agimo.gov.au/infrastructure/authentication/agaf> CIOB News 2005-03-23

¹⁷ <http://www.globetechnology.com/servlet/story/RTGAM.20050228.gtberry0228/BNStory/Technology> CIOB News 2005-03-01

information. Defense Research and Development Canada, the Canadian Communications Security Establishment (CSE) and the US National Security Agency are among those involved in the year-long trial. The two countries will develop improved security on the hand-held personal data assistant designed by Research in Motion of Waterloo, Ontario. The project will be the first time the specific encryption technology, known as public key infrastructure, will be used, along with other technologies, in an international context, researchers said.

Identity Theft Has Canadians Concerned But Aware: More Than 90 Per Cent of People Surveyed Feel Protection Is Their Own Responsibility ¹⁸ *(Authentication)*

An Ipsos-Reid survey released on February 2nd, 2005 reported that when it comes to identity theft Canadians are highly aware, concerned, and largely expect to have to take care of themselves. However, said the survey, Canadians are increasingly hoping that government, banks credit card companies and retailers will also do their part. While some might attribute this acceptance of responsibility to the Canadian character, Intersections' head of corporate communications, Amy Gergely said that this isn't out of line with US figures, "what is different, that Canadians are starting to expect that others will protect them as well. On this point, the survey said that 79 per cent of Canadians believe that the government should be helping to protect them. That's up 11 per cent from a previous survey done in June 2004.

Microsoft, Feds Partner To Protect Canada's Critical Infrastructure ¹⁹ *(e-Government)*

The federal government is taking steps to protect Canada's critical infrastructure with dual announcements of the Canadian Cyber Incident Response Centre (CCIRC) and a partnership program with Microsoft. Julie Spallin, manager of the newly formed centre, said, that CCIRC will act as a focal point for dealing with cyber security threats. It goes beyond the steps taken under the former Office of Critical Infrastructure Protection and Emergency Preparedness (OCIEPEP). In that it is more operational, and she added, "we need one spot in an emergency where all the information comes in, all the tasking goes out, and everything is coordinated so ... it has been given a much more central role in operations as opposed to being a division in a department."

Feds Ready To Add Services to GOL Plate ²⁰ *(e-Government)*

Canada is building on its Government On-Line project by creating tools to help citizens get past bureaucratic jargon and improve communication between federal, provincial and municipal jurisdictions. In this respect, Public Works and Government Services of Canada (PWGSC) released the 2005 annual report "From Vision to Reality . . . And Beyond," for the Government On-Line (GOL) initiative. It showed that Web-based interactions with the government has quadrupled over the last three years, and the Internet accounts for 30 per cent of all government transactions, which has led to a push for service integration and partnership among all departments. So far, projects under development include eContact, a Web-based software tool that will interpret citizen queries written in informal language by linking it to specific government service or programs. Another project, the National Routing System, that will link provincial and territorial registrars that have to send information to organizations such as Statistics Canada, Canada Revenue Agency, Foreign Affairs Canada and PWGSC.

Government Crafts Strategies Beyond e-Service Delivery ²¹ *(e-Government)*

¹⁸ CIOB News 2005-03-03

¹⁹ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=58265>

²⁰ <http://www.itbusiness.ca/index.asp?theaction=61&sid=58461> Thanks to Danielle

²¹ <http://www.canadait.com/cfm/index.cfm?It=902&Id=19893&Se=2&Sv=&Lo=2>

Electronic service delivery, is not the priority it once was, according to a recent study, titled "Predictions on the Canadian Government Sector in 2005", provided by IDC Canada. The study reveals that electronic service delivery was cited as a pressing policy issue for only 25 per cent of respondents in the survey, conducted in September 2004, as compared to 42 per cent in 2003. "It's still important for government to modernize the external channels ... but there is an understanding that for the overall transformation that's not enough," explained Massimiliano Claps, senior research analyst with IDC Canada. Acting federal CIO Helen McDonald agreed, explaining most of the services identified as good candidates for e-enabling are already online. "With Government On-Line, we're in our final year," she said. "Therefore I think a lot of the services or all that were identified as good candidates for electronic service delivery are up, at least to some extent, and I think we're just trying to deepen the functionality over this year, so I would suspect that's part of it."

Portal of Opportunity Opens Up for Canada's Seniors ²² (e-Government)

At last year's GTEC conference in Ottawa, Helen McDonald, Canada's Acting Chief Information Officer (CIO) articulated a compelling vision for the delivery of government services, that are personalized, citizen-centric, and integrated across, ministries, departments, and agencies. With the Seniors' Services Mapping Initiative, that vision is much closer to being realized. Partners in this landmark project hail from different Canadian jurisdictions, but they have one thing in common; a clear idea of the types of online services Canadians over 65 need from government. That consensus, says one federal staffer, is vital to the project's success.

ICT Industry Aims to Accelerate SMB Adoption ²³ (e-Commerce)

A group of Information and Communications Technology (ICT) companies has joined forces to address the problem of what is reported to be a relatively low adoption rate of electronic business tools among Canada's Small and Medium-sized Businesses (SMBs). Building on the work of the Canadian e-Business Initiative (CeBI), and with the support of the Information Technology Association of Canada (ITAC), the group has formed an "eTeam" to collaboratively find solutions to remove the barriers to the adoption of that Canada's SMBs experience. A series of studies prepared for CeBI in 2004 illustrated the poor rates of adoption of Internet business solutions among SMEs, and called attention to this as a problem for the whole Canadian economy. "A lukewarm SME response to Internet-based solution adoption may weaken any national strategy to bolster Canada's international competitiveness," the report stated.

Born Again - Service Canada Back With a New Address ²⁴ (e-Government)

According to Maryantonett Flumian, deputy minister of Human Resources and Skills Development Canada (HRSDC), it could take at least three years to bring Service Canada to the point where decisions can be made by the cabinet on its ultimate shape and status. HRSDC is responsible for making Service Canada the main government contact point for Canadians. In response to question from Chief Information Officer (CIO) Government Review about whether Service Canada will be a separate department or agency, she said, "we're not sure yet." Treasury Board officials began developing the concept of Service Canada in the late 1990s. They looked at consolidating almost 300 federal information centres, help desks and call centres into a one-stop operation that Canadians could access electronically, by phone, by mail or by walking into an office.

Secure Technology Infrastructure ²⁵ (e-Government)

²² <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-4854001a-9fb9-4f8e-9978-3b281eb9ec84&Portal=051898fe-f75a-4b31-85ec-bef8a392a39b> CIOB News 2005-03-21

²³ <http://www.siliconvalleynorth.com/home/newsuGILHuFDF20050324.html>

²⁴ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-2ca300ec-89d5-4ef0-a235-5d7c6b31d61d&title=Born%20again>

Through its Government On-Line initiative, the federal government now has a world-class secure technology infrastructure, the Secure Channel, that supports on-line service delivery. This common infrastructure will provide a strong foundation for the transformation of internal, and external service delivery. However, further investment will be needed to support its operation, and expand its capabilities to meet the needs of Service Canada, and other significant transformational projects. The citizen-focused approach to rethinking service delivery on all channels, and investing in the necessary secure technology infrastructure is one of the reasons that Canada has been ranked as the leader in e-Government for four years running in Accenture's annual survey.

India, Canada to Sign Industrial Security Pact ²⁶ (e-Government)

The Canadian government is negotiating a major industrial security pact with India, that would allow the Canadian government to outsource projects to Indian companies. If India agrees to the pact, IT majors like Infosys, Satyam, Wipro and TCS, all of which have set up operations in Canada, will be able to bid for multi-million dollar public projects in the North American country. The development assumes significance as the Canadian government is looking to invite bids for some mega public projects in the near future. The Canadian government is keen to allow Indian IT majors to bid for these projects as these companies have gained the reputation for being low-cost, high-quality service providers.

Newfoundland - Identity Theft Kit for Business Now Available Online ²⁷ (Authentication / Privacy)

Government Services Minister Dianne Whalen announced the launch of the Identity Theft Kit for Business to help companies protect customer information. In this respect, the minister said, "Last year we put information in the hands of consumers to help them understand identity theft, so they are in a better position to prevent it from happening to them. This year we are recognizing that the theft of personal information can take place from the businesses that hold our personal information." The Identity Theft Kit for Business can be found on the government Web site, along with the information for consumers, at www.gov.nl.ca/gstpl/id-theft/

Ontario: McGuinty Government Providing Better Service to the Public ²⁸ (e-Government)

The McGuinty government has improved public access to government information, and services with the official opening of the Owen Sound ServiceOntario Centre, that provides Ontarians with one-stop access to government information and services. In doing so, local residents and business owners can visit the site, and get services such as: (1) access to application forms for government services, (2) business name registrations and renewal, (3) free government publications, and (4) incorporation of a business or non-profit corporation.

Ontario: Still a Struggle - Security, Privacy Driving IM Agenda ²⁹ (Privacy)

Scott Campbell, former Chief Information Officer (CIO) of Ontario, and now senior advisor for e-Health with Ontario's Ministry of Health and Long-Term Care said, "Security, and privacy are a prerequisite for any aspect of e-government. For example, if we cannot assure people that their medical records are safe in an electronic world, they are not going to allow us to put them into the electronic world." That's the benchmark Campbell says he has used for years, and will continue to

²⁵ <http://www.fin.gc.ca/budget05/booklets/bkmgte.htm> Thanks to Heather D.

²⁶ <http://economictimes.indiatimes.com/articleshow/1062981.cms>

²⁷ <http://www.gov.nf.ca/releases/2005/gst/0228n08.htm> CIOB News 2005-03-01

²⁸ <http://www.newswire.ca/en/releases/archive/March2005/23/c7994.html> CIOB News 2003-03-23

²⁹ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-bfeceff0-2136-4b86-9e70-2a711c9ab95a&Portal=051898fe-f75a-4b31-85ec-bef8a392a39b>

use. "What we are trying to do is to create a trust model between the two players at the highest level; the citizens on one hand and the government on the other," he added. Then, in terms of information management in the public sector, Campbell suggests that, if people conclude that government is unable to deal with both privacy and security aggressively and comprehensively, the e-Government agenda can't be advanced in any jurisdiction.

Quebec : Allocution de M. Pierre Reid, Ministre des Services Gouvernementaux - À l'Occasion de l'Adoption du Principe du Projet de Loi 85, Loi sur le Centre de Services Administratifs, Québec, le 15 mars 2005 ³⁰ (e-Government)

Dans une démarche de modernisation de l'État, le gouvernement s'est engagé à améliorer les services aux citoyens et aux entreprises. C'est ainsi qu'en mai 2004, le Plan de modernisation 2004-2007 intitulé « Pour des services de qualité aux citoyens » a rendu public les trois projets de base, à savoir, (1) Services Québec, guichet unique de services aux citoyens et aux entreprises, (2) gouvernement en ligne, et enfin, (3) la gestion intégrée des services de soutien administratif. Dans cette lignée, le projet de loi no 85, *Loi sur le Centre de services administratifs*, introduit une nouvelle approche basée sur le concept dite de services partagés. Néanmoins, les services stratégiques reliés à la mission, à la prise de décision et à l'imputabilité demeureront sous la responsabilité de ceux qui les détiennent actuellement.

Quebec: 2,2 M \$ Pour l'Informatisation du Dossier Patient ³¹ (e-Government)

Le gouvernement du Québec et Inforoute Santé Canada ont consenti un investissement de 2,247 millions \$ à la planification et à la réalisation de quatre projets visant une meilleure circulation des données cliniques à l'échelle provinciale et nationale. Cet investissement s'inscrit dans le projet pan-national d'informatisation du dossier patient, du réseau de la santé, et des services sociaux, permettant une meilleure intégration des services sociaux et de santé. Les deux organisations ont conclu l'an dernier une entente de coopération en ce sens et l'investissement qu'ils viennent d'annoncer est le premier réalisé conjointement.

Yukon: New Guide, Website Provide Health Information To Yukoners ³² (e-Services)

Health and Social Services Minister, Peter Jenkins announced two new initiatives that will help Yukon residents to access reliable health information. The Yukon Health Guide and website will provide information on more than 200 common health problems, and feature well-proven home remedies, tips for self-health management, and advice on when to call a health professional. Jenkins said, "one way to help people be as healthy as possible, is to make more information available to them. Another, is to assist them in managing their own care. The book and website are designed to give people immediate access to reliable, current information." Based on a publication produced for the British Columbia (BC) government, the Yukon has partnered with BC on both the book and the website.

Chile

No new item to report.

³⁰ <http://www.services.gouv.qc.ca/loi85.asp> CIOB News 2005-03-30

³¹ <http://www.directioninformatique.com/index.asp?theaction=61&sid=52609>

³² <http://www.gov.yk.ca/news/2005/05-73.html> CIOB News 2003-05-23

China

No new item to report.

Denmark

No new item to report.

Dubai

No new item to report.

Estonia

No new item to report.

Finland

No new item to report.

France

French Government Consults on e-Government Legal Framework ³³ (*e-Government*)

The French Agency for the Development of Electronic Administration (ADAE) has launched a consultation on a proposed ordinance aimed at establishing a comprehensive legal framework for the further development of e-Government. Up to now, most major French e-Government initiatives were made possible by a number of specific legal texts voted by Parliament, making the whole process cumbersome. Now, Article 3 of the *PLH 2 Law*, explicitly allows the government to adopt a number of ordinances relating to e-Government, without having to go through parliamentary procedures for each individual measure.

Germany

Towards transferable local e-government practices in Germany ³⁴ (*e-Government*)

Launched in 2004, *MEDIA@Komm-Transfer* is part of Deutschland-Online, the German joint strategy for the development of integrated e-Government services across all layers of government in the country. A successor to the previous *MEDIA@Komm* initiative, *MEDIA@Komm-Transfer* is based on the following components: (1) Harmonisation, that should enable increase in the economic efficiency of e-Government; (2) Distribution, in order to spread available best practice concepts and solutions throughout Germany; and, (3) International cooperation, efforts that are aimed countries, that have close technological, economic, and cultural ties with Germany.

³³ http://europa.eu.int/idabc/jsp/documents/dsp_showPrinterDocument.jsp?docID=3924&lg=en

³⁴ http://europa.eu.int/idabc/jsp/documents/dsp_showPrinterDocument.jsp?docID=3927&lg=en

Greece

Building a Digital City in Greece ³⁵ *(e-Government)*

The first phase of the e-Trikala Digital City project, announced in late 2004 by the Greek Deputy Minister of National Economy and Finance Christos Folias, should be completed by mid-2006. The ultimate goal of the Digital City of Trikala is to create an integrated electronic environment for citizens and businesses, paying particular attention to issues such as user-friendliness, security, and privacy. Beyond the installation of Information Communication Technologies (ICT) infrastructures and delivery of e-services, the digital city initiative seeks to foster the active participation of citizens, businesses and public authorities in the transition to the Information Society.

Hong Kong

No new item to report.

Hungary

No new item to report.

India

No new item to report.

Ireland

Dublin Core Metadata Initiative Publishes DCMI Abstract Model ³⁶ *(Interoperability)*

In March 2005 the Dublin Core Metadata Initiative (DCMI) Directorate announced the release of the DCMI Abstract Model specification as a DCMI Recommendation. The primary purpose of the specification is to provide a reference model against which particular Dublin Core encoding guidelines can be compared. DCMI as an organization is dedicated to promoting the widespread adoption of interoperable metadata standards and developing specialized metadata vocabularies for describing resources that enable more intelligent information discovery systems.

Israel

No new item to report.

Italy

Important Legal and Infrastructure Developments for Italian e-Government ³⁷ *(e-Government)*

³⁵ http://europa.eu.int/idabc/jsp/documents/dsp_showPrinterDocument.jsp?docID=4013&lg=en

³⁶ <http://xml.coverpages.org/ni2005-03-21-a.html> CIOB News 2005-03-22

³⁷ <http://europa.eu.int/idabc/en/document/3925/194>

The Italian Department for Innovation and Technologies presented the final version of the 'Digital Administration Code'. The code is a new legal text that aims at providing a clear framework for the development of e-Government and for the emergence of an "efficient and friendly" public administration. It contains a number of rules, obligations, recommendations and targets to boost the use of information and communication technologies (ICT) in the Italian public sector.

Japan

No new item to report.

Kenya

No new item to report.

Lithuania

No new item to report.

Luxemburg

No new item to report.

Malaysia

No new item to report.

Malta

No new item to report.

Mexico

No new item to report.

Netherlands (the)

Metadata Standard for Dutch e-Government ³⁸ (*Interoperability*)

The Dutch government adopted a metadata standard for their more than 1,200 public sector websites. In so doing, the new Dutch national metadata standard should help public sector websites describe their resources in a more effective and consistent way, thereby making it easier for users to find and access government information wherever it exists. In addition, the standard should improve the interoperability of information and services at different government sites, making it easier for users to compare and combine information from different government sources in consistent and meaningful ways.

³⁸ <http://europa.eu.int/idabc/en/document/3953/194>

New Zealand

E-Government for Business ³⁹ (e-Commerce)

The e-Government Unit is beginning a new program under the auspices of the Ministry of Economic Development and New Zealand Trade and Enterprise that conducts research and analysis to identify opportunities where technology can be used to improve the links between government and businesses. Initially, 'e-Government for Business' is focusing on the existing ways government agencies use information technology to enable businesses to access information about compliance and regulatory requirements, find information and advice, and seek assistance. Future objectives could include: greater exchange of business information between agencies reducing the frequency of contact that businesses have with government improved access to information, advice and assistance for businesses easier and greater compliance.

Channel Strategy Scoping Study Published ⁴⁰ (e-Government)

The e-Government Unit commissioned a scoping study to provide it with advice on whether a channel strategy for the delivery of government services is required. The scoping study concludes that all of the features one could expect in a channel strategy are already present in the existing E-government Strategy, and it is not necessary to replicate it or supersede it with an alternative strategy focused only on channels. However, to adopt a proactive leadership approach to e-service development in the State sector the scoping study suggests, that the E-government Unit will need to undertake activities that, develop and promote a 'Channel Strategy Framework', provide guidance for e-service investment decisions, indicate the contribution that will make the 'Managing for Outcomes' work programme, define the role leading and supporting agencies to develop citizen-centric e-service initiatives, identify key resources available to support e-service development, and finally, set measurable targets for progress towards achieving the E-government strategy.

Authentication Standards Update ⁴¹ (Authentication)

Standards are one of the three projects in the current phase of the All-of-government Authentication programme. The others are the Shared Logon Initial Implementation and Passport Authentication Design Synergies. The Standards team has started the formal process of developing the required standards, that are a critical part of the programme because they provide the glue that will hold all the components of the system together, therefore, essential for interoperability. Other means of ensuring consistency, such as technical specifications and legal agreements containing service levels and technical specifications will supplement the standards, that are covering the following areas: Evidence of Identity, Authentication key types including username/passwords and a second key type Authentication key strengths Trust levels for online transactions Shared Logon security assertion messaging Government agencies managing evidence of identity processes will have a keen interest in the identity related standards.

Norway

No new item to report.

Pakistan

No new item to report.

³⁹ <http://www.e.govt.nz/news/20050303.asp>

⁴⁰ <http://www.e.govt.nz/news/20050301.asp>

⁴¹ <http://www.e.govt.nz/news/20050302.asp>

Poland

Polish Computerization Act Passes Parliament Vote ⁴² (e-Government)

The Lower Chamber of the Parliament voted on February 18th, 2005, the *Computerisation Act*, which will foster the development of e-Government in Poland. Described as an instrument for the modernisation of the Polish public administration, and the coordination of the country's computerisation, the new legislation aims fourth points; (1) to give citizens and business the right to contact public authorities electronically; (2) to establish the Plan for Information Society development; (3) to set the minimum requirements for IT systems used for the fulfilment of public administration tasks; and (4) to introduce an interoperability framework for public sector IT systems.

Portugal

No new item to report.

Qatar

E-Govt Studies Smart Card To Replace ID-Qatar ⁴³ (Smart Cards)

As part of the Qatar's e-Government initiative, the Border Passports, and Alien Affairs Department at the Ministry of Interior are currently studying a project to replace the personal ID card with a Smart Card. The e-Government is also working on a project with the Qatar National Bank (QNB) to offer an e-Wallet, electronic payment facility for various government services offered through the portal, that does not require an applicant to give out their credit card numbers. If such plans succeed, Qatari's smart ID cards is to be issued by the end of this year.

Russia

No new item to report.

Singapore

Singapore's JTC Simplifies Process Complexity ⁴⁴ (e-Government)

Thanks to the best practice IT project that integrated customer facing and back office applications throughout the government agency, over half of Jurong Town Council (JTC)'s customer transactions occur online, said Chee Yuen, Chief Information Officer of JTC. He added, "the public sector nowadays is very much a customer and citizen-centric entity; we are no longer the traditional public sector that believed that we know best. In fact our service mindset is that the customer knows best, and we design our processes with that in mind. For the first time, the Chief Executive Officer (CEO) and upper management of JTC can get a clear, real time picture of all our principal activities, and this has dramatically changed the way they operate."

Singapore To Issue Biometric Passports By Year-End ⁴⁵ (Biometrics)

⁴² http://europa.eu.int/idabc/jsp/documents/dsp_showPrinterDocument.jsp?docID=3926&lg=en

⁴³ http://www.menafn.com/qn_news_story_s.asp?StoryId=84511 CIOB News 2005-03-21

⁴⁴ <http://www.pstm.net/article/index.php?articleid=540> CIOB News 2003-03-14

⁴⁵ <http://www.pstm.net/article/index.php?articleid=553> CIOB News 2003-03-23

The country's Immigration and Checkpoints Authority (ICA) has awarded a US\$6 million contract to NEC-led consortium to start providing biometric passports by October, which will incorporate facial and fingerprint information, and will be valid for five years. "The issuance of the Singapore biometric passport in October this year will be a major milestone, not only in the history of the development of the Singapore passport, but also for the security of Singapore," said Tan Guong Ching, Permanent Secretary (Home Affairs). The passport will make use of an inventory control number as the passport number. This unique inventory number will make easier to share information on lost and stolen Singaporean passports as part of the global effort to curb passport abuse.

South Korea

The Strength of e-Government Planning in Korea ⁴⁶ (e-Government)

The Korean's administration has achieved a high degree success with its government IT projects as a result of strong support from the top of government, a clear demarcation of responsibility for e-government planning, and one of the world's best developed communications infrastructures. IT spending currently represents 1.4 per cent of the government's total budget, and counts among the government's top ten expenditure. However, even though Korean government is the country's primary consumer of IT, it is not the smartest consumer. The speed of technology change is faster than the ability of the government bureaucracy to incorporate the new opportunities. As a result, the country's public sector has benefited from a series of initiatives to create government technology 'centres of excellence' responsible for mapping out the future direction of government IT for the wider administration. It is this structural approach, that has to manage the e-government learning experience to enable the Korean administration to become a leading user of technology both in the region, and on a global basis.

Slovak Republic

No new item to report.

Slovenia (Republic of)

No new item to report.

Spain

Spain's Internet Voting Pilot Sparks Controversy ⁴⁷ (e-Government / Smart Cards)

From February 1st to 18th, 2005 about two million voters in 52 Spanish municipalities had the opportunity to participate in the largest Internet voting pilot ever held in Spain. But, only 10,543 (0,54%) of the two million voters tried out the remote Internet voting system using a smart card and Personal Identification Number (PIN) code. In addition to the low participation, the trial has been criticised for an alleged lack of security. Reacting to the document published by the E-Voting Observatory, Spanish Ministry of Interior said that the accusations were wrong and not founded. According to the organisers of the pilot, no one was able to hack the server and the e-voting system worked "perfectly". The organisers also said that it would be "impossible" for someone to vote without using the identification and authentication system put in place.

⁴⁶ <http://www.pstm.net/article/index.php?articleid=548>

⁴⁷ http://europa.eu.int/idabc/jsp/documents/dsp_showPrinterDocument.jsp?docID=3923&lg=en

Sweden

Sweden To Reduce Administrative Burden for Businesses ⁴⁸ *(e-Government)*

Presented on February 22nd, 2005, the Swedish Government's 'Action Plan to reduce administrative burden for enterprises' contains almost 300 actions to be implemented until 2006. The Swedish government has defined 'administrative burden' as "costs to enterprises for drawing up, storing, or transferring information, or data stemming from requirements in laws, government ordinances, and public authority regulations, or instructions contained in general advice. The Ministry of Industry, Employment and Communications, will now follow up, and update the Action Plan in cooperation with the Swedish Business Development Agency. The Swedish government considers that a reliable measurement method is necessary to enable the definition of quantifiable objectives, after that, objectives will be set up by administrative area.

Switzerland

Digital Code Wins Signing Power ⁴⁹ *(PKI / Authentication)*

Starting January 1st, 2005, the electronic signature in Switzerland has the same status than a handwritten signature for contracts and business transactions. In this respect, Jean-Maurice Geiser, a lawyer at the Federal Communications Office said, "for the purposes of administrative law, a few legal adjustments still have to be made," The experts say the latest advance on the digital front could boost the purchase of goods over the Internet and increase the use of online government services.

Swiss e-Government Still Below Expectations, Survey Reveals ⁵⁰ *(e-Government)*

A survey published in late February 2005 by IT services company Unisys and the Bern University of Applied Sciences, revealed a strong demand for e-Government in Switzerland. However, the current offer of public e-Services remains relatively under-used, either because it does not match citizens' expectations, or because users are unaware of the existence of a number of e-Services. Among other things, the survey shows, that although 80% of respondents have access to the Internet, only 14% said they regularly use e-Government services, against 12% a year ago, while only 6% of respondents said they knew the Federal e-Government portal, against 7% a year ago. Awareness of the current e-Government offer remains quite low, revealing weaknesses in the government's promotion policy.

Taiwan

No new item to report.

Tanzania

No new item to report.

Thailand

No new item to report.

⁴⁸ <http://europa.eu.int/idabc/en/document/4028/194>

⁴⁹ <http://www.nzz.ch/2005/02/28/eng/article5551026.html> CIOB News 2005-03-01

⁵⁰ <http://europa.eu.int/idabc/en/document/4025/194>

Turkish

No new item to report.

United Kingdom

Service Levels More Important Than e-Gov Deadlines: Survey ⁵¹ *(e-Government)*

According to a survey commissioned by business rules software company ILOG, and conducted by Vanson Bourne among 100 public sector IT managers in the United Kingdom (UK), the government's 2005 deadline for e-enabling services is no longer the main concern of IT managers in the public sector. Pierre Clouin, director of public sector at ILOG, said "it was significant that the e-Government deadline was no longer top of the pile for many, and this was partly because funding for IT will begin to drop off as the 2005 deadline comes and goes. Now organizations need to focus on reducing costs and getting the most value out of the technology they already have."

ID Card Plans Too Risky - Report ⁵² *(Smart Cards)*

Plans for ID cards are too risky, and lack the trust of the public, a London School of Economics report claims. The government's proposed system is so complex, as it could itself become a target of terrorists, the academics warned. ID cards must truly benefit citizens rather than be a costly imposition, Professor Patrick Dunleavy said. The authors of the report, The Identity Project: an assessment of the UK Identity Cards Bill and its implications, say the success of the ID card scheme depends on a "sensitive, cautious and co-operative approach". It should be regularly reviewed and subjected to a rolling risk assessment, they say.

Parliamentary Committee Suggests Single Phone Number To Contact Government ⁵³ *(e-Government)*

The House of Commons Public Administration Select Committee has called on the Government to be more realistic about the role of choice in public services. In a report, "Choice, Voice and Public Services", the committee welcomes the government's pledge to reform services by ensuring that people have both more choices when they use services and more say a stronger voice in how they are provided. The report finds that the machinery, whether, e-Government, call centre, or traditional contact point, to allow service users to contact government departments, and to communicate what they require, is itself complex and variable in quality. "It was found in March 2005 that there were no fewer than 198 call centers for central government alone" says the report.

Survey Highlights Poor Testing in Public Sector ⁵⁴ *(e-Government)*

Almost 80% of IT directors in the public sector would go live with a new application despite concerns about its quality, according to research published this month by IT services organization Compuware. In addition, 72% of the 100 public sector IT directors surveyed admitted that they were unable to assess the risk of an application failing before they went live with it. Each of the

⁵¹ http://www.theregister.co.uk/2005/03/01/public_sector_tech/

⁵² http://news.bbc.co.uk/1/hi/uk_politics/4366307.stm

⁵³ <http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=2624&mode=thread&order=0&thold=0>

⁵⁴ <http://www.computerweekly.com/articles/article.asp?liArticleID=137414&liArticleTypeID=1&liCategoryID=6&liChannelID=105&liFlavourID=1&sSearch=&nPage=1> CIOB News 2005-03-22

organizations surveyed estimated that poor quality software cost them between £100,000 and £500,000 a year. Sarah Saltzman, technology support manager at Compuware said, "Poor quality applications can have a serious impact on the success of e-government initiatives. Rather than trying to negotiate the unknown, public sector IT departments should be measuring and monitoring risk throughout the development of an application."

Government Connects Launched As Secure Solution for Local Authority Transactions ⁵⁵ *(e-Government)*

Improved security for on-line transactions between public organizations should take a major step forward for the public sector with the launch of Government Connect, which the ultimate aim is that all local authorities will use the system by the end of 2007, achieving efficiencies in service delivery and costs. This national project is led by Bolton Council, heading up a group of 12 organizations including other Councils and Office of the Deputy Prime Minister (ODPM) and e-Government Unit Minister for Local e-Government, Phil Hope said: "Government Connect is the product of fruitful co-operation between local government, ODPM and the e-Government Unit.

E-mail Is Under-Used in Politics ⁵⁶ *(e-Government)*

A survey, commissioned by Telewest Business, found that only 1% of people has contacted their Member of Parliament (MP) via e-mail. Nearly half of the 3,000 people interviewed had home net access and 38% said they would e-mail their MP if they knew their address. But 50% did not even know who their local MP was. Talking shop, some have seen the growth of home net access as a huge opportunity to create closer ties between the state and citizens as well as transforming how individuals communicate with each other. But there is little evidence that this has happened. In a separate study, conducted at Strathclyde University, it was found that access to the Internet has failed to make people less cynical about the government and is not encouraging people to get involved in the political process.

Online Catalogue Offers e-Government 'One Stop Shop' ⁵⁷ *(e-Government / e-Services)*

Local authorities will get 'one stop shop' access to more than 1,700 e-Government products developed by the public sector through a new online catalogue. The products, ranging from a full content management system to toolkits for implementing customer relationship management, e-procurement, and smart card systems, have been developed as part of the Office of the Deputy Prime Minister's 22 'National Projects', that aim to help local authorities to deliver e-Government. The catalogue, that will formally be launch on March 31st, 2005, allows registered users to rate and review products, and to search for products that help with specific government initiatives, such as Priority Outcomes or the Gershon Efficiency Review targets. Future plans for the catalogue include adding more products from other e-Government initiatives and the ability to find individuals with expertise in particular product areas.

Public Service IT Needs Rethink ⁵⁸ *(e-Government)*

Public sector IT is suffering from confusion, miscommunication and mismanagement, according to a report titled, "Why ICT? - The role of ICT in public services", published on March 29th, 2005. The Work Foundation report says there is a "mismatch" between frontline staff who think the people want personalized services and the public, which wants choice and flexibility in services. While a quarter of members of the public asked, said that having a range of options to access services was

⁵⁵ <http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=2644>

⁵⁶ <http://news.bbc.co.uk/1/hi/technology/4373289.stm> CIOB News 2003-03-23

⁵⁷ <http://management.silicon.com/government/0.39024677.39128980.00.html> CIOB News 2003-03-23

⁵⁸ <http://www.kablenet.com/kd.nsf/Frontpage/29DE092E72C11E0F80256FD3003061A8?OpenDocument>

most important, only 10% of staff agreed. Also a third of citizens said that choice of school, hospital or GP was crucial, only 13% of staff considered this important. The report's recommendations stated, that, senior managers need to make a better case for IT's contribution to improve quality, customer focus and efficiency trusted "intermediaries" could be used to support people in engaging with public services procurement, and project management skills must be improved. Finally, staff needs to be involved in designing and testing technology.

Privacy Fears Over National Health Service Database ⁵⁹ (Privacy)

A new National Health Service (NHS) computer database may threaten the privacy of patients' medical records, the BBC has learned. A senior Department of Health civil servant said people would not be able to decide what details were stored. Critics said this went against earlier government assurances that patients would be able to veto the information. The Department of Health (DoH) said people could still discuss with their doctor what details were recorded and control who could access them, except in an emergency. The database, which is being installed as part of the NHS's IT upgrade, allows staff to access medical records wherever someone is treated.

Whitehall Efficiency Is Questioned - Business Sceptical ⁶⁰ (e-Government)

Businesses are skeptical about the government's plans to use IT to achieve efficiency savings, says the Confederation of British Industry (CBI)'s report published on March 29th, 2005. According to the survey, most companies (86%) believe that efficiency targets will be missed, while over 400 firms shows that 69% lack confidence in the progress of public services reform. Only 1% are "very confident", and 13% are "fairly confident". Few firms (5%) believe that the government takes businesses, as a public service user seriously. 46% believe the same is true of public sector officials.

Agencies Ramp Up Use of e-Authentication ⁶¹ (Authentication)

The General Services Administration (GSA)'s e-Authentication initiative is setting standards for electronic credential holders in both the public and private sectors. Thus, with the implementation of the e-Authentication guidance, agencies and vendors have a common way to assess risk and a standard set of business rules to validate digital certificates. Now, GSA is developing a federated model that depends on third-party credential providers to validate transactions between agencies and the public. The business rules for how one organization trusts a credential issued by another organization is one of the most significant parts of the agreement. In this respect, Keith Thurston, GSA's deputy associate administrator for e-Government and technology said, "the common thing that connects all of us is identity-proofing. This is a common way to describe a reliable identity proof."

United States

IG to IRS: Expand Secure Messaging or Drop It ⁶² (Cryptography)

The Internal Revenue Service (IRS) has a program that can protect taxpayers' sensitive financial data when agency employees share it via e-mail. The problem is not all employees use the encrypted messaging, a new inspector general report says. As of last fall, two years after the agency began its Secure Messaging program, only 76 percent of the IRS' 82,000 e-mail mailboxes

⁵⁹ <http://news.bbc.co.uk/1/hi/health/4392555.stm>

⁶⁰ <http://www.kablenet.com/kd.nsf/Frontpage/135D065BA1163A2D80256FD300392831?OpenDocument>

⁶¹ http://www.gcn.com/24_5/news/35267-1.html

⁶² http://www.gcn.com/vol1_no1/daily-updates/35174-1.html

had been enrolled, the audit from the Treasury Department Inspector General (IG) for tax administration found. Both the sender and recipient of an e-mail must use the encryption service for it to work. The IG recommended the agency weigh the costs and benefits of continuing the program. If the IRS decides, that it should keep the program, it needs to make sure all employees who send sensitive data enroll in Secure Messaging, the report concluded.

US Security Lessons: All Party Parliamentary Internet Group Reports Back ⁶³ (PKI)

The All Party Parliamentary Internet Group (APIG) published the Official Report from its recent trip to Washington, which aimed to see how the United Kingdom (UK) and United States (US) could lead the way in tackling various network integrity and internet security issues. Allegedly, the majority of spam, viruses and other so-called 'malware' originate from the US. But, the country is also the place where some of the most advanced technical and legal solutions to the problem are being developed. The report is available at the below link:

<http://www.apig.org.uk/0502%20Official%20Report.doc>

USA - 2004 Federal Information Security Management Act (FISMA) Report to Congress ⁶⁴ (e-Government / Authentication)

The *Federal Information Security Management Act* (FISMA) was passed by Congress and signed into law by the President as part of the *Electronic Government Act* of 2002. Its goal includes development of a comprehensive framework to protect the government's information, operations, and assets. Also, the Act assigns specific responsibilities to Federal agencies, the National Institute of Standards and Technology (NIST) and the Office of Management and Budget (OMB) in order to strengthen information system security. In the fiscal year 2004, the Federal agencies spent \$4.2 billion securing the government's total information technology investment of approximately \$59 billion, which is about seven percent of the total information technology portfolio.

DHS, Justice Work on XML ⁶⁵ (Interoperability)

Department of Homeland Security (DHS) and Justice Department (DOJ) officials have a new partnership to enhance development of an Extensible Markup Language model (XML). Vance Hitch, the DOJ's Chief Information Officer (CIO), referring to the partnership with DHS said that it would prevent fragmentation of XML standards; create a unified strategy for data sharing, and interoperability support strategies for counterterrorism plans; enhance consistent information sharing activities across state, local, and tribal agencies; and provide those organizations with technical assistance, and training. Within several weeks, federal officials said they will choose several DHS projects, such as border security or emergency management projects, as tests for the data model. The information sharing initiative is called "The Collaboration on Objects for Reuse and Exchange", while the data model will be called "The National Information Exchange Model".

Biometrics Takes on Physical Access ⁶⁶ (Biometrics)

The Defense Department (DOD), Intelligence Agencies and Energy Department Laboratories have been using biometrics for years to secure facilities. Hand geometry and fingerprint recognition already have found wide deployment, but newer technologies are vying for attention. Depending on the solution, the price of biometrically securing an entry can range from hundreds of dollars to more than \$4,000. But experts advise biometric buyers to look beyond the initial price tag before making a commitment. "You don't just look at the cost of hardware," said Dale Murray, tech team lead for

⁶³ http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=2562&POSTNUKE_SID=4a908055c47c4727688a592944ebb97e

⁶⁴ http://csrc.nist.gov/news-highlights/2004_fisma_report.pdf CIOB News 2005-03-08

⁶⁵ <http://www.fcw.com/fcw/articles/2005/0228/web-dhsdoj-03-01-05.asp>

⁶⁶ <http://www.fcw.com/fcw/articles/2005/0307/spec-biomet-03-07-05.asp>

the Entry Control and Biometrics Group at Sandia National Laboratories. "In general, variables to consider include fast throughput, high reliability, ease of use and the cost for acquiring, installing and maintaining the technology," said John Woodward, director of DOD's Biometrics Management Office.

Quick and Efficient Product Testing ⁶⁷ *(Biometrics)*

The Biometrics Fusion Center (BFC)'s product selection criteria stems from enterprise-wide Department of Defence (DoD) requirements, and on a case-by-case basis, specific requirements from the field. A BFC product selection board assesses all applications, and the selection criteria include seven areas of interest, five of which are: (encryption, integration/operating systems, integration/databases, logging and reporting, and backup/restore). In addition, a product must meet four minimal tests for selection, that are: satisfy DoD stated requirements; incorporate encryption; incorporate logging, and reporting of all attempts at access (successful and unsuccessful); and incorporate data backup and restore capability. Finally, the product must be compatible with specified operating systems, and databases, comply with established biometric standards, and provide identification, and verification.

2nd Draft Special Publication 800-73, Interfaces for Personal Identity Verification ⁶⁸ *(Authentication)*

National Institute of Standards and technology (NIST) has revised the 2nd Draft Special Publication (SP) 800-73 that provides the specifications for interfacing with the Personal Identity Verification (PIV) Card as specified in Federal Information Processing Standards (FIPS) 201. SP 800-73 provides a streamlined; International Organization for Standardization (ISO) compliant unified card edge independent of the underlying card platform technology.

State To Award e-Passport Contracts Shortly ⁶⁹ *(Biometrics / Smart Card)*

The State Department and the Government Printing Office (GPO) in the next few weeks will make the final decision on which and how many companies will provide electronic passports for US citizens. Joanne Artz, a State policy adviser for biometrics in the Bureau of Consular Affairs, said that the team will finish evaluating sample passports with embedded contactless chips, and antennas from nine vendors, and start producing electronic passports this spring. New Zealand, and Australia also are taking part in the pilot. "We are testing the chips' durability, security, how they work with our processes at GPO, and with our printing facilities."

OMB To Study Consolidation of IT Security Functions ⁷⁰ *(e-Government)*

The Office of Management and Budget (OMB) expects to launch a six-month study of whether some federal IT security functions could be provided centrally by agencies or commercial vendors; said Karen Evans, OMB administrator for e-Government and Information Technology. A task force would complete its work by September, while that guidance would be available to agencies for the fiscal 2007 budget cycle. The study will apply the Business Reference Model (BRM), a function-focused method for describing business operations, to cybersecurity. The BRM, which is a part of the federal enterprise architecture, has identified 39 lines of business common to agencies, grouped in four broad business areas: service to citizens, mode of delivery of these services, delivery of services to support federal operations, and management of government resources.

⁶⁷ http://www.biometrics.dod.mil/newsletter/issues/2005/January/v1Issue2_a4.htm

⁶⁸ <http://csrc.nist.gov/publications/drafts.html#sp800-38B> CIOB News 2005-03-14

⁶⁹ http://www.gcn.com/vol1_no1/daily-updates/35264-1.html

⁷⁰ http://www.gcn.com/vol1_no1/e_gov/35249-1.html

IRS Plans Portal Integration ⁷¹ (e-Government / Online Transactions)

The Internal Revenue Service (IRS) is seeking ideas on how to modernize its Web services, consolidating its online presence through an enterprise portal. In the request for information (RFI), the IRS said, it would consider replacing its current software and infrastructure as well as look at using managed services to expand online tax services, and transactions. The tax agency anticipates that its enterprise portal will provide a single point of access for all internal and external IRS users. Although the views for internal and external users will differ based upon each user, the underlying framework must unify access to all IRS content and data, the RFI noted.

FBI Official, Privacy Advocate Clash Over *Patriot Act* ⁷² (Privacy)

Representatives from the Federal Bureau of Investigation (FBI), and the privacy community clashed over how provisions in the *US Patriot Act* are being used to access information. "We at the FBI do not want your secrets, unless of course you are a terrorist or a spy," said Valerie Caproni, general counsel for the FBI, at a conference sponsored by the American University National Security and Law Society. Caproni downplayed the controversy surrounding the law, which has been criticized as giving the government too much investigatory and surveillance powers. In respect to this, she said, "the act simply changed the standard that we have to meet in order to conduct certain investigations." Section 215 of the law has generated the most complaint from the American Civil Liberties Union (ACLU) to librarians. In fact, that section allows federal agents to access information such as book orders and reading records at libraries in connection with international terrorism investigations.

Feds Want Compatible Smart Cards: Biometrics Vendors Resist Giving Up Unique Features ⁷³ (Smart Cards / Interoperability)

The prospect of people carrying many different biometric identification smart cards, each recognized by a single workplace or venue, doesn't seem so smart. That's why the federal government is nudging the biometrics industry toward greater interoperability, to make the cards scannable by multiple systems. Vendors appear to be supporting the new federal requirements, albeit reluctantly. Smart-card vendors may have to give up some features that make their own biometrics systems unique in order to make their cards compatible with other systems, experts said. And there are technical concerns about how to demonstrate and test the interoperability of biometric cards' capabilities. "Biometrics vendors have not had to face an interoperability requirement before," said Paul Griffin, chief technology officer for Identix Inc., a biometrics services company in Minnetonka, Minnesota.

NIST Offers HIPAA Security Guidance ⁷⁴ (Privacy)

The National Institute of Standards and Technology (NIST) has issued a new guide on securing health information. The guide, Special Publication 800-66, recommends the type of systems that are needed to meet the *Health Insurance Portability and Accountability Act* (HIPAA). NIST identifies resources relevant to the specific security standards included in the HIPAA security rule and provides implementation examples for each. Under the rule, doctors and hospitals must secure and protect patient information from unauthorized use, such as hackers, while keeping it available for legitimate use. The rule also applies to agencies that transmit health information in electronic form.

⁷¹ http://www.gcn.com/vol1_no1/daily-updates/35350-1.html

⁷² <http://www.govexec.com/dailyfed/0305/032205tdpm1.html> CIOB News 2003-03-23

⁷³ http://www.washingtontechnology.com/news/20_6/egov/25828-1.html CIOB News 2003-03-23

⁷⁴ http://www.gcn.com/vol1_no1/e_gov/35364-1.html

The guide also lays out similarities between the HIPAA security rule and the *Federal Information Security Management Act* of 2002, which all agencies must fulfill.

The Changing Role of Government IT Departments ⁷⁵ (e-Government)

The IT function in government organizations is at a crossroads. According to a recent study, 18 per cent of Chief Information Officers (CIOs) said that they expected their jobs to be eliminated in the next five years. Today less than 50 per cent of the budgets for IT projects are held by IT executives, and this represents a major shift from a decade ago when IT controlled the vast majority of the technology budget. The very user-friendliness of technology has empowered many users to believe that they are capable of making technology decisions and purchases on their own, without recourse to the IT department. What is seeing, is a slow erosion of the responsibilities of IT departments in general, with increasing emphasis on their role as corporate police, ensuring compatibility with corporate guidelines, and maintaining the security, and availability of systems.

Passport Chip Criticism Grows ⁷⁶ (Biometrics)

Business travel groups, security experts, and privacy advocates are looking to derail a government plan to insert remotely readable chips in American passports. They call the chips homing devices for high-tech muggers, identity thieves and even terrorists. But, the US State Department, which plans to start issuing the new passports to citizens later this year, says its critics are overstating the risks. Officials say that the chips will cut down on passport forgery, improve security and speed up border crossings. The State Department is also adding technical features to prevent the Radio-Frequency Identification Devices (RFID) chips, in new passports from being skimmed by unauthorized readers, according to Frank Moss, the deputy assistant secretary for passport services at the State Department. "We will not issue passports to the American public without mitigating the risk of skimming," Moss said, calling the issue both a technical and a political problem.

FDIC: What's Good for Banks Is Good for e-Gov⁷⁷ (Authentication)

A study released earlier this year by the Federal Deposit Insurance Corp. (FDIC) concluded "account hijacking is now a small, but growing problem for financial institutions, as well as consumers, and conducting financial transactions online may place consumers at risk." In its report, FDIC recommended two factor authentication for logging onto accounts, and companies selling online security tools are pleased with the recommendations. But, mechanics and economies of deploying strong authentication to online consumers are not trivial. "Something that only 0,1 percent of your customers will use, is not going to save you any money. You are not going to be able to deploy a hardware token to millions of people," said Chris Voice, Entrust's vice-president for product marketing. As a solution, the government is focusing on federated identity management to enable strong authentication. This would let agencies accept digital certificates issued by trusted third parties, without requiring the government to go into the business of issuing certificates or putting them on smart cards.

LexisNexis Database Breached ⁷⁸ (Privacy)

Criminals entered a LexisNexis-owned database and accessed personal information on as many as 32,000 US citizens, leaving them vulnerable to identity theft, the company announced. The top five states affected by the breach were California, Massachusetts, New York, Florida and Texas. Mounting reports of stolen or lost customer information have prompted consumer advocacy groups and members of Congress to seek federal oversight of the data-brokering industry. The \$5 billion-

⁷⁵ <http://www.pstm.net/article/index.php?articleid=558> CIOB News 2005-03-29

⁷⁶ <http://www.wired.com/news/print/0,1294,67066,00.html>

⁷⁷ <http://www.gcn.com/cgi-bin/udt/im.display.printable?client.id=gcn2&story.id=35231>

⁷⁸ <http://www.daytondailynews.com/business/content/business/daily/0310infobreach.html> Thanks to Heather D.

per-year risk management industry, which thrives on the buying and selling of sensitive data gathered on nearly every adult American has experienced strong growth and demand over the past decade.

Northrop Grumman Successfully Deploys Smart IT Security Nationwide ⁷⁹ (PKI)

Northrop Grumman Corporation began nationwide deployment of the Federal Bureau of Investigation (FBI) public key infrastructure (PKI), which provides increased security, for its information technology systems. Approximately 35,000 FBI users will be issued smart cards containing the PKI establishing the user's credentials, while the system is able to accommodate growth, and is scalable. Northrop Grumman teammates on the program include PEC Solutions, Fairfax, Va.; Entrust, Inc., Addison, Texas; BAE Systems North America, Rockville, Md.; and ActivCard, Fremont, Calif.

GPO Safeguards Information From Hackers, Theft ⁸⁰ (PKI)

Under the Public Key Infrastructure (PKI) initiative, each digital federal document received by the Government Printing Office (GPO) comes with a digital signature of authenticity. The GPO is also studying new technology being developed by cryptographers that would require an additional check through a set of calculations, further verifying the authenticity of a federal document. The agency had started to reform its data-collecting procedures even before recent public concern surfaced over identity theft and loss of information at financial institutions. According to Veronica Meter, communications officer for the GPO, half of all federal documents released over the last few months were born digital, meaning that there was never a tangible printed copy.

Venezuela

No new item to report.

Viet Nam

No new item to report.

⁷⁹ <http://www.primezone.com/newsroom/?d=74275> Thanks to Heather D.

⁸⁰ <http://www.thehill.com/thehill/export/TheHill/News/Frontpage/031605/gpo.html> Thanks to Heather D.

Miscellaneous

Digital Rx: Take Two Aspirins and E-Mail Me in the Morning⁸¹ *(e-Services)*

Doctors may no longer make house calls, but they are answering patient e-mail messages, and being paid for it. The patients can also use the e-mail connections, which they reach through secure Web sites, to get X-ray and test results and request prescription renewals. It is expected that this shift toward online doctor-patient communication could help spur the changeover to electronic health care information systems, which government officials, and industry leaders say, is needed to reduce medical errors, and promote better care. Doctors and insurers agree, that online consultations can be especially useful for patients who have chronic conditions like diabetes, asthma, and heart problems.

OASIS Standardizes Extensible Access Control Markup Language⁸² *(Interoperability)*

OASIS, the international e-business standards consortium announced that its members have approved the Extensible Access Control Markup Language (XACML) version 2.0, as an OASIS Standard, a status, that signifies the highest level of ratification. To meet the needs of a wide range of users across many different environments, XACML 2.0, that is used to represent and evaluate access control policies incorporates new profiles for Role Based Access Control (RBAC), Privacy, and Lightweight Directory Access Protocol (LDAP). XACML 2.0 profiles also provide integration, and hierarchical resources for the Security Assertion Markup Language (SAML) OASIS Standard.

Security Assertion Markup Language (SAML) V2.0 Approved as OASIS Standard⁸³ *(PKI / Interoperability)*

The Organization for the Advancement of Structured Information Standards (OASIS) has approved Version 2.0 of the Security Assertion Markup Language (SAML), as an OASIS Standard. SAML defines a framework for exchanging security information between online business partners, and its key feature is its support for federated identity one, that is both portable and potable, so it can be transported and consumed across autonomous domains or business boundaries. OASIS has reported, that by defining standardized mechanisms for the communication of security and identity information between business partners, SAML makes federated identity, and the crossdomain transactions that it enables, a reality.

Symantec Issues Patches for Firewall/VPN and Gateway Security⁸⁴ *(Authentication)*

Symantec Corp. issued what it ranked as medium level patches for a number of its products, that could allow the remote exposure of sensitive information. Danish security vulnerability aggregator Secunia said, "The problem is caused due to an error in the Simple Mail Transfer Protocol (SMTP) binding functionality of certain devices with Internet Service Provider (ISP), load-balancing capabilities. This results in outbound e-mail traffic being load-balanced, regardless of the configured Wide Area Network (WAN) binding selection, which may cause sensitive SMTP traffic only destined for a trusted network to be passed over an entrusted connection."

Cisco Issues Fix for Four Holes That Could Lead to DoS Attacks⁸⁵ *(Authentication)*

⁸¹ <http://www.nytimes.com/2005/03/02/technology/02online.html?th>

⁸² <http://www.oasis-open.org>

⁸³ <http://xml.coverpages.org/ni2005-03-14-a.html> CIOB News 2005-03-15

⁸⁴ http://searchsecurity.techtarget.com/originalContent/0,289142,sid14_gci1063126,00.html?track=NL-358&ad=506624

W3C Releases Survey of RDF/Topic Maps Interoperability Proposals Working Draft
⁸⁹ *(Interoperability / Cryptography)*

An initial public working draft from the W3C Resource Description Framework /Topic Maps (RDFTM) Interoperability Task Force presents a document, that "contains a survey of existing proposals for integrating RDF and Topic Maps data and is intended to be a starting point for establishing standard guidelines for RDF/Topic Maps interoperability." The W3C RDF is a model developed by the W3C for representing information about resources in the World Wide Web. Topic Maps, a project of ISO/IEC JTC1/SC34, is a standard for knowledge integration, developed by ISO. The primary goal of this W3C endeavor is to "achieve interoperability between RDF and Topic Maps at the data level. This means that it should be possible to translate data from one form to the other without unacceptable loss of information or corruption of the semantics. It should also be possible to query the results of a translation in terms of the target model and it should be possible to share vocabularies across the two paradigms."

Governments Need Shared Services Now, Says Accenture ⁹⁰ *(e-Government)*

According to research conducted by consulting firm Accenture, and entitled "Driving High Performance in Government: Maximizing the Value of Public Sector Shared Services," a majority of government officials throughout the world believe shared-services functions help them achieve strategic goals with limited resources. Accenture's study is based on interviews conducted with 143 senior executives at all levels of government across 13 countries, from September to November 2004, by an independent polling firm. More than three quarters of respondents (85%) said they believe that shared services are playing, or will play a role in supporting their organisations' strategic goals. In addition, 66% of them reported that they had already implemented, or were in the process of implementing, shared services, while only 6% said they would not even consider a shared services model. The most common processes found in government-shared services were related to information technology, finance, and human resources, Accenture reported. The top three objectives for shared services identified by respondents were; to help meet efficiency targets; facilitate cost reductions; and address citizen demands for improved services.

World Economic Forum Releases Global IT Report 2004-2005 ⁹¹ *(e-Government)*

The World Economic Forum (WEF) published on March 9th, 2005 its fourth annual Global Information Technology Report, under the theme "Efficiency in an Increasingly Connected World". The report measures the Networked Readiness Index (NRI) of 104 countries. Highlights of the 2004-2005 index include the following: (1) Singapore tops the rankings of the NRI for the first time. (2) United States drops to number five. (3) Nordic countries continue to build up an impressive track record. (4) Asia and the Pacific do extremely well this year. (5) Estonia leads the Central and Eastern European countries. Finally, (6) the digital divide between countries is narrowing. Commenting the report, John Chambers, President and CEO of Cisco Systems, which sponsored the study said, "there is a strong correlation between ICT spending and productivity, which is demonstrated in this research as a strong correlation between the rankings and global competitiveness. While ICT usage is a measure of the present, ICT readiness is perhaps a measure of the future. Proactive policies and investments by all levels of government play an important role in building the foundations of a country's productivity."

⁸⁹ <http://xml.coverpages.org/ni2005-03-29-a.html> CIOB News 2005-03-30

⁹⁰ http://europa.eu.int/idabc/jsp/documents/dsp_showPrinterDocument.jsp?docID=3929&lg=en

⁹¹ http://europa.eu.int/idabc/jsp/documents/dsp_showPrinterDocument.jsp?docID=4014&lg=en