PKI International Scan
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April 30, 2004

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Introduction

This report represents ongoing research conducted by the Government of Canada (GoC) PKI Secretariat 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

EC: Implement e-Privacy Directive [1] *(Privacy)*

The European Commission (EC) is threatening eight member states with legal action for not adopting new privacy rules for digital networks and services. The EC warned nine member states in November for not integrating its Directive on Privacy and Electronic Communications (e-Privacy Directive) into their national laws. The Directive introduces a "spam ban" throughout the EU and sets rules for installing cookies on users' personal computers. So far, only Sweden has notified the Commission of new spam legislation. Belgium, Germany, Greece, France, Luxembourg, the Netherlands, Portugal and Finland now have two months in which to respond. If they fail to comply, they could face action in the European Court of Justice. Enterprise and information society commissioner Erkki Liikanen said in a statement: "We are determined to keep up the pressure on those member states that have not yet implement the legislation they signed in 2002. This Directive is vital to ensure that privacy and data protection are assured in an online world."

e-Voting Systems Should Include Audit Trails, Says Council of Europe Report [2] *(Authentication)*

A recent report by a Commission of the Council of Europe said e-voting systems must allow electors to obtain confirmation of their votes and correct them if necessary. In addition, the Commission has stressed the need for transparency, saying it must be possible to check systems are functioning properly. The Council of Europe's Commission for Democracy through Law, better known as the Venice Commission adopted on March 13-13, 2004 a report on the compatibility of remote voting (i.e. postal voting and electronic voting) with Council of Europe standards. Noting that several countries already use electronic voting methods or are planning to do so, and stressing the fact that e-voting can present clear advantages when several elections are held simultaneously, the Commission has nonetheless warned that "certain precautions are needed to minimise the risk of fraud". The report's main recommendation regarding electronic voting is that e-voting should only be used if the system is secure and transparent.

Rights Campaigners Protest Against Global Biometric Infrastructure [3] *(Biometrics)*

In an open letter sent to the International Civil Aviation Organisation (ICAO) on March 30, 2004, over 30 human rights and civil liberties groups worldwide asked the organisation to radically

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[1] http://www.theregister.co.uk/2004/04/02/ec_implement_eprivacy_directive/
[2] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2364
[3] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2379

change the course of its biometrics policy. The groups say they "understand the desire of ICAO to increase confidence in travel documents, reduce fraud, combat terrorism, and protect aviation security". However, they add that the implementation of biometrics will have disproportionate effects on privacy and civil liberties". Specific concerns raised in the open letter include the following: (1) Central databases put privacy at risk; (2) the transfer of personal information across borders increases the risks of illegal collection, use, retention, and transfers of this information; (3) facial recognition - failure rate of 15% after only about 2 years for the best systems tested; (4) the use of radio-frequency identification (RFID) chips – invasive technology.

EU Adopts e-Health 'Action Plan' [4] *(e-Service)*

The European Commission is preparing to adopt an e-health "action plan" in an attempt to ensure that such things as digital patient records, are interoperable across Europe. The European commissioner for enterprise and the information society, Erkki Liikanen said on April 21, 2004 "e-health will open the door to more easily accessible and better quality health care, it is not about technology, but about patients. It can reduce errors, speed up treatment and offer important cost savings. We have to invest in new solutions, boost skills and re-organise health services so that patients and health professionals get the most from new technology and services". Elements of the roadmap include: (1)better provision of information to patients on how to get treatment in other member states, (2) coordinating the evaluation and assessment of new health technology, (3) making the most of new IT, and better integrating e-health policies and activities across Europe

European Parliament Refers Transfer of Air Passenger Data to The Court of Justice [5] *(Privacy)*

The European Parliament has voted on April 21, 2004 to refer the proposed agreement on the transfer of EU passenger records to US authorities to the European Court of Justice. The Parliament has also rejected a scheme that would force airlines to transfer passenger records to EU Member States' authorities. In December 2003 the Commission had agreed to demands by US authorities to receive personal information about all air passengers flying to the US from Europe. The legal framework proposed by the Commission for the transfer of passenger data would take the form of a decision by the Commission under the Data Protection Directive, establishing that US authorities provide "an adequate level of protection" for passenger data, accompanied by an international agreement between the European Community and the US, consisting in the deal reached last December and to be formally approved by a Council Decision. The European Parliament in its resolution of March 31,2004 rejected the first pillar of this proposed framework.

EU Builds Online 'Backbone' [6] *(Authentication)*

The European Commission has awarded a contract to a group of businesses and academic bodies for developing an e-government "backbone" across the continent. The project, known as GUIDE (Government User Identity for Europe), aims to develop a "simple, coherent and interoperable electronic identification and authentication architecture to underpin e-government applications". Work will cover several technical areas (1) Research into an open architecture for authentication will be carried out. (2) Data security, protocols and permissions. This will involve analysis of existing and new ways of transporting and storing data without risking any loss, or sending data to unauthorised people. (3) Defining standards in order to allow interaction between new and legacy systems.

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[4] http://www.kablenet.com/kd.nsf/Frontpage/F140DE3FAF5074BE80256E7F00501F1F?OpenDocument
[5] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2440
[6] http://www.kablenet.com/kd.nsf/Frontpage/485FCE9978CA1D9880256E85003EC550?OpenDocument

Africa (Continent of)

No new item to report.

Argentina

No new item to report.

Austria

Austrian Electronic Health Insurance Card Project Making Progress [7] *(Smart Cards)*

The Federation of Austrian Social Security Institutions has selected a supplier for the implementation of Austria's planned health insurance smart card, also known as "e-card". This deal paves the way for the introduction of the card by the end of 2005. The chip card will contain administrative data such as the holder's name, title, date of birth and social insurance number. It will also be prepared for a digital signature function, so that authorised holders will be able to use it for electronic transactions with government authorities. An e-card pilot is scheduled to start at the end of this year in the Burgenland region, before the countrywide distribution starts in 2005. Austria will then join other European countries that have already implemented smart health insurance cards, such as Belgium (SIS card), France (VITALE Card) or Slovenia (KZZ card). Germany is also planning to introduce a nation-wide electronic healthcare card in 2006.

Mobile Identification Scheme Launched for Austrian e-Government Services [8] *(Digital signatures)*

Austrian Citizens can now digitally sign documents and transact with government bodies over the Internet without having to possess a "Citizen Card" (Bürgerkarte) or a software-based digital signature. Mobile operator Mobilkom Austria has launched a "light citizen card" service called A1 SIGNATUR that makes it possible to identify / authenticate e-government customers using mobile access. The mobile phone identification process is simple and fast. When filling an online government form over the Internet, the user is redirected to a page at A1.net where he enters his mobile phone number. The user is then identified and the form completed with his personal data displayed. A short message (SMS) containing a Transaction Number (TAN) is received on his mobile phone; he can then initiate the signing and encrypted transmission of the form by entering his Personal Identification Number (PIN) and TAN. The cryptographic key itself remains stored on a mobilkom server and is never transmitted over the network.

Australia

New EU Member States to Benefit From Australia's e-Visa System [9] *(e-Service)*

Starting July 1st, 2004, any citizen from the 25 EU Member States will be able to apply for both tourism and business visas to Australia through the web-based Australian Electronic Travel Authority (ETA) system operated by the Australian Department of Immigration. When applying for a visa, visitors do not need to visit an Australian diplomatic office to submit their application. Instead, applications are made online and generally take less than 30 seconds to be approved, while payment is also processed online via credit card. Airlines have access to the ETA database through their reservation systems, so check-in staff can confirm that electronic visa-holders are allowed to board a flight to Australia. The internet-based system has however been criticised after a terrorist suspect was granted an electronic visa to Australia in May. This has prompted criticism from members of the Australian parliamentary opposition, as well as from a number of security experts. Faced with demands for a return to traditional visa procedures including face-to-face

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[7] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2441
[8] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2426
[9] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2422

interviews with Australian consular officials, the Government has so far defended ETA as a good balance between security needs and better services for travellers.

Local Bio Passport Delay Flagged [10] *(Biometrics)*

Australia will delay until late next year the roll-out of its biometric passport if US Secretary of State Colin Powell is successful in lobbying for a two-year extension to the introduction of laws that would have made the high-tech document mandatory for visitors to the United States. The US Secretary of State indicated this week that he would lobby Congress for a two-year extension deadline. Mr Powell argued that few countries had completed adequate preparation for the introduction of the biometric documents. Further US Customs is itself concerned that it will not have completed installation of biometric "readers" at border-entry points in time for the deadline. Foreign Affairs Passport Branch Assistant Secretary, Bob Nash, said while the department was ready to introduce the biometric travel documents if required, the extension was nonetheless welcome. "It means that before we go ahead and do anything, we'll have the time to carry out testing to ensure that our system is compatible with the US system". Assuming testing was completed without problems, and that the Australian Parliament passed legislation that would enable the implementation of the biometric passport system, Mr Nash said that Department of Foreign Affairs and Trade (DFAT) would expect roll-out to start "toward the end of next year".

Belgium

Large-Scale Distribution of Belgian Electronic ID Cards To Begin in September 2004 [11]
(Smart Cards)

Large-scale distribution of electronic ID cards in Belgium will start in September 2004 and should be completed in 2009. All of the country's municipalities (communes) will have 5 years to complete the transition instead of 3 years as previously announced in Autumn 2003, and each commune will be free to decide the schedule for installing the necessary infrastructure to manage and deliver the new card until 2009. The Belgian electronic ID card that was officially launched in late March 2003 contains two electronic signatures (one serving for identifying the holder and the second for signing electronic documents). The card is expected to become the main identification and authentication instrument for accessing e-government services in Belgium. The Government expects that, over the years, both the public and the private sectors will make a wealth of additional applications and services compatible with the electronic ID card.

Bermuda

No new item to report.

Bosnia-Herzegovina

No new item to report.

Brazil

No new item to report.

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[10] http://australianit.news.com.au/articles/0,7204,9355216%5E15306%5E%5Enbv%5E,00.html
[11] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2341

Bulgaria

No new item to report.

Canada

Electronic Commerce and Technology [12] *(e-Commerce)*

E-commerce posted a big gain in 2003 for the fourth year in a row, but online sales still accounted for less than 1% of total operating revenues for private businesses. Combined private and public sector online sales in Canada soared almost 40% to $19.1 billion, following a 27% jump in 2002. The gains were driven by an increase in domestic sales of over $5.7 billion. Private firms accounted for the vast majority of sales, $18.6 billion. Online sales by public sector enterprises rebounded from a decline in 2002, jumping 56.3% to $511.4 million. Internet sales, however, are only one key element of the e-commerce picture. There are many other important aspects to consider when examining technology access and use by Canadian firms. Websites, high-speed Internet access, purchasing, intranets and extranets are also key measures of business connectivity.

Use Existing Security Information Wisely Before Seeking More: Privacy Czar [13] *(Privacy)*

In a luncheon speech to a counter-terrorism conference, Privacy Commissioner Jennifer Stoddart challenged police and security agencies to demonstrate that they're making the best use of available personal data they already have before going after more. The onus of proof is on the security community, she said;``Show us how are you maximizing the information that you already have, how you are using it in the most refined way before you go out and gather more and more information on more and more people, the vast majority of whom have nothing to do with security issues''. Keith Kellogg, a vice-president for homeland security at Oracle Corp., a U.S. information technology firm, agreed that privacy must be protected and that police and national security people often don't make the best use of the information they have.

Liberals Plan Massive Government Technology Overhaul: IT Upgrade Promises To Be Biggest Change Since Computerization of Public Service [14] *(e-Government)*

The Martin government is taking aim at $13 billion in operation costs with a three-track review that could set the stage for the biggest transformation in the way public servants manage and serve Canadians since the dawn of the computer age. The reviews, led by Chief Information Officer Michelle d'Auray, are aimed at driving departments to use technology to manage "government-wide" rather than as independent fiefdoms, each using its own computer system, which often can't communicate with the computers used in other departments. The main goal is to get spending under control, better management, more flexibility, open government, accountability and getting services to Canadians faster and easier. "We have to have a government-wide approach because if you don't, how can you communicate properly?" said Walt Lastewka, parliamentary secretary for Public Works and Government Services. "If you want to know how many widgets we have in Canada, you shouldn't have to wait a week or more to get an answer. We should have the ability in our information systems to press a button and get an answer." Ms. d'Auray warns that these operation costs will only continue to soar unless steps are made to consolidate, integrate and share information technology services.

Alberta: On-Line Justice Directory Now Available to Albertans [15] *(e-Services)*

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[12] http://www.statcan.ca/Daily/English/040416/d040416a.htm CIOB-News 19-04-2004
[13] http://intranet/tbnews/stories/2004/20040428i0823.htm
[14] http://intranet/tbnews/stories/2004/20040426i0414.htm

[15] http://www.gov.ab.ca/acn/200404/16319.html

An electronic directory, **A**lberta's **L**aw-related **I**nformation **N**etwor**k (A-Link)** that provides immediate access to information on law-related programs and services in the province is now available to Albertans 24-hours a day, seven days a week. The on-line database is the first of its kind in Canada. It is set up to provide contact and program information in a diversity of areas. A-Link is a partnership project between Alberta Justice and the Legal Studies Program in the Faculty of Extension, University of Alberta.

Alberta: Book Your Doctor's Appointment Online: New System Will Also Permit Patients to Access Medical Test Results [16] *(e-Services)*

Edmonton area residents will in a few years be able to check medical test results and book doctors' appointments online, thanks to a new Capital Healthcomputer system. In fact, the health region will expand its electronic health record, which provides online data to doctors and nurses, to allow patients themselves to access some of their online medical information. This measure is expected to give patients the necessary tools to become more actively involved in managing their health. Capital Health has spent the past two years building its $10-million electronic health record, called netCARE. Tested over the past year with 500 doctors and nurses, the system began its official rollout in April 1st, 2004. Already, 1,800 more people have been authorized to use the system. The online system which is new in Canada exists in some areas such as Seattle.

New Brunswick: Malaysian Delegation Considers Service New Brunswick Software [17] *(e-Government)*

Service New Brunswick, a provincial Crown corporation which is responsible for making government services more accessible through one-stop service centres, Internet and toll-free over the phone are currently hosting eight-member delegation of senior officials from Malaysia. The delegation's mission is to evaluate Service New Brunswick's PLANET software, marketed under the CARIS LIN brand name, with an eye to the possible purchase of the software. Intergovernmental and International Relations Minister Percy Mockler, Minister responsible for Service New Brunswick said, "Service New Brunswick continues to work with its many partners in the pursuit of international markets for our suite of e-government solutions. We're proud to work with CARIS to bring this product to markets across the world as we intensify our efforts to make Service New Brunswick the standard for e-government offerings."

Ontario: Ontario Puts IBM Privacy Partnership to Good Use [18] *(Privacy)*

Ontario's Privacy Commissioner, Ann Cavoukian has put its relationship with IBM Canada Ltd.'s Tivoli business group to good use, signing up to develop a "digital template" for the province's new privacy legislation. Last fall, IBM began converting the province's new *Freedom of Information and Protection of Privacy Act* (FIPPA) into electronic form, using a computer language called the Enterprise Privacy Authorization Language (EPAL). According to Big Blue, EPAL will help translate government-speak into IT-friendly, extensible markup language (XML) applications. The conversion phase ended this February, and now the government is hoping to test the template with "dummy data" before rolling it out officially. While the provincial government has had its own privacy rules for the past 15 years, privacy legislation is new for Ontario's private sector.

Ontario: HealthyOntario.com Nominated for International Internet Award [19] *(e-Government)*

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[16] http://intranet/tbnews/stories/2004/20040430i0652.html
[17] http://www.gnb.ca/cnb/news/snb/2004e0474sn.html

[18] http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=55355&adBanner=eGovernment
[19] http://ogov.newswire.ca/ontario/GPOE/2004/04/27/c5779.html?lmatch=&lang=_e.html

HealthyOntario.com is one of five nominees for the 8th Annual Webby Awards under the category of top Government or Law website in the world. The Webby Awards are chosen by members of the International Academy of Digital Arts and Sciences. HealthyOntario.com is also eligible for The Webby's People's Voice Award where members of the public vote on-line. Since being launched in October 2002, HealthyOntario.com has won nine major information technology awards for delivering high quality service to the public. Some of these awards include: (1) the 2003 National Award of Excellence for Best Website from the; (2) Canadian Public Relations Society Inc.; (3) the 2003 prizes for best writing and outstanding electronic and interactive communication, as recognized by the International Association of Business Communicators; and (3) the 2003 Ontario Showcase Award of Excellence for providing an on-line service that better serves Ontarians.

Saskatchewan: Online Information Centre For Agribusiness Training And Education [20] *(e-Services)*

The Saskatchewan Council for Community Development (SCCD) launched an 18 month pilot program, called the Centre for Agribusiness Training and Education (CATE) to connect potential learners with agricultural and agribusiness training opportunities. According to Agriculture and Agri Food Minister Bob Speller, CATE will be an important online connection for individuals seeking to upgrade their skills and will also help training institutions respond to their clients' needs. This innovative project will provide a portal to training and education opportunities in agribusiness management and will provide easy access to information, especially for citizens in rural Saskatchewan.

Chile

No new item to report.

China

Electronic ID Cards Introduced in China [21] *(Smart cards)*

The Chinese government has officially kicked off a massive ID card modernisation programme that will provide all citizens over 16 years old with an electronic card by the end of 2008. Nationwide distribution of the new electronic ID cards will begin in 2005. A limited distribution scheme of the new card was kicked off on March 29, 2003 in the cities of Huzhou, Shanghai and Shenzhen. The new computer-readable document is shaped like a credit card, contains a microchip, and uses cutting-edge digital and printing technologies to avoid counterfeits and fraud. Personal identification printed in the cards and stored both in the card's microchip and in government databases includes name, gender, date of birth, address, identification number and a colour photo.

Denmark

Danish Public Sector to Prepare for a Second "eDay" [22] *(Digital Signature)*

The Danish Government and local authorities have signed on April 2, 2004 an agreement paving the way for "eDay2" on February 1, 2005. Starting that day, the general public will be given a legal right to communicate electronically with the country's public authorities. The authenticity of all messages sent and received will be certified by the use of digital signatures. Making the public sector work and communicate digitally is one of the main strategic objectives of the Danish Government's new e-government strategy for the period 2004-2006, which was launched on February 17, 2004. According to the strategy, by the end of 2006 at least 80% of all public authorities should receive at least a quarter of all documents sent by other public authorities in digital form, and at least 60% of all public authorities should be able to communicate securely in

[20] http://www.gov.sk.ca/newsrel/releases/2004/04/20-172.html
[21] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2365
[22] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2414

digital form with other public authorities, citizens and businesses. The first Danish eDay took place on September 1, 2003.

Finland

Finnish Government Launches New Online Identification System [23] *(Electronic Services)*

The Finnish Government has just introduced a new online identification system designed to provide users with an easy and secure way of accessing e-government services. Based on the existing standard used for Internet banking, the new system will be available to all government authorities. It will provide more flexible method, and make the accessibility online possible for some public services without the need of using card readers. Initially, the Finnish Government had envisaged the use of the Electronic ID card as the universal method for electronic identification for e-government services, but its uptake has been slower than expected and many government bodies find it too complex to use for some of their services which do not require full-proof identification. In the future, according to the Finnish Government, mobile identification could be added to the system to facilitate the implementation of e-government services.

France

Over 1,250,000 French Taxpayers Filed Their Tax Returns Online This Year [24] *(e-Service)*

On April 21, 2004, a total of 1,252,319 tax returns had been submitted online compared to 601,025 in 2003 well above the Government's objective of 1 million online tax returns. The figure is particularly impressive when compared to previous performances (115,149 returns in 2002, 16,719 in 2001 and 4,514 in 2000). According to the French Government, about 18 % of households connected to the Internet (6.9 million) have filed their tax returns online in 2004. The number of visits to the French tax portal has also risen, reaching more than 15 million over the tax campaign period from March 01, 2004 to April 19, 2004. However, the 1,252,319 tax returns submitted online still represent only 3.7% of the total number of returns filed in France. As a matter of comparison, they were 11.5 % in UK, 11.7% in Spain, and 45% in United States. Despite the fact that income-generating services such as tax collection remain by far the best performing services in terms of online availability and sophistication in Europe, their take-up by citizens still low, with the number of returns submitted online rarely exceeding 10% of the total.

Germany

German Biometric Border-Control Pilot Running Smoothly [25] *(Biometrics)*

Six weeks after kicking off (February 13, 2004) a new biometric border control system at the Frankfurt airport, German Minister of the Interior Otto Schily made a first evaluation of the pilot. According to Mr Schily, the system trial is running smoothly and travellers' participation has been positive so far. The pilot that is scheduled to end in mid-August 2004 aims not only testing the technology but also assessing the passengers' reactions to the use of biometric technology. This will be an important indicator should the government decide to implement the system on a wide scale. EU travellers over 18 years old and carrying a machine-readable passport may register to have their iris scanned on a voluntary basis. The digital images obtained are then mapped by a software application that assigns a numeric code to each iris, and loaded into a database together with personal data such as name, date of birth, nationality and sex scanned from the passport. Once a passenger's iris blueprint and personal data are loaded in the system, passengers have to feed their machine-readable passports into a passport scanner and glance at the camera. If the iris

[23] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2434
[24] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2447
[25] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2346

scan is successfully matched with the passport data, the security doors swing open. Under normal circumstances, the entire procedure lasts about 20 seconds.

Germans Garrotte Google Gmail Over Privacy [26] *(Privacy)*

Google is offering a new free email service Gmail that whops 1Gb of free storage, but scans the content of incoming email and seeds it with targeted ads. But, according to Andreas Hermann of the German Federal Data Protection Commission, this is forbidden under German privacy laws. In fact, in Germany, email, fax and phone conversations are considered to be confidential, and snooping on email is permitted only when substantial criminal activity is suspected. In response, Google stresses it will assign computers and not people to scan the content of emails, but this may still be a violation in Europe, where privacy protection laws are much stricter than in the US, where Google is based. As a counter attack to Google's Citizens' group Privacy International filed a complaint with the UK Information Commissioner, while in the US 28 privacy and civil liberties groups sent an open letter, urging Google to reconsider its plans. The group claims the Gmail system sets "potentially dangerous precedents and establishes reduced expectations of privacy in email communications".

Germany's ID Guinea Pigs [27] *(Biometrics)*

According to a report soon to be issued to the country's parliament, the German Government's biometric ID card programme leaves crucial legal, financial and technical questions unanswered and represented a "gigantic laboratory test". Key questions that are addressed are the technology to be used, the IT system requirements, the arrangements for distributing the cards and the public acceptance of biometrics. The German Bundestag Office for Technology Assessment (TAB) is to submit a formal report to the Bundestag in May 2004 by which the followings points are expected to be recommended; (1) extensive pilot tests and evaluations are needed before the Government considers implementation of the programme, (2) the options for ID technology are already becoming limited, (3) there is a lack of open debate about ID cards, (4) finally the Government may have to go along with technical standards for passports and other identity documents set out by the International Civil Aviation Organisation.

Hungary

No new item to report

India

No new item to report

Ireland

Irish Public Services Broker Enters Development Phase [28] *(e-Government)*

The Government agency established to advance the e-government agenda in Ireland, announced on April 20, 2004 that the Public Services Broker (PSB) had finally entered into development phase. The PSB, also known as "reachservices", will provide the central infrastructure for the country's on-line government services. The PSB is designed to help Government departments and agencies to modernise, streamline and join-up public service delivery. It will consist in a government-wide middleware layer and supporting infrastructure to enable seamless interoperation

[26] http://www.theregister.co.uk/2004/04/08/gmail_germany/
[27] http://www.kablenet.com/kd.nsf/Frontpage/D3E8AFEECBAE806780256E76003CDDA5?OpenDocument
[28] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2439

of government information systems and delivery of electronic services. Interactive and transactional services thus created will be made accessible through the reachservices portal, which will provide a single point of access to public services and significantly improve citizen and business interaction with the Government.

Israel

No new item to report

Italy

Italy Gives Legal Status to Registered e-mail [29] *(e-Signature)*

The Italian Government adopted on March 25, 2004 a decree that puts Italy at the digital forefront in Europe by giving registered electronic mail the same legal status as recorded delivery letters. The decree proposed by Minister for Innovation and Technologies Lucio Stanca and Civil Service minister Luigi Mazzella, is expected to go into effect within the next two months. Mr Stanca said "the measure is an act of modernity", which is based on the recognition that "electronic-mail is, increasingly, becoming an instrument of daily communication" and that it can deliver key benefits to the public sector in terms of speed, efficiency and cost savings. The number of e-mail messages handled by Italian public administrations reached 31 million in 2003, up from 14.6 million in 2002. Further development of e-mail use by public bodies nevertheless requires guarantees similar to those of recorded delivery letters to be available. To this end, the decree provides the legal basis for the "certification" of both the sending and reception of electronic mail. Furthermore, the decree establishes an official register of certified e-mail managers, which will be maintained and controlled by the National Centre for IT in Public Administration (CNIPA).

Italian Government Ready to Roll Out Electronic ID Cards [30] *(Smart Cards)*

With 1.5 million cards produced and 600,000 already distributed to 56 municipalities, the Italian Government has completed the second pilot phase of the introduction of electronic ID cards. The ultimate goal is to substitute 40 million paper ID documents in the next 5 years at a pace of eight million cards a year. The Italian electronic ID card contains a set of personal data, including the holder's fiscal code and blood group, and the introduction of a biometric key is considered for the future. This personal data and a digital signature are only stored on the card microchip, that current capacity of 34 KB will probably be extended. In accordance with data protection legislation, this data is not kept on any central database and can only be released and used if the holder gives his permission by inserting a PIN code.

Japan

No new item to report.

Kenya

No new item to report.

Korea

No new item to report.

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[29] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2374
[30] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2428

Malaysia

No new item to report.

Malta

Government of Malta Launches Electronic Identity Service [31] *(Smart Cards)*

The Maltese Ministry for Information Technology and Investment has unveiled on March 18, 2004 an electronic ID system that will allow citizens to gain personalised access to online government services. The Maltese "electronic identity" objective is to enable the secure provision of value-added transactional e-services while continuing to offer flexibility and convenience to their users. Also, the Government hopes that it will help reduce scepticism among the general public about online administrative procedures requiring the transmission of personal and sensitive data. The Government has ambitious plans to make the eID available for the integration of e-services provided by public enterprises, and in the longer-term even private organisations. Since the model adopted can be replicated in other countries, the Maltese Government intends to promote its eID system towards foreign governments.

Mexico

No new item to report.

Netherlands (the)

No new item to report.

New Zealand

New Zealand - Next e-Govt Step: CRM for The People [32] *(e-Government)*

The new e-government unit head, Laurence Millar, said that the next major challenge for e-government in New Zealand is to focus on the needs of the customer rather than government agencies. Millar says the switch needs to be made from a "supply-driven" system to a "demand-driven" view. The latter view will mean co-ordinating work and information flow among agencies more, so as to serve many facets of a single customer need. Many private-sector organisations are already well down the road with such customer relationship management, Millar says. "When you do business with one department of a company, it's no longer a surprise to you if you get a relevant communication from another part of the same company." In business, it's often a matter of "cross-selling" but in government passing customer information around smoothly would be rather part of providing an efficient co-ordinated service.

Govt Listening Carefully to Speech Apps [33] *(Authentication)*

A particularly "hot" area is emerging in "speaker verification" - voice recognition used to authenticate the speaker's identity. There is palpable interest in voice recognition and other speech applications from New Zealand government agencies. At least two agencies, Inland Revenue and the Ministry of Social Development are already experimenting with voice-recognition interfaces in student loans and work and income transactions. The e-government unit refers to these applications and the further potential for voice as an authentication tool. Voice authentication is still a developing market, and will initially act merely as one factor in a multi-factor identification sequence.

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[31] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2345
[32] http://www.computerworld.co.nz/news.nsf/0/EFD25B7C07B4C5D2CC256E750077F299?OpenDocument
CIOB News 15-04-2004
[33] http://www.computerworld.co.nz/news.nsf/0/0D284A62CFC3C830CC256E8200756182?OpenDocument

Norway

No new item to report.

Pakistan

No new item to report.

Poland

No new item to report.

Portugal

No new item to report.

Russia

No new item to report.

Singapore

No new item to report.

Slovak Republic

No new item to report.

Slovenia (Republic of)

No new item to report.

Spain

Sweden

No new item to report.

Switzerland

No new item to report.

Thailand

No new item to report.

United Kingdom

The 12 Step Programme [34] *(e-Government)*

The report on Best Practice in ICT in Planning and Regulatory Services (PARSOL) has been compiled as one of the Office of the Deputy Prime Minister's National Projects for local e-government. It concentrates on four key service areas: planning; building control; environmental health; and trading standards. Released on April 1, 2004, it makes a series of recommendations based on 12 areas of best practice: electronic guidance; electronic: information; communication; consultation; contact centres; one stop shops; remote facilities; core systems; support systems; geographic information systems; mobile technology; and interfaces. It says that local authorities trying to get the best out of IT should compare their corporate systems and service provisions against its interpretation of best practice in each of these areas. They should then look at the listed benefits and assess the impact they could have in their own operations. Local authorities should also produce a prioritised list of potential actions, giving the most importance to the services they believe will bring the most benefits to their residents.

Indian Call Centres 'Pose Security Risk' [35] *(Privacy)*

A group of British Members of the European Parliament backed by British Union Amicus are calling for better protection for consumer data sent overseas as a result of off shoring agreements. They want regulation to prevent unauthorised access of personal details being processed abroad. The *Data Protection Act* requires companies to maintain servers within the EU but allows that data to be processed anywhere. David Fleming, Amicus National Secretary for Finance, said, "off shoring is an accident waiting to happen. It is only a matter of time before a serious crime is committed which could ruin the reputation of the British financial services industry." Criminals are believed to be trying to bribe Indian call centre workers to get access to customer credit card details.

A Draft For ID [36] *(Smart Cards)*

Despite a cabinet split and widespread opposition led by privacy activists, the British Home Secretary, David Blunkett, said the government intends to push ahead with controversial proposals for a biometric ID card scheme. Furthermore, in his monthly news conference Tony Blair said identity cards would be introduced "more quickly than even we anticipated". He added, "The government had won over those who opposed the controversial measure for civil liberties reasons. Practical issues and logistics were the only things stopping the introduction of ID cards". However, the possession of the cards, to be phased in from 2007-08, would be voluntary for UK citizens to obtain various entitlements. And if as expected, 80% of the population take up cards over the following five years, the Government would then decide whether to make them compulsory. Parliament would vote on this. According to the Home Office plans, the cards would include basic personal information, a digital photo and a biometric such as an iris scan or fingerprint.

Forget the Password [37] *(Biometrics)*

Staff in one area of the UK Home Office are using biometric technology instead of passwords to access their computers. A Home Office organisation that regulates the security industry is to use a biometric authentication system to enable offsite workers to gain access to their laptops and PCs.

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[34] http://www.kablenet.com/kd.nsf/Frontpage/432FB36D5FB4EF3680256E6900566FD9?OpenDocument
[35] http://www.theregister.co.uk/2004/04/05/indian_call_centres_pose_security/
[36] http://www.kablenet.com/kd.nsf/Frontpage/2F43FDF6735FE80080256E70003610E6?OpenDocument
[37] http://www.kablenet.com/kd.nsf/Frontpage/71726638D7257EB380256E78003A4384?OpenDocument

Users are supplied with a special mouse that scans their fingerprint before allowing access to the system. Tim O'Neill Assistant Director for IT at the newly formed Security Industry Authority (SIA) said: "The pilot scheme has gone extremely well and all 100 staff using the biometrics to access their computers have taken to it extremely quickly, especially because of its ease of use, reliability and most important, its security."

ID Card Technology Under Scrutiny [38] *(Smart Cards)*

Home Secretary David Blunkett has said that a draft bill on the ID cards issue will be published by next month. Experts from the identification cards industry will tell parliament what type of cards they think should be introduced to the UK. The Home Office has said that on each card, costing around £3.50, will be basic details such as name, age, validity dates, nationality, whether a person has a right to work, and a unique number. He added that a secure encrypted chip will contain a unique personal biometric identifier, and cards will be linked to a national secure database, to prevent multiple card applications as well as the theft of people's identities by suspected terrorists. The national database that will contain biometric information is planned to be created by 2007-08, while carrying the cards would become compulsory only after 80% of the population has got one.

Public 'Approval' for ID Cards [39] *(Smart Cards)*

According to a Mori poll published on April 22, 2004, the UK public supports the idea of ID cards but has little confidence that the Government would be able to introduce the scheme smoothly and efficiently. Most people believe that the cards will help reduce illegal immigration, identity theft and benefit fraud. But only one in five say they are willing to pay the £35 cost while 48% say they would not want to pay anything at all. More than half (58%) expects the Government to have difficulties implementing the scheme. The survey also found that almost three quarters (73%) do not think their civil liberties will be infringed but of those opposed (11%) most are concerned about the effect of a "Big Brother" state. Iris scans are not as unpopular as sometimes thought, finds the survey, with 42% willing to have an eye biometric taken. However, the most popular ID method is still the photograph.

Digital Certificate Regime Wins UK Gov Plaudits [40] *(Digital Signature)*

An industry-led scheme to certify best practices for digital certificate services in the UK won the stamp of approval from E-minister Stephen Timms yesterday. tScheme was set up four years ago to establish a voluntary approvals regime for cryptographic services to protect the security of the identity of online consumers. To date, tScheme, which has focused on business-to-business ecommerce projects, has demonstrated the flexibility and adaptability to changing circumstances, which is almost impossible to achieve through a traditional regulatory model, said the E-minister. A number of services, including a managed public key infrastructure (PKI) package from British Telecom, received the tScheme badge of approval. According to Stephen Upton, chief executive of tScheme the rigour of tScheme certification is such that when organisations submit services for assessment tScheme looks at the organisation, personnel and physical security as well as the technology.

UK Prosecutors' New Electronic Case Management System Proves Successful [41] *(e-Government)*

The Crown Prosecution Service (CPS), responsible for prosecuting people in England and Wales charged by the police with a criminal offence, has reached a significant milestone in its efforts to

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[38] http://news.bbc.co.uk/1/hi/uk_politics/3640961.stm

[39] http://www.kablenet.com/kd.nsf/Frontpage/B17C1E83C80C58B580256E7E00337140?OpenDocument
[40] http://www.theregister.co.uk/2004/04/22/pki_self_regulation/
[41] http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2438

improve the delivery of justice with the successful implementation of the first national electronic case management system employed within the Criminal Justice System (CJS). The CPS electronic case management system sits at the heart of the COMPASS programme, a business transformation initiative making a significant contribution to the modernisation of the Criminal Justice System. To this end, the CPS will start connecting its system to police case-management systems in autumn. Future interfaces will be built with a national case management system for police, courts and prison services, and are expected to be used by April 2006.

ID Cards to Use 'key Database' of Personal Info [42] *(Privacy)*

According to the Sunday Times, Foreign Secretary Jack Straw has secured agreement that it will never be mandatory to carry a card, that a Commons vote will be required before police can require a card's production. However, the Home Secretary Blunkett disputed this, pointing to sections 15-18 of the draft as giving the necessary clearances. These sections make provision for public services to hinge on ID cards, but specifically rule out the requirement to carry it at all times or produce it for police. Privacy International described the scheme as "draconian and dangerous," pointing out that the draft gave the Home Secretary wide powers to disclose identity-related information to a range of authorities, including police, Inland Revenue and Customs & Excise, can order a person to register for an ID card, and can even have them registered against their will if the necessary data is already known.

Biometric ID: 'Will Work, Will Happen and Will Be Popular' [43] *(Biometrics)*

The company behind the biometric technology being used by the UK Passport Office says biometric IDs will happen - and they will happen with the blessing of the majority of UK citizens. The UK government in the rollout of biometric IDs is using NEC technology, which has already been involved in similar schemes worldwide. Carl Gohringer, head of product development for NEC security solutions, has said that "biometric passports are far better than anything we have now and have nowhere near the same exposure to fraudulent use or forgery". However, he accepted there is a negligible risk attached "of course there is no such thing as a fool-proof technology," he said; "but why wait for a fool-proof technology which will never happen, if in the meantime you are continuing to use an inadequate system."

United States

US May Delay Passport Demand [44] *(Biometrics)*

The Departments of State and Homeland Security have asked Congress to extend for two years the requirement for Visa Waiver Program (VWP) countries to include biometrics in passports issued on or after October 26, 2004. Many of the affected countries have indicated that they would not be able to produce biometric passports by the congressionally mandated deadline (end of 2005).
In a statement issued on April 2, 2004, the Departments of State and Homeland Security confirmed the request for a two year extension to give the countries time to resolve the technical problems and develop viable programmes for producing biometrically enabled passports. The Department of Homeland Security said it would begin enrolling VWP travelers through the US Visitor and Immigrant Status Indicator Technology (US-VISIT) programme at all airports and seaports by September 30, 2004. Since its launch in January 2004, more than 2 million visitors to the US have been processed.

Feds to Use 'Federated' ID Checks [45] *(Authentication)*

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[42] http://www.theregister.co.uk/2004/04/26/id_card_draft_published/
[43] http://www.silicon.com/software/security/0,39024655,39120303,00.html
[44] http://www.kablenet.com/kd.nsf/Frontpage/9A4F217EFFDBA8E080256E6D0033B7A3?OpenDocument

Federal government officials will rely on other organizations to verify users' identities when they apply online for government loans or jobs. The General Services Administration (GSA) is building a system to help people feel safe conducting transactions with the federal government via the Internet, said David Temoshok, Director of identification policy and management at GSA. Behind the project is a federally run interoperability-testing lab to ensure the compatibility of commercial authentication products on which the infrastructure will depend. Citizens would use a Web browser to have their identities verified. Then, they would be redirected to agency Web sites where they will be authorized, or not, to apply for a loan or government benefits. Depending on the type of transaction, citizens will present different kinds of credentials to prove their identities. The authentication infrastructure will not require a nationwide system of unique identification such as Social Security numbers or a central registry of personal information.

Indiana Offers an Electronic Postmark Solution [46] *(Digital Signature)*

The Indiana Bureau of Motor Vehicles is using the United States Postal Service's Electronic Postmark to simplify the process of certifying driver records to be admitted as evidence in court proceedings. Indiana is the first state in the nation to offer the USPS Electronic Postmark service within the state court system. The Electronic Postmark is an easy-to-use online service that allows qualified parties to search the Bureau of Motor Vehicles database for a driver record, which is then attached to a digitally signed and sealed letter from the Commissioner of the Bureau of Motor Vehicles and the entire document is postmarked using the USPS Electronic Postmark. The online service electronically delivers the postmarked document to the county prosecutor's office. This record can be used in court, saved for later use or printed out and filed with the court proceedings.

Bush Seeks Common Systems [47] *(e-Government)*

The US Government is moving ahead with the next stage of its e-government programme, which will aim to consolidate IT systems across the federal administration. The process will start by seeking ideas from the IT industry on how it can set up shared systems covering key back office areas such as financial management, grants and human resources. Suppliers have until 15 May 2004 to submit ideas on how the Bush administration can better integrate its IT systems.

e-Gov Effort Seeks to Pare Redundant Spending [48] *(E-Government)*

Companies responding to the federal government's request for information for new e-government projects should provide ideas for systems that integrate existing initiatives whenever possible, said Norm Enger, e-government project director for the Office of Personnel Management. The new initiatives are different than the government's initial e-government efforts because they will go beyond single functions, such as e-payroll, to cover the entire gamut of human resources, financial management and grants management processes. With the new systems, Office of Management and Budget officials want to improve efficiency and cut millions of dollars in redundant spending across the agencies.

U.S. Legislators Wary of Electronic Voting [49] *(e-Service)*

A growing number of federal and state legislators are expressing doubts about the integrity of the ATM-like electronic voting machines that at least 50 million Americans will use to cast their ballots in November. Computer scientists have long criticized the so-called touchscreen machines as not being much more reliable than home computers, which can crash, malfunction and fall prey to hackers and viruses. Now, a series of failures in primaries across the nation has shaken confidence

[45] http://www.fcw.com/fcw/articles/2004/0412/web-verify-04-14-04.asp CIOB News 15-04-2004
[46] http://www.govtech.net/news/news.php?id=89953 CIOB News 15-04-2004
[47] http://www.kablenet.com/kd.nsf/Frontpage/FF75141609F8319B80256E7C003C9780?OpenDocument
[48] http://www.washingtontechnology.com/news/1_1/egov/23357-1.html
[49] http://www.ctv.ca/servlet/ArticleNews/story/CTVNews/1082820640735_13/?hub=SciTech

in the technology installed at thousands of precincts. Despite reassurances from the machines' makers, at least 20 states have introduced legislation requiring a paper record of every vote cast. The head of a newly created federal agency charged with overseeing electronic voting called Diebold's problems "deeply troubling." The bipartisan U.S. Election Assistance Commission, formed in January to develop technical standards for electronic voting, will conduct **a** May 5 public hearing in Washington, D.C. "We wanted to jump into this issue in time to impact November's election," said agency director DeForest B. Soaries, Jr. "There are so many troubling issues that have emerged surrounding electronic voting and so much money has been spent since 2000 on converting to electronic voting systems that it requires our attention - particularly because many states assume the computer is the solution."

Bush Calls for Broad e-Records Use for Health Care [50] *(Smart Cards)*

President Bush wants most americans to have electronic health records within 10 years. To meet that goal, a new position of National Health IT coordinator at the Health and Human Services (HHS) Department will be created. The Coordinator will work with government, industry and health experts to promote e-health records use. The President also urged HHS and private groups to complete their work on developing and adopting e-health standards that make it possible to electronically store and share medical information, such as digital X-rays, lab results and prescriptions. Bush also noted that the standards must ensure the privacy and security of medical data. Under the Health IT Plan, HHS, the Defense Department and the Veterans Affairs Department have 90 days to review their policies and programs and propose modifications that will support the President's e-health goal.

Venezuela

No new item to report.

Viet Nam

No new item to report.

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[50] http://www.gcn.com/vol1_no1/e_gov/25732-1.html

Miscellaneous

Canada Logs Second Place in Internet Use [51] *(e-Services)*

According to an annual report from the Conference Board of Canada, the second best-connected country in the world behind the United States is Canada. The report, which includes a Connectedness Index, ranks the 10 leading countries according to the availability of information and communications technology, including its price, its reach and its use. It's the fourth year in a row Canada has held its second-place ranking. Sweden is now tied for second place, and other countries including Finland, Germany, Britain and Australia are not far behind. But use of the Internet is most widespread in the U.S., which the survey found is ahead in e-business indicators such as Internet purchases and business-to-business e-commerce. The U.S. also leads in availability of information and communication technology. The report praised Canada's e-government and e-learning initiatives, but said the Internet could be used more in the country's health care system. Canada leads the U.S. on internal processes like inventory management, but lags in external communications with patients and other institutions.

The primary source for the information contained in this document is the Internet – most articles are footnoted with links to source documents on various web sites. The reader is reminded that much of the information on Internet news sites is transitory and may only exist on a site for a short period of time. Readers wishing to maintain copies of the source information are encouraged to capture the text in a word processing application. Where possible, the date that an article appeared on a web site is provided following the link. Please do not report "broken links".

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[51] http://www.cbc.ca/stories/2004/04/27/canada/www040427