

PKI International Scan

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International PKI Scan

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

European Public Administration Network Outlines Key Principles of an "Interoperability Architecture" ¹ (*Interoperability*)

The e-Government Working Group of the European Public Administration Network has recently published a paper that outlines the key principles of "National Interoperability Architectures", and provides a possible implementation approach for each one of them, but warns that implementation must be tailored to fit within the public administration structure of each country. In fact, EU Member States are very diverse in terms of public administration models, structures, laws, procedures and processes, and it is against this backdrop of diversity that the e-Government Working Group of the European Public Administration Network has defined and outlined principles for developing "Interoperability Architectures" that is defined as "the ability of a system or process to use information and/or functionality of another system or process by adhering to common standards". Interoperability is a key issue for the provision of joined-up e-government services at regional, national and pan-European level.

Government: Online But Not In Line ² (*e-Government*)

In July 2004, a high-level European e-government conference took place in Como, Italy. The conference was just one of a series of steps designed to address and meet European e-government initiatives and targets. The pan-European approach to e-government began three years ago, at the European Council in Lisbon in March 2000, when the EU-15 set an ambitious goal for Europe for the next decade: to become "the most competitive and dynamic knowledge-based economy in the world", and subsequently launched the e-Europe Action Plan. E-government - both national and Europe-wide - is seen as absolutely vital if e-Europe is to become a reality. Erkki Liikanen, the EU Commissioner for Enterprise and Information Society, stresses that e-government is not a goal in itself, but a tool "E-government should help to deliver better government in at least three ways: firstly, e-government is a means to realise open government; secondly, e-government should mean inclusive government; and thirdly, e-government should mean better productivity."

¹ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2661

² <http://www.computing.co.uk/features/1148808>

EU's IDA Programme Presents First Set of e-Procurement XML Schemas³ (e-Commerce)

The Interchange Data between Administrations - IDA Programme has released a first set of XML schemas designed to enable public e-procurement systems used across Europe to interoperate and to comply with the new EU legislative framework for public procurement. Aiming at ensuring transparency, equality of treatment and fair competition for all businesses, the directives encourage the electronic submission of tenders and the use of certain electronic purchasing techniques such as dynamic purchasing systems, electronic auctions, electronic framework agreements and e-catalogues. IDA has now released the first draft versions of its e-procurement XML schemas, referring to e-ordering and e-invoicing processes. The structure of the IDA e-procurement XML schemas is extensible, making it possible to integrate further phases at a later stage, such as e-catalogue exchanges. The IDA XML schemas are currently being reviewed to ensure compatibility with international standards, and pilot projects at the national level are under consideration to test them in a live environment.

Irish Presidency of the EU Hosts High-Level e-Government Conference⁴ (e-Government)

Academics and policy-makers shared insights at a high-level e-Government conference in Dublin on 17-18 June on measuring the benefits of on-line public services and how to deliver these services more efficiently and effectively by redesigning organisations. The conference, organised by the Irish Presidency with the help of the European Commission, will help the leaders of national e-Government initiatives to design the next steps in their e-Government strategies for modernisation and innovation in public administrations. The Commission will use these outcomes in further work on indicators for measuring the progress of e-Government, as part of the e-Europe 2005 Action Plan. The aim is to deliver new and better public services at lower cost for all citizens, reduce administrative burden for companies, and make policy-making more open.

EU's IDA Programme Publishes Study on Multi-Channel Delivery of e-Government Services⁵ (Interoperability)

According to a new study "Multi-channel delivery of eGovernment services" ordered by the European Commission's IDA Programme, a well-balanced approach to multi-channel delivery of e-government services can both improve the way in which users needs are met and achieve cost savings for governments. However, a successful multi-channel strategy will necessarily depend on an architecture that allows channels to interoperate instead of merely co-existing. And, because success in service delivery depends on a vast range of parameters, the study notes that there is no single formula or solution that fits all situations. Therefore, a successful multi-channel strategy (including a variety of channels such as counter, telephone, internet, e-mail, SMS, interactive voice response systems or digital television) must ensure integration of channels and applications as well as the re-use of generic service components. The study added that, in a mature multi-channel approach data are entered only once, stored in a central repository, and are then available to all channels and processes, thus eliminating the need for complex protocols to keep these data attuned.

"G5" Meeting Calls for More Data Sharing to Fight Terrorism in Europe⁶ (Biometrics)

On June 6th, 2004, following a two-day meeting in the UK, justice and home affairs ministers from the United Kingdom, Spain, Italy, France and Germany called for ever closer co-operation on

³ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=2641&lg=en

⁴ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=2639&lg=en

⁵ <http://europa.eu.int/ida/en/document/3160/194>

⁶

policing, data sharing and border security in order to tackle international terrorism and organised crime. The Ministers agreed that priorities for the European Union should be to introduce biometric passports for all EU citizens, provide advance information on passengers posing an immigration or security threat, and improve information sharing on lost, stolen or forged travel documents. "The larger EU countries have a particular role to play in developing DNA and fingerprint databases and tracking systems and encouraging other Member States to focus on key measures to help us share intelligence", UK Home Secretary David Blunkett said. "This goes hand in hand with the development of biometrics, which is aimed at clamping down on identity and document fraud.

Africa (Continent of)

South Africa

Call for Feedback On Info Gateway ⁷ (e-Government)

Public Service and Administration Minister Geraldine Fraser-Moleketi has called on South Africans to comment on the newly launched Batho Pele Gateway Portal "As government, we are hoping to get feedback on the first phase so that we can be able to upgrade it to become more user-friendly where necessary." Minister Fraser-Moleketi added the initiative was part of ongoing efforts aimed at improving service delivery, "The Batho Pele Gateway Portal is poised to make government services accessible to people at their convenience not the convenience of the officials." The e-Government Gateway has five phases, with the first one being the information phase; the second phase is the transactional stage where users will be able to make payments like electricity bills, water and other services.

Argentina

No new item to report.

Austria

No new item to report.

Australia

Doubts Linger on Biometrics ⁸ (Biometrics)

While the Australian Government pushes ahead with its efforts to develop biometric technology to combat identity fraud at Australia's borders, doubts remain about the practicability of the technology. The Government is committing \$9.7 million in 2004-05 towards developing biometric technology to combat identity fraud at Australia's borders, including an allocation of \$3.1 million to Customs to expand its automated face-recognition trial, SmartGate to a second international airport and additional users in 2004-05. But the conservative US think tank The Heritage Foundation has just produced a legal memorandum on the security, legal, and policy implications of biometric technologies that concedes "legitimate public concern that biometric technology" can be misused to invade or violate personal privacy or other civil liberties. The report concludes that while technology remains one of the US's greatest advantages, it has not been fully and most effectively applied in support of US counterterrorism efforts. And it calls for appropriate safeguards to be included in the

⁷ <http://allafrica.com/stories/200407290549.html>

⁸ <http://www.cio.com.au/index.php/id:750713373:fp:4:fpid:21>

development and implementation of biometric systems with appropriate safeguards to help avoid repeating past mistakes.

Privacy Fears on Welfare Offensive ⁹ (Privacy)

The crackdown on welfare cheats is hooting up as more federal police are assigned to help Centrelink track social security fraud identified by data matching. Centrelink gained access to AusTRAC's financial transactions database earlier this year and took on 46 specialists to deal with the increased cross matching and analysis workload. Centrelink also does online matching with Australian Tax Office and Immigration Department databases. The Australian Privacy Foundation has expressed concern about the large expansion of citizens' data matching occurring between AusTRAC and other agencies, at a time when AusTRAC is taking on increased responsibilities for international money laundering and terrorist financing reform.

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

Ottawa to Issue Digital Passport ¹⁰ (Biometrics)

Canada plans to begin issuing high-tech passports with digitized photographs next year, saying reliable travel documents are crucial to the country's status as a "First World nation." The e-Passport, as the revamped book is dubbed - given its electronic features - will be distributed on a

⁹ <http://australianit.new.s.com.au/articles/0,7204,9982358%5E15319%5E%5Enbv%5E15306,00.html>

¹⁰ http://www.thestar.com/NASApp/cs/ContentServer?pagename=thestar/Layout/Article_Type1&call_pageid=971358637177&c=Article&cid=1090188610460 CIOB News 2004-07-19

trial basis to Canadian diplomats sometime in the first half of 2005, said Dan Kingsbury, a spokesperson for the federal Passport Office. "If the initial implementation goes well, we'll begin issuing the e-Passport to the general public afterwards," Kingsbury said. "It's all about maintaining the integrity and the security of the passport." The project is the latest federal effort to track and control the flow of people across borders more closely following the Sept. 11, 2001 terrorist attacks in the United States. The government is pushing ahead with the plan despite objections from privacy and information specialists who argue it is unduly intrusive and unlikely to enhance national security. With the inclusion of a digitized photo, the passport moves into the controversial realm of biometrics, the use of measurable personal features such as an image, iris scan or fingerprints as identification markers. The e-Passport will feature a computer chip containing the holder's photograph and personal information on the current passport, including name and date of birth, say briefing notes obtained under the federal *Access to Information law*. Authorities at border points would be able to call up the data on the digital chip by swiping the passport against an electronic reader.

The IT in Your ID ¹¹ (Privacy / Biometrics)

How will Canada's e-passports change the way we look at biometrics? Officials told the Canadian Press we need biometric passports to "maintain our reputation as a First World nation." Seeing as how the U.S. is not expected to have biometric passports until the end of next year, we are truly number one! In fact, late last week the U.S. House of Representatives voted for a year-long extension to the deadline for countries to introduce biometric passports for their citizens. This is partly because the technological challenges involved are too great for nations to meet the October 2004 deadline set by Congress in the *Enhanced Border Security and Visa Entry Reform Act* of 2002. Though it gets lots of attention, biometrics has been a hard sell in the enterprise because most users find it overly intrusive. Apart from data centre facilities, it's not common, but by making it a part of the passport experience the government could pave the way for wider adoption in the private sector. Passport officials insist that they won't create a database with citizens' information, but without the ability to cross-reference and verify certain items, it's hard to understand why such passports would be valuable, let alone more secure.

Global Military Forces Seek Information Sharing Ideas ¹² (Interoperability)

To ensure that information is available and can be communicated securely, the Canadian military was one of the 25 countries that recently participated in the 2004 Joint Warrior Interoperability Demonstration (JWID) held on June 14-15. It is a yearly exercise in which the U.S. and coalition countries put a host of new technologies to the test. Maj. Rock Wiegand, a Department of Defence spokesperson on the trials said "Interoperability is probably the key word. A lot of these systems to date have been developed as stovepipes or isolated. Now it's becoming more and more important that we're more integrated or more fully interoperable." But interoperability is not the daunting challenge it once was, thanks to XML, said Bob Tuttle, director of the federal region for Microsoft Canada, "It's almost getting to the point where it's not a significant hurdle at all. Now the biggest thing all of us are struggling with is making sure our products are secure and reliable." The Canadian military uses a number of core Microsoft products, such as Outlook and Microsoft Exchange Server 2003. In this year's JWID, it tested Live Communications Server for secure, real-time communications, and SharePoint Services, which provides a platform for shared files and systems. So far, though, the military has made no commitments to any new technology.

Alberta, British Columbia and Federal Privacy Commissioners Provide Guidelines for How Provincial and Federal Private-Sector Privacy Laws Work Together ¹³ (PIPEDA)

¹¹ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=56199>

¹² <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=56269> CIOB News 2004-07-27

¹³ <http://www.gov.ab.ca/acn/200407/168761DA6684C-4498-40A4-97BE9FD1D36DC3F2.html>

Frank Work, Information and Privacy Commissioner issues a "Question and Answer" document to help private sector organizations and individuals understand the application of Alberta and British Columbia's *Personal Information Protection Acts* (PIPAs) and the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA). The creation of these guidelines is part of the cooperative work undertaken by the Alberta, British Columbia and Federal Privacy Commissioners, designed to simplify and harmonize privacy protection to ensure that it is both practical for businesses and respectful of citizens' privacy rights.

British Columbia : New Centre Improves Access in 100 Mile House¹⁴ (Interoperability)

A better, simpler way to access provincial government services is up and running in 100 Mile House, Cariboo South MLA Walt Cobb and Management Services Minister Joyce Murray announced today. The new Service BC Centre brings together the ministries of Forests, Management Services, Transportation, and Water, Land and Air Protection. However, this is just the first stage of co-locating ministry operations in the community. Plans are underway to bring together the ministries of Attorney General, Children and Family Development, and Human Resources in one location. Service BC Centres are just one of the made-in-B.C. solutions that give residents better access to government services. Sharing office space, supplies, equipment and staff typically results in more cost-effective service, but these solutions are only a part of the work being done. Cross-ministry work teams in 57 communities are also looking at ways to integrate and streamline participating ministries' operations and create a central source of information about services and programs. Where practical, they are also exploring partnership opportunities with other public sector or local community organizations.

British Columbia: Touts Privacy Shield That Offers Protection From U.S. Patriot Act¹⁵ (Privacy)

The B.C. government is touting a homegrown, probe resistant privacy shield it says will protect the personal information of British Columbians from the far-reaching provisions of the U.S. *Patriot Act*. But civil liberties groups and labour unions are questioning the strength of the B.C. made protection device against the powerful anti-terrorism *Patriot Act* passed by the United States following the Sept. 11, 2001 terrorist attacks. Tough new privacy provisions, the strongest in Canada, will be introduced as law this fall to prevent the U.S. government from examining private information about British Columbians, said Joyce Murray, B.C.'s Management Services Minister. *The Patriot Act* gives the U.S. government sweeping powers to review information banks of private and public businesses in an effort to hunt down terrorists, but B.C. wants those powers to stop at the U.S.-Canada border. Concerns about the potential reach of the *Patriot Act* into British Columbia were raised when the B.C. government said it wanted to privatize information services, including the management of medical records, as a way to modernize and save costs.

British Columbia: Council Reports Progress in Bridging Digital Divide¹⁶ (e-Services)

The Premier's Technology Council released its sixth report today, highlighting progress made in unleashing B.C.'s potential as a global technology leader. The council notes the Province has made significant advances in several priority areas, including: (1) Bridging the Digital Divide: since 2002, broadband access has been extended to 47 communities, with another 65 to be connected this year and all B.C. communities to be connected by the end of 2006. (2) E-health: over 100 patients every month benefit from telehealth programs in more than 50 communities, providing better care and avoiding the time and cost of traveling to a regional centre. (3) Industry marketing and development: the Premier's participation in marketing activities by Leading Edge B.C. at the

¹⁴ http://www2.news.gov.bc.ca/nrm_news_releases/2004MSER0010-000575.htm CIOB News 2004-07-19

¹⁵ <http://cnews.canoe.ca/CNEWS/Canada/2004/07/23/554684-cp.html> CIOB News 2004-07-28

¹⁶ http://www2.news.gov.bc.ca/nrm_news_releases/2004OTP0058-000618.htm CIOB News 2004-07-30

BIO2004 exhibition in San Francisco in June raised B.C.'s profile as Canada's fastest growing biotechnology centre. Similarly, support for the Hydrogen Highway initiative will help expand the province's position as a global centre for hydrogen fuel-cell research and development. The Premier's Technology Council was established in August 2001 to advise the government on issues related to the advancement and application of technology in British Columbia.

P.E.I.: New Online Service to Protect Consumers ¹⁷ (Interoperability)

Island consumers now have access to an online service to protect them when purchasing previously owned items such as cars, boats or recreational vehicles. "Lien Check" is an online service that provides quick and easy access to the Personal Property Registry System using the serial number of the item. It provides a faster and easier way to access information, which can protect consumers. "The addition of this service is part of a long-term strategy to use technology to advance information and consumer services by providing consumers with added protection and access to information that was not readily available in the past," said Attorney General Ballem. Lien Check is a joint initiative of Nova Scotia, New Brunswick, Newfoundland and Labrador and Prince Edward Island through the Atlantic Canada Online Electronic Gateway.

Newfoundland and Labrador: Government Moving Forward With Broadband Commitments ¹⁸ (e-Services)

Education Minister John Ottenheimer announced that the Department of Education is moving forward with its commitment to provide additional broadband Internet access services to schools and communities throughout Newfoundland and Labrador. As a concrete step towards this objective, the Government of Newfoundland and Labrador, in conjunction with the Government of Canada, has issued a request for proposals (RFP) from industry partners to match the \$5 million investment of each level of government and build the necessary broadband Internet infrastructure and service mechanism that will provide connectivity to unserved communities and schools. Broadband services will improve the delivery of e-learning programs and services, and will further enable citizens to access e-government services to these communities. This initiative is targeted at rural and remote communities with at least one school.

Chile

No new item to report.

China

No new item to report.

Denmark

Danish e-Government Architecture Not Yet Resulting in Increased Interoperability, Says Study ¹⁹ (Interoperability)

A study on the Danish public IT strategy argues that current government initiatives in the field of e-government architecture and standards are insufficient to reach the goals of interoperability and

¹⁷

<http://www.gov.pe.ca/news/getrelease.php3?number=3690&PHPSESSID=1455e501d8415c20b05a5c722ae3eb3f>

¹⁸ <http://www.gov.nf.ca/releases/2004/edu/0720n01.htm>

¹⁹ <http://europa.eu.int/ida/en/document/3148/194>

heightened efficiency. The Danish Government has indeed dramatically intensified its work on IT architecture in the past few years, with the objective of fostering interoperability across the public sector. A focus on a more holistic view has emerged, along with a trend of looking at how the barriers between IT systems can be broken down. In 2003 the Government published a white paper on 'Enterprise Architecture', setting the objective of "getting public sector IT systems geared to interoperability".

Estonia

No new item to report.

Finland

Finnish University to Publish Encyclopaedia of e-Government in 2005²⁰ (e-Services)

The University of Tampere and the Policy College of Finland are currently developing an Encyclopaedia of Digital Government that will feature contributions by experts from all over the world. The encyclopaedia, to be published in late 2005, will document the current trends and developments, challenges, and future prospects of e-government, and will provide researchers, scholars, students and professionals with access to the latest knowledge on digital government. More than this, featuring short articles authored by leading experts throughout the world, the publication will offer a broad basis for understanding the issues, technologies, theories, applications, opportunities, and challenges faced by today's public sector bodies in their quest for better, e-enabled government. The preliminary structure of the Encyclopaedia includes the following main sections: (1) introduction to the ideas and concepts of digital government; (2) e-Government strategies and policies; (3) key Areas of e-government; (4) application of new ICTs in public service sectors; (5) technological solutions in digital government; and (6) critical issues and dilemmas of digital government,

France

E-elections 2004: E-voting Tested in 18 French Municipalities²¹ (e-Services)

E-voting was tested in France during the European elections of 13 June 2004. 18 communes conducted experiments using three types of voting machines accredited by the Ministry of the Interior. For some local authorities, voting machines only represent a first step towards remote electronic voting through the Internet. However, such development would require further legislation to be passed since remote voting is currently prohibited by the French electoral code for political elections. In 2003, Internet voting has been made legal for French citizens living abroad to elect their representatives to a consultative body. A law proposal was recently introduced in parliament to make it possible for French expatriates to cast their votes through the Internet in Presidential elections and referendums as well.

France to Develop Pension-Related e-Services²² (e-Services)

The French Government has announced its intention to provide workers with user-friendly retirement pension information by bringing together a number of diverse ICT systems. An Internet portal to be launched by end 2004 will provide users with a "pension simulator", and workers will receive consolidated pension statements and estimations starting in 2006-2007. The following are the main features of the new service. (1) By end 2004, an Internet portal for pensions will go live. Among other things, the portal will provide a pension simulator enabling workers to calculate the

²⁰ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2704

²¹ http://europa.eu.int/ida/jsps/documents/dsp_showPrinterDocument.jsp?docID=2635&lg=en

²² <http://europa.eu.int/ida/en/document/3158/194>

amount of their pension entitlement. (2) Starting in 2006, every worker aged 35 and over will receive an individual pension statement every five years. (3) Starting in 2007, every worker aged 55 and over will receive a global estimation of their future pension income every five years.

Germany

No new item to report.

Hungary

No new item to report.

India

No new item to report.

Ireland

Ireland Considers Introducing a Public Service Card ²³ (*Authentication – Smart Cards*)

The Irish Government is considering introducing a new Public Service Card (PSC) that would provide citizens with streamlined, easier access to public services, while also significantly facilitating the secure identification and authentication of users. In addition, the PSC should generate savings through economies of scale and through the use of shared services for card management. The PSC would be used in conjunction with the Personal Public Service (PPS) number, a unique identifier that is expected to become a feature of an ever-increasing number of Irish public services. Mary Coughlan, Irish Minister for Social and Family Affairs explained that "The introduction of a Public Service Card framework using the Personal Public Service number will improve the modernisation of public service delivery, lead to a greater integration of services, reduce bureaucracy and make access to public services easier and more efficient." Although the Public Service Card will not be an ID card, an expert group will investigate the potential for the PSC to be used by the cardholder as a proof of age card and wider use by the cardholder as a secure token of identity. When conducting its work, the group will also take into account the need for a common policy approach to issues at a pan-European level including proposals for common EU cards and reciprocation of public identity between Member States.

Israel

No new item to report.

Italy

No new item to report.

India

No new item to report.

²³ http://europa.eu.int/ISPO/ida/isps/dsp_showDocument.jsp?printerVersion=1&documentID=2698

Japan

No new item to report.

Kenya

No new item to report.

Korea

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)

Dutch e-Government not "Transparent" Enough, New Report Says ²⁴ (e-Government)

On July 6, 2004, Burger@overheid "citizen@government" released *Transparent Digital Government*, a survey of the level of "digital transparency" determined according to a number of criteria linked to information provision and interactive features. For instance, Government information should be available online, be accurate, easy to find and understandable. Nevertheless, according to the survey, the average Dutch government body is still not transparent enough in terms of electronic communications and e-government services, with municipal health services being the least transparent and the central Tax and Customs Administration the most transparent. A number of Government bodies participating in the survey have acknowledged the need to further promote digital transparency, including the delivery of personalised services. Burger@overheid is an initiative of the Dutch Ministry of the Interior and Kingdom Relations but operates independently from the Government.

New Zealand

No new item to report.

Norway

No new item to report.

²⁴

<http://europa.eu.int/ISPO/ida/jsps/index.jsp?fuseAction=showDocument&parent=whatsnew&documentID=2701>

Pakistan

No new item to report.

Poland

E-government Making Progress in Poland ²⁵ (e-Government)

In June 2004 the Polish Ministry of Scientific Research and Information Technology conducted the third edition of a Web-based survey on the country's e-government services, in cooperation with "Capgemini". The measurement revealed an increase in the level of online availability of public services. Overall, the survey found that between 2002 and 2004 the level of online availability of Polish public services increased by 15% (from 19% in 2002 to 35% in 2004). Despite this increase, the Polish score remains low when compared to the last measurement of the EU-15 Member States, performed in October 2003. As a matter of comparison, the scores of the 15 countries ranged from 47% (Luxembourg) to 87% (Sweden). In addition, only 2% of the public services surveyed in Poland are fully available online, compared to an average of 45% in the 15 EU Member States in October 2003.

Portugal

Portuguese e-Auction Pilots May Deliver More Savings Than Expected ²⁶ (e-Commerce)

The Portuguese Government's innovation unit announced that the Government might save (EUR 50 million in 2005, a double in 2006, and during 2007 anticipated savings comprised between EUR 130 and 260 million) more than expected in the e-procurement pilot auctions conducted since November 2003. The optimistic forecast is due to the encouraging results of the e-procurement trials organised to date, including a transversal e-auction that involved 25 departments on July 02, 2004. The launch of a government-wide e-procurement portal is part of the public sector reform currently undertaken by the Government. The portal should become the new standard for public procurement, in order to promote the following policy objectives: (a) Generate substantial savings for public sector procurement; (b) Rationalise the procurement process in order to increase its efficiency and transparency; (c) Foster the modernisation of suppliers and the adoption of e-commerce, thereby increasing the productivity and competitiveness of Portuguese businesses.

Russia

No new item to report.

Singapore

No new item to report.

Slovak Republic

No new item to report.

²⁵ <http://europa.eu.int/ida/en/document/3181/194>

²⁶ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2700

Slovenia (Republic of)

No new item to report.

Spain

Spanish Information Society Still Lagging Behind European Leaders ²⁷ (e-Government)

The AUNA Foundation published on June 29th, 2004 its fourth annual report on the development of the Information Society in Spain, called "eEspaña 2004". The main conclusion of the survey that presents a general overview of the Information Society in the world and of Spain's position in areas such as e-government, e-commerce, e-health and e-learning, is that Spain is still lagging behind the EU top performers when it comes to implementing the Information Society. For instance, the report points out that, according to a February 2004 study by the World Economic Forum, Spain is at the 17th rank among the 25 EU Member States. And as in previous years, some of the main reasons for this poor performance are the relatively low number of Internet users and of connected households. Other weaknesses are the low adoption of e-business by Spain's small and medium enterprises and the stagnating development of e-government services at central Government level.

Spanish Taxpayers Embrace e-Tax Filing ²⁸ (e-Service)

With at least 2,213,000 tax returns submitted over the Internet this year representing an increase of about 30% compared to the tax campaign 2003, Spain remains Europe's e-tax champion. The number of returns submitted electronically now represents 14.56% of the total number of returns submitted by Spanish taxpayers (15.2 million), up from 11.64% last year when the total number of returns reached 14.6 million. As a matter of comparison, 1,079,298 returns were submitted electronically in the UK this year (11.5 % of the total, up from 7.45% in 2003) and 1,252,319 in France (about 3.7% of the total, up from 1.80% last year).

Sweden

Swedish Government Establishes Shared Infrastructure Services ²⁹ (Authentication)

The Swedish Government recently launched a framework agreement on "Infra Services" that the objective is to help further develop e-government by providing government agencies with standard e-identification and secure electronic messaging services. Instead of investing in their own technology, the Swedish Government is now able to use key infrastructure solutions and functions from a service provider on a pay-per-use or subscription basis. The framework consists of 3 building blocks: (1) basic services - e-identification and secure messaging; (2) additional services - identity and access management, case management and customer support; (3) support services: design and implementation, connection and operations, integration with business processes, feasibility studies, project management, and support for operations and development.

²⁷ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2681

²⁸ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2688

²⁹ <http://europa.eu.int/ida/en/document/3178/194>

Switzerland

E-government Standards Approved in Switzerland ³⁰ (*Interoperability*)

The eCH association, a body working towards setting e-government standards in Switzerland, has adopted version 1.1 of SAGA.ch as the norm for Swiss e-government. SAGA.ch "Standards and Architectures for e-Government -Applications in Switzerland" contains technical directives and standards for the development of e-government in the country that aim at ensuring interoperability among the different IT systems of the Swiss public administration thereby, enabling seamless communications and data sharing between all levels of government. This standardisation will also generate savings by reducing overall development costs and dramatically cutting the financial costs associated with non-interoperability of public sector systems. The standard will also facilitate the exchange of information between Government and private sector organisations.

Tanzania

No new item to report.

Thailand

No new item to report.

Turkish

Turkish Ministry of Finance Launches Major e-Tax Project ³¹ (*PKI*)

The Turkish Ministry of Finance has launched the country's largest e-government project so far. It is a nationwide communication network that will streamline administrative workflows, allow citizens to submit their tax returns online, and help combat the informal economy. With this initiative, the Ministry of Finance aims to implement quick and straightforward administrative workflows, accompanied by greater transparency in its tax data. By the time the project is completed in the summer of 2005, all 599 offices – including tax offices, regional finance offices and tax inspector offices – of the General Directorate of Revenue will be networked. Turkish citizens will then be able to submit their tax returns via the Internet and to call up their tax file online whenever they want. All tax data will be centrally stored in a data warehouse system, and access to the system will be secured by the use of digital signatures and encrypted data transfer via a Public Key Infrastructure. Siemens Business Services will also establish the necessary IT infrastructure for the creation of a call centre.

United Kingdom

e-Government Unit to Drive Efficiency ³² (*e-Government*)

The Gershon report published on July 12, 2004 has confirmed that Whitehall's new e-Government "Unit (eGU)" is to take a leading role in driving forward the efficiency agenda. Working with the Treasury, the unit is to issue a "benchmark standard" for public sector strategies, aimed at ensuring that new e-services and e-channels get high levels of take-up. Thus, Departments will need to

³⁰ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2714

³¹ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2687

³² <http://www.kablenet.com/kd.nsf/Frontpage/245C59B76D1ADE7480256ED000435F2B?OpenDocument>

issue their strategies by December 2004, covering key services and any other services that are expected to deliver efficiencies, says the report. To do so, the eGU have to identify and prioritise cross cutting opportunities for services and IT systems. It is also tasked with finding ways to overcome any barriers presented by the Efficiency Review. In order to achieve efficiency targets, the review acknowledges that public bodies will have to persuade more people to transact electronically. With this respect, the eGU will work with departments to help promote e-government services, to draw up new strategies and to segment their customers into groups most likely to use e-services. It will also work alongside the efficiency team within the Office of Government Commerce to help departments "rationalise" and "consolidate" their back office IT systems.

UK 'not ready' for ID Card Scheme ³³ (*Biometrics*)

A panel of experts has concluded that plans to introduce identity cards in Britain may be premature because the technology may not be up to the task. The scheme is likely to be a positive step for society, and should go ahead, the researchers argue; but they think the technology could potentially be abused and would be ineffective in some cases. Neil Fisher, director of security solutions at technology group QinetiQ, told the reporters the rationale of the Home Office for implementing the scheme - to deter illegal working and tackle immigration abuse, and strengthen the country's security - was in his view all wrong. Rather, it was a "golden opportunity" for Britain to set a new standard in our digital era, he said. The scheme would need to be "low cost and future proof". Biometrics is by no means infallible however, as any technology, the complicated processes behind it are always liable to breakdown and error; nor will they be immune to attack. "It gives the impression that it is ready for large-scale deployment," said Dr Farzin Deravi, an expert in information engineering at the University of Kent. "The truth is further away. Large-scale implementation will present many problems and challenges. The ability of a biometrics system to work at this scale is unproven." Dr Deravi said that ID cards had recently been catapulted into the spotlight due to terror incidents, but there was no proof that the cards could combat terrorism.

UK Government to Launch Massive Civil Registration Database Project ³⁴ (*Authentication*)

On July 22nd, 2004 Financial Secretary to the UK Treasury Ruth Kelly presented the Government's proposals to modernise civil registration in England and Wales to the Parliament. Under the proposed plans, a central computerised database of civil registration records would be created, raising concerns that Government may in future struggle with problems brought about by database proliferation. At present the law only allows registration in person and requires each birth or death to be registered in the area where it occurred. The proposed reform would radically change this situation, amending current legislation on birth and death registration in order to: (1) Give citizens the choice of registering births and deaths online or by telephone, as well as in person; (2) Allow people to use any register office to register births and deaths; (3) Provide electronic access to births and deaths registration information; (4) Give responsibility for the delivery of face-to-face services to local authorities. Under the proposed regime, new records of births and deaths will be kept in a central electronic database. Over time, existing registration records will be computerised and added to the database, making birth and death information easier to find although some data will be restricted for privacy reasons.

Countdown to Freedom of Information in the UK ³⁵ (*Privacy*)

On July 1st, 2004 the UK Department for Constitutional Affairs (DCA) launched a website to assist about 100,000 public authorities preparing for compliance with the *Freedom of Information (FOI)* Act. The legislation, which will come into force on January 1st, 2005 will allow the general public to

³³ <http://news.bbc.co.uk/1/hi/sci/tech/3933319.stm>

³⁴ <http://europa.eu.int/ida/en/document/3185/194>

³⁵ <http://europa.eu.int/ida/en/document/3149/194>

request access to a wide range of information from public authorities, which will have to answer back within 20 business days unless one of the specific criteria for exemption applies. The new website aims to be a one-stop shop for information about FOI legislation, and will be regularly updated as more guidance and information becomes available. The main sections currently available include the following guidance from the DCA: (1) guidance on planning and delivering internal training; (2) guidance on procuring Freedom of Information IT systems; (3) codes of Practice for compliance with the Freedom of Information Act; (4) DCA's own Project Initiation Document for implementation.

UK Government Kicks-Off Citizen Information Project ³⁶ (*Authentication*)

The UK Office for National Statistics (ONS) has kicked-off the procurement process for the trial phase of its Citizen Information Project, which aims to deliver an electronic population register that would support a government-wide data-sharing scheme. At this stage, the ONS is seeking expressions of interest for a data matching trial that could take place by end 2004. The data analysis and matching trial will help determine the feasibility of one of the aspects of the Citizen Information Project: the possibility of automatically matching citizen records – including information such as name, address and date of birth – that are held across different government departments. The Citizen Information Project aims to deliver a UK population register that would be at the heart of an effective IT system for sharing identity and contact data about individuals across the public sector.

United States

Encryption May Help Regulatory Compliance ³⁷ (*Cryptography*)

Many organizations are struggling to comply with a number of government regulations intended to protect sensitive and confidential personal information. A simple approach to satisfy at least some of these requirements may come from novel use of a familiar source: data encryption. Rob Johnson, head of IT security architecture for Walt Disney World, explained this approach at last week's Information Systems Audit and Control Association (ISACA) conference in Cambridge, Mass. Johnson, who is responsible for the planning process that includes identity management, encryption technologies and legal and regulatory compliance, suggests that organizations use an encrypted file system to hold the table spaces that make up the confidential data in a database. This can be implemented in such a way that only the Data Base Management System - DBMS program can decrypt the data. "You don't even have to encrypt all the data, just enough to break any links between names and associated personal identifiable information. There are several benefits to using encryption this way. It strictly controls access to sensitive data and prevents hackers from using the data even if they manage to steal it," noted Johnson.

One Year Later: Experts Evaluate California's Data Protection Law ³⁸ (*Cryptography*)

One year after its inception, experts continue to disagree about the effectiveness of California's *Database Security Breach Notification Act*, more commonly called (SB 1386). Some experts believe the law's been crucial in getting organizations to closely examine their security measures, but others said it's had a chilling effect on additional security measures companies might be willing to take. Under SB 1386, anyone doing business with California residents must disclose any security breach of unencrypted, personally identifiable information that was, or is reasonably

³⁶ <http://europa.eu.int/ida/en/document/3144/194>

³⁷ http://searchsecurity.techtarget.com/originalContent/0,289142,sid14_gci991508,00.html?track=NL-20&ad=486396

³⁸ http://searchsecurity.techtarget.com/originalContent/0,289142,sid14_gci991166,00.html?track=NL-358&ad=486485

believed to have been, viewed or acquired by an unauthorized person. However, the law is extremely limited in its application and only applies to a person's first and last name when combined with a social security number, a driver's license number, or a password and financial account. While Michael Overly, a partner in the law firm of Foley & Lardner believes "it's been fabulously effective in forcing businesses to look at their security measures, do audits, update security policies and get better informed about how they're managing data," ; Joseph Ansanelli, CEO of San Francisco-based Vontu Inc. disagrees. He said, "SB 1386 has created a chilling effect on companies that want to do the right thing in protecting consumer data. The reason for that is because it's vaguely worded and riddled with inconsistencies to the point where companies probably feel it's safer to do nothing until they understand the true impact the law will have."

US Government Approves e-Authentication Architecture ³⁹ (PKI and Authentication)

The final technical architecture for the US E-Authentication Initiative was approved and published on June 28th, 2004. The E-Authentication Initiative, a major cross-cutting project of the US e-government programme, aims to provide online identity verification services to federal e-government services. The delivery of the technical architecture means agencies will soon be able to implement a common e-authentication service under the US Federal Enterprise Architecture. The e-authentication technical architecture features an open standards-based, federated approach that will allow it to meet the diverse authentication needs of federal agencies. It will thus be based on a single set of policies, but will be supported by multiple technologies and interoperable products. In other words, the e-authentication architecture will deliver a uniform, government-wide approach to authentication while providing government agencies with a choice of technologies and interoperable products to achieve their authentication needs. The architecture accommodates assertion-based authentication (authentication of PIN and password credentials) and certificate-based authentication (Public Key Infrastructure digital certificates) within the same environment.

IRS Computer Upgrade Risks Taxpayer Data ⁴⁰ (Privacy)

An investigation by the department's inspector general for tax administration found that employees working for contractors, or an experienced hacker, could use the contractors' computers to gain access to taxpayer data. "Our concerns were increased when we could not find documentation that all contractor employees had received background investigations as required," the report said. In response, an IRS official acknowledged security problems but said the agency found no evidence to support contentions that there was a big risk that hackers could gain access to IRS computers or that taxpayer confidentiality would be breached. "We can find no evidence of contractor activities that resulted in unrestricted access to production systems or taxpayer data," Daniel Galik, chief of IRS mission assurance, wrote to inspectors. "In the absence of documented incidents, we must conclude that much of your assessment is based on theoretical possibilities." The report comes as Congress considers giving the IRS authority to hire private contractors to collect overdue tax debts, an effort that has some lawmakers and others worried that taxpayer information won't be protected.

Government Takes New Tack to Secure Online Transactions ⁴¹ (Authentication)

Establishing proof of identity to conduct business online today is a much different security challenge than it was in the mid-1990s. Back then, for example, government securities online was to use digital certificates and an elaborate public key infrastructure for securing the transactions; nevertheless, online buyers were scared. The new generation of buyers dislikes the hassle of downloading digital certificates before submitting orders electronically. A new policy to be adopted later this year by the Office of Public Debt Accounting in Treasury's Bureau of the Public Debt, will

³⁹ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2711

⁴⁰ http://hosted.ap.org/dynamic/stories/I/IRS_SECURITY?SITE=NYROM&SECTION=HOME&TEMPLATE=DEF AULT

⁴¹ http://www.usatoday.com/tech/news/computersecurity/2004-07-27-password-jungle_x.htm

permit buyers to bypass PKI and instead use personal identification numbers and passwords to identify themselves online. Using PINs and passwords to identify buyers who want to lock in orders at specific prices is reasonable and poses no extraordinary risk. William Burr, manager of the security technology group at the National Institute of Standards and Technology, which advises federal agencies on electronic security standards said, "all of the pieces for a new approach to the electronic identity problem, or e-authentication, are finally coming together."

HHS Plans for Adoption of Electronic Medical Records ⁴² (e-Services)

The U.S. Department of Health and Human Services last week unveiled a 10-year plan to create a new health information infrastructure that will include Electronic Health Records (EHRs) for all Americans and a nationwide network that doctors could use to access those patient EHRs. At a health care IT summit held by the agency in Washington, HHS Secretary Tommy Thompson estimated that the adoption of EHR systems nationwide could lower the country's annual US\$1.7 trillion health care bill by 10 per cent. He also said the use of EHRs would better protect health care records and helps reduce medical errors. However, in its "Framework for Strategic Action" plan, HHS is considering authorizing extra payments to health care providers that use EHRs, as well as other steps designed to stimulate adoption. The HHS plan also calls for development of standards-based EHR systems, and three industry groups representing health care providers, insurers and IT vendors announced a joint initiative to certify EHRs.

Bush Signs Identity Theft Bill ⁴³ (e-Commerce)

President Bush signed a tough new identity theft bill into law in response to evidence that the problem is growing rapidly as more Americans use the Internet to shop and manage their personal finances. While signing the Identity Theft Penalty Enhancement Bill Bush said, "Like other forms of stealing, identity theft leaves the victim poorer and feeling terribly violated." Rep. John Carter (R-Texas), the bill's sponsor, said the signing is "one of the shots taken in a battle that we've got to win. It's a crime that we need to address and address seriously both for the protection of the credit of American citizens and for the protection of homeland security." Identity theft topped the list of consumer fraud complaints to the Federal Trade Commission in 2003, accounting for more than half of all the complaints tracked by the agency. The law also orders the U.S. Sentencing Commission to consider increasing the penalties for employees who steal sensitive data from their own companies.

Online, Michigan is #1 (e-Government)

Michigan claimed the top spot for its use of e-government in a new survey of states released by the Center for Digital Government. The Digital States Survey identifies the top 25 states in terms of their policies and progress in using technology to better serve their citizens and streamline operations. The questions, which go out to the chief information officers in every state, look at service delivery, architecture and infrastructure, collaboration and leadership, with the intention of establishing benchmarks for future measurement of progress in: (1) implementation and adoption; (2) capacity and collaboration; (3) institutionalizing innovation.

Venezuela

No new item to report.

⁴² <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-58dc2fee-eea3-4a2b-af0f-b080e275fb16&Portal=E-Government>

⁴³ <http://www.washingtonpost.com/wp/dyn/articles/A51595-2004Jul15.html>

Viet Nam

No new item to report.

Miscellaneous

How Public Opinion Polls Define and Circumscribe Online Privacy ⁴⁴ (*Privacy*)

The advent of new communications technologies and the integration of such technologies into individuals' lives have resulted in major changes to society. Responding to such privacy concerns are of key interest to legislators, policy-makers, and business leaders as these groups seek to balance consumer privacy needs with the realities of this new society. These groups, and others, use public opinion polls and surveys to measure the current climate of opinion among citizens. This study examines the language of 43 opinion polls and surveys dealing with privacy and the Internet to understand how these polls define and assess online privacy. Results suggest that polls treat the complex construction of privacy in an overly simplistic way.

ATO/ Australian Taxation Office Eyes SOA / Service Oriented Architecture ⁴⁵ (*interoperability*)

The Organization for the Advancement of Structured Information Standards (OASIS) is circulating a position paper on XML for tax administrations prepared by the Australian Taxation Office - ATO. The newly published "OASIS Tax XML Technical Committee (TC) XML Position Paper for Tax Administrations" was set up to analyse personal and business tax reporting and compliance information to facilitate interoperability using XML in a way that is open, flexible and international in scope. It is also tasked with producing a vocabulary of terms, a repository of artefacts including XML templates, documents exchanged for tax compliance, best practices, guidelines and recommendations for practical implementation.

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".

⁴⁴ http://www.firstmonday.org/issues/issue9_7/sheehan/index.html

⁴⁵ <http://www.cio.com.au/index.php/id:1832424547;fp:4;fpid:21>