

PKI International Scan



September 30, 2004^o

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International PKI Scan

Introduction

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

Global/Multi-nation Activities

Stakeholders See Little Need for Specific PPP Legislation at EU Level ¹ (e-Government / e-Commerce)

Several replies to the European Commission's consultation on Public-Private Partnerships (PPPs), and Community law, based on a green paper released May 4th, 2004 suggest that most stakeholders see no specific need for a specific European Union (EU) directive in this area. The main objective of the green paper, which was subject to public consultation until July 30th 2004, was to debate whether it would be necessary to improve current EU rules in order to ensure that economic operators have access to PPPs under conditions of legal clarity and real competition. They result in the setting up of complex legal and financial arrangements involving private operators and public authorities carrying out infrastructure projects or developing services of use to the public. Such partnerships are increasingly being used across Europe for the delivery of e-government projects. Despite the fact that there is no specific legal system under *Community Law* governing the different possible forms of PPPs, stakeholders told the Commission they do not believe a specific legislation is needed to ensure fair competition and regulate the award of concessions and PPPs.

EU Should 'Rethink' e-Government ² (e-Government / Authentication / PKI)

The Dutch Presidency of the European Union (EU) wants to rethink Europe's e-government agenda encouraging member states to adopt "more complex" applications and transactional systems, according to its latest Information of Technology (IT) strategy report. The report, which was published in advance of an EU IT policy conference scheduled September 29th, 2004, calls for "breakthroughs" in e-government. Rather than focusing on IT "connectivity" it recommends the creation of pan-European initiatives in the following areas: (1) authentication, (2) electronic payment systems, and (3) IT security. For authentication, the aim should be to create a pan-European interoperable solution; whether the authentication device is a smartcard, software token or an embedded chip, and whether the authentication service provider is a government entity, a bank or a Telco.

EU Data Protection Working Party Expresses Concerns About Future Visa Information System ³ (Privacy)

¹ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3270&lg=en

² <http://www.kablenet.com/kd.nsf/Frontpage/921368C5B8A1CD1280256F16003EB168?OpenDocument>

³ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3284&lg=en

Data Protection Working Party, composed of the heads of national data protection agencies from the European Union (EU) Member States, voiced a number of concerns regarding the proposed Visa Information System (VIS) and the inclusion of biometric elements in residence permits and visas for non-EU nationals. The VIS will enable the exchange of visa data in relation to Schengen uniform visas and National Visas among the member states that have abolished checks at their internal borders. The members said that they understood the need to fight "visa shopping" and "identity theft"; however, they stressed that "if biometric information were included in visas and residence permits and the corresponding personal data processed, a number of principles would have to be observed with a view to protecting the fundamental rights and freedoms of persons". For instance, personal data would have to be collected only for specified, explicit and legitimate purposes, and the data should be adequate, relevant, and not excessive for such purposes. The Working Party voiced important reservations, especially with regard to proportionality issues about a solution that would lead to the storage of biometric data in databases. Given the possible risks of the proposed system, including potentially high false-rejection rates of biometric identifiers, the Working Party asked what studies had been made that "revealed compelling reasons of public safety or public order that would justify such approach, and whether alternative approaches that did not involve such risks had been or could be studied?".

European Commission Consults on Electronic Public Procurement ⁴ (e-Commerce)

The European Commission launched on September 13th, 2004, an online consultation aimed at identifying opportunities and challenges in electronic public procurement. The expectations through this is to help the Commission to set up an action plan that helps member states to remove obstacles from electronic public procurement, by increasing efficiency and modernizing public procurement markets. Internal Market Commissioner Frits Bolkestein said ",[I] ask all businesses with an interest in public procurement to respond to this consultation... [W]ell-organized electronic procurement can improve the business environment, save businesses and contracting authorities time and taxpayers money and help Europe to meet the Lisbon objectives. [W]e want to know about the views and experiences of those at the sharp end the businesses which tender for public contracts, so that we can make sure the new Directives are implemented in a way that releases the full potential of electronic procurement".

Working Party on Information Security and Privacy ⁵ (e-Signature / Authentication)

The report is a summary of responses to the survey of legal and policy frameworks for electronic authentication services and e-signatures in Organisation for Economic Co-operation and Development (OECD) member countries. The purpose of this survey was to identify both gaps and commonalities across jurisdictions with differing legal and regulatory approaches to electronic signatures and to attempt to define mechanisms by which parties can use electronic signatures across jurisdictions. The survey was broken down into three parts and contained questions related to each of the following areas: (1) domestic legal framework for authentication services and electronic signatures, (2) policies related to authentication services and e-services based in other jurisdictions, (3) operational-related policies. The possible subsequent phases of the exercise could aim at identifying and assessing gaps in technical and operational approaches such as guidelines, practices, security standards, etc.

Africa (Continent of)

⁴ <http://europa.eu.int/ida/en/document/3280/194>

⁵ [http://www.oilis.oecd.org/oilis/2003doc.nsf/43bb6130e5e86e5fc12569fa005d004c/a5ffa4e119b08b55c1256ed200289f2c/\\$FILE/JT00167912.PDF](http://www.oilis.oecd.org/oilis/2003doc.nsf/43bb6130e5e86e5fc12569fa005d004c/a5ffa4e119b08b55c1256ed200289f2c/$FILE/JT00167912.PDF)

South Africa

No new item to report

Argentina

No new item to report.

Austria

No new item to report.

Australia

Media Release: Privacy Commissioner to Review the Operation of the Private Sector Provisions ⁶ (*Privacy*)

The Attorney General has asked the Federal Privacy Commissioner Karen Curtis to review the operation of the private sector provisions of the *Privacy Act 1998*, and report back by March 31st, 2005. The provisions apply to the handling of personal information by many private sector organisations. The review will consider if the legislation has achieved its goal of creating a comprehensive national scheme for the private sector that regulates how organisations collect, use, store, disclose and transfer individuals' personal information. The review will also consider the extent to which the legislation meets international concerns and Australia's international obligations relating to privacy.

Federated Approach Hampering e-Government ⁷ (*e-Government*)

Accenture released a report warning that the Commonwealth's federated approach and the silo mentality that pervades agencies and departments are together conspiring to limit citizen use of e-government Web sites. The report said, "Australia has a mature online government program, with many rich and mature transactional services, but it may be that its federated approach has led to suboptimal use. In fact, one of the key criticisms in the e-Government Benefits Study was that government agencies and departments need to lose their silo mentality and provide outcome-focused services that transcend agency boundaries. The main limitation on Australian use of the Internet to access government services, was the difficulty in locating the correct Web site." Accenture predicts that the recent merger between two whole-of-government online entry points, (www.australia.gov.au) and (www.fed.gov.au) which host the 19 portals currently comprising the government's customer-focused portals framework, should address the low take-up of its services.

Belgium

Belgium Gets Smart About Identity ⁸ (*PKI / Authentication*)

Starting March 2005, Belgium plans to test run its new electronic identity cards in 11 communes. If the pilot scheme goes well, the government plans to phase over five years, more than 10 million new IDs across the country. The transactions allowed by IDs would be safeguarded through the use of a dual authentication system in which private key on the card is checked up against a public key database. However, despite the potential convenience of the new system, privacy campaigners

⁶ http://www.privacy.gov.au/news/media/04_12.html CIOB News 2004-09-01

⁷ <http://www.cio.com.au/index.php/id:1615657312;fp:4;fpid:21>

⁸ http://www.expatica.com/source/site_article.asp?subchannel_id=48&story_id=259&name=Belgium+gets+smart+about+identity

and legal experts have voiced doubts regarding the smart IDs. Godelieve Craenen, a professor of Public Law at Leuven University said, "[T]here will be question-marks regarding privacy. It's unavoidable. The new ID will act as an electronic bridge... [T]his can multiply the risk of others gaining access to private information." One of the major concerns about the new system is the way in which it integrates data. Critics fear that the linkage of vastly varying personal data to a single authentication system could leave citizens vulnerable if the system is somehow compromised or breaks down. Privacy International, a group campaigning on privacy related issues, said in a recent report. "[T]he bringing together of these separate information centres creates a major privacy vulnerability, and any multi-purpose national ID card has this effect".

Successful Year for Belgium's e-Tax Service ⁹ (e-Services)

With almost 135,000 tax returns filed online and an additional 90,000 expected before the end of October, 2004 was the best Tax-on-web's year. In fact, the number of tax returns submitted online by Belgian taxpayers during the 2004 season represented more than the double of the total number of returns submitted via Tax-on-web in 2003. Despite this impressive growth rate in the take-up of the Tax-on-web service, the expected total number of returns submitted via the Internet still represents only 3.75% of the 6 million tax returns that are filed each year in Belgium. Belgium's performance therefore remains far from the European e-Tax leader Spain (14.6%), but similar to the French rate that is (3.7%).

Bermuda

No new item to report.

Bosnia-Herzegovina

No new item to report.

Brazil

No new item to report.

Brunei

Brunei Aims for Paperless Govt by End of 2005 ¹⁰ (e-Government)

By 2005, Brunei will be a Paperless Society pursuing 116 projects under its e-Government programmes, according to the Head of the Computer Services at the Ministry of Finance, Awang Haji Umar Ali bin Haji Abdullah who said "[O]ur IT programme also includes its core strategy where the national drive is directed towards a Paperless Society. That is e-Brunei, an institution of e-Government structural framework to realize and sustain actual outcomes".

Bulgaria

No new item to report.

⁹ <http://europa.eu.int/ida/en/document/3242/194>

¹⁰ <http://www.pstm.net/article/index.php?articleid=340>

Canada

Security Firms Struggle With 'Lawful Access' Proposal ¹¹ (*Encryption*)

If Canadian law enforcement agents gain access to Internet records for investigative purposes, encryption technology may have to open up too. Last month, the Canadian Association of Chiefs of Police said it wants more power through the lawful access provision. Increased powers would take the form of warrants to monitor Web surfing, mobile telephones, e-mail, instant messaging, and phone services that use Internet connections. In the meantime, Robert Guerra, managing director of Privaterra, a non-profit group that specializes in the area of data privacy, secure communications, and information security, who has been closely monitoring the federal Department of Justice's "lawful access" proposal, which outlines ideas on how it would govern the interception of Internet traffic by law enforcement officials, said "it's next to impossible for the government to amend lawful access provisions without revisiting its policy on encryption technologies. [I]n order for police to intercept many electronic communications, it inevitably needs access to public keys used to encrypt confidential information, and such keys are typically used by corporations, banks, and any other organization that has confidential information to be protected. Public Safety Minister Anne McLellan confirmed that her department is actively working on the issue.

Gov't May Use Biometrics for Newcomers: Report ¹² (*Biometrics*)

The Canadian Press has learned that virtually every newcomer to Canada would be fingerprinted and photographed under an ambitious federal security proposal. In doing so, the government is looking at the collection and use of biometric data of about one million people annually, from visitors and refugee claimants to permanent residents and new citizens. The personal identification effort could also be extended to millions more who are born in Canada, possibly reviving the idea of a national identity card, indicates the report released by Citizenship and Immigration Canada under the *Access to Information Act*. The prospect of a universal identity card for Canadians met a generally chilly reception when floated by the government last year. The report, entitled *Biometrics: CIC Business Requirements* was completed last December under the direction of Citizenship and Immigration's enforcement branch.

Affaires électroniques : des bonnes et des mauvaises nouvelles ¹³ (*e-Commerce*)

Une étude de Statistique Canada révèle que l'an dernier, 3,2 millions de ménages se sont adonnés aux achats par Internet alors qu'ils étaient 2,8 millions en 2002. Toutefois, les achats totalisant une valeur de 3 milliards de dollars et dont l'éventail varie des billets d'avion aux livres, ne représentent qu'une fraction des dépenses totales de 688 milliards \$, mais sont en nette progression comparativement aux 2,4 milliards \$ de 2002. En moyenne, en 2003, les ménages recourant au commerce électronique ont dépensé 956 \$, la valeur d'un achat étant de 144 \$ en moyenne. Par province, l'Alberta affiche la croissance la plus forte des achats par Internet, soit 43 % en écart annuel, suivie par le Québec à 41 % et les provinces maritimes à 36 %. De plus, l'Ontario a réalisé 46 % de tous les achats électroniques au Canada, suivie par la Colombie-Britannique avec 17 %. C'est en Alberta, en Colombie-Britannique et en Ontario que les dépenses moyennes par ménage et la valeur des commandes dépassaient la moyenne nationale. Les internautes ontariens ont généré aussi le tiers de la croissance des achats l'an dernier.

Canadian Police Forces Sharing Digital Mug Shots ¹⁴ (*Interoperability*)

¹¹ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=56559> CIOB News 200-09-02

¹² http://www.ctv.ca/servlet/ArticleNews/story/CTVNews/1094440955884_54/?hub=SciTech CIOB News 2004-09-04

¹³ <http://www.directioninformatique.com/index.asp?theaction=61&lid=1&sid=52269>

¹⁴ <http://www.theglobeandmail.com/servlet/story/RTGAM.20040910.gtnats10-5/BNStory/Technology>

CIOB News 2004-09-14

Canadian police forces have begun sharing mug shots electronically as part of a project that could eventually lead to a nationwide database of crime suspect photos. Three Ontario police services, York, Windsor and Chatham-Kent, converted their photos into digital images for the pilot project, then pooled their efforts to create a searchable on-line library of 118,000 photos.

Canadians Scope Out Jobs, Homes On-Line: Study ¹⁵ (*Online Transactions*)

Banking, looking for jobs and scoping out homes are three of the most popular on-line activities for Canadian adults, a new study says. According to the Ipsos-Reid study conducted in June, 54% of Canadian adults with an Internet connection have used the Internet to research house listings. The study indicates that researching real estate listings on-line is as popular among on-line Canadians as Internet banking (53%) and looking at on-line job postings (55%).

Un nez et une webcam pour remplacer la souris ¹⁶ (*Biometrics*)

Des chercheurs du Conseil national de recherches du Canada (CNRC) ont mis au point un logiciel qui permet de remplacer la souris en utilisant les mouvements du nez enregistrés par une webcam. Dans le cadre d'un projet baptisé Nouse (Nose as mouse ou «le nez en tant que souris»), Dmitry Gorodnichy et son équipe ont développé un système qui permet d'opérer des logiciels et des jeux en remplaçant les mouvements de la main sur une souris par ceux du nez de l'utilisateur placé devant une webcam. Pourquoi le nez plutôt que la bouche? Il semble que les mouvements de cette partie du visage soient plus faciles à suivre de façon fiable. Le système détecte également le clignement des yeux qui peut ensuite être utilisé pour exécuter des opérations.

Of Collaboration and Conundrums ¹⁷ (*e-Government / Privacy*)

John Riddle, former Chief Information Officer (CIO) of Health Canada wrote: "[R]eflecting on transformation and e-government in the wake of this year's Lac Carling Congress, I was struck by the number of conundrums - even contradictions - that are the context for further progress on this agenda. The existence of conundrums is not in itself a surprise; after all, they confound many aspects of our lives. For example: (1) as a country, we have legislated that large and small provincial jurisdictions have "equal" voices - yet tacitly acknowledge that their impact and importance are quite different. (2) As users of public services we expect "sameness" in national outcomes while insisting on "tailoring" to local/regional needs. (3) Finally, we recognize the requirement for common infrastructure - by definition mandatory - but then frequently treat it as optional or preferred. While contradictions - even ironic contradictions - seem to be a part of the human condition, there are three conundrums that directly affect collaboration and the transformation of service delivery. Let me illustrate: Can stringent individual privacy requirements co-exist with personalized services or the notion of "my government account?" A convenient, portable, holistic view of citizens (or businesses) requires information management across departmental and jurisdictional boundaries, which has legal and legislative implications. On a positive note, the resulting person-specific database can enable active service offerings not currently visualized."

Survey Says: Results - It's All About "Taking Care of Business" ¹⁸ (*e-Government*)

¹⁵ <http://www.theglobeandmail.com/servlet/story/RTGAM.20040914.gtb10sep14/BNStory/Technology> CIOB News 2004-09-15

¹⁶ <http://www.branchez-vous.com/actu/04-09/08-294703.html>

¹⁷ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-8eef5c23-3f50-4702-9ae2-ca5e5ead0f4c>

¹⁸ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-c14d7b4b-5535-444d-8616-fe23e7a051ef>

At this year's Lac Carling Congress, and under the auspice of the research committee of the Public Sector Service Delivery Council (PSSDC), Brian Marson from the Treasury Board of Canada Secretariat (TBS) and Charles Vincent from the Institute for Citizen-Centred Service (ICCS) made a presentation entitled, "Taking Care of Business". After delegates were reminded that the driver for PSSDC research was to provide public sector managers with clear direction from Canadians about how to improve service, an example of the citizens first surveys was discussed. This survey has shown that citizens expect as good or better service from the public sector as from the private sector. However, 25 per cent do not know where to find a given service, and once they know where it is, have difficulty accessing it. Finally, once they do find the service, their satisfaction with it is measured by its speed, the courtesy and competence of service providers, the fairness of the process itself and the outcome. Citizen priorities for improvement in government service include one-stop service, better telephone and electronics Service delivery (ESD) service, and improved timeliness. With this kind of information regarding the challenges and drivers of service satisfaction, Canadian governments have been able to set priorities and take action for improvement.

Muddling With Middleware ¹⁹ (Interoperability)

Across the public sector, e-government initiatives are calling for an unprecedented level of cohesion between diverse IT systems. Integration middleware makes the task easier, but the kind of interoperability that would make government truly transparent has been elusive. Public sector organizations are finding that the real battle is in finding common ground between stakeholders and establishing standards for shared entities. Using software to mediate between two other software platforms that can't talk to each other sounds a bit like a Band-Aid solution, and in some respects it is. In an ideal world, globally accepted interoperability standards - not middleware - would ensure that applications could operate with each other. One of the ironies is that middleware, like the diverse systems it purports to unify, is largely proprietary, and is segmented into many sub-types. The upshot is that, instead of using middleware to create a common "middle zone" that would effectively solve the interoperability problem, large organizations wind up accumulating and supporting varied - and often largely redundant - middleware portfolios that leave the issue unresolved. Government strategists seeking to simply this "hodge-podge of different environments," as Dave Wallace, Ontario's Chief Technology Officer, calls it, face a number of barriers. Interoperability has traditionally been a tough sell at ministerial and departmental levels. Under pressure to optimize their own economies, application owners tend to have their own middleware strategies.

e-Government Must Put Users First - World-Leading Canadian Government Ran More Than 200 Citizen Focus Groups ²⁰ (e-Government)

The route to e-Government success is to get inside the head of the citizen or business using the service, according to Michelle d'Auray, the former Chief Information Officer (CIO) of the Canadian Government. During a seminar organized by the Institute of Public Policy Research (IPPR), Ms d'Auray said that Canada spent almost a year running 200 focus groups across the country to find out what citizens wanted and how they used the Internet. She added "[T]he first principle fundamental to the Canadian strategy was to put the individual and/or organization making use of the service at the core... [W]e literally tried to turn ourselves inside-out to appreciate how people trying to access government services worked and what they wanted."

Notes for an Address by Scott Brison, Minister of Public Works and Government Services, to the Canadian Club ²¹ (e-Government / e-Commerce)

PWGSC is already working with IBM to implement the Government of Canada Marketplace: an innovative e-Procurement portal that will ensure better and faster buying. A preliminary report will

¹⁹ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-211015f8-f1ef-4e73-ab66-83a12352601a> CIOB News 2004-09-20

²⁰ <http://www.whatpc.co.uk/news/1158106>

²¹ <http://www.news.gc.ca/cfm/CCP/view/en/index.cfm?articleid=98429>

be posted on the Department's Web site in the next few days. "Secure Channel," one of the most sophisticated secure networks in the world is already being used by government departments and the expectations are that by 2005, about 100 government services will be going on-line.

Utilisation d'Internet par les entreprises canadiennes; Les PME perdent leurs avantages ²² (e-Commerce)²³

Selon une étude libellée (Stratégies visant à accroître la participation des Petites et Moyennes Entreprises (PME) à la cyber-économie) du magazine anglais 'The Economist', celles-ci n'utilisent pas suffisamment Internet pour la gestion de leurs activités et sont en voie de perdre l'avantage concurrentiel qu'elles détenaient sur d'autres pays. Après avoir occupé en 2001 le quatrième rang sur 64 pays pour ce qui est de l'état de préparation au commerce électronique, le Canada a glissé au neuvième rang en 2002, puis au 11e cette année. L'enquête menée en mars 2004 portait sur 952 PME.

PIPEDA Will Fuel Online Trust: Privacy Chief ²⁴ (PIPEDA)

The best way for e-businesses to rebuild the public's waning trust of online transactions is to comply with Canada's new privacy rules, says Jennifer Stoddart, Privacy Commissioner of Canada at a conference in Ottawa to champion the federal government's *Personal Information Protection and Electronic Documents Act* (PIPEDA) as a piece of legislation that will improve the bottom lines of e-commerce industry. "PIPEDA is not an impediment to e-commerce and e-business," she said "It's an act to support and promote electronic commerce by protecting personal information. Our intention is not to stand in your way, but to help you provide your customers with assurances that you are protecting their personal information appropriately."

Alberta - Efficacy of Website Questioned ²⁵ (e-Services)

When it was unveiled nearly a year ago, Alberta's on-line waiting-list registry was portrayed by the government as an important step in reducing health-care delays because it would allow patients to handpick surgeons and travel to other centres for quicker treatment. A few mouse clicks and Albertans can find the waiting times for hospitals and even for specific doctors by scanning 20 categories, including cataract surgery, neurosurgery and Magnetic Resonance Industry (MRI) scans. However, 11 months later, there is no evidence that the website is reducing the number of days and weeks that sick Albertans wait for care. In this respect, David Dear, a spokesman for the province's Ministry of Health and Wellness said "[I]t's the early stages of this technology. We just don't know, but at least the information is available to people. How it's going to be used? Time will tell,"

British Columbia: New Service BC Centre Boosts Public Access ²⁶ (e-Services)

A better, and more convenient way to access provincial government services is up and running in Mackenzie, Prince George North Modern Language Association (MLA) Pat Bell announced today. "The people of British Columbia deserve to have easy, cost-effective and convenient access to government services. That's what the new Service BC Centre in Mackenzie will bring. The new Service BC Centre brings together the ministries of Management Services and Human Resources, allowing users to apply for everything from employment assistance to a safe boating permit, make payments to their medical services plan, pay property and consumer tax, or simply access a wide range of government information and services available online at the Community Access Terminal.

²² <http://intranet/tbnews/stories/2004/20040922c0501.htm>

²³ <http://intranet/tbnews/stories/2004/20040922c0501.htm>

²⁴ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=56739>

²⁵ <http://www.globetechnology.com/servlet/story/RTGAM.20040916.gthealthside16/BNStory/Technology/>

²⁶ http://www2.news.gov.bc.ca/nrm_news_releases/2004MSER0013-000680.htm CIOB News 2004-09-08

British Columbia: Privacy Commissioner Delays Release of Report on US *Patriot Act* Ramifications ²⁷ (*Privacy*)

David Loukidelis, British Columbia's Privacy Commissioner has delayed the release of a report into how the US *Patriot Act* could affect the province. It's the second time the commission has said it needs more time to wade through a massive number of submissions on whether the anti-terrorism law could force BC companies with US head offices to hand over information about British Columbians? Mary Carlson, Director of Policy and Compliance for the Office of the Information and Privacy Commission said "[T]he sheer volume of the submissions and the complexity of the issues have forced a second extension," The commission received more than 500 submissions from individuals, governments, other privacy commissioners, businesses, unions, technology associations, non-profit associations, civil-liberties groups, health-care bodies and seniors' organizations. Carlson said the BC Government and the BC Government Employees Union recently gave the commission further submissions that will require additional research. October is the new choosing date to release the report.

New Brunswick: Delegation From Government of Kenya Visits Service New Brunswick ²⁸ (*e-Government*)

Delegation from the Government of Kenya, led by its Minister of Information and Communications, Raphael Tuju, met with Premier Bernard Lord to discuss the province's online services. "To this regard, M. Lord said, "[T]he meeting gave us an opportunity to showcase all of the province's online services. Our expertise in this field is increasingly recognized around the world, from Service New Brunswick's basic services to distance education via the Internet." Intergovernmental and International Relations Minister Percy Mockler, who is Minister responsible for Service New Brunswick (SNB), said "the two-day visit by the Kenyan delegation represented an opening for the province on the African continent. Since 60 per cent of the 30 million Kenyans are under the age of 25, we believe it will be possible to do business with this country in the field of training, and both parties will come out winners," Given its expertise and reputation of its one-stop service concept, New Brunswick is now ready to export its know-how in this field or to work with partners in implementing, in whole or in part, similar or adapted services.

Newfoundland - Government Readies for Proclamation of Access to Information and Protection of Privacy Act ²⁹ (*Privacy*)

The Newfoundland government announced the dismissal of its information and privacy commissioner, saying the position will be cut to part-time. Justice Minister Tom Marshall reaffirmed government's commitment to proclaiming the *Access to Information and Protection of Privacy Act* and to ensuring that the new Office of Information and Privacy Commissioner is operated in the most efficient manner possible. Minister Marshall said that, in preparing for proclamation of the legislation last year, it became clear that a different administrative structure for the new Office of the Information and Privacy Commissioner would be required for the office to operate efficiently within the budget allocated. Based on analysis that has been done, proposals for new models of operation for the office have been developed. One of the models, based on a part-time Information and Privacy Commissioner, was identified as allowing for adequate budget to hire appropriate staff.

Ontario: Government and Major Technology Companies Demonstrate e-Transformation at Showcase Ontario 2004 ³⁰ (*e-Government*)

Showcase Ontario 2004, the largest public- sector education, conference, exhibit and trade show in Canada featuring exhibits from Telus, Hewlett Packard, Nortel Networks, IBM, Cisco Systems and

²⁷ <http://intranet/tbnews/stories/2004/20040923i0825.htm> CIOB News 2004-09-23

²⁸ <http://www.gnb.ca/cnb/news/iga/2004e0933iq.htm> CIOB News 2004-09-01

²⁹ <http://www.gov.nf.ca/releases/2004/just/0908n07.htm> CIOB News 2004-09-09

³⁰ <http://ogov.newswire.ca/ontario/GPOE/2004/09/13/c8990.html?match=&lang=e.html> CIOB News 2004-09-14

Microsoft Canada, gets underway September 13th to 15th. The three-day event features more than 200 exhibits from public and private-sector organizations demonstrating how technology is being used to provide public services and lead the "e-transformation" of government. Gerry Phillips, Chair of Management Board of Cabinet said "Ontario is acclaimed around the world for our leadership in electronic service delivery. Showcase Ontario is about building on our those accomplishments and using education and partnerships to improve services to the public." Earlier this year, a health information website HealthyOntario.com, was named the best government/law website in the world by the International Academy of Digital Arts and Sciences at the eight annual Webby Awards. The US-based Computerworld Honors Foundation recently presented the Ontario with a certificate of achievement for the inclusion of the province's e-government strategy in the Smithsonian Institute. And last year, Cisco Systems Canada named Ontario as one of the world's top ten Internet leaders for 2003.

Québec: Le Gouvernement du Québec conclut une entente avec le Nouveau Brunswick ³¹ (e-Government)

Les Gouvernements du Québec et du Nouveau Brunswick ont signé une entente de collaboration dans le domaine du développement du gouvernement en ligne et de la mise en place du guichet unique de services. L'entente permettra le partage, entre les deux provinces, de l'expérience acquise, des enseignements tirés, des ressources internes et externes, du matériel et des outils disponibles. Cette démarche est un prélude à la mise en place de « Services Québec » à travers le gouvernement en ligne et l'approche d'un guichet unique pour offrir des services en ligne aux citoyens et aux entreprises. Cette initiative s'inscrit dans le cadre du plan de modernisation 2004-2007. Pour sa part, le Nouveau-Brunswick a déjà mis en place un guichet unique 'Services Nouveau-Brunswick' qui pour l'heure, offre 176 services en ligne.

Québec: Montréal Rolls Out Speech Recognition City Services ³² (e-Services)

The City of Montreal rolled out a service in spring that allows residents to use voice-recognition technologies to gain access to municipal programs over the phone, and has already begun to reap the benefits. Under the program, bilingual voice applications have enabled citizens to call an 87-ACCES automated telephone service number at any time to find information previously available only on the city's Web site. Created by BCE Elix, Montreal's voice-recognition system uses the Web, speech recognition, text-to-speech, and VoiceXML and CCXML standards. Rita Azrak, director of marketing and communications for Montreal-based BCE Elix said, "The interest of having VoiceXML and CCXML and using that is to be able to use what you already have on the Web without necessarily having to re-organize your Web site. Using the information that is already there, but allowing this information to be accessible by phone,"

Québec: Quebec's Ministère de la Justice and CGI Sign Business-Solutions Contract for the DRC ³³ (PKI)

CGI Group Inc. announced the signing of a five-year contract valued at CDN\$25 million with Quebec's department of justice. Under the terms of this contract, CGI will help operate, provide management support for, and develop business solutions for the "Direction des registres et de la certification (DRC)". The mission of this agency is to manage both the Register of personal and movable real rights (RDPRM) and the Lobbyists registry and administer the certification service of the "Infrastructure à clés publiques gouvernementale (ICPG)". Accessible via the Internet at www.rdprm.gouv.qc.ca, the RDPRM provides an essential service to Quebecers, allowing them to quickly determine if a moveable asset has been given as security or otherwise encumbered. Every

³¹ <http://communiqués.gouv.qc.ca/gouvqc/communiqués/GPQF/Septembre2004/03/c6652.html> CIOB News 2004-09-07

³² <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=56618> CIOB News 2004-09-10

³³ <http://www.newswire.ca/en/releases/archive/September2004/16/c0303.html>

year, over 500,000 consultations are made via this site, on which more than one million rights are registered. The Lobbyists registry is a public registry ensuring the transparency of lobbying activities carried out among Quebec's public office holders. This register may be consulted free of charge at any time at the following address: www.lobby.gouv.qc.ca .

Québec : Changements d'adresse; Un service bien accueilli ³⁴ (e-Services)

Mis en service à la fin du mois de mai dernier, le Service québécois de changement d'adresse (SQCA) est devenu incontournable pour les citoyens qui déménagent. En date du 14 septembre, 81 625 transactions ont été enregistrées et depuis, près de 500 demandes par jour y affluent. En moyenne, 12 minutes suffisent pour remplir le formulaire électronique qui permet le changement d'adresse à six des plus importants ministères et organismes du gouvernement. Le succès du SQCA inspire les fonctionnaires du Secrétariat du Conseil du trésor à travailler sur l'implantation de Services Québec, qui deviendra une sorte de guichet unique regroupant une foule de services gouvernementaux.

Saskatchewan - Database to Track School Children: New System Concerns Privacy Commissioner ³⁵ (e-Services / Privacy)

The provincial government is just a few weeks away from launching a computerized database that will be used to keep track of whether children are going to school. But, Gary Dickson, the province's privacy commissioner is concerned about the government allowing the use of personal information obtained by the Health Department in the system. He said, "[W]e want to be very cautious and very careful and make darn sure that there's no less privacy-invasive alternative to doing this. The Health Department has a very rich database of information on all of us. I think it's important to recognize that there may be a lot of organizations in government that would like to come along and say 'hey, we'd like access to that too.'" The Learning Department's student tracking program and its database of the approximately 200,000 school-age children in Saskatchewan has been in the works for the last three years. Recently, the provincial cabinet gave the go-ahead for the Health Department to provide information from its database such as, names and addresses of children aged 7 to 15, as well as contact information to the Learning Department without obtaining the consent of the individual. That is aimed to help the program keep track of school-age children in the province who have not had any contact with the school system and wouldn't otherwise be in the database.

Saskatchewan: City Expands e-Commerce Services ³⁶ (e-Services)

The city of Saskatoon is beginning a three-year upgrade of the "e-services" that are offer on its website (www.saskatoon.ca). The first phase, coming within the next four to eight months, will enable Saskatonians to review tender documents online, pay parking tickets and submit meter readings. The city is also working on providing an interactive map of Saskatoon. Other services, such as booking campsites and registering for swimming lessons, will be phased in later. "It's exciting to get more into the 21st century," said Coun Bev Dubois, a member of the city's administration and finance committee.

Saskatchewan: On-Line Service Options Popular with Public ³⁷ (e-Services)

Since the launch of Internet to access Saskatchewan government services and information August 2000, more than 9 million people have accessed information and services available through the Government of Saskatchewan Central Web Portal. In the past year nearly 3 million users accessed the portal, an increase of more than 92 per cent from its first year of operation. In addition,

³⁴ <http://intranet/tbnews/stories/2004/20040920c0263.html>

³⁵ <http://intranet/tbnews/stories/2004/20040908i0759.htm> CIOB News 2004-09-08

³⁶ <http://intranet/tbnews/stories/2004/20040914i0297.htm>

³⁷ <http://www.gov.sk.ca/newsrel/releases/2004/09/17-554.html>

government employees have responded to nearly 19,000 public requests for services and information received through email contact forms located on the central Web portal. Andrew Thomson, minister responsible for Information Technology said "[O]ur government's investment in technology is paying off in a big way. The government's central Web portal has allowed us to improve our service delivery not only to Saskatchewan citizens, but to people around the world who are interested in our province and its goods and services. The portal has also allowed our own employees to work more effectively and efficiently, by providing quick access to information when dealing with clients."

Saskatchewan: Q&A: Andrew Thomson ³⁸ (e-Government)

Andrew Thomson, Minister responsible for Information Technology in Saskatchewan, took part in the Lac Carling Congress this spring and took time out to speak with Alex Binkley of Chief Information Office, Government Review. To the questions of where is Saskatchewan in terms of adopting IT for the provision of services to the public? He said, "[W]e decided we had to take a multi-layered approach to IT. First of all, we believed it was important to us to have a large amount of infrastructure build out. We not only wanted to deal with government services; we wanted to make sure people all over the province had access to it. As a result, we have built one of the largest broadband networks in the country today. We have about 74 per cent of provincial communities covered, connecting up the libraries, municipal governments, hospitals and schools. Our target is to move to 84 per cent by the end of our term. In real terms that means about 46 per cent of the population has residential or business access. So this was an important first step; we thought it was important to make sure the level of services was provided uniformly as we built them on. This was a big initiative and it took about three years to do. Now there are 366 communities and about 800 schools on it."

Chile

No new item to report.

China

Report: China Legalizes Use of Electronic Signatures ³⁹ (Digital Signature)

August 28th, 2004, China's National People's Congress passed a law that legalizes the use of electronic signatures, paving the way to overcome an important obstacle to doing e-commerce according to the official Xinhua News Service. Under the *Law on Electronic Signatures*, signatures will have the same legal weight as handwritten ones. Under the law, electronic signatures must identify the signer and confirm the content of the signed document. The Chinese government will approve and administer third-party electronic signature providers to verify the validity of the signatures, it said. The report did not specify when the government would appoint an administrator for electronic signatures.

Denmark

No new item to report.

³⁸ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-a93b3596-484e-46e7-8894-2295bc3ce352>

³⁹ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-12bb41f6-64fb-44d6-9067-6e00fecc92df&Portal=E-Government> CIOB News 2004-09-02

Dubai

Walk in e-Govt Service Centre in Dubai ⁴⁰ (e-Government)

Dubai has established a dedicated counter for e-government services at the Customer Services Centre in the Dubai Municipality Head Quarters announced Khalid Abdel Rahim Abdullah, Head of Customer Services Section. The move goes along with the e-government initiative of Dubai government aimed at making Dubai a pioneering centre of activities, and also coincides with the development of technology and business, which is based on establishing electronic infrastructure to help provide quick services to the public, round the clock, seven days a week. The special counter will also educate the customer on all the e-services provided by the Municipality.

Estonia

In Estonia, e-Banking, e-Commerce, e-Government ⁴¹ (e-Government)

The government promotes the Baltic nation as E-stonia, and it has a point. There is (1) e-banking, nearly half of all bank customers in Estonia avoid trips to the teller by managing their money online. (2) e-Government, cabinet meetings are almost paperless, with each minister following the agenda on a flat-screen monitor, and there is (3) e-Commerce, ordinary citizens can use mobile phones to pay for parking or a bouquet of flowers, or to transfer money to a friend. Only 14 years ago, the "E" in Estonia could have stood for East Bloc. But now, Estonia is hoping that by becoming a laboratory of innovative technology projects, it can erase the legacy of its Communist past.

Finland

No new item to report.

France

ADELE : un point d'étape ⁴² (e-Government / Interoperability)

Le Ministre français de la Fonction Publique et de la Réforme de l'État, Renaud Dutreil a tenu le 7 septembre 2004, une conférence de presse sur l'avancement du plan ADministration ELEctronique (ADELE) dont la réalisation s'étend de 2004 à 2007 et qui nourrit l'ambition du vœu du Président de la République, de faire de l'administration électronique un levier majeur de la réforme de l'État et une priorité du gouvernement. À cet égard, 140 mesures ont été élaborées pour permettre aux usagers de l'administration que sont les citoyens, les entreprises, les agents et les collectivités locales de bénéficier de services plus rapides, grâce à une meilleure circulation de l'information, des délais d'instruction raccourcis et une meilleure mise en commun des projets entre administrations. Parmi les nombreux services proposés par l'administration électronique pour simplifier la vie des citoyens, se trouvent, le calcul des impôts, la déclaration des revenus, ou l'estimation des allocations de retraite. De plus, le gouvernement souhaite mettre en place dès octobre 2004 un numéro de téléphone unique 3939 qui donnera à tout citoyen en moins de trois minutes, accès à sa demande de renseignement administratif. En 2005 d'autres services se grefferont à l'initiative soit, la modernisation de la procédure des achats publics, la simplification des demandes d'État Civile et des demandes de subventions des associations.

French Government on Track to Deliver New e-Services Shortly ⁴³ (e-Government)

⁴⁰ <http://www.pstm.net/article/index.php?articleid=325> CIOB News 2004-09-14

⁴¹ <http://www.iht.com/articles/538408.html> CIOB News 2004-09-13

⁴² http://www.internet.gouv.fr/article.php3?id_article=1819 CIOB News 2004-09-08

The French Government has confirmed it will introduce a number of new e-services in the next few months. The services that will be made available within the ADministration ELEctronique (ADELE) framework before the end of 2005 are: (1) The 'Allo Service Pub lic' call centre service, which will be extended countrywide in October 2004, (2) A one stop shop service for address change that will be launched January 2005, (3) All public bodies will accept tenders submitted electronically as of January 1st, 2005, (4) A personalised public services portal (*mon.service-public.fr*) expected to be launched April 2005, (5) An e-service that enable civil registration certificates (birth, marriage, death certificates) requested online as of July 2005, (6) Associations and charities will be able to apply for government funding online as of October 2005. Presented in February 2004, the French e-government programme will be implemented through 140 concrete initiatives, representing a total investment of EUR 1.8 billion. An evaluation of the plan's implementation will be conducted annually.

Déclaration de revenus : la France examine une réduction pour les contribuables utilisant Internet ⁴⁴ (e-Services)

Parce que l'envoi électronique des déclarations de revenus permet des économies appréciables; le gouvernement français multiplie les initiatives afin de promouvoir cette nouvelle manière de transiger avec lui. Une des initiatives à l'étude serait d'accorder aux contribuables qui transmettent leur déclaration en ligne une réduction d'impôts de 20 euros. Néanmoins, fin août, le secrétaire d'État au Budget Dominique Bussereau se disait très satisfait des économies (plus de 1,25 millions d'euros) que le succès de la télé-déclaration a permis de réaliser. Au Canada et au Québec, le contribuable ne bénéficie d'aucun incitatif fiscal pour l'inciter à envoyer ses déclarations de revenus électroniquement.

Future French Electronic ID Card to Include Two Biometrics ⁴⁵ (Smart cards / PKI)

The French e-ID project, baptised Identité Nationale Electronique Sécurisée (INES), or Secured Electronic National Identity, will feature two biometric identifiers. Furthermore to the facial image of the holder, the Ministry of Interior has decided to add a second biometric technology to the card. Scanned fingerprints are likely to be chosen, however, the French authorities have not ruled out the use of Iris scans. Procurement for the INES project is expected to begin before end 2004. The card and related database should be developed and tested during 2005, while French citizens should start using e-IDs from 2006. The card, containing a chip carrying all identity information of the holder person, will provide each citizen with an electronic signature allowing secure access to both e-Government and e-Commerce services and transactions. After the electronic social security card 'Carte Vitale', this new card will be the second one in France to contain a unique electronic identifier, but the first to feature biometric technologies.

Germany

Biometric Trial Extended for 12 Months at Frankfurt Airport ⁴⁶ (Biometrics)

The German government has decided to extend the trial of its prototype biometric border control system for an additional 12 months. The system, which is based on iris scanning, has been in test at the Frankfurt airport since mid-February 2004. The decision aims at providing authorities with more time to test, assess, and improve the system that has to fill two objectives: speed up conventional passport controls and enhance existing security procedures. EU travellers over 18 years who hold a machine-readable passport can participate in the pilot on a voluntary basis and have their iris scanned. The digital images obtained are then

⁴³ http://europa.eu.int/ida/jsps/documents/dsp_showPrinterDocument.jsp?docID=3268&lg=en

⁴⁴ <http://benefice-net.branchez-vous.com/nouvelles/04-09/08-294304.html>

⁴⁵ http://europa.eu.int/ida/jsps/documents/dsp_showPrinterDocument.jsp?docID=3249&lg=en

⁴⁶ http://europa.eu.int/ida/jsps/documents/dsp_showPrinterDocument.jsp?docID=3226&lg=en

mapped by a software application that assigns a numeric code to each iris, and loaded into a database with personal data such as name, date of birth, nationality and sex that are 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 scan is successfully matched with the passport data, the security doors swing open. The entire procedure lasts about 20 seconds.

Hungary

No new item to report.

India

No new item to report.

Ireland

No new item to report.

Israel

No new item to report.

Italy

No new item to report.

India

No new item to report.

Japan

Japan Using Technology To Boost Security ⁴⁷ (Privacy)

Japan is looking at several tech projects to keep an eye on its population, and getting a mixed response. Government projects and proposals include increased video surveillance in public places and biometric identification cards and passports. Fear of terrorism isn't the only motivation. Long considered one of the world's safest countries, Japan has seen crime rates rise in recent years. That has the country rethinking security. Privacy expert Alan Westin who directs the nonprofit Japan-US Privacy and Data Protection Program said, "[C]itizens believe that there has to be more protection, and technology can be a way to do this," However, many Japanese are ambivalent about the consequences. The Hackensack, New Jersey group researches and reports on Japanese privacy issues wrote "[T]here's a lack of confidence that the government will pay enough attention to the privacy and security issues so there won't be abuses,"

⁴⁷ <http://www.investors.com/editorial/tech01.asp?v=9/21>

Kenya

No new item to report.

Korea

No new item to report.

Malaysia

No new item to report.

Malta

Maltese Inland Revenue Launches Online Payment System ⁴⁸ *(e-Government)*

The Maltese Inland Revenue is encouraging individual taxpayers to adopt the online payment facility in order to avoid problems associated with traditional payment methods. The new online service, so far only available for the payment of provisional tax and social security contributions by individuals is expected to add further payment in the near future. The Maltese Inland Revenue online payment facility, available through the Department's website, is based on the Government's Electronic Payment Gateway (ePG), one of the cornerstones of the country's e-government programme, created in 2002 to provide a central payment platform to Government departments.

Mexico

No new item to report.

Netherlands (the)

Online Security Code to Boost Dutch e-Gov ⁴⁹ *(Authentication)*

Thanks to the introduction of the "burgerpin" (a personal identification and authentication code), e-government in the Netherlands is expected to get a boost January 1st, 2005 while its citizen will be able to interact securely online with their local councils. A pilot project has already begun in the city of Enschede, and several agencies, such as the tax, unemployment and social insurance authorities, are also expecting to follow suit with their own secure e-gov services. Users can register online for a burgerpin, which comprises a user-name and password, and are required to provide personal details and their tax number (which is often used for personal identification in the Netherlands). This information is then validated centrally against the local councils' administrative database before being accepted. The move is part of the central government's goal to have at least 65 per cent of all government (central, provincial and local) services offered through the Internet by 2007.

New Zealand

Portal Technology Upgraded ⁵⁰ *(Interoperability)*

Following user feedback from participating government agencies, Metalogue, the metadata tool for the all-of-government web portal (www.govt.nz), has been updated. The simpler interface will reduce the workload for agencies contributing to the portal, encourage wider subscription, and minimize the amount of training needed. The updated version, Metalogue 4, also introduces the

⁴⁸ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3240&lg=en

⁴⁹ <http://www.dmeurope.com/default.asp?ArticleID=2882> CIOB News 2004-09-01

⁵⁰ <http://www.e-government.govt.nz/news/20040901.asp>

ability for portal users to link directly to the legislation relevant to particular services. Visitors to the site will now be able to see how the Government's legislation relates to the information and services available to them. This whole process is possible through accurate metadata records. Government agencies contribute content to the portal via their metadata. The metadata is captured in an online interface called Metalogue, provided by the e-Government Unit, which feeds directly onto the portal.

New Research Section ⁵¹ (e-Government)

A new research section has been added to the e-government website. Visitors can access information about how people interact electronically with government, both in New Zealand and in other countries. There is a collection of surveys, case studies and links to other New Zealand research as well as pages on international research and the e-Government Unit's e-Awareness project. This section of the site is intended as a resource and knowledge base for e-Government research in New Zealand. Shortly to be added the results of a new survey of 5000 New Zealander's interactions with government that has just been completed for the e-Government Unit by Auckland University. The full survey results will be published in the coming weeks, for more information: www.e-government.govt.nz/research/.

Authentication Shared Keys Implementation ⁵² (Authentication)

Authentication programme that provides a means for people and government agencies to verify their authenticity when transacting electronically has begun the initial implementation phase by seeking government approval to commence the implementation of the shared keys trial early next year. The programme over the coming months includes scoping of the authentication standards project, concurrent work being undertaken by the Department of Internal Affairs and issuing the request for proposal for the construction of the Shared Keys Infrastructure. In addition to the implementation of Shared Keys, the programme will deliver a strategy for the roll-out of all-of-government shared keys and shared identity credentials authentication including Evidence of Identity standards being led by the Department of Internal Affairs, and an authentication capability to help implement these standards.

Norway

No new item to report.

Pakistan

No new item to report.

Poland

No new item to report.

Portugal

No new item to report.

⁵¹ <http://www.e-government.govt.nz/news/20040902.asp>

⁵² <http://www.e-government.govt.nz/news/20040905.asp>

Russia

No new item to report.

Singapore

Singapore Adds Online Access Channel for e-Govt Password ⁵³ *(e-Services / Authentication)*

Singaporean residents can now request or reset their unique SingPass password online. The password provides authentication for 136 e-Government services. Launched March last year, 'SingPass' is the common password for users to access government e-Services, and various government websites. Previously the password could only be applied for or reset at Community Development Council (CDCs) offices, selected Community Centres or at Central Provident Fund (CPF) branches. Now users can apply for a new password online, which will then be mailed directly to the applicant within a week of the request. This service is available to Singaporeans, employment and dependant pass holders. Loh Khum Yean, Deputy Secretary of Ministry of Finance said, "[W]e are pleased that so many e-Services users are now using SingPass. Our goal is to make government e-Services intuitive and easy to use. The ease with which users can apply for their SingPass online makes it even simpler and more convenient for the public to transact electronically with the government."

Slovak Republic

No new item to report.

Slovenia (Republic of)

No new item to report.

South Korea

The World's Most Connected Place - South Korea - Canada #2 in High-Speed Connections ⁵⁴ *(e-Services)*

South Korea is the most connected, high-speed Internet country in the world, and the technology is having a broad impact on society, providing hints of what may come in North America as speeds and use increase. Kim Sa-hyuk, a senior researcher at the Korea Information Strategy Development Institute wrote in an August report. "Advancements in information-technology have changed the way South Koreans work and live, with the Internet embedded among the infrastructure of business, society and culture," Almost three of every four South Korean households had a high-speed Internet connection at the end of 2003, according to a June report by Merrill Lynch Canada Inc. That's double the No. 2 country, Canada, with 37 per cent of households, and more than three times the United States, with 23 per cent.

Spain

Spain Considers Using Electronic Voting for Referendum on EU Constitution ⁵⁵ *(e-Government)*

⁵³ <http://www.pstm.net/article/index.php?articleid=338>

⁵⁴ <http://www.globetechnology.com/servlet/story/RTGAM.20040916.qtsripkorea16/BNStory/Technology/>

⁵⁵ http://europa.eu.int/ida/jsps/documents/dsp_showPrinterDocument.jsp?docID=3220&lg=en

Spanish Government announced August 09th, 2004 that he is considering introducing electronic voting on a wide scale for the referendum on the European Union (EU) Constitution, due next year. The Prime Minister Mr Rodríguez Zapatero, speaking at a press conference declared "[T]he Government is studying the possibility to incorporate an electronic voting element in this consultation, as a way to increase participation." Small-scale, non-legally binding electronic voting trials were successfully conducted during the last general elections March 14th, 2004, when hundreds of voluntary voters tested a number of new voting technologies. No details have been provided regarding the type of system that could be used for the referendum on the EU Constitution nor the extent of this use. These will be determined following the results of two studies that have been commissioned by the Government, one technical feasibility study and legal study to assess possible amendments needed to the *Electoral Law*.

Sweden

Sweden to Start Issuing Biometric Passports and e-ID Cards in 2005⁵⁶ (*Biometrics*)

The Swedish Government will start issuing its citizens with biometric passports in 2005. The new document will be consistent with the facial recognition standard adopted by the International Civil Aviation Organization (ICAO) and will fulfill the US visa waiver programme requirements. In addition to the biometric passports, the Swedish authorities will start issuing electronic ID cards in October 2005. So far, Sweden became after Denmark, the second country in the world to decide issuing biometric passports. Other European countries, such as Belgium, Italy, Netherlands and United Kingdom, are currently at different stages of biometric passport design and testing.

Switzerland

Swiss Cast Votes Online in Referendum⁵⁷ (*Online-Transactions*)

Swiss authorities hailed as a success the test of Internet voting in a national referendum, even if computer security experts remain skeptical on the fact that any online balloting could ever be secure using current technologies. Some 2,723 people in four Geneva suburbs visited a special Web site to vote on such issues as maternity leave and postal reform. They represent 22 percent of those who cast their ballots in the four suburbs, the rest voted by mail or in person. Swiss authorities decided to permit voting over the Internet on Sunday following a string of successful local online polls in Geneva and other cities. Senior officials said those local elections had proven that their systems are robust and secure. Still, that an electronic voting expert at Johns Hopkins University in Baltimore, Avi Rubin said "[F]undamental security flaws with computers and Internet systems currently in use make such guarantees impossible."

Taiwan

e-Government Transforms Public Sector Services, Says Researcher⁵⁸ (*e-Government / PKI*)

Ho Chuan-te, director of the Department of Information Management at the Research, Development and Evaluation Commission (RDEC) explained that an important function of his department is the coordination between government agencies. "[I] have studied the e-government programs of major countries and they point out that the next phase of e-government is integrated service. [S]o, my department is developing a common platform." He added that, "by the end of this year, we are going to provide online travel service and business start-up service. [W]e would also like to provide sightseeing services through integration of the private and public sectors. Ho noted that barrier removal is also critical, for example, Taiwan is strong in IT but weak in application. The

⁵⁶ <http://europa.eu.int/ida/en/document/3247/194>

⁵⁷

http://hosted.ap.org/dynamic/stories/S/SWITZERLAND_VOTES_INTERNET?SITE=NYROM&SECTION=HOME&TEMPLATE=DEFAULT

⁵⁸ <http://www.etaiwannews.com/Taiwan/2004/09/01/1094005382.htm> CIOB News 2004-09-01

government is working to break down that barrier, such as by creating a national tax database for convenient filing of tax returns and downloading of tax information. This year, 20 percent of taxpayers obtained digital certificates and filed their returns online. Another 20 percent used a barcode system. Thus, about 40 percent of taxpayers used online taxation services, Ho noted.

Why Taiwan Is Number One for e-Government? ⁵⁹ (e-Government)

The Taiwan government took the path of automation twenty years ago. After 1995, automation gradually became computerisation and abundant and extensive online content in the government websites has been achieved. This is the first reason. The second reason is the constant updates done on these websites. The third, is the speed of e-mail response. In fact, online inquiries are answered within three days. The advanced online user's identification is another factor. For example, when filing taxes online, personal information have to be filled in detailed. There is a concern about cyberspace security but users are not just relying on the password, which is only one of several security features. Translation is the major issue due to the accuracy of the information, but specialists are working on the way to boost the bilingual services, and by the end of the year, there is a hope that all government web sites can have bilingual content. Another area that needs to be strengthened is online services for the disabled.

Taiwanese e-Govt First Step to 'Revolution in Governance' ⁶⁰ (e-Government)

According to Premier Yu Shyi-kun, Taiwan, which was recently singled out as being the world's best e-government, has linked progress with e-government to wider objectives concerning the territory's IT development. The inauguration of the e-government service platform, initiated by the Cabinet-level Research, Development and Evaluation Commission (RDEC), marks the first step in building a digital Taiwan. Yu explained that the platform would enable 'one-stop-government', increasing access to public services and freeing up public sector resources for other tasks. Greater 'informatisation' would also lead to greater internal efficiency within and between government departments, Yu said before pointing to the ultimate objective of service-oriented government. This process would take time, but held out the prospect of profound change to the nature of government, as well as to how government was structured, concluded Yu.

Tanzania

No new item to report.

Thailand

No new item to report.

Turkish

No new item to report

United Kingdom

⁵⁹ <http://www.pstm.net/article/index.php?articleid=357>

⁶⁰ <http://www.pstm.net/article/index.php?articleid=366>

UK Government Encourages Adoption of Central Infrastructure Components ⁶¹ (e-Government / Authentication)

The e-Delivery Team (EDT) of the UK's e-Government Unit has produced an Interactive Guide to Connected Government (IGCG) designed to help public authorities to adopt common infrastructure and generic e-Government components. The recently launched IGCG is a key part of EDT's commitment to expand and explain its solutions and services to UK Government organisations. Aimed at encouraging public bodies to adopt the Central Infrastructure Components developed by the EDT, the guide provides insight into the advantages and inconveniences of generic e-Government components. The central infrastructure currently in place in the UK consists of a number of systems such as the Government Gateway (an authentication, routing and transaction engine) and Delivering on the Promise (a web content management system) underpinned by a number of open standards.

New Head of UK e-Government Outlines Key Priorities ⁶² (e-Government)

Ian Watmore, Head of e-Government since last May outlined his key priorities for the future of electronic public services. Among other things, he said his Unit would play a leading role in politically sensitive e-identification issues and projects. Speaking at the Oracle's OpenWorld show in London, Mr Watmore said, "[I]f ever a topic is screaming to the top of the agenda, it is the whole identification issue. These are topics where the centre has a right and valid role to play, because no one department or area of government on its own is able to take the appropriate view". He added that his office would take a leading role in the controversial area of electronic identification. Other important elements of Ian Watmore's vision are: (1) Chief Information Officers (CIOs) are needed throughout government, (2) Customer-centric government means effective government, (3) Take-up of e-government services is key, (4) e-Enabling every government service by the end of 2005 is not sufficient, (5) Many government transactions will still need to be handled physically.

UK Information Commissioner Warns Against 'Surveillance Society' ⁶³ (Privacy / Biometrics)

Strong concerns voiced by the UK Information Commissioner Richard Thomas were related to the Home Office's Biometric Identity Card Scheme, the Office for National Statistics' Population Register Project known as Citizen Information Project, and the National Child Database planned by the Department for Education and Skills. The Information Commissioner pointed out that although these databases would make more personal data easily available to more officials, citizens would not be able to find out what the Government knew about them. This is a reason for concern, particularly since the current ID Card Bill takes three pages to outline all the data to be held on each individual on the new national ID database, which according to Mr. Thomas is much more information than what would be needed to establish identity. Mr Thomas told journalists "some of my counterparts in Eastern Europe, in Spain, have experienced in the last century what can happen when Government gets too powerful and has too much information on its citizens. My anxiety is we don't sleepwalk into a surveillance society where much more information is collected about people, accessible to far more people shared across many more boundaries than British society would feel comfortable with."

United States

USA - Share Data to Fight Terrorism ⁶⁴ (Interoperability / Biometrics)

US senators have proposed legislation to set up an extensive information-sharing network across all levels of government aimed at combating terrorism. Senior Republican and Democrat senators introduced a bill September 7th, 2004 that adopts many of the recommendations of the 9/11

⁶¹ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3269&lg=en

⁶² http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3271&lg=en

⁶³ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3241&lg=en

⁶⁴ <http://www.kablenet.com/kd.nsf/Frontpage/7BE8AD68B6B88E1D80256F09003A62A0?OpenDocument>

commission covering homeland security. The information-sharing network would cover intelligence and homeland security data throughout federal, state and local authorities. There are also proposals for other major IT systems, such as an integrated screening system for border security. The bill requires the US Department of Homeland Security (DHS) to step up its work on introducing biometric entry and exit systems at the country's borders. It calls the federal government to improve the security of official documents such as passports, birth certificates and drivers' licenses. The aim is to "decrease fraud associated with such documents, so that terrorists are unable to hide their identity in order to avoid detection and are hindered in obtaining identification that can facilitate activities in the United States," says the bill.

Electronic Government: Federal Agencies Continue to Invest in Smart Card Technology ⁶⁵ (Smart Card)

Smart cards, the integrated circuit chips to store and process data is much like a computer. Among other uses, these devices can provide security for physical assets and information by helping to verify the identity of people accessing buildings and computer systems. They can also support functions such as tracking immunization records or storing cash value for electronic purchases. Government adoption of smart card technology is being facilitated by the General Services Administration (GSA), which has implemented a government wide Smart Card Access Common ID contract that federal agencies can use to procure smart card products and services. GAO was asked to update information that it reported January 2003 on the progress made by the federal government in promoting smart card technology. Specific objectives were to (1) determine the current status of smart card projects identified in GAO's last review, (2) identify and determine the status of projects initiated since the last review, and (3) identify integrated agency wide smart card projects currently under way. To accomplish these objectives, GAO surveyed the 24 major federal agencies.

Shared Services Suggested for Consolidation Projects ⁶⁶ (Interoperability)

The task forces for the financial management and human resources lines-of-business consolidation project have recommended to the Office of Management and Budget (OMB) that agencies go to a shared-services environment to consolidate redundant systems. Tim Young, OMB's associate administrator for e-government and IT, said at the Information Resources Management 2004 Conference "[W]e are talking about IT hosting services at a minimum and the different functions across the lines of business for a fee as this concept evolves. [T]he E-Payroll project was the proof of concept for the lines of business and it shows we can consolidate to a shared-service environment." The task forces started work in March on these two lines of business and will submit their business case to OMB next week. The group working on the third line of business, back-office grants administration, will submit its business case to agencies this week for comments, and then to OMB later this year. The final decision on these projects will be published in President Bush's proposed budget next February.

IRS Adds Online Transcript Delivery for Tax Professionals ⁶⁷ (e-Services / PKI)

The Internal Revenue Services (IRS) has made available to tax practitioners an online Transcript Delivery System to request and receive transcripts of their client's tax records within minutes instead of days or weeks. This action is the latest in a series of tax agency business e-services. Authorized tax practitioners use the application to order tax account and tax return transcripts and other tax information for their business and individual clients. Tax practitioners use transcripts when representing their clients before the IRS. The documents are returned within minutes to the practitioner's computer through a secure online connection. The transcripts of a taxpayer's account show actions taken by the IRS or the taxpayer and any tax, penalties or interest assessed.

⁶⁵ <http://www.gao.gov/docsearch/abstract.php?rptno=GAO-04-948> CIOB News 2004-09-09

⁶⁶ http://gcn.com/vol1_no1/daily-updates/27200-1.html CIOB News 2004-09-09

⁶⁷ http://www.gcn.com/vol1_no1/daily-updates/27205-1.html CIOB News 2004-09-10

Border Security: State Department Rollout of Biometric Visas on Schedule, but Guidance Is Lagging⁶⁸ *(Biometrics)*

As a complement to the Department of Homeland Security's (DHS) United States Visitor and Immigrant Status Indicator Technology (US-VISIT) program, the State Department (State) is implementing the Biometric Visa Program at all 207 overseas consulates by October 26th, 2004. This program, required by the *Enhanced Border Security and Visa Entry Reform Act* of 2002, requires that all persons applying for US visas have certain biometrics (fingerprints) and a digital photograph collected during the visa application interview. This information must be cleared through the DHS Automated Biometric Identification System (IDENT) before an applicant can receive a visa. State is installing the equipment and software for the Biometric Visa Program on schedule and will likely meet the October 26th, 2004, implementation deadline. However, DHS and State have not fully developed guidance for the program's use. As of September 1st, 2004, State had installed program hardware and software at 201 out of a total of 207 overseas posts and plans to complete the installation at the remaining 6 posts by September 30th. The posts with the program are now collecting fingerprints of each visa applicant and processing the prints through the DHS - IDENT database. Although the technology installation has progressed smoothly, DHS and State have not developed and not provided comprehensive guidance that includes directions to consular officers on when and how the information in the visa process should be considered by consular officers?

GAO: Beware Managed PKI⁶⁹ *(PKI)*

The Government Accountability Office (GAO) warned that in certain situations, managed public key infrastructure services could be more trouble than they're worth to government agencies. The GAO's Chief Technologist, Keith Rhodes, said "several agencies had looked to GAO for informal advice on managed PKI services. [G]AO's position was that agencies might face a greater burden in using managed services, specifically contract certification authorities, than they would if they implemented technology themselves. [I]n a PKI deployment, the certification authority issues and manages the digital certificates that authenticate users and systems in a PKI environment. GAO is especially concerned about managed services when it comes to using PKI for financial transactions." Rhodes wrote to Republican Tom Davis, chairman of the House Committee on Government Reform "[I]f the certification authority is compromised, the impacts can be catastrophic to an agency's operations,"

OMB to Open Service Centers⁷⁰ *(Interoperability)*

Cross-agency service centers handling information technology infrastructure for three federal lines of business: financial management, human resources management and grants management, could become operational in fiscal 2006. Consolidating services enables agencies to take advantage of economies of scale that they could never achieve individually. Tim Young, the Office of Management and Budget's associate administrator for e-government and IT said that consolidation in these three areas makes perfect sense arguing, "you don't have to have 26 payroll systems, you don't have to have 52 human resource solutions,"

Grants.gov Reaches 1,000 Applications Mark⁷¹ *(e-Government)*

Grants.gov, the single secure website to find and apply for US Government grants, has received its 1,000th electronic grant application, a milestone indicating the shift from a slower, paper-based grant application process is well underway. Managed by the Department of Health and Human Services (HHS), Grants.gov is one of 24 e-Government initiatives operating under the governance

⁶⁸ <http://www.gao.gov/docsearch/abstract.php?rptno=GAO-04-1001> CIOB News 2004-09-10

⁶⁹ http://www.washingtontechnology.com/news/1_1/security/24501-1.html

⁷⁰ <http://www.fcw.com/fcw/articles/2004/0913/news-lob-09-13-04.asp> CIOB News 2004-09-13

⁷¹ <http://www.whitehouse.gov/omb/egov/press/press.htm>

of the Office of Management and Budget (OMB), and is one of only two e-Government initiatives to successfully meet OMB's operational goals earlier this year. Dr. Ed Sontag, HHS Assistant Secretary for Administration and Management said "Grants.gov has significantly enhanced the ability to find and apply for Federal grants. It's a solid example of agencies working together to bring efficiencies to government and citizens with the use of the Internet."

Intense Focus on Identity Standards Encourages e-Authentication ⁷² (Authentication)

For years US federal agencies have been hard at work figuring out ways to offer citizens fast access to services via the Internet, as well as making it easy for contractors and suppliers to connect with government business opportunities. But in their request for simplicity, many agencies ended up complicating the issue, building individual systems tailored to specific needs rather than working together to develop a unified e-government system capable of securely sharing information across agencies. Networking consultant George Bertram, who has worked on several e-government initiative said "[N]o one set out to boldly do on their own what others had done before, or to create a fractured system. But in the well-intentioned rush to make services and information available online, some people just lost sight of the fact that a system based on solid standards would be far more efficient and effective, both for the agencies and their users." Lesson learned is, that you can't have true interaction without standards. And there are now several standards-based plans under way to bring disparate federal networks together, enabling easier citizen-to-government, government-to-business, and government-to-government transactions while controlling and securing access to online resources.

US Government Amends Proposed Passenger Screening System ⁷³ (Privacy)

The US Transportation Security Administration (TSA) announced August 26th, 2004 that it would test a new passenger-pre-screening system called Secure Flight before the end of the year. Secure Flight will thus replace Computer-Assisted Passenger Pre-screening system (CAPPS II), the agency's earlier proposal that met wide criticism and raised data privacy concerns both at home and in Europe. According to the TSA, Secure Flight differs from earlier proposals by focusing screening efforts on looking for known or suspected terrorists, rather than being used for other law enforcement purposes. In addition, the new programme will also include a redress mechanism through which people can resolve questions if they believe they have been unfairly or incorrectly selected for additional screening. Under Secure Flight, the TSA will take over responsibility for comparing Passenger Name Record (PNR) information of domestic air passengers to a list of known or suspected terrorists, a function currently administered by each airline individually. According to the agency, this will allow the checking of PNR information against a greatly extended watch list in the Terrorist Screening Center (TSC) database. Nevertheless, CAPPS II raised strong concerns regarding data privacy issues.

One-Year Extension to US Biometric Passport Requirement Signed Into Law ⁷⁴ (Biometrics)

Countries whose citizens can enter the United States without visas will be given an extra year, until October 26th, 2005 to start issuing biometric passports. The requirement for people entering the US under the Visa Waiver Program (VWP) to have biometric identifiers included in passports was mandated in the *Enhanced Border Security and Visa Entry Reform Act* of 2002, and was due to come into effect as of October 26th, 2004. This extension was necessary to avoid potential disruption of international travel and provide the international community adequate time to develop viable programmes for producing and issuing secure and interoperable biometric passports. Last April, Secretary of State Colin Powell and Homeland Security Secretary Tom Ridge recommended two-year extension, arguing that countries needed time to solve technical problems such as precise biometric standards, chip durability and reader interoperability, and to resolve

⁷² http://www.sun.com/br/0904_ezine/gov_eauth.html CIOB News 2004-09-21

⁷³ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3244&lg=en

⁷⁴ http://europa.eu.int/ida/jsp/documents/dsp_showPrinterDocument.jsp?docID=3219&lg=en

privacy issues. Without such extension, they said, millions of visas would have to be issued in countries whose citizens can currently visit the US without visas, overwhelming US consular offices.

Hutchinson Says Biometrics Is Essential to DHS ⁷⁵ (*Biometrics*)

The Department of Homeland Security (DHS) leans heavily on biometric technologies in its efforts to secure the nation's borders and transportation and immigration systems said Asa Hutchinson, Undersecretary for Border and Transportation Security at DHS, at the Biometric Consortium Conference in Arlington "[O]ur practical task is to serve America and protect the homeland from terrorists, and biometrics is an essential part of this". DHS is using biometric technologies in three large security programs: US Visitor and Immigration Status Indication Technology System, called US VISIT, which uses biometric information to track the entries and exits of foreign nationals; Registered Traveler pilot program, in which travelers are volunteered to provide biographical information and/or digital fingerprint and iris scans at five airports nationwide; and the Transportation Workers Identification Credential (TWIC), pilot program that incorporates biometric information on cards for transportation workers.

Fingerprints on File, Right From the Patrol Car ⁷⁶ (*Biometrics*)

The Portland, Oregon, Police Department has been testing a mobile fingerprint identification device since April. The unit, called IBIS and made by a Minnetonka, Minnesota, company called Identix, is slightly larger than an ordinary hand-held computer. It can scan fingerprints and then compare them with records kept by members of the Western Identification Network, a consortium of law enforcement agencies in Western States with a database of more than 3.5 million fingerprint records. If there is a match, the person's name appears on the screen, usually within a few minutes and in many cases accompanied by a mug shot. Capt. Martin Rowley of the Portland police said "[T]he device was a major time saver, it can eliminate a trip to a downtown booking facility that is 15 miles away from some districts, where it might take hours for the system to process a person. That is the true bonus of the machine,".

Venezuela

e-Referendum Stirs Controversy in Venezuela ⁷⁷ (*e-Government*)

August 15th, 2004, e-Voting technology seems to have successfully passed a difficult test in Venezuela, after an audit by international observers supported official election results that gave President Hugo Chávez a victory. The chosen e-Voting system was the Smartmatic Automated Election System (SAES), a unified electronic solution for voting, counting, tabulating, adjudicating and distributing election results. The price tag of the e-referendum solution was \$27 million US however, according to SBC consortium made up of three companies: Smartmatic, Bizta, and CANTV, by using SAES the Venezuelan government will save between \$25-30 US in each election.

Viet Nam

No new item to report.

⁷⁵ http://www.gcn.com/vol1_no1/daily-updates/27389-1.html

⁷⁶ <http://www.nytimes.com/2004/09/23/technology/circuits/23prin.html?ex=1097300229&ei=1&en=7d24cefa8a807390>

⁷⁷ http://europa.eu.int/ida/jsps/documents/dsp_showPrinterDocument.jsp?docID=3232&lg=en

Miscellaneous

Une nouvelle puce sécuritaire pour protéger les mots de passe ⁷⁸ (Smart Card / Authentication)

National Semiconductor annonce de nouvelles puces électroniques destinées à améliorer la sécurité informatique en permettant le stockage d'informations sensibles au niveau matériel. Selon cette technologie de sécurisation, baptisée SafeKeeper, l'intégration d'une telle puce à même le matériel des ordinateurs permettrait d'augmenter la sécurité des données sensibles telles que mots de passe, certificats numériques et clés de cryptage et pourrait par le fait même bloquer les attaques de pirates informatiques et de virus plus efficacement que les mesures de protection logicielles. National Semiconductor indique qu'IBM sera le premier assembleur de PC intégrant ces puces dans certains modèles.

Fingerprint Recognition a First in Biometric Field for Microsoft ⁷⁹ (Biometrics)

Microsoft is announcing its first hardware products to use fingerprint recognition, a technology that has made inroads in the office environment but is barely existent for home users. Three new company products will use fingerprint readers to log on a user to a computer and store passwords used at Web sites. They were developed by Microsoft's hardware group, a small team in Redmond that focuses on mice and keyboards, not software.

Quantum Encryption ⁸⁰ (Encryption)

Researchers at Harvard, Boston University, and BBN Technologies are developing a quantum encryption system that uses light particles called photons to lock and unlock information. Harvard's Project scientist John M. Myers said "[I]t is really a futuristic technology. It's applications are going to be a lot like the laser and the transistor, in that early people could not think of all the possible applications and uses of it." Quantum cryptography is based on the discovery that photons will be changed simply by observing them; as a result, eavesdropping on the photons (e.g., by setting up a photo detector to read the code) disrupts them, making the codes unusable and alerting the network to the snooper. BBN chief scientist Chip Elliott comments: "[T]his is what every teenager wants: Instant messaging protected by quantum cryptography. Don't tell my daughter."

Fourth Annual Global e-Government Study: Taiwan, Singapore Lead U.S., Canada in Online Government ⁸¹ (e-Government)

A new study of global e-Government undertaken by researchers at Brown University (Rhode Island) shows that 21 percent of government agencies around the world are offering online services, up from 16 percent in 2003, 12 percent in 2002, and 8 percent in 2001. Taiwan and Singapore now lead the United States and Canada in overall e-Government performance. The fourth annual survey, conducted by Darrell M. West, professor of political science and director of the Taubman Center for Public Policy at Brown University, and a team of researchers at the Taubman Center, measures the online presence of governments in 198 countries. The research evaluates government Web sites on two dozen criteria, including the availability of publications, databases, disability access, privacy, security, and the number of online services. Previous studies of global e-Government were released in 2001, 2002 and 2003.

⁷⁸ <http://www.branchez-vous.com/actu/04-09/08-294702.html>

⁷⁹ http://seattletimes.nwsources.com/html/business/technology/2002029422_microsoft09.html CIOB News 2004-09-09

⁸⁰ <http://www.usatoday.com/tech/news/computersecurity/2004-09-15-quantum-crypt> (AP/USA Today 15 Sep 2004)

⁸¹ <http://www.ascribe.org/cgi-/spew4th.pl?ascribeid=20040910.084729&time=21%2000%20PDT&year=2004&public=1>

Invasion of the Identity Snatchers⁸² (*Cryptography / Privacy*)

Kelly Martin, the content editor for SecurityFocus that is designed to facilitate discussion on security related topics, and create security awareness wrote "[L]ast year I was the victim of identity theft, a sobering reality in today's world. An unscrupulous criminal managed to social engineer his way past the formidable security checks and balances provided by my credit card company, my bank, and one of my investment accounts. He methodically researched my background and personal information until he could successfully impersonate me, and then subsequently set forth to change the mailing addresses of my most important financial statements. It was a harrowing experience, and one worth explaining in the context of the online world. Numerous visits to the local police and the Canadian RCMP revealed some rather surprising things: identity theft is already so common that there are entire units within law enforcement that deal with this issue every day. They have toll-free numbers, websites and documents that clearly define their incident response procedures. But the reality is, law enforcement will respond to these issues just as you might expect: with phone calls, in-person interviews, and some traditional detective work. It's still very much an analog world around us. The other thing that became crystal clear during the process of regaining my own identity is this: for as capable as they may be, law enforcement is woefully ill equipped to track down identity theft that starts online. As a security professional with a healthy dose of paranoia, I was confident that my online identity had not been compromised - a more traditional approach had been used. But with the sophistication of today's viruses, millions of others cannot say the same thing. While not all identity theft starts online, the fact is that online identity theft is now incredibly easy to do. The same methodical, traditional approach that was used to steal my identity by placing phone calls is being sped up, improved upon, and made ever more lethal by first attacking the victim online. Your banking and credit card information can come later."

CEOs Aware, But Not Acting on Threats to Information Security⁸³ (*Authentication / Privacy*)

The 2004 Ernst & Young Global Information Security Survey found that, although company leaders are increasingly aware of the risks posed to their information security by people within their organizations, they are not acting on this knowledge. More than 70 percent of the 1,233 organizations representing some of the leading companies in 51 countries failed to list training and raising employee awareness of information security issues as a top initiative. As organizations move toward increasingly decentralized business models through outsourcing and other external partnerships, it becomes ever more difficult for them to retain control over the security of their information and for senior management to comprehend the level of risk to which they are exposed. Edwin Bennett, Global Director of Ernst & Young's Technology and Security Risk Services said "[C]ompanies can outsource their work, but they can't outsource responsibility for its security... Less than one-third of those companies conduct a regular assessment of their IT providers to monitor compliance with information security policies, they are simply relying on trust. Organizations have to demand higher levels of security from their business partners." The Ernst & Young survey indicates that organizations remain focused on external threats such as viruses, while internal threats are consistently under-emphasized. Companies will readily commit to technology purchases such as firewalls and virus protection, but are hesitant to assign priority to human capital.

Biometrics: The fingers have it⁸⁴ (*Biometrics / e-Signature*)

Biometric authenticators such as fingerprints can be combined with smart cards, passwords, other biometrics and more such as electronic signatures. The signature can serve two purposes: one as a biometric authenticator and the other as a legally binding signature on electronic documents. Topaz Systems Inc. officials make the IDGem series of biometric identity verification and signature capture terminals. The devices look like other signature pads on the market but with an integrated

⁸² http://www.theregister.co.uk/2004/09/24/identity_snatchers/

⁸³ http://www.ey.com/GLOBAL/content.nsf/International/Press_Release_-_2004_Global_Information_Security_Survey

⁸⁴ <http://www.fcw.com/fcw/articles/2004/0830/web-finger-09-02-04.asp>

fingerprint scanner next to the signature area. The pad captures a biometric template of a fingerprint and a signature. As you sign the pad, the device captures the strokes, speed and timing of the signature and saves it as a biometric vector file. Using the bundled software, the fingerprint and signature templates can be compared to a previously created template or used to build new reference templates on the fly. Interlink Electronics Inc. officials make the ePad-i.d., which has the same general features and functionality as IDGem. Interlink's VersaPad technology captures the biometric signature information, which includes time and pressure data.

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