

PKI International Scan

May 31, 2004^o

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International PKI Scan

Introduction

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

Global/Multi-nation Activities

European Healthcare 'Online By 2008'¹ (e-Services)

The European Commission has launched the e-Health action plan that covers everything from electronic prescriptions to computerised health records; while the campaign is aiming at getting Europeans to use communication and information technologies to support healthcare services. Cutting waiting times and reducing errors are among the expected benefits. To attend those objectives, the Commission wants countries to meet three major targets as follows: by 2005 member states should have roadmaps for e-Health, and an EU public health portal should be up and running; by 2006, patient identification and common approach to data and networking standards should be well advanced; finally, by 2008 health information networks, both fixed and wireless, should be commonplace.

EC Opens Ears on e-Money Directive² (e-Commerce)

The European Commission has opened a consultation period on its controversial "e-money" directive. The EC wants businesses to tell it how the directive could be improved to avoid unnecessary burdens for industry? Under the directive, providers of e-money (monetary value stored on a chip card or computer memory, which is accepted for payment by someone other than the issuer) will have to draw a way for people to redeem their e-money for real world money.

MEPs Reject Urgency Procedure on Passenger Data Transfer to the US³ (Privacy)

Following its recent decision to refer a proposed agreement on the transfer of EU passenger records to US authorities, to the European Court of Justice, the European Parliament on May 05, 2004 rejected a request by EU governments to vote again using the urgency procedure. The Court's decision over the proposed agreement with the US will probably not be known before several months, which will leave existing data transfers in a state of legal uncertainty. If the court decides that the deal violates EU data protection legislation, it could oblige the Commission to take legal action against airlines for transferring personal passenger data to US authorities. This could force airlines to cancel trans-Atlantic flights, since the US Government has warned that it would punish airlines with fines of up to US\$ 6,000 (EUR 4,970) per passenger and the loss of landing rights if they do not provide the required passenger information.

¹ http://www.theregister.co.uk/2004/05/05/ehealth_europe/

² http://www.theregister.co.uk/2004/05/10/ec_directive_emoney/

³ http://europa.eu.int/ISPO/ida/isps/dsp_showDocument.jsp?printerVersion=1&documentID=2530

EU Biometric Identification System for Asylum Seekers Is a Success, Says Report ⁴ *(Biometrics)*

The first evaluation report on the functioning of EURODAC, the EU-wide database that compares the fingerprints of asylum seekers and illegal entrants, concluded that the system has made an excellent start. EURODAC, which was launched on January 15, 2003 as an important contribution to the development of a EU-wide asylum policy, aims at preventing duplication of asylum requests in the EU Member states. The system consists of a Central Unit equipped with a computerised fingerprint database and an electronic data transmission application allowing Member States to exchange information about asylum seekers and illegal entrants. In addition to fingerprints, data sent by Member States includes the place and date of the asylum application, sex, and reference number. Nevertheless, only national authorities dealing with asylum have access to the pan-European database, which cannot be used by police and law enforcement authorities in criminal investigations.

Africa (Continent of)

South Africa

No new item to report.

Argentina

No new item to report.

Austria

No new item to report.

Australia

e-Govt Is Citizen-Focused – AGIMO ⁵ (e-Government)

Privacy and security concerns are the main focus for the next phase of the AGIMO - Australian Government Information Management Office's e-government agenda. AGIMO acting CEO John Grant told ZDNet they are now moving into a more complex environment much reliant on business processes, information management, privacy and security issues. "People now want to deal with the government in national, local, state and even federal level. They want to be able to do simple things like pay for licences online or register their cars". He added that with the information provided online, calls to the call centres are becoming shorter and more specific because of the information attained prior to the call. AGIMO's aim is a more "citizen-centric" as opposed to "agency-oriented" e-government where people can do the most basic transactions online. However, Grant assures this trend towards a more integrated e-government will not replace job positions, instead it will create new jobs with requirements for different skills.

Australia - Towards Safer Electronic Transactions with Government ⁶ (Authentication)

Australian businesses will be able to feel more confident about their online commercial transactions with Government under the Australian Government's Electronic Authentication Framework; while there are commercial advantages for businesses in dealing online with Australian Government

⁴ http://europa.eu.int/ISPO/ida/isps/dsp_showDocument.jsp?printerVersion=1&documentID=2528

⁵ http://www.zdnet.com.au/news/communications/0,2000061791_39146533,00.htm CIOB-News 2004-05-03

⁶ <http://www.agimo.gov.au/media/2004/05/30605.html> CIOB News 2004-05-03

Belgium

Belgium Unveils Biometric Passport Programme¹⁰ (*Biometrics*)

The Belgian Government has announced its intention to start issuing biometric passports in 2005. The future passports, presented on May 17, 2004 by Belgian Foreign Affairs Minister Louis Michel, will feature a contactless microchip that will store personal identification data including a biometric identifier. Face recognition is likely to be chosen as the biometric technology to be used, but the passport could also include the holder's fingerprints as a second biometric identifier. Belgium's efforts to increase the security of its travel documents have been internationally recognised, and the new passports even received a special award for security at the Interpol General Assembly in Benidorm on October 2, 2003.

Bermuda

No new item to report.

Bosnia-Herzegovina

No new item to report.

Brazil

No new item to report.

Bulgaria

No new item to report.

Canada

Canadian e-Commerce Spending Grows by 20 Percent, Reports comScore Networks¹¹ (*e-Commerce*)

"comScore Networks" released an analysis of online buying by Canadian residents, which revealed that their e-commerce spending has grown significantly in the past year. The research found that spending by Canadians at more than 200 of the largest e-commerce sites in Canada and other countries increased by 20 percent during the fourth quarter of 2003 compared to the prior year. When examining the type of product or service purchased online, comScore found that the growth in e-commerce was primarily the result of an increase in online travel spending, which grew by more than 50 percent, while non-travel spending remained relatively flat versus a year ago.

Secure Electronic Signature Regulations¹² (*Digital Signature*)

Part 2 of the Personal Information Protection and Electronic Documents Act (PIPEDA) provides a framework by which federal statutes and regulations may be adjusted to accommodate electronic alternatives to paper-based means of communication. Subsection 31(1) defines secure electronic signature as an electronic signature that results from the application of a technology or a process prescribed by regulations made under subsection 48(1). Subsection 48(1) of PIPEDA describes the

¹⁰ http://europa.eu.int/SPPO/ida/isps/dsp_showDocument.jsp?printerVersion=1&documentID=2552 CIOB News 2005-05-20

¹¹ <http://www.newswire.ca/en/releases/archive/May2004/11/c1506.html> CIOB News 2004-05-12

¹² <http://canadagazette.gc.ca/part1/2004/20040508/html/regle6-e.html> CIOB News 2004-05-12

characteristics of secure electronic signatures and grants authority to the Governor in Council, upon the recommendation of the Treasury Board, to make regulations prescribing the technologies or processes for the purpose of the definition. Even if regulations are required in order to complete the definition of secure electronic signature, digital signature technology is the only known technology today that can provide the requisite characteristics of a secure electronic signature.

Making PIPEDA Work ¹³ (Privacy)

After a third of a year living with the federal personal information protection and electronic documents act (PIPEDA) the status report on compliance is not very encouraging. Robert Parker, partner with Deloitte & Touche's enterprise risk services group, said less than half of the businesses in Canada have done any meaningful work on PIPEDA compliance. "It is difficult to be specific, but most of the work done is for optics only. He added, "The Canadian government has not done its part to promote the seriousness of PIPEDA; he has brought out legislation that impacts many businesses and organizations in the country without any guidance or education." The message has come out through the press mostly." Parker believes the government needs to provide PIPEDA guides to the business community. "There is no understanding out there how extensive this privacy act is because of the government's lacklustre effort". Parker along with 14 others have formed a task force representing government and public accounting professionals to come up with a framework for companies to become PIPEDA compliant.

Canada Retains Top Spot on Accenture e-Government List ¹⁴ (e-Government)

Canada has once again left the rest of the Western world in the dust when it comes to e-government, according to the fourth annual Accenture study. The study is based on the results of a survey of 5,000 regular Internet users in 12 countries in North America, Europe and Asia, as well as a quantitative assessment of the maturity of e-government services in 22 countries. Singapore and the U.S. tied for second place, followed by Australia, Denmark, Finland and Sweden. However, and as the Auditor General Sheila Fraser did by warning of missed deadlines and budget-related problems, the study also calls for a major change in direction for the nation's GOL initiative. "If we're going to push for service transformation benefits from Government On-Line in Canada it's going to require rethinking of the plan," said Graeme Gordon, partner, Accenture's government practice in Canada. He added, "The original plan was good to get us to where we're at, but the goal of service transformation requires a brand new plan."

Canada is a World Leader in E-Government, Four ^{15 16 17} (e-Government)

The Honourable Stephen Owen, Minister of Public Works and Government Services, is extremely pleased with Accenture's latest report ranking Canada first among 22 countries in e-government for the fourth year in a row. "This report underlines Canada's success in offering on-line services that best serve Canadians," said Minister Owen. "We are leading the way in e-government in terms of service breadth, service depth and customer relationship management. We are providing services in ways that cross-traditional program, departmental and governmental boundaries. Canadians have told us how they want to receive their services, and the Government of Canada is delivering." Furthermore, Canada continued to increase the gap between itself and the other countries studied. The report states that Canada's e-government program continues to set the standard for the rest of the world. Second-ranked countries, the U.S. and Singapore, each grew approximately 6 percent, as opposed to Canada's 9 percent. According to Accenture, "Once again, Canada's focus on self-

¹³ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=55486> CIOB News 2004-05-05

¹⁴ <http://www.canadait.com/cfm/index.cfm?it=902&id=18838&Se=2&Sv=&Lo=2> CIOB News 2004-05-05

¹⁵ <http://www2.cdn-news.com/scripts/ccn-release.pl?/2004/05/04/0504165n.html?cp=public11> CIOB News 2004-05-05

¹⁶ <http://www.informationweek.com/story/showArticle.ihtml?articleID=20300197>

¹⁷ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-b68d0c23-0dba-4574-b22c-35c0e2be748b&Portal=E-Government>

examination and its relentless pursuit of user feedback have allowed it to build what is clearly one of the world-leading customer-focused government on-line programs."

Officials Laud Centralized IT ¹⁸ (e-Government)

Common centralized information technology services are the order of the day, no matter how the government is structured, leaders from around the world said this week. "Whether working within a parliamentary government with elected officials in every department, or within a federated model with a central administration, the efficiencies and improved performance gained through central back-end services speak for themselves", said Helen McDonald, assistant secretary of policy and service transformation within the Chief Information Officer Branch of Canada's Treasury Board. The Treasury Board serves the same function within Canada as the Office of Management and Budget does in the U.S. federal government. In Canada Prime Minister, Paul Martin has brought in new ideas and priorities, and key among them are several changes in the CIO Branch, separating the strategy responsibilities from the operations. Across all functions "we're trying to get a handle on what we can do better by taking an enterprise approach," McDonald said.

IPAC Joins Lac Carling ¹⁹ (e-Government)

The Institute of Public Administration of Canada (IPAC) has become a partner in the Lac Carling Congress, the e-government forum that brings officials from all three levels of government together once a year for a three-day exchange of news and views. IPAC vice-president Wynne Young said, "IPAC has long admired Lac Carling's horizontal approach, which brings all spheres of government together - with vendors - with a goal of seamless public service to Canadians. IPAC has much in common with the Public Sector Service Delivery Council and the Public Sector CIO Council, the two organizations that drive most of the agenda at the Congress. The partnership is intended to form a strong alliance to raise the profile, prestige and effectiveness of the two organizations."

Alberta: Commissioner Accepts Facial Recognition Software Privacy Impact Assessment ²⁰ (Biometrics)

Alberta's Information and Privacy Commissioner, Frank Work has accepted the Facial Recognition Software - FRS Privacy Impact Assessment (PIA) submitted by Alberta Government Services. In accepting the PIA, Commissioner Work noted that, "information collected from FRS is to be used only for the purposes of verifying identification, preventing identity theft and fraud, and prohibiting the issuance of multiple operators' licences and identification cards to an individual." The Commissioner attended a presentation of the FRS system and appreciates the efforts demonstrated by Alberta Government Services in balancing privacy considerations with the need to address issues such as identity verification, identity theft and identity fraud.

New Brunswick: New Online Service for New Brunswick Truckers ²¹ (Online Transactions)

New Brunswick truckers can now have access to an online application form to obtain International Fuel Tax Agreement - IFTA licences and vehicle decals through Service New Brunswick, Finance Minister Jeannot Volpé announced today. "This new online service for New Brunswick truckers is another example of our commitment to improve services to our clients. Truckers will now be able to enter all of their information, including a credit card payment, on the new online application form. Service New Brunswick will process the payments and send the information to the Department of Finance." IFTA is an agreement among all Canadian provinces and most American states that facilitates the process whereby inter-jurisdictional motor carriers are able to report and pay all

¹⁸ <http://www.fcw.com/fcw/articles/2004/0503/web-global-05-04-04.asp>

¹⁹ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-0f9fc9da-9846-431a-8018-9424a820c7e8&Portal=E-Government> CIOB News 2004-05-19

²⁰ <http://www.gov.ab.ca/acn/200405/16449.html>

²¹ <http://www.qnb.ca/cnb/news/fin/2004e0534fn.htm> CIOB News 2004-05-05

motor carrier fuel taxes to a single base jurisdiction. "The trucking industry is a major contributor to the economy of New Brunswick and it is important for us to work with them to improve the way they do business," added Volpé.

New Brunswick: Rentalsman Forms Now Available Online ²² (Online Transactions)

Tenants and landlords now have easier access to many standard forms from the Office of the Rentalsman. Justice Minister Brad Green announced that the forms have been made available online through the Service New Brunswick website "...This new enhancement is part of our continuing effort to make information and services more accessible to New Brunswickers." Among the forms available online are: Standard Form of Lease - the standard contract landlords and tenants sign as set out in the Residential Tenancies Act and that states the responsibilities of each party; Accommodation Inspection Report - the recommended form to provide both parties with an accurate record of condition of rented property from the beginning to the end of the lease; Request for Consent to Assign - allows a tenant to sub-lease; Security Deposits - Information for Tenants and Landlords; Many other forms.

New Brunswick: New online service to better protect New Brunswick consumers²³ (e-Commerce)

Service New Brunswick (SNB) announced today a new online Lien Check service that offers protection to New Brunswick consumers purchasing used goods, "When consumers buy a previously owned good - such as a used car, recreational vehicle or furniture- there may be liens against the good they are purchasing," said Intergovernmental and International Relations Minister Percy Mockler, Minister responsible for Service New Brunswick. "Perhaps the owner of the used car still has an outstanding loan on that car, and what the purchaser may not realize is that by purchasing that car, he also takes with him the outstanding amount of that loan. The purchaser is now responsible for paying it back to the bank, or the bank can seize that car and the purchaser is left with little recourse". By introducing the online search capacity, SNB is making searching more accessible, more convenient and quicker, and increasing consumer protection in the process.

New Brunswick : Service New Brunswick receives 92 per cent customer satisfaction rating ²⁴ (e-Government)

New Brunswick once again shows outstanding results when it comes to how citizens rate the quality of their government service. A recent survey of New Brunswickers shows that they are 92 per cent satisfied with the government services they receive through Service New Brunswick (SNB), the Provincial Crown Corporation responsible for government service delivery. Intergovernmental and International Relations Minister, Percy Mockler is the Minister responsible for Service New Brunswick".

Nova Scotia - Province Adopts Most FOIPOP Recommendations ²⁵ (Privacy)

The Nova Scotia government has accepted in whole or in part, 32 of 47 recommendations made by the Advisory Committee that reviewed the *Freedom of Information and Protection of Privacy Act* (FOIPOP). Another five recommendations will be studied further. Justice Minister Michael Baker, on May 10, tabled government's response to the committee's recommendations, "Fees would be eliminated for the first two hours of processing time and for any review. That's a potential saving of \$85 per application. These are further improvements to our legislation, which has already been acknowledged by the courts to be among the most progressive freedom-of-information legislation in Canada. We have an open fair process that helps Nova Scotians get the information they're looking

²² <http://www.qnb.ca/cnb/news/ius/2004e0552ju.htm>

²³ <http://www.qnb.ca/cnb/news/snb/2004e0609sn.htm> CIOB News 2004-05-26

²⁴ <http://www.qnb.ca/cnb/news/snb/2004e0623sn.htm> CIOB News 2004-05-28

²⁵ <http://www.gov.ns.ca/news/details.asp?id=20040510004> CIOB News 2004-05-12

for, while protecting fundamental principles of privacy. We will take immediate steps to put the fee changes in place," Mr. Baker added, "We will also make legislative or regulatory changes either this session or in the fall to implement other recommendations we've accepted. I am also fulfilling my commitment to begin tabling annual reports on the Freedom of Information and Protection of Privacy Act."

Ontario Demonstrates e-Government Expertise to International Audience ²⁶ (e-Government)

"Ontario is a world leader in e-government and is recognized at home and abroad", Management Board Chair Gerry Phillips said as he welcomed a delegation of foreign journalists to Ontario. "E-government services are an example of a government that works for Ontarians. E-government solutions are helping to build an Ontario that's the envy of the world, with a quality of life that is second to none. It's not only about building strong, vital communities, it is also about how the use of e-government strategies is improving the way we deliver priority services to the people of Ontario," he said. The journalists from four European countries are in Ontario this week to study the Ontario model of e-government. More than 130 delegations, representing countries from around the world, have visited Ontario to learn about electronic service delivery best practices and the province's award-winning innovative use of technology. Almost three-quarters of all government services are now available electronically, including: renewal of licence plate stickers; business registration; a website which provides Ontarians with bilingual consumer health information and services; focused and organized information about important life events such as getting married, having a baby or preparing for retirement.

P.E.I.: We should review access to info law: MLAs are right to review the province's two-year-old Freedom of Information and Protection of Privacy Act. ²⁷ (Privacy)

When the P.E.I. legislature finally passed the long-awaited *Freedom of Information and Protection of Privacy Act* two years ago, many Islanders applauded. Critics had misgivings about whether it would serve Islanders' needs, but the legislation, was seen as an attempt to ensure Island taxpayers that they would have access to information about how their government is managing their affairs. Now, two years later, is it working? The critics are right - it has been costly. It cost about \$1 million to set up the office of the information and privacy commissioner and there are yearly operational costs. It's expected to cost taxpayers an estimated \$85,000 to operate the office in 2004-05. As well, preparing government departments and government agencies for the task of releasing information has also been a monumental challenge.

Québec Reorganizes for e-Government Projects ²⁸ (e-Services)

Québec's Treasury Board provided the first details about its plans to reorganize the online services it offers to citizens and appointed a new Provincial Chief Information Officer to help reach its e-government goals. Robert Desbiens, a former executive at Cisco Canada, will coordinate online initiatives among all the province's departments as CIO, the government said. Desbiens was hired last fall as associate secretary to the Treasury Board with the mandate to review the online initiatives but also to re-evaluate an *Oracle-based ERP* project that was stalled once spending got out of control. Monique Jérôme-Forget, Chair of the Conseil du Trésor said, "One of the key elements of this way of doing things is to focus - not on the government but on individuals, in terms of problems or life events. That means creating portals that are organized in a way that respects how individuals or companies need to access government services and information."

Québec: Gouvernement en ligne; Une page pour chaque citoyen en 2008 ²⁹ (e-Services)

²⁶ <http://ogov.newswire.ca/ontario/GPOE/2004/05/13/c2701.html?lmatch=&lang= e.html>

²⁷ <http://intranet/tbnews/stories/2004/20040528c0611.htm> CIOB News 2004-05-28

²⁸ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=55543>

²⁹ <http://intranet/tbnews/stories/2004/20040510c0242.htm>

En 2008, au Québec, le citoyen "branché" pourra rapatrier son dossier médical et l'expédier à son nouveau médecin. De ce fait, il a la latitude de réclamer les informations que l'État possède sur son compte et les transmettre à qui il veut et il pourra aussi utiliser son ordinateur pour questionner le gouvernement et obtenir réponse. Ces exemples apparaissent dans un rapport que vient de compléter le député libéral de Verdun, Henri-François Gauthier, sur le "gouvernement en ligne". Le document a été remis récemment au Premier Ministre, Jean Charest, qui doit le rendre public d'ici quelques jours. Cette initiative s'inscrit dans le cadre du plan de modernisation lancé la semaine dernière par la Présidente du Conseil du trésor, Monique Jérôme-Forget. Le rapport qui suggère un portail électronique unique pour donner accès à tous les ministères et organismes mise sur un échéancier de quatre chantiers qui doivent être conduits à terme d'ici la fin du présent mandat.

Saskatchewan – Site Offers One-Stop Shopping for Finance Publications and Forms ³⁰ (e-Services)

Visitors to the new Publications Centre on the main Government of Saskatchewan website can now download all Finance e-forms and publications, or request a hard copy, all on-line. "The Internet is one of the most widely used communication tools in this day and age," Finance Minister Harry Van Mulligen said. "For example, on Budget Day, March 31st, the Finance website received close to a million hits. The Internet provides a convenient way for people here in Saskatchewan and all over the world to access our department's information. That's why we made it a priority to have all of our publications and forms available on the central government publications website." Finance publications on the site include budget documents, interim financial reports, The Public Accounts, and tax bulletins. There are also a variety of forms, including the PST return form for businesses and the Saskatchewan Electronic Tax Service or SETS forms. Since SETS was implemented in 2001, businesses have filed about 21,000 tax returns on-line, representing close to \$300 million in taxes.

Chile

No new item to report.

China

Denmark

Denmark - Project eGovernment ³¹ (Digital Signatures)

Denmark has set the goal of being among the most successful countries in the world at harnessing the global digital transformation to create growth and welfare. The ambition is to utilize the potentials of digital society across state, regional, and local levels of government to organize the public sector in more flexible and efficient ways, with higher quality of service for citizens. The eGovernment vision is to systematically use digital technologies to introduce new ways of thinking and transform organisations and work processes to improve the quality of service and efficiency.

Estonia

No new item to report.

Finland

No new item to report.

³⁰ <http://www.gov.sk.ca/newsrel/releases/2004/05/03-228.html> CIOB News 2004-05-04

³¹ <http://www.e.gov.dk/sitemod/design/layouts/default/index.asp?pid=1250> CIOB News 2004-05-04

France

French e-Tax Programme "Copernic" Making Progress³² (e-Government)

The French tax administration is undergoing a major modernisation programme that will recast and upgrade the entire fiscal information system in the country. To do this, the Government has just awarded new contracts for the strategic management of the programme and for the implementation of a fiscal CRM (Customer Relationship Management) system. Initiated in 2000, the Copernic programme is set to run over 8 years. It covers 70 individual IT projects, employs over 600 personnel and has a budget of almost EUR 1 billion. The central core of Copernic will be the delivery of a simplified unique fiscal account for all French taxpayers, both individuals and businesses. This unique fiscal account is due to be created at the end of 2004, and all tax-related applications will then progressively be connected to the new system. As of 2006, taxpayers will be provided with 24/7 online access to their fiscal account and will be able to trace and follow-up processed data. The Copernic programme will also open the possibility of implementing a new income tax recovery system as of 2007.

French Electronic Health Insurance Card to Be Upgraded³³ (Smart Cards)

The French electronic social security card (Vitale-card) will undergo a major upgrade in 2006, designed to reinforce the security of health insurance operations and reduce fraud. The next generation social security cards will have a built-in crypto processor featuring cryptographic mechanisms based on public keys, which will considerably reinforce the security of operations such as electronic authentication and signatures. The chip will have a capacity of 32 KB, eight times more than the 4 KB memory of the current cards. According to the latest statistics, about 186.000 health professionals representing 60% of the total were connected to the SESAM-Vitale (the public-private entity that manages the e-health insurance system) network by the end of March 2004. However, take-up rates vary greatly by sub-sector: while 92% of pharmacists and 80% of general practitioners are connected to the network, only 8% of laboratories have adopted the system.

Germany

No new item to report.

Hungary

No new item to report.

India

No new item to report.

Ireland

Ireland to Scrap e-Voting Plan³⁴ (e-Services)

The Irish government is likely to call a stop to plans to introduce electronic voting because they can't prove the system is reliable. Prime minister Bertie Ahearn asked for an independent

³²

<http://europa.eu.int/ISPO/ida/jsps/index.jsp?fuseAction=showDocument&parent=whatsnew&documentID=2527>

³³ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2519

³⁴ http://www.theregister.co.uk/2004/04/30/ireland_evote/

investigation after opponents raised doubts over the reliability and accuracy of the system. The Commission on Electronic Voting published its interim report recommending that the government not implement the system as it is since the constant updates to the software mean it cannot be tested in time. The Government has spent over €40m on the scheme so far, including running pilot tests in local elections two years ago, and embarking on a publicity drive to sell the idea to the voting public. In its report, the Commission wrote that despite the many benefits of electronic voting that the system could provide, the accuracy and secrecy of the ballot are still in question.

When Irish Eyes Are Sharing... ³⁵ (Privacy)

Using a central portal for citizen services, Irish officials are allowing agencies to share information while ensuring that agencies retain their autonomy. Sean McGrath, chief Technology Officer of business integration company Propylon speaking May 17 on a panel at the CIO Summit said, "The idea is agencies don't talk directly to each other. They talk to a single hub which is at the heart of the Public Services Broker, that provides citizens with a single point of access to government services and allows for data sharing government wide". Rather than share information directly, agencies provide data to a central location, which packages and disseminates the requested information. The Broker is being developed and managed by Ireland's Reach agency, a cross-departmental organization developed by the Irish government a couple of years ago to improve citizen services and help agencies work together.

Israel

No new item to report

Italy

Italy to Start Distribution of e-Government Services Cards ³⁶ (Smart Cards)

The Italian Government intends to distribute 10 million National Services Cards (*Carte Nazionale dei Servizi*- CNS) before the end of the current Parliament in 2006. The CNS card is meant to enable user identification and authentication for all existing and future Italian e-government services. Any public administration will have the possibility to issue CNS cards, valid for up to six years, for which they will bear all production and distribution costs. All cards will contain the following mandatory information: identification data of the holder including: name, date of birth, place of residence, a unique number identifying the card, the issuance and validity data, and the name of the issuing administration. This information will be both written on the card and stored on the card's chip, which will also contain a basic digital signature function and a container for qualified certificates. CNS card will not contain any photograph of the holder and will not be valid as a physical proof of identity or a travel document. It will therefore not duplicate the electronic ID card, will not be mandatory and will only be issued to citizens who do not yet possess an electronic ID card.

India

India Does Mass e-Vote ³⁷ (e-Services)

The world's largest democracy has put electronic voting technology through its paces with 380 millions people using machines installed in polling stations nationwide. It was the first time that India had held countrywide e-voting. Officials from the Indian Election Commission said the new system allowed the results to be announced within hours while in past elections, counting had taken days. The machines are actually two units, a ballot unit for voters and a control system for polling officials. Resembling computer keyboards, they allow voters to make their choice by pressing a button next to the candidate's name and symbol. A glowing light confirmed the vote with

³⁵ <http://www.fcw.com/fcw/articles/2004/0517/web-irish-05-18-04.asp>

³⁶ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2539

³⁷ <http://www.kablenet.com/kd.nsf/Frontpage/A109B59D2C4BCBA380256E9400373E62?OpenDocument>

the machine ready for the next user after 12 seconds. Officials could shut down the balloting automatically if any problems occur. In an attempt to avoid glitches, viruses or hacking the machines use basic software and were not networked.

Japan

No new item to report.

Kenya

No new item to report.

Korea

No new item to report.

Malaysia

No new item to report.

Malta

Maltese Government Launches e-Procurement Gateway ³⁸ (e-Commerce)

The Maltese Government has launched an e-procurement initiative aimed at modernising and improving its procurement processes for office hardware and software. The initiative is expected to bring major benefits and provide the Maltese public sector with an efficient, transparent and decentralised web-based procurement gateway. In the meantime, it will increase the ability to capture strategic information on procurement such as purchasing patterns.

Mexico

No new item to report.

Netherlands (the)

Widening role of personal identification number goes unnoticed (and uncontested) in the Netherlands ³⁹ (Authentication)

Dutch citizens and residents could be issued a national personal identification number by 2006 under which their personal details will be stored centrally and subsequently accessed by all central, provincial and local-government authorities - from hospitals to schools. Introduced by Thom de Graaf, Dutch Minister for Government Reform and Kingdom Relations, and approved by the cabinet several weeks ago, this proposal has been passed largely unnoticed and without significant protest. The new personal identification code will replace the so-called social and tax identification (SOFI) number with the innocuous-sounding "citizen service number" or BSN. Notably, when the SOFI-number was originally approved by the Dutch parliament decades ago, the government of the day had to move heaven and earth to allay fears of misuse.

³⁸ http://europa.eu.int/ISPO/ida/jsps/dsp_showDocument.jsp?printerVersion=1&documentID=2514

³⁹ <http://www.dmeurope.com/default.asp?ArticleID=1879> CIOB News 2004-05-25

New Zealand

New Zealand - Making Government Information More Accessible ⁴⁰ (*Online Transactions*)

State Services Minister Trevor Mallard welcomed the announcement that more local government services will be available on-line. In fact, an agreement has been reached by Local Government New Zealand and the State Services Commission's E-government Unit to support the government web portal with local government information. Trevor Mallard said, "This is a significant joint achievement which will benefit all New Zealanders. On-line government saves people time and is a popular, easy-to-use way of delivering services to New Zealanders". The government portal already includes information from central government agencies, crown research institutes and the details of every local authority. Thus, internet users will be able to access more local and regional council information on everything from dog licences and rating information to the opening hours of their local library, all from one portal. Currently, there are more than 120 council services listed on the portal.

Kiwis seek secure e-services ⁴¹ (*Authentication*)

New Zealand is to develop a government wide system allowing people to exchange information securely with departments online. State services minister Trevor Mallard said: "The system, known as online authentication allows people and agencies to have confidence in each other's identity when conducting transactions online. It is one of the key elements of e-government and will become increasingly important as agencies to extend the range of their online services." New Zealand's e-government programme will reach a key target next month. Other targets are that by June 2007 the internet will be integral to the delivery of government information and services and by June 2010 the operation of government will have been transformed through the internet.

Norway

No new item to report.

Pakistan

No new item to report.

Poland

No new item to report.

Portugal

No new item to report.

Russia

No new item to report.

⁴⁰ <http://www.scoop.co.nz/mason/stories/PA0405/S00204.htm> CIOB News 2004-05-11

⁴¹ <http://www.kablenet.com/kd.nsf/Frontpage/A9A223D4E092356180256EA2003479AA?OpenDocument> CIOB News 2004-05-28

Singapore

No new item to report.

Slovak Republic

No new item to report.

Slovenia (Republic of)

No new item to report.

Spain

No new item to report.

Sweden

No new item to report.

Switzerland

No new item to report.

Tanzania

Tanzania Takes Politics Online ⁴² (e-Government)

The parliament of Tanzania, the Bunge, is hoping that a new website dedicated to explaining what it does will soon be figuring amongst the most visited sites in the country. The aims of the website known as Polis (Parliamentary Online Information System) are laudable to make politics more understandable and accessible to the public. The importance the government attaches to the project was reflected in the launch event, where the great and good of Tanzanian political life from the prime minister downwards, were in attendance at a slick and professional presentation.

Thailand

No new item to report.

United Kingdom

Whitehall Softens 2005 e-Gov Targets ⁴³ (e-Government)

In a new set of guidelines published last week, the Office of the Deputy Prime Minister (ODPM) has reduced the number of mandatory e-government targets local authorities have to meet by 2005. The policy document sets 14 minimum requirements for e-government. Other minimum requirements include establishing links to "live" systems for interactive journey planning, direct telephone or web-based access to information on all local authority services, and support for e-

⁴² <http://news.bbc.co.uk/1/hi/technology/3673431.stm> CIOB News 2004-05-04

⁴³

<http://www.computerweekly.com/articles/article.asp?iArticleID=130317&liArticleTypeID=1&liCategoryID=6&liChannelID=28&liFlavourID=1&sSearch=&nPage=1>

consultation. There is no requirement for e-voting. Public sector IT directors' organisation Socitm has been one of several groups to call for more appropriate e-government deadlines. Glyn Evans, director of business solutions and IT at Birmingham Council, who chairs the Socitm Information Age Government Group, welcomed the news, "What we have now is much more achievable". The paper from the ODPM would encourage politicians and local authority leaders to see the value of e-government in improving local government services.

Biometric ID Card Trials Delayed by Technical Problems ⁴⁴ (Biometrics)

Home Secretary David Blunkett has admitted to MPs that the failure of fingerprint and iris - recognition equipment delayed the launch of the government's biometric ID card trials by three months. The trial, involving the registering of 10,000 volunteers to record and test biometric ID data, was originally due to be launched in February but did not begin until last week. As a result, the length of the project has been cut from six months to three months. The UK Passport Service is running the project with its technology partner Atos Origin. Problems with the hardware, software and the capture and recognition of data have forced adjustments to the resolution and focus of the facial-recognition camera, along with modifications to the background used for iris scanning.

Cry to Beat Iris Scanners ⁴⁵ (Biometrics)

An MP who volunteered to take part in the UK ID card trials says the iris scanner used is uncomfortable and made his eyes water, and the water in his eyes actually stopped the scanner from working! More, long eyelashes and hard contact lenses could fox the scan too. So we're going to have a system that is derailed by a few tears and fluttering eyelashes? Roland Sables, the man in charge of the trial, said that he was expecting a failure rate of about seven per cent. Most of these failures, he argued, would be caused by problems with camera positioning, and others are due to eye malformations, watery eyes and long eyelashes in a small percentage. Sables said that so far the iris scanner had failed to match people with their details in just four per cent of cases. Scale that up to the UK population and you've got nearly 2.5m people who won't be correctly identified.

ID awaits business case ⁴⁶ (Smart Cards)

The UK's ID card programme now has its private sector development partner in place; the Home Secretary David Blunkett announced that PA Consulting is to act as the 'development partner' on the UK's ID card programme. The contract covers the design, feasibility testing, business case and procurement elements of the programme, which is to receive regular reviews from the Office of Government Commerce. Blunkett said on May 24th, 2004 "This is an ambitious, long-term project which will be introduced incrementally over a number of years. We are determined to get it right, and bringing in expertise from outside Government at this early stage will help us do that. Experience from previous projects has shown that early detailed work on feasibility and testing reduces the risks and increases success. Our work with our development partner is one of the key parts of our programme of work leading to the issuing of the first identity cards from 2007/8."

UK ID Cards Not Up to Estonian Standards ⁴⁷ (Smart cards)

The UK's ID card proposals are technically years behind the systems being implemented in at least six European countries, including Estonia and Austria. The UK government last week launched a trial of biometric ID cards; the fear of terrorism seems to have pushed the prime minister to fast-track the project for a national scheme as soon as possible. However, unlike Italy, Belgium, Finland, Estonia, Austria, Denmark and the Netherlands, the UK's ID cards will not include facilities

⁴⁴ <http://management.silicon.com/government/0.39024677.39120465.00.htm>

⁴⁵ http://www.theregister.co.uk/2004/05/07/watery_eyes_iris_scan/

⁴⁶ <http://www.kablenet.com/kd.nsf/Frontpage/7B148E8D0D00121080256E9F00305A22?OpenDocument>

⁴⁷ <http://software.silicon.com/security/0.39024655.39120542.00.htm>

for holding a digital signature. This omission could damage the growth of e-commerce and e-government services in Britain, say critics. A Home Office spokesperson acknowledged that other EU countries are introducing digital signatures, but he said that the UK's ID cards are designed to be used for traditional uses and not e-commerce. "Ecommerce is not what ID cards are all about. They are there to tackle serious and organised crime and false identities, not for accessing e-commerce functions," he said. But, according to Simon Perry, vice president of security at Computer Associates, it is not surprised that the UK is falling behind this. It is a huge opportunity missed and it could mean that countries like Estonia will leap over the UK in terms of online services and e-commerce,.

ID cards: So Unreliable They Make Your Eyes Water⁴⁸ (Biometrics)

A Commons Home Affairs Select Committee tried out iris-scanning technology that the government is hoping to use for ID cards, found out yesterday that the eyes definitely don't have it. Contact lenses, long eyelashes, watery eyes and eye complaints will mean as much as seven per cent of UK citizens render the technology useless. The committee witnessed the scanning failures first hand, with one Liberal Democrat MP, Bob Russell, unable to be scanned by the UK Passport service at the trial because of an eye complaint. Fears over epilepsy were also raised, with one MP voicing the theory that the scans could provoke fits in sufferers due to the moving lights that the scanners use. However, watery eyes aside, the Passport Service has seen a four per cent failure rate, which it attributes to users not getting their eyes properly aligned with the iris reader.

Poll Suggests ID Card Backlash⁴⁹ (Smart cards)

A new survey commissioned by Privacy International, a human rights group and conducted by online research firm YouGov has found that the government could face a public backlash to its proposals on ID cards. Indeed, the survey relate that up to 5 million people (28%) would demonstrate against ID cards, and one million would be prepared to go to prison rather than register for a card. 16% of those opposed said they would participate in a campaign of civil disobedience which would equate to around 2.8 million people if the survey is accurately reflected in real life. However, 60% of citizens were in favour. Simon Davies, director of Privacy International said, "The more people hear about the government's proposals, the less they like them. What this survey suggests is that the government is staring down the barrel of another Poll Tax revolt but on a larger scale". Privacy International believes that if there is resistance on the scale suggested by the survey the scheme could be completely derailed. Besides this, Home Secretary David Blunkett wants to see ID cards phased in gradually, making the cards compulsory by 2013.

UK Gov Planning Switch to e-Voting for 2007?⁵⁰ (e-Government)

Despite a fairly wide-ranging verdict on electronic voting pilots last year, the UK Government looks set to press ahead with plans for its general introduction in elections from 2007. A report claimed that e-voting would be part of a "wide-ranging electoral reform bill" to be put forward this autumn, and quotes a Whitehall source as saying "E-voting is a key measure to tackle so-called disengagement among young people. Given the rapidly increasing use of text messages it is crucial that this is properly developed as a method of voting". If young people will vote in large numbers for this via text messages, then surely similar mechanisms will ignite their interest in the political process. In the past few years the Government has taken several steps to make it easier for people to vote, unleashing a range of experiments including postal voting, supermarket voting and various permutations of electronic voting. The pilots of the latter last year produced doubts about effectiveness and security from the Electoral Commission, while the Government's own conclusions on the consultation exercise are indecisive.

⁴⁸ <http://software.silicon.com/security/0.39024655.39120551.00.htm> CIOB News 2004-05-10

⁴⁹ <http://news.bbc.co.uk/1/hi/technology/3728043.stm> CIOB News 2004-05-19

⁵⁰ http://www.theregister.co.uk/2004/05/11/uk_evoting_for_2007/ CIOB News 2004-05-13

Battle for Councillors' 'Hearts and Minds' ⁵¹ (e-Government)

Last month, ministers held discussions on local e-government progress whose there is cause for optimism, but there are still some overall concerns. Local government minister Phil Hope said "The next six months will be crucial", in making progress using the experience and products from 23 National Projects for councils. "Colleagues welcomed the enthusiasm and commitment being shown but were anxious to see this translated into real gains through take-up benefits realisation and sustainability. They also looked towards an e-government audit through Comprehensive Performance Assessment. Home Office and Education colleagues were also keen to maximise the potential to e-enable services protecting and supporting children". Hope added that ministers expect councils to "exploit the benefits" of the 23 National Projects. The ODPM is soon to announce final proposals for "priority" e-government services and "transformation outcomes" for 2005.

British PM aims to get everyone online ⁵² (Authentication)

British Prime Minister, Tony Blair, seeks to make the UK one of the world's leading "e-conomies". The plan is to provide every citizen with Internet access to enable them to communicate more easily with government and local councils, and to carry out activities such as voting and paying council taxes. Leading players from the private sector including representatives from the mobile and banking industries, as well as ministers from e-Government departments all across Europe and Japan have been involved in defining this initiative. The delegates discussed measures to offer confidentiality, integrity and authentication in a wireless environment. Some of the goals include: (1) exploring standard mechanisms to ensure that mobile public service transactions are secure, (2) making the Prime Minister's ambitious targets a reality, through co-operation between the public and private sectors, (3) establishing a global benchmark for mobile government / citizen transactions.

UK Online goes offline ⁵³ (e-Government)

In an attempt to simplify online government services for UK citizens, the former UK government information website, has been switched off to make way for its successor Directgov that attempts to answer most queries without having to send users elsewhere. The site places the estimated 2,500 official government websites into theme sections. The Office of the e-Envoy last month claimed that Directgov, which received its 'soft launch' in March, had been an instant hit with users. A survey asked 100 Internet users to complete a number of tasks on both Directgov and UK Online and rate the sites. Almost 90% said it was easier to access government information and public services through Directgov and 80% said they preferred it to UK Online because it offered easier access to a broader range of content.

All eyes on Glasgow ⁵⁴ (Smart Cards)

The Home Office has launched its biometric ID enrolment trial in Scotland. Volunteers in Glasgow are having their irises, fingerprints, and facial biometrics scanned as part of the UK's ID enrolment trial that takes place at the city's Driver and Vehicle Licensing Agency office. People taking part receive a smart card containing their details on an electronic chip. The Glasgow pilot is a key part of the Home Office's ID card programme testing the use of biometric technology through a simulation of the passport process. Pilots, using IT supplied by Atos Origin, were originally

⁵¹ <http://www.kablenet.com/kd.nsf/Frontpage/2F39C39323D501C680256E840040AF00?OpenDocument>

⁵² <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-bfdeced6-df27-464c-b67e-92aef4a983b4&Portal=E-Government> CIOBN News 2004-05-27

⁵³ <http://www.e-consultancy.com/newsfeatures/155977/uk-online-goes-offline.html> CIOB News 2004-05-28

⁵⁴ <http://www.kablenet.com/kd.nsf/Frontpage/64AE73F735B5142880256E9E00345151?OpenDocument>

scheduled to start in early February 2004 but were delayed because of technical glitches. A total of 10,000 volunteers at various sites throughout the UK are taking part. Home Office minister Des Browne said: "This is an ambitious long term project and it is essential that we get the technology right. The trial site is being launched in Glasgow is a vital part of this laying the foundations for a robust and effective national identity card scheme".

United States

Budget Committee Staff Gives a Hand of Biometric Log-On ⁵⁵ (Biometrics)

Richard E. Magee regularly dealt with House Budget Committee staff members who repeatedly forgot their computer passwords. But the committee's information systems manager hadn't felt true user wrath until last year's budget resolution mark up, when the network locked out a senior staff member who had repeatedly failed to enter his password accurately. "The senior staff member needed to get a document, and there was nothing I could do because I was at a remote location. He had to wait 15 or 20 minutes until I got there and unlocked his account. It was a stressful time for everyone," Magee said. But, committee staff members no longer face such frustration since biometric fingerprint-reading application accompanying readers have been installed to replace the use of personal identification numbers and passwords for PC access.

E-Travel: Open for Business ⁵⁶ (Online Transactions)

E-Travel Service (ETS), the government wide online travel system that is one of the 24 e-government initiatives is ready according to General Services Administration officials. Three vendors were awarded 10-year contracts totalling \$450 million and are ready to accept task orders. Eight agencies are expected to award task orders by the end of June. Tim Burke, ETS program manager said, "The second batch of agencies should start awarding task orders through the summer and begin deploying the system at the end of this calendar year, while the final wave will migrate in the middle of fiscal 2005 and into 2006. All agencies will choose the vendor by the end of the year to allow the companies and the agencies to plan the process".

Three Agencies, Supplier Certified for Security Bridge ⁵⁷ (PKI)

Three federal agencies and a federal supplier have achieved cross-certification status with the Federal Bridge Certification Authority, a secure systems infrastructure for exchanging data. Newly cross-certified are: the Energy Department; State Department; the state of Illinois and Digital Signature Trust Co., a business that provides PKI technology through the General Services Administration's Access Certificates for Electronic Services Program. They join the Defense Department, NASA, the Agriculture Department's National Finance Center and the Treasury Department, which were among the first federal agencies to become cross-certified. Entrust Inc. officials said their PKI technology is used by six of the eight cross-certified members and is the foundational technology for the bridge itself.

OMB evaluates share-in-savings for consolidation projects ⁵⁸ (e-Government)

For the lines -of-business consolidation initiatives, the Office of Management and Budget is seriously considering requiring agencies to use the share-in-saving procurement method. Karen Evans, OMB administrator for IT and e-government, said yesterday her office will release a letter to industry by the end of May detailing how they will go forward with this next wave of e-government projects. With share-in-saving contracts, a vendor pays for developing an IT system and is

⁵⁵ http://gcn.com/23_10/news/25800-1.html

⁵⁶ <http://www.fcw.com/fcw/articles/2004/0517/web-etavel-05-17-04.asp> CIOB News 2004-05-19

⁵⁷ <http://www.fcw.com/fcw/articles/2004/0517/web-pki-05-18-04.asp> CIOB News 2004-05-19

⁵⁸ http://gcn.com/vol1_no1/daily-updates/26039-1.html CIOB News 25-05-04

compensated from the savings it generates for the agency. For example, a contractor building a tax collection system would get a portion of the revenue it creates.

USA - Agencies to inventory Web info⁵⁹ (*Online Transactions*)

By the end of the year, agencies are expected to have an inventory and posting schedule for information they plan to publish online. The requirement is part of draft recommendations released in April by the Web Content Standards Working Group of the Interagency Committee of Government Information (ICGI), which outlines standards for common information that should be on all federal Web sites to make them more user-friendly. Sheila Campbell, co-chairwoman of the working group said, "By December, agency officials must make the schedules available for public comment".

Venezuela

No new item to report.

Viet Nam

No new item to report.

⁵⁹ <http://www.fcw.com/fcw/articles/2004/0524/web-web-05-25-04.asp> CIOB News 2004-05-26

Miscellaneous

UBL Standard Published⁶⁰ (e-Commerce)

An International Standards Organization has published the first full version of the Universal Business Language (UBL), the result of a six-year development effort that promises much easier use of Extensible Mark up Language (XML) in government and commercial organizations. The Organization for the Advancement of Structured Information Standards (OASIS) believes UBL 1.0, which defines a standard syntax for passing basic documents such as purchase orders and invoices across different business domains, will lower the costs of using XML and help extend existing electronic data interchange (EDI) systems to businesses of all sizes. Jon Bosak, an engineer with Sun Microsystems Inc. and chairman of the OASIS UBL technical committee, sees UBL complementing electronic business using XML (ebXML) standards in a way that will lead to widespread adoption of XML EDI over the next year or so. He believes that the initiative will help create a global business web with "profound implications" for businesses, developers, government and consumers.

Entrust First to Achieve Compliance with Stringent Government Requirements Through Upgrade to Flagship Desktop Security Platform⁶¹ (PKI)

Entrust a world-leading provider of Identity and Access Management solutions, announced that its newly upgraded desktop security platform is the first to be validated against the U.S. National Institute of Standards and Technology's Federal Bridge Enabled Path Validation Module. Validation against these authoritative and comprehensive conformance tests offers government and IT professionals an independent measure of software quality, and thus a lower-risk choice when selecting a desktop security solution. These latest standards specifically address challenges associated with communicating and collaborating amongst government agencies or organizations. Tim Polk, PKI program manager, NIST said, "The draft NIST Recommendation for X.509 Path Validation specifies the functionality that a path validation module must be implemented in order to be Bridge-enabled. The comprehensive test suite found in PKITS consists of more than 200 tests and provides assurance that this critical security functionality is correctly implemented."

Microsoft Aims to Make Windows PKI, RMS Certificates Interoperable⁶² (PKI)

As Microsoft works to get the Windows client and server security packs out the door, it's also pushing the software's existing authentication and access control facilities namely, public key infrastructure (PKI) and digital rights management services (RMS) to get customers to batten down the hatches. Both features are key for security and B2B e-commerce, particularly as Microsoft works to integrate better extranet and cross-company authentication features in a Windows Server update due out in 2005. But there's a snag: the digital certificate systems of PKI and RMS don't speak the same language. The PKI infrastructure in Windows Server 2003, for example, generates X509 certificates while the newer RMS add-on uses certificates based on xRML 1.2.1. To solve that dilemma, Microsoft plans to make the certificate issuance systems of PKI and RMS interoperate.

Key priorities for e-govt transformation⁶³ (e-Government)

Internet experiences with the private sector have raised the bar in terms of expectations in the delivery of citizen-centric service, and this poses as one of the major challenges in turning any e-government vision into reality. Research firm Gartner considers this one of the key challenges to e-government transformation. Its senior analyst, Bob Hayward, identified rising expectations of better

⁶⁰ <http://www.fcw.com/fcw/articles/2004/0503/web-ubl-05-06-04.asp>

⁶¹ http://www.entrust.com/news/2004/archive2004_05_12_04.htm

⁶² <http://www.crn.com/sections/BreakingNews/dailyarchives.asp?ArticleID=50271> CIOB News 23004-05-20

⁶³ <http://star-techcentral.com/tech/story.asp?file=/2004/5/25/corpit/8012387&sec=corpit> CIOB News 2004-05-25

citizen-centric services to include 24x7 availability, self-service, better access, customised services, immediate service and results, and customer-focused services that are better, faster and cheaper. Hayward was in Malaysia recently at the invitation of Oracle Corporation Malaysia. In his presentation on Re-engineering the Face of Government to top civil servants, he highlighted resistance to change in the public sector as another challenge, Oracle Malaysia said in a statement. "It is not technology that is the challenge. Nine times out of 10, the problem to speedy and smooth e-government transformation has little to do with technology. In the hierarchy of challenges of the Government Information System organisation, organisational matters such as pre-Information Age organisational models, multiple jurisdictions, turf battles, internal politics, and legislative fiefdoms, rank right on top. Internal processes for human resources, procurement and funding rank second in the hierarchy of challenges, and then only comes technology. Technology challenges includes issues like standards, data integration, legacy maintenance and privacy and security".

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