CHYPpings

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Winter 2008

Customer Focus

VOME

Many people providing personal information over the internet or telephone do not fully understand the issues of privacy and consent in their interactions with information and communications technology. Consequently they are not able to adequately assess the risks they run and organisations cannot develop services which adequately address users' privacy and consent needs.

The 'Visualisation and Other Means of Expression' project (VOME) is a £2m project co-funded by the Technology Strategy Board, Engineering and Physical Sciences Research Council and Economic and Social Research Council. Consult Hyperion is participating in a collaborative project with researchers from the Information Security Group (ISG) at Royal Holloway, University of London, consent and privacy specialists at Salford and Cranfield Universities and Sunderland City Council, to explore how people engage with concepts of information privacy and consent in on-line interactions.

"The project aims to develop an interactive mental model that enables people from all walks of life to interact with on-line privacy and consent issues, in the same way that the concept of carbon footprinting has enabled large parts of society to engage in the subject of the environment," comments Lizzie Coles-Kemp, Project Leader and Lead Researcher from the ISG.

Cranfield University lead researcher, Debi Ashenden, highlights the need for greater understanding in this area: "There is a concern that the ordinary citizen isn't clear about the intrinsic value of their unique identity and they aren't engaging in current debates about these issues. Our research is going to be exposing people to different ways of exploring privacy and consent issues to find out how they think about their identity and what decisions they make, and we hope the outcome will be to capture better requirements for ID management tools."

Explaining the background to invest in the VOME project, the Technology Strategy Board's Chief Executive Iain Gray said: "The next few years will see governments and businesses around the world making substantial investments in identity management infrastructures. In order to prepare UK businesses for competition in the global market, practical and cost effective solutions need to be developed which inspire public confidence by improving privacy and enabling consent as an integral part of future procurements."

The research will be put to the test in real life scenarios as project partners will work with the VOME team to produce a new set of tools – such as role-play games or narrative puzzles - to help people to make informed decisions about their privacy and consent to the use of their personal information.

We would like to be in contact with additional user groups to act as research test beds. A suitable test bed will contain users of on-line services (either public or corporate), on-line services and a diverse technological infrastructure. User groups from public services, healthcare and the corporate sectors are particularly welcomed.

For further information about our capabilities and experience supporting the public sector, please contact: Mike Burden <mike.burden@chyp.com>

Cycling across Vietnam

Gloria Benson
Director

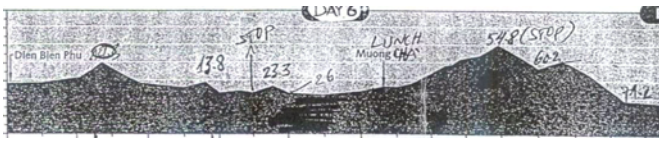
Lots of people asked me WHY? Well, life throws many challenges at you: some business, some health and some emotional. In October 2006 I was diagnosed with breast cancer which was all very frightening as my two sisters and mother had experienced the same.

After three operations and radiotherapy, I regained my energy and decided to take on a fitness challenge for myself whilst incorporating BUFFER (Breast Unit for Fundraising Education Research). This is a Surrey based charity helping women get their breast cancer diagnosis as early as possible.

I signed on for the ride in November 2007 and although I trained very hard nothing prepared me for the terrain and heat in Vietnam.



I'm not sure what to say about the roads in Vietnam. For the first two days of cycling the road surfaces were tarmac and white lines, much as they are in the UK, but then came some of the most interesting roads I have ever encountered and then came roads that were not actually roads at all. I can honestly say my off-road skills have improved enormously as a necessity as I would never have got to the end of some of the days without just getting on with it.



Day 6's profile - hmm another hilly one!

Here is Gloria's Journey...



Leaving Hanoi to meet our bikes we had to negotiate the floods in the town. This journey took our mini buses 45 minutes to get clear of flood water.

Unlike this lady, I had no cabbages or shopping to carry on my bike!

Day 1 Thursday 6th November
Gloria rides from Hanoi- Hoa Binh- Mai Chau - 66 KM

Day 2 Friday 7th November
Gloria rides from Mai Chau- Moc Chau - 67 KM

Day 3 Saturday 8th November
Gloria rides from Moc Chau- Son La - 121 KM

Day 4 Sunday 9th November
Gloria rides from Son La- Tuan Giao - 90 KM

Day 5 Monday 10th November
Gloria rides from Tuan Giao- Dien Bien Phu - 81 KM

Day 6 Tuesday 11th November
Gloria rides from Dien Bien Phu- Lai Chau - 100KM

Day 7 Wednesday 12th November
Gloria rides from Lai Chau- Tam Duong - 125 KM

Day 8 Thursday 13th November
Gloria rides from Tam Duong- Sapa - 50KM

TOTAL = 700KM

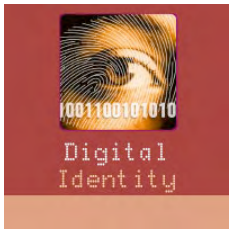
At the time of writing the sum raised for BUFFER is nearing the £4K mark, including £1K from the Digital Money Forum with more to come in April, so A BIG THANK YOU to all who sponsored me. So for me it was worth the ride in the heat and the dust and negotiating traffic and the unmade roads. Completing the challenge was an amazing reward for me and being able to help others through BUFFER was the 'icing on the cake'. THANK YOU!

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Cod Piece

David Birch, Director

Britain has declared the nation of Iceland to be part of the axis of evil by gaining a freezing order against Landsbanki, which owns failed internet bank Icesave, under the 2001 Anti-Terrorism, Crime and Security Act! Perhaps a new Cod War may be just around the corner. Hence it is diverting to remember the previous cod wars and the key contribution of the Icelandic people to the story of cryptography.

The Anglo-Danish Convention of 1901 gave the British permission to fish up to three miles from the coast of Iceland, a state of affairs that the volcanic colony was most unhappy about. By the late 1920s, the Icelandic Coast Guard had started to arrest British (and German) trawlers found within its (as it saw) territorial waters. From 1928, the British trawlers were equipped with radio and started passing coded messages between themselves to alert each other when Coast Guard vessels were in and out of harbour. "Grandmother is well" meant that the Coast Guard were in port, for example. In an early example of governments attempting to legislate new technology, the plucky Icelanders made it illegal to send coded wireless messages. This had no impact whatsoever, of course: British seafood companies simply devised new code systems for the trawlers to use. Think about it: how on Earth would an Icelandic wireless operator know whether "Tottenham Hotspur are the pride of North London" was a coded message or gibberish? Then came World War II. Iceland got independence from Denmark in 1944, but more importantly the British trawlers were requisitioned for the war effort, so Iceland found itself with the only fishing fleet in Northern Europe and Britain's "sole" supplier (tee hee).

Things were quiet for a while, until the First Cod War in 1958 when the might of the Royal Navy was deployed against the Icelanders. Then, in 1972, the Cod War started. Iceland extended its territorial waters to 50 miles and the British once again sent the fleet. But in the intervening period, the Icelanders had developed and deployed a secret weapon (literally: it was a closely-guarded secret until first use). The Icelandic Navy could never outgun the British Navy (and in any case didn't want to actually shoot at us) so they assembled a fiendish weapon: a net cutter. When they found a British trawler, they would sail behind dragging the cutter and the trawler's net (worth a lot of money) would head for Davy Jones' Locker while the fish made for the underwater hills. Things did turn nasty — with ships getting rammed and live shells being fired, the Icelandic government refused to allow injured British seamen treatment — until eventually NATO made Britain back down.

The moral of the story is that when cryptography is outlawed, only outlaws use cryptography. The Icelandic ships couldn't use coded wireless transmissions, but the bad guys (in this instance, us) ignored the law and were able to operate successfully beyond it.

The 12th annual Consult Hyperion Digital Money Forum will be held at the Guoman Hotel, Charing Cross, London on the 31st March and 1st April 2009.

The forum, sponsored by Visa Europe, WebMoney, Monitise and VoicePay with support from ACI Worldwide, aims to continue with the combination of discussion and debate, learning and fun, that has earned it the reputation as the place to be for people interested in the future of retail electronic payments. It remains a unique event, where interaction and invention replace product announcements and "death by Powerpoint" sales pitches.

The Forum is a not-for-profit event and any surplus generated will be shared between a number of local charities including BUFFER (see opposite).

Beyond the event, the digital money debate continues on the associated Digital Money Blog at www.digitalmoneyforum.com/blog, chosen by American Banker as one of their eight Blog Watch sources and the source of the very popular Digital Money Reader (available from Amazon).



In common with many other organisations, we no longer send out physical greetings cards at this time of year, preferring to send out an environmentally-friendly electronic greeting instead and giving the money that we would have spent on cards, envelopes and stamps to charity.

This year we have chosen to donate to The Surrey Care Trust, a local charity that helps to change lives through education with a difference. It provides opportunities for adults with limited skills to transform their prospects and aspirations through innovative courses and training, helping them avoid the whole lifetime of disadvantage that would result from leaving mainstream education with few qualifications and skills.

See http://www.surreycaretrust.co.uk/ for details.

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We are an IT consultancy that has spent two decades advising leading organisations around the world. We help them to reap real benefits from technological change in the field of secure electronic transactions: transactions ranging from retail payments to passport control and from mobile top-up to TV shopping. We help organisations to:

- ***Evaluate new business concepts*** to give clients firm foundation for new ideas.
- ***Develop new products and services*** from specification to customer roll-out
- ***Test and certify complex systems*** using structured and automated techniques.

We support customers in reaching their goals in a timely and cost-effective way. We work in:

- ***Financial services*** where our clients include the world's largest payment schemes and leading banks.
- ***Telecommunications and media*** where we have advised world leaders such as Telefonica and Vodafone.
- ***Technology*** where we have supported world-beating IT companies including EDS, NTT Data and Thales.
- ***Public sector*** where our work has ranged from ID card specifications to roadmaps for law enforcement.

Recognised as thought leaders in the fields of digital money and digital identity, experienced in the delivery and risk analysis of population-scale transaction systems (from identity cards to "chip and PIN" payments) we have world-class expertise at every step in the transaction value chain, ranging from the authentication of transactions using smart cards and biometrics to the execution of transactions through mobile phones, the web and digital television.

For more information about our expertise and experience or to find out how we can help you to exploit new technologies please contact:

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meet the team

Matt Barker
Senior Consultant

What hobbies/pastimes do you have outside the office?
Cycling, walking, and playing XBOX 360 games (mostly strategy games).

What was the last foreign country you visited and why?
The last foreign country I visited was Estonia, for a conservation holiday, which was a wonderful trip. The Estonians were all very warm and friendly, and the saunas were great. I'd certainly recommend anyone to visit Estonia.

What exactly were you working on when you were asked these questions?
I'm currently working on testing the latest version of Visa's Mobile Applet and Ticketing extension. I'm also helping American Express to test the latest upgrade to their card personalisation and issuance system.

What is your current favourite gadget?
My current favourite gadget is my PS3, possibly because I've only just got it!

What was your first job?
My first job was as a shop assistant in a toy and model shop in Kingston upon Thames.

Who had the biggest influence on your career?
I think the biggest influence on my career has to be my Dad. I remember as a kid building him a basic computer model of a Radar system on a BBC micro, which ran a Monte Carlo Simulation for his work. I think that sparked my interest in programming and was spookily similar to work I did later for the Defence Intelligence Staff.

If you could change something about the industry what would it be?
A better appreciation of technical achievements by the business side of the industry.

CHYPpings is published quarterly by Consult Hyperion and is available free of charge from our web site or by e-mail application to info@chyp.com for the latest issue.