



# Smarter Solutions News from the National Smartcard Project

Issue 2, October 2003

## Introduction

Welcome to the second edition of a regular series of e-newsletters aimed at keeping you up to date with what's happening on the National Smartcard Project.

Work on each of the Project's work packages is well under way including a number of pilot schemes. In addition, the scope of the Project has expanded with a new Work Package (11) which will focus on market research and uptake of smart cards by citizens. For a full deliverables' timetable visit [www.scnf.org.uk](http://www.scnf.org.uk) and click on the National Project link where up-to-the-minute information on the Project's progress will be posted between newsletters.

Please feel free to copy this newsletter to colleagues who may be interested. Any comments, submissions and requests to subscribe/unsubscribe should be sent to [coordinator@scnf.org.uk](mailto:coordinator@scnf.org.uk)

Michael Gates, Project Manager

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## Business case under scrutiny

Smart cards are widely recognised as offering ways to improve delivery of services to citizens. However, decision makers want to be sure that the benefits of this technology are much greater than the investment required. Work Package 2 has been working to complete a first deliverable paper on the framing of the business case for local authority instigated multi-application smart card schemes. Members of the Project Reference Group are currently carrying out an evaluation exercise and their input will be summarised and presented as the second deliverable. Building on the approach identified for the business case, the third deliverable (due in mid-November) will come in the form of a financial report that addresses the implementation/ set-up costs for a scheme. Again, this will be independently evaluated and the output will become the basis upon which a full financial model will be developed (deliverable 2.7)

**For more information contact Rob Gair, 023 8083 2659, [rob.gair@southampton.gov.uk](mailto:rob.gair@southampton.gov.uk)**

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**'To ensure the Project's outputs are relevant to the public sector and the public at large, a series of questions aimed at all stakeholders have been published on the Project web site'**  
***Mick Davies***

## **Wanted: your input on standards**

Work Package 3 (standards) would like your help. To ensure the Project's outputs are relevant to the public sector and the public at large, a series of questions aimed at all stakeholders have been published on the Project web site <http://www.scnf.org.uk/scnp/workpackage3.asp>. These cover six specific areas:

- Operating environments
- Card Interface issues
- E-Payments
- Card Types
- Access & Churn Reduction Mechanisms
- Authentication

All input will be reviewed and considered with a view to inclusion in deliberations for a final set of public sector specifications.

In addition:

- A consultation exercise with suppliers is scheduled for October 23<sup>rd</sup>;
- Initial papers on interoperability and scheme management issues have been published and widespread consultation is underway;
- Thoughts for customer acceptability are being tested with West Midlands customer focus groups;
- Work commissioned from ITSO is beginning to bear fruit and it is becoming clearer how much of this functionality can be encompassed within our sector. The final ITSO specification, scheduled for January is crucial to the Project's success.

Taken together, these will clear the way to rapid development of an agreed road map of short term needs and longer term standards. Having said this, WP3 will be looking for additions, corrections, and observations for as long as possible before the closedown of the project.

**For more information contact Mick Davies, 0207 793 1449, [mick.davies@londonconnects.org.uk](mailto:mick.davies@londonconnects.org.uk)**

## **Progress with Procurement**

A guide to sources of advice and information on smart card procurement will soon be available on the National Project website from Work Package 4 (Procurement Models). Also arriving soon is an S-CAT route to the procurement of professional services (consultancy) relating to smart cards. This will initially involve MI-Services Ltd, who are an existing registered S-CAT supplier, sub-contracting a number of specialist consultants to assist in the work of WP3 (Standards). Work Package 4 is currently working with OGC-buying-solutions to identify a suitable agent to act on behalf of other work packages across S-CAT. WP4 will release a guidance note on the use of the Government Catalogues for smart card procurement in October and will shortly commence work on the joint procurement of smartcards envisaged in WP9 (Smartcard Starter Pack). For further information on the Government Catalogues see [www.s-cat.gov.uk](http://www.s-cat.gov.uk) and [www.GCAT.gov.uk](http://www.GCAT.gov.uk)

**For more information contact Conn Crawford 0191 553 4235, [conn.crawford@sunderland.gov.uk](mailto:conn.crawford@sunderland.gov.uk)**



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**‘This will enable 16-19 year olds in Kettering to get ‘Show and Go’ discounts on swimming, keep fit, bowls, tennis, theatre, cinema and ten pin bowling.’ Wendy Violentano**

## **Kettering to make Connexions**

As part of Work Package 5’s key objective to demonstrate how a national card scheme can act as a platform for other local authority initiatives, October 14th saw the launch of a Connexions Card featuring Kettering Borough Council’s Leisure Pass.

This will enable 16-19 year olds in Kettering to get ‘Show and Go’ discounts on swimming, keep fit, bowls, tennis, theatre, cinema and ten pin bowling.

The Mayor of Kettering presented the new Cards to students at the event on the 14th in Kettering Borough Council offices.

**For more information contact Wendy Violentano, 0114 259 3607, [wendy.violentano@dfes.gsi.gov.uk](mailto:wendy.violentano@dfes.gsi.gov.uk)**

## **Top 20 commercial applications identified**

Which commercial applications will benefit citizens most? And what do they really want? WP6 has taken the first step to answering these vital questions by matching candidate applications to peoples’ main everyday activities - from sleep (520mins/day) to shopping (10mins/day) - based on the *UK 2000 Use of Time Survey*

The resulting top 20 will form the basis of a series of detailed analyses which have been commissioned and are now under way: Market research to test customer views of their relevance, and cost-benefit analysis to demonstrate potential contributions to local authority smart card schemes and application providers.

The other work initiated through the deliverable will look at potential revenue streams for scheme providers, including the opportunities for advertising on the chips, plastic or terminals of a scheme. The report (deliverable 6.2) can be found on the Project web site at

<http://www.scnf.org.uk/scnp/workpackage6.asp>.

**For more information contact Rob Gair, 023 8083 2659, [rob.gair@southampton.gov.uk](mailto:rob.gair@southampton.gov.uk)**



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**‘NHS patients and YOT clients will use their card for bus travel to appointments, removing the need to claim a refund and helping to reduce cancellations.’ Sue Devlin**

## **North-west to get first multi-agency card**

The first deliverables of a ground-breaking scheme to bring applications from multiple agencies onto a single smart card are now in place, as part of Work Package 7 (Cross-region delivery applications).

Around 5,000 people of all ages in North Bolton and the Tockholes area of Blackburn with Darwen have been identified for what is expected to be the first scheme of its kind. Two schools, the NHS, Thameside Youth Offending Team (YOT) and Greater Manchester Transport Executive (GMPTE) will all be involved.

Library, leisure and school meals applications will sit alongside transport tokens on one card so that children can take the bus to school in the morning, pay for dinner at lunch time and visit a leisure centre in the evening without a coin or note in their pockets. NHS patients and YOT clients will use their card for bus travel to appointments, removing the need to claim a refund and helping to reduce cancellations. The system will operate using a Card Management System (CMS) developed in Cornwall.

In addition, Work Package 7 has been working on the following deliverables essential to cross-region applications:

- **E-purse** - consultants have been engaged and are strongly influencing the direction the Project should take. A Project Initiation Document and agreed timescales have been produced. Initial deliverables involving definitions and back ground research have been completed;
- **Authentication** - deliverables have been defined and work has commenced. A summary paper listing the contents of the documentation to be produced by Sheffield has been completed;
- **Processes and interfaces between CMS and CRM** have been identified and a requirements specification report has gone to Cornwall for the Card Management System.

**For more information contact Sue Devlin, 01204 331586, [sue.devlin@bolton.gov.uk](mailto:sue.devlin@bolton.gov.uk)**



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**‘One of the most exciting aspects of the process is that it is entirely generic and can be configured for each authority’s specific needs.’ Roy Cosway**

## **Get smart about e-money and the law**

Advice for local authority smart card schemes about the intricacies of the Financial Services Act is contained in the first deliverable from the Legal & Data Privacy Work Package (WP8)

A report on the Financial Services Act in relation to e-purses and other monetary credit/debit facilities on smartcards has been accepted and lodged on the project Extranet, ready for dissemination to local authorities as part of the overall Project deliverable.

Work on other aspects of the law as it applies to smart cards is moving ahead smoothly, thanks to input from colleagues in other work packages and the efforts of commercial partners, Masons.

The next two deliverables are:

- **Card governance** - issues concerned with contractual relationships between card users, issuers, service providers and suppliers, term and termination, card and data ownership;
- **Liability and Security** - issues concerned with the scheme operator's liability for security breaches, and the legal implications for the operator and partners when cards are lost or stolen.

These will be combined into a single card governance report from Masons.

**For more information contact John Defoe, 020 8430 4302, john.defoe@newham.gov.uk**

## **Embryonic Starter Pack Available**

WP9 (Smartcard Starter Pack) has delivered the Embryonic Starter Pack.

This web-based enrolment process will be used by local authorities to enrol people into their smart card schemes. One of the most exciting aspects of the process is that it is entirely generic and can be configured for each authority’s specific needs. Authorities will be able to add photographs of applicants and scan in their signatures if they so wish.

Personalisation, which will enable local authorities to personalise their cards as they require (for example by adding their logo or a picture of a famous landmark to the card) will follow shortly. Card production - how the cards are physically produced - will follow later.

The Work Package has been working with Chester City Council and Suffolk County Council, who will be using the starter pack, and aims to finalise their proposals by the end of September.

**For more information contact Roy Cosway, 01872 323230, rcosway@cornwall.gov.uk**



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**‘The main aim of WP11 is to enable local authorities to successfully market and create uptake within their local communities of smart card services’ *Helen Newport***

## **Marketing & Uptake: new Work Package**

The success of every project is measured by the uptake of the final product from the end user. Consumers have to believe, and understand the benefits that the product provides them and probably and more importantly trust the brand associated with the product.

With this in mind the National Smartcard Project created “Work Package 11 – Marketing & Uptake” lead by Chester City Council.

The main aim of WP11 is to enable local authorities to successfully market and create uptake within their local communities of smart card services.

To achieve this aim WP11 will conduct citizen and local authority research in order to design and deliver an effective mechanism that will assist local authorities with the implementation of smartcard schemes that are tailored to their requirements.

**For more information contact**

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