Smarter Solutions
News from the
National Smartcard Project

Issue 3, December 2003

Introduction

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

For a full deliverables' timetable visit 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. You will also find that we have added Smart Store, a repository for the final project deliverables. For more details about Smart Store, see the article below.

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

Michael Gates, Project Manager

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Scheme set-up costs to be investigated

A financial report on the costs of setting up and implementing a local authority smart card scheme is now under way from Work Package 2. This report (deliverable 2.3) will concentrate on the core components of a scheme - including infrastructure, card production, registration, card design, office costs, hardware, project development, training and publicity.

Although it is not feasible to provide the costs of specific application development and implementation in all areas, the report will look in detail at some of the more common applications of interest to local authorities. These are:

- Schools
- Library
- Leisure
- Authentication (including electronic authentication)
- Concessionary Transport

The report follows on from an evaluation exercise with members of the National Smart Card Project Reference Group on Deliverable 2.1, which defined the context and content of the business case for a local authority card scheme and outlined a programme for further investigation.

For more information contact Gwyn Williams, 023 8083 2354, gwyn.williams@southampton.gov.uk

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ID most popular application
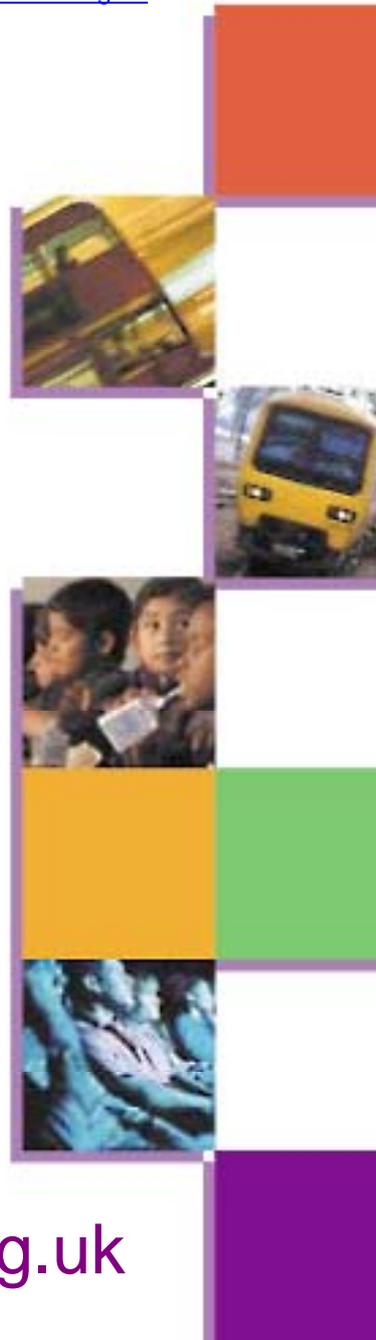
Citizens would find most benefit from a local authority smart card in being able to use it to prove their ID. This is just one finding of recent research by the Project into citizens' views on commercial applications - which also found that the majority of citizens favour the idea of smart cards.

Other top applications turned out to be club membership, loyalty and car parking.

The survey of 829 people in Southampton and RB of Windsor & Maidenhead by BMG Research on behalf of Work Package 6 found that:

Popularity Rating (%)

Application	Rating
ID	61.5
Club Membership	59.7
Loyalty	59
Car Parking	58
Customer Recognition	56.2
E-Purse	55.2
Tourism	52.5
User Profiling	52
Taxis	49.3
Trains	48.3
Buses	46.5
Logical Access	44

Sample was monitored to avoid bias by gender, age, economic status, ethnicity and disability/long-term illness.

- 60% of respondents expressed a positive interest in smartcards; 23% indicated none.
- 60% would be prepared to pay for one or more application; 40% would not pay for any.
- Of the applications that respondents **would** be prepared to pay for, the most likely were:
    - Transport (23% - car parking being the most popular transport application)
    - ID (17%)
    - Club membership (7%).
- Interest was strongest amongst Under-25s, Part-time employed; Students and Respondents with children (especially dependent children living at home).
- Interest was also higher amongst those who already have loyalty cards, smart cards and/or bank accounts.

All of the details behind these headlines will be provided in the main deliverable from this work package, due in early December, D6.5: "Report on Commercial Applications". This will link them to current work on a framework for assessing the costs and benefits of adding these applications to local authority smart card schemes, and other work on potential revenue streams for scheme operators, including advertising in the various media used in a scheme.

For more information contact Rob Gair, 023 8083 2659, rob.gair@southampton.gov.uk

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New strategy for cards

The project has recently produced a revised strategy for the smart cards to be used in its starter pack following discussions with suppliers.

The pack will still be based upon the JCOP30 card, but the card's capabilities will not be set prior to distribution by 'burning code' onto the chip. Although this is the most efficient way to pack applications onto the chip, there will not be enough time for detailed testing. The permanent nature of the resulting changes would make the approach unacceptably risky.

Fortunately, as no single starter authority requires the whole application set, we are able to fit appropriate products on the card without doing this.

It may still be appropriate to fix some elements at a later date (once requirements are clearer and products such as ITSO have been bedded down). Indeed, if future joint procurement between authorities achieves sufficient volume to make a framework contract possible with one or more suppliers, it is likely that this will be feasible with smaller capacity cards such as JCOP30.

The longer term standard will be such that it includes the JCOP30 card (it is likely to include other cards, including a similar card with significantly greater memory capacity - due to be available fairly shortly after the end of our project). In addition, Work Package 3 has developed key documents on Policy and Standards and external consultancy is being commissioned to fill the identified gaps.

For more information contact Mick Davies, 0207 793 1449, mick.davies@londonconnects.org.uk

Money, travel and trust across boundaries

Money - as an initial step towards a framework for a cross regional, interoperable, e-purse which would enable citizens to use smartcards to make e-payments to more than one authority, Work Package 7 has carried out an extensive survey of schemes that are currently in existence within local government and the financial sector in the UK and abroad.

The next step will be to investigate the requirements for interoperability amongst local government and commercial services as a basis for recommending an existing scheme or providing a high level specification for a bespoke scheme. This will lead in January to a board decision as to whether the Project should commission the design of an e-purse architecture or leave the whole area to the financial institutions.

Travel - bus operator Lancashire United has been accepted as an early adopter for a local authority-issued card that includes services from two local authorities and also acts as a transport card. The company will try it out using ITSO specification readers on its 225 route across the Bolton/ Blackburn boundary. A feasibility study reviewing what services can be included is imminent.
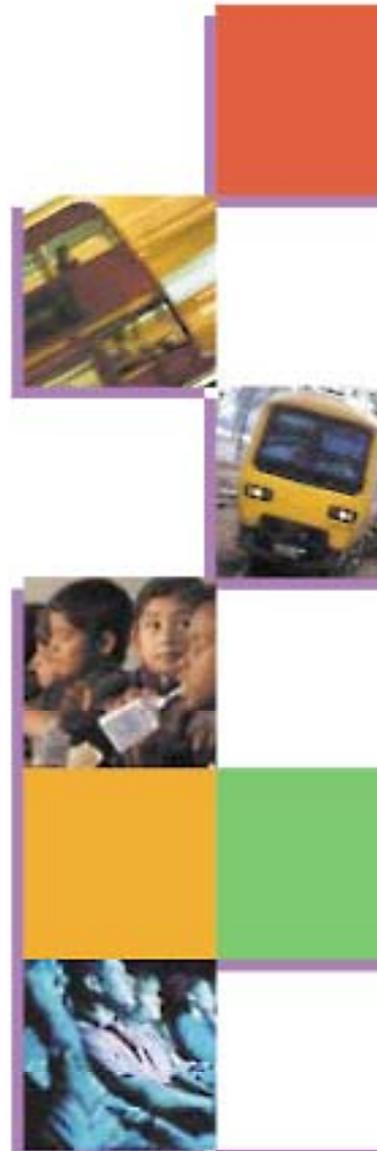
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Trust - work is under way in the essential area of authentication to enable recognition of a citizen's digital credentials across local, regional and national boundaries. The aim of this work is to build a consensus with organisations that have already developed policies in this area. A content summary for the policy work has now been produced and a first draft of the whole documentation will be out in January for peer review. Also:

- To help local authorities determine the trust/security level required for each service on their smart cards – and hence which authentication model is appropriate – work has begun on a risk assessment tool. This should be available in January on the ESD (Electronic Service Delivery) website www.esd-toolkit.org, along with process maps for each authentication model.
- In relation to Authentication and linking into CRM environments, a clear concept of a 'customer account' has now emerged. Based on this work, Work Package 7 has drafted a model of the data items a citizen account would need to contain and is working with government departments including NHS, OEE and the Office of National Statistics to create a standard schema that could be adopted by all authorities and pan-government departments.

For more information contact Sue Devlin, 01204 331586, sue.devlin@bolton.gov.uk

Procurement and the law

A report on the legal side of Public Procurement for local authority smart card schemes is to be produced by Work Package 8. Currently in draft form, the report is intended to cover all aspects of procurement including S-Cat, G-Cat and PFI. The report is being produced in close collaboration with Work Package 4 (Procurement Models) and will add to a list of reports on Financial Services Regulations, Card Governance and Information Law now awaiting final publication to the new Smart Store web site.

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

Smart Store available

A new web base document repository has been created for the National Smartcard Project called "Smart Store". Smart Store will host all the final deliverables and outputs from the project on the web for use by local authorities and the public. Within Smart Store there is a facility to register for automatic updates regarding any new content published by the project to the web, thus enabling you to stay in touch with the latest developments from the project as the happen. To receive automatic updates from the project simply go to www.nationalsmartcardproject.org.uk and register with Smart Store.

For more information contact Jeremy Allen, 01302 734359, jeremy.allen@doncaster.gov.uk

Focus on tourists, citizens and smart cards

How tourists benefit from smart cards is being researched by Work Package 11 (Marketing and Uptake) for Chester City Council and Cornwall County Council. This research will give an insight into where and how tourists are likely to use a smart card. It will also include an analysis of tourism schemes currently operating world-wide.

Work Package 11 has also been busy in other areas related to marketing and uptake. The early stages of creative concepts for nationwide non-technical interoperability, such as logos, have been produced and will be used in citizen focus groups for direct feedback from the end user.

Marketing material to inform Local Authorities about the National Smartcard Project and the benefits of smart card technology has also been produced and market research conducted to gauge Local Authorities' understanding of smart card schemes.

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