

ICA 37th Conference: Fourth Session

REAL TIME GOVERNMENT IMPLICATIONS ON TRUST AND CONFIDENCE

INTRODUCTION

Chair: Choy Peng Wu

Singapore

Choy Peng Wu, Singapore. Good afternoon. I am Choy Peng from Singapore and I am your session leader for this session. The theme of this session is 'Real Time Government Implications on Trust and Confidence'. As governments become more proactive, responsive in real-time as they provide more end to end integrated citizen centred e-services, they will inevitably have to share more information and data amongst agencies. Data privacy issues will take centre stage. Customers are still hesitant about embracing e-commerce and e-government services because of a lack of trust and confidence in the security of such services and a fear of the 'big brother'.

We have four speakers, three presentations for this session. The first presentation of this session will be a joint presentation from Hans Werner Ksica from Austria and John Weigelt from Canada. Hans Werner Ksica is the National Representative of Austria. He is Head of IT Organisation and Procurement in the Austrian Federal Ministry of Education, Science and Culture. Hans has been working in IT in government for about 30 years and has deep and broad experience. Interestingly he is a sworn legally certified IT expert. For those of us who are wondering what this is all about, talk to him personally. He co-presenter is John Weigelt from Canada. John is the Senior Director of Architecture of Standards and Engineering in the CIO branch, Treasury Board of Canada. He is responsible for the development of the Government of Canada's Enterprise Architecture and IM and IT standards and he provides support for critical information infrastructure, protection policies.

The title of the presentation is 'IT Security Today – The Challenge of the Real Time Government'. In their joint presentation Hans and John will share the detailed findings of their study group on IT security which covered a wide range of technologies and e-issues. Owing to the rich content, the presentation will take about 30 minutes. We will save all questions in this session until towards the end of the session.

Our next speaker is Dr. Arvo Ott, the National Representative of Estonia. He should be no stranger by now. Arvo is the Head of Department of State Information Systems at the Ministry of Economic Affairs and Communications, and he has been in this position for the last ten years. His main responsibilities include general co-ordination of information systems in public administration in Estonia, information policy matters, finance and legislation issues as well as international co-operation in the field of ICT. Arvo is also a member of several councils and international task groups, one of which is, of course, ICA. The title of Arvo's presentation is 'X-road and e-Citizen - Cross Institutional Applications in Estonia'. In his presentation he will give an overview of several horizontal projects in the Estonian government; in particular he will focus on the issues of user identification and authorisation, both of which have had a significant impact on citizen's trust and confidence in using e-services.

Our final speaker today is Mr Yih-Jeou Wang, the National Representative for Denmark. Mr Wang is Head of Division in the Danish Ministry of Science Technology and Innovation. He has responsibility for IT security policy matters and the Danish National Digital Signature

project. He has a broad background from central Government with a focus on developing and promoting the information and knowledge society in Denmark and the digitisation of the public sector.

For two years he has been the driver for the implementation of a new IT and telecom policy in the Danish Confederation of Industries where he was responsible for significant re-orientation of the Confederation's industry policy. Jeou will give an update on the Danish Government project to provide all citizens with digital signatures and to share some insights from the Danish experience