



Case Communications November 2008 Newsletter

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Welcome,

Welcome to Case Communications November 2008 Newsletter.

This month has seen a lot of negative news but we believe December will be more positive.

Motorola will try and turn handsets business around from within

It seems that Motorola's handset division is too sick to spin off, and amid heavy losses and a bleak outlook for the phone market in 2009, the company has decided to postpone the plan to separate its devices operation, which was to have taken place in the third quarter of next year.

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Home Office acting on data plans

The Home Secretary Jacqui Smith has admitted that the Home Office is already looking at ways to obtain the different types of communication data to be collected in the proposed database.

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176 data breaches in the last year

The Information Commissioner's Office (ICO) has revealed that there were 176 data breaches in the public sector in the last year.

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Delicate negotiations between EDS and HRMC

HM Revenue and Customs (HMRC) and EDS are currently in "delicate" negotiations over compensation payments owed by EDS due to the tax credits IT system failure in 2003.

[\[More\]](#)

ID cards will not prevent terrorism

The claims from ministers that ID cards will help to prevent terrorism are "absolute bunkum" according to a leading figure within the electronic security arm of GCHQ. Dean Carroll reports.

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Road pricing trials given go ahead

The government has confirmed that road pricing trials will take place across the country early next year.

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ID card's cost could almost double

The cost of ID could nearly double as it has been revealed that the cost of having fingerprints recorded has not been included in the £30 charge for the ID card.

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Inquiry launched after new data loss

An inquiry has been launched after a memory stick that contained sensitive login details to a secure government website was found in a pub car park.

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Motorola Pulls Back from Europe

When Motorola announced its third quarter results and reorganization recently, Europe seemed almost to have disappeared off its radar.

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Arm challenges Intel with with Unbuntu deal

As the cellphone and PC converge to form the 'mobile internet device', significant new stand-offs are emerging in the semiconductor market, notably Intel Atom versus Qualcomm Snapdragon, and Intel's x86 processor architecture versus the dominant platform in mobile devices, ARM

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EDS to face data security checks

The Justice Secretary Jack Straw has said EDS (the company , who were responsible for the loss of the personal details of National Offender Management Service (Noms) staff in July 2007), should face annual audits of its security standards.

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Government losing one PC a week

The Conservatives have obtained figures which revealed that the public sector has lost the equivalent of one computer a week. In the last 12 months 53 computers, 36 Blackberries, 30 mobile phones and four memory sticks have gone missing

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BT Group blames Ofcom for delays in rolling out its £1.5bn high speed fibre-optic broadband network.

BT has always maintained that the project is conditional on a regulatory framework that allowed for a return on its investment and expected Ofcom to have finalised the framework by end 2008

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Motorola will try and turn handsets business around from within

Motorola's co-CEOs, Greg Brown and devices chief Sanjay Jha, will now try to turn the business around from within, to make the handset unit more attractive for an IPO or acquisition - though no date was given to return to the spin-off plan, which may indicate the company is hoping to keep itself intact after all, or to find a buyer for the handsets. Either outcome would require a significant improvement in the unit, to stop it dragging down the relatively healthy performance of its networks and home equipment products.

Whether Motorola is able to achieve that turnaround, especially during an economic downturn, is highly questionable, and though Jha has some strong new product strategies, the first fruits will not hit the market for about a year – by which time the company may be running out of time ever to get back into the top rank of the cellphone industry.

Jha used the third quarter results call to reiterate his plan to rationalize Motorola's fragmented handset line, and the people and supply chain resources devoted to it. The main focus will be on Android devices, with some Windows and low end devices, while work on Symbian and Linux variants such as LiMO will be ceased.

After a brief return to profit in the second quarter, Motorola plunged back into the red with a \$397m net loss, more than six times larger than the \$60m loss reported a year earlier. Revenue fell 15% year-on-year to \$7.5bn. Handset shipments fell to 25.4m units, down from 28.1m in the second quarter, and the division's sales tumbled 31% to \$3.1bn compared to a year earlier. The company is predicting even worse for Q4. The other two divisions performed better, though not spectacularly – sales in the home and networks mobility business were just about flat, down from \$2.39bn a year ago to \$2.37bn. Enterprise solutions saw sales rise 4% to \$2.03bn.

The company is now looking for annual savings of \$800m from the cost cutting program, already underway and about to be stepped up. One move will be to outsource most of the low cost 2G products for emerging markets, and Motorola will reduce the number of its chip suppliers, focusing almost entirely on Qualcomm and Texas Instruments for W-CDMA/HSPA, and pushing former subsidiary Freescale further out into the cold.

Motorola's recent failure has been more spectacular in Europe than anywhere else, and the region appears to be taking a very minor role in the 2009 sales plan, though Jha denied rumors that his company would virtually pull out of western Europe. But he said the major focus of sales efforts would be the Americas and "parts of Asia". In Q3, a full 50% of Motorola's handset shipments were to North America – an unhealthy over-dependence on a market that will be heavily affected by recession – and another 23% were to Latin America. This left only 27% of its sales going to Europe and Asia, suggesting not just that Moto has problems taking on the might of Nokia in the Finn's home continent, but also in key markets like India



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Home Office acting on data plans

Although no legislation has actually been approved and the consultation for the controversial surveillance plans is yet to begin, Smith told the Joint Committee on Human Rights that a team has already been tasked to look at the "technical solutions around what it might be necessary to do". She added that the results would inform the upcoming consultation, which should be published in 2009.

The proposed database will store the details of every telephone call, text message, email and internet session. Privacy campaigners and opposition parties have all criticised the plans, questioning the damage to the public's civil liberties and the government's bad track record in storing sensitive data. The Home Secretary has promised a debate on how these plans will affect civil liberties.

Smith told the committee that the changes to the amount of data the government collected on communication activity were necessary due to the changes to technology and the increasing use of the data in Security Service operations.

"Law enforcement and intelligence agencies tell me [it is] fundamentally important for ensuring that convictions are fulfilled and that we keep the country safe in the way in which we want to," she said.

"But if we face a situation as a government where both technology and our use of technology means that some of our most important capability that law enforcement uses at the moment is likely to be eroded, then we have to consider what is the most appropriate way to deal with that technologically, number one, and what are the appropriate legal safeguards to put around the way in which we deal with that in the future."



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176 data breaches in the last year

A report by the ICO has shown that the public sector had more than twice as many data losses than the private sector, who clocked up just 80 reported cases. A breakdown of the public sector cases revealed that 75 were in the health sector, 28 by central government and 26 by local authorities.

"It is alarming that despite high profile data losses, the threat of enforcement action, a plethora of reports on data handling and clear ICO guidance, the flow of data breaches and sloppy information handling continues," said Information Commissioner Richard Thomas.

Thomas will use these statistics to highlight the risks associated with the creation of large databases and the large amount of data stored within them. Getting chief executives to take responsibility for all personal information an organisation holds is also one of Thomas's goals.

Parliament said earlier this year that the powers of the ICO would be increased to impose penalties on organisations that "recklessly" lose personal data. Thomas has called for these extra powers to come into force as soon as possible.

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Delicate negotiations between EDS and HRMC

The company EDS owes the government £71.25m in fines, due to faults in the tax credits IT system which overpaid claimants by up to £6bn and forced the government to write off over £2bn of over-payments due the small likelihood of being able to track down the money. An agreement between EDS and the government said £26.5m of this money would come from revenue made from future government contracts.

Exchequer secretary Angela Eagle told a House of Commons debate that the time in which they expected to be paid the £26.5m runs out "in the next couple of months". According to Eagle, Dave Hartnett, the acting chief executive of HMRC, said he had "made it clear he intends to be paid" in evidence to MPs.

It is understood that EDS was to have paid quarterly instalments of 4.5 per cent of income from future government work up to the end of this year, but has not won sufficient Whitehall contracts. In the meantime, EDS has been bought by HP for £7.5bn.

Conservative MP Richard Bacon criticised the payments received so far, including one payment of just £20,000. Bacon added that, for the government to get its money back, surely there is now a rather strong incentive to award future contracts to EDS "despite rather than because of its track record".

Labour MP Austin Mitchell said this was "an insane situation".

"If a firm screws up one contract, it gets other contracts to help it pay for the compensation for the contract that it screwed up," he said.



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ID cards will not prevent terrorism

Instead, the cards are an essential part of the transformational government agenda that will require all public bodies to share information in order to reduce costs and bureaucracy – claimed lead consultant at CESG Harvey Mattinson.

"The ID card has certain business functions that will help solve everyday issues, it is a means of strong identity authentication," said Mattinson at the Socitm annual conference.

"ID cards are vital for transformation government – you cannot share information without identity authentication. We have got to get this right because it is stopping us doing our business. We need biometric as well as biographical data; we will have to build up the information on the chip."

Mattinson insisted the new "age of connectivity" meant government systems had to become more secure with technology playing an enhanced role in the public sector by 2011.

"In the past, we had risk ignorance when lots of bright young things came in from the private sector with new technology, which they demanded to use," explained Mattinson.

"The trouble is it created holes in the system. We have to build confidence with the citizens – we cannot guarantee we won't lose data but we have to minimise the incidents. The culture change has to be that people value the information that is on their computers."

Alongside the Local Government Association, CESG has also developed mobile data uses guidelines for councils. But Mattinson claimed that 60 per cent of data security was common sense.

"If you have a laptop, keep it with you at all times and use a rucksack to carry it rather than an obvious laptop bag," he said.

"People out there who attack systems will go for the weakest link so even the smallest council is important. If we are going to connect, we need to be aware that there are bad guys out there."

Guidelines are also being developed by CESG, urging staff to whistle-blow on colleagues that act suspiciously.

"Some 80 per cent of vulnerabilities come from an insider – we are using psychologists at the moment to try and understand why people give away information," said Mattinson.



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Road pricing trials given go ahead

The government has confirmed that road pricing trials will take place across the country early next year.

Involving hundreds of drivers, the trials will take place in four locations with every person involved having a satellite tracking device fitted to their vehicle. A shadow account will then have payments deducted automatically as the miles are clocked up.

Despite previous statements to the contrary, the transport minister Paul Clark confirmed that the trials would go ahead. Initial plans said that drivers would be charged a range of prices on a per mile basis, the highest estimated at £1.30. Factors like time of day, direction of travel and the level of congestion would also make prices on certain roads go up or down. Drivers would then be able to check their bills online.

A major concern over the road pricing plans was the driver's privacy and the government's ability to track movements. It is hoped the systems being trialled will overcome this as they just log the number of miles driven at each rate and not the driver's location.

"Nobody will thank us if, as a government, we do not look at every option. Any form of road pricing must address people's concerns around fairness and privacy," Clark said.

"If we sit back and do nothing you can be sure that economic growth will lead to gridlock."

No dates for a nationwide rollout of the scheme have been confirmed

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ID card's cost could almost double

The cost of ID could nearly double as it has been revealed that the cost of having fingerprints recorded has not been included in the £30 charge for the ID card.

According to the Front Office Services Prospectus, published to invite commercial participation in the National Identity Scheme (NIS), companies who sign up to offer biometric recording services can expect to earn anything between £120m and £280m a year. The revenue would be raised by customers needing their biometric recorded for the ID card application process. With these figures, it would mean the average customer would be charged between £17 and £40 as the government has predicted that from 2012, seven million people will apply for a biometric identity card or passport. Added to the cost of a new e-passport and ID card, which will be £93, and applicants could face a bill as high as £133.

Shadow home secretary Dominic Grieve said: "We already know that ID cards will do nothing to improve our security but may make it worse. Now we see that the already substantial cost to the tax payer is going to increase. This is particularly outrageous given the current economic crisis."

Chris Huhne, the Liberal Democrats' home affairs spokesman, said the hidden charge is "an incredible cheek".

An IPS spokesman defended the costs, saying: "It is already accepted there are associated costs when people apply for identity documents including driving licenses and passports, such as the Post Office's check and send service or costs for photographs."

- Following Jacqui Smith's speech on Thursday the 6th November at the Social Market Foundation, it has been revealed that a NO2ID sympathiser took the glass that Smith had been drinking from.

The glass is now undergoing a technical process, the Guido Fawkes blog reported, which will identify Smith's fingerprints. Once her fingerprints have been identified, they could be placed on a plastic foil stamp and enable anyone to leave her fingerprints in any location.

Following legal advice, NO2ID plan to return the glass to the Social Market Foundation (SMF), where the speech took place.



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Inquiry launched after new data loss

The memory stick was left by an employee of IT contractor Atos Origin. The IT contractor runs the Government Gateway website, which enables the public to perform transactions with government and access information in a secure environment. According to The Mail on Sunday, who first reported the loss, the memory stick could allow someone to access the personal details of the 12 million people registered on the Gateway website.

With the Work and Pensions Secretary James Purnell also admitting on Saturday that he left sensitive documents on a train to London, it has forced the Prime Minister Gordon Brown to promise continued efforts to prevent this occurring in the future.

"There are very strict rules about information being outside buildings and these have to be followed," he said. "This recent case with a private company, where information about individuals has been lost, makes me even more determined that we will root out this problem about leaving things around."

A Department for Work and Pensions spokeswoman said they believed that only a handful of people's data was on the memory stick with all the data encrypted. However, she said their "absolute priority is the security of data" and they are taking this issue "extremely seriously". In light of the security breach, the Government Gateway was closed down for a short period of time on Sunday as a precaution, she added.

"While there was a question mark over the data on the memory stick it was absolutely right to temporarily suspend the Government Gateway. Having looked in detail at the stick we are satisfied neither the Gateway nor members of the public have seen their security compromised and the Gateway is online again," the spokeswoman said.

A spokeswoman for Atos Origin said: "The company takes the loss of this device very seriously and we are currently carrying out a full investigation of both the circumstances surrounding its loss and the data content of the stick.

"It is clear that the employee removed the device from company premises in direct breach of our own operating procedure.

"Atos Origin is working very closely with the government and the police. The company takes full responsibility for this loss and will discipline the individual involved.

"As this may become a criminal matter for the individual concerned, it is inappropriate for us to comment further at this stage."

Liberal Democrat MP Norman Baker asked why, as a simple security step, memory sticks with data like this even exist?

"Why should we trust the government with our details for its database or ID cards system when they simply cannot be trusted with information? These data losses are becoming almost weekly," he added.

Phil Booth, NO2ID national coordinator said: "Blaming human error is a cop out. It is the fundamentally flawed policy of gathering and trafficking masses of personal information within and across departments and agencies that makes these losses inevitable.

"When is the government going to wake up and take some responsibility? You can't protect it. So don't collect it."

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Motorola Pulls Back from Europe

Although co-CEO Sanjay Jha did not offer many details, he was clear that Europe would be a low priority in sales terms compared to the Americas and some emerging markets, and now the company has detailed a plan that will be seen in some quarters as the prelude to a withdrawal.

The beleaguered handset maker said it will focus its cellphone activities on just a small number of western European countries (it still sees growth, and some chance of competing with Nokia, in some of the higher growth eastern territories, and in Russia). It will also reduce its costs dramatically by working with just two channel partners in western Europe – Telefonica O2 and retailer Carphone Warehouse.

This streamlining will involve a mass reduction of Motorola's own salesforce and other workers in the region, and there will be no major handset launches until the end of 2009. Given the weak performance of Motorola devices in the past few years – only about 10% of its sales are in Europe – the rejected operators may not be too upset by the new strategy, especially as many are looking to support fewer handsets. However, Moto is placing a high level of confidence in just two firms, with which it says it has had a close relationship since the heady days of the RAZR's early life.

In the UK, in particular, O2 is heavily distracted by its iPhone exclusive, though in western Europe, Telefonica also operates in its native Spain, Germany and Ireland.

The new structure will take effect in mid-2009 and after that point, a new line of four or five smartphones, probably running Android, will be launched in close collaboration with the two partners (Motorola hopes), ready for the holiday season run-up next year, and possibly some signs of recession lifting. But if the promised new smartphones are really as "exciting" as Motorola claims, it may prove short sighted to restrict distribution in advance, as a measure to cut operational costs, without ensuring the good terms that handset makers usually manage to extract from their exclusives. However, in a year's time the luster may be fading on O2's iPhone deal and if Motorola can deliver the goods in terms of a killer handset – highly debatable given its post-RAZR track record – this may prove a wily strategy. For now, though, it looks like an admission of defeat in Europe and a relatively short cut to reduced overheads in the Nokia-ruled region.

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ARM challenges Intel with with Ubuntu deal

As Intel creeps into the handset space, with mobile Atoms planned for next year, ARM is heading up the food chain, working with open source software majors to penetrate the mobile computing base.

Moving towards a fully fledged mobile computing platform, ARM has announced that its latest processors will fully support the Linux-based desktop operating system, Ubuntu – ironically, also a key partner for Intel's Moblin mobile Linux initiative, and a popular Linux alternative to Windows on the new breed of netbooks. Canonical, the commercial sponsor of Ubuntu, has optimized the Ubuntu Desktop OS for the ARMv7 architecture.

As Intel has been concentrating on lower power consumption to make Atom suited to small devices, so ARM has been focusing its efforts on boosting processing power to target the netbook and MID sectors – although it will also benefit from the fact that these product categories are much simplified compared to full PCs, and require less processing horsepower.

Kerry McGuire, director of strategic software alliances at ARM, says the processors incorporate functions such as graphics processing that would require separate components in a PC architecture, which saves power – and supports the single-chip MID strategy of major ARM customer Qualcomm.

ARM is increasingly a strategic partner in the bid by Qualcomm and other chip giants to fend off Intel in the mobile and hybrid markets. Its next activity will be to form an alliance with Adobe to optimize the latter's Flash Player 10 for mobile devices, in-car systems and televisions.

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EDS to face data security checks

A review was held into the loss of the hard-drive - lost in July 2007 but not revealed until July 2008 - which was originally believed to contain up to 5,000 people's personal details.

In a written statement to the House of Commons, Straw said the investigation has found just 256 members of staff had personal details on the hard-drive. These details included bank details, address details, and National Insurance numbers coupled with dates of birth. Straw admitted the data could potentially, if in the public domain, "cause damage to that individual", but added that "there remains no indication that this information has entered the public domain".

Straw's written statement said that the hard-drive was lost after a disaster recovery exercise when EDS "failed to take adequate measures to track or record the location of the hard drive when it was transferred to another site".

"This did not comply with data protection principles, and also meant that the investigation could not identify precisely when or where the hard drive went missing," he said. "The possibility of theft has resulted in this matter being referred to the West Mercia Police. EDS is taking appropriate action, which will include disciplinary action if necessary, concerning the staff involved."

As a consequence, the review has recommended that the company face annual audits of its security standards and bring in "appropriate classroom and computer-based training packages".

Liberal Democrat justice spokesman, David Howarth said: "It says a lot that it is considered good news when it is revealed that hundreds of people, rather than thousands, have had their sensitive personal information lost.

"If the government can't be trusted to keep the personal data of its own employees safe, why should it be trusted to store our details on the ID cards database?"

A second statement was released by Cabinet Office minister Liam Byrne about the Omand Review into the loss of two Joint Intelligence Committee assessments. One was into the state of Iraq's security forces, commissioned by the Ministry of Defence. The other one looked at al-Qaeda's vulnerabilities.

Byrne said that an individual had been convicted under the Official Secrets Act and that Sir David Omand had concluded "the documents were mislaid because of the direct actions of the officer".

The statements were issued on the first anniversary of the news breaking that a CD containing personal details of all UK child benefit claimants had been lost - the incident which led to Whitehall-wide reviews of data processing and a series of other data security breaches being revealed.



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Government losing one PC a week

The figures were received by the shadow housing minister, Grant Shapps, after he sent questions to government ministers to determine the level of IT losses in the past year. The Home Office and the Ministry of Defence were the only departments not to reply.

"The need to come clean and the departments that did show exceptional computer losses have to give more detail," he said. "We need an urgent review of the government's data policies, especially with large projects in the pipeline. It shows ministers are not capable of handling this sort of thing."

The Department of Health lost the most computers, with 14 disappearing. Yet just one case involved personal data, when some junior doctors' details were made available by an outside contractor in breach of their guidelines.

The Department for Children, Schools and Families lost the next highest number of computers with 13 gone in the past year. The Department for International Development, which lost nine, said all the data had been encrypted and was secure. The Department for Transport lost five computers and the Ministry of Justice four.

Recent data loss investigations have marked the first year's anniversary of the HMRC child benefit data loss, where the personal details of up to 25 million people were lost on two CDs. The CDs have never been found.



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BT Group blames Ofcom for delays in rolling out its £1.5bn high speed fibre-optic broadband network.

BT Group blames Ofcom for delays in rolling out its £1.5bn high speed fibre-optic broadband network.

BT has always maintained that the project is conditional on a regulatory framework that allowed for a return on its investment and expected Ofcom to have finalised the framework by end 2008.

But it appears that the framework will not be finished until 2009.

BT's main concern is the competitive advantage that rival Virgin Media may gain if the fibre rollout is delayed; Virgin is set to roll out speed of up to 50Mbps by the end of 2008.