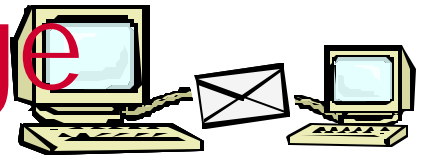




The Message



Volume 2 Issue 3

May 2002

Spreading the Secure Messaging Challenge Message

Word on the work of the Secure Messaging Challenge—exchanging highly encrypted email—is spreading. In addition to making presentations to the Directory Interoperability and Security Forums at the Spring Conference of The Open Group, members of the Challenge team are planning to share experiences and results at the European Electronic Messaging Association (EEMA) meeting June 10-12 in Amsterdam, the Netherlands.

As part of supporting the vision of The Open Group, the Directory Interoperability and Security Forums will each circulate for review a draft of the Toolkit the Challenge team is producing. Both forums committed to making the review a priority upon receiving the draft Toolkit. The Toolkit will present sample architectures and test results.


Planned EEMA activities in which members of the Challenge team will participate include making a presentation at a committee meeting, offering a brief demo, and staffing a booth. The latter will provide EEMA attendees the opportunity to learn more detailed information about the

Challenge.

Wen Fang of The Boeing Company and **Stephan Wappler** of Lynx Consulting will conduct the demo as they did at the Winter Conference of The Open Group. (See [The Message](#), Volume 2, Issue 2, page 8 for full story on the demo.)

The EEMA has been conducting its own challenge on email security issues, a PKI Challenge. At present, the Messaging Forum is planning to include a presentation from the EEMA on their challenge at The Open Group's "The Role of Web Services" Conference in Boston from 22-26 July.

To date presentations on the Secure Messaging Challenge have focused on technical aspects, and the group presenting to the EEMA will maintain that emphasis. Offering a more business-oriented focus is a case study article, "Beyond the Firewall: The Boeing Company Secure Messaging Challenge Pilot," which is available on The Open Group Web site (www.opengroup.org/comm/case-studies/); click "Boeing2."

Finally, a summary report on the Secure Messaging Challenge will be available in the next few months 

Booz Allen Hamilton Joins Messaging Forum

Announcements at the Opening Plenary of the "Managing the Mobile Workforce Conference" included recent memberships to various forums of The Open Group. As an example of the Messaging Forum's continuing growth, Booz Allen Hamilton was announced as the forum's newest member.

Booz | Allen | Hamilton

Members of Booz Allen Hamilton, which "combines strategy with technology and insight with action, working with clients to deliver results today that endure tomorrow" have contributed to several Messaging Forum activities.

Brian Dilley presented "Lessons Learned From a Large PKI Implementation" at the July 2001 Conference, and **Paul Evans** served as a test validator for the Secure Messaging Challenge 

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Message Board

What Good is the Information if it Does not Reach the Interested Parties?

Not every report, communication, or message can be publicized in such a way that it reaches all interested parties. For instance, the bi-monthly newsletter **The Message** of the Messaging Forum of The Open Group is only available in PDF on the Forum's Web site, www.opengroup.org/messaging.

We at Lynx want to ensure that the information reaches our interested colleagues. Rather than distribute the newsletter in hard copy via bulk mail or send the file as an attachment, which avoids being accused of "spamming," we decided on a different path.

We print the PDF version of **The Message** on paper, and hang the newsletter on our main company bulletin board. This bulletin board is placed where any employee who remains on the business premises for any length of time will see it. That place is in the Bistro, our common eating area, within easy view of people seated at the tables that invite one to linger over a cup of tea or coffee. Every interested person has the opportunity to browse the available articles and to read those sections that are of particular interest.

In today's world of electronic messaging as the common medium for exchanging information, is there anyone who has not received an email that had a personal message attached next to the signature of the business and the sender's telephone and fax numbers? Unlikely that anyone could answer that question, "No?"

At Lynx we chose the more traditional paper posting method as one way to disseminate information, especially information about subjects of particular interest to Lynx, for example, spreading the word about our work on the 2001 Secure Messaging Challenge.

What good is it (of what value, benefit) to have developed a good solution to a business problem such as the Secure Messaging Challenge succeeded in doing when no one finds out about it? For this reason, in addition to traditional dissemination methods, we are using the multiple opportunities our electronic age offers. One is a short reference to the goal of the Challenge; another is inserting a link to the Messaging Forum Web site, where **The Message** is posted. Lynx includes the link at the end of every email the company sends. We also include a link from our company's Web site. With the live link it is possible for every interested reader to receive more information directly and independently.

There are multiple possibilities to publicize information, and every co-worker of our firm is invited to spread the word about partnering projects such as the Secure Messaging Challenge. As we already asked in the beginning, "What good is the information when it doesn't reach the interested parties?"



Stephan Wappler
Lynx—Consulting Unit IT Security
Münster, Germany

With thanks to Ruth Kraus for translating this article from the original German.



The Open Group Messaging Forum is a leading association for the e-business and messaging industries. The Forum's

diverse membership focuses on providing interoperable solutions for business leaders through informing and educating, fulfilling customer driven requirements, and promoting and endorsing standards based solutions.

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Meet Newest Forum Steering Board Member

Russ Chung entered the management training program at Security Pacific Bank following active duty in the U.S. Army, where he served as an aircraft maintenance officer and helicopter pilot. In 1986, Russ installed and administered one of the bank's first cc:Mail post offices, and in 1990 became manager of the world-wide cc:Mail network for Security Pacific Corporation, where he was responsible for planning, supervising, and administrator training for a network of 200 cc:Mail post offices and 8,500 users. Upon the merger of Security Pacific Corporation and Bank of America in 1992, Russ served on a project team to merge



the two banks' electronic messaging systems which included cc:Mail, MS Mail, Lotus Notes, and IBM PROFS in support of 35,000 users. He left Bank of America in 1993 and became a consultant specializing in PC/LAN based messaging. Since 1995, Russ has headed the Pacific Regional Office of American Eagle Group, a consulting firm specializing in electronic messaging solutions. He is a Lotus Certified Notes Consultant, Certified cc:Mail System Administrator, and Certified Lotus Instructor for cc:Mail and Notes/Domino and has published articles in various industry publications on LAN messaging, directory services, and wireless messaging. Russ holds a BS in Economics from Claremont McKenna College.

Contributing Articles to The Message

Upon learning about [The Message](#) at the Spring Conference, **Felix Gaehtgens**, CEO of Symlabs, a new member of The Open Group, wanted to



Michala Burton of The Open Group congratulating Felix Gaehtgens, CEO of Symlabs, on joining The Open Group

share his company's work with the Messaging Forum.

An article (abstract follows) from Symlabs founder and Chief Technology Officer **Sampo Kellomäki** explaining the Company's solutions for improving the architecture and programmability of directories will appear in the July issue of [The Message](#).

Abstract Directories have become an essential component within today's IT infrastructures. Symlabs, an innovative software development company headquartered in Oeiras, Portugal, specializing in LDAP directory solutions and directory productivity tools, believes that most directory-related limitations can be overcome when the requirement for customization is recognized and a programming approach is used. New flexibility and functionality added to directories will lead to a wider acceptance, creating new markets for this technology 

Memorable Messages

From Fast Company

It's about **what** you want to know, not **who** you know.

Steve Backers

On Intel's new approach to mentoring

From GWSAE Fast Read

Everyone smiles in the same language.

Unknown

From Computerworld

CRM isn't technology. It's a business strategy. Companies that don't realize that will likely eliminate customers rather than manage them.

Bob Lewis

From CIO.com

Love is the act of intelligently and sensibly sharing your knowledge, networks, and compassion with your business partners.

Tim Sanders

Author of *LOVE IS THE KILLER APP*

From International Herald Tribune

The IT people don't realize that this whole instant messaging community is spreading like crabgrass.

Glen Vondrick

President and CEO, FaceTime Communications

Look for the full article in the next issue of [The Message](#), due July 1.

Mobile Management Forum Seeks Messaging Forum Participation in Defining Mobility Integration Architecture

by Peter George, The Open Group

For at least the last decade, pioneering companies have been extending corporate information systems to reach remote sites and mobile workers and provide access to customers, suppliers, and partners over the Internet. The trend is evidenced by the huge growth in laptop and PDA use, remote access connections, and the use of cellular phones and wireless LAN connections. The trend is destined to become the norm.

The waves of mobile computing that are washing over many organizations can only accelerate, and the trend to give these mobile workers access to the data produced by and held in LAN-based applications and databases is the cause of much deliberation. Mobile computing has moved from a tactical response to a strategic imperative for many organizations. Unfortunately, many have found that the issues involved are not solved simply by extending the LAN and WAN-centric thinking that pervades most current enterprise systems architectures.

An organization that attempts to extend internal systems outside the physical boundaries of the enterprise does so knowing that these workers will exist for the most part without the comfort of continuous LAN or high-speed WAN connections. The workplace has changed forever, and this army of "location independent" workers share one common characteristic. They will be only intermittently connected

to the corporate information systems upon which they depend to do their job. At times they may have the luxury of higher bandwidth in places such as the growing number of wireless LAN 'hot spots,' but this is not ubiquitous across all geographies. Even where such 'hot spots' are available, roaming across them surfaces a range of connectivity and security issues.


The Mobile Management Forum (MMF) is working to collate and represent the requirements of supporting these mobile users in the form of a Mobility Integration Architecture. This architecture will reflect the fact that mobile workers must deal with limited, intermittent access to corporate systems, suffer unpredictable connection windows, and need to do much of their work offline.

This work will build on the Sessions Management and Synchronization work the MMF has completed. The architecture will also address the issues of how and when client and server data should be synchronized; how to handle complex management and support problems; and how to design for slow, unreliable, and relatively expensive connections. The MMF will also be looking elsewhere for existing architectural approaches with validated and approved enterprises.

One such architectural construct that addresses these mobile computing issues is based on a Message Queue. Also known as Client-Agent-

Server or Queued Event architectures, the Message Queue approach may incorporate intelligent agents that, for instance, may automatically queue and stage systems events, trigger application calls, and perform central database transactions on behalf of an intermittently connected user. The approach allows remote and mobile users to work autonomously while offline, and minimizes time and bandwidth requirements once a connection has been established.

The problem is that while this type of architecture might seem to offer a standard method of integration, there exist many competitive, proprietary, and totally incompatible vendor specific approaches. One of the tasks for the MMF is to document the "standard" elements of these and then, working with supply- and buy-sides of the industry, propose ways in which offerings might work together to create a required level of interoperability.

The MMF is seeking expertise from members of the Messaging Forum to participate in its project to document the requirements for an Open Message Queue architecture that specifically addresses the needs of mobile workers and helps to achieve a totally integrated information infrastructure. Interested participants are invited to contact MMF Co-directors Stef Coetzee (s.coetzee@opengroup.org) or Peter George (p.george@opengroup.org) 

Messaging Forum Members Contribute to the Global Directory Forum's Access Control Summit

Tuesday afternoon at the April conference provided an opportunity for exploring directory access control and security issues at the Global Directory Forum-sponsored summit. In introducing the summit, **Winston Bumpus**, from Novell, described the Global Directory Forum as a virtual organization comprised of the Directory Interoperability Forum, the Messaging Forum, and the EEMA (European Forum for Electronic Business).

Russ Chung, the newest member of the Messaging Forum Steering Committee (see page 3) described directory access control framework from a customer's perspective. He compared the strategy of adding functionality to LDAP directories with the strategy of using existing directories with directory-based applications to provide that functionality. Russ stressed the need to justify technical features by identifying the business benefits that they provide.

Russ advised looking at customers as people making either buying or resource decisions. He suggested that customers' decision making will take into account competing strategies and posed the following related questions:

Q. What about X.500?

Q. Can strategies co-exist or are they mutually exclusive?

Q. Do customers really care?

Perhaps most important is considering the features and benefits when



building a business case for a directory control access framework. Russ offered the following for consideration:

Features	Benefits
Replication	Fault tolerance Improved performance
Distributed Management	Decentralized directory administration Access to trading partners' directories
Policy Enforcement	Comply with privacy laws Access to trading partners' directories

In her exploration of customer needs for a directory access control framework, **Michèle Rubenstein** described a project to provide secure access for employees and external users to government-to-customer applications, using role-based access control.

The following issues are involved in the project:

■ Implementations are proprietary

- Use of underlying repository is not always directory based
- Standards compliance is minimal at best
- Integration with off-the-shelf software and Web-based as well as legacy applications is sorely deficient

The project involves creating first-time access to systems for unregistered employees and is of such a magnitude that no one has really done what this customer is doing. Complicating these concerns is the reality that at present there is not an off-the-shelf access control product that will do what the customer wants nor is as extensible as is required.

Michèle concluded that access control for such applications can not be implemented with current directory products.



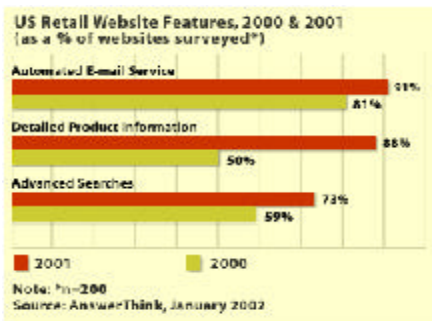
Michèle Rubenstein and Russ Chung, Messaging Forum Steering Committee members who presented at the Control Access Summit

Message Metrics

CIO.com
April 19

In a recent survey, consulting company NerveWire found that the most highly integrated companies generated, on average, 40 percent increases in revenue and 30 percent reductions in costs.

E-mail is the most popular retail Web feature.



April 12

Worldwide IT spending to hit \$1.43 trillion by 2005. Worldwide IT spending in 2001 totaled \$1.21 trillion, growing just 0.2 percent. For 2002, IT spending is expected to show 3 percent growth, reaching \$1.24 trillion. By 2005, IT spending is expected to hit \$1.43 trillion.

According to IDC forecasts, over the next four years businesses around the world will invest more than \$5 trillion in developing and running ebusinesses.

April 10

Companies make infrastructure a priority in 2002. IT spending plans for 2002 are favoring infrastructure investments and shifting away from investments in applications, according to a recent study.



Capitol Message

E-commerce Law Week

BXA Preparing

Changes to Encryption Regulations

The Commerce Department's Bureau of Export Administration ("BXA") is planning to publish new regulations that update U.S. encryption export rules. The expected changes in the regulations will make some fairly significant procedural changes to the existing regulations, but will not alter basic US encryption export policy or the scope of available export authority for encryption items.

U.K. Electronic Signature

Regulations Take Effect The U.K. Electronic Signature Regulations 2002 (the "Regulations") was signed March 8. The Regulations implement the European Electronic Signatures Directive (the "Directive"), which all EU Member States should have fully adopted by July 2001. The Regulations are limited in scope as they address only those aspects of the Directive that have not already been implemented by the Electronic Communications Act 2000. Among other things, the Regulations define the liability of issuers of electronic signatures in the U.K.

April 4

Two new markets—security event management and security service management—will generate between \$50-\$80 million in 2002, according to research from Boston-based Yankee Group.

CTIA Daily News

According to the GSM Associa-

Washington Technology

Information Security Management Act On March 6, Rep. Tom Davis (R-VA) introduced the Federal Information Security Management Act, a bill that would permanently reauthorize the Government Information Security Reform Act of 2000. The legislation seeks to strengthen the federal government's information security management infrastructure and the role that the National Institute of Standards and Technology plays in developing and maintaining standards and guidelines for minimum information security controls.

Federal Computer Week

e-democracy For some, the government via the Internet is a welcome improvement; to others, the government transacting its business electronically is frightening. International e-government experts shared their experiences April 16 in Seattle. Sweden uses the Internet to encourage citizen participation in civic life, putting it on the frontier of electronic democracy. In Russia, because only 20 percent of the population know what the Internet is, people are leery of governing electronically. Deep ambivalence about letting the public participate too directly in electronic governance reigns in England, where e-government has broad official sanction.

tion, 75 billion text messages were sent worldwide in the first quarter of 2002, thanks in part to the growing popularity of the service in the U.S. and Asia. The group estimates that by the end of the year, 360 billion text messages will have been sent.

Highlights from Managing the Mobile Workforce

In welcoming attendees to the Spring Conference of The Open Group, CEO and President **Allen Brown**, invited participants to engage in exploring mobile productivity. Mobility is a business imperative that allows for getting close to customers and ultimately affects revenue.

In his remarks at the plenary, **Prof. Laurie Cuthbert** of Queen Mary College, University of London, focused on one small segment of the mobile workforce, road warriors—wireless users. Citing as challenges facing this segment, Prof. Cuthbert mentioned access, security, authentication, performance, and value. He mentioned that while prepaid wireless subscriptions in the U.K. are increasing, revenue per customer is decreasing. Prof. Cuthbert concluded that access will continue to be a mix of wired and wireless and that integrated WLAN is still some way off from more universal use.

In their description of new opportunities that emerging technologies offer mobile workers, **Paul Barker** and **Jeremy Fry** of CMG, Radio Spectrum International, cited behavioral, commercial, and technical drivers. Both believe that seamless connection across devices will occur, allowing people to function more as knowledge than task workers. This shift will benefit businesses by increasing productivity, reducing opera-

tional costs, and increasing market share by being more responsive to customer needs.



At the Spring Conference off-site session, CEO Allen Brown offers the best in service to members, and perhaps provides new meaning to the term.

To obtain these benefits, the speakers recommended starting small in making the move to mobile and perhaps to use a pilot or workshop approach to achieve quick wins.


Speakers from various industries presented case studies on implementing mobility enhancements. From The Boeing Company was **Chuck Stockton**, Senior Program Manager for Mobile Computing, Enterprise Level, who explained that the company's Mobility Services Team looked at expanding mobile options from the end user's perspective. In implementing enhanced technology, the team used a holistic approach, focusing on training and communication. Chuck offered "dos and don'ts" for other companies interested in learning from Boeing's

experience. For its implementation of mobility services, Boeing was named a Smithsonian Laureate for Computing Innovation.

Per Hasvold, Research Scientist at the Norwegian Centre for Telemedicine, suggested the power in mobile communication perhaps lies in its simplicity—sending a message such as "the patient is OK." Mobile access also frees medical staff up to spend more time with patients.

In her efforts to keep mobile executives at the National Library of Medicine connected, **Janet Laylor**, Technical Liaison, cited requirements that included the need to communicate with huge data files. The solution was to use a combination of wireless and dial-up connections. Janet believes that while the technologies exist to meet demand, the marketplace doesn't have the vendors to meet that demand.

Addressing the issue of privacy for mobile workers was **Michèle Rubenstein**, Solutions4Networks, who posited that security is the same as for non-mobile connectivity. Michèle cautioned that business decisions should drive mobility decisions.

Common among all case study presenters was the theme to move beyond technical to human issues and that mobility is about politics and management, not technology 

Industry Message

Computerworld
March 25

Enterprise Instant Messaging

Companies haven't adopted instant messaging as originally predicted due to gaps in security and archiving. Current survey results from Osterman Research indicate that 42 percent of the respondents would probably use IM in the future, a number that is significantly lower than IDC predicted 18 months ago.

April 15

Shared Messaging Eight of the top financial services firms in the U.S. have established a shared system designed to allow for communicating securely with corporate clients via instant messaging.

CTIA Daily News

Various dates in April

Multi-Media Messaging

Unisys, Telisma Introduce Voice Multimedia Messaging Application in Europe Unisys and Paris-based voice recognition company Telisma introduced a service that allows multimedia messages to be accessible by voice or device command.

In-flight Text Messaging

Singapore Airlines to Offer In-Flight Text Messaging Service

Passengers will be able to send text messages and email using a seat back-mounted console. However, they will be unable to receive messages while in flight.

Wireless Messaging Sprint PCS, Cingular Introduce Secure Wireless Messaging Services The Sprint PCS

Upcoming Events

22-26 July 2002 Boundaryless Information Flow: The Role of Web Services
Boston, MA

TBD September Unified Messaging
Chicago, IL

14-18 October 2002 The Role of Open Source
Cannes, France

Business Connection Enterprise Edition service is designed to enable business users to get more secure access to Microsoft Outlook or Lotus Notes email, contacts or calendar information through any Sprint device. The behind-the-firewall service works on various devices and across carrier networks without middleware.

Cingular's wireless messaging service with new security features is also geared to business customers.
(Combined with information from Computerworld, April 29)

Darwin Magazine
April

Customer-Friendly Instant Messaging Alaska Airlines, Intel and New Line Cinema have started testing instant messaging as a new way of interacting with its customers, believing that a wide range of applications exist from notifying passengers about delayed flights to promoting the movie-going public about newly offered films.

Washington Technology
April 15

Secure Instant Messaging Mitre Corp. created a secure instant messaging system solution for NATO that offers secure messaging as well as

real-time translations of the many languages NATO officials use.

International Herald Tribune, April 23

email Bank Transfers Egg PLC, the biggest Internet bank in England, is allowing customers to transfer money by email. Customers will be able to send as much as 200 pounds per transaction to recipients who have a British bank account and an email address. Transfers will take three to four working days.

Be in Boston

Boston is the place to be for The Open Group's Summer Conference—Boundaryless Information Flow: The



Role of Web Services. A new format promises two full days of plenary sessions, a full day of open plenary sessions, and a full day of sessions featuring joint forum programs. Look for details in the July issue of *The Message*.



For your interest—The *Message* body text is "Verdana" and headline text is "Broadband ICG."