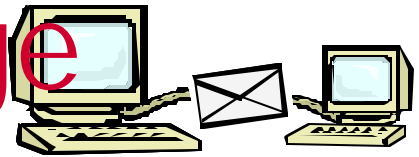




The Message



Volume 2 Issue 5

September 2002

Matching Users' and Vendors' Needs at Upcoming Messaging Forum Two-Day Program

Save 7 and 8 November for coming to Chicago and participating in all or part of the Messaging Forum's regional meeting on two current and important issues in messaging—Spam and Unified Communications. Hosted by The Boeing Company at their world headquarters, 100 North Riverside Drive in Chicago, the meetings will offer the user and vendor communities an open environment for sharing their respective requirements and activities involved in meeting those requirements.

The first of the meetings on Thursday, 7 November, will cover spam and is designed for IT and messaging professionals concerned about the business costs associated with spam's proliferation. Topics addressed include anti-spam techniques and legal implications of spam.

Kicking off the meeting will be **Mike Lambert**, VP and CTO of The Open Group. **Matthew Astel**, Unified Messaging Architect at The Boeing Com-



The Boeing Company world headquarters in downtown Chicago

pany and Messaging Forum Chair **Dean Richardson** also from The Boeing Company will speak as will **David Zimmer** of the American Eagle Group and The Unified View. Zimmer will speak on Friday, 8 November. See article on page 6.) The session will examine how organizations can use unified communications, what limitations still exist, and how vendors have addressed specific user needs ❖

Johnson Consulting Becomes Newest Messaging Forum Member



Boston, site of The Open Group's July Conference and home of Johnson Consulting, offered the perfect venue for the Messaging Forum to attract its newest member. In business since January 1993, Dale Johnson founded the firm to fill the gap in cc:Mail administration expertise. After almost 5 years in business, in late 1997 the firm expanded from focusing on cc:Mail to focusing on Messaging. Today, Johnson Consulting with its staff of 20 is considered one of the largest group of Messaging experts ❖

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Message Board

With completion of the Secure Messaging Challenge, the Messaging Forum is beginning to focus on instant messaging, spam, and unified communication.

The Messaging Forum delivered on and met the Secure Messaging Challenge set out in Austin at the July 2001 conference of The Open Group. One year later at the July 2002 conference in Boston, the Challenge team formally released the Secure Messaging Challenge Toolkit, which is available to members of The Open Group as a pdf document and to non-members in HTML at www.opengroup.org/messaging. Other deliverables from the Secure Messaging Challenge include a Summary Report and Test Plan and Results. These documents are also available to members (pdf) and non-members (HTML) at the same site. Some members of the Challenge team are continuing to work with WEMA on its PKI Challenge (see story in *The Message*, Volume 2 Issue 4). In its move forward exploring spam and unified communication, the Messaging Forum is holding a meeting in Chicago on 7-8 November (see page 1). The remainder of this column is devoted to news on the forum's current areas of interest.

Instant Messaging

As anyone who has instant messaged with more than one person at a time, the possibility for sending embarrassing words exists. On 21 July, *The*

Washington Post reported on the confusion that these "mixed" messages can cause in the workplace, and quotes Richard Stiennon, Gartner Group, "Treat IM like it's going to end up on the front page . . . the next day." The government is watching even if some businesses aren't. Problems arise from not being able to archive messages as sent.

On 23 July *The Wall Street Journal* reported that AOL was scaling back efforts at IM compability with IM competitors. In approving the merger of AOL and Time Warner, the Federal Communications Commission required that AOL file progress reports on its interoperability efforts twice a year, although it did not require making AOL's instant messaging system interoperable with others. FCC approval prohibited instant messaging services over Time Warner's cable lines unless AOL opened its existing instant messaging system or showed that market or other conditions had changed.

Spam

Spam is a part of electronic communications that everyone loves to hate and that no one can do much about according *The International Herald Tribune* (1 July). There are no federal laws against spam in the U.S., while a broad anti-spam law was approved in Europe in late May.

In adapting an editorial from *The New York Times*, *The International Herald Tribune* (7 August) cites new ways to send spam by putting a personal message in the subject line, making the e-mail appear as if it were from an acquaintance. Being wise to such methods will help stave the temptation to open such messages.



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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Message Metrics

CTIA Daily News

Estimates for 2006 Spending on Web security is predicted to rise to almost **\$700 million** by 2006, compared with **\$65 million** in 2001, which is a compound annual growth rate of **60.5%**.

Wireless LAN use (802.11 market and multi-mode products) by U.S. businesses is forecast to grow from **\$1.2 billion** in 2001 to **\$3.1 billion** in 2006.

Wireless-Only Trend Grows

According to the Yankee Group, about **3%** of U.S. phone users have wireless phones as their only phones, a trend the group says is on the upswing. Estimates are that **5-10%** of the U.S. population will use only cell phones in the next 5 years.

CIO.com

Portal Software Revenues

On the Rise. Sales of business portal software are expected to approach **\$1 billion** by 2003, up from **\$698 million** in 2001. The portal market has grown from simple publishing vehicles to delivery vehicles and the wide use of e-mail discussion groups has added significantly to this market.

InfoWorld

Survey Results Indicate

Instant Messaging Growing as Application An Evans Data Research biannual survey—The Summer 2002 Enterprise Development Management Issues Survey—indicates that more corporate developers are planning on creating applications around IM, putting e-mail back in the lead. Percentages of the top five types of applications companies plan on developing for wireless devices is e-mail—**14%**; IM—**10%**; wireless portal—**8%**; sales force

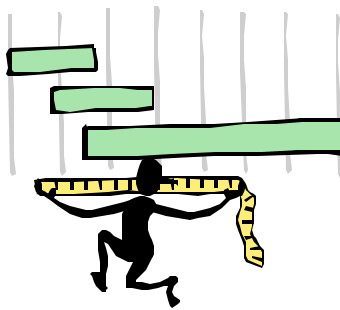
automation—**7%**; and authentication—**7%**.

Washington Post and International Herald Tribune

July Online Sales Increase

According to ComScore Networks, Inc., an Internet research firm, consumer goods sold online were **\$6 billion** for July, a **26%** increase over online sales in July 2001.

The number of visitors to financial information Web sites grew by **19%**, with real estate sites seeing a **15%** increase. Also contributing to increased sales were those of computer hardware, which grew **30%** to **\$997 million** and travel services, which grew **32%** to **\$2.9 million**.



International Herald Tribune

Internet Use in Japan Over the next four years, the number of Internet users in Japan is expected to reach **87.2 million**, an increase of more than **50%**, up from **55.9 million** at the end of 2001.

Paying to be Online In early August, Online Publishers Association issued survey results indicating that more Internet users are willing to pay for content online—subscribing to news sites, paying fees to send e-greeting cards—suggesting that cyber spending patterns may be shifting. The survey found that **12.4 million** Americans paid for some type of content in the first quarter of 2002 compared with **7 million** for the same

period in 2001. Much of the spending was for business and financial sites, which was expected. Growth areas were sports sites and online greeting card companies. According to the survey, revenue from sales of online content in 2001 constituted **9%** of the **\$7.2 billion** in advertising-based online revenue.

Wall Street Journal

Consumers Not Clicking on

E-mail Ads The latest online marketing data indicate a sharp decrease in consumer response to e-mail advertisements and promotions. Current click-through rate on e-mail advertisements dropped from **3.2%** last year to **1.8%**. By yearend, aggressive marketers are expected to have placed more than **430 billion** e-mail advertisements. By 2006, the number of ads is expected to reach more than **960 billion**.

Darwin

E-commerce Sales Climb

Steadily By the end of 2002, Internet transacted sales in the U.S. are predicted to reach **\$36 billion**, up from **\$31.4 billion** in 2001 and **\$28 billion** in 2002. By 2006, e-commerce revenues in the U.S. are predicted to reach **\$81.1 billion**.

Business Week

Euro E-commerce Tick Up

Internet use and sales in Europe have grown dramatically in 2002. The French rail system showed an increase of **63%** in use of its Web site and of **70%** of ticket sales. And Amazon.com reported French traffic nearly tripled in the past year. Overall, the Internet population in Britain, France, Germany, Italy, and Spain, increased **60 million**, up **14%** in the first six months of the year.

Industry Message

CTIA Daily News

Air, Rail, and Auto Travel and Messaging Northstar Travel Media began delivering alerts via e-mail, text messaging, or Web portal about incidents that could impede travel (e.g., health threats, political turmoil).

Cisco and Internet access providers across Europe are working together to equip international airports with broadband technologies, making it easier for business travelers to use secure, high-speed Internet. In total, 19 airports in Europe, the Middle East, and Africa are using the Cisco Mobile Office wireless LAN system.

Currently equipped airports include Munich International, Ataturk (Istanbul), and Copenhagen Airport.

Megabeam installed 802.11b wireless LAN at London's Paddington train station as the first step of its plan to network European train stations. The second step is to continue networking London stations (e.g., Kings Cross, Victoria, Charing Cross).

Bluetooth-enabled equipment will be embedded in several new American, Japanese, and European cars beginning in 2003. The introduction of Bluetooth and 802.11 promises to open up the possibility for new and sophisticated automotive applications (e.g., remote vehicle diagnostics and

audio and video downloads, highly advanced automotive safety systems).

CTIA Daily News

Hand Delivering E-mail in China

Letter carriers for China Post deliver e-mail messages for a fee. People write their e-mail messages, send them to the post office, which will take them to their final destinations. The service is an attempt to close the gap between the Internet user population in mainland China (33.7 million) and non-user population (1.3 billion).

Type Your Type British researchers found a correlation between how text messages are written and their writers' personalities. The study, based on interviews with 1,000 mobile phone users, found creative people use the latest text abbreviations and slang while teachers and office workers tended to be more purist about spelling and punctuation. Controllers, lawyers, and military officers sent short messages with no abbreviations and facilitators (e.g., nurses) added characters to their messages.

Instant Messaging (IM) for Wireless Claiming to bridge the gap between wireless and fixed-line IM users is **Critical Path's** new IM software. The product, which supports industry standards (e.g., Secure Sockets Layer/Transport Layer Security), enables subscribers to communicate seamlessly regardless of IM client or device type and can be integrated with existing SMS and WAP deployments.

SANS NewsBites

PGP May Not Be Good Enough

A flaw in **Network Associates' Pretty Good Privacy (PGP)** encryption technology

could allow a message interceptor to manipulate the message recipient into decrypting the text.

InternetWeek

PGP Acquires Encryption Products

PGP Corp., a newly formed company specializing in message and data storage security, announced in late August that it purchased Network Associates' PGP encryption products with plans to update the technology. Sales of PGP were halted in 2001, allowing the company to focus on its core computer security products. The new company plans to ship new PGP products for Windows- and Mac OS-based computers in November as well as release the source code for PGP 8.0.

Check Point Enhances VPN-1/FireWall-1 Products

By early September, Check Point's VPN-1/FireWall-1 Next Generation Feature Pack 3 is scheduled for availability. New features will (1) simplify upgrading and maintaining large numbers of firewalls in enterprises with big, distributed networks and increase overall security and (2) allow for analyzing and inspecting traffic as part of IPv6, Instant Messaging, and the Microsoft Common Internet File System.

BusinessWeek online

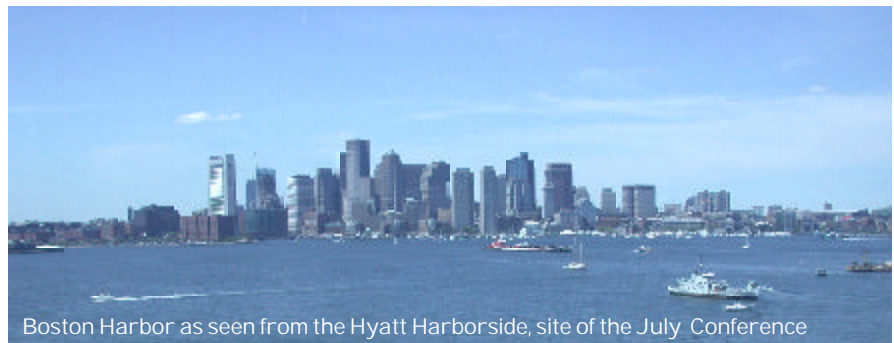
System Rights and Human Rights

Peek-a-Booty, a software application, was designed in hopes of wiping out Web censorship in China and other repressive countries by serving encrypted Web pages rather than music or video files. The application uses a maze of anonymous participants forming a constantly morphing virtual network designed to hide Peek-a-Booty data requests.

Being in Boston

Web master extraordinaire, author of *Weaving the Web*, and director of the World Wide Web Consortium **Tim Berners-Lee**, inspired participants at The Open Group summer conference in Boston as keynote speaker. In discussing the Web, Berners-Lee urged the audience to remember that information doesn't have side effects, that obtaining information does not commit the searcher to anything, and that the Web is independent of political or sociological meaning. On the other hand, in considering Web services, Berners-Lee cautioned that meaning is applied and because things are ever changing there are side effects. In closing, Berners-Lee suggested that in the real world people will use semantic Web concepts to describe the relationship between the semantic Web and Web services.

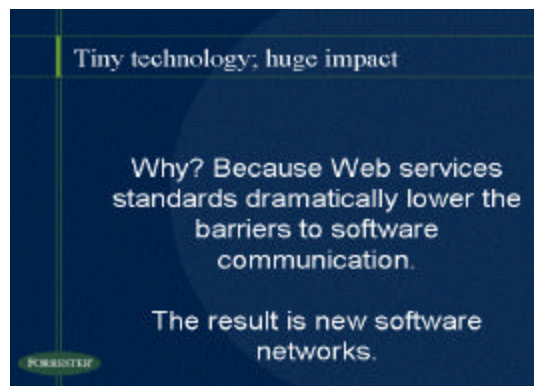
One of the largest users of Web services is the U.S. government, with information processing and decision making as its core business. Providing insight into its evolving use was **Mark Forman**, Office of Management & Budget (OMB) Associate Director for IT and e-government. (See Capitol Message, page 9, for news on two of the 24 e-government initiatives.) Forman explained that the government is working on moving from an agency-centered approach to a consumer-citizen-centered



Boston Harbor as seen from the Hyatt Harborside, site of the July Conference

approach, where understanding the use of electronic connectivity is critical. The government is adopting a "collect once, use many" paradigm (e.g., XML). Key trends being tracked are increasing broadband content and transactional interoperability.

Other speakers on Web services included **Alan Leidner**, Assistant Commissioner and Director of Citywide GIS for New York; **Simon Pugh**, VP Standards & Infrastructure, MasterCard International; and **Ted Schadler**, Group Director Forrester Research. Schadler's remarks are best summarized below.



Sessions of the Messaging Forum focused on areas of interest—instant messaging (IM), spam, and viruses—and included a presentation on the Secure Messaging Challenge at which copies of *The Secure Messaging Challenge Toolkit* were provided.

Messaging Forum Steering Committee member **Russ Chung** from American Eagle Group provided an overview of current IM technology by comparing it with other messaging methods, all from the perspective of the "Good, Bad, and Ugly."

IM, which 70% of workers in the U.S. use, differs from e-mail as follows:

- Provides presence information about users
- Uses synchronous communications rather than store and forward
- Uses buddy lists

IM differs from chat as follows:

- Is person-to-person communication while chat is communication among many

IM differs from SMS as follows:

- Is IP, not telephone based

Good aspects of IM included instant collaboration, customer support, e-sales support, instant messaging via mobile device, and instant foreign language translation.

Bad aspects included lack of corporate control, of security/authentication/encryption, and of archiving; and the possibility of intrusion, spam, and viruses.

(see Boston, page 8)

Understanding The ROI of Unified Communications

by David A. Zimmer, American Eagle Group

The happy salesperson exclaimed, "This latest technology will simply make your employees more productive, run faster, jump higher, and drive profits to the bottom line like no other!" Everyone has heard it. And frankly, at this point, skepticism is probably warranted.

These statements aren't more true than in the unified messaging and unified communications market. Well known industry pundits have published market projections and productivity studies only to the disappointment of those who have actually tried to prove the results. So what's the story? Let's start by quickly explaining what unified messaging and unified communications are, why the studies fail, and then identify where the ROI for these systems lies.

Unified Messaging Defined

Unified messaging (UM) is the storage of any type of message; voice, fax, email, page into a single virtual mailbox with accessibility from a PC, telephone, PDA, or any capable device. UM is primarily concerned with message storage and retrieval, not with message delivery method. The advantage of UM over current "discrete" systems such as voicemail, email, or fax server is that user accessibility is easier, plus common message notification and delivery can occur within the single mailbox.

UM has had its fits and starts over the years. People who have used it instantly decide that there is a distinct advantage over the discrete sys-

tems. However, messaging has been evolving beyond basic email and voicemail, and messaging communications alone have never been sufficient for any user. Unfortunately, quantifying such feelings of "nice to have" technology is difficult for calculating enterprise ROI.

Unified Communications Defined

Unified communications (UC) is UM plus management of real-time communications, both incoming and outbound responses. For example, the intention of a caller is to reach the person being called, not to leave a message. The recipient of the call should be able to be selectively notified and receive that call regardless of where he/she is physically. In addition, the call originator should be able to know if the recipient is available to take the call before placing it.

While these are simplified definitions of UM and UC, one's imagination can understand it because it combines existing system functionality used everyday into a cohesive, converged set of features and functions that should help the user. Any form of electronic communication, excluding paper, should be handled by one's UC service.

The difficulty of fully understanding UC is the fact that each person will tailor his/her UC service to meet individual needs, thus making UC a "mass customization" offering for individual users and groups. Mobile phones have become a personal device with

selectable ring tones, face covers, and other accessories, and users will have the same flexibility with UC.

Users, in fact, currently rely on simple UC functionality (e.g., call forwarding to mobile phones, caller ID, call waiting) to manage communications activities. As UM messaging functionality is integrated with these calling features, UC benefits begin to emerge.

Intuitively, the evolution of communications systems will tend toward the convergence of communication activities into server platforms and interface devices that users can control according to individual preferences. Some may decide to converge everything onto a wireless PDA-phone, while others may use their mobile screenphones, and still others will prefer their wired desktop computers or multi-modal IP phones. Simply combining these features into a single package will not increase productivity.

Although studies have shown that users gain an additional 15-30 minutes per day using UM/UC solutions, the numbers don't tell the whole truth. Numbers reflect the ability to do additional work after normal working hours and this additional work is considered increased productivity. Working longer hours might mean getting more work accomplished, but that may not (see Unified, page 7)



(Unified, continued from page 6)
translate to being more productive.

Productivity Gain Defined

Productivity gain is defined as producing more work within a certain time period. For example, if one assembles widgets and can produce 100 widgets in 8 hours that is the "bar" for widget assembly. If the worker decides to build 110 widgets in 8 hours, then he/she increased productivity. The goal is to maintain that 110 widgets for 8 hours, which becomes the new bar.

What has been observed is that even with all the newest and latest technology, people can read only so fast, keyboard only so fast, talk only so fast, and comprehend only so fast. Converging the discrete communications systems will not increase the speed of any of these activities. Therefore, the system must do more for the person than simply converge the access point.

ROI Not With Individual

The current method of measuring the ROI of these systems is to observe individuals to determine what they can do more of within a specific time period. This observation is, however, of the wrong part of the "system." Individual performance has already been optimized and is no longer the bottleneck. Because deriving ROI from measuring a person's productivity increase is difficult, Unified-View has developed a new method for viewing discrete communication systems.

Micro-Productivity vs. Macro-Productivity

Labeling the difference in viewpoint for measurement borrows terms from Economics 101 and combines them with

productivity—micro-productivity and macro-productivity.

Micro-productivity Productivity based on an individual's effectiveness and efficiency gains that must be substantial to affect enterprise total cost of operations (TCO)/ROI. The value of micro-productivity gains can be impaired or negated if it is part of a larger task that involves others and has greater importance and time-sensitivity than simply completing an individual's portion of that task.

Macro-productivity Productivity based on project or task deadline, or when there are significant financial or other gains or losses associated with the amount of elapsed time that the task requires. The response time for personal communications, if shortened, will help provide faster "throughput" for a group of users involved as a whole, thus achieving a gain in macro-productivity.

Developing ROI for UM/UC


Developing ROI on micro-productivity is difficult because of the low impact of a single individual's gain. The 15-30 minute gain, as reported by the current studies, is easily lost due to other interruptions or distractions. If these systems could produce 2-hour per day savings, then bragging rights are warranted and justification is simple. That is not the case.

From the perspective of the overall system, reducing the time gap between an originator requesting information and the recipient providing the information, offers significant opportunity for increasing an organization's productivity. Sales force automation tools have long proven that simply

by having real-time inventory information available for the salespeople at the point of sale. Other gains can be achieved if by beginning to look in the proper places, develop the metrics to measure those gains, and quantify the results.

Conclusion

There is a strong need for better personal and group communications management. Simply eliminating Spam messages would go a long way to improving employee morale and saving time. Beyond that matter of annoyance, organizations still need to manage the time priorities and modalities of person-to-person communications in such a way that information flows more quickly (across boundaries as it were), tasks are accomplished faster, decisions are made more timely, and business processes flow more efficiently.

Better personal and group communications management requires new measurement methodologies to identify the real ROI of newly deployed systems. Understanding the distinction between micro- and macro-productivity is critical, and finding new and measurable communication functions will enable quantifying both 

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About the Author

David A. Zimmer is President of American Eagle Group, a consultancy that helps companies communicate more effectively with colleagues, business partners, and customers. This article is based on the work he has done with Arthur Rosenberg, under the name of the Unified-View.



(Boston, continued from page 5)

Ugly aspects related to business model and interoperability issues.

Jeremy Dies, Senior Offerings Manager from IBM Software Group, Lotus Advanced Collaborations, presented IM from the perspective of IBM's internal deployment of Sametime's Presence Awareness. By showing that Sametime Presence Awareness is more than IM—event triggers, real-time delivery, routing content in addition to text—Dies gave participants a clear picture of the multiple uses of IM in a corporate environment. IM makes it possible for contact between people and applications. At IBM, IM is part of the standard desktop and has 270,000 self-registered users, 96% of whom IM with their team members. IM activity involves more than 90,000 concurrent online at one time passing more than 2.7 million IMs per day. Serving as the “fuel” for collaboration, Sametime is seamless to end users and simple for developers.

Speaking on spam and viruses were **Dean Richardson** from The Boeing Company and Messaging Forum Chair and **Bert Quarfordt** from Hewlett-Packard.

Richardson gave an overview of the problem of spam and viruses, providing statistics of a 135% increase of spam at Boeing since January. He described the benefits of e-mail content filtering in that by blocking spam productivity is increased, pornography is eliminated, reducing legal liability, and viruses are stopped. Cost of spam, Richardson said, for the average corporate user was \$546

Memorable Messages

If your mind should go blank, don't forget to turn off the sound.

Unknown

From Fast Company
Right now, the biggest service we can sell is confidence: the ability to listen to our customers, to understand their problems, and to apply our knowledge to come up with creative solutions.


Gary Kusin
CEO, Kinko's Inc.

From InfoWorld
But I think the degree to which XML is pervasive might still be underestimated. A lot of partners. . . see it as b-to-b for big companies. But it is really about the way software in general is designed. It is all about the way security should work. Management. . . everything is changed.

Steve Ballmer
CEO, Microsoft

Any identity management scheme has to take these three aspects of a person's identity into account if it's going to achieve the support and usage needed to be truly beneficial. It doesn't matter if

per year.

In discussing managing e-mail spam and viruses at Compaq (now HP), Bert Quarfordt advised that several solutions are required to eliminate all spam. Quarfordt recommended having (1) anti-virus software on all servers and desktops, (2) procedures to help block new viruses while anti-virus vendors work on signatures, and (3) a team dedicated to reviewing Microsoft security hot fixes 

your focus is b-to-b, b-to-c, or as I put it, b-to-star business to whatever. Role-based authentication sounds nice, but in practice it is difficult to pull off. Ultimately, access rights and their like have to be applied to real, individual people and their multiple personae.

P.J. Connolly
InfoWorld.com

It is one thing to buy software and stick it on a server and have the network capacity to run it; it's another thing to get a return on that investment. Business process is where the value comes from.

Bob Dutkowsky
CEO, J.D. Edwards

There will probably be a series of major cyberattacks in the 21st century. It would be nice this time to be prepared.

Richard Clarke
Special Advisor to the
President for Cyber Security

From GWSAE Fast Read
Everyone has his day and some days last longer than others.

Winston Churchill



Ian Dobson, David Zimmer, Paul Van Avery, and Russ Chung (left to right) at the joint session of the Messaging and Security Forums on 25 July, where the Secure Messaging Challenge Toolkit was officially released.



Capitol Message

Wall Street Journal
Distributing Political Mes-

sages via E-mail Politicians in the U.S. are turning more often to e-mail as a means for sending messages to their constituents. Noticeable increased use is part of the current campaign season, with many elected officials up for reelection in November. Candidates for offices of all sizes are seizing on simple inexpensive e-mail technology as one way to engage voters, react quickly to their opponents, and raise money. Both the Republican and Democratic National Committees send alerts to their respective supporters. Both have also recruited members through pop-up ads on news and political Web sites.

washingtonpost.com

E-mail Changes Benefit Capitol Hill and Constituents In early August, the U.S. Senate began upgrading its e-mail system, replacing Lotus' cc:Mail with Microsoft Outlook. By November all Senate offices will have the new system. The U.S. Congress upgraded its e-mail system to Microsoft Outlook four years ago.

In fact, the House is improving its ability to filter junk e-mail and facilitate alternative online communications. The changes are partly in response to Congress' own mandates urging the public to use e-mail as the most effective method for communicating with elected officials and public leaders.

Expanding Electronic Tax Filing At the end of July, federal officials announced plans for increasing the number of tax returns filed elec-

tronically through a new e-filing partnership with industry. The initiative allows free online tax filing to a majority of Americans, provided through a consortium of private sector companies. Currently, filing individual income tax returns online costs an average of \$12.50 in filing fees, plus the cost of the tax preparation software. The agreement fulfills the EZ Tax Filing project, one of the U.S.' 24 e-government initiatives, and would bring the IRS closer to its goal of having 80% of federal tax and information returns filed electronically by 2007.

Federal Computer Week

E-travel Initiative Nearing Deployment U.S. government employees will soon benefit from a new online travel system. Scheduled for the first implementation phase in December is a government-wide self-booking engine, which is part of the Bush administration's e-government strategy. Known as e-Travel, the booking Web site is comprised of several modules based on commercial products—Web and telephone interface to the booking engine and help desk; travel authorization and voucher system, handling rules and regulations; and a financial management system, handling payments, reimbursements, and back-end connections to agencies' financial management systems. Officials selected the modular approach because of its flexibility. The system is not currently available in the private sector.

CTIA Daily News

More Stringent E-mail Standards for U.S. Department of Defense (DoD) Recently announced was Research in

Motion's (RIM) work with the U.S. National Security Agency to develop e-mail software that will meet DoD's increased security standards to support Secure/Multipurpose Internet Mail Extensions (S/MIME) for Blackberry.

House Lawmakers Unveil Privacy Bill

A privacy bill, co-sponsored by 22 members of the U.S. House of Representatives, takes the "opt-out" position on businesses' use of customer information. Businesses would be free to share certain customer information unless customers forbid them to do it. They would not be required to get specific customer permission before sharing sensitive information. Under the bill, consumers do not have the right to sue if their privacy is breached.

DoD Limits Using Wireless Devices Using wireless devices inside military buildings will soon be subject to a new rule, restricting civilian and military personnel's use of cell phones, pagers, and hand-held computers. The rule is being introduced to address concerns that the devices are not secure.

Japan's Efforts to Limit Junk E-mail The Japanese government passed legislation that allows mobile phone users to block incoming e-mail advertising. Advertising messages are now required to include a symbol in the subject line so users can recognize the spam.

British Government to be Fully Online By 2005, the British government has pledged to put all its services online. Currently being tested is a system to provide flood

(see Capitol Message, page 10)

Coming to Cannes

Opening in October in Cannes, France is the The Open Cannes Awards 2002, part of the fall conference of The Open Group, Boundaryless Information Flow: The Role of Open Source. Awards for IT achievement in several categories will be presented at a gala event during the conference.

Speakers include *Jon "Maddog" Hall*,

Executive Director Linux International and *Bruce Perens*, HP's Strategic Advisor on Open Source.



Wednesday, 16 October offers an opportunity to participate in the Boundaryless Information



Flow: Wireless Data Summit. Speakers include *Mark Briers*, Director 3G, Manx

Telecom; *Andrew Fitton*, Chief Executive, Mobitex Operators Association; *Anil Kripalani Sr.*, VP Standards Planning & International Administration, Qualcomm; *Kouji Ohboshi*, Corporate Advisor and former Chairman NTT DoCoMo; *Mikko Riepula*, Managing Director, Wificom Technologies; and *Mike Short*, Mobile Data Association Chairman 

Upcoming Events

- 9-10 September 2002** Instant Messaging Planet Fall 2002 Conference and Expo
San Francisco, CA
- 2-4 October 2002** ISSE (Information Security Solutions Europe) 2002
Disneyland Paris
- 14-18 October 2002** Boundaryless Information Flow: The Role of Open Source
Cannes, France
- 7-8 November 2002** Messaging Forum Anti-Spam and Unified Communications Meeting
Chicago, IL
- 3-7 February 2003** Boundaryless Information Flow: Getting the Right Information to the Right Person
Bay Area, CA

(Capitol Message, continued from page 9)

warning alerts via text messaging.

E-Commerce Law Week

California Mandates Encryption for Social Security

Number Use In an effort to stem the increase of identity theft, California enacted a law requiring encrypting Internet transmission of Social Security Numbers (SSN) and banning private companies from disclosing SSNs. The law is directed at the private sector and does not apply to state or local agencies.

SANS NewsBites

British Tracking Systems

Internet providers in the U.K. are now required to intercept and store electronic communications (e.g., e-mail, Web information) as a method for curbing organized crime and terrorism. The Regulation of Investigatory Powers Act (RIPA) went into effect 1 August. ISPs with less than 10,000 subscribers are exempt.

OECD Publishes Cyber Security Guidelines

For the first time in 10 years, the 30-member inter-governmental organization has updated its cyber security guidelines, newly titled, "Guidelines for the Security of Information Systems and Networks." The principles for computer security emphasize democracy, transparency, privacy, and education.

Washington Technology and PostNewsweek Tech Media

Singapore's E-government

Singapore set 2005 as the year by which all appropriate government services are to be online. The Infocomm Development Authority, a two-year-old department, is responsible for integrating services under one portal and is doing so through the Public Service Infrastructure. The infrastructure will consolidate many commonly used back-end services such as payment gateways and authentication. By the end of 2002, approximately 1,800 e-services are expected to be running.