



# CECUA

**Confederation of European Computer User Associations**

Confédération Européenne des Associations d'Utilisateurs des Technologies de l'Information

**Annual Report**

for

2011

[www.cecua.org](http://www.cecua.org)

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# CECUA Report for the year 2011

## CECUA President's Message

Dear Colleagues,

The Internet seems to be so young but it has already found for itself an unbeatable position in our daily life. Life without internet? No way. Nobody can ignore it any more. No politician at any level, municipal, national and European level can ignore it or joke about it as a nice toy.

CECUA is a member of the European Internet Foundation, short EIF, a group of members of the European Parliament, people from industry and users. EIF's mission is to help provide European political leadership for the development of European multilateral public policies responsive to the political, economic and social challenges of the worldwide digital revolution. CECUA's focus on user issues also includes many political, social and economic issues besides the technological ones. And CECUA has found that those user views are well received by the EIF where CECUA is represented by its Vice President, Mr. Alain Moscovitz. The group meets regularly to discuss various issues concerning the Internet, both present issues and also future issues. And the EIF produced Digital World 2025 report gives an insight and vision for the future to come. This all stakeholders approach is very important as the Internet calls on all sections of society to be involved. The EIF model at the level of European Parliament could be a good example for members of national parliaments and even municipal councils to do something similar to keep up to date on Internet developments. I urge our partners to look at the EIF website, [www.eifonline.org](http://www.eifonline.org)

The use of the internet is broadening and there is practically no field not affected by it in one way or the other. New uses include military applications and Internet wars. Unfortunately also criminality has found the Internet a fruitful ground for various kinds of criminal activity. An example of the latter is Children pornography, something the Commission has been working on how to protect children. Some years ago CECUA was a partner in the SCOFI project developing technologies and processes to protect children from pornography on the Internet. SCOFI was a part of the Save the Children programme by the Commission. Presently CECUA is involved with the Cleanit Projects which is working on Criminality on the Internet on a broader scale. This can not be a national issue, not even an EU issue. It is a global issue. The Cleanit project is an EU project. However, hopefully it will become a global project some day. [www.clienitproject.eu](http://www.clienitproject.eu)

Internet here and Internet there. Who really governs/administers the Internet? Early on people realized that the Internet had to be administered. Somebody had to be responsible for issuing Internet addresses or names. Also people understood that this was a global issue. But who should really do it? The solution was to set up a private company in California USA, ICANN Inc with an international board. However, it soon turned out that administering the internet was a complicated task. ICANN could manage the technical administration but that was the easy part.

What about internet security? What about using the internet for illegal purposes? Who was responsible for investigation and bringing the perpetrators to justice? Definitely not ICANN. Only national governments could do that for crimes committed within their jurisdiction. This sounds easy but most often the crimes are perpetrated not from the jurisdiction the crime actually takes place. That calls for cooperation, not only EU member cooperation, not USA state cooperation. It calls for global cooperation at government level.

To advise ICANN on such issues a Government Advisory Committee GAC was set up with representatives of national governments. CECUA has always been a supporter of the GAC also as a "controller" of ICANN. And thanks to the work of many individuals the number of nations joining the GAC has grown, nations from every corner of the world. And they are actively using the Internet for communication to overcome geographical distances. The cooperation between ICANN and GAC has not always been a dance on roses. But this is all a part of the Internet democratic process.

But the discussion on Internet Governance continued and continues to this day. The World Summit on Information Technology organised by the United Nations was a big step in the right direction. CECUA is an accredited member of the World Wide Forum and has on various occasions presented and articulated user issues.

A follow up setup also organised by the UN is the Internet Governance Forum (IGF) which meets regularly to discuss Internet Governance issues and related issues. It is interesting to recall that at the first meeting the big question was: What is Internet Governance really? About 40 different definitions were presented and to this day it has been difficult to bring it down to one. However, the multi-stakeholder approach taken by the UN has been fruitful by bringing together the different stakeholder for deliberations and discussions. And the spectrum of discussions has been broadened. The theme of the 2011 IGF meeting in Nairobi was: Internet as a catalyst for change: access, development, freedoms and innovation.

Where are we and where are we heading? It just looks like we have seen nothing yet. The internet of things is coming. What does that mean? In short it means the flora of devices attached to the Internet will grow. Not only desktops, laptops, tablets and mobile phones will be able to communicate with the Internet but also household devices like fridges and stoves, windows and doors to name a few. This calls for many Internet addresses. Therefore the transition from ipv4 to ipv6 is important to make sure the address-space is big

enough. The going from ipv4 to ipv6 has been on the agenda for many years but has been very slow in coming. Hopefully, it is ready in time of the internet of all things.

But the concept of the internet of all things is spurring innovation in a least expected areas, the caring of the older.

At the outset of the Internet revolution there was a concern about the generation divide when it comes to using the Internet. The young generation gets ready for Internet in school but the older ones have to manage on its own. The pessimists said that the older ones could not be helped; the only solution was that we only had to wait until they die off. However, statistics show that the older ones are doing remarkably well. Much for communications, emailing and browsing the web. However, applications specifically for the elderly are appearing, applications to make their life both easier and safer. This so-called ambiente assisted living is very important as the people live longer and get older. Those applications include close door, close window, turn off the stove, etc, all issues very important for the safety of the elderly. Also they may not feel as alone with those application to "look after" them.  
[http://ec.europa.eu/information\\_society/digital-agenda/research/ambient assisted living technology.htm](http://ec.europa.eu/information_society/digital-agenda/research/ambient_assisted_living_technology.htm)

Ambiente is not only about technology. It includes a lot of user issues. It is about the use of technology for people in need of support to make their life easier and safer. The ambient apps have a big social dimension, to make the life of older citizens easier and safer and remove some of the feeling of loneliness they suffer from. They also have an economic dimension because no state can afford the round the clock care for elderly citizens. Ambiente supported living offers some relief for both of those dimensions. This is also a tremendous opportunity for IT companies to provide such apps. CECUA would be happy to work with them on the user issues side. Many user issues have been solved but also many remain unsolved. The Internet of things brings with it a multitude of challenging user issues. And CECUA will there ready for participation.

To pursue our course of action we need more human resources to participate in projects and events. We need to maintain the interest and support of our dedicated colleagues and also recruit new ones. If we manage both successfully we will be able to sustain and continue to develop a truly unique organization that CECUA is and also the CECUA Academy.

And I would like to take this opportunity to express my sincere thanks to the CECUA Executive, Board Members, Members and CECUA EIF high level expert Group for their excellent work and continued support.



Dr. Jon Thorhallsson, CECUA President

# **Alain Moscovitz CECUA Vice-President**

## **European Internet Foundation (IEF)**

Alain Moscovitz is the CECUA Vice-President and representative to the European Internet Foundation (IEF), a group of EU parliamentarians, businesses and associations focusing on IT&T issues both present situation and future developments [www.eifonline.org](http://www.eifonline.org) CECUA is a member of EIF and focusing on user issues. Besides attending EIF meetings and discussions in Brussels he has been actively involved in promoting various IT related issues such as Cloud Computing, Big Data and Global IT.

## **Cloud Computing**

Alain Moscovitz led a professional working group on Cloud Computing in France.

Cloud computing is becoming more and more relevant both for business and private users as it opens up many new opportunities in terms of IT infrastructure, user access and also associated costs.

The working group focused on Risks, Protection and Costs in connection with Cloud Computing. This issue will certainly be the subject of many discussions and reflections in the years ahead as Cloud Computing moves more and more to the central stage with users having a large stake.

## **IT Global IT and Big Data**

Alain Moscovitz led a professional working group on IT Service improvement in France.

IT is moving from managed technical aspects and functional projects to a global approach including the global IT life cycle. This means to manage a global approach oriented usages including IT catalog of services, IT cost control with the objectives to get IT viewed as a Service. Data Center organizations have to be reviewed to be compliant with this oriented users approach.

To take the opportunities of big data, it is important to enforce this approach and have a global end to end approach including infrastructure, functional and data.

A conference has been set up in Paris to raise the big data phenomena in a very concrete and pragmatic point of view.

## **How to manage IT critical situation**

Alain Moscowitz, certified auditor CISA and CGEIT, himself a graduate of Ecole de Mines, gave a Executive MBA Level course at Ecole de Mines on IT critical situation and how to manage them. The course covered the most likely IT critical situations to occur, how to identify and solve them. Also covered was how to prevent IT critical situations to happen through internal and external auditing.

The students were mature students from the Executive program at Ecole de Mines.

## **Enterprise / organization agility**

### **IT leverage to manage enterprise and organization change.**

Conferences have been co-organized in France to have a better understanding how to manage agility in enterprises and organization from users prospective, taking into account the different aspects:

- new IT infrastructure, especially virtualization concepts
- cost control and business alignment
- risks and compliance management
- collaborative and social networks opportunities
- new enterprise organization and model – for example “sociocracy”

# **Friedrich Dittmer CECUA Deputy Director, Media and Public Relations**

## **CECUA works with the German Parliament "Internet and Digital Society" Commission of Inquiry and brings user issues to the attention of the Parliament**

Since the financial crisis broke out IT Leaders and Managers have been forced to focus on economical questions rather than on technical development and / or ideas how to proceed. So the nice after work or weekend get-togethers did no longer take place. Since then the exchange between them had to be done by emails or chat and regional and national discussions and exchange of opinions suffered.

Just at the same time the world wide development of the Internet and its applicability for all users increased at an unexpected speed. Consequently social and ethical questions were pushed aside.

However, continuous contact by CECUA President and Staff helped to draw the EU Commission's attention to those issues at highest level. This included also technical and marketing issues.

During this period the Internet was left very much on its own by the Media. The only thing journalists were interested in was massive Scandals or Horror stories. This led to Misunderstandings and Disgust in the Population. Some national parliaments and governments soon realized that through the Internet they could reach potential voters. The political parties and newly established NGOs included many Internet professionals. In 2011, the German parliament, the Bundestag, set up a Commission of Inquiry called "Internet and Digital Society". Here people and organizations could register (CECUA Media and Public Relations did) and present their views through the Internet on topics such as:

- Media literacy - Internet governance - standards and open source,
- Consumer protection, net neutrality - Privacy - Education and Research

CECUA Deputy Director Frederick Dittmer, has been involved in this dialogue from the beginning and has especially focused on subjects such as: net neutrality, Internet Governance and Policy.

As expressed by the German Parliament, not a mass audience was at work but many high quality contributions were submitted. For Parliament, it was valuable experience, and the first recommendations by the Commission of Inquiry were adopted by Parliament without amendment. These activities have continued in 2012 and CECUA Media and Public Relations is ongoing involved and is of the opinion that here is an opportunity to exercise influence at high-level also for those which can not afford a lot of press work.





CECUA is a non-profit user association registered in Brussels

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