



# An introduction to ITSO



This is a quick guide to what ITSO does, how it's structured and how organisations and individuals can become involved. In particular, it looks at what it means to be an ITSO member, how to become a supplier of ITSO compliant equipment, systems and services, and what's needed to operate key processes within an ITSO branded environment.

The guide also provides sources of further information.

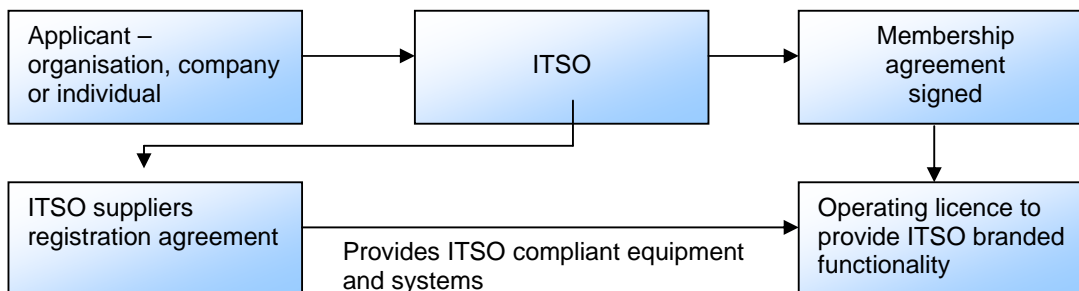
## **ITSO membership, operating licence and suppliers registration agreement**

ITSO is keen to encourage all companies, organisations and individuals with an interest in smartcard technology and the development of the ITSO specification to become a member of ITSO. A broader membership base will ensure that the specification continues as an effective platform for developing successful smartcard solutions.

Becoming a member involves signing a membership agreement and paying the relevant fees. Once a member, an organisation or individual can influence the strategy and operation of ITSO as well as the development of the specification.

ITSO is a non-profit distributing organisation run by its members for the benefit of its members and users of smartcard solutions. All members are protected in that anyone who chooses to provide specific functions within an ITSO branded environment must abide by the same terms of membership and operating regulations (specified in the operating licence).

These terms and regulations are not difficult to meet and are designed to offer members maximum flexibility and protection. Of course, some organisations may just want to provide ITSO compliant equipment and systems for use by members and not want to become members of ITSO. They still need to abide by the ITSO suppliers registration agreement.

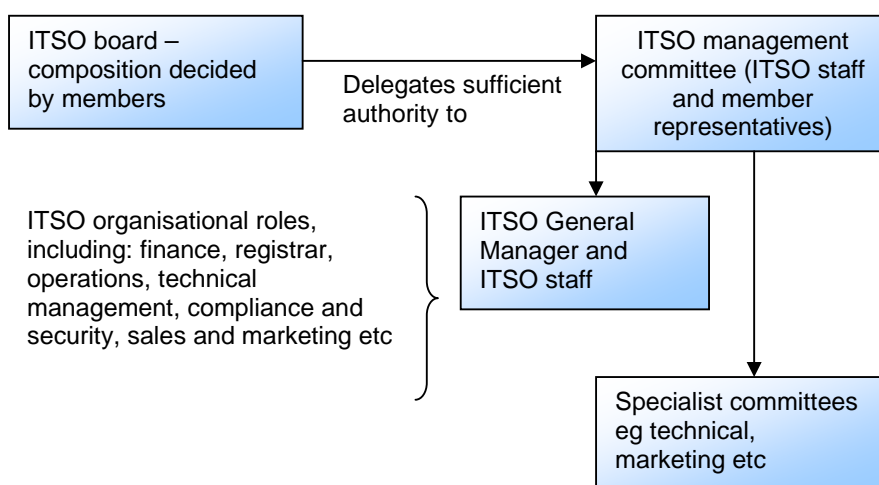


While non-members can't have an ITSO operating licence, all organisations must have an ITSO suppliers registration agreement. This is automatically included with an ITSO operating licence.

## ITSO structure

ITSO is controlled by the ITSO board which consists of member representatives elected in accordance with the articles of association. The organisational roles within ITSO support members and suppliers of ITSO compliant equipment and systems and manage the specification and the ITSO environment. A technical committee reporting to the ITSO management committee (IMC) enables members to become even more involved.

Also, there are member forums where members are encouraged to provide ITSO with feedback and a clearer understanding of their needs in specific market and technology sectors. These forums can also report to the IMC, underlining the fact that members of ITSO can influence the evolution of ITSO at all levels.



## Membership fees

The ITSO board decides membership fees within agreed limits, including the cost of becoming a member and the operating licence fee. To make sure fees are fair and equitable, operating licence fees reflect the scale of a member's operation. The ITSO registrar can provide details on current fees.

## Functional roles within an ITSO branded environment

To preserve the integrity of the ITSO environment, specific functional regulations are included in the operating licence. A single organisation can provide one or more of the functions and the holder of an operating licence can sub-license to other organisations so they can perform the functions.

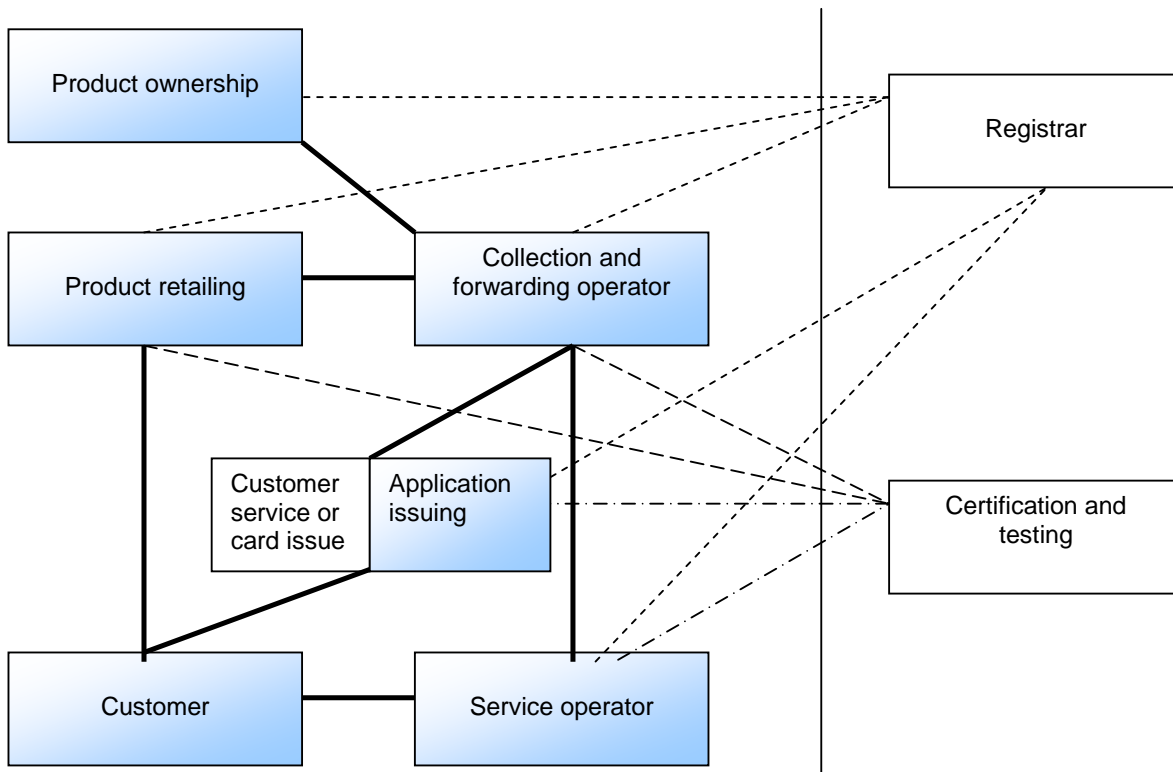
The key functions which ITSO operating licences are needed for are listed below and shown in the following diagram.

Function	Description
Product retailing	Loading ITSO product 'instances' on to cards held by customers
Service operating	An organisation that provides a service by accepting the product represented on the smartcard
Product ownership	Specifies pricing, usage rules, commercial rules at all points where a product instance is sold or used
Collection and forwarding	A collection and forwarding (C&F) operator collects and distributes product usage and revenue data from product retailers and service operators
ITSO application Issuing	An organisation or entity that loads an ITSO application (which may contain ITSO products) on to a smartcard

More detailed explanations of these functions are available on request.

### Functions requiring a members operators licence

### ITSO organisational roles



In this diagram, solid interconnecting lines represent areas where cryptographic keys have to be used. These keys are provided by, or on behalf of, ITSO as part of its

SMS operational service. The ITSO registrar has an important role in issuing these keys once the necessary registration and licence procedures have been completed.

The certification and testing procedures offer members added protection since only ITSO compliant equipment and systems are used to make the transactions.

The ITSO functions have been deliberately set out to mirror those being used in CEN and other international bodies.

## **Other ITSO roles**

ITSO carries out a variety of other roles:

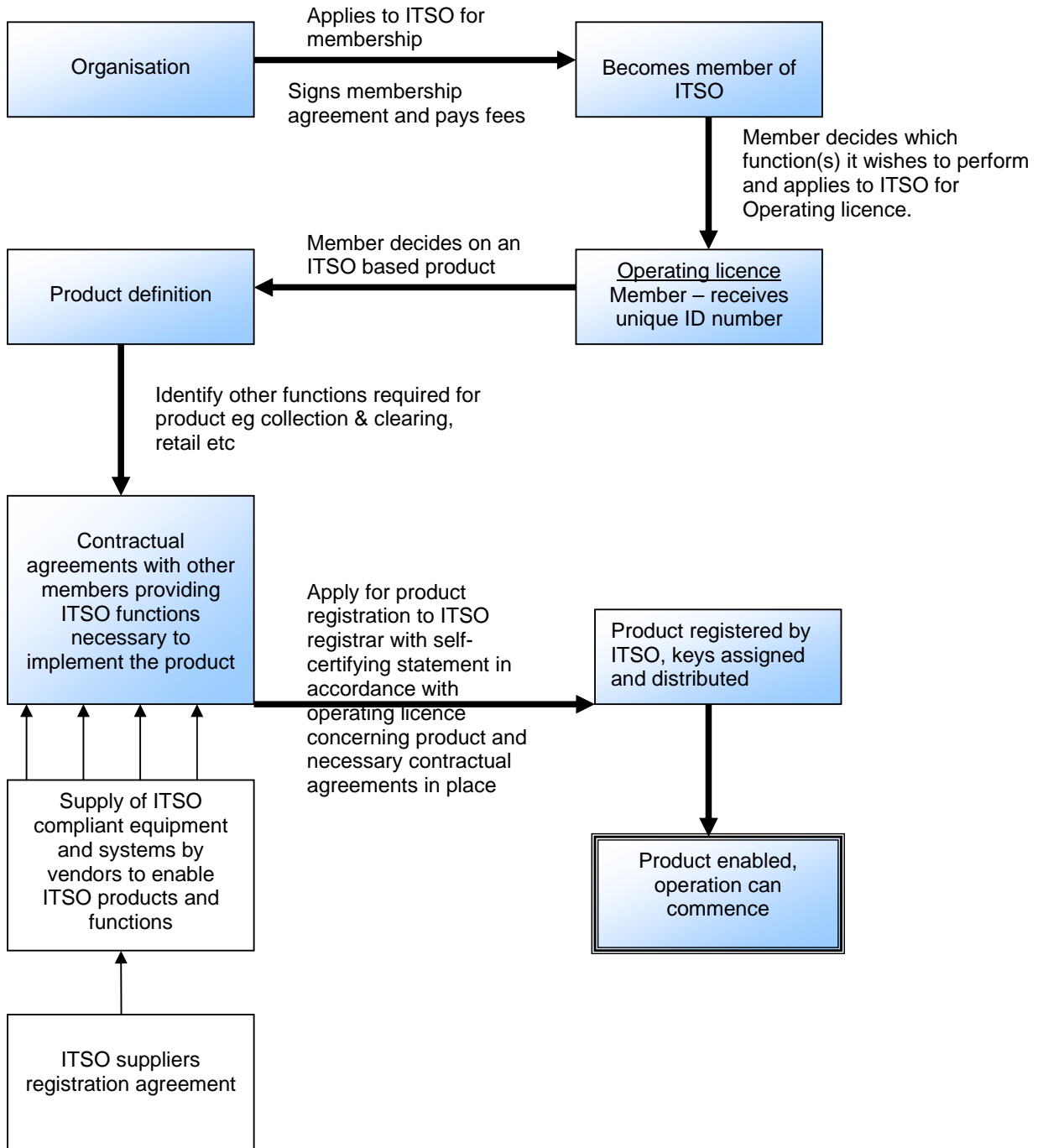
- Compliance management – participating in identifying and assessing risks and having a process to manage those risks
- Security management – a specialist function concerned with technical developments in smartcard technology and how ITSO should respond or take advantage of them
- Financial management – ongoing financial management of ITSO
- Technical management – to represent ITSO in technical matters and provide a specialist interface for members
- Operations management – including various help desks and SMS
- Registrar – central to the management of products, membership and operating licences as well as formal ITSO procedures
- Security management service
- Agreeing, implementing and conforming to service level agreements to provide these roles to members
- Supplier management where ITSO contracts directly with suppliers

As well as the regulations, ITSO also sets out recommended procedures for members in areas where members may need guidance on practice without that practice being a regulation.

The products and services that ITSO offers are defined in the memorandum and articles of association and the ITSO members guides. ITSO is committed to providing them under a quality management system that meets the requirements of BS EN ISO9001:2000

## Typical process for implementing an ITSO smartcard solution

This diagram shows a typical route by which an organisation can provide its customers with ITSO branded products. However, it is not definitive since there will be many variations, depending on the role the member plays.



## Where to find ITSO information

INFORMAL DOCUMENTS	FORMAL DOCUMENTS	SPECIFICATION AND OTHER TECHNICAL DOCUMENTS
<ul style="list-style-type: none"><li>• Newsletters and publicity documents.</li><li>• Introduction to ITSO</li><li>• Web pages</li></ul>	<ul style="list-style-type: none"><li>• ITSO quality manual (including recommended procedures)</li><li>• ITSO Memorandum &amp; articles of association</li><li>• Members guide</li><li>• Members operating licence</li><li>• ITSO suppliers registration agreement</li><li>• NDAs</li></ul>	<ul style="list-style-type: none"><li>• ITSO specification parts 0-10</li><li>• User guides – product handling, card handling etc</li><li>• Implementation templates</li><li>• Technical notes concerning specification clarification and interim specification changes</li><li>• Glossary of definitions</li><li>• Testing documentation</li></ul>