

itsoneews

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ITSO meets new EU Standard

The EU (CEN) has announced that it is adopting a new standard for smartcard ticketing, EN1545.

ITSO has been the active supporter and participant in development of this standard. The ITSO Specification utilises EN1545 and is therefore compliant with any public procurement of transport smartcard schemes. EN1545 describes the data structures for the fields within a ticketing application. CEN is also developing standards for the media to POST interface (IOPTA: Inter Operable Public Transport Application) and back office messaging interfaces (IFM:

Interoperable Fare Management System). ITSO is again committed to supporting this work.

Now EN1545 is a full standard (it was only a draft at the time the ITSO Specification was written), it will be appropriate for ITSO to change the references to EN1545 in the Specification. We will also be checking that the published version of EN1545 is consistent with the documentation that was used in support of the publication of version 2.1 last year.

AILO - The Association of ITSO Licensed Operators Its role and progress in 2005

Formalised in May 2004, AILO enjoys a current membership of some 40 organisations, all of whom are planning or considering membership of ITSO as licensed operators for the purposes of involvement in transport-related smart card schemes.

Primarily therefore an ITSO users' group, AILO has as its main aims the promotion of a closer understanding between its members and ITSO Limited and the ITSO specification, the promotion of product interoperability where appropriate, the sharing of experience in relation to scheme implementations, and the development and publication of Codes of Practice (CoPs) and Guides.

The AILO web site, www.ailo.org.uk, contains public areas that describe its activities, roster of members and forthcoming agendas, and private areas for members only, comprising terms of reference and drafts for CoPs and Guides in process of production.

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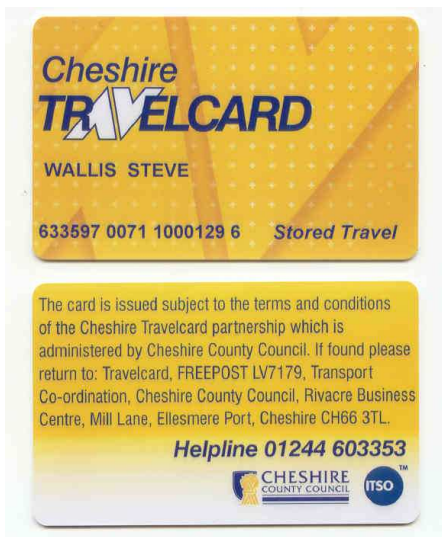
Welcome to the fourth edition of the ITSO newsletter, bringing you up to date news and information on a regular basis.

If you have any news items or features you wish to add please contact Claudette Stephenson at relations@itso.org.uk or telephone the ITSO office on 0121 233 2598.

WWW.ITSO.ORG.UK

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The Cheshire Travelcard designed and produced by ESP Systemx

Scheme suppliers recently showcased their ITSO development on 13th July, at a demonstration in Chester of the award-winning Cheshire County Council Travelcard scheme's progress towards ITSO certification.

The demonstration was hosted by Cheshire County Council and was designed to help maintain the rapid pace of progress on the scheme, as well as increasing awareness and bolstering confidence within the wider ITSO community.

Although isolated elements of the emerging ITSO scheme have already been demonstrated to limited audiences close to the project, this was the first time the full extent of ITSO messaging

ITSO in Cheshire Demonstration Day 13th July 2005

between POSTs (i.e. bus-based ETM's), the HOPS/AMS (host operating system and asset management system) and PERSO POSTs (i.e. card production and encoding) equipment, had been demonstrated. Over 50 invited guests used ITSO-certified Travelcards and made their own transactions, which they could then follow at each stage through the HOPS (AMS) and CMS system.

Travelcard's unique features have already won it the coveted Innovation prize in the Bus Industry Awards. The scheme is partly DfT-funded through the Legacy programme, and looks set to become the first transport smartcard scheme in the country to be ready for ITSO certification.

ITSO

"The successful Cheshire demonstration is an important milestone in the application of the ITSO specification", said Mike Eastham, ITSO General Manager.

"This represents extremely strong progress by all concerned, and getting ITSO on the ground in this way is a huge confidence booster for getting ITSO off the ground".

Cheshire County Council

Helen Mitchell, Travelcard Development Officer at Cheshire County Council, said "This was a critical stage in the development of the Cheshire ITSO scheme, and its success underlines the commitment of the suppliers involved, both to creating the necessary ITSO solutions and to working together to develop ITSO communication between their products.

ACT Ltd

Gary Watts, Managing Director of ACT Ltd: "This successful showcase convincingly demonstrated the capability and integrity of our Full HOPS (AMS) product and integrated Cardholder Management System (CMS), and comes at a time when our HOPS (AMS) product is advancing well through the ITSO testing and certification process.

The demonstration shows that ITSO schemes are now only just around the corner, and we are able to provide the services and support to enable scheme promoters and managers to capitalise on the potential that the adoption of ITSO will undoubtedly release".

ESP Systemx Ltd

Terry Dunn, Managing Director of ESP Systemx, said "Our products are in use by card schemes the world over, and our investment in ITSO certification underlines our confidence in the future of the UK transport smartcard market. We are pleased to be associated with the Cheshire scheme and look forward to its successful ITSO certification."

Almex IS (Höft & Wessel)

Alistair Aitken, Sales Manager of Almex Information Systems said "The OPTIMA ETM successfully demonstrated its potential as an integral component of an ITSO scheme, and is the subject of an intense development programme towards ITSO certification late this year. This demonstration should encourage other transport authorities in the UK who are considering the move to ITSO schemes to follow Cheshire's lead.

AILO - continued from page 1.

All CoPs and Guides are vetted by a specially-convened working group of AILO members and invited specialists. All CoPs and Guides are planned to be completed by January 2006.

In the course of considering Codes of Practice, the challenges of identifying and addressing the important issues of liability and risk have been fully realised and, following an exploratory meeting chaired by the DfT in May 2005, working groups have been established to seek resolution in these areas. This work has, naturally, affected the original deadlines for CoP production.

AILO is also developing a standard glossary of terms for general use, and will shortly publish a practical guide for local authorities that are planning to incorporate ITSO functionality within their citizens' cards.

AILO recognises that many local authorities will shortly be operating citizens' card schemes, and that such cards will benefit citizens if they carry public transport ticketing functionality, both for concessionary and paid travel. All UK local authorities are therefore being contacted with invitations to join AILO and to participate fully in the Association's activities at this critical phase prior to the widespread adoption of the ITSO specification. Membership application information is available on the AILO website, or can be obtained by contacting the AILO secretariat: Smartex Limited on 020 7581 0993 or e: secretariat@ailo.org.uk.



Meet the Team

Claudette Stephenson
External Relations
Manager

Born in Birmingham, Claudette has lived and was schooled in the Birmingham area.

After the birth of her daughter in 1989, she undertook and successfully completed an Institute of Personnel Management (IPM) course at evening classes as well as working a full time job. Having previously worked for various companies in secretarial/administrative roles including the NHS, the Industrial Society, TSB Bank and Prudential, Claudette joined ITSO Ltd in September 2002 as Admin Manager, an extremely challenging role. Incidentally, the day of her interview she received the results of the City and Guilds Radio, Media and Journalism course attended, of which she passed with a credit.

During her time with ITSO Ltd Claudette has since left and returned after having her second child, a baby boy, Rio. She returned to the role of External Relations Manager as ITSO developed. This was a new role for both for Claudette and ITSO and the role should see further development in the areas of the ITSO website, preparation of articles for publication, press releases, internal and external communications and exhibition planning. In addition Claudette will still cover administrative duties in the absence of the Admin Manager.

In addition to raising her two children, Claudette enjoys time to relax and unwind by travelling up and down the country taking weekend breaks, and visiting family further a field in the Caribbean and USA. Also, frequent visits to the gym are a must to 'fight the flab' after childbirth!

What is an Asset Management System (AMS)

The ITSO environment is divided into Customer Media, POSTs and HOPS. Smart Cards are customer media; the POST is the ticket machine, and the HOPS the "back office".

The Back Office function carries out a multitude of activities, one of which is the Asset Management Service, or AMS. The AMS is effectively at the top of the tree and needs to know all the assets, where they are, who is the Licensed Operator responsible for them, which ISAMs are in them, and which products they are entitled to handle.

This is a service many Licensed Operators may wish to sub-contract to a Service Provider (maybe the Local Authority running their concessionary scheme, or to the bus company Owning Group). But being the ultimate arbiter as to which products go where, and for the passing down or deleting of keys, brings with it certain responsibilities. Indeed, AMS operators are the ONLY bodies (other than the

ITSO Registrar) allowed to directly connect to the ITSO Security Management System (ISMS). AMSs are therefore required by ITSO to go through additional checks known as "know-your-customer checks" before they are allowed to connect to the ITSO Security Management Service. Royal Bank of Scotland carry out these checks on behalf of ITSO.

The AMS is responsible for commissioning all new equipment in the field by requesting a set of new security keys for each ISAM from the ISMS. These are normally requested in batches ("Frame Downloads") ITSO also require AMSs to roll product keys once a year to provide additional security.

The AMS is also responsible for managing the various tables and feature of the ISAMs that are in its control and for ensuring that messages that are sent from the SMS are routed on to those ISAMs that it is managing.

Free Local Concessionary Travel increases the risk of fraudulent use.

The Budget announced free local concessionary travel. The introduction of free travel increases the risk of fraudulent use. This may be resolved by using Smartcards.

ITSO, the only national industry specification for the use of smartcards in transportation, provides the necessary functionality in order to allow free concessionary travel. It can also be the only means of enabling interoperability between Local Authority schemes should this be mandated in the future. ITSO plays an important role in bringing together major system providers who can now identify the link between their own systems and that of transport with the added benefits of also:

- being compliant with the European Standard EN1545
- enabling the collection of more accurate data for reimbursement purposes
- eliminating 'tie-in' to original system supplier
- being Crown copyright – available to all

In addition, by implementing smartcards, local authorities move towards achieving their e-Government !

If you are working towards implementing a smart card scheme for your authority and need technical support, please contact Mike Eastham, ITSO General Manager at technology@itso.org.uk

What is Conditional Certification?

ITSO tests all cards, equipment and software intended for use in the ITSO Environment and issues a Certificate before Licensed Operators are authorised to use it. The currently valid certificates are listed on the ITSO web-site, and Operators can verify claims by Suppliers that their equipment is ITSO certified before making any commitments to purchase or use.

The broad categories against which ITSO tests equipment are those found in the Specification: Customer Media Devices (CMD), Point of Service Terminals (POSTs), and Host Operator Processing Systems (HOPS). Normally, equipment and software will be certified for the full functionality of one or other of these categories. However in some circumstances, full functionality may not be either appropriate or necessary: Low Memory Cards can only support a limited IPE set; some HOPS may only provide AMS services; or Personalisation Posts may only load ITSO Shells onto a single specific media. In these circumstances, ITSO provides Conditional Certification.

Conditional Certification still means the specific device or software has passed all its tests satisfactorily; only that the tests have been limited to a specific sub-set of the broad ITSO categories, the specific sub-set of functionality being detailed in an Appendix to the Certificate.

This allows for instance: Licensed Operators to use software elements from a number of Suppliers or Service Providers to cover each of the different HOPS functions. Or for Operators to purchase ETMs (i.e. POSTs) that service only the specific Products their scheme intends to introduce. However it must be remembered that, excluding Perso-POSTs, all POSTs must currently support all Media types in order to guarantee full interoperability of any customer media, anywhere.

Further details of the types of Conditional Certification, and the tests applicable to them, plus details of all current Certificates issued by ITSO can be found on the ITSO web-site.

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