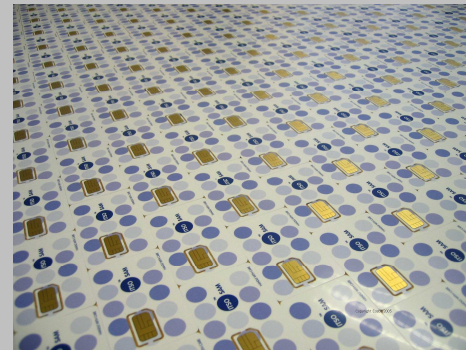


ISAMs roll off the production line

Another major milestone in the history of ITSO has been achieved in September with the production of the 30,000th ITSO Security Application Module or ISAM.

The ISAMs will soon be being delivered to major transport initiatives throughout the UK to provide the foundation for one of the most exciting phases of passenger transport development in the UK.

As a key component of the ITSO environment the ISAM is the advanced device that sits in ticket issuing and accepting machines. Its function is to provide, read and frank ITSO tickets on user smartcards electronically as well as securely storing the transactions for subsequent distribution to the originators of the tickets.



The ISAMs are provided by Ecebs and their Managing Director David Braddock commented: "The 30,000th ISAM being produced is a very significant development in the history of ITSO. When you consider how many buses, gates and electronic ticket machines will now be able to be equipped with these ISAMs, the momentum behind the ITSO development is apparent." He continued: "Moreover, these ISAMs are intended for customers spread geographically throughout the UK so the coverage is not just numerical, but also regional."

Mike Eastham, ITSO General Manager added: "The ISAM is a tremendously powerful piece of technology.

Not only does it facilitate, via the ITSO Specification, the interoperability of a wide variety of smartcard ticketing technologies, it has other attributes as well. The ISAM enables transactions to be conducted extremely quickly and with much higher levels of security. These attributes apply whether the ticket is a small value single transaction or with very large value multiple transaction capability such as a season ticket. The fact that 30,000 ISAMs have now been produced for the UK transport market shows that we are well on our way to providing interoperable smartcard ticketing and all the benefits it will bring to passengers, operators and providers."

ITSO Interoperability Explained

This note explains what is meant by Interoperability in the ITSO Environment. It describes what it is, what it does, and what it means for scheme operators and their customers.

Interoperability Definitions

Interoperability may be defined in more than one way. Interoperability can be defined to mean that:

- a media is accepted for use- between modes of travel; for example Bus and Ferry within one locality. This is often described as intermodal interoperability.
- a media is able to be used interoperably, i.e. is interavailable between localities or distinct geographical locations; for example

Manchester and London.

- products¹ can be used interoperably between different operators in either the same or different locations; for example Virgin Rail and First Group Bus.

The emphasis on all the above is the word "can".

ITSO Interoperability Defined

In terms of the above three definitions of Interoperability ITSO can facilitate all of them.

There is one fundamental requirement for Interoperability in the ITSO Environment. This is that an ITSO Customer Media (or Smart Card) is capable of being used anytime, anyplace anywhere. Again, the emphasis is on capability. This means that a Customer Media may

be used to load products at any participating product loading point, but it can only be loaded with those products that the loading point is allowed to load. (This is standard retailing practice and is no different from visiting Tesco and being unable to purchase Sainsbury's own brand items). In simple terms it means that there has to be a commercial agreement in place between a retailer and a product owner before a customer can purchase a particular product at that location. And, in the ITSO context, the product will then be loaded onto the smart media for subsequent use. A simple non-electronic analogy might be that you have your own personal pre-authorised security marked blank ticket roll in your pocket. You go to a ticket seller, establish that he sells the ticket you wish to buy, and hand over your ticket roll. The seller then imprints it with the ticket that you have just purchased.

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An example is that I can have my customer media issued to me in Leeds. I can then go to Manchester, say, and buy a Manchester only Arriva Travelcard. This will enable me to use my media only in Manchester while and where the product is valid (probably only on Arriva buses – UNLESS Arriva have commercial agreements with other operators for acceptance). What the Arriva Travelcard won't let me do though is go home and use the bus in Leeds (even on Arriva buses in Leeds – unless of course, Arriva Travelcards are accepted nationwide by Arriva). Assuming this is not the case, then I need a product issued by an Arriva authorised Leeds sales outlet for use on Arriva buses in Leeds. So the media may be used anywhere where there is an ITSO authorised product-loading point to purchase products for subsequent use where those products are accepted.

It does not mean, for example, that if I purchase a ticket for use on an Arriva Bus it will automatically be usable on a First Bus. (This can only happen if there is an agreement between First and Arriva for the First Bus to accept the Arriva ticket.)

Put another way, I can only buy a ticket (or product) for use on a specific service from an outlet that has been authorised by the system (as notified by the product owner) buy a ticket (or product) that is available. If I buy the wrong ticket or product then the point of service will not be able to validate the ticket. It will react as though there is no ticket or product on the media.

ITSO requires that all products can be loaded onto all customer media containing an authorised ITSO shell. ITSO does not however have any involvement in where products are retailed or accepted, this is solely within the control of the product owner.

ITSO will not attempt to second-guess how markets will develop, and which Members will agree with each other to promote and accept which products. ITSO's objective is to ensure that the infrastructure exists to enable interoperability and that the infrastructure itself is not an impediment to its implementation.

Clearly, some standardisation of trading practices and some common procedures will be desirable, which is why AILO are seeking to develop various Codes of Practice. Eventually, Members may wish to see some of these mandated. If in due course, that proves to be case, then if its Members agree, ITSO will embody them in its Operating Licences.

To Summarise, ITSO enables interoperability of products between its membership, and strongly encourages it, but does not mandate it. The mandate only states that all types of customer media must be able to be used wherever ITSO is implemented.

In simple terms:

- Customer media may be used anywhere to load product. (But only product permitted to be sold at that location, and onto that media).
- Products are usable only where they are accepted.
- Interoperability does not mean that all products are sold everywhere.
- Interoperability does not mean that all products are accepted everywhere.
- Interoperability does mean that all products that are interoperable are accepted interoperably without hindrance.

ITSO Annual General Meeting

Members are invited to attend the Annual General Meeting of ITSO Limited, which is being held at the Department for Transport, Room H2, Great Minster House, 76 Marsham Street, London SW1E 5DU on 20 October 2005, commencing at 1.00pm

This meeting is followed by a Suppliers meeting at 2.00pm and I2F meeting at 3.00 pm at the same location.

ITSO Limited
Room 122, Centro House,
16 Summer Lane,
Birmingham B19 3SD

T: 0121 233 2598
F: 0121 233 0994

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Watch out for the Special Edition Suppliers Newsletter coming soon devoted to Supplier activity implementing ITSO – one not to be missed!



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News, case studies and opinions on e-government...

Information technology is driving fundamental changes in our society, from how tasks are completed to our expectations for the timeliness and accuracy of their completion. It also offers an element of self-perpetuation – one technology creates a need for another to fill. The pace and scope of technological change has prompted a profound change in the way that the Government approaches its role in society. Since the 1997 creation of the Office of the e-Envoy, e-government has formed a central pillar in the delivery of existing public services and the creation of new ones.

www.justgo.org is a new website seeking to bring the latest developments in e-government to a broad and influential readership. Criticism of e-gov projects is all too common, and Justgo seeks to give a balanced view, with constructive opinion and success stories from across the public sector. We seek to reflect the reality of the e-gov revolution, and as such welcome contributions from readers, be it a news story, a case study or an opinion piece on the state of e-government.

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