

itsoneews

Issue 3 May 2005

The Scottish Executive go 'ITSO'

The Scottish Executive is in the process of establishing a national Citizens' Account to give citizens easier access to public services. A smart card will be one way to access the account. With the new National Concessionary Travel scheme, starting in April 2006, the Executive has taken the opportunity to add an ITSO compliant transport application to the new card.

In order to facilitate this approximately 6,000 new point of sale terminals are required for buses and ferries in Scotland along with associated back office systems and the central ITSO components. Anite and MVA have been appointed by the Scottish Executive to assist in the procurement and implementation of the transport elements of the scheme and the tender process is already well underway with tenders expected to be issued in mid May with the aim of equipment deployment commencing in late summer.

The Scottish Executive has confirmed that the system will be fully ITSO compliant from the outset and has not only joined ITSO as a full member but has also ordered 6,000 ISAMs as part of that commitment. These will be fitted into all the equipment associated with the transport application. Cards issued for the scheme will start in late 2005 with over 1.1 million people being eligible for concessionary travel.

As well as delivering concessionary travel the transport application will also be used to promote the development of integrated ticketing in Scotland, using models such as that pioneered by Sustrans in the OneTicket scheme.

The scheme will also continue to support the successful commercial smart card scheme introduced by Lothian Buses in Edinburgh and allow its migration to ITSO when appropriate to do so.

ISMS interface

ITSO have a reference guide to the ISMS messaging interface required for use by an AMS. This document describes in detail the use of the secure messages generated by the AMS and in return the secure messages generated by the ISMS to individual or groups of ISAMs through the AMS and in both cases the acknowledging all information relayed.

This document is currently in draft format and available to all those who request it and who have exchanged an NDA with ITSO for the receipt of confidential documentation.

A separate document on the use of VPN for these communications will be available shortly.

Welcome to the third edition of the ITSO Newsletter brought to you from ITSO.

This is a regular item to keep all ITSO members and associates updated with key issues. For future issues, any suggestions for topics, news items or features etc., are more than welcome.

Contact **Claudette Stephenson** at relations@itso.org.uk or telephone the ITSO office **0121 233 2598**

www.itso.org.uk

In this edition:

[ITSO Certification and Testing Categories](#)

[How much does ITSO cost?](#)

[New Price List from 1st May 05](#)

[New Pricing for Certification and Testing](#)

[2005/06 Membership Charges](#)

[ITSO becomes a household name!](#)

[FAQs](#)

[Smartcard roll out in Nottinghamshire](#)

[ISMS Interface](#)

[AILO and its' role](#)

[Smartcards have quantifiable environmental benefits](#)

[DfT continue to support ITSO](#)

[Meet The Team](#)



What are the costs of an ITSO scheme?

This is one of our most regularly asked questions and one which does not have a straight answer because it depends on what you want to do and where you are starting from. You need to answer a range of questions;

- **Are you already a member of ITSO?**
If not, you need to join and the fees will depend on the nature and size of your organisation e.g. Supplier or Local Authority
- **What is the scope of the licence you need**
Will you be a Shell (application) owner, a Product (ticket) owner or a Service Operator or a combination of these?
- **Asset Management System. (AMS)**
Will you be using an existing AMS to distribute keys etc or will you be setting up your own? And how many ISAMs will you operate?
- **Products**
How many products will you have?
- **OIDs**
How many players will there be in your scheme? You may wish to uniquely identify each or perhaps only the major players and group the others - OIDs (Operator Identities) are the answer but these need to be bought and registered.

Incidentally - all that may seem like an overhead compared to other smartcard schemes - and it is! But in return you get - Interoperability, Secure data exchange, Guaranteed data quality, Fraud prevention and interchange capability of scheme elements.

Each scheme will have a different answer to these questions so ITSO has provided 2 levels of help;

- **On the ITSO web site you will find a spread sheet that takes you through these questions and calculates the costs for you.**
- **And in the ITSO office there is Martyn Roper (Head of Operations) who can help you through the whole process.**

Frequently Asked Questions

A number of questions have been received pertaining to the ITSO Cost Calculator.

Q: When you are asked for number of IPE's to be registered, is this the number of IPE embodiments or the number of IPE types?

A: You have to provide an embodiment form for each IPE instance. To be more precise it is for each IPA (ITSO Product Account) which will be for each IPE instance of IPE TYP, P-TYP & OID

Q: Where the scheme registers OIDs with four entities as Product Owners and additionally request to register all their commercial products as IPE's, is it necessary to answer for each partner the "Which sector will you belong to" question? and if yes, the subsequent turnover question?

A: You would have to enter each one individually in the appropriate columns and they would require to be ITSO members and hold Operating Licences, as Product Owners which also covers them as a Service Operator.

Q: It has been debated amongst Operators that ITSO's membership costs are too high. Where a Council has to register and own OIDs on behalf of Operators as Service Providers, could the Council then own ITSO products that would be able to be used on their services, therefore not requiring the Operators to be ITSO members. Could the Council also register their commercial products as IPE's, on their behalf, and would these be usable within the scheme, therefore again not requiring them to become ITSO members?

A: The Council could register additional Service Operator and can be issued by the corresponding additional OIDs in their own name which they could distribute to the other Operators at their own discretion. The Council could also register the Commercial Products, but would only be assigned to their own OID as Product Owner who takes full responsibility for all their products.

ITSO Certification and Testing Categories

ITSO has issued a clarification of what ITSO will be certifying in terms of media, equipment or systems categories and what its functionality should be. In general terms, ITSO looks to apply the original 'Martini' criteria of Interoperability: any ticket, any media, any point of service.

ITSO also looks for ease of implementation of new IPEs in the future particularly with respect to avoiding significant upgrade costs in software development. ITSO does however recognise that there will be exceptions and these will be treated on a case by case basis. We would repeat however that these will be specific applications with a permanent future rather than a quick fix now to get something off the ground.

There are three separate categories for which certification is provided:

- **Customer Media Devices (CMDs)**
- **Point of Service Devices (POSTs),**
- **Head Office 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 Media can only support a limited IPE set; some HOPS may only provide AMS services; or Personalisation Posts may only load ITSO Shells to specific media. In these circumstances, ITSO provides Conditional Certification, the limited functionality and testing carried out being defined in an Appendix to the Certificate issued.

In the specific case of CMD, ITSO provide a level of approval below full Certification: CMD Approval. ITSO CMD Approval is designed to give 'comfort' to ITSO schemes who wish to assess and source their CMD from a pre-approved list. It also allows CMD Suppliers to gain approval for their media without the necessity to test against all IPE types and all certified POST devices.

When a media, equipment or system has been Approved or Certified by ITSO, a dated Approval or Certificate is issued to the Supplier with fixed validity. A copy of all valid Approvals and Certificates, and details of the media, equipment or systems to which they relate (including version numbers etc) is available to ITSO Members on the ITSO web site. It is an ITSO Member's Operating License requirement to validate that any media, equipment or software used is ITSO compliant.

Further details of functionality can be found in the ITSO Specification, and the ITSO Test Tools and Scripts are available through the ITSO Certification and Testing Service.

Details of both are available on the ITSO web site:
www.itso.org.uk/members/manuals.asp



The Association of ITSO Licensed Operators (AILO) and its' role

The Association of ITSO Licensed Operators, or AILO, to use its acronym, was formalised in May 2004. This Association evolved from (and replaced) the original ITSO User Group, which had been formed in September 2003. The membership is drawn from organisations which are considering transport-related smartcard schemes, as well as those which are already on the way to being (or are existing) scheme owners. As a result, members include representatives of major bus operators and train operating companies as well as local authorities.



The aim of AILO is fivefold: it exists to promote better understanding between members and ITSO; it allows and encourages useful sharing of experience of scheme implementation; it promotes product interoperability; it enables the agreement and production of Codes of Practice and Guides, where needed to complement the formal ITSO documentation, and, finally, where it is in the interests of its members, AILO can use its influence on other bodies or organisations.

AILO already has some 40 members; much of its work, particularly the direction of work on Codes of Practice and Guides, is delegated to a representative body, the Council, which acts as the executive. Secretarial and technical support is provided to AILO, initially under a contract let by the DfT, which has a close interest in the work undertaken by AILO to complement the ITSO Specification. Currently, Smartex hold this contract and Smart Card Solutions provide the technical support under arrangements made by Smartex.

The first work to be commissioned by AILO is a Code of Practice for the management of hotlists. Hotlists are lists of lost, stolen, or otherwise fraudulent smart cards. These lists will be produced to allow scheme operators to identify such cards and to switch them off electronically when they are presented at a terminal. Clearly, when a growing number of interoperable ITSO schemes exist, the size of the accumulating hotlist is also likely to grow. Electronic ticket machines (ETMs), especially

portable ones, as used by train conductors, or small machines fitted on buses, have limited data capacity. There is, therefore, a need to prioritise the management and transfer of hotlist data to ensure that the lists themselves are at their most effective when they reach an ETM.

At the same time as the Hotlist work was commissioned, AILO recognised that a Guide showing how to set up a scheme would be a useful tool for prospective scheme owners. As a result, this Guide has been commissioned in parallel with the first Code of Practice. Both pieces of work should be available to AILO members by April this year. More Codes of Practice and Guides will follow; the Association has already prioritised those which have been initially recognised as necessary.

AILO as a body maintains close links with ITSO and is continually updated on the progress of the ITSO Specification. At the same time, it acts as a sounding board for the problems experienced by existing non-ITSO scheme owners who are in the process of making their schemes fully compliant with the Specification. The ethos of the group is one of assistance to scheme owners, or prospective scheme owners, especially where the experience of others can avoid repeating earlier mistakes, or show a more effective way to overcome problems.

AILO would welcome membership applications from any bus or train operator, local authority, or group of local authorities, considering the implementation of a transport smartcard scheme.

For contact details, membership application forms and more information, log in to www.ailo.org.uk

Smartcard roll out in Nottinghamshire

Nottinghamshire County Council (NCC) has seen the completion of fully interoperable smartcards, with two independent smart card schemes, three ticket machine suppliers, 54 bus operators and 850 vehicles, covering nearly every bus service in the county. Elaine Chatterton (NCC), Nicola Tidy (NCT) Dave Bennett (NCC) and Peter Johnson of PJ Associates were present at the smartcard launch.

Since September 2002, Nottingham City Transport's (NCT) 350 vehicles along with its Easyrider smartcard scheme and NCC's concessionary fare and student 'freedom' card are now in use. The integration of NCT allows 85,000 passengers to use their freedom cards on NCT.

Cllr Terry Butler, NCC Cabinet Member for the Environment said, "The joining of two independent card schemes on one bus ticketing system is believed to be the only scheme of its kind in existence in Europe which is an achievement I am thrilled with." The Scheme works on ticketing machines provided by Almex, Wayfarer and ERG, proving that interoperability really does work, as anticipated by ITSO.

Currently an 'Invitation to tender' regarding the HOP/SAMS process is underway with the relevant OJEU Notice being posted for expressions of interest. If you are interested in finding out more then you can look it up at www.nottsc.gov.uk

ITSO Foundation Course

ITSO has been made aware of a series of one-day ITSO Foundation Courses that are now available from The Smartcard Group.

We would like to make it clear that this is not an ITSO Ltd sponsored course and that the Smartcard Group is not a member of ITSO. We would also like to add that whilst the course contains significant background information, it is our opinion that delegates may find that the specific ITSO information contained is already in the public domain or can easily be obtained from other sources.

ITSO itself has a number of channels through which you can have your specific questions answered.

- Log on to www.itso.org.uk and use the Open and/or Member Forum pages
- For technical queries email support@itso.org.uk
- For operational information operations@itso.org.uk
- For marketing and general support stoddy@aol.com or relations@itso.org.uk

Some useful other contact details:

Mike Eastham technology@itso.org.uk 07843 211027
John Verity compliance@itso.org.uk 07976 138305
Martyn Roper operations@itso.org.uk 07734 905183
The ITSO office (Edel Harkin) administrator@itso.org.uk 0121 233 2598



Smartcards have quantifiable environmental benefits

Smartcards have been branded 'Super-green'!

London's Oystercard system is saving a huge amount of paper waste and is an environmental asset to the UK, Transport for London (TfL) and Friends of the Earth (FoE) have stated.

More than 100,000 less paper tickets have been sold every day since the smartcard was introduced in May 2003, saving approximately 32 million paper tickets each year.

Recycling campaigner for FoE, Claire Wilton, agreed that the system had been a huge success – environmentally and otherwise. She goes on to say, "London's waste has grown by more than 10% in the last five years, so efforts to reduce it are very welcome. Avoiding the use of paper in tickets means that fewer trees will be felled, helping to preserve wildlife habitats around the world."

New Pricing for Certification & Testing

ITSO members and registered suppliers will have received notification that the ITSO Price List has been increased by 3% with effect from 1st May 2005, which includes the charges associated with Certification & Testing.

To confirm, the existing pricing will be honoured for all the items for which a "slot" for testing has been booked by 1st May 2005 (i.e. the date the slot was booked not the slot date itself).

If you cancel a slot and re-book, then the new charges will apply.

2005/6 Membership Charges

The charges for Membership were reviewed at the 24th February 2005 Board Meeting. It was agreed to increase the charges for the year commencing 1st April 2005 by 3%. This represents an increase just below the latest RPI figure.

The 2005/6 Membership Fees can be downloaded from the Pricing page on the ITSO Website www.itso.org.uk/documents/pricing_0506.pdf

ITSO becomes a household name!

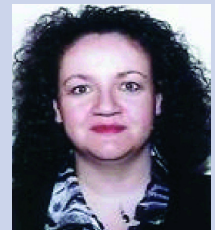
The Exhibitors Fair Guide, a global business-to-business and trade fair directory, based in the United States of America, has somehow received ITSO's registration details and request we enter the company in their Dallas International Gift and Home Accessories Market/Toy Show section of their publication.

Peter Stoddart, Head of ITSO Marketing, received the 1-page leaflet as his home address and said, "we've been known as a lot of things, but at last we have become a household name!"

Meet The Team

Edel Harkin ITSO Administration Manager

Edel has worked for ITSO since September 2003 initially to cover a maternity leave period, then after successfully proving she could do the job she was asked to continue in the role as Admin Manager.



She takes responsibility for administering the ITSO accounts system using SAGE, maintaining membership registration, and minuting Board meetings in addition to ensuring the smooth running of the ITSO head office.

Edel has vast administrative experience gained across many industries, ranging from large multinational organisations to the small and cosy, including Manufacturing, Education and Insurance. Edel also holds a CIPD Personnel and Management qualification.

Born and raised in Birmingham, Edel enjoys visiting her family and friends in Ireland regularly. She enjoys a very social life and is a regular 'cinema goer'. Her other interests also include Yoga classes and a good work out at her local gym.

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

T: 0121 233 2598 F: 0121 233 0994
W: www.itso.org.uk

ITSO Ltd. Registered in England and Wales No. 4115311
© 2005

