



itsone news

www.itso.org.uk

Smart Summer 2008

conferences, exhibitions, events

This summer was rich in smart card conferences.

It all started in May with the **Fully Realising Smart Technology in the Transport Sector** conference in Central London, organised by Transport Times.

The conference was very dynamic, with an array of speakers from all sectors of the industry. It seemed to have picked up the spirit of times: there were no more down-out how-can-we-get-the-smart-card-moving prattles. It was clear that the smart cards have happened (or were just about to happen) in England, Scotland and Wales; however as the question, "What is the future of electronic ticketing in the UK?" loomed, on-going developments in the concessionary travel schemes, ITSO / Oyster interoperability and further development of ticketing technologies continue to be discussed.

Moving On, organised by Benchmark Communications and hosted by Merseytravel, saw the familiar ITSO member suppliers' faces amongst others in the magnificent venue in St. George's Hall, Liverpool in mid June.

Atmosphere provided positive networking and opportunity for delegates and exhibitors to communicate and share experiences, although some raised concerns that Moving On should now evolve and take a different approach. The conference has always been a great forum for the ITSO society, but it now needs to extend its audience and draw in fresh punters.

Contactless Cards and Payments conference took place on 23 – 24 June 2008 at the Copthorne Tara Hotel; the conference was organised by SMI Group with ITSO as a supporter.

This very well organised conference, where high level debate and networking took place, covered topics from contactless technologies in banking to border security and transport.

Those interested in contactless ticketing had an opportunity to attend presentations on Oyster and mobile ticketing technologies, and they might have been left slightly worried about devotion of some speakers to the banks and increase of their stake in ticketing industry.



Exhibition Hall at Moving On

At **Prepaid 08**, an event organised by Clarion Events, which took place at The Brewery in London 23-25 June 2008, there was an opportunity to meet individuals from varying sectors including prepaid cards, corporate payments, public services and transport.

Helen Mitchell of ITSO and ITSO Services took part in the round table discussions related to the future of smart cards for public services in the UK; and an insight into the future of prepaid in Government, addressing points raised relating to the functionalities of ITSO and using the English National Concessionary Travel Scheme as an example.

All in all, so far this year was very different; a lot has been going on in transport ticketing in the UK and there was plenty to discuss. After a few months of intensive implementation the ENCTS has successfully been launched, there has been development on the rail side and another franchise was added to the "ITSO portfolio".

Although eventful, this year hasn't yet answered the big question, "What are the government plans for electronic ticketing in the UK?".

Let's see if Autumn will bring us any smart answers!



ITSO Ltd
252- 260 Quayside Tower
Broad Street
Birmingham B1 2HF
Phone +44 121 634 3700
Fax +44 121 634 3737

Registered in England & Wales 4115311

Supplier Special Interest Group

Former I2F and Supplier Liaison Group have merged into the new Suppliers Special Interest Group (SSIG). The Group is led by three Sector Directors – David Ellis, Tony Emery and Peter Stoddart, at present.

The Group's Constitution reads the following: "SSIG is a natural progression from the successful Supplier Liaison Group and I2F. In creating SSIG the suppliers recognise not only their important role in the continuing development of ITSO, but also their input into a specification and organisation whose role is now to keep apace of the technology rather than the implementation of a specification".

The group is planning to meet every three months. The venue for the meetings will nominally be the ITSO offices but alternative venues will be sought from the membership. First meeting took place on 8 July at DfT offices and was well attended. Topics covered included reports on:

- DfT
- Messaging group
- ISMS performance
- Certification and testing
- Mifare classic security

In addition, it was suggested establishing various task forces and working groups. Amongst these groups, the meeting also established three working sub groups for interested SSIG members:

- WG1 which already exists on the subject of Set addressed messaging which now includes PDC management and supervisory POSTs
- WG2 (new) – list processing
- WG3 (new) – CMD 9 - an updated version of CMD2

All necessary information regarding the meetings and the meeting documents will be regularly uploaded to the Suppliers section of the ITSO web-site.

If you are a Supplier Member and experience difficulties accessing the page, please contact Ryan Lerner at admin@itso.org.uk

NEW MEMBERS



SmartCitizen specialise in the design, implementation and management of smartcard schemes for local authorities. They see smartcards as an important tool in the move towards electronic service delivery, and they believe that properly designed smartcard schemes can reduce costs, improve accessibility and empower the citizen.

SmartCitizen offers local authorities and technology partners a complete service from initial feasibility studies through to card scheme creation and support, including management and hosting where required. They recognise that all local authorities are different, and schemes will only succeed where local requirements are fully understood. They know from experience that dialogue with stakeholders is an essential prerequisite for a successful outcome and that there is no 'one model fits all' solution.

Their staff have a long history of involvement in smartcard schemes in the UK, and were responsible for much of the software development and specification work for the National Smartcard project. They believe that the success of schemes can only be built on well conceived and broadly accepted standards, and are continuing to work with organisations such as ITSO, LASSeO, SCNF and the RNIB to ensure that this work continues.



Founded in 1988 in Hampshire, Euclid is a UK based company which specialises in documents of security – encompassing national ID cards, electoral cards, passports, visas and smart travel passes. Their portfolio spans the design, manufacture & supply of a diverse range of supporting products and software, as well as the provision of a bureau facility to provide their customers with an outsourced service for data capture ("live" or from Application Forms), data cleansing, ID card manufacture, ITSO smart card encoding and direct mail fulfilment to individual applicants.

For a medium sized company, (30 employees) Euclid has impressive experience in government national ID cards projects - and they can list almost 60 installations worldwide (including UK Home Office) covering ID cards, electoral cards, passports, visa or driving license programmes – either as prime contractor or listed subcontractor.

continued...

Disclaimer – All company information provided by new members constitutes solely the views expressed/provided by themselves and do not impact or coincide with any ITSO activities. Views are merely to educate the reader about their own products/services, and ITSO does not endorse or guarantee any information provided by its members.

MEMBERS' NEWS

N-tegrity at Prepaid Conference 2008

Prepaid was a very well attended event, with a large cross section of Transport Operators, Consultants, Mobile Networks and of course Banking. The seminars and in particular the round table discussions that followed hosted by the speakers were most enlightening and the messages being delivered were quite clear across the individual sectors discussed.

Prepaid cards

With prepaid cards, of those out there and about to launch a card in the coming months the message was that clearly more work needed to be done in the creation of support services to construct more stable revenue streams other than those presently made from just banking micropayments charges. Many seem to want to miss the opportunity to incorporate these services such as mobile banking, purchasing loyalty/gifting and of course transport. The introduction of a stable underlying revenue stream will allow card operators to forgo the basic banking charges making a Prepaid card far more attractive and usable to the cardholder whilst allowing them to manage their "disposable" income more carefully, enjoying multiple services including payment for transport and the card being used as a ticket whilst leaving their "banking account" to administer everyday banking such as bill payments.

Transport

Probably the most interesting subject that was brought up and created the most debate was that of the seminar given by Paul Korczak of MTA New York City Transit and their success implementing a "Touch in Touch out" contactless MasterCard payment system. Many delegates from the transport sector were keen to learn about the advantages and increased revenue NY City earned from its roll out. At the roundtable that followed, a quite lively debate ensued within the context of the Prepaid conference on how the integration of ITSO, its commercialisation will work alongside other similar contactless payment open and closed loop schemes in the possible near future, should consideration be made toward their adoption, given the success of NYC Transit.

Review courtesy of ITSO member, N-tegrity Limited



continued from previous page...

This area of operation covers both hardware and software, spanning automated document scanning through to ID cards print and finishing, as well as magnetic stripe encoding of driving licenses, encoding of smartcards and ePassports etc. This year alone Euclid is installing into government ID projects in Kosovo, Camerouns, New York, Malta, Rwanda and the Caribbean.

Euclid is the largest ENCTS pass provider after the DfT's framework supplier. In the 10 weeks from February to early April 2008 they manufactured and fulfilled over 1.5 million passes to 101 TCAs. Ongoing, they are able to receive data from clients and send out cards to their concessionaires on a daily turnaround. Euclid's ENCTS pass, based upon their successful and proven Integra™, is a world class offering, far superior to the traditional D2T2 technology used by many suppliers and any attempt at fraudulent change to an acceptable level is impossible.

With a client base that includes many 'blue chip' names, and with installations in government projects in several locations around the world, Euclid is well placed to feature as a leading force in the expanding market for all those who require smart ID cards.

ITSO Licensed Operator Group

The first meeting of the new ITSO Licensed Operator Group has been scheduled for September. Communication is an integral part of the ITSO remit, and the Licensed Operator Group's aim is to provide a platform between ITSO Licensed Operators to discuss topical issues, such as hot listing and fraud, and to provide opportunities for problem solving and improved dialogue between Operators and ITSO.

The Business Development team will be in contact with arrangements for Licensed Operators shortly.

For further information contact business@itso.org.uk

Expanding the Use of Transport Smartcards: Latest Developments and Future Potential 10 September 2008, London

The introduction of the English Concessionary Travel Scheme in April 2008 has provided a significant boost to the use of Smartcards on public transport. This will be increased further in 2010 when London Oyster cards incorporate ITSO.

This conference is aimed at local authorities and transport operators helping them to understand the opportunities provided by the technology both now and in the future and to share best practice in scheme implementation.

Key issues to be discussed:

- Boosting the use of Smartcards through the Concessionary Travel Scheme
- Preparing for all cards to meet a standard ITSO specification from 2010
- An operator's view on Smartcards and the roll out of concessionary passes on cards
- Plans for the use of Smartcards at the 2012 Olympics
- Use Smartcards to cover local service
- Producing and managing local Smartcard schemes
- Smartcards for cashless payment
- Making the use of cashless Smartcards viable for smaller retailers
- Enhancing card security
- The latest developments in Smartcard technology

Confirmed Speakers:

Vincent Paliczka Director of Environment, Culture and Communities **Bracknell Forest Borough Council**
Speaker from Local Authority Smartcards Standards e-Organisation (LASSeO)

Dr John Gill OBE Chief Scientist **RNIB**

Neil Scales OBE Chief Executive and Director General **Merseytravel** and Chair **ITSO**

Jeremy Acklam Business Development Director **Trainline**

Kevin Farquharson Managing Director **Smartran Ltd**

Mick Davies Chairman **Local Authority Smartcards Standards e-Organisation (LASSeO)**

Wendy Reddington Smartcard Project Manager **Bolton Council**

A conference brochure, including further details and speakers is available at:

http://www.thewaterfront.co.uk/conferences/conf_calendar_transport_smartcards.php

Prices can be found at: http://www.thewaterfront.co.uk/conferences/online_booking.php

To take advantage of this special discount, 15% discount off the registration fee to all ITSO members, please register by sending an e-mail to silvanafabbrini@thewaterfront.co.uk giving the following details:

- **Conference title**
- **Your name, job title and contact details (including postal address and phone number)**
- **Confirm that you are an ITSO member and quote AL4529ITSO**

You will be sent confirmation of your place by return along with an invoice.

Organised by:



a Freshwater UK company