



Trusted eBusiness Services in Social Housing (Trusted@Work4Homes)

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Focus of the project

Trusted@ Work4Homes is investigating four classes of electronic business process in European Social Housing:

- eAccess
- eCare
- eWork
- eGovernment



Security requirements

Each class of business process handles messages using

- different types of data, which potentially require
- different security techniques

Relevant legislation

- Data Protection Directive
- Digital Signature Directive
- Distance Selling Directive
- Human Rights legislation
- Telecommunications Directive (privacy)
- National implementing laws (various)
- National laws creating additional needs

Are our processes regulated?

- eAccess

- Defined processes involved sending out name, address, telephone no. etc.
- e.g. for cooperative management of heat, light and power costs
- Proposed methods of connection included eMail and wireless



Are our processes regulated?

- eCare
 - Alerts were to be sent to tenants via devices such as a set top box
 - Vital signs were to be monitored
 - Healthcare specialists were to coordinate their actions using the service
 - Medical information was to be exchanged



Are our processes regulated?

- eWork

- Tenant personal data was to be captured
- Contracts were to be formed as digital documents
- Contracts seemed to be “at a distance”
- Reporting of civil/criminal activity was to be possible
- Staff were to use pads & wireless data



Are our processes regulated?

- eGovernment

- Information on income subsidy was be exchanged with government agencies
- Some governments impose specific conditions for recognizing their digital signatures
- Government agencies insist upon certain security mechanisms and techniques



An initial shopping list

- French Carte de Santé
- European qualified signature and certificate
- Encryption of all links
- Encryption of eMail
- Tablet-based signature mechanisms
- Access control and encryption (healthcare)

Intermediate Summary

- Modifying services to comply with regulation threatened great complexity
- Cost-benefit has to be re-examined
- Common EU approach problematic where regulation is not consistent
- Uncertainty remains, despite many studies, about both the law and methods of implementation of the law

Management concerns

- Where can we get the additional products and services?
- What will all this cost?
- How can such complex services be delivered successfully to tenants? (level of education, infirm, elderly)
- Who will pay?

Business analysis

- Have we described the processes correctly?
- Have we translated requirements correctly?
- Can we modify the processes to remove unnecessary complexity?
- Can we reduce the incidence of personal information without reducing value?



eCare

- Misunderstandings about processes were discovered
- Process information proved largely generic and the few personal components not essential
- Medical information as carried by health practitioner systems proved to be outside the scope of the service

eAccess

- There are many instances in which personal data can be removed from the service without reducing the quality or the benefits
- The process model is currently pushed rather than pulled, and changes to process promise to reduce security requirements



eAccess

Staff taking computer equipment onto tenant premises will need to follow **guidelines on both staff and equipment identification**, by physical and procedural means, or tenants are expected in future lose their current level of trust and confidence in the services

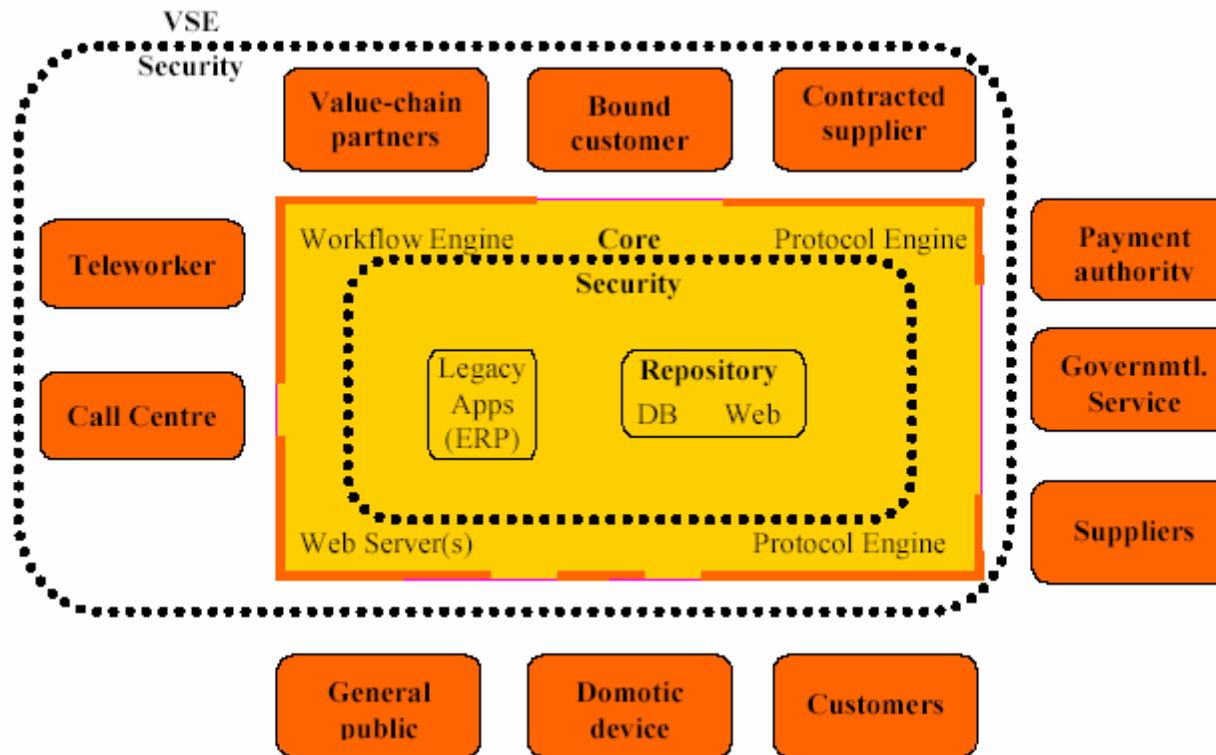
eWork

- The timing of making contracts in the overarching business process was reviewed
- In some cases signatures were collected at points where no contractual liability arose
- In other cases alternative ways of organizing the process removed difficult technical requirements

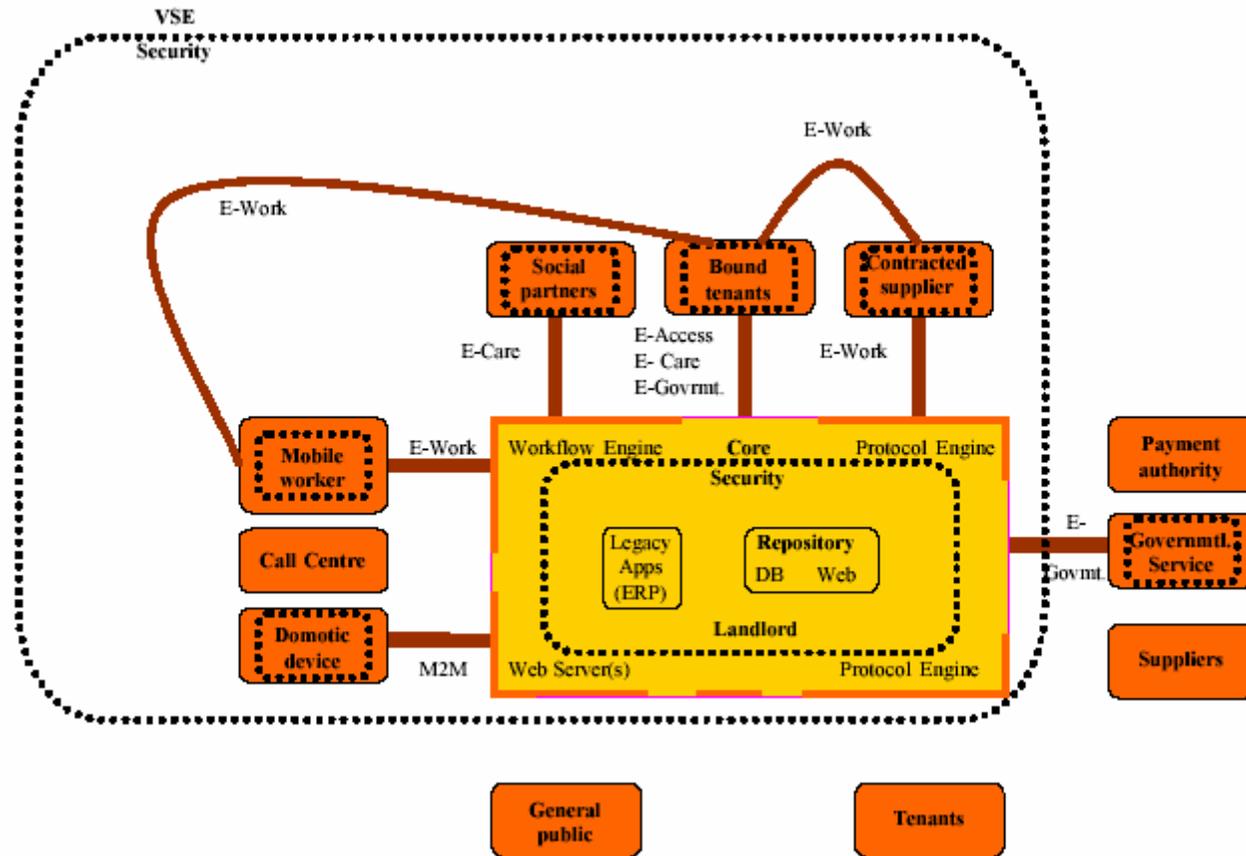
eWork

- Staff do not need to make use of the qualified signature / certificate to make contractual commitments
- An internal system can be implemented
- Capturing graphical signatures on tablet devices may be included to increase security and acceptance

Generic VSE Architecture



Architecture - eWork





eGovernment

- Requirements of different governments require further clarification
- Trans-EU consistency rated unlikely in the near future
- Local service solutions proceeding complying with internal state requirements
- However, government units still have difficulty in providing final requirements

Service overview

Partner	Application	Application area			Security layer (partners)	
		eAccess			VSE	
			eWork			External
				eGovernment		
				eCare		
Le Toit Angevin						
	FAQ (Frequently Asked Questions)	x	x		x	
	Technical complaints		x		x	
	Incivilities (civil and criminal complaints)		x		x	
Moulins Habitat						
	Complaints Management	x	x		x	
	Tracking and Tracing Access for Tenants	x			x	
Collegram and Moulins Habitat						
	The e-DUC (electronic file of coordination)		x		x	x
	Online information and alerts	x			x	x
	Medico-social directory service	x				x
NIHE						
	Property maintenance		x		x	
Nassauische Heimstätte						
	Tenant access portal	x	x			x
	Public housing office co-ordination for tenant change			x		x
	Digital property check report		x		x	
STADT UND LAND						
	Digital Apartment Check Report		x		x	x
Volkswohnung						
	Metering Device setup and operation		x ¹		x	
	Tenant Consumption Portal	x			x	
Note: ¹ A support to eWork, not really eWork						



Conclusions

- The worst is over – business process proposals have been refined and are now stable
- Management has been properly involved to complement technical thinking and provide a clear business perspective

Conclusions

- Security requirements still remain
- Process additions are required to comply
- Changes to processes and procedures needed in the area of physical controls
- Trusted@Work4Homes services now expected to inspire trust and confidence in all user groups - landlords, tenants and government



THANK YOU

for your attention

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