CECUA

Confederation of European Computer User Associations

Confédération Européenne des Associations d´Utilisateurs des Technologies de l´Information

Annual Report

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www.cecua.org

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Dear friends and colleagues,

One year is gone and the Internet revolution moves on. It is interesting to compare the Internet revolution with the Industrial Revolution of the 19th century. There are similarities but also differences.

The industrial revolution in the nineteenth century brought people together on a new scale. The railways made it possible for people to travel over large distances in a speedy and convenient manner. That is what people wanted. The Internet has done much the same only on a much much larger scale. As a matter of fact it has brought together the whole world and created what some people call the global village. However, there is difference between the railways and the internet. The railways bring people physically together, the Internet does it virtually. With the Internet we live in a physical world and also a virtual world. And new generations seem to be adapting well to this new double environment. As a matter of fact they seem to thrive in it. And many of the older generations are also doing it.

The industrial revolution has brought us much more than railways. Cars and airplanes to mention a few. We can fly around the world in few days and even drive around the world in few weeks. We are never left alone. We can stay in touch wherever we are thanks to the Internet. In airports and railway stations people are busy with their laptops, tablets and smartphones. Still they have to stop when they board the plane but not for long. But there are still many challenges involved, in particular security and personal freedom. Working on those user issues still needs lots of attention and CECUA will continue to follow developments and participate where its experience and know how are needed. There still remains lots of work to be done.

As an example CECUA works with the German Parliament "Internet and Digital Society" Commission of Inquiry and bringing user issues to the attention of the Parliament. This work has been led by Friedrich Dittmer, CECUA Deputy Director, Media and Public Relations. The internet is no longer a privilege of the technologists. The politics is coming on board for a stay. Only working together will we shape the global village into something for everybody to experience and enjoy.

The EIF, European Internet Foundation, is in many ways a unique organization. It provides a platform for European Parliamentarians to meet with industry and users to discuss issues related to Information Technology, present and future developments, from several points of view. The number of members has been on the rise, both parliamentarians and from industry. CECUA is the only user

organization member. It is a challenge for CECUA with its limited resources to present the user point of view. CECUA vice-president Alain Moscowitz has done a good job presenting CECUA at the EIF where he is valued and respected. Unfortunately, in 2012 he was involved in a serious automobile accident and is still recovering from that accident. We wish him speedy recovery.

EIF is promoting an on-going discussion on the importance and development of the digital revolution and including all stakeholders, European Parliament, European Commission, Member state Parliaments and Governments, industry and users/citizens to name a few.
"Where will the digital revolution have taken Europe and the rest of the world 15 years from now? Few would deny the futility of trying to accurately predict what the world will look like in 2025 - let alone the "digital" world. With its special report, Digital World 2025 EIF challenges European political leaders and policy-makers to put Europe's place in the digital world of 2025 at the center of their preoccupations and priorities today."
Among the members of the EIF CECUA is the only user organization therefore taking on special role of a user/citizen/customer advocate. The CECUA High Level Expert group also commented on the draft Digital 2025 report focusing on user/citizen/customer issues. For full report visit the CECUA website www.cecua.eu   or the EIF website https://www.eifonline.org/component/content/article/25-brochure-documents/15-the-digital-world-in-2025.html

The report is now being revised and extended to 2030 and CECUA is participating in that project.

To pursue our course of action we need more human resources to participate in projects and events. We need to maintain the interest and support of our dedicated colleagues and also recruit new ones.   If we manage both successfully we will be able to sustain and continue to develop a truly unique organization that CECUA is and also the CECUA Academy.

And I would like to take this opportunity to express my sincere thanks to the CECUA Executive, Board Members, Members and CECUA EIF high level expert Group for their excellent work and continued support.

Dr. Jon Thorhallsson, CECUA President

Report from France

In France, CECUA has continued the works as initialized in 2011, mainly focusing on 4 items:

- Skills in IT: current skills as required in the market and trends as it could be seen regarding the IT evolution

Regarding the current underemployment situation, IT seems to be one of the key domain which is continuing to recruit. Nevertheless, Technologies change very quickly. Therefore, there is a necessity to anticipate the IT evolution as far as we can and to adapt an agility approach to allow people to change of jobs and improve their skills, online with the market requirement. This approach is right for people working in IT as professional but also for users and end users who have to find the right usages of the available technologies. Regarding anticipating the IT evolution the work on the EIF Digital 2025 report and its extension to 2030 is will provide an important input to the process. It involves a lot of user issues.

- Cloud computing

Information technologies are moving a lot. Cloud computing means:

  o a technology based on virtualization and agility
  o an Information Technology based in the fact that some IT functionalities could be powered in an industrialized scale for example by Google, Salesforce, …

Therefore, this new approach raises a lot of questions and user issues as for example: security, applicable laws, responsibility, data management, etc.

- Big Data, including open data and personal data issues

Computing and storage are moving quickly. The costs of ownership are decreasing. The volume of data is growing exponentially. All these available data could be refined and used. It is one of the key challenges of the big data concept. Public Administrations use a lot of data. Let use this data could be open some potential of market and also some utilities to the citizens. Open data concept is the use of all this data for free. In the same time, all this systems compute personal data. On an user prospective, the right to be forgotten, the property of these data and more generally

personal data issues are more and more tricky in the new e-world paradigm. This involves both private users and commercial users.

- IT governance including security

In relationships with the other associations involved in IT governance (AFAI/ISACA, …) in France, works have been continued in this very difficult field. The technologies are moving on and governance/security should be taken into account at all the stages to prevent risks and try to mitigate them as far we can.

Due to the very serious accident of Alain Moscowitz, all the goals have not be reached in this year. It should be better in 2014.

Report from Germany

Also in 2012 CECUA continued the work with the German Parliament "Internet and Digital Society" Commission of Inquiry bringing user issues to the attention of the Parliament.

For the Parliament, it was valuable experience, and the first recommendations by the Commission of Inquiry were adopted by the Parliament without amendment. These activities have continued and CECUA Media and Public Relations was ongoing involved and is of the opinion that here is an opportunity to exercise influence at high-level.

Every year the German Ministry of Economy and Technology organizes a top level Conference for discussion of the following themes:

Intelligent Networks

Mobile Security

Digital Economy in Germany

This Conference provides a good opportunity to call attention to User Issues.

Many Groups are represented at this popular Conference and CECUA Media has arranged to be present at the 2013 Conference.

Friedrich Dittmer

Media and Public Relations

CECUA is a non-profit user association registered in Brussels

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