Director's report 2015
Didier Carré Vice-President Extraordinaire

European Internet Forum

During 2015, the European Internet Forum has organized almost every month one dinner and one breakfast debates on various topics related to Information & Communication Technologies. All the contents are available on eifonline.org web site in the section "past events". The recording and videos, which usually are kept as short as possible, are reachable via the biography link of each speaker. Short summaries of the events to which, I've attended are given later below.

Board Members Election

The main event related to CECUA at EIF in 2015 has been the board members election in the first quarter 2015. The Board consists on a maximum of 8 persons elected by the General Assembly (GA) upon proposal by the group of Business Members and on a maximum of 6 persons elected by the GA upon proposal by the group of the Associate Members. The mandate of a Board member being 3 years, the term of the newly elected Board members will be expiring on 24/03/2018. Mandates can be renewed (consecutively) only once.

The Associate Group Board elected members were:
- Anne Bergman-Tahon : FEP (Federation of European Publishers)
- Margot Dor : ETSI (European Télécommunications Standards Institute)
- Monique Goyens : BEUC (Bureau Européen des Unions de Consommateurs = European Consumer organisation)
- Nicola Frank : EBU (European Broadcast Union) Professional association of national broadcasters that negotiates and advocates for interests of public broadcasters in Europe.
- Alain Moscowitz: CECUA

As I replaced Alain, not available due to health troubles, at the EIF I was candidate for CECUA as the only candidate for the Civil Society representing users, Monique Goyens has decided not to renew her application for the election.

The election process is as follows:

1. Call for nominations by email: Each EIF Member is invited to nominate 1 or more Member representatives as candidates for the Board elections for their respective group
2. Selection of candidates by constituency by email: Each EIF Member is invited to vote for the candidates on their respective group's Board members list. Each company / association can cast 1 vote.
3. Vote by the Membership by email: The lists of selected Business and Associate Board members is submitted to the vote by the Membership (including Political Members, Business and Associate Members). Again, each company / association can cast 1 vote.
4. Confirmation of election outcome and final appointment at the General Assembly

Considering what was stated that in the EIF email announcing the election: "An appropriate balance between various industry sectors and interests when selecting candidates for the Board [had to] be

considered.", the results have been very disappointing with the election of the following Board members for the Associate group:

- James Waterworth : CCIA, a non-profit membership organization for a wide range of companies in the computer, Internet, information technology, and telecommunications industries, represented by their senior executives (representing Business in USA with a branch in Brussels)
- John Higgins : DIGITALEUROPE, representing the digital technology industry in Europe (representing Business in Europe with participation US majors such as Microsoft, Sony, HP…)
- Nicola Frank : EBU, active member, representing broadcasting organisations whose countries are within the European Broadcasting Area, as defined by the International Telecommunication Union, or are members of the Council of Europe (representing Business in Europe)
- Siada El Ramey : EDiMA, the European trade association representing online platforms. (representing Business in Europe with participation of the main US firms such as Google, Apple, Facebook, Amazon, eBay, Netflix…)
- Margot Dor : ETSI, the European Telecommunications Standards Institute, produces globally-applicable standards for Information and Communications Technologies (ICT), including fixed, mobile, radio, converged, broadcast and internet technologies. (Users are claimed to represented among other stakeholders) (Standards organisation with essentially Business but some of the acronyms may hide citizens…)

No associations representing the Civil Society have replaced BEUC and CECUA. A letter has been sent by our president to EIF to raise this issue of un-balanced board. The solutions proposed by CECUA have been refused. Therefore, CECUA has not been invited at the steering committee: The Steering Committee MEPs agreed that the seat for external personalities should be assigned only to an individual in a personal capacity – as set by EIF Statutes – and not to an organisation. Criteria for the External Personalities in the Steering Committee are provided for in article 22.1 of the Statutes, as follows: "such personalities shall be able to significantly contribute to the EIF or to the objectives of the EIF. Membership of the Steering Committee is strictly on a personal basis. For the avoidance of doubt, external personalities can also be Honorary Members of the EIF. When considering whether or not to invite an External Personality to join the Steering Committee, the Steering Committee shall be careful to take account of any potential conflict of interest."

At meeting organized by EIF, we have also suggested to grouping their members in colleges as other multi stakeholders associations ensuring the representativity of the governance. The Institut de la Route, la Rue et des Infrastructures de Mobilité (IDRRIM) is for example organizing its 105 members in five colleges:

- A: Public authorities
- B: Contractors & Suppliers
- C: Public & Private engineering
- D: Partner associations
- E: Public & private Research and Education

The maximum numbers of seats in the board are allocated per college: A&B: 15, C: 10, D&E: 5

It's Strategic Council, which is the equivalent of EIF's Steering Committee, is composed of the Board members and at least one member of each College.

For EIF, the colleges could be as follows (the maximum of seats at the board framework remaining basically unchanged):

- Members of European Parliament
- Business members (as it is today) (8 seats)
- ICT related associations (2 seats)
- Content providers associations (2 seats)
- Civil Society associations (Users, citizens, consumers) (2 seats)

We believed that there is no need to change the Statutes as the § 15.2 appears sufficiently broad to handle the colleges which can be defined in the by-laws: "15.2 Elections. The members of the Board of Management shall be elected by the General Assembly from the lists of candidates submitted to the General Assembly by the Effective Members. The constituency of the Business Members and the constituency of Associate Members shall each provide a list to the General Assembly. The majority of the members of the Board of Management shall consist of candidates proposed by the Business Members."

These proposals have been made during the only meeting to which the CECUA has been invited to address this issue. No follow up has been made so far.

Debates

The EIF debates organised have started in 2015 by a speech by **Andrus Ansip, European Commission Vice-President in charge of Digital Single Market on 20/01/2016**. In the context following the Charlie Hebdo terrorist attack, VP Ansip has insisted on the need for protection of free speech on Internet. He, then stressed the must of trust on the web as pre requisite together with connexion to the use of

Internet. On this basis can be accomplished his main task: The Digital Single Market (DSM) with a vision of digital era where goods, people and capital can move freely over Internet with fair competition whatever the location. So far too many barriers leaving are still unexploited potential. Obstacles are to be removed as in the physical market. He listed three main problems: irritating roaming charges, inconsistency of telecom member states regulation and internet neutrality which should be protected by law to keep freedom of expression and entrepreneurship.

MEP Michal Boni introduced the debate on **m-Health on 21/01/2016**, which is attaining is critical mass with operational technologies with a better balance between user's expectations and availability of effective services. A debate is needed to ensure data privacy. Key technologies are now available: sensors, meaningful data sets and big data, connectivity and security. The Wellness applications and device have dominating tele-care with already positive effect: qualified self-rise awareness as demonstrated by the analysis of Withings connected weighing device. Doctors are beginning to use them: there are cheaper than the tele-care systems. There are legal risk slowing down the movement. According to Constance Colin, Standing Committee of European Doctors, this technological evolution offers potential benefit for health for better quality of life and care for patient who is empowered and is more engaged in the treatments and better life style. Communication is improved in general with better access of data by health professional and in particular for remote areas although face-to-face is still needed. On the side, risks have to be addressed such as the legal gap between regulated medical devices and unregulated wellness systems. The Health app should be at least assessed by doctors such as in the Netherlands or even

better certified. Sensitive health data have to be protected and in the case of big data, confidentiality has to be preserved.

MEP Vicky Ford had chaired the **Digital Single Market: Barriers to e-Commerce Dinner Debate on 24/03/2015**. With a 'home market' of over 500 million consumers, e-commerce is a major pillar of the success of the Digital Single Market to create growth and jobs in Europe. However, today 14% of all EU enterprises are selling on-line to their domestic market and only 6% to other EU countries. On the EU customers' side, 50% shopped online in 2014 from sellers located in the same country but there were only 15% buying from another EU Member State. Jörgen Bödmar, CEO & Founder of Scandinavian Design Centre; President of EMOTA has stressed the VAT difference and complexity between the 28 MS has one of the main hurdles. Oliver Prothmann, Founder of the Initiative Choice in ecommerce has launched a Petition to remove suppliers' restriction on e-commerce, which should be treated as off line business. One year later, Adidas stopped discrimination but not so much more has be done since then. Clare Josa, Co-founder EUVatAction Campaign has mentioned that 27 % SME block their EU sales because of VAT difference, platforms fees and disconnection from customers when they have no just stopped doing business. Paul Alfing, Authentication and e-payments requirements: Balanced and harmonized rules on Internet authentication and e-payments to remove barriers for cross-border e-commerce, Commerce Europe has emphasized the need to Trust of payment. Finally, Ursula Pachl, Deputy Director General, BEUC has insisted on the Consumer trust, the need of Enforcement and Redress, Unfair business practice (geo blocking, copyright price discrimination).

MEP Marietje Schaakehas chaired the **Export of dual use technologies breakfast debate on 25/03/2015**. Technologies can empower people, strengthen democratisation and promote and protect human rights. However, technology can also be used to repress people and to violate human rights. Reports show that European companies play a central role in the proliferation of dangerous surveillance and intrusion technologies around the world. These technologies have in the past been exported all over the world almost freely and research has shown that they have often been used to violate human rights and digital freedoms. Not only are these technologies detrimental to human rights, they also pose a significant threat to European strategic interests and our digital infrastructure. The EU and the member states are finally slowly waking up to the dangers and problems surrounding the unregulated export of dangerous technologies and the export control list has recently been adapted which makes it harder to export certain technologies. However, we are still waiting for an urgently needed comprehensive proposal from the Commission for an update of the export control policy to make it more coherent, more centralised and more effective. At the same time, it is crucial to make sure that the right products are controlled, so that we do not hamper exchange of information, research or prevent the export of technologies which could actually protect human rights. We need a smart implementation of export control policies to make sure that we can safeguard human rights and digital freedoms and protect our own strategic interests.

Günther Oettinger, EU Commissioner for Digital Economy and Society has been invited to share his views on the « Digital Union » at **the 15 years anniversary celebration of the European Internet Forum on 24/06/2015**. He started by acknowledging the digitalisation of the world. He stressed though that Europe could play a more creative role in this revolution and the still limited e-commerce across European borders. The on-going Digital Single Market priority of the EU

Commission is not only related to the economy. DSM is also a harmonisation of the privacy and data protection rules within the EU and removal of barriers such as country related copyright and commercial geo-blocking. Industry 4.0 or Smart factories and Digital skills are also priorities for the EU Commission. He recognised the role of the European Internet Forum to combine Public and Private sectors to support the accelerating digitalisation of Europe by allowing European ICT dreams to come true.

MEP Julie Ward has use the opportunity of the **EIF European Year for Development / ICT and Developing Countries on 24/06/2015** to evidence the role of ICT in the development across the world. Several examples have been presented such as the clever addressing system developed by what3words allowing the 4 Billion not having a postal address. Roberto Ridolfi, Director, Sustainable Growth and Development, DG DEVCO, European Commission has listed two challenges: lack of awareness and/skills regarding ICTs in some of the partner countries, lack of critical infrastructure. ICT is a very powerful tool to bridge gaps such gender inequality. The EU strategic response is using the horizontality of ICT, which have to be integrated in the infrastructures project: building roads for passengers, goods and digital traffic. The Private and Public sector have to collaborate combining development objective with legitimate business targets. Roberto Ridolfi proposed for example to extend the mobile banking to mobile loans to fuel the creativity. Last but not least, he insisted on ensuring the sustainability of cities. During this event, EIF has launched its ICT and Development booklet.

MEP Pilar del Castillo has welcomed the **Digital Transformation of Europe's industry and enterprises on 13/10/2015** by underlined the ICT needed for competitiveness and productivity. "Industrie 4.0", "Usine du Future", "Smart Industry", "High Value Manufacturing" and "Fabbrica Intell igente" are just a few of the 20 initiatives that exist around Europe to use advanced ICT to transform Europe's industrial heritage and future. If correctly implemented, this fourth revolution holds huge p otential for European businesses and consumers. However, there is a risk that all these national initi atives are fragmented and therefore the potential will not be fully exploited. Antti Peltomäki, Deputy Director General DG GROW, European Commission has observed that only 2 % of the European industry is making full use of digital use and 40 % are not using of ICT. He committed the European Commission to be ambitious and encourage industrial investment in ICT. Carsten Rossbach, Senior Partner, Roland Berger has ^resented a study carried out with the German federation of industry: more than 60 % have not already assessed digital impact nor understood its effect. Alessandro Curioni, Vice President for Research, IBM Europe explained that "internet of things" is industry 4.0 and a unique opportunity for Europe supported by IBM. For Hubertus von Roenne, Vice President of Global Industry Practices, BT Global Services, the biggest challenge is handling of data: Each company needs a Chief Data Officer to assess the use of private data which diluted in the industrial data.

Hosted by MEP Michal Boni, the **World Standards Day: standards and interoperability in the DSM debate breakfast on 14/10/2015** has emphasizes the essential role of standards in increasing interoperability, supporting (steering) the development of new technologies and ultimately in boosting competitiveness. This vision is currently being specified in a Priority ICT Standards Plan that the European Commission plans to release later in 2015. The "digital economy" means that ICT - in addition to being a sector in itself - is transversal to all industry sectors and this impacts on standardization: its nature, perimeter, the way standards are made and by whom, the processes. In addition, the DSM communication induces questions relating to the role of policy makers in the equation, the dynamics between standards/policy making and regulation and how to get the optimum combination to support a fully functional digital single market both from a user's and industrial competiveness perspective. Kerstin Jorna, Director, Single Market Policy, Regulation and Implementation, Directorate General Internal Market, Industry, Entrepreneurship and SMEs, DG GROW European Commission has insisted on large effort undertaken in Europe for Standard (1 BEUR cost of standardisation per year) and has acknowledge Europe as centre of excellence in making standards. The main effort regarding ICT has to be made on smart cities, connected cars and on the blurred limits between product and services. Luis Romero, Director General, ETSI stressed the DSM need for: "faster alone, further together". Stefane Mouille, Vice President, Eurosmart (European association of global providers of security solution) concluded by saying that MEP attention should focus on usage but not on technical issues. Margarida Abecasis, Head of ISA Unit, DG DIGIT European Commission ask for improvement with more multi-disciplinary and cross sectors. As conclusion, negotiation and cooperation within legal framework are needed to ensure link between legislation standardisation, standardisation needs promotion involving small business so they understand the value of standard, a real framework for real inter-operability is need for the DSM.

World Summit of Information Society in Geneva and creation of ISIDIS

Prof. Dr. Jon Thorhallsson and Didier Carré have represented CECUA during the WSIS 2015 forum organized by the International Telecommunication Union in Geneva from 25 to 29/05/2015. The WSIS Forum 2015 represents the world's largest annual gathering of the 'ICT for development' community. The WSIS Forum, co-organized by ITU, UNESCO, UNDP and UNCTAD, in close collaboration with all WSIS Action Line Facilitators/Co-Facilitators (UNDESA, FAO, UNEP, WHO, UN Women, WIPO, WFP, ILO, WMO, UN, ITC, UPU, UNODC, UNICEF and UN Regional Commissions) has proven to be an efficient mechanism for coordination of multi-stakeholder implementation activities, information exchange, creation of knowledge, sharing of best practices and continues to provide assistance in developing multi-stakeholder and public/private partnerships to advance development goals. This forum will provide structured opportunities to network, learn and participate in multi-stakeholder discussions and consultations on WSIS implementation.

The CECUA presentation after a brief description of its activity, has listed the major issues such as security where users, consumers and citizens are very important stakeholders. According to our definition, those three groups, although overlapping, have different interests. Those three groups are not after technology as such. Rather they are after functionality and what good use they can make of it? The Bill of Rights for Citizens in the Global Information Society was presented to which three additional principles have proposed:

1. "Best of effort" means guarantees that every internet-provider will do his best to let the data flow run as efficiently as possible.

2. "Innovation without permission" means every participant is able to be creative without the explicit permission of someone else or any bureaucratic organization.
3. "End to end" principle concludes that every net cell is able to communicate with every other net cell.

The themes of Global Communication with real time translation and others issues such has Internet of Things, Big Data and Smart Cities have been commented. In conclusion, The CECUA President has explained that the Information Society has 3 main stakeholders: users-consumers-citizens, enterprises and public authorities. Each stakeholder has its own needs and views on this society. Only if they all manage to work together in harmony respecting each other needs and visions will we reap the benefits of the Information Society.

The session was organized by Semantis presenting ISIDIS (Initiative for Social Innovation & Development) platform gathered the founding members of the platform:

- CECUA
- EUROLINC
- LE MONDE DES POSSIBLES
- PARKINSON IN MOTION
- SIBIU2020.

"ICT led by Social Innovation and Development must pave the way for a common future where dignity, responsibility, equal rights and justice are values shared by all in a world of peace and solidarity"

The ISIDIS Memorandum of Understand has been signed under the high patronage of the International Telecommunication Union.

Forum de la Langue Française

Semantis has jointly organized the workshop #8 on "Technology for the quality and diversity of the education" held 21/07/2015 during the Forum Mondial de la Langue Française in Liège (Belgium) from 20 to 23/07/2015. During this session, best practices have been exchanged on the use of new technologies to promote the digital expression of intangible cultural heritage and the Balkans and the Caucasus, and to improve skills in reading and mathematics for primary school children in Senegal.

In addition, on 21/07/2015 afternoon at the Monde des Possibles in Liège, an open consultation meeting has been organized on new initiatives to be taken under Sémantis and Isidis Partnership at the United Nations.

CECUA, via my contribution, has been represented to Semantis and continued to work closely in partnership with Semantis and the different contributors.

Other activities in France

Member of the organisation committee and recently nominated General Secretary of the Institut G9+, vice president of Club Mines Informatique, I contribute to the development of ICT use in France. We have co-organized more than 30 conferences in 2015. These exchanges and reflections based on

practical and concrete examples help provide food for thought. Topics such as Security, Trust, Smart Cities, Digital Identity, Health, Human Resources in the digital society were extensive on 2015.

I have been in involved particularly in the following events:

09/06/2015	Big data and connected objects, technological and anthropological revolution with Gilles Babinet
21/05/2015	SigFox Wireless: Twitter of things? With Ludovic Le Moan
04/15/2015	COP21 - Climate & Sustainability Issues 2.0
08/04/2015	Co-design the connected city: Citizens, Politicians, and Businesses with the former minister André Santini
04/01/2015	Towards an internet citizen in Europe? The choice is yours! with Louis Pouzin

Director's report 2015
Dr Bruno Vogel Director Technology

Digital future

In 2013 and 2014 CECUA contributed to the EIF-report on our digital future 2030 and published some follow-up considerations (see www.cecua.eu, publications, October 2014). In 2015 CECUA has continued the monitoring of this important issue. Special attention was given to speech recognition and translation, to security and to smart home issues (see www.cecua.eu, publications).
Digital future is a key issue that needs further improved awareness of many stakeholders. Therefore, CECUA will continue related work.

Security and data protection

With regard to security users, consumers and citizens have very important interests. CECUA is a voice of these groups. From there, security is a top user issue and strongly supported by CECUA. Without security there will be no digital market, another user issue. Therefore, there was a lot of prioritized work on this extremely complex and complicated issue. In 2015 there has been special focus on ENISA and ECSM (see below). Of course, the general topic and its further development have been considered also. Issues for the 2016 work program have been defined.

ENISA and European Cyber Security Month (ECSM)

As explained above security is a very important issue for CECUA. Therefore, CECUA looks at the work of the related institution of the European Union (ENISA - European Union Agency for Network and Information Security) and participates in European activities.

Following some informal contact CECUA submitted an application for membership to the 'Permanent Stakeholders Group' of ENISA and was appointed in February 2015 to the reserve list of this important group. In 2015 there was further relevant cooperation with ENISA, a lot of direct contact with high-level persons and an agreement on further cooperation in 2016. In this way cooperation with ENISA will stay on the agenda of CECUA.

The European Cyber Security Month (ECSM) 2015 was an EU advocacy campaign that promotes cyber security among citizens and advocates for change in the perception of cyber-threats, by promoting data and information security, education, sharing of good practices and competitions. CECUA was happy to be ECSM Partner 2015 and helped to spread the ECSM Message: STOP. THINK. CONNECT (see related reports on www.cecua.eu, publications).

Dr. Bruno Vogel presented CECUA views at the ECSM Kick-off in Brussels to a high-level audience. The presentation highlighted strategic key questions. Cyber security is vital for our digital future, but what about the user? Is he sufficiently involved? Who cares about him? The key message was: Digital Future and cybersecurity are vital and basic subjects, where the user/consumer/citizen plays a crucial role. But there are many other players at work and the issues also have their own tremendous dynamics and internal laws. Future-oriented and pragmatic action is required for getting the

avalanche as manageable as possible. Many aspects must be considered. To close our eyes is the worst way. (view presentation on www.cecua.eu, publications)

Website

For CECUA its own website is a basic platform. In 2015 an improved regular maintenance has been implemented. Further efforts aimed at editorial improvements and the related mailing list.

Since May 2015 there has been a monthly editorial or key publication. In December 2015 a first guest editorial was published. This will be continued in 2016.

Publications covered a broad range of issues, in particular
- 2 presentations of CECUA at European conferences in Geneva and Brussels
- a current hacker issue
- European openness of the Internet
- Cyber Security Month and related activities of CECUA
- strategic considerations on cyber security
- innovative considerations on user education (guest editorial)
- internet governance and the role of ICANN
- speech recognition and real time translation.

Director's report 2015
Friedrich Dittmer Director Media and Public Relations

As always the first event for Annual Report for me is starting in the last days of the year before because of that most important and comprehensive event of the CCC in Hamburg which is happening during those days. Looking at that overwhelming schedule https://events.ccc.de/congress/2014/Fahrplan/schedule/0.html it is an imaginable event and one is only able to participate at a few of the presentations. Below you find what I expected to be important and followed them very interested and with much personal contribution at discussions.

Schedule from 31. Chaos Communication Congress in Hamburg

27.12.14 18:30 lecture: Mobile self-defense
We introduce and demonstrate new attack scenarios — hybrids between local and interconnect abuse —intercept and decryption of 3G traffic.

28.12.14 14:00 Security Analysis of Estonia's Internet Voting System
Estonia is the only country in the world that relies on Internet voting. This makes the security of Estonia's Internet voting system of interest to technologists and citizens the world over.

29.12.14 11:30 Freedom in your computer and in the net
For freedom in your own computer, the software must be free.
For freedom on the internet, we must organize against
surveillance, censorship, SaaSS and the war against sharing.

30.12.14 17:15 Security Nightmares
What has changed in IT security within the last year?

The whole last quarter of year 2014 and the first quarter of 2015 was mainly marked by my work on content and design of the BoR. By all exertions which are made it has to be realized that the „Bill of Rights for Citizens in the Global Information Society "will never have a conclusive version. So it needs continuously to be adapted to user's needs. I also participated in the outcome of „Bill of Rights on October 17th, 2014 in Liege "for the German version.

Orientation on and participating in the development and molding of the European Information Society is possible and has to be followed by using the internet and its contact groups also for the sake and development of CECUA. This was done within the most time of the year for the protecting of digital freedom by keeping contact till e. g. the EDRi-Gram (European Digital Rights, an association of civil and human rights organizations from across Europe with office in Brussels).

Main interesting and supported items have e. g. been;

EDRi joins the Document Freedom Day   March 2015

Digital Single Market: A missed opportunity May 2015

Social Media Platform™: "Removal of contents necessary for user safety" June 2015

European Commission will "monitor" existing EU data retention laws   July 2015

And some more the year 2015 through in continuation of 2016

These external activities have been constantly supplemented by the internal coordination within CECUA, intern between the President and the officers and Directors mutually. Since the President with stringency has paved the way for CECUA as a virtual association there was much progress in reaching the mutually appointed goals. This surely would not be possible if the President would not at least once a year come to meet the officers and Directors of CECUA to preserve the existing confidence. This happened to me and my work in the last month of 2015 and was in this respect a perfect conclusion of 2015.