Challenges for SMEs in
Information Governance, Security
and Privacy

Dr. Paris Kokorotsikos

Euroconsultants S.A.

What is the current status of Information Governance ? (Greece)

- Financial Information
  - **Tax Related Information (electronic)**
  - **Credit Assesment Information (electronic)**
  - **Stock Market (semi electronic)**
  - **Social Security (semi electronic)**

- Regulatory
  - **Chamber of Commerce related Information**
  - **Company registry**
  - **Controlled Products**

- Other Information
  - **Professional Associations**
  - **Intellectual Property Rights**

What are the main inhibitors for SME involvement ?

- Access and Knowledge to technology? (No)
  - **Current Access to Internet**
  - **Staff skill set**
- Lack of significant Infrastructure (Yes)
  - **Standards and Practices**
  - **Govermental and Institutional support**
- Lack of existing business applications

Drivers for Change

- The need for enchanced market efficiency
- An SME friendly policy for the eERA
- The advent of low wage competitors
- The diversification of Europe's backbone
- Innovation and continuous improvement drivers
- Recent financial crisis underlines the need of a highly sophisticated regulation

A perfect example: public e-procurement

- Public procurement a strong player in the European market (i.e. healthcare, defense etc) 16% EU combined GDP (2002)
- Strong SME involvement
- A robust SEEM case
- Increased market efficiency
- Business process improvement provides shield to European quality & standards
- A sound business justification for change
- Strong innovation driver

Requirements for SME frictionless involvement in e-Procurement

- Technology
  - **Interoperable across business sectors, countries within the EU**
  - **Cost effective**
  - **Compliant with current business and legal practices**
- Process
  - **SME centric**
  - **Backwards compatible & Future Proof**
  - **Utilising current institutions (chambers of commerce, tax authorities) in a higly interoperable manner**

An interesting proposal for Interoperable Trust

- Based on Global Trust Center guidelines

- Trust Enabled eProcurement system

- The function of an eProcurement system, DTS enabled, with the existence Independent 3rd party Witnesses, using Digital Identities and operated with a common legal framework matching between the physical and digital worlds.

Features 1

- Establishment of the fundamental values of legality, integrity, accountability, security and privacy.

- Ability to prove the existence and accountabilities, of the Procuring Organisation by verification and references.

- Ability to prove the existence and accountabilities, of the Supplying Organisations by verification and references, enabling interoperability at National, pan-European & International supplier levels.

- Ability to confirm the individuals involved were authorised and empowered by their organisations to carry out their auctions by supporting verification & references.

- Assurance of the integrity of the information – the ability to detect and prove the content of the information has not been changed throughout any of the procurement process without due approval or consent.

Features 2

- Assurance of the integrity of process – that the agreed process has been followed and all activities took place in the correct order.

- Assurance of the integrity of the organisation and individual – that only recognised, empowered and authorised individuals within the organisations have been engaged in the process.

- Assurance to the suppliers and providers that all procurement processes are fair, transparent and non-discriminatory.

- The ability to enhance the protection of Intellectual Property, other Rights and sensitivity of the information.

- The ability to enhance the protection of the reputations of the organisation and individuals.

- Support in non-repudiation incidents or disputes

Conclusions

- Public eProcurement is a major enablement for SME and procurement

- Information Governance along with security and privacy are major prerequisites for eprocurement

- Policy and Technology solutions are in place

- … so it is time of getting things done starting from the top

Thank You!