

Part B – Accompanying Measures: Description of scientific/technological objectives and work-plan

INFORMATION SOCIETIES TECHNOLOGY (IST) PROGRAMME



Proposal full title

C@pucine:

**Citizen to Administration accompanying measures
and thematic network for
a secure and trustworthy smart card system**

Proposal acronym

C@pucine

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B3 Objectives

The C@pucine project is the result of a work-plan defined within **Trailblazer 10** of the **e-Europe initiative (e-Government)**. Its aim is to organise a **thematic network** of social and administrative organisations and to **conduct studies** in order to define the needs and requirements of citizens and families in terms of **Consumer to Administration (CtoA)** applications, with the involvement of **digital cities** and of the IT industry.

The family, in its widest sense, is one of the fundamental matrices of citizenship and the **basic economic and social unit through which European projects linked to the e-society will eventually be implemented**. Each European program develops a vertical view. The family is the place where a horizontal view of all applications can be and has to be developed. Therefore family associations could become the **testing ground** of many European programs aimed at developing the European electronic society. This is why this project will bring together the digital cities and industry members of TB10 with the European network of family associations. One of the ultimate aims of this project is to empower the citizen so that he can really protect what is being done with her/his personal data and regulate the information flows which concern these data.

Consequently, C@pucine will focus on the organisation and animation of a network of players for which the common objectives will be the development of CtoA initiatives and applications at the European level, first by defining the requirements of CtoA applications and then by developing the specifications of a prototype.

For such a thematic network to function efficiently a number of studies must be conducted so that the family associations can actually serve as a testing ground for other European projects. That is why, even though it is usually recommended to separate Accompanying Measures projects from Thematic Networks projects, we propose that a certain number of studies be included in this project. The thematic network is the best venue for conducting the planned studies as it brings together all required actors: representatives of the basic social units of the citizens, users of CtoA applications, the local governments who will provide these services and the IT industry which will develop and implement products and services in this area.

This project will enable the setting up of a **Citizen Smart Card system** with the following objectives:

- To simplify, facilitate and entrust procedures and relations between citizens and administrations and other public authorities.
- To define a low cost and user-friendly smartcard-based authentication system which will enable any individual or family of the European Union to access various applications through the Internet.
- To protect privacy.
- To develop social programmes based on this online authentication system.
- To investigate the feasibility of setting up a system which will generate financial resources that will help fight social exclusion.

With the use of new Information and Communication Technologies, the C@pucine

project will indeed facilitate personalised access to information for all citizens and families, improve relations between citizens and administrations (governmental departments, ministries, social bodies, regional and city administrations, other public authorities, etc...), and provide additional support to local and central Government initiatives concerning the poorest citizens and families.

The project will promote the use of a **common** card holder authentication module developed in another european initiative, the **Smart.IS** programme (**NAME** module). The authentication system which is being developed will answer current citizen demands in terms of private life protection and access to Internet applications for all.

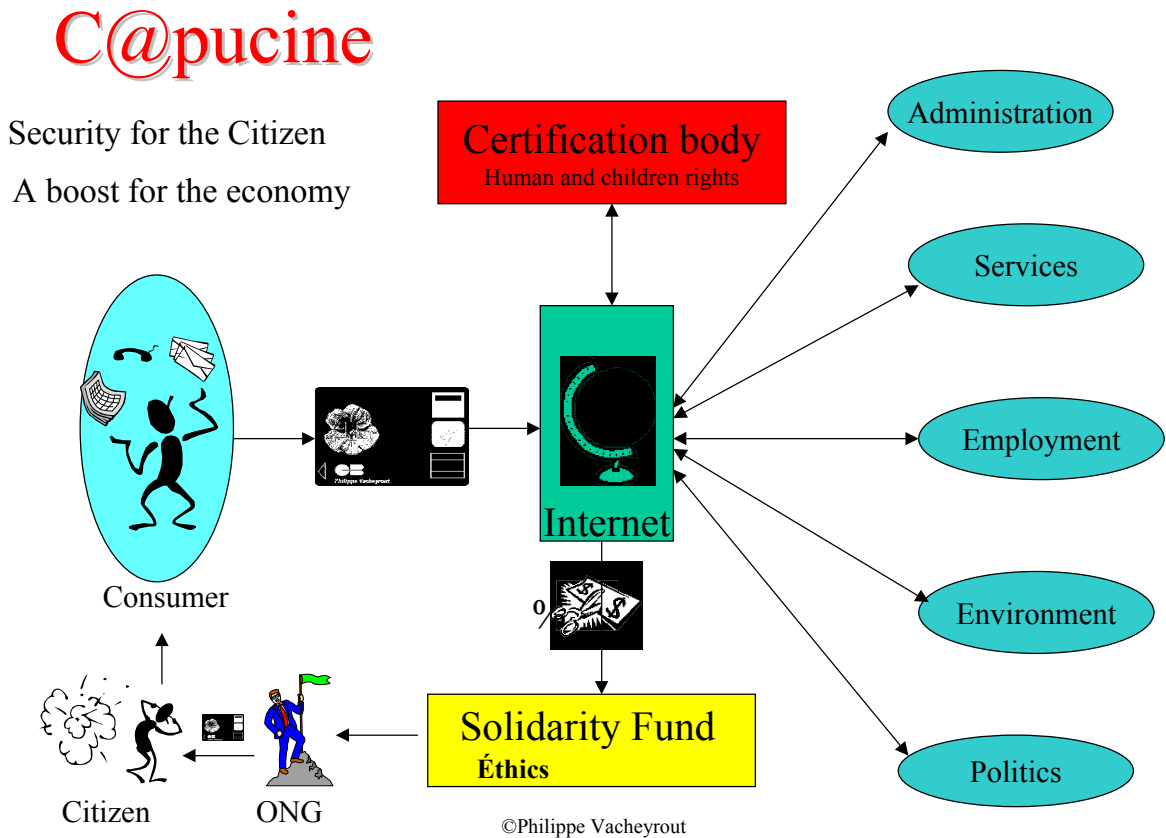
The objectives of this authentication system are as follows:

- To enable and promote the acces to Internet for all, in a generalised and personalised manner:
 - The C@pucine smart card will be available to any citizen, regardless of his/her social position.
 - It will reinforce the citizen rights on the Internet thanks to the certification it will provide.
- To secure the exchange of personal data via a certification and authentication system which will use smart card technologies as well as encryption and network securisation techniques (PKI, security protocols, electronic signature and so forth).
 - This system will ensure confidentiality of personal data on the Internet and on electronic networks.
 - It will structure and ease Family/School/Societies relations via these networks.
 - It will secure the information flows between citizens and administrations and public authorities.
 - It will enable the development of new services for the Family.
- To generate financial resources to fight against social exclusion, as one of the ideas to be checked by C@pucine is to automatically allocate part of money amounts generated by the Internet transaction processed with the C@pucine smart card, to a Solidarity Fund.
 - For each payment made with C@pucine, a percentage of the transaction can automatically by deducted from the transaction, on a basis negotiated with both public authorities and suppliers.
 - The money collected will be allocated to a solidarity fund which will help finance the buying by the poorest families via NGO's and through the use of a C@pucine smart card.
 - A third party certification process will ensure that the operation and process are ethical. In France it will work under the control of the CNIL (French Commission Nationale Informatique et Libertés, which ensures protection of electronic and computer freedom). Elsewhere NGO's, governments or others will provide this control.
 - This solidarity fund would be managed by ethical fund managers and by micro-credit oriented banks, in a transparent way.

- Users of C@pucine would be able to control the destination of the funds.

Other mechanisms will be evaluated.

We believe that to overcome the resistance of many potential users to use electronic networks each citizen must know exactly what is being done and by whom with her/his personal information on the network. Each citizen should have the right to control exactly this usage, and get benefits in return. She/he must have equal rights and power as any public or private sector partner with which he/she is dealing on the network. The main purpose of this project is to define these requirements for several applications identified by other European projects as high priority, and to prioritise applications for the families. **We must give the citizen the power to actually protect what is done with his/her personal data and to control and regulate the flows of information which concern him/her.**



The overall **success** of the C@pucine project will be **measured** by the completion of the following initiatives:

- The setting up of a **network** including major **European family associations, NGO's and both public and private CtoA players** to develop the C@pucine initiative at the European level.

These organisations will be gathered during **working groups and local workshops** which will be launched during the project. The set of application requirements and definitions to be developed by the major contractor will be systematically tested in two steps:

- first they will be submitted to specific family associations identified by COFACE (Confederation of Family Organizations in the European Community) as having started working on the electronic society for validation (four national organisations have already committed to be members of the project)
- then they will be submitted to a general forum of all European associations which are members of COFACE.

A branch of COFACE regroups associations involved with people with handicaps. A working group with special emphasis on this environment will be set up for this project.

- The definition of **social programmes and applications** which are going to use the C@pucine smart card.

Possible applications include (non restrictive list):

- Access to administrative, social and medical files and data. Example: there is a strong drive to give to each patient in a hospital access to her/his medical record. Today this causes an undue workload on medical staff. With C@pucine this service could be automated.
- Online management of administrative files for elderly or dependent persons.
- Online management of administrative files and access to specialised functions for people with handicaps.
- Access to digital TV, and creation of new services in this field.
- Access to personalised training programs.
- Access to assistance services for the accounting of family budgets.
- Access to commercial profiles and business databases in order to control the use of private information.
- Personalised access to specific Internet sites.
- Delivery of banking services.

For each programme or application which will be defined, C@pucine will identify a series of **success indicators** with the objective to enable any other European project developing similar applications to use these indicators.

- The definition of **requirements and specifications** necessary to develop the authentication system.

In particular, a number of focus groups will involve panels of citizens and families, which will be gathered to evaluate specific requirements for each programme or application.

- The setting up and validation of **prototype applications**, thanks to the participation of administrations from the Digital Cities network, including notably:
 - Newcastle (UK)
 - Issy les Moulineaux (France)
 - Bremen City and region (Germany)
 - The Côtes d'Armor region (France)
 - Cefalu (Italy)

The task of the digital cities will be to validate from an end-user point of view the specifications and requirements defined by the family associations, and to add the views of local government to these requirements.

- The organisation of two **seminars** to disseminate and exploit the results of the project. A detailed report (white paper) will be produced at the end of the project. The dissemination task will also include the presentation of a demonstrator in conferences (Cartes 2001) and exhibitions (IST / Cards), and the creation of a **web site**.

B4 Contribution to programme/key action objectives

The C@pucine project will mostly contribute to **Cross-Programme Action 5** – Smart Cards, as it will lead to the definition of a set of new services and applications based on this technology.

In particular, C@pucine will provide European Citizens with access to **highly secure administrative platforms and services** that should result in a European-wide deployment of smart card applications across activity sectors such as e-government, health, education, etc...

The innovative applications of the C@pucine project (such as, for example, the access to personalised training programs, to online management of administrative files for elderly persons, to commercial profiles, etc.) are expected to contribute to a better acceptance of smart cards, especially by disadvantaged groups. In addition, the user-driven approach followed by C@pucine (C@pucine smart cards will be available for all European Citizens) will ensure that the project will impact many areas of the European society.

By using family associations as a testing ground for several European programmes, the European network of family associations will also become a facilitator and implementor to accelerate the deployment of results of the programmes concerned. In particular, it will concentrate its study work on aspects, such as the needs for non-repudiation, which are not presently part of the European smart card charter. We believe that non repudiation is not only important for e-commerce but also for developing the trust of citizens in e-procedures when dealing with government functions and agencies as well as with financial and commercial organisations.

C@pucine will provide a significant contribution to the “**User-friendly information society**” thematic programme of the Fifth RTD Framework Programme. In particular, it will provide a valuable input to Key Action I: **Systems and Services for the Citizens** (notably key actions I.1.1 and I.2.1) :

- C@pucine will lead to the creation of new network-based social programmes and services which will be characterised by flexible access for any European citizen. It is indeed planned that each citizen and family, whatever its social status is, will have access to C@pucine smart-card services.
- C@pucine will constitute a major breakthrough for European administrations, by providing user-friendly services and applications which will significantly improve procedures and relations with end users: it is aimed that C@pucine will provide new and effective support for various administrative procedures currently in place all over Europe. It will make governments and public services more easily accessible as various services will be electronically accessible over Internet, digital TV, PCs as well as conventional means. These will first be available at local and regional level (pilot applications), but will quickly be implemented at national and even European level.
- Such services and applications will focus on the security and privacy of data exchanges, therefore improving all security and confidentiality procedures

currently implemented via classical administration/citizen interfaces (paper administrative forms, meeting authentication procedures, direct or telephone consultations, etc...). The C@pucine system will base its actions on trust and confidence principles, as the smart card will ensure not only authentication of the user, but also security and protection of the information flows, including non-repudiation services.

- C@pucine will particularly emphasise social outputs: it will be possible to automatically dedicate part of any transaction made by using the C@pucine smart card, to a solidarity fund which will focus on the poorest families and citizens.
- A major consequence of the C@pucine card will be to contribute to the development of new technologies - smart card related technologies - in remote and rural areas and in minorities, as the C@pucine project aims to provide new secure and effective services to all. Further impact will be to help realising the goal of "European Integrated Government" enabling administrations, citizens, businesses, suppliers and other public sector bodies to seamlessly come together and interact in real time through infrastructures based on or influenced by the C@pucine system.
- C@pucine smart card will use current smart card and PKI standards in order to enable online identification all over Europe.
- Future possible applications of the C@pucine system might have implementations in health, transport, training (C@pucine smart cards will enable secure authentication at low cost for long-distance training programmes), within two years.

The C@pucine project will also contribute to Key action II (notably key actions II.4.1 and II.4.2): **New methods of work and electronic commerce**, as it will create new Internet and network-based services and applications which, by progressively enabling better and widespread access to BtoA, will therefore contribute to a wider acceptance of the New Economy by European citizens and families.

In particular, it will contribute to ensure:

- The development of trust and security systems and architectures.
- The development of a cheaper, faster, secure Internet.
- The acceleration of e-commerce, as C@pucine will enable any citizen to access e-commerce services.
- The availability of secure e-infrastructure for access to government services

B5 Relations to European programmes

The C@pucine project above all represents a contribution to the **e-Europe initiative**. By defining the requirements to have smart-card applications used at the level of the family cell, it will improve the deployment of the various e-Europe projects.

It will also provide at the European level a network on which various administrative applications are going to be developed or tested, therefore directly contributing to the **Trailblazer 10** (e-Government) of the initiative. Indeed, the project is focusing on **CtoA** smart card applications and services, and participants of Trailblazer 10 will be invited in C@pucine working groups.

C@pucine will also be related to other e-Europe trailblazers as it will contribute to key priorities of the Smart Card Charter: BUILDING OF TRUST, ENHANCING SECURITY, IMPROVING ACCESS, DEPLOYING APPLICATIONS & SERVICES. In particular, C@pucine will establish liaison with the following trailblazers:

TB1	Public identity
TB2	Identification and authentication
TB3	Security Certification
TB5	e-payments, m-commerce
TB7	Multi-application systems
TB8	User interface
TB9	Health-Care (administration)
TB12	Secure Access to Internet

The network and smartcard-based system developed within C@pucine is expected to provide a valuable support for these trailblazers, which in return will contribute to the accurate definition of C@pucine's orientations.

Besides the direct involvement of members of the various TB to the C@pucine project, one of the major tasks of the third contractor, SIGEM, will be to permanently ensure the liaison with all other European projects to which the **Erreur! Signet non défini**.project might be relevant. From a general point of view, this project will represent a supporting and reference environment for all initiatives linked to the use of new information and communication technologies for the citizen. Applications of C@pucine will, for example, have impacts on e-education, e-learning, e-health, etc...

C@pucine will benefit from existing European projects such as FASME – Facilitating administrative services for mobile Europeans – for example, which is producing a prototype of a citizen card that can be used in several EU countries to obtain access to local council services. Prototypes will be installed in Newcastle, which also participates in the C@pucine project, Cologne and Grosseto (Italy). One of the services developed within FASME is citizen registration (in countries where registering the place of living with an authority is necessary). This enables a citizen to register in a city without having to supply paper documents. Instead of supplying documents and filling in registration forms the citizen uses the smart card to effect an electronic transfer of documents from the old place of residence to the new place.

These reference projects will enable C@pucine to better identify the stakes and constraints related to such applications or services.

B6 Project work-plan

1. Introduction (structure and methodology)

The C@pucine project aims to develop a network of Family associations and NGO's and of various CtoA organisations which will help defining a series of CtoA online applications. These applications will be based on a system which will enable a better authentication and securisation process for a variety of administrative and Internet applications.

The proposed project is to run over a 24 month period, and will be comprise three work packages:

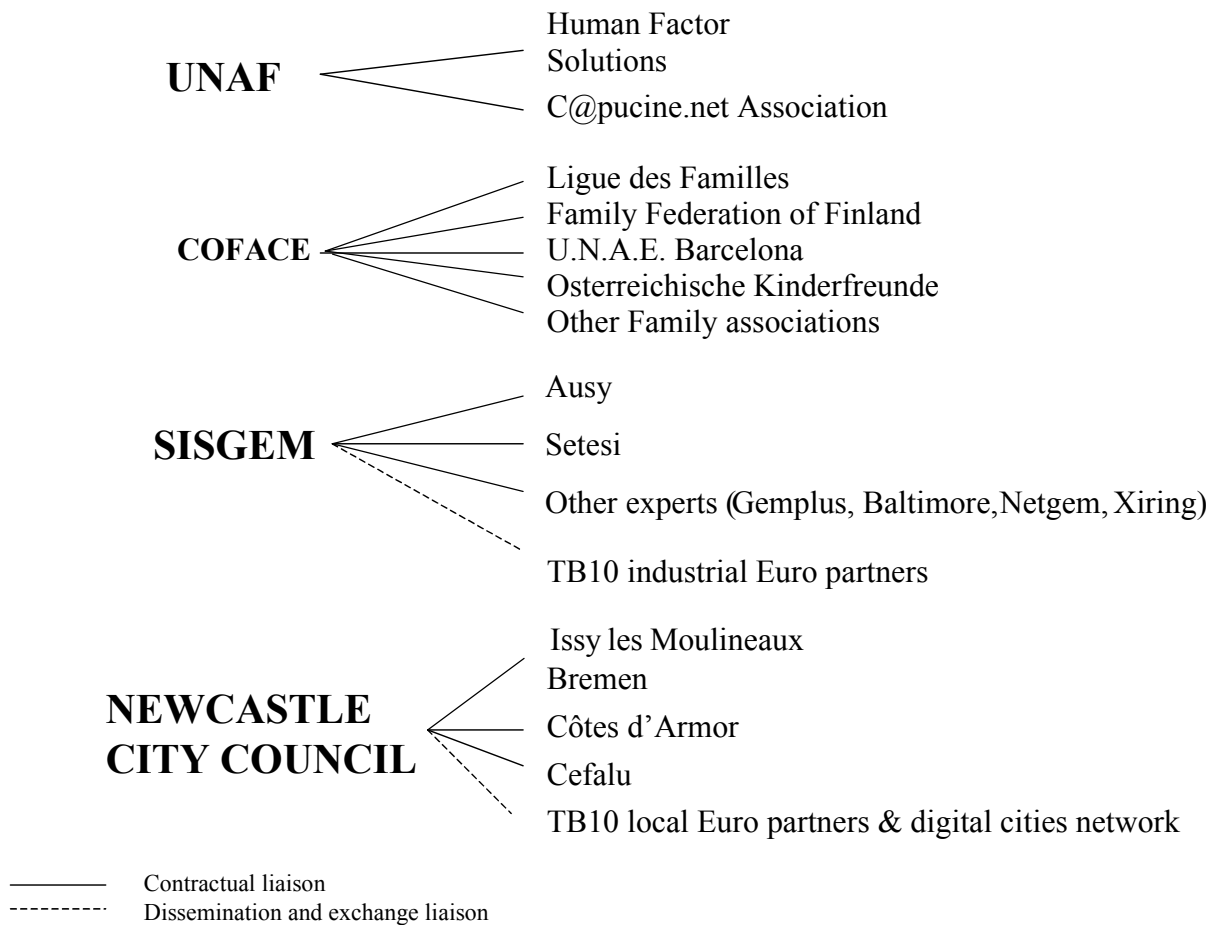
Work-package 1 (WP1): Project management

The purpose of this work-package is to set up a Steering Committee, to monitor the overall management of the project and to define the orientations of the social programmes and Internet applications which are going to be launched during the project.

The Steering Committee will be composed of the **UNAF** (Union Nationale des Associations de Familles), **COFACE**, **SISGEM** (a smart card consultancy agency), and of a representative of the Digital Cities: **NEWCASTLE CITY COUNCIL**. Each of these main contractors will coordinate the work of various organisations:

- UNAF will coordinate the contributions of HUMAN FACTOR SOLUTIONS, and of the C@pucine.net association, which originally launched the initiative.
- COFACE (Confederation of Family Organizations in the European Community), will coordinate European Family Associations, notably the LIGUE DES FAMILLES (Belgium), the FAMILY FEDERATION OF FINLAND (Vaestiliitto ry), the U.N.A.E. BARCELONA (Spain), and The OSTERREICHISCHE KINDERFREUNDE (Austria).
- SISGEM will coordinate the contributions of smart card industry enterprises: a system integrator (SETESI), a system provider (AUSY), a smart card manufacturer (GEMPLUS), a PKI – Public Key Infrastructure – vendor (BALTIMORE), and two smart card terminal manufacturers (XIRING and NETGEM).
- The NEWCASTLE CITY COUNCIL will coordinate the contributions of cities:
 - CITY OF ISSY LES MOULINEAUX
 - CITY AND REGION OF BREMEN
 - CEFALU CITY ADMINISTRATION
 - DEPARTMENT OF COTES D'ARMOR

Project management structure



Work-package 2 (WP2): definition and specifications of the applications and of the prototyping to be done

This work-package will aim at defining the social and family programmes and applications to be considered in the C@pucine project, and will end-up in the definition of specifications for prototyping.

The main steps of this work-package include:

- Analysis (state of the art), which will consist of the investigation and analysis of existing projects and initiatives to which C@pucine could contribute.
- Setting up of a network of family and citizen associations, NGO's and CtoA public and private organisations

- Organisation of working groups and local pilot workshops. These meetings will gather the various contributors to the project in order to work on the definition and specifications of the applications and of the prototyping. They will take place in three different phases:

PHASE 1, will be dedicated to the identification of needs, impacts, and usages of the programmes and related Internet and Intranet applications to be launched.

This phase will include the organisation of:

- a general working group meeting, which will gather all participants of the project and will aim at defining the scope and workplan of phase 1 local workshops,
- 4 local workshops, during which project members (family associations, NGO's, a selection of participants from e-Europe Trailblazers, and digital cities) will gather and work on the project. These meetings will take place in the participants' cities or regions: Brussels, Newcastle, Côtes d'Armor, Issy Les Moulineaux, Bremen, Cefalu, Barcelona, Vienna, and Oslo.

During this phase, a set of indicators will be developed to measure the impact of C@pucine on the European scene. The purpose of these indicators will not only be to measure the success of our project but could also be used as a general measurement of the penetration of electronic society tools and applications in the European homes. We believe that it is not enough to know how many homes have access to Internet or have a computer. We believe that it is important to track through grass-roots level associations how many homes are concerned by CtoA and AtoC applications to help social and family programmes in Europe.

PHASE 2, will be dedicated to the definition of the contents of the social programmes aiming at assisting families.

This phase will include the organisation of:

- one general working group meeting, which will aim at defining the scope and workplan of local workshops for phase 2,
- 4 local workshops.

PHASE 3, will be dedicated to the specifications for the prototypes.

This phase will include the organisation of:

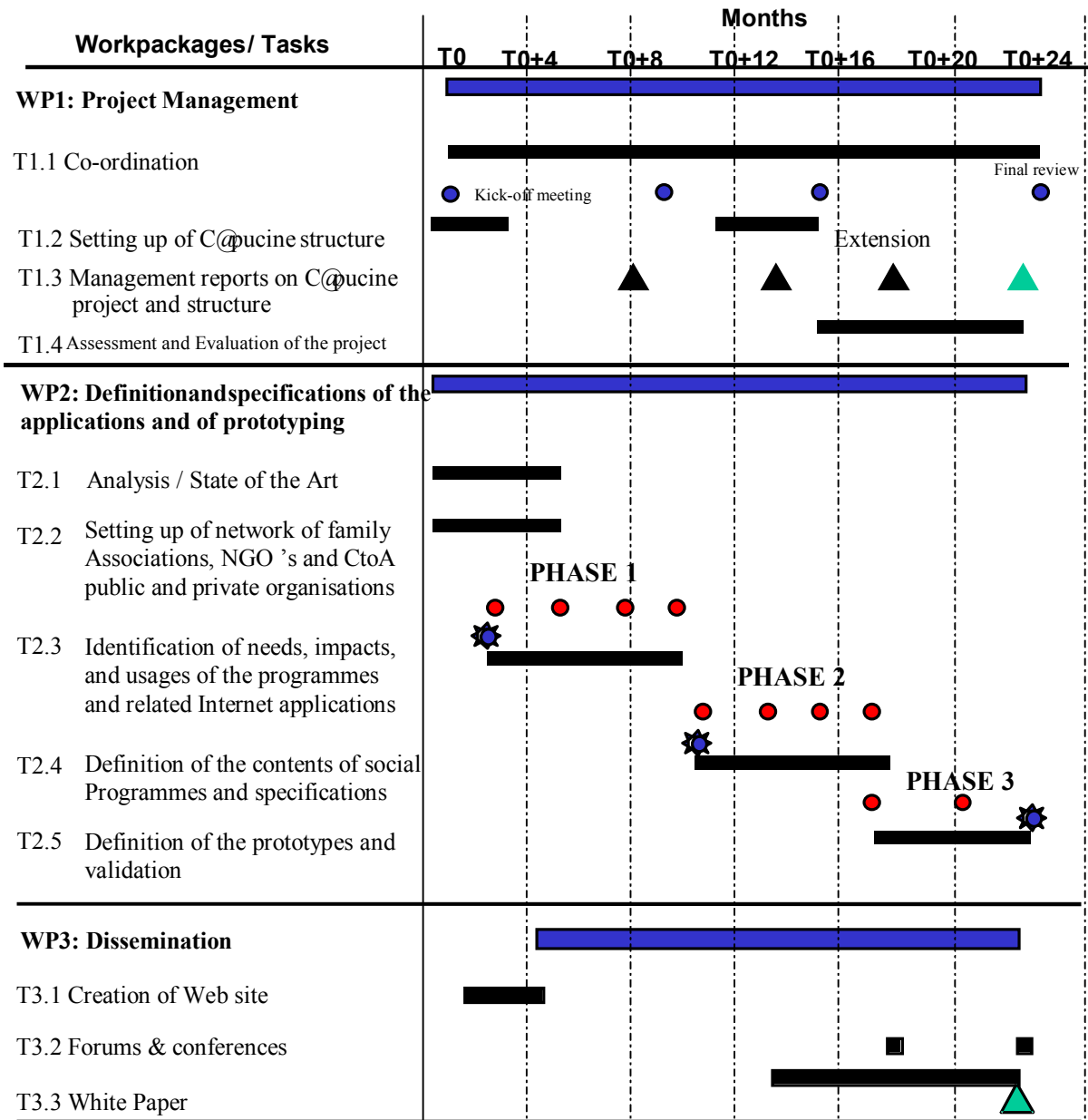
- 2 local workshops, which will aim to define the specifications for possible prototype applications. These workshops will use the findings of the previous workshops.
- one general working group meeting, which will aim at validating the final White Paper.

Work-package 3 (WP3):**Dissemination**

Dissemination, which will be done:

- Through a web site which will be created for the C@pucine initiative. This web site will notably be used for the publication of a White Paper in which all results and outcomes of the project will be detailed.
- During two main seminars and in various independent conferences and workshops. In particular, seminars organised by the C@pucine participating companies will include presentations of the C@pucine system. Presentation will also be made at the Cartes seminar in Paris.

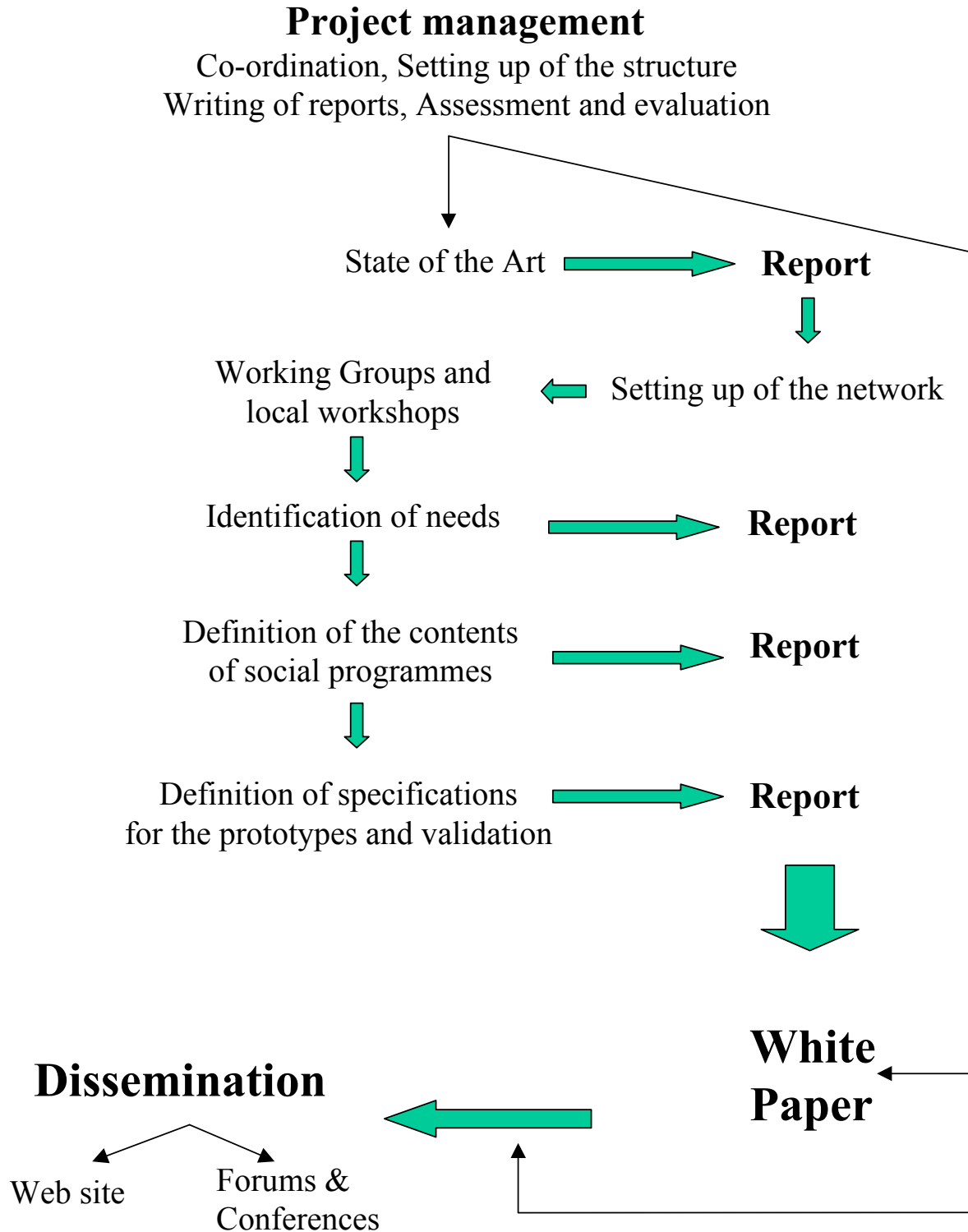
2. Project planning and time table (Gantt chart)



- Reports
- Intermediate Reports
- Steering Committee meetings
- Working group meetings
- Local workshops

3. Graphical presentation of the project's components, showing their interdependencies

The following diagram shows the interdependencies of each component of the project:



4 Detailed project description broken down into work-packages:

4.1. Work-package list

Work-package No¹	Work-package title	Lead contractor No²	Person-months³	Start month⁴	End month⁵	Deliverable No⁶
WP 1	Project management	1	10	M0	M24	D1, D2, D3, D11
WP 2	Definition and specifications of the applications and of prototyping	1	71	M2	M24	D2,D3,D4, D5, D6, D7, D8, D9, D11
WP3	Dissemination	1	24	M3	M24	D9, D10, D11
	TOTAL		105			

¹ Work-package number: WP 1 – WP n.

² Number of the contractor leading the work in this work-package.

³ The total number of person-months allocated to each work-package.

⁴ Relative start date for the work in the specific work-packages, month 0 marking the start of the project, and all other start dates being relative to this start date.

⁵ Relative end date, month 0 marking the start of the project, and all end dates being relative to this start date.

⁶ Deliverable number: Number for the deliverable(s)/result(s) mentioned in the work-package: D1 - Dn.

4.2. Deliverable list

Del. No.	Del. Name	WP no.	Lead /participant	Estimate person-months (*)	Del. Type	Security	Delivery (projected month)
D1	Management Board and Project Consortium Agreement	1	UNAF	3	R	Pub.	M3
D2	Set of success indicators	1	UNAF	3	R	Pub.	M4, M12
D3	Progress and Management reports	1	UNAF	3	R	Pub.	M8, M13, M18, M24
D4	Analysis / State of the Art	2	UNAF	15	R	Pub.	M12
D5	Report on Family Associations, NGO's and CtoA actors Network	2	UNAF/SISGEM	14	R	Pub.	M15
D6	Report on user needs and requirements	2	UNAF/Newcastle	14	R	Pub.	M15
D7	Report on social programmes and applications	2	UNAF	14	R	Pub.	M15
D8	Report on technical specifications and prototype definition	2	SISGEM	15	R	Pub.	M14, M16
D9	Web site	3	UNAF	7	Other	Pub.	M6,
D10	Dissemination seminars	3	UNAF	11	Other	Pub.	M16, M24
D11	White paper	1,2,3	SISGEM	6	R	Pub.	M24

Int. Internal circulation within project (and Commission Project Officer if requested)

Rest. Restricted circulation list (specify in footnote) and Commission PO only

IST Circulation within IST Programme participants

FP5 Circulation within Framework Programme participants

Pub. Public document

Int/Pub Means Internal circulation and validation by SC before being Public document

(*) This column represents the total effort (person months) for the work-package in which the deliverables are issued .

4.3. Detailed work-packages description

Work-package 1: Project Management

Work-package number 1 **Start date or starting event:** M0
Person-months per participant: 10

Participants	Men/months
UNAF	4
SISGEM	2
COFACE	2
NEWCASTLE	2

Objectives

- To set up the steering committee
- To define success indicators
- To ensure the overall management of the project during two years
- To ensure the technical and financial co-ordination of the project
- To co-ordinate the evaluation of the project, the preparation of the exploitation plan and the dissemination of the results among the participants and Europe-wide.
- To ensure liaison with other European programmes, in particular TB10, and standards agencies

Description of Work

This first work-package will consist in the management of the project and of the consortium, the co-ordination of the technical sub-groups works for each work package and the liaison with related European programmes.

It will be driven by Steering Committee which will hold the following responsibilities:

- Managing contacts with the European Commission
- Elaborating the “ Project Consortium Agreement ”
- Producing the documents required by the European Commission: project reports, financial documents
- Co-ordinating the different work packages tasks (status, evolution, etc.) and monitoring the work-plan
- Co-ordinating the evaluation of the project at the demand of the European Commission (T0+8 to T0+16)
- Liaison with the other European projects concerned with or benefiting from this project
- Ensuring the exploitation plan and the dissemination of the results through workshops involving end users (panels of citizens and families)

- Monitoring the coherence of the actions with the market needs
- Co-ordinating the technical collaboration between partners
- Validating the contributions of the technical experts. This task is dedicated to check the level of achievement of the project as compared to the initial objectives. Four men months will be dedicated to this task and the results will appear in the progress reports.

Deliverables

D1: Project Consortium Agreement

D2: Set of success indicators

D3: Three progress and management reports

D11: Final white paper

Milestones and expected results

M3: Project Consortium Agreement: signature of each member of the consortium. Detailed description of each participant's responsibilities.

M4, M12: first set of success indicators, then validated set.

M8, M13, M18, M24: progress and management reports. These documents will aim to provide the European Commission with details on the status of the project compared with original objectives. They will have a particular focus on the results of work-package 2 and work-package 3.

M24: Final report (white paper). This report will focus mainly on the presentation of the new services and applications to be developed via the C@pucine system, with a complete list of the requirements and key success factors for implementation at the national and European level. It will also present the network of companies, organisations and associations linked to the initiative.

Work-package 2: Definition and specifications of the applications and of prototyping

Work-package number 2	Start date or starting event:	M2
Person-months per participant: 71		

Participants	Men/months
UNAF	10
SIGGEM	17
COFACE	12
NEWCASTLE	2
HFS	5
AUSY	5
SETESI	5
ISSY LES MOULINEAUX	4
CITY AND REGION OF BREMEN	5
DEPARTMENT OF COTES D'ARMOR	3
CEFALU	3

Objectives

The various tasks undertaken in Work-Package n°2 of the C@pucine project will have the following objectives:

- To set up a network of family associations, NGO's, and CtoA organisations
- To identify the needs and concerns of the users
- To identify the social programmes and Internet applications to be launched
- To evaluate the requirements necessary to develop these programmes and applications and their impacts
- To set up and validate prototype applications
- To identify risks and success factors and to confirm acceptability with external end-users.

Description of Work

The C@pucine Steering Committee will organise a series of working group meetings and of workshops to study the requirements and specifications related to social programmes and applications which will use the C@pucine smart card.

Strategic issues related to standards, security assessment, common business requirements, secure architectures and framework for electronic business, and to Digital

Cities and Citizen programmes will be addressed in relation to European RTD projects and other initiatives (FASME, FINREAD, Smart.IS NAME, DISTINCT, etc.).

The work-package includes five main tasks:

- Analysis (state of the art)

This task notably includes a review of existing projects, at national as well as European level (FASME, DISTINCT project, DIGITAL CITY Issy les Moulineaux, Deux Sèvres programme – Internet access via television).

- Setting up of a network of family associations, NGO's and CtoA public and private organisations.

Three main entities are going to be invited to take part in the thematic network:

- **Family Associations and NGO's**

Members who are going to participate include:

- UNAF, the French federation of family associations (main contractor of the project)
- COFACE, the European federation of family associations located in Belgium (assistant contractor)
- The Ligue des Familles (Belgium)
- The Family Federation of Finland
- The U.N.A.E. Barcelona (Spain)
- The Osterreichische Kinderfreunde (Austria)
- Other family associations

These participants have been contacted and have confirmed their participation in the project.

NGO's such as Oneworld, EMAÜS, La Croix Rouge, Solidarmonde, EADI - European Association of Development Research and Training Institutes, etc., will also be invited.

- **TB10 and other Trailblazers' contributors**

The C@pucine project above all represents a contribution to the **e-Europe initiative**: it will provide, at European level, a network on which various administrative applications are going to be developed and/or tested, thus directly contributing to the **Trailblazer 10** (e-Government) of the initiative. Therefore, participants of Trailblazer 10 will be invited in the C@pucine working groups.

As various members of the C@pucine consortium do participate in these trailblazers, one of their tasks will be to ensure coherence and relevance of the C@pucine project with the initiatives and orientations of the trailblazers,

by initiating cross-programmes exchanges. A selection of trailblazers' participants will therefore be made in order to involve them in some of the C@pucine working groups.

- **Digital cities and other cities and regions**

The Digital Cities network will be solicited. Major cities or regions such as Newcastle (UK), Bremen (Germany), Cefalu (Italy), and Issy les Moulineaux and Côtes d'Armor (France) have already accepted to join the C@pucine project as Associate Contractors. Others will be invited, using network contacts and special relations provided by those cities.

These working groups and workshops will work on various themes defined in the previous tasks, including:

- Consumer and economic affairs
- Education
- Standard of living of families
- Housing, disabled people (e.g. with Blue Tooth technology)
- Rural families
- Healthcare

- Identification of needs.

In the city or region of each participant to the project, representatives of the network will be gathered to identify and select criterias to be taken into account in the social programmes and applications to be implemented.

Following these qualitative and quantitative studies, the process of identification of the needs will include two separate steps:

- Formalisation of the needs:

- Description of the needs
- Justification for the needs
- Benefits and returns on the investment

- Evaluation of the needs:

- Consolidation of the needs
- Analysis of possible solutions
- Evaluation and ROI
- Recommendation of a solution
- Prioritisation

- Definition of the contents of the social programmes aiming at assisting families.

Following the first local workshop, the analysis of the needs and of the

requirements of the programmes and applications to be developed, a precise description of the experimental system will be elaborated.

In particular, social programmes and applications will be defined in a series of subsequent local workshops. The evaluation of the impacts and requirements linked to these programmes and related applications will be made during these workshops.

The results of these actions will be edited in a White Paper, and will be presented to the Steering Committee for review before being disseminated.

Then, these publications will be widely disseminated and presented to key actors and public authorities.

- Definition of the prototypes and validation.

The objective of this task is to define prototype applications which can be launched at later stage.

Applications benefitting from the usage of C@pucine cards will be identified. Their general specifications will be described. This description should include:

- PKI-related specifications
- Basic security requirements (e.g.: session management, automatic disconnection, non-repudiation, ...)
- Functionality description for the user

The description of the general architecture will include the description of threats and a check list of tests that should be passed.

In parallel, the hardware and software modules linked to the C@pucine smart card will be integrated to simulate the full system with real application software.

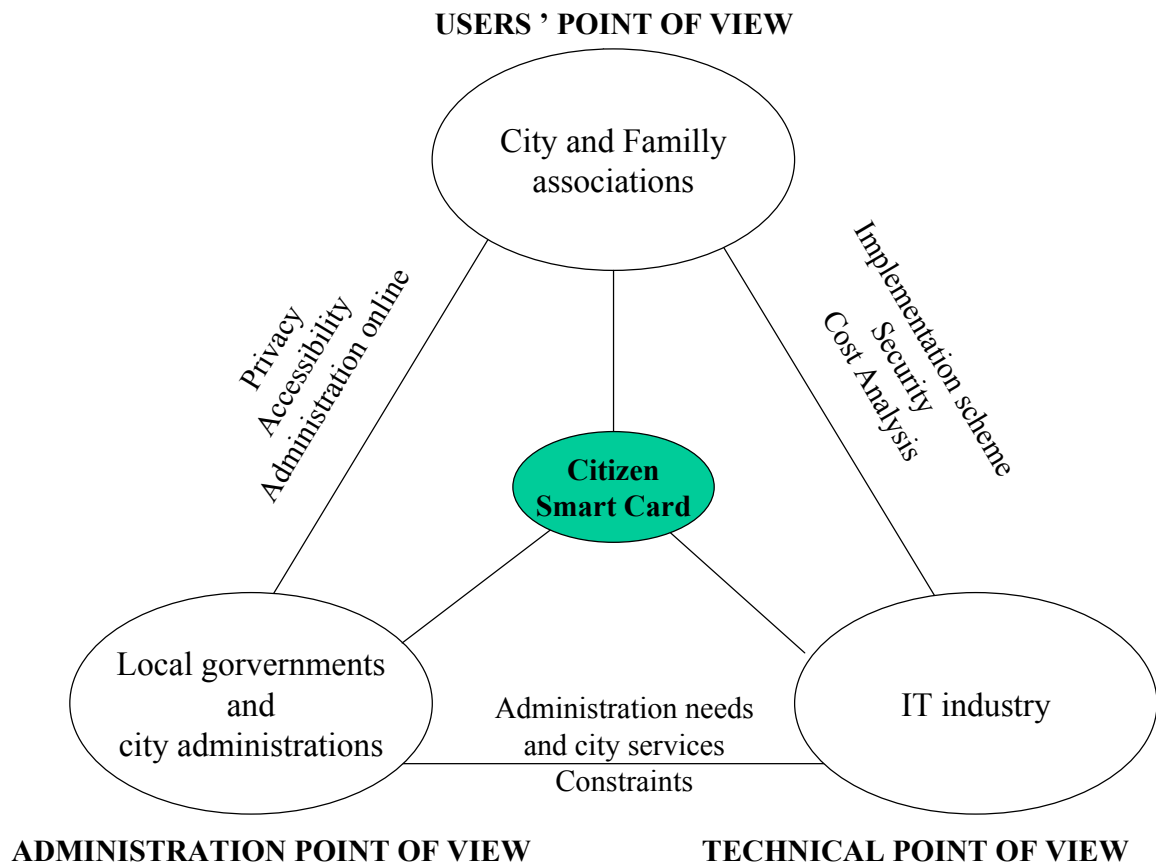
The integration activity will focus on all hardware and software aspects and will be implemented to give a as homogeneous as possible solution to the different application aspects of all procedures concerned.

The software integration will be carried out utilising standard advanced tools to ensure modularity and scalability of different components.

The links among the different components will be defined on a parametric basis to ensure high flexibility and a user friendly interface in the generation phase.

The main objective is to define different scenarios for the different applications, according to the security level desired.

For each of these tasks, the C@pucine Steering Committee will ensure the participation of the three types of participants involved in the project:



Deliverables

- D4: Report on State of the Art
- D5: Report users' needs and requirements
- D6: Report on social programmes and applications
- D7: Report on Family Associations, NGO's and CtoA organisations Network
- D8: Report on technical specifications and prototypes
- D11: Final white paper

Milestones and expected results

- M12: Report on State of the Art. This report will give a precise description of current practices and systems which can be used as reference, or invited into the C@pucine working groups.
- M15: Report on users' needs and requirements. This report will detail all requirements related to the social programmes and applications defined in the C@pucine project.
- M16: Report on Family Associations, NGO's and CtoA organisations Network and Report on the definition of the prototypes and validation. The first report (on M14) will detail the possible partners which will participate, at a later stage, in the implementation of the C@pucine system. The second will give the details of the prototypes defined during the project.

Work-package 3: Dissemination

Work-package number 3	Start date or starting event: M3	
Person-months per participant: 24		

Participant	Men/months
UNAF	9
COFACE	5
SIGGEM	4
NEWCASTLE	2
ISSY LES MOULINEAUX	1
CITY AND REGION OF BREMEN	1
DEPARTMENT OF COTES D'ARMOR	1
CEFALU	1

Objectives

The objective of this work-package is to ensure communication and dissemination of the results of the project. Such tasks include:

- To communicate on the C@pucine project and actions.
- To define the instruments to be used for the dissemination.
- To establish contacts with organisations and associations related to the use of online CtoA services and applications, to further develop the initiative after the project.
- To disseminate the results of C@pucine by different means: web site, conferences, White papers

Description of work

Such dissemination will take place through Public Relations activities and targeted publications of C@pucine ideas and proposals, liaison with relevant European projects, and participation in the regular and occasional ad-hoc events organised by the European Commission (workshops, conferences, exhibitions, etc.) in the area of Electronic Commerce and payment systems, and e-Europe in general.

This work-package will include presentations at smart-card international conferences, the organisation of one seminar with end users, and of one final conference on the results of the project and their distribution to information programs at the European level that will aim to communicate on the actions undertaken by C@pucine and its results.

A Web Site will be also created. Such site, which should have its own URL, would comprise a number of forums, covering different topics of interest to the working groups programme and its broader constituencies. The access to the forums should be differentiated, to allow both private exchanges (for taskforces and pilot project) and public discussion groups. E-mail feedback and correspondence among C@pucine participants and with external interested parties will also be encouraged. The C@pucine support team will include a Webmaster, to ensure the site is regularly updated, responds to the requirements of the various users, and the discussion groups function effectively.

An exhibition or a conference during the IST annual conference will be organised in relation with the European Commission.

Publication documents will be created and conferences will be submitted to large events such as CardTech and Cartes.

A final conference will be organised at T0+16 to exhibit and promote C@pucine results to end users, associations, etc.

These dissemination actions will mainly target national and European authorities, NGO's and family and citizen associations, as well as end user organisations concerned by Smart Card and Electronic Business issues.

The white paper - deliverable D11- will constitute the final report of the project. It will present a synthesis of the management report (deliverable D1) as well as a synthesis of the four report deliverables of work-package 2, and the final report on the dissemination actions taken in work package 3. After validation by the SC, it will be presented to the project officer and published, after final approval, to the web site.

Deliverables

D9: Web site and conferences

D11: Final white paper

Milestones and expected results

M6: creation of the C@pucine web site.

M16, M24: organisation of two seminars to present the results of the project.