

## 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.

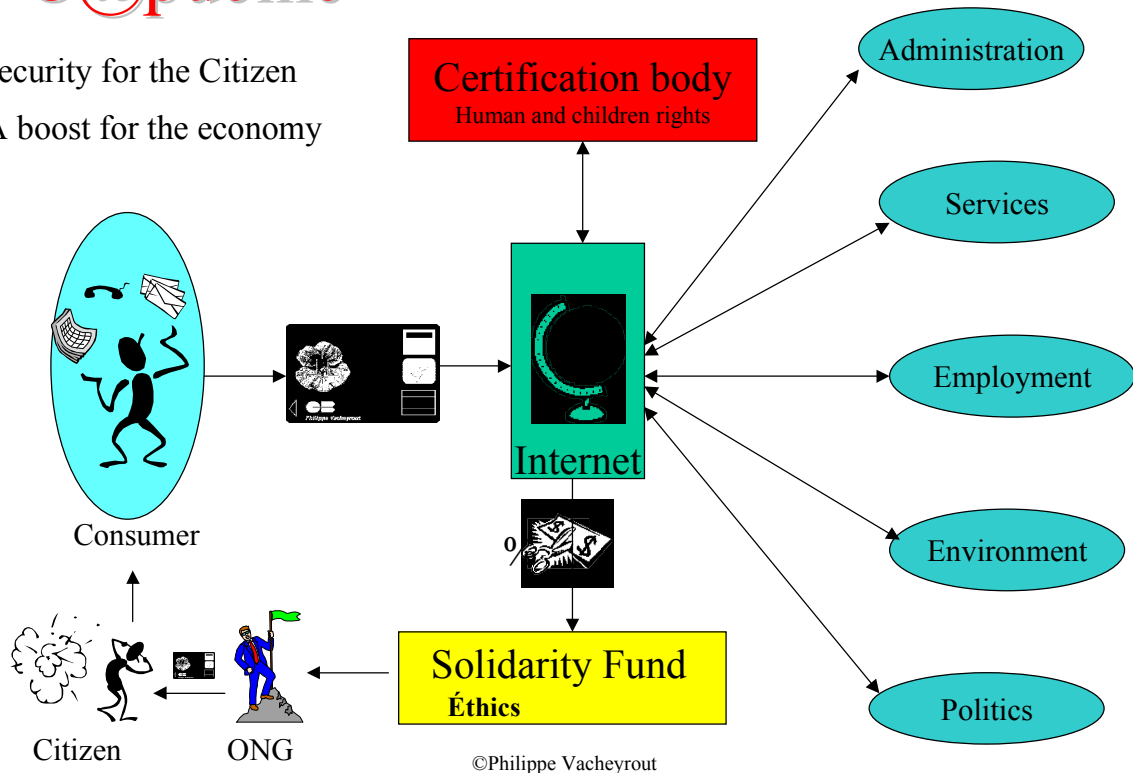
Other mechanisms will be evaluated.

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.**

## C@pucine

Security for the Citizen  
A boost for the economy



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.