

# e-Business Reference Centre

A Factfile provided by the Institution of **Engineering and Technology**



## About This Factfile

The Institution of Engineering and Technology acts as a voice for the engineering and technology professions by providing independent, reliable and factual information to the public and policy makers. This Factfile aims to provide an accessible guide to current technologies and scientific facts of interest to the public.

For more Position Statements and Factfiles on engineering and technology topics please visit <http://www.theiet.org/factfiles>.

## The Institution of Engineering and Technology

The Institution of Engineering and Technology (IET) is a global organisation, with over 150,000 members representing a vast range of engineering and technology fields. Our primary aims are to provide a global knowledge network promoting the exchange of ideas and enhance the positive role of science, engineering and technology between business, academia, governments and professional bodies; and to address challenges that face society in the future.

As engineering and technology become increasingly interdisciplinary, global and inclusive, the Institution of Engineering and Technology reflects that progression and welcomes involvement from, and communication between, all sectors of science, engineering and technology.

The Institution of Engineering and Technology is a not for profit organisation, registered as a charity in the UK.

For more information please visit <http://www.theiet.org>

© The Institution of Engineering and Technology 2010

The Institution of Engineering and Technology is registered as a Charity in England & Wales (no 211014) and Scotland (no SC038698).

## Enquiries

[policy@theiet.org](mailto:policy@theiet.org)

## Contents

General Advice.....	3
ICT Procurement, Programme/Project Management .....	4
Management.....	5
e-Business Operations .....	6
Protecting Business and the Home User .....	7
Training .....	8
Legislation & Regulation .....	9

## General Advice

Topic	Useful Websites	
<b>e-Business</b>	Business Link <a href="http://www.businesslink.gov.uk/bdotg/action/home/">www.businesslink.gov.uk/bdotg/action/home/</a>	A gateway to a range of information covering all aspects of e-business.
<b>SMEs &amp; Home Users</b>	Business Link <a href="http://www.businesslink.gov.uk/bdotg/action/home/">www.businesslink.gov.uk/bdotg/action/home/</a>  IT Safe <a href="http://www.itsafe.gov.uk">www.itsafe.gov.uk</a>	A gateway to a range of information covering all aspects of e-business tailored to the needs of SMEs.  ITsafe is a UK government service, to provide both home users and small businesses with proven, plain English advice on protecting computers, mobile phones and other devices from malicious attack.
<b>International Developments</b>	The International Telecommunication Union (ITU) <a href="http://www.itu.int/en/Pages/default.aspx">http://www.itu.int/en/Pages/default.aspx</a>	ITU is an organization within the United Nations system. Click on 'ITU E-Strategies' for a global perspective of developments and opportunities in the 'e world'.
<b>e-Crime</b>	Home Office <a href="https://www.gov.uk/government/organisations/home-office">https://www.gov.uk/government/organisations/home-office</a>	Provides details of the Government e-crime Strategy and includes surveys, advice, responsibilities, and links to useful sources of legislation, regulation and information.

## ICT Procurement, Programme/Project Management 'Tool Kits'

Topic	Useful Websites	
<b>Public Sector</b>	The Office of Government Commerce (OGC) <a href="http://www.ogc.gov.uk">www.ogc.gov.uk</a>	OGC works with government “to improve its procurement and project/programme management” and with suppliers “to make the government marketplace more efficient and attractive to business”. Guidelines include: <ul style="list-style-type: none"> <li>■ Programme/project management</li> <li>■ Supplier management</li> <li>■ Supplying government</li> </ul>
<b>Private Sector</b>	Buy IT <a href="http://www.buyitnet.org">www.buyitnet.org</a>	BuyIT is an independent not-for-profit group with a mission to “help UK organisations realise the business benefits from Information & Communications Technology by identifying and promoting best practice in e-business”. Guidelines include: <ul style="list-style-type: none"> <li>■ e-Business Best Practice</li> <li>■ e-Government Framework</li> <li>■ e-Procurement Best Practice</li> <li>■ ICT Best Practice</li> </ul>
<b>All Sectors</b>	National Computing Centre (NCC) <a href="http://www.ncc.co.uk">www.ncc.co.uk</a>	NCC is an independent research organisation whose mission is to promote the effective use of information technology. A useful resource centre covering many areas of ICT.

## Management

Topic	Useful Websites	
<b>Corporate Governance</b>	The Information Assurance Advisory Council <a href="http://www.iaac.org.uk">www.iaac.org.uk</a>	IAAC produces advice based on global best practice. Particularly useful for guidelines on corporate governance in relation to information assurance.
<b>Information Systems Management</b>	The Society of Information Technology Management (SOCITM) <a href="http://www.socitm.net/">http://www.socitm.net/</a>  The Institute for the Management of Information Systems (IMIS) <a href="http://www.imis.org.uk">www.imis.org.uk</a>  Joint Academy Network (JANET) <a href="https://www.ja.net/">https://www.ja.net/</a>	A source of standards and practice for ICT managers in the public sector.  A source of standards and practice for the management of information systems.  JANET is the network for education and research. It produces fact sheets on a number of information and system management topics.
<b>Communication Systems Management</b>	The Communications Management Association (CMA) <a href="http://www.thecma.com">www.thecma.com</a>	CMA represents individuals who have responsibility for or manage private communications systems in commerce, industry and the public sector.
<b>Audit</b>	The Information Systems Audit and Control Association (ISACA) <a href="http://www.isaca.org.uk">www.isaca.org.uk</a>	A source of standards and practice in the audit, control and security of information systems.
<b>Risk Management</b>	The Institute of Risk Management (IRM) <a href="http://www.theirm.org">www.theirm.org</a>	Provides a range of publications and 'toolkits' for risk management.
<b>Business Continuity</b>	The Business Continuity Institute (BCI) <a href="http://www.thebci.org">www.thebci.org</a>	Provides a range of publications and 'toolkits' for business continuity.
<b>Security</b>	British Standards Institute (BSI) <a href="http://www.bsigroup.com/">www.bsigroup.com/</a>  International Standards Organisation (ISO) <a href="http://www.iso.org/iso/home.htm">www.iso.org/iso/home.htm</a>	BS7799 and ISO17799 and their supporting publications provide a wealth of information security material including management systems, risk analysis, security policies, compliance management, training and audit.
<b>Incident Investigation/ Preservation of Evidence</b>	Association of Chief Police Officers <a href="http://www.acpo.police.uk/asp/policies/Data/gpg_computer_based_evidence_v3.pdf">www.acpo.police.uk/asp/policies/Data/gpg_computer_based_evidence_v3.pdf</a>	Good Practice Guide for Computer-based Electronic Evidence.

## e-Business Operations

Topic	Useful Websites	
<b>e-Commerce</b>	Business Link <a href="http://www.businesslink.gov.uk">www.businesslink.gov.uk</a>	Click on 'IT & e-commerce'. This section gives practical advice on many areas of business activity including marketing, selling, purchasing and exporting.
<b>e-Education &amp; Research</b>	Joint Academic Network (JANET) <a href="http://www.ja.net/">www.ja.net/</a>	JANET is the network for education and research. All further and higher education organisations are connected to JANET as are all the Research Councils. Source of mandatory and essential information for connectivity to the network.
<b>e-Charities</b>	IT 4 Communities <a href="http://www.it4communities.org.uk">www.it4communities.org.uk</a>	IT 4 Communities is an initiative to encourage companies, employees and individuals with professional IT skills to volunteer these skills for the benefit of local charities and community groups.
<b>Software, Applications and Data Exchange</b>	The Business Application Software Developers Association (BASDA) <a href="http://www.basda.org">www.basda.org</a>  e.centre (The trading name of the Association for Standards and Practices in Electronic Trade - EAN UK Ltd) <a href="http://www.gs1uk.org">www.gs1uk.org</a>	A source of advice related to open standards of business applications software.  A source of information and advice on technologies for enabling trade over the internet including electronic data interchange (EDI), and barcoding.
<b>Direct Marketing</b>	The Direct Marketing Association (DMA) <a href="http://www.dma.org.uk">www.dma.org.uk</a>	A source of best practice guidelines for advertising, sales promotion, and direct marketing.

## Protecting Business and the Home User

Topic	Useful Websites	
<b>Illegal Content, Computer Crime, Internet related Crime</b>	Internet Watch Foundation (IWF) <a href="http://www.iwf.org.uk">www.iwf.org.uk</a>	IWF provides a Hotline that can deal with reports of potentially illegal Internet content, such as websites, newsgroups and online groups that: Contain images of child abuse, originating or hosted anywhere in the world. <ul style="list-style-type: none"> <li>■ Protection of Children Act, 1978 (England and Wales)</li> <li>■ Civic Government Act, 1982 (Scotland)</li> </ul> Contain adult material that potentially breaches the UK Obscene Publications Act. <ul style="list-style-type: none"> <li>■ Obscene Publications Act 1959</li> </ul> Contain criminally racist material in the UK <ul style="list-style-type: none"> <li>■ Public Order Act 1986</li> </ul>
	Get Safe Online <a href="http://www.getsafeonline.org">www.getsafeonline.org</a>	A framework specifically tailored to the needs of SMEs, home users, young people, parents and teachers. Includes links to organisations that can help identify and put a stop to computer crime, or which can provide practical advice on IT security.
	Metropolitan Police <a href="http://content.met.police.uk/Home">http://content.met.police.uk/Home</a>	A comprehensive resource centre with advice on dealing with: <ul style="list-style-type: none"> <li>■ Illegal or offensive material.</li> <li>■ Hacking</li> <li>■ Offensive e-mails</li> <li>■ Viruses</li> </ul>
<b>Illegal Content, Computer Crime, Internet related Crime</b>	Internet Crime Forum (ICF) <a href="http://www.internetcrimeforum.org.uk">www.internetcrimeforum.org.uk</a>	'To promote, maintain and enhance an effective working relationship between industry and law enforcement to tackle crime and foster business and public confidence in the use of the Internet ...' Provides easy links to 'best practice' material.
<b>Technical Information Security Standards</b>	The Communications Electronics Security Group (CESG) <a href="http://www.cesg.gov.uk">www.cesg.gov.uk</a>	The National Technical Authority for Information Assurance. A source of information on standards and technology together with a directory of licensed consultants - part of the Government Communications Headquarters (GCHQ)
<b>Vulnerability Alerts and Briefings</b>	IT Safe <a href="http://www.itsafe.gov.uk">www.itsafe.gov.uk</a>	ITsafe provides both home users and SMEs with advice to help protect computers, mobile phones etc from malicious attack.
	Centre for the Protection of National Infrastructure <a href="http://www.cpni.gov.uk/">http://www.cpni.gov.uk/</a>	The Centre for the Protection of National Infrastructure (CPNI) protects national security by providing protective security advice. Protective security is 'putting in place, or building into design, security measures or protocols such that threats may be deterred, detected, or the consequences of an attack minimised'.
	The Computer Emergency Response Team Coordination Center (CERT/CC) Carnegie Mellon University. <a href="http://www.cert.org">www.cert.org</a>	
	The SANS (SysAdmin, Audit, Network, Security) Institute <a href="http://www.sans.org">www.sans.org</a>	

## Training

Topic	Useful Websites	
<b>Skills and training</b>	e-Skills <a href="http://www.e-skills.com">www.e-skills.com</a>	The Sector Skills Council for IT, Telecoms and Contact Centres. A very good source of information on products, services, publications, skills and qualifications.
	SEMTA <a href="http://www.semta.org.uk">www.semta.org.uk</a>	The Sector Skills Council for Science, Engineering and Manufacturing Technologies. A very good source of information on training, development, standards and qualifications covering (inter alia) electrical engineering, electronics, mathematics and forensic science.
	The Skills Framework for the Information Age (SFIA) <a href="http://www.sfia.org.uk">www.sfia.org.uk</a>	SFIA provides a common reference model for the identification of the skills needed to develop effective information systems making use of ICT.
	The British Education Communications & Technology Agency (BECTA) <a href="http://www.becta.org.uk">www.becta.org.uk</a>	The Government's partner in the development and delivery of ICT and e-learning strategy for schools and the learning and skills sector. Activities include running the 'Accredited Service Suppliers' and Accredited ISP' schemes for the education sector.
	The European Computer Driving Licence® (ECDL) <a href="http://www.bcs.org/server.php?show=nav.5829">www.bcs.org/server.php?show=nav.5829</a>	ECDL is an internationally recognised qualification which enables people to demonstrate competence in computer skills



## Legislation & Regulation

Topic	Useful Websites	
<b>Data Retention Data Access &amp; RIPA</b>	Home Office <a href="http://www.homeoffice.gov.uk">www.homeoffice.gov.uk</a>	Click on Surveillance to find a resource centre covering Crime Reduction and Crime Prevention, and information about RIPA (the Regulation of Investigatory Powers Act 2000).
<b>Data Protection Freedom of Information</b>	The Department of Constitutional Affairs <a href="http://www.dca.gov.uk">www.dca.gov.uk</a>	Sets out legislation, regulation and advice on Freedom of Information, and Data Protection.
	Information Commissioner <a href="http://www.ico.gov.uk">www.ico.gov.uk</a>	The Information Commissioner enforces and oversees the Data Protection Act 1998 and the Freedom of Information Act 2000. The Commissioner is a UK independent supervisory authority reporting directly to Parliament and has an international role as well as a national one. Duties include the promotion of good information handling and the encouragement of codes of practice for data controllers: ie anyone who decides how and why personal data, (information about identifiable, living individuals) are processed.
<b>Copyright Electronic Signatures Data Privacy 'Anti-Spam'</b>	Department for Business, Innovation and Skills (BIS) <a href="http://www.bis.gov.uk/">http://www.bis.gov.uk/</a>	Use the 'Select a Business Sector menu for advice on current regulations. For e-business the most useful 'selections' are: Digital Content; and Information Security; look for the 'External Links'.
<b>EU/EC Information</b>	European Union <a href="http://www.europa.eu/index_en.htm">www.europa.eu/index_en.htm</a>	Gateway to The European Union On-Line. A wealth of information, but note that all EU legislation and regulation should have complementary UK legislation and regulation.
<b>Intellectual Property</b>	Intellectual Property Office <a href="http://www.ipo.gov.uk/home.htm">www.ipo.gov.uk/home.htm</a>	Provides a resource centre for advice on intellectual property matters.
<b>Copyright</b>	The Chartered Institute of Library and Information Professionals (CILIP) <a href="http://www.cilip.org.uk/default.cilip">www.cilip.org.uk/default.cilip</a>	CILIP promotes best practice on e-publishing, knowledge management, and online services. Provides advice on copyright.



The Institution of Engineering & Technology  
Michael Faraday House  
Six Hills Way  
Stevenage  
SG1 2AY

01438 765690 - Policy Department  
email: [policy@theiet.org](mailto:policy@theiet.org)  
<http://www.theiet.org/policy>  
<http://www.theiet.org/factfiles>



This content can contribute towards your Continuing Professional Development (CPD) as part of the IET's CPD Monitoring Scheme.  
<http://www.theiet.org/cpd>

© The IET 2010

The Institution of Engineering and Technology is registered as a Charity in England & Wales (no 211014) and Scotland (no SC038698).