BCS
THE BRITISH COMPUTER SOCIETY

Programme of Briefings & Meetings 2008

Date	Subject	Speaker	Time	Location
8 Jan	Data Quality (joint meeting with the Data Management SG)	Keith Gordon	17.30	BCS London Office
5 Feb	Handling computer-related incidents in the workplace	Jan Collie	17.30	BCS London Office
14 Feb	Software auditing (joint meeting with the Advanced Programming SG)	John Mitchell	17.30	BCS London Office
1 Apr	Radio-frequency identification (RFID)	Ken Munro	17.30	BCS London Office
27 May	AGM + TBA	TBA	17.00	BCS London Office
10 June	TBA	TBA	17:30	BCS London Office
1 July	Payment Card Industry (PCI) Data Security Standard (DSS)	TBA	17:30	BCS London Office

Apart from some joint meetings with other organizations all meetings will be held at BCS, 5 Southampton Street, London WC2 7HA
This is a draft programme only and is subject to change. For confirmation of dates and further information,
watch the **Journal**, email **admin@bcs-irma.org** or visit our website at **www.bcs-irma.org**

The late afternoon meetings are free of charge to members.
For full day briefings a modest, very competitive charge is made to cover both lunch and a delegate's pack.
For venue map see back cover.

Contents of the Journal

GUIDELINES FOR POTENTIAL AUTHORS

The *Journal* publishes various types of article.

Refereed articles are academic in nature and reflect the Group's links with the BCS, which is a learned institute governed by the rules of the Privy Council. Articles of this nature will be reviewed by our academic editor prior to publication and may undergo several iterations before publication. Lengthy dissertations may be serialised.

Technical articles on any IS audit, security, or control issue are welcome. Articles of this nature will be reviewed by the editor and will usually receive minimal suggestions for change prior to publication. News and comment articles, dealing with areas of topical interest, will generally be accepted as provided, with the proviso of being edited for brevity. Book and product reviews should be discussed with the appropriate member of the editorial panel prior to submission. All submissions should be by e-mail and in Microsoft Word, Word-Pro, or ASCII format. Electronic submission is preferred.

Submissions should be accompanied by a short biography of the author(s) and a good quality electronic digital image.

Submission Deadlines

Spring Edition	7th February	Autumn Edition	7th August
Summer Edition	7th May	Winter Edition	7th November

PLEASE NOTE THE EMAIL ADDRESS FOR

IRMA ADMIN IS:

admin@bcs-irma.org

Editorial

John Mitchell

When Her Majesty's Customs and Revenue misplaced two data disks containing twenty-five million child benefit data records the Government offered a reward of £20,000 for their return. Based on this the Government values our data at less than one tenth of a penny per person. This got me thinking about the relative value of human life. After all, some of the risk techniques that I have seen multiply likelihood by consequence to obtain a financial value. If the consequence is loss of life, then a monetary value has to be assigned to it. My research indicates that there is little agreement, either within our own Government, or internationally, on what this value should be. Consider the following.

On UK roads: £1.43m (Department for Transport)

The £1.43m "HEN 1" (Highways Economic Note 1) value determines if council engineers will spend money on a crossing outside your child's school. It has also recently been adopted to calculate spending on industrial safety.

On the Road in Continental Europe:

Switzerland	£1.65m
Germany	£1.06m
France	£800,000
Spain	£200,000

Safety-conscious Switzerland will pay more than Britain to prevent you driving off the edge of an Alpine road, but Germany, France and Spain all attach a significantly smaller value to life.

US Highways: £2.02m (US Federal Highway Administration)

Federal highway officials place a market value on a human life to lobby for road improvements. They break that value up into the cost of property damage, lost earnings, emergency services and travel delay.

Domestic passenger ships: £2.5m (Maritime and Coastguard Agency)

After the 1989 sinking of the Marchioness, with 51 lives lost, transport authorities reassessed shipping safety. Now, if you buy a ticket on a coastal ferry or charter a boat up the Thames, the operator is obliged to assume a value per passenger of up to £2.5m in its safety calculations.

Cancer in the workplace: £2.86m (Health and Safety Executive)

The HSE somewhat arbitrarily requires twice as much to be spent on preventing a cancer death as on preventing a road fatality because people dread a lingering illness more than sudden death.

Accident in a nuclear plant: £2.86m to £14.3m (UK Atomic Energy Authority)

When it decommissions Britain's ageing nuclear power plants, the Atomic Energy Authority- will multiply HEN 1 by two for a low-risk job (e.g. demolition), or by 10 for a high-risk job (working with fissile materials). This means it will spend up to £14.3m to prevent a death.

So it can be seen that putting a financial value on human life is fraught with difficulty as I suspect that you will feel that you are worth more than one of your work colleagues. You must also consider the public relations disaster that awaits you if, for example, you value your customers less than your workers or vice versa. What a minefield? It gets even worse because as one CEO explained to me, it depends on what killed you. If the firm kills you through their negligence, then the skies the limit so far as a payout by the firm is concerned, but if you are killed as a result of a terrorist outrage then the payout will come from the government. So the event determines the value of the consequence? This means that your risk register should contain several different events leading to the consequence of someone dying. Your risk mitigation programme will then bias your preventative controls towards those where the consequence to the firm is of greater value. Good theory, but I suspect bad practice; especially when your risk register ends up in the public domain as a result of discovery during a court case. So you need another risk on your register; the risk of your risk register entering the public domain!

On the subject of risk reduction I came across the following on a web site to help prevent 'cardholder not present fraud'. "In order to avoid such a fraud we kindly ask our customers to send us (by e-mail or by fax a copy of their ID card, their card verification code and of their Credit Card (both sides)". I pointed out to them that this meant that anyone who intercepts this data stream has ALL the information required to conduct the very fraud they were trying to avoid, I asked them why did they simply ask for the card

verification number at the time of making the credit card payment, as do at other retailers? I never received a reply even when using the CEOs email address which was provided for queries that his staff could not solve.

You will notice when you read our Chairman's column that our erstwhile leader is once again asking for volunteers to man the barricades to protect the group from dissolution. Apathy will kill us long before anything else. To paraphrase John F Kennedy, "ask not what your specialist group can do for you, but what you can do for your specialist group".

As from next year you will need to be a member of the BCS to belong to any specialist group. I fundamentally disagree with this as I consider that it flies in the face of our Royal Charter which requires us

to bring the knowledge of computing to the general public. You will find a copy of the Charter elsewhere within this edition.

In the past, most SGs have enticed people from other professions into the BCS by offering non-BCS membership as a "taster". This has now been removed which requires people to make a conscious effort to join the BCS, rather than an SG which may be more reflective of their interests. For many people their view of the BCS is of a society populated by techno geeks, a club that they do not wish to join, especially if they are already a member of another professional association. Many companies will only pay for one professional subscription, so our non-BCS members will lose out there too. I was voted onto the Specialist Groups Executive (SGE) on a ticket of representing the SGs to the BCS, but I am

finding this very difficult as all the key decisions have already been made. The fire has destroyed the edifice and the firefighter has arrived too late to do anything except to kick the debris around! My apologies to you all for not being able to achieve anything constructive to prevent what has happened. It is all very sapping of morale.

In this issue, our Down Under correspondent Bob Ashton notices that even in Australia there is nothing new under the sun, while our Security Forum representative Andrea Simmons keeps up her frenetic travels and yours truly examines biometrics as an authentication mechanism.

It would be nice to see you at our May AGM and even nicer to see you on the Management Committee.

IRMA MEMBERS' BENEFITS DISCOUNTS

We have negotiated a range of discounts for IRMA members, see below…

Software

Product	Discount Negotiated	Supplier
Caseware Examiner for IDEA (mines security log files for Windows 2000, NT, XP)	15%	Auditware Systems (www.auditware.co.uk)
IDEA (Interactive Data Extraction and Analysis)	15%	Auditware Systems (www.auditware.co.uk)
Wizrule (data auditing and cleansing application)	20%	Wizsoft (www.wizsoft.com)
Wizwhy (data mining tool)	20%	Wizsoft (www.wizsoft.com)

Events

Event	Discount Negotiated	Contact
E-Tec courses (www.e-tecsecurity.com)	10%	Margaret Mason (info@e-tecsecurity.com)
IACON (www.iir-iacon.com)	20%	Jonathan Harvey (jharvey@iirltd.co.uk)
All Unicom events (www.unicom.co.uk)	20%	Julie Valentine (julie@unicom.co.uk)

We are constantly looking to extend this range of discounts to include additional events, training courses, computer software or other products that our members may find beneficial. If you have any suggestions for products we could add to the list, please contact Mark Smith (mark.smith@smhp.nhs.uk), our Members' Benefits Officer, and he will be happy to approach suppliers.

Chairman's Corner

Ross Palmer

What's in a name?

As you may be aware, IRMA is in the process of changing its name to … "IRMA". Ta-Daa!

Well, the "A" now stands for "Assurance", to reflect more closely the role that our members play in today's business world, focusing upon the management of information risk (identification, prioritisation and treatment) and the ability for business to depend upon the reliability, security and privacy (or confidentiality) of that information.

Apart from that, nothing changes, and the renaming will be formalised at the AGM, where, if members feel strongly about it, they will have a chance to say so.

"Good Morning, Judge" (10cc, 1977)

I am writing this quarterly epistle during a lull in the proceedings at Winchester Crown Court, where I have been summoned to serve on a jury for a couple of weeks.

The first week has nearly gone and I have so far encountered 3 guilty pleas and been de-selected from 2 other juries, so I'm currently feeling about as useful as a handbrake in a canoe.

Nevertheless, it is a useful environment in which to reflect upon the ever-increasing confidentiality issues surrounding our Government and Legal systems, who, hot on the heels of HM Revenue & Customs, continue to lose unencrypted information at an alarming rate, to wit (that's a legal term I've picked up since I've been here) a naval Admiral's car being casually relieved of a laptop containing recruits' personal information and 4 CDs with details of magistrates' court defendants vanishing after being sent by recorded delivery. The CDs contain details not released in open court.

The Government is now asking for a number of other data losses to be taken into consideration since 2005.

Personal data on the move needs to be screwed down so tight by preventive controls – e.g. encryption, token access, splitting information elements over multiple media to reduce them to meaningless data – that we can be comfortable thinking of it being left on a Starbucks table while the owner goes off, probably out of sight, to join the queue and order and wait for their Caramel Macchiato.

The penalties, too, need to be hiked – safety of personal data should be a feature of an organisation's formal security policy, to which each and every custodian should sign-up before having data access. Breach of this policy, which should be closely linked to the law, should result in appropriate and enforceable disciplinary proceedings, with possible loss of employment and no job reference.

Of course, that could bring up a number of unfair dismissal cases in this very building in which I now find myself …

"It's easier to seek forgiveness than to seek permission"

Try telling that to Societé Generale, who has just received the Nick Leeson treatment from one of its own … or one of its own that was.

Market traders are trained (or are they born?) to live on their wits and it's no use someone having to sanction every major deal they consider – there just isn't the time in such a cut-throat business.

However, one of the reasons behind this multi-billion euro debacle has been cited as the trader having "in-depth knowledge of the control procedures resulting from his former employment in the middle-office".

Twaddle! (Or whatever that is in French)

You can't stop someone learning about (or even make them forget about) other control environments in an organisation – but you CAN stop them having continuing access to those systems. In these early days of the investigation – at the time of writing, it only came to light yesterday – who knows where the preventive controls lay, but I'd suggest sloppy systems admin may have a part to play along with risk management exercises being a little too sporadic.

Still – what do I know? I'm only 400km away.

"Risks" or "non-controls"?

It still surprises me, after umpteen years in this profession, how many people in influential corporate positions don't really know the difference between a risk and what I would call a "non-control".

For example, if I had a pound for every time that I have heard a stakeholder mention that one of their key risks is not having exceptional (i.e. large) payments signed off by a second authorising person, I would be typing this from a beach in Barbados.

That is not a risk – that is a non-control. The risk in that situation is that the organisation will lose a lot of money due to unauthorised over-large payments going out and even then, that may not be the ultimate exposure.

A valuable and useful protocol (taught to me in my early days in NatWest Bank IT Audit) is to consider risks in a "so-what?" loop.

Extending the example above:

- Large payments are occasionally made – so what?
- They may be unauthorised or wrong – so what?
- The company will lose money – so what?
- The company's profits and share price will suffer – so what?

- Investors and clients will be discouraged and the company will get a bad name.

Now we're talking! Loss of brand image and custom make board members sit up and listen and are the factors that risk analysts and auditors should really be considering.

"World wide web" – but not wide enough.

According to American analysts Nemertes (reported in the ICAEW IT Faculty "eChartech" newsletter recently), user demand for the Internet could outpace network capacity by 2010. The nature of many leading services on the Internet are so bandwidth intensive, e.g. video streaming and music file sharing, that the additional global estimate for provisioning is going to be in the region of $137 billions. (But that's dollars of course, so it's not so bad really.)

Finally, the IRMA Committee – the annual plea.

In order for the riveting and ultra-value series of evening, and occasionally day-long, seminars that nourish the mind and body to take place each month, a significant amount of work is undertaken by your management committee.

That happy band of brothers and sisters has remained a fairly constant core team since 2003, although since then the actual committee numbers have dropped gradually and we have been running on about 60% potential capacity for some time.

After 5 years on the team, including 2 as Chair, I shall be stepping down at the May AGM to pursue other personal activities (don't ask!) so there goes another one.

Please … if you (a) value the continuing provision of IRMA benefits and (b) would consider working with a bunch of integrated people who, inter alia, like a good laugh, please don't hesitate to step up to the ocky and make yourself known to a committee member! They're all very nice people. (And just to put your mind at rest, John Mitchell is NOT related to Grant and Phil)

Enjoy the Spring.

Stress Management

A lecturer, when explaining stress management to an audience, raised
a glass of water and asked,
"How heavy is this glass of water?"
The answers ranged from 20g to 500g.

The lecturer replied,
"The actual weight doesn't matter.
It depends on how long you try to hold it up.
If I hold it for a minute, that's not a problem.
If I hold it for an hour,
I'll have an ache in my right arm.

If I hold it for a day,
you'll have to call an ambulance.
In each case, it's the same weight,
but the longer I hold it, the heavier it becomes."

He continued,
"And that's the way it is with STRESS.
If we carry our burdens all the time,
sooner or later,
as the burden becomes increasingly heavy,
we won't be able to carry on."

"As with the glass of water,
you have to put it down for a while and rest before holding it again. When we're refreshed, we can carry on with the burden."

"So, before you return home tonight,
put the burden of work down, don't carry it home.
You can pick it up tomorrow.
Whatever burdens you're carrying now,
let them down for a moment if you can."

"Relax; pick them up later after you've rested.
Life is short. Enjoy it!

And then he shared some ways of dealing with the burdens of life:

- Accept that some days you're the pigeon, and some days you're the statue

- Always keep your words soft and sweet, just in case you have to eat them.

- Always read stuff that will make you look good if you die in the middle of it.

- Drive carefully. It's not only cars that can be recalled by their maker.

- If you can't be kind, at least have the decency to be vague.

- If you lend someone £10 and never see that person again, it was probably worth the cost.

- Always keep in mind, it may be that your sole purpose in life simply to be an 'example' and serve as a warning to others.

- Never put both feet in your mouth at the same time, because then you won't have a leg to stand on.

- Nobody cares if you can't dance well. Just get up and dance.

- The early bird may get the worm BUT... It's the second mouse that gets the cheese.

- When everything's coming your way, you're probably in the wrong lane.

- Birthdays are good for you. The more you have, the longer you live.

- You may be only one person in your world, but you may mean the world to one person.

- A truly happy person is one who can enjoy the scenery on a detour.

Diary of a Busy Connector

Andrea Simmons

As ever, the industry is busy and the BCS Security Forum remains keen to be involved and represented – and to include the views of its members within its activities. The review below provides highlights of activities that have taken place and some that are planned for 2008.

- BCS Security Forum and Cyber Security KTN jointly hosted an event on **7th December 2007** looking at Open Source and the e-Inclusion agenda. The report is available on the Cyber Security KTN website – comments are welcomed. http://www.ktn.qinetiq-tim.net/site/guest/ktnevents.html

- Andrea Simmons (ACS) attended the ICO launch of Privacy Impact Assessments on **11th December 2007**. Their usage will feed into the Trustworthy eGovernment (TWeG) work that the BCS External & Government Relations groups are involved in. The Security Forum and its constituent organisations are deeply involved in arranging the TWeG seminar on **13th March.**

- ISSA have strode forward with the Information Security Awareness Forum (ISAF) initiative with a press launch on **12th February 2008** at BCS Southampton Street. This has generated a good deal of publicity. Their holding site is at http://www.infosec.co.uk/isaf

- EURIM are busy in the *Identity Management standards* area and also the **Data Sharing** agenda. Andy Smith and Les Fraser have both assisted in attending meetings on these subjects.

- ACS joined Gareth Niblett (ISSG Chair) at the behest of Roger Styles, Cabinet Office on **14th February** – to provide advice and guidance on the way forward in implementing recommendations from the Data Sharing review currently underway.

- The National eCrime Prevention Centre (NeCPC) held an event on **29th February** which hosted an expert panel which included Les Fraser, Phil Swinburne and Andrea Simmons

representing the BCS. The evening before there had been an extensive discussion regarding how best to move forward this initiative.

- Thus it was with interest that one attended the Internet Governance Foundation launch at Portcullis House on **6th March**. This is a construct rather than an organisation as such and the UK is taking the lead. Given that the government disbanded the NHTCU and everyone bemoans this as a loss to the policing of the Internet, it should be of concern that there are so many forces via for their position in the spotlight, rather than a co-ordinated approach being sought. Involvement in this activity will form part of the ongoing work programme for the SFSP.

The Security Forum Business Plan for 2008 has been agreed and the following areas are the ones that the Security Forum Strategic Panel will be seeking to develop Position Statements on:

1. A general position on the balance and limits of responsibility required by all stakeholders in reducing e-crime – this will include hosting a Thought Leadership Debate in June, which has the current working title of "Crash Barrier or Cage? Responsibilities for a Safer Network".

2. Professionalism in the security industry – how can we assist employers and individuals in working their way through the many certifications which are confusing and devaluing the process and the industry itself?

3. The aging population online – what can the BCS do to assist in ensuring they are actively encouraged? *[this is currently just a working notion]*

Communications activities

- BCS Security Forum was represented in a podcast in January and February and again in February 2008.

- An Ethical Hacking position paper was produced in January 2008 and is available for wider dissemination. http://www.bcs.org/server.php?show=nav.8271

- ACS was interviewed on BBC Somerset on the morning of Saturday 16th February in response to the CW "think tank" session on Social Networking!

- ACS is representing the BCS Security Forum in the Computer Weekly "Security think tank" which will take place every month and is a collaboration of views from members of ISC2, ISSA, ISACA, IISP and BCS.

- Toby Stevens and David Lacey (BCS SFSP members) have active Computer Weekly blogs.

- Southampton Street continues to be the venue of choice for collaborative relationships with various other organisations that the Security Forum is seeking to work in association with including the Cyber Security KTN, EURIM, ISAF and EEMA.

- InfoSec planning (22nd – 24th April) is in full swing. Leaflets are being reworked and reprinted. This edition of the IRMA Journal will also be made widely available. The new BCS stand looks very "inviting"! Many thanks to those IRMA representatives who have volunteered to assist with stand manning.

It is a busy time, what with the "data breaches R Us" world we appear to be living in at the moment, and the vast array of organisations seeking to be involved in the space. All contributions gratefully welcomed on how to progress these issues within the industry and beyond.

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The Down Under Column

Bob Ashton – IRMA Oceania Correspondent

Plus ca Change

The findings of the Auditor–General of Victoria expressed recently in a report on financial statement audits of government agencies in that State will not surprise many information systems auditors. The A-G identified the following weaknesses in the areas of access control, change control and business continuity.

Access controls weaknesses:

- Weaknesses in the registration of IS users, the granting of access rights to users, and the subsequent monitoring of users and their access levels.

- Weaknesses in standards applied to the setting and renewal of passwords

- Failure to appropriately log and monitor user activities to identify possible security breaches

Resultant risks:

Inadequate security can lead to unauthorized access to, or release of, sensitive information. It can also impair the production of reliable data for use in financial reporting.

Change management weaknesses:

- Some agencies had not established adequate procedures to document changes to networks and applications

Resultant risks:

Reliable financial reporting requires that agencies establish change management control practices to ensure that changes to financial systems are authorized, tested, implemented and accepted, and that systems function as intended.

Business continuity weaknesses:

- Lack of comprehensive business continuity and disaster recovery plans and procedures for critical business processes and systems.

- Failure to periodically test continuity and disaster recovery plans and procedures

- Failure to update plans and procedures to reflect changes in IS systems and infrastructure.

Resultant risks:

IS continuity planning is designed to ensure that an agency can maintain operations and recover its financial systems in the event of a disaster or major system interruption.

The report goes on to state:

"Of ongoing concern is that many of the weaknesses identified during this audit cycle have been previously identified and reported, both specifically to the management of relevant agencies, and generally through our reports to Parliament. It is disappointing, therefore, that such weaknesses remain, particularly given the exposures that can arise from poor security, poor change management practices and poor continuity planning."

I can recall the same weary sentiments being expressed in one of the surveys of computer fraud and abuse produced by the Audit Commission in the late 1980s. The general conclusion was that all the frauds identified had only been able to occur because of a general lack of basic controls in the IS environment of the defrauded organisations.

Most observers would expect that system in use in 20 or 30 years time will be as different from those in use today as today's are different from those of 20 or 30 years ago. Based on past experience, it is less likely that audit findings will be any different.

Employee Relations

A local council recently hired several cannibals. "You are all part of our team now", said the HR manager during the welcoming briefing. "You get all the usual benefits and you can go to the cafeteria for something to eat, but please don't eat any of the other employees".

The cannibals promised they would not.

Four weeks later their boss remarked, "You're all working very hard, and I'm satisfied with you. However, one of our Admin girls has disappeared.

Do any of you know what happened to her?"

The cannibals all shook their heads indicating "no".

After the boss had left, the leader of the cannibals said to the others, "Which one of you idiots ate the Admin chick?"

A hand rose hesitantly, to which the leader of the cannibals continued, "You fool!!!!! For four weeks we've been eating Managers and Co-ordinators and no one has noticed anything, but noooooo, you had to go and eat someone important!!!!"

Biometrics Primer

John Mitchell

The word *biometric* can be defined as "life – measure." It is used in security and access control applications to identify measurable physical characteristics of a person which can be checked on an automated basis.

Although you may not think about it, much of your biometric information is variable. Your height, weight, hair color and eye color are all physical characteristics that can easily be checked. However, your height changes with age (16 year old drivers get taller, senior citizens get shorter). Your hair color changes naturally (or by choice). You can wear colored contact lenses that change your eye color; everyone's weight fluctuates over time.

Biometric data that does not change

Security personnel look for biometric data that does not change over the course of your life; that is, they look for physical characteristics that stay constant and that are difficult to fake or change on purpose.

Most of us can remember when biometric security checks were the stuff of science fiction or action movies like James Bond. However, biometric identification is becoming commonplace as hardware and software come down in price.

Characteristics of successful biometric identification methods

The following factors are needed to have a successful biometric identification method:

- The physical characteristic should not change over the course of the person's lifetime

- The physical characteristic must uniquely identify the individual person

- The physical characteristic needs to be easily scanned or read in the field, preferably with inexpensive equipment, with an immediate result

- The data must be easily checked against the actual person in a simple, automated way.

Other characteristics that may be helpful in creating a successful biometric identification scheme are:

- Ease of use by individuals and system operators

- The willing (or knowing) participation of the subject is not required

- Uses legacy data (such as face recognition or voice analysis).

Biometric identification systems

Biometric identification systems can be grouped based on the main physical characteristic that lends itself to biometric identification:

- **Fingerprint identification**
  Fingerprint ridges are formed in the womb; you have fingerprints by the fourth month of fetal development. Once formed, fingerprint ridges are like a picture on the surface of a balloon. As the person ages, the fingers get do get larger. However, the relationship between the ridges stays the same, just like the picture on a balloon is still recognizable as the balloon is inflated.

- **Hand geometry**
  Hand geometry is the measurement and comparison of the different physical characteristics of the hand. Although hand geometry does not have the same degree of permanence or individuality as some other characteristics, it is still a popular means of biometric authentication.

- **Palm Vein Authentication**
  This system uses an infrared beam to penetrate the users hand as it is waved over the system; the veins within the palm of the user are returned as black lines. Palm vein authentication has a high level of authentication accuracy due to the complexity of vein patterns of the palm. Because the palm vein patterns are internal to the body, this would be a difficult system to counterfeit. Also, the system is contactless and therefore hygienic for use in public areas.

- **Retina scan**
  A retina scan provides an analysis of the capillary blood vessels located in the back of the eye; the pattern remains the same throughout life. A scan uses a low-intensity light to take an image of the pattern formed by the blood vessels. Retina scans were first suggested in the 1930's.

- **Iris scan**
  An iris scan provides an analysis of the rings, furrows and freckles in the coloured ring that surrounds the pupil of the eye. More than 200 points are used for comparison. Iris scans were proposed in 1936, but it was not until the early 1990's that algorithms for iris recognition were created (and patented). All current iris recognition systems use these basic patents, held by Iridian Technologies.

- **Face recognition**
  Facial characteristics (the size and shape of facial characteristics, and their relationship to each other). Although this method is the one that human beings have always used with each other, it is not easy to automate it. Typically, this method uses relative distances between common landmarks on the face to generate a unique "faceprint."

- **Signature**
  Although the way you sign your name does change over time, and can be consciously changed to some extent, it provides a basic means of identification.

- **Voice analysis**
  The analysis of the pitch, tone, cadence and frequency of a person's voice.

- **DNA (Deoxyribonucleic Acid)**
  DNA is one of two types of molecules that encode genetic information. (The other is RNA). In humans DNA is the genetic material used for DNA forensics. Any type of organism can be identified by examination of DNA sequences unique to that species. Identifying individuals within a species is less precise at this time, although when DNA sequencing technologies progress farther, direct comparison of very large DNA segments, and possibly even whole genomes, will become feasible and practical and will allow precise individual identification.

Biometrics Primer

To identify individuals, forensic scientists scan 13 DNA regions that vary from person to person and use the data to create a DNA profile of that individual (sometimes called a DNA fingerprint). There is an extremely small chance that another person has the same DNA profile for a particular set of regions.

DNA is currently not suitable as an access control authentication mechanism as the analysis and identification process is too slow.

Biometric technology on the leading edge

Some leading edge applications:

- Fingerprint scanners (and the necessary software to store and compare fingerprints) have already been installed in laptop computers and PDAs like the iPaq.

- Sensors installed in automobiles can identify the driver, and adjust mirrors, seat positions and climate controls.

- Special readers can measure various elements of hand geometry, comparing the result with data on file for each person.

- Surveillance cameras can search crowds for missing persons or criminal suspects.

- Face recognition software can be modified to recognize gestures, leading to improved assistive technologies for quadriplegic patients.

Biometric identification – advantages

There are a number of advantages to this technology:

- Biometric identification can provide extremely accurate, secured access to information; fingerprints, retinal and iris scans produce absolutely unique data sets when done properly

- Current methods like password verification have many problems (people write them down, they forget them, they make up easy-to-hack passwords)

- Automated biometric identification can be done very rapidly and uniformly, with a minimum of training

- Your identity can be verified without resort to documents that may be stolen, lost or altered.

Biometric security and business ethics

A variety of ethical concerns with biometric identification methods have been registered by users:

- Some biometric identification methods are relatively intrusive (like retina scans)

- The gathering of biometric information like fingerprints is associated with criminal behaviour in the minds of many people

- Traditionally, detailed biometric information has been gathered by large institutions, like the military or police; people may feel a loss of privacy or personal dignity

- People feel embarrassed when rejected by a public sensor

- Automated face recognition in public places could be used to track everyone's movements without their knowledge or consent.

There are also many questions about how this data will be stored and used:

- How will masses of biometric data be stored? These are not fingerprint cards stored in a secured building; this is easily moved and duplicated electronic information. How will this information be safeguarded?

- Who will have access to this information? Will companies be allowed access to face biometrics, letting them use security cameras to positively identify customers on a routine basis? How would you feel about walking into a store you've never been in before, only to be greeted by name by a sales associate who has just read a summary of all of your recent purchases?

Biometric authentication: what method works best?

There does not appear to be any one method of biometric data gathering and reading that does the "best" job of ensuring secure authentication. Each of the different methods of biometric identification have something to recommend them. Some are less invasive, some can be done without the knowledge of the subject, some are very difficult to fake.

- **Face recognition**
  Of the various biometric identification methods, face recognition is one of the most flexible, working even when the subject is unaware of being scanned. It also shows promise as a way to search through masses of people who spent only seconds in front of a "scanner" – that is, an ordinary digital camera.

  Face recognition systems work by systematically analyzing specific features that are common to everyone's face – the distance between the eyes, width of the nose, position of cheekbones, jaw line, chin and so forth. These numerical quantities are then combined in a single code that uniquely identifies each person.

- **Fingerprint identification**
  Fingerprints remain constant throughout life. In over 140 years of fingerprint comparison worldwide, no two fingerprints have ever been found to be alike, not even those of identical twins. Good fingerprint scanners have been installed in PDAs like the iPaq Pocket PC; so scanner technology is also easy. Might not work in industrial applications since it requires clean hands.

  Fingerprint identification involves comparing the pattern of ridges and furrows on the fingertips, as well as the minutiae points (ridge characteristics that occur when a ridge splits into two, or ends) of a specimen print with a database of prints on file.

- **Hand geometry biometrics**
  Hand geometry readers work in harsh environments, do not require clean conditions, and forms a very small dataset. It is not regarded as an

intrusive kind of test. It is often the authentication method of choice in industrial environments.

- **Retina scan**
  There is no known way to replicate a retina. As far as anyone knows, the pattern of the blood vessels at the back of the eye is unique and stays the same for a lifetime. However, it requires about 15 seconds of careful concentration to take a good scan. Retina scan remains a standard in military and government installations.

- **Iris scan**
  Like a retina scan, an iris scan also provides unique biometric data that is very difficult to duplicate and remains the same for a lifetime. The scan is similarly difficult to make (may be difficult for children or the infirm). However, there are ways of encoding the iris scan biometric data in a way that it can be carried around securely in a "barcode" format.

- **Signature**
  A signature is another example of biometric data that is easy to gather and is not physically intrusive. Digitized signatures are sometimes used, but usually have insufficient resolution to ensure authentication.

- **Voice analysis**
  Like face recognition, voice biometrics provide a way to authenticate identity without the subject's knowledge. It is easier to fake (using a tape recording); it is not possible to fool an analyst by imitating another person's voice.

The Down-sides

Biometrics are not secrets, they're properties of your body that you slough off all day long, when you're eating lunch, or driving your car, or opening the door. As a result, each of us leaves a trail of biometric signatures everywhere we go, creating many chances for theft of biometric information.

Biometrics should not be seen as a replacement for passwords, but used as second factor authentication. Any passwords that we can memorize are probably too easy to guess anyway so biometric enhanced tokens, like those used in some USB storage keys, where the real authorization is based on a secret embedded in the token, and the biometric serves as a PIN to the token. Requiring a biometric record, such as a thumbprint, as well as a PIN number at an ATM could improve bank security, for example. However, simply changing a PIN to a biometric record could worsen security.

Each type of existing biometric technology provides myriad low-tech vulnerabilities that can be exploited by people who want to defeat the system..

The most damning criticism has come from researchers: one set from Germany, and another at the International Telecommunication Union, a global industry standards group. Tsutomu Matsumoto, researching the security of thumbprint readers for the ITU, demonstrated the relative ease with which a thumbprint pressed into a soft plastic material could be used to mold fake fingerprints out of a gelatin similar to the composition of gummy bear candies.

Another kind of thumb scanner, a device that uses capacitive resistance technology to read a fingerprint, can be thwarted simply by pressing a plastic bag filled with water against the thumb reader after someone else has used it, the German researchers discovered. Simply blowing on the reader generates enough of a pattern from latent oil left on the capacitive surface to trick the sensor into making a false-positive match.

The German team also fooled a facial recognition scanner by showing the camera a short video. The same team cracked another by displaying a photograph of the iris of an eye, printed on a high-resolution color laser printer and with a hole cut in the center of the image, to trick an iris scanner into a false identification.

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Numbering Systems

Why do programmers confuse Christmas and Halloween?
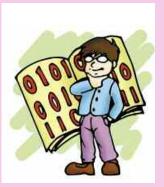
Because OCT31=DEC25

There are 10 types of people in the world. Those who get binary jokes, and those who do not.

A mathematician organizes a lottery in which the prize is an infinite amount of money. When the winning ticket is drawn, and the jubilant winner comes to claim his prize, the mathematician explains the mode of payment: "1 dollar now, ½ dollar next week, ⅓ dollar the week after that…"

A biologist, a physicist and a mathematician were sitting in a street cafe watching the crowd. Across the street they saw a man and a woman entering a building. Ten minutes they reappeared together with a third person.

- They have multiplied, said the biologist.

- Oh no, an error in measurement, the physicist sighed.

- If exactly one person enters the building now, it will be empty again, the mathematician concluded.

At the Court at Buckingham Palace

THE 31st DAY OF JULY 1984

PRESENT,
THE QUEEN'S MOST EXCELLENT MAJESTY IN COUNCIL

WHEREAS there was this day read at the Board a Report of a Committee of the Lords of Her Majesty's Most Honourable Privy Council dated the 10th day of July 1984 in the words following, viz.:—

"YOUR MAJESTY having been pleased, by Your Order of the 27th day of July 1983, to refer unto this Committee the humble Petition of the British Computer Society, praying for the grant of a Charter of Incorporation: "THE LORDS OF THE COMMITTEE, in obedience to Your Majesty's said Order of Reference, have taken the said Petition into consideration and do this day agree humbly to report, as their opinion, to Your Majesty, that a Charter may be granted by Your Majesty in terms of the Draft hereunto annexed."

HER MAJESTY, having taken into consideration the said Report and the Draft Charter accompanying it, was pleased, by and with the advice of Her Privy Council, to approve thereof and to order, as it is hereby ordered, that the Right Honourable Leon Brittan, one of Her Majesty's Principal Secretaries of State, do cause a Warrant to be prepared for Her Majesty's Royal Signature for passing under the Great Seal a Charter in conformity with the said Draft which is hereunto annexed.

N. E. Leigh

ELIZABETH THE SECOND by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories Queen, Head of the Commonwealth, Defender of the Faith:

TO ALL TO WHOM THESE PRESENTS SHALL COME, GREETING!

WHEREAS an humble Petition has been presented unto Us by the Company incorporated in the year of our Lord One thousand nine hundred and fifty-seven under the Companies Act 1948 as a company limited by guarantee and not having a share capital and known as **"The British Computer Society"** (hereafter called "the Company") praying that We should constitute a Corporation incorporated by Our Royal Charter to acquire and take over the assets and carry on the activities of the Company in succession thereto and with such provisions as should seem to Us right and suitable:

AND WHEREAS We have taken the said Petition into Our Royal Consideration and are minded to accede thereto:

NOW THEREFORE KNOW YE that We by virtue of Our Prerogative Royal and of Our especial grace, certain knowledge and mere motion have granted and declared and do hereby for Us, Our Heirs and Successors grant and declare as follows:—

1. The members of the Company and all such persons as may hereafter become members of the Body Corporate hereby constituted shall forever hereafter be one Body Corporate and Politic by the name of "The British Computer Society" (hereinafter referred to as "the Society") and by the same name shall have perpetual succession and a Common Seal, with power to break, alter and make anew the said Seal from time to time at their will and pleasure and by the same name shall and may sue and be sued in all Courts and in all manner of actions and suits, and shall have power to do all other matters and things incidental or appertaining to a Body Corporate.

2. The objects for which the Society is hereby constituted shall be to promote the study and practice of Computing and to advance knowledge and education therein for the benefit of the public. In this Our Charter and the Bye-laws the expressions "Computing" shall include matters concerned with the furtherance of computer science and technology and the design and development of computing systems and applications; and "computer" shall include any form of computing system. Provided that, in pursuing these objects, insofar as they may be similar to those of existing organisations, the Society shall use its best endeavours to co-operate with them and to ensure that its activities are complementary to those of such organisations.

3. In furtherance of its objects (but not further or otherwise and only to the extent to which the same may lawfully be exercised by a body having exclusively charitable objects) the Society shall, subject to this Our Charter and the Bye-laws, have the following powers:—

(a) to establish and maintain appropriate standards of education and experience for persons engaged in the profession of Computing or entering upon courses of study in Computing and allied subjects; and to undertake, supervise or encourage the education and training in all matters relevant to the advancement of Computing of persons who are engaged in or likely to be engaged in the practice of Computing paying due regard to the provisions of courses of instruction by other organisations;

(b) to establish and maintain a sound ethical foundation for the use of computers, data handling and information technology systems; and to adopt any lawful means conducive to the maintenance of a high standard of professional skill and conduct amongst members of the Society;

(c) to maintain a register of persons qualified in Computing by admission to one of the classes of professional membership of the Society and to enrol persons not so qualified as ordinary members;

(d) to maintain and publish other registers of persons, partnerships or incorporated bodies with particular professional or practical experience in Computing or any aspect thereof as the Society shall think fit and to prescribe minimum requirements for inclusion in such registers;

(e) to hold and to supervise examinations and to award certificates, diplomas, prizes, bursaries or scholarships either alone or jointly with other educational or professional bodies Provided that no certificate or other like award issued by or on the authority of the Society shall contain any statement expressing or implying that it is granted by or on the authority of any Department or Authority of Our Government unless it is in fact so granted;

(f) to prepare, print and publish criteria for the teaching of, and training in, Computing and its applications;

(g) to confer, consult, communicate or co-operate with any other scientific, professional or technical institution, institute,

society or association or body whether incorporated or not or formed for purposes of profit with a view to the pursuit of common objects in Computing and related subjects and to represent the Computing profession both nationally and internationally;

(h) to enable and encourage all persons engaged in or interested in Computing to meet and correspond in order to facilitate the exchange of ideas and information on the science, practice, teaching, application and use of Computing;

(i) to invite, receive, hear and publish communications relating to the science, teaching, application or use of Computing and to grant prizes or other awards in respect of them;

(j) to prepare, edit, print, publish, acquire and circulate books, papers, periodicals, circulars or other literary works or films, photographs or other visual aids or recordings or any information stored in a retrieval system or by any electronic or mechanical means concerned with Computing and related subjects and their application and use and to translate, compile, collect, publish, lend, licence, hire or sell and to secure or contribute to, the translation, compilation, collection and publication by other bodies or persons of any such literature, information and statistics so collected, to disseminate information by means of reading papers, delivering lectures, organising conferences, seminars or other forms of meeting, giving advice, promoting, organising, taking part in or assisting in promoting or organising exhibitions, demonstrations or experiments which may advance any of the objects of the Society;

(k) to found, aid, maintain and endow bursaries or scholarships and to make grants for the support and instruction (whether in the United Kingdom or overseas) of persons engaged in Computing and related subjects and to employ and remunerate instructors or other staff, to retain or apply skilled, professional or technical advisers or other workers in connection with the objects of the Society, to pay such fees or remuneration as may be deemed expedient therefor and to use the funds of the Society in the employment of persons of learning or skill as may be required to undertake the objects of the Society;

(l) to collect, index and publish information on any or all aspects of Computing and its teaching applications and uses and its applications and uses to industry and to maintain or support any library, bureau, database or information system conducive to this end;

(m) to promote, establish and support standards and codes of practice for the handling, storage, acquisition, transmission, processing, protection and display of data relating to Computing and the information contained therein;

(n) to procure that the Society be registered or recognised in any part of the world;

(o) to make arrangements for the carrying out of the objects of the Society and for such purpose to engage and provide in whole or in part for the salaries, pensions and superannuation for officers, servants and employees and former officers, servants and employees both of the Society and the Company and of their widows, widowers and dependants;

(p) so far as the law from time to time allows to purchase, take on lease or in exchange, hire or otherwise acquire any real or personal property or any rights or privileges in any part of the world necessary or convenient for the promotion of the objects of the Society and to construct, maintain and alter any buildings or erections necessary, convenient or

fitted for the work of the Society;

(q) to sell, let, mortgage, dispose of or turn to account any or all of the property or assets of the Society subject to such consents as may be required by law;

(r) to administer the affairs and property of the Society in all respects without any restrictions whatever, in the same manner as an individual may manage his own affairs and property and in particular:

(i) to take over and acquire all the property and assets of the Company, to assume the obligations of the Company and to do all such acts and things incidental thereto;

(ii) to demand and receive fees, subscriptions and other charges;

(iii) to seek and accept donations and legacies;

(iv) to borrow moneys whether on the security of any or all of the property of the Society or without security;

(v) to invest the funds of the Society in such a manner as the Bye-laws may prescribe;

(vi) to accept obligations and liabilities;

(s) to undertake and execute charitable trusts which may lawfully be undertaken by the Society and may further its objects;

(t) to establish and support or aid in the establishment and support of any charitable associations or institutions having objects similar to those of the Society and to subscribe or guarantee money for charitable purposes calculated to further its objects;

(u) to provide such assistance in connection with the housing of employees of the Society as is necessary for the objects of the Society;

(v) to enter into and to give effect to agreements or arrangements of any kind with, or to, other institutions (including the Company) whose objects are not repugnant to this Our Charter whereby:

(i) activities may be carried on in co-operation;

(ii) any such institution may be or become recognised for any purpose by the Society;

(iii) any such institution may be or become incorporated in, federated or affiliated to, or associated with, the Society, or, if such institution shall be established for charitable purposes only but not otherwise, the Society may become affiliated to or associated with any such institution; Provided that no such incorporation or federation shall take place without the consent of the Lords of Our Most Honourable Privy Council, of which consent a certificate under the hand of the Clerk of Our said Privy Council shall be conclusive evidence;

(w) to bear and use the Armorial Bearings granted and assigned unto the Company by Letters Patent dated the first day of December One thousand nine hundred and seventy under the hands and seals of Our Garter King of Arms, Clarenceux and Norroy and Ulster King of Arms and then duly recorded in Our College of Arms provided that the Armorial Bearings so granted and assigned, the bearing and use of which by the Society is authorised by this Our Charter shall first be exemplified according to the laws of Arms and recorded in Our College of Arms otherwise this Our Permission and Authority shall be void and of none effect;

(x) to bear and display in Scotland the Armorial Bearings matriculated in the Public Register of all Arms and Bearings

in Scotland by the Lord Lyon King of Arms and duly recorded in the Public Register of all Arms and Bearings in Scotland on the twentieth day of November One thousand nine hundred and seventy-eight provided that the said Armorial Bearings, the bearing and use of which is authorised by this Our Charter shall first be exemplified according to the laws of Arms in Scotland and recorded in the Public Register of all Arms and Bearings in Scotland in default of which the said authority shall be void and of no effect;

(y) To do such other acts and things (including the promotion of a Bill or Bills in Parliament), whether incidental to the powers aforesaid or not as may be requisite in order to further the objects of the Society.

4. The income and property of the Society shall be applied solely towards the promotion of its objects as set forth in this Our Charter and no portion thereof shall be paid or transferred, directly or indirectly, by way of dividend, bonus or otherwise howsoever by way of profit to the members of the Society and no member of the Trustee Board shall be appointed to any office of the Society paid by salary or fees or receive any remuneration or other benefit in money or money's worth from the Society; Provided that nothing herein shall prevent any payment in good faith by the Society:

(a) of reasonable and proper remuneration to any member of the Trustee Board for services rendered by him to the Society as an examiner of any form of examination, written, practical or oral, set or approved by the Society;

(b) of reasonable and proper remuneration to any member, officer or servant of the Society (not being a member of the Trustee Board) for any services rendered to the Society;

(c) of interest at a reasonable and proper rate per annum on money lent by any member of the Society or of the Trustee Board ;

(d) of reasonable and proper rent for premises demised or let by any member of the Society or of the Trustee Board;

(e) of fees, remuneration or other benefit in money or money's worth to any company of which a member of the Trustee Board of the Society may also be a member holding not more than one-hundredth part of the capital; and

(f) to any member of the Trustee Board or of its Committees of out-of-pocket expenses.

5. The Bye-laws or Regulations shall regulate the admission of members of the Society and the period or periods of such membership and the terms and conditions subject to which such membership shall be held and such Bye-laws or Regulations shall apply to all members of the Society from time to time and such Bye-laws or Regulations may prescribe such division of the membership into grades or classes as shall to the Society seem proper.

6. There shall be a President, a Deputy President, and such number of Vice-Presidents, and such other officers of the Society as shall from time to time be prescribed by or in accordance with the Bye-laws or Regulations. They shall hold their respective offices for such terms and their successors shall be appointed in such manner and they shall have such powers and duties as shall from time to time be prescribed by or in accordance with the Bye-laws or Regulations.

7. There shall be a Trustee Board of the Society consisting of such number of members of the Society, with such qualifications and to be elected or appointed in such manner to hold office for such period and on such terms generally as may be prescribed by or in accordance with the Bye-laws or Regulations.

8. There shall be an advisory Council of the Society consisting of such members of the Society to be elected or appointed in such manner to hold office for such period and on such terms generally as may be prescribed by or in accordance with the Bye¬laws or Regulations.

9. Subject to the provisions of this Our Charter and of the Bye-laws and Regulations of the Society the government and control of the Society and its affairs shall be vested in the Trustee Board. The business of the Trustee Board shall be conducted in such manner as may be prescribed by or in accordance with the Bye-laws or Regulations.

10. (a) The Bye-laws may, subject to the provisions of this Our Charter, govern such matters as the Society may deem fit and meet with respect to or for the governance of the Society and the promotion of the objects of this Our Charter.

(b) The Bye-laws set out in the Schedule hereto shall be the Bye-laws of the Society.

11. The members of the Society may by Special Resolution in that behalf, make Bye-laws adding to, amending or repealing the Bye-laws for the time being in force; but no Bye-laws so made shall have effect until approved by the Lords of Our Most Honourable Privy Council, of which approval a Certificate under the hand of the Clerk of Our said Privy Council shall be conclusive evidence and provided always that no amendment shall be made to the Bye-laws which would cause the Society to cease to be a charity at law.

12. The Bye-laws may direct that any matter which pursuant to this Our Charter might be prescribed or regulated in the Bye-laws may be further prescribed or regulated by Regulations; provided that any such further prescription or regulation shall not be repugnant to the provisions of this Our Charter or the Bye-laws. Regulations may be added to, repealed and varied in like manner to that in which they were respectively made.

13. Regulations shall be made, amended or repealed by Special Resolution of the Society in General Meeting or by the Trustee Board as provided in the respective Bye-laws which authorise the making thereof. Regulations which shall be made by Special Resolution shall be known as "Members' Regulations". Members' Regulations may direct that any matter prescribed or regulated therein may be further prescribed or regulated as may be determined by the Trustee Board.

14. The Society in General Meeting may at any time revoke, amend or add to any of the provisions of this Our Charter by a Special Resolution in that behalf and such revocation, amendment or addition shall when allowed by Us, Our Heirs or Successors in Council become effectual so that this Our Charter shall thenceforward continue and operate as revoked, amended or added to provided always that no amendment shall be made to this Our Charter which would cause the Society to cease to be a charity at law. This Article shall apply to this Our Charter as revoked, amended or added to in manner aforesaid.

15. For the purposes of this Our Charter a "Special Resolution" means a resolution passed at a General Meeting of the members of the Society convened and held in accordance with the Bye-laws and Regulations by not less than two-thirds of the members present in person or by proxy and voting.

16. The members may by Special Resolution determine to surrender this Our Charter subject to the sanction of Us, Our Heirs or Successors in Council and upon such terms as We or They may consider fit and wind up or otherwise deal with the affairs of the Society in such manner as shall be determined by such Special Resolution or in default of such direction, as the

Trustee Board shall think expedient having due regard to the liabilities of the Society for the time being and if, on the winding up or the dissolution of the Society, there shall remain, after the satisfaction of all its debts and liabilities, any property whatsoever, the same shall not be paid or distributed among the members or any of them but shall, subject to any special trusts affecting the same, be given and transferred to some charitable association or associations having objects similar to the objects of the Society which shall prohibit the distribution of its or their income or property amongst its or their members to an extent at least as great as is imposed on the Society by this Our Charter, such association or associations to be determined by the Trustee Board of the Society at or before the time of dissolution, and if and so far as effect cannot be given to such provision, then to some other charitable object.

17. (a) In any case of conflict, the provisions of this Our Charter shall prevail over those of the Bye-laws and Regulations and the provisions of the Bye-laws shall prevail over those of the Regulations.

(b) Our Royal Will and Pleasure is that this Our Charter shall ever be construed benevolently and in every case most favourably to the Society and the promotion of the objects of this Our Charter.

IN WITNESS whereof We have caused these Our Letters to be made Patent.

WITNESS Ourself at Westminster the twenty first day of September in the thirty third year of Our reign.

BY WARRANT UNDER THE QUEEN'S SIGN MANUAL

OULTON

HUMOUR PAGES

Business Lessons

A boat docked in a tiny Mexican village. An American tourist complimented the Mexican fisherman on the quality of his fish and asked how long it took him to catch them.

"Not very long," answered the Mexican.

"But then, why didn't you stay out longer and catch more?" asked the American.

The Mexican explained that his small catch was sufficient to meet his needs and those of his family.

The American asked, "But what do you do with the rest of your time?"

"I sleep late, fish a little, play with my children, and take a siesta with my wife. In the evenings, I go into the village to see my friends, have a few drinks, play the guitar, and sing a few songs. I have a full life."

The American interrupted, "I have an MBA from Harvard and I can help you! You should start by fishing longer every day. You can then sell the extra fish you catch. With the extra revenue, you can buy a bigger boat."

"And after that?" asked the Mexican.

"With the extra money the larger boat will bring, you can buy a second one and a third one and so on until you have an entire fleet of trawlers. Instead of selling your fish to a middle man, you can then negotiate directly with the processing plants and maybe even open your own plant. You can then leave this little village and move to Mexico City, Los Angeles, or even New York City! From there you can direct your huge new enterprise."

"How long would that take?" asked the Mexican.

"Twenty, perhaps twenty-five years," replied the American.

"And after that?"

"Afterwards? Well my friend, that's when it gets really interesting," answered the American, laughing. "When your business gets really big, you can start buying and selling stocks and make millions!"

"Millions? Really? And after that?" asked the Mexican.

"After that you'll be able to retire, live in a tiny village near the coast, sleep late, play with your children, catch a few fish, take a siesta with your wife and spend your evenings drinking and enjoying your friends."

And the moral of this story is: ...Know where you're going in life... you may already be there.

Science?

Research has led to the discovery of the heaviest element yet known to science.

The new element, Governmentium (Gv), has one neutron, 25 assistant neutrons, 88 deputy neutrons and 198 assistant deputy neutrons, giving it an atomic mass of 312.

These 312 particles are held together by forces called morons, which are surrounded by vast quantities of lepton-like particles called peons.

Since Governmentium has no electrons, it is inert; however, it can be detected because it impedes every reaction with which it comes into contact. A minute amount of Governmentium can cause a reaction which would normally take less than a second to take anytime from four days to four years to complete.

Governmentium has a normal half-life of two to six years; it does not decay, but instead undergoes a reorganisation in which some of the assistant neutrons and deputy neutrons exchange places.

In fact, Governmentium's mass will actually increase over time, since each reorganization will cause more morons to become neutrons, forming isodopes.

This characteristic of moron promotion leads some scientists to believe that Governmentium is formed whenever morons reach a critical concentration. This hypothetical quantity is referred to as the critical morass.

When catalyzed with money, Governmentium becomes Administratium, an element that radiates just as much energy as Governmentium, since it has half as many peons but twice as many morons.

SUPPORT DESK WOES

Tech support:	What kind of computer do you have?
Female customer:	A white one...

Customer:	Hi, this is Maureen. I can't get my diskette out.
Tech support:	Have you tried pushing the Button?
Customer:	Yes, sure, it's really stuck.
Tech support:	That doesn't sound good; I'll make a note.
Customer:	No, wait a minute... I hadn't inserted it yet.... it's still on my desk.. sorry....

Tech support:	Click on the 'my computer' icon on to the left of the screen.
Customer:	Your left or my left?

Tech support:	Good day. How may I help you?
Male customer:	Hello.... I can't print.
Tech support:	Would you click on "start" for me and.
Customer:	Listen pal; don't start getting technical on me! I'm not Bill Gates.

Customer:	Hi, good afternoon, this is Martha, I can't print. Every time I try, it says 'Can't find printer'. I've even lifted the printer and placed it in front of the monitor, but the computer still says he can't find it...

Customer:	I have problems printing in red...
Tech support:	Do you have a colour printer?
Customer:	Aaaah....................thank you.

Tech support:	What's on your monitor now, ma'am?
Customer:	A teddy bear my boyfriend bought for me at Woolies.

Customer:	My keyboard is not working anymore.
Tech support:	Are you sure it's plugged into the computer?
Customer:	No. I can't get behind the computer.
Tech support:	Pick up your keyboard and walk 10 paces back.
Customer:	OK
Tech support:	Did the keyboard come with you?
Customer:	Yes
Tech support:	That means the keyboard is not plugged in. Is there another keyboard?
Customer:	Yes, there's another one here. Ah...that one does work...

Tech support:	Your password is the small letter "a" as in apple, a capital letter V as in Victor, the number 7.
Customer:	Is that 7 in capital letters ?

Customer:	I can't get on the Internet.
Tech support:	Are you sure you used the right password?
Customer:	Yes, I'm sure. I saw my colleague do it.
Tech support:	Can you tell me what the password was?
Customer:	Five stars.

Tech support:	What anti-virus program do you use?
Customer:	Netscape.
Tech support:	That's not an anti-virus program.
Customer:	Oh, sorry...Internet Explorer.

Customer:	I have a huge problem. A friend has placed a screen saver on my computer, but every time I move the mouse, it disappears.

Tech support:	How may I help you?
Customer:	I'm writing my first e-mail.
Tech support:	OK, and what seems to be the problem?
Customer:	Well, I have the letter 'a' in the address, but how do I get the circle around it?

A woman customer called the Canon help desk with a problem with her printer.

Tech support:	Are you running it under windows?
Customer:	"No, my desk is next to the door, but that is a good point. The man sitting in the cubicle next to me is under a window, and his printer is working fine."

And last but not least...

Tech support:	"Okay Colin, let's press the control and escape keys at the same time. That brings up a task list in the middle of the screen. Now type the letter "P " to bring up the Program Manager."
Customer:	I don't have a P.
Tech support:	On your keyboard, Colin.
Customer:	What do you mean?
Tech support:	"P".....on your keyboard, Colin.
Customer:	I'M NOT GOING TO DO THAT!!

BCS

Application Form for Affiliate Membership

Surname/Last/Family Name	First Names	Title (Mr/Mrs/Ms etc)	Date Of Birth (DD/MM/YY)

Home Details	Work Details
Address	Organisation Name
	Department
	Address
Town/City	Town/City
Postcode	Postcode
Country	Country
Telephone	Telephone
Telephone (Mobile)	Communication Preference? (please tick) — By Email — By Post
Contact Email	Alternate Email

What prompted you to make this application at this time? Please choose an option from the list below:

Press Advert ☐   BCS Website ☐   Other Website ☐   BCS E-Mail ☐   Railway/Underground Advertising ☐

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I wish to join The British Computer Society as an Affiliate. I confirm that, if accepted I will be governed by the Society's Charter, Bye-Laws and Regulations from time to time in force and will abide by its Code of Conduct from time to time in force. I will maintain the dignity and welfare of the Society, conduct myself honourably in the practice of my profession and will observe the provisions of the BCS Code of Good Practice from time to time in force.

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TO JOIN IRMA YOU MUST BE AT LEAST AN AFFILIATE MEMBER OF THE BCS.

PLEASE EITHER COMPLETE THIS FORM AND SEND IT TO: BCS IRMA, 47 Grangewood, Potters Bar, Hertfordshire, EN6 1SL

OR

Apply on-line at www.bcs.org.uk

Once you have ben accepted into the BCS you will be able to select IRMA as one of your Specialist Groups or branches.

Once completed please return to:

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North Star House, North Star Avenue, Swindon SN2 1FA United Kingdom
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BCS

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ADMINISTRATION	Janet Cardell-Williams t: 01707 852384 f: 01707 646275	admin@bcs-irma.org

OR VISIT OUR WEBSITE AT	**www.bcs-irma.org** Userid = irmamembers Password = 4members07	Members' area

BCS IRMA SPECIALIST GROUP ADVERTISING RATES

Reach the top professionals in the field of Information Risk Management and Audit by advertising in the BCS IRMA SG Journal. Our advertising policy allows advertising for any security and control related products, service or jobs.

For more information, contact John Mitchell on 01707 851454, fax 01707 851455 email john@lhscontrol.com.

There are three ways of advertising with the BCS IRMA Specialist Group:

The Journal is the Group's award winning quarterly magazine with a very defined target audience of 350 information systems audit, risk management and security professionals.

Display Advertisements Rates:
- Inside Front Cover £400
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We can undertake direct e-mailing to our members on your behalf at any time outside our normal distribution timetable as a 'special mailing'. Items for distribution MUST be received at the office at least 5 WORKING DAYS before the distribution is required. Prices are based upon an access charge to our members of £350.

Contact
Administration
Janet Cardell-Williams,
49 Grangewood, Potters Bar, Hertfordshire EN6 1SL
Email: admin@bcs-irma.org
Website : www.bcs-irma.org

Meeting Venue unless otherwise stated

BCS, The Davidson Building,
5 Southampton Street,
London WC2 7HA