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20 December 1984

Noru.

B White Esq
Department of Employment
Caxton House
Tothill Street
LONDON SW1

Dear Brian

IDEM STAGE 2

You may recall that I wrote to you about the IDEM study on 1
October 1984, to seek your reactions to Logica's report and
to obtain your support to going forward to Stage 2.

2. I am pleased to say that the interest in and the
enthusiasm for IDEM has been most encouraging. We have
therefore decided to proceed with Stage 2 of the study,
pursing only the MIDEM option. This was the recommendation
of the SG for the reasons set out in my earlier letter.

3. The project team is now consulting with departments and
with potential suppliers: the ultimate objective is to
prepare an operational requirement for the initial IDEM
system, together with other necessary planning documents.

4. As part of the Stage 2 activities we would like to
undertake a systematic information collection exercise
within each department, which will have the following
objectives:

    i.   to inform all potential users about IDEM;

   ii.   to provide input to the short and medium term plans
       for IDEM.

5. The first of these can be satisfied by the attached
"Outline Description", which describes IDEM for the
non-technical reader. In addition to this, the CCTA will
shortly be issuing technical guidance on standards and
interfaces that might apply to IDEM.

6. The second of these can be satisfied by the attached
questionnaires. We would appreciate the completion and
return of these questionnaires by 25 January 1985 The
precise mechanisms that you use to complete and return these
questionnaires are, of course, for you to decide, but I
would suggest you send it to those who have, or whose staff
have, contacts with other departments and who, in your
judgement, are potential users of the IDEM service.

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7.   The questionnaire is short and simple. We are not seeking detailed information during this activity. Promising-looking applications for IDEM will be followed up in detail by the Stage 2 project team.

8.   I am copying this letter and enclosures to all on the attached list.

9.   We would welcome any other comments that you or the other receipients wish to attach to the questionnaire. If you would like to discuss any aspects of the IDEM study before completing the questionnaire, please contact either myself or Bill McKinley (211 0025).

10. Given the importance that we have all attached to the progress of this study I would be very grateful to have all your replies back by 25 January.

Yours ever

M O'CONNOR

CIRCULATION LIST

Consultative Group

J J McGinley, DHSS
R Ingram, NIO
R Taverner, COI
A Thorpe, FCO
F Ibbotson, SOCS
B Prophet, C&E
M H Davies, HO
Mrs P Waugh, HMT

Other Participating Departments\Offices

R Morgan, Palace of Westminster
D Barclay, Prime Minister's Office
C J Roberts, Chief Whip's Office
D Duncan, LAD
I Turl, MSC
D Rutherford, HMSO
D Mortimer, LCD

Non-participating Departments\Offices

K Forecast, CSO
P H Halsey, DES
R Beasley, DEn
D C Smith, ECGD
G S Murray, Forestry Commission
E A Johnston, Government Actuary's Department
A B Martin, Health and Safety Executive
E J Pryer, HM Land Registry
D E Whittall, Department for National Savings
W Smith, Ordnance Survey
L Andrews, PGO

IDEM - OUTLINE DESCRIPTION

WHAT IS IDEM?

This paper provides a brief description of an Inter-departmental Electronic Mail (IDEM) service which the CCTA intends to offer to Government departments commencing in 1986. This first section provides a summary of the service. Further details are provided in the remaining sections.

As a subscriber to the service, you would:

- prepare a document on your own terminal. The document might be a short message, or a multi-page report. The terminal might be a word processor, personal computer or a computer terminal. It might also be a terminal already connected to an office system

- attach the names of the recipients of your document. Obviously documents can only be sent to recipients who also subscribe to the service

- transmit the document to the IDEM facility, where it is stored in the recipients' "mailboxes"

- examine your own mailbox to read documents that have been sent to you.

IDEM will allow you to send documents to other subscribers far more rapidly than is possible with normal mail services.

WHAT IS ELECTRONIC MAIL (EM)?

Electronic mail is a term used to describe the electronic transmission of documents between computer terminals. Electronic mail follows a close analogy with the traditional letter post. The sender of an electronic mail document prepares the document on his terminal, he then attaches the names of the intended recipients to the document and "posts" the document into the mailbox of the recipients. Some time later, the recipient "opens" his mailbox and is able to read any documents that are waiting in his mailbox.

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The primary benefits of electronic mail are:

- the rapid speed of delivery, which is not constrained by the physical transport of documents

- the ability to send the same document to several recipients without needing to create multiple copies of it.

The primary disadvantages are:

- that electronic mail can only carry documents that have been prepared on suitable terminals

- that documents can only be sent to recipients who are also subscribers to the same system.

IDEM SERVICES

It is intended that the CCTA will operate an IDEM central facility which will support electronic mail services that can be used by government departments to transmit documents. This central facility will:

- allow documents to be sent and received

- administer the mailboxes of all subscribers

- allow a variety of different types of terminals and systems to access these services.

Internal versus interdepartmental systems

Some departments are establishing their own internal electronic mail systems, to carry documents within departments. The primary intention of IDEM is to provide a means for transmitting documents between government departments. However, there is no reason why IDEM should not be used to transmit documents within government departments.

IDEM users

Ultimately it is anticipated that the use of IDEM will achieve widespread penetration within government offices. During the first few years it is intended that the number of subscribers will build up rapidly. During this build up the early users of IDEM are likely to be interdepartmental communities of

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interest, which will use the system to transmit documents relating to a specific activity. An example of such an activity is the exchange of PES and supply estimate information between treasury expenditure divisions and the finance divisions of other government departments.

Type of information

The type of information that can be carried by IDEM will, at least initially, correspond to typescript. IDEM will not be able to carry manuscript, nor will it be able to carry diagrams, pictures or other graphical information.

Security

The security features built into IDEM will be adequate to permit the transmission of documents which are classified up to "Restricted" or which have "In Confidence/Privacy" markings. In deciding if you might use the service it is worth bearing in mind that documents are often over-classified. Many documents classified as "Confidential" should more properly be labelled with a privacy marking.

Access to IDEM

It is expected that IDEM will be accessed mainly by terminals that have already been installed for other purposes, namely:

- word processors
- personal computers
- interactive computer terminals
- terminals connected to office systems.

The ability of a particular terminal to access IDEM will depend upon the precise technical characteristics of the terminal. However, it is likely that most terminals in use in government will be able to access IDEM, although for some terminals this may require a standard modification.

Where possible subscribers will use the GTN to access the IDEM central facility. Other telecommunications media can also be used where required.

Basic and Revisable Services

Two kinds of service will be offered on IDEM:

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- a <u>basic</u> document transfer service available to a wide variety of existing terminals

- a <u>revisable</u> document transfer service available to word processors, personal computers and office systems. Initially the types of terminals that will be able to use this service will be restricted.

The revisable service will allow the recipient to use the word processing software of his terminal to edit incoming documents. In certain circumstances the basic service will also allow the recipient to edit incoming documents.

<u>WHAT IS REQUIRED TO USE IDEM?</u>

All of the central IDEM facilities will be provided by the CCTA. Subscribers will need to provide their own terminals. It is assumed that, in general, these will have already been installed for other purposes. The usual method of communicating with IDEM will be via the government telephone network (GTN), or via standard British Telecom services.

Charges for the use of IDEM are expected to be roughly as follows:

- for a single terminal, £1,000 to £1,500 initially, with a subscription charge in subsequent years

- for an office system, £5,000 to £25,000 initially, with a subscription charge in subsequent years.

These charges include additional equipment required by the terminal or system (a modem and an encryption unit).

<u>MORE INFORMATION</u>

Should you require more information on IDEM please contact, in the first instance, Bill McKinley of the CCTA on 01-211 0025.

18 December 1984

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<u>IDEM Stage 2 Questionnaire - Instructions</u>

When completing this questionnaire, please first read the "Outline Description" of the IDEM service which sets out the services that will be offered.

The questionnaire is divided into 4 sections, attached on the following 4 pages. This front page provides instructions for all sections.

<u>Section A</u>

In Section A we are seeking to identify inter-departmental information flows which might be suitable for the IDEM service. Typically these will have the following characteristics:

- urgent
- regular, rather than one off
- paper-based
- currently prepared on a typewriter, word processor, or microcomputer.

In this section **please ignore** whether or not you might have a suitable terminal to send or receive the information via the IDEM service.

Please complete a separate Section A for <u>each</u> information flow.

<u>Section B</u>

In Section B we are seeking to identify any internal flows for which departments might wish to use the IDEM service. We recognise that in many cases departments have their own plans and strategies for internal electronic mail. Whilst the primary thrust of the IDEM service is for inter-departmental traffic some departments may wish to use the service for parts of their internal traffic, as an interim measure.

<u>Section C</u>

In Section C we are seeking to identify terminals (only those which are installed or for which there are definite plans) which you <u>might wish to use to access the IDEM service during its first 3 years</u> (i.e. 1986 to 88).

If in doubt, please include, rather than exclude, a terminal. It is not necessary to match up terminals in this section with information flows identified in Sections A and B.

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● Suitable types of terminals are:

- microcomputers
- word processors
- computer terminals (VDUs and teletype)
- electronic typewriters with a memory of 5 pages or more.

<u>Section D</u>

Finally, in Section D we are seeking to identify all existing and planned electronic office systems.

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Section A: Information Flows To and From Other Departments

Are there any information flows between your division/branch and <u>other departments</u> for which you might want to use the IDEM service?

Yes ☐   No ☐

If yes, please complete the 3 questions below for each major flow.

Please describe briefly the purpose of this information flow.

With which department(s)/division(s)/branch(es) do you communicate? Which office location?

What is the current volume of paper flow?

Pages per year	Sent	Received
1-50	☐	☐
50-500	☐	☐
Above 500	☐	☐

Name of respondent:

Department:

Division/Branch:

Telephone number:

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Section B: Information Flows Within your Department

Are there are information flows between your division/branch and other divisions/branches within your department for which you MIGHT want to use the IDEM service?

Yes ☐   No ☐

If yes, please complete the 3 questions below for each major flow.

Please describe briefly the purpose of this information flow?

With which division(s)/branch(es) do your communicate?
Which office location?

What is the current volume of paper flow?

Pages per year	Sent	Received
1-50	☐	☐
50-500	☐	☐
Above 500	☐	☐

Name of respondent:

Department:

Division/Branch

Telephone number:

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Section C: What Terminals Might you Wish to Use to Access the IDEM service?

Make & Model?	How many (of this Make & Model)?	Is it a Micro/ word processor/ computer terminal/ electronic typewriter?	Is it Already used to Communicate with Another Computer?

Name of Respondent: Department: Division/   Telephone No:
                                                 Branch:

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Section D: Electronic Office Systems

Do you have plans for any electronic office systems?

Please give brief details:

- make and models (if known yet)
- number of terminals planned
- timescale of implementation
- brief description of applications.

Name of respondent:

Department:

Division/Branch

Telephone number:

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