



## → Dematerialization: European application standards for Business-to-Business

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B2B Conference, ETSI, 7-8 July 2008

# Summary



- What is CEN and how do we work in ICT?
- The eBusiness application standards problem
- CEN/ISSS eBusiness Interoperability Forum
  - eInvoicing – a critical application
  - Our other eBusiness-related work



# What is CEN?

- The European Standards Committee (French acronym)
- One of three European Standardization Organizations, recognized by the EC
- A non-profit association, whose members are national standards bodies (BSI, DIN, AFNOR, etc.)
- Now 30 members – EU plus EFTA
- Affiliate members – new applicant countries, Med partners
- Associate members – industry sectors
- Creating the European single market, in partnership with:
  - CENELEC - electro-technical standards
  - ETSI – electronic communication standards
- CEN/ISSS: marketing title for our ICT activities (but NB convergence with CENELEC)



# Our working methods

→ CEN operates two main sorts of consensus group to meet different circumstances:

- Technical Committees - made up of national delegations. The end products are formal European Standards (EN) or Technical Specifications (TSs)
- Workshops and Focus Groups – open to any interested party

→ CEN/ISSS activities are mainly Workshops

→ Workshops are:

- a “bottom up” process – subjects needed by the “market” (in the broadest sense)
- A public process - Business Plans on web, open for comment to all
- Results by consensus of the participants (and usually a “public enquiry” on web)
- Technical specifications, guidance material, best practice, information
- Results become CEN Workshop Agreements - published by CEN (some on line for free)



# Overview

- 8 Technical Committees producing European Standards (ENs)
- Since February 1998:
  - 66 Workshops started in CEN/ISSS
  - 14 Workshops currently open, one revival announced
  - 250 CWAs published (includes some non-ICT)
  - 1300+ (average) registered Workshop participants (business and other interests)
  - Value-added activities (R&D links, consortia overview, etc.)
  - Focus Groups (strategic overview groups open to all)
  - ICT Standards Consortia - survey on web
  - Standards/research – focussed effort to ensure smooth collaboration (many WSs are linked)



## eBusiness application standards

- We are too incoherent and fragmented
- The problems remain as they always were:
  - A lot of nice technologies
  - IT industry driven by innovation
  - But lack of interoperability
  - Solutions in search of markets
  - End-users are confused/lacking power to change
  - People stick to tried and trusted solutions, eg EDI is still there (and works – but not for SMEs)
- Let's be optimistic – there is more awareness, marketing hype has reduced
- But still this whole standards zone is relatively untapped – how can we progress?



# And for goodness sake, why in Europe?

- The technologies are global and must remain so
- The basic standards must also be global – whether they are from formal bodies or consortia
- But:
  - Global standards do not necessarily meet European requirements – they may meet only vendor needs
  - They may lack European legal, cultural, even linguistic references – an SME in Calabria may not want an eBusiness standard in English
  - Applying these standards in practice needs end-user, service provider etc participation
  - That can be expensive, even impossible at global level – but the regional/national combination can be made to work!



# The problem – for two decades...

- Some industry sectors are incredibly active in eBusiness standards:
  - Chemicals (CIDX), Petroleum (PIDX), Automobiles (ODETTE), textiles and footwear (in Europe anyway), Furniture (fUN-STEP)
- Most other sectors are absolutely inactive
- CEN/ISSS questionnaire to 419 European associations concerning use/understanding of eBusiness standards issues - initial responses show very poor awareness
- This may mean innovative savings from eBusiness transactions are not being realised, software markets are untapped

***How do we change this?***



# Synergies to exploit

- Technology providers/vendors have the global reach and resource
- The ESOs have unrivalled national networks (30 countries in CEN and CENELEC)
- We can tap into end-users, national administrations, SMEs, etc.
- We are a “user signatory” of the ISO/IEC/ITU-T/UN-ECE MoU on eBusiness standards – ensuring good collaboration - only in CEN is there a coherent overall picture!
- The synergies between these different networks are badly under-exploited – why don't we try to improve matters?

# eBusiness Interoperability Forum



***“The European platform for the consideration of interoperability solutions relating to eBusiness, making strategic recommendations concerning standardization activities required to achieve this”***

- Not a standards Workshop but a strategic group
- Started in 2004 - 70 members on the list
- Chair 2008/2009 Peter Potgieser, ABN-AMRO
- Focus on standards policy issues
- Open to any interested party (small fee for two year period)



## Current CEN/ISSS eBIF activities

- Standards Roadmap: overview of key issues
- Questionnaire on eBusiness standards (see above)
- Conference annually:
  - 4-5 or 8-9 December, Nyenrode Business Universiteit, Netherlands (prov.): watch for programme and theme
  - A very interesting (free) open debate on critical eBusiness standards issues



# Test Beds Project

→ A proposed eBIF Report:

- WG to be formed
- Collaborative with NIST, ETSI, EIC, Korbit etc.
- Secretariat to be provided by Icelandic Standards
- Awaiting contractual support from Commission
- Proposed conceptual report concerning eBusiness “test beds” – eg what are they, what are they supposed to achieve, who should participate, what are the criteria for quality of results, etc etc.?



eInvoicing: 5 mega-reasons to do it  
– but we need standards!

- 1. 238 billion € first-line cost-saving potential*
- 2. 2.800.000 tonnes CO<sup>2</sup> saving potential*
- 3. EU demographics – not enough workforce in the future*
- 4. eInvoicing is the stepping stone to the next layer of innovative electronic business services*
- 5. eInvoicing is learning for the next steps – by doing.....*

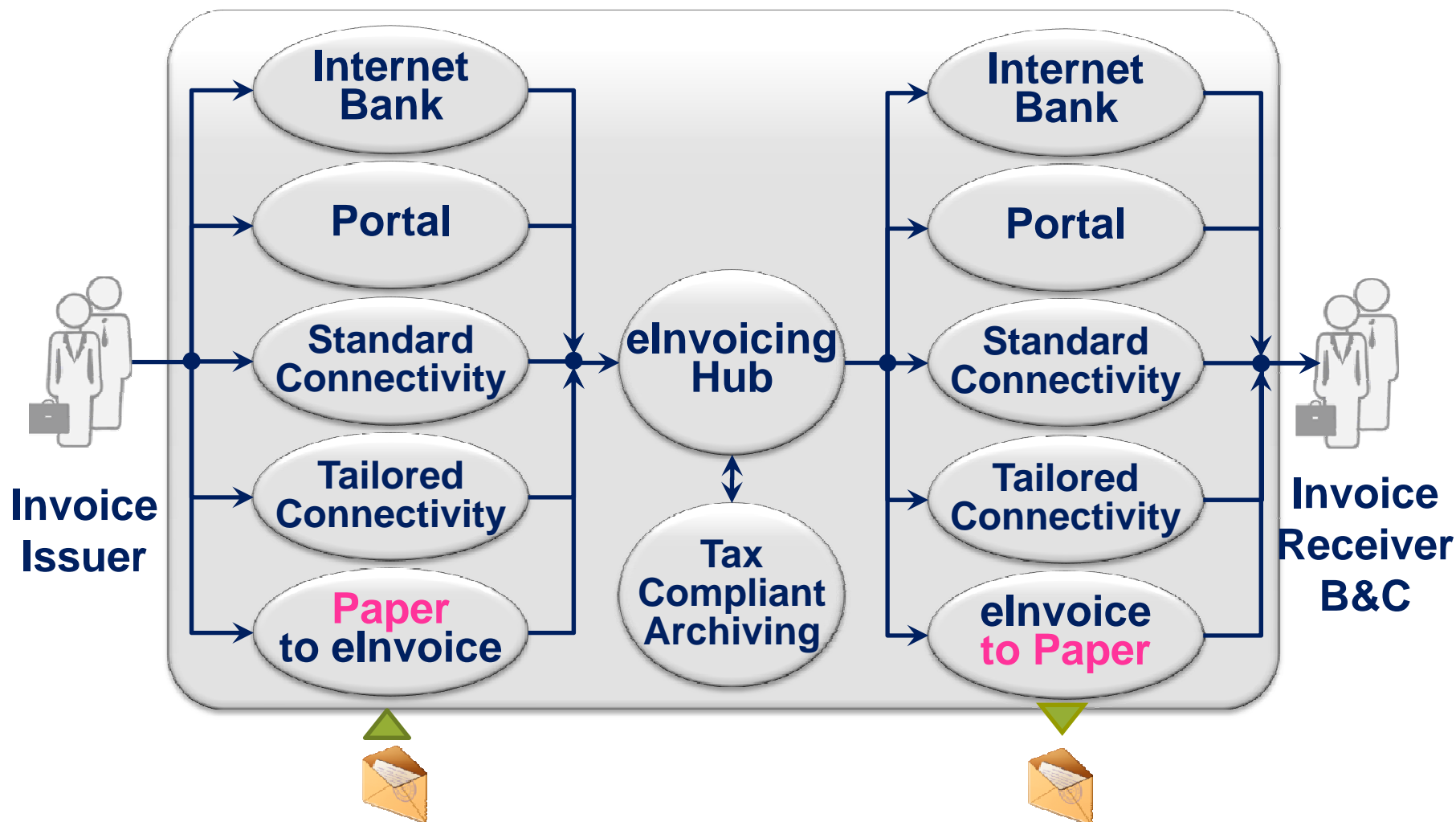
*Thanks to Bo Harald, TieToenator NV, Chairman Commission Expert Team, for this and the next two slides*



# eInvoicing – making SMEs more competitive

1. Better service to SME's large customers - one tool for all > creating common network for e-business
2. **Less** time spent on administration and complicated routines
3. **More** time for customer service and innovation
4. **Lower** cost for business processes and payments
5. **More** competition
6. **Cheaper** and faster financing
7. **Faster** payments
8. **Lower** credit, currency and fraud risks

# One Connection reaching all receivers in EU (multiformat)



# CEN/ISSS eInvoicing Workshop



- Phase 1 CWAs (published on web, free of charge):
- Commission Recommendation 1994/820/EC October 1994, proposed revision with the requirements of Directive 2001/115/EC
  - Directive invoice content details as UN/CEFACT Core Components
  - Recommendation to allow coded identifiers as an alternative to the current unstructured clear text identifications
  - Standardized set of codes in eInvoice messages for VAT exemptions
  - Survey of VAT Data Element usage in the Member States and the use of codes for VAT Exemptions
  - eInvoices and digital signatures
  - Storage of Electronic Invoices
  - Guidelines for eInvoicing Service Providers
  - eInvoice Reference Model for EU VAT purposes specification



# CEN/ISSS WS/eINV Phase two – under way

## → Five projects:

- 1 Adoption programme for increased electronic invoicing in European business processes
- 2 Compliance of electronic invoice implementations with Council Directive 2001/115/EC and the national legislation as regards electronic invoices
- 3 Cost-effective authenticity and integrity of electronic invoices and related business documents regardless of formats and technologies
- 4 Implementation of compliant electronic invoice systems in using emerging technologies and business processes
- 5 A framework for the emerging network infrastructure of “invoice operators” throughout Europe

→ “Soft standardization”- “how to do it”, good practice etc

→ Target completion mid-2009 – you can still join



## But that's not all on eINV....

- DG Enterprise/DG Internal Market Expert Team, defining the “European Electronic Invoice”
- 30 individuals, but includes some standards experts (eg Chair of eBIF, Chair of WS/eINV, CEN Management Centre)
- Sub-groups: the legal issues, business requirements, network and standards
- Advising Commission – initial work has been to define proposed Recommendation concerning VAT Directive
- Standards implications – links not only to WS/eINV, but to ISO (ISO22022) and UN/CEFACT (cross-industry invoice), and to WS/BII: we shall ensure the necessary links between Expert Team and the standards groups



# eBusiness semantics

- Harmonization of data repositories for eTourism (WS/eTOUR):
  - to define the core areas of cataloguing in eTourism
  - analyzing gaps and deficiencies in terms of available quality of data repositories for tourist catalogues
- Guidelines for the design, implementation and operation of a product property server (WS/ECAT):
  - Systematic and generic approach towards an operational product property server
  - WS on Catalogues and Classification, link to ISO TC37
- Focus Group: Computer-sensitive product dictionary standards:
  - Co-ordination including between different ISO, IEC etc committees



# Some other eBusiness-related areas of activity

## → eGovernment Focus Group:

- Report published in 2008, overview and technical recommendations of eGovernment standards issues
- Has led to CEN/ISSS WS/eGOV-Share (Discovery of and access to eGovernment resources)

## → Data Protection and Privacy (WS/DPP - Phase 3):

- Common European Best Practices for data protection management
- EU privacy audit tools
- Voluntary Technology Dialogue System

## → CyberIdentity (WS/Cyber):

- Improved authentication and traceability of business entities
- Organisational and operational rules and processes to enable interoperability across multiple organisation identification schemes



## And examples of two others....

### → “eHealth-Interop” project:

- Work launched on 29 January under mandate
- Preparation of a common work programme
- Co-ordination Group to draw up programme, comprising core representatives of the three ESOs, and to involve in a wider sense representatives of ISO, various industry standards consortia etc.
- Open meetings etc to come...
- A press release concerning this activity at:  
[www.cen.eu/cenorm/news/pressreleases/interop.asp](http://www.cen.eu/cenorm/news/pressreleases/interop.asp).

### → eAccessibility:

- Work started, co-ordinated between all three ESOs
- First draft material on web ([www.ictsb.org/datscg](http://www.ictsb.org/datscg)) for comment
- Open meeting 3/4 June 2008



Thank you  
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