

maybe infected, because more and more spyware is emerging that is silently tracking your surfing behaviour to create a marketing profile of you.

### How do I get rid of these nasties from my PC?

A whole market of software solutions has opened up to combat this latest and very serious threat to the security of your computer and personal data. There are very many commercial products available (see [www.adwarereport.com/mt/archives/000004.html](http://www.adwarereport.com/mt/archives/000004.html) for a review); however you need to be aware that there are also a great many rogue pieces of software which will claim to have found malware on your machine, but instead of removing it, will actually install it! More details of this can be found in [www.adwarereport.com/mt/archives/000007.html](http://www.adwarereport.com/mt/archives/000007.html).

There are a number of non-commercial products available, the two most popular ones are:

- 1 Spybot – Search and Destroy ([www.safer-networking.org/en/index.html](http://www.safer-networking.org/en/index.html))
- 2 Ad-Aware SE Personal ([www.lavasoft.de](http://www.lavasoft.de))

Both these are used on our home computer, and we have found both products to be stable and to perform well under XP. To achieve the maximum benefit from them, you need to ensure that they have up-to-date definition lists, run both (just to be sure that you detect all you can) and use them with a real time monitor. Here again, there are many available, typically they are bundled with commercial spyware removal packages (including the full Ad-Aware product).

Non-commercial products include:

- 1 SpywareGuard
  - 2 WinPatrol
- both of which offer real time protection against further infection. They are available via <http://www.spywareinfo.com/>.

### Anti-spyware/pro-privacy movement

Even a cursory examination of spyware and its friends is likely to raise concerns about the privacy of data and ones own computer. The pro-privacy and anti-spyware movements have developed in response to these concerns. I have discovered some comprehensive web pages by people involved in the pro-privacy movement, which might be worth a look if you're interested in delving into this whole subject further.

Bill Webb's 'Counterexploitation' website is at <http://www.cexx.org/>.

### Browser hijacking

<http://www.spywareinfo.com/articles/hijacked/>

This article is from a website that also offers forums to help resolve infections by particularly persistent nasties. They have a comprehensive technical article outlining the steps to take to regain control of your browser.

## Intranets and Content Management

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Getting it together

I am writing this just prior to flying to the USA to take part in Intranets 2004, which is organised by Information Today Inc. and run in parallel with KM World and CM (Content Management) World. It takes place in Santa Clara, one of the more unappealing parts of California in that most of the area around the conference centre is taken over by offices of the US network equipment company Cisco. You need a hire car just to go and have a cup of coffee away from the conference hotel/exhibition centre.

For the last couple of years one of the most popular early evening events has been an informal session of 'You show me yours and I'll show you mine'. We are talking intranets here! One of the big problems that intranet managers face is the difficulty in exchanging ideas about what works and what doesn't work. There are no intranet-specific conferences in the UK outside of some quite expensive seminars run by the Ark Group or by Marketing Week.

One of the issues that is associated with demonstrating intranets is that the content may give away confidential information about the company or organisation. Certainly this is an understandable issue, but certainly in the case of the showcases at the Intranets conferences the demonstrations show that you can manage the presentation to keep confidential information off the screen, and in any case there is a bond between the delegates that if they do spot something 'interesting' it stays inside the conference room.

There are many issues about intranets that perhaps do not require the full interactive demonstration. These might include ways of increasing intranet usage, the approach being taken to implement a content management system, and ensuring that staff

involved in contributing content to an intranet have this role reflected in their job description.

I have thought for some time that UKeIG would be the ideal organisation to provide a platform for an exchange of ideas on intranets. Clair Pillar of the North Cumbria NHS Trust and I have come up with the idea of running some end-of-the-day discussion forums on intranets at various places around the country. The format would be to persuade a UKeIG member to host a small meeting of local intranet managers from perhaps 4pm to 6pm. Ideally it would be useful if the host organisation could demonstrate their intranet, but the main aim is just to provide an occasion for intranet managers to come in out of the cold.

We are looking for just a few volunteers in some of the larger cities to test out the idea, perhaps in London, Birmingham, Bristol, Manchester, Liverpool, Newcastle, Edinburgh, Glasgow and Belfast. If you would be in a position to host such an event and would like to explore the idea in more detail please email me at [martin.white@intranetfocus.com](mailto:martin.white@intranetfocus.com), with no commitment at this stage. I would also be interested in hearing from other members if they felt that this format would be of value. I will then work with Shaيدا Dorabjee (who organises the UKeIG meetings programme) to discuss the comments I have received and hopefully the offers of assistance, and see if we can move the idea forward.

You might be interested in a new publication on intranet design and management from James Robertson, who runs Step Two Designs in Sydney and is one of the leaders in intranet management and content management. You can find details of his new Intranet Roadmap publication at <http://www.steptwo.com.au/products/roadmap/index.html> The Intranet Roadmap covers activities in five key streams: strategy, design, content, change and communications and technology. The publication is a A5-size 54 page book that is very clearly written and full of practical advice. There is also a wall-chart that summarises the approach set out in the book. The price is US\$120, and for any organisation moving out of the ad hoc phase of intranet development into something that is effective and scalable this is a small investment to make. James is keynoting the Intranets session at Online Information 2004.

Finally if you will forgive some self-promotion, early in 2005 Facet Publishing will be publishing a Content Management Handbook that I have written, which to a large extent is the text of the Content Management seminars I have been running for UKeIG for several years. It takes a project management approach to CMS implementation and in no way seeks to compete with the Content Management Bible

authored by Bob Boiko, the second edition of which is due to be released early next year as well.

## Public Sector News

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### What is happening in the public sector?

#### *E-government*

#### Business

Working with Business Your business made easy, Survey of English local authority websites from a business perspective, 2004 was conducted by SOCITM (Society of IT Management) on behalf of the Office of the Deputy Prime Minister. It looked at the information provided by local authorities for businesses and scored councils against 12 key areas. The overall results were deemed to be poor but the report highlights some good practice and gives some advice on how to make improvements.

#### Transport

Work continues to meet the Priority Service Outcomes identified by the Office of the Deputy Prime Minister in June. One of those is the need for all authorities to display road works information on their web site using GIS. In investigating how we are going to achieve that requirement I came across the new pilot site <http://www.transportdirect.info/> which claims to bring together road and public transport information to give you choices when planning journeys anywhere in Britain.

#### Planning

The Pendleton review of planning on local authority web sites was first conducted in 2003 and based on 21 criteria for the delivery of planning services online. The review was repeated in September and results have just been published on the web site <http://www.pendleton-assoc.com/>. In Warwickshire we were delighted to come top of the county councils!

Directgov, launched in April to replace UK Online is now the 8th most popular government site according to a response to a Parliamentary question (Hansard 19.10.04 Written Answers col. 614w) There were 419,916 visits in May rising to 758,149 in September. HMSO claims to receive in excess of 8