Views on Ofcom's proposed work programme 2010/2011

Section 4.90 ff: **Maintaining and strengthening the communications infrastructure**

Logica are actively involved in supporting the deployment of 'smart meters' within the UK, working closely with DECC and OFGEM. Our engagement with this initiative is highlighting areas where we believe Ofcom should become more actively engaged. There are a range of solutions beginning to emerge that use different communications (wireless and fixed) and with different spectra. There is a danger that the requirements of a specific application could drive de facto standards to the detriment of other potential services and competition.

The creation of a communications network into potentially every household in the country will have a major impact on the UK infrastructure. It creates both opportunities and challenges that are not only relevant to the Utilities sector but also of the Communications sector. We have the impression that the communication element of smart metering has been considered as a secondary issue, a view that we do not share. The communications deployed could have a significant impact on the future service for not only 'smart metering' and 'smart grids' but also the developing "machine to machine (M2M)" market which is projected to be a major new growth sector worldwide. Consideration of spectrum usage and wider regulatory issues would enable UKplc to be positioned as a leader in the deployment of such services.

Logica does not have an interest in any particular communication solutions. Our perspective, as a major service supplier in the utilities sector, is that a strategic approach to the use of communications would assist stakeholders in achieving the business objectives of smart metering while also creating a supportive environment for new and related services.

Views on Ofcom's proposed priorities 2010/2011

Section 4.5ff: **Ensuring availability, take-up and effective use of communications services**

Logica welcomes the investment in Digital Participation Programme. The insight that we gain through HR deployments working closely with our clients highlights that we are facing major cultural change in society as a whole and in the workplace. Ofcom's programme focuses on the issue of access to communications and the danger of digital exclusion. Clearly this is a mandatory requirement in a world where we believe access to such services will increasingly be considered as fundamental rights as utility supply.

However, we also see the need for increased priority on understanding the cultural drivers for change. Research of this type will help to shape the prioritisation of investment and regulation that will avert the danger of social exclusion driven by the 'digital advance'. Understanding how different generations engage with and relate to technology would assist this policy making.

Section 2.28ff: **Understanding the experience of business consumers**

The needs of business were acknowledged as a missing element of the Digital Britain Report. Logica welcome the priority on this area and small business sector in particular. Just as consumers behaviours and outlook are changing significantly so is the relationship between businesses in the commercial 'ecosystem' . Regulation has a key role in enabling the flexibility needed for such new

models to evolve enabling easy collaboration with choice of services but within a secure environment.

At Logica we see the small business area as a key source of innovation and wish to see the sector grow and develop.