



Stakeholder Community of Once-Only Principle for Citizens

Reducing Administrative Burden for Citizens through Once-Only: Vision & Challenges

www.scoop4c.eu

**Presentation at first stakeholder workshop
Brussels, 14th March 2017**

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Agenda

- ❖ Introduction to the project
- ❖ Initial vision, benefits, enablers and barriers
- ❖ Engagement with the Stakeholder Community



The once-only principle

Reducing administrative burden for citizens

Once-only: “ensure that citizens and businesses supply the same information only once [...]. Public administration offices take action if permitted to internally re-use this data, in due respect of data protection rules, so that no additional burden falls on citizens and businesses.”

(EU eGovernment Action Plan 2016-2020:
<https://ec.europa.eu/digital-single-market/en/european-egovernment-action-plan-2016-2020>)



SCOOP4C

- ❖ Funded by the European Commission under H2020, CO-CREATION-05-2016
- ❖ Coordination and Support Action (CSA)
- ❖ Start date: 1st November 2016
- ❖ Duration: 2 years
- ❖ Web presence: **www.scoop4c.eu**



Objectives of SCOOP4C

Build up and sustain a stakeholder community

- *discuss and share experiences of once-only principle implementations for citizens*
- *bring forward issues of concern as well as key enablers for OOP4C implementations*

Identify, collect and share existing good practices across Europe

- *establish a body of knowledge about the cases*
- *get understanding of currently existing concepts, approaches and solutions*

Discuss challenges, needs and benefits

- *involve citizens and governments as data producers and data consumers*

Synthesise best practices and bring forward policy recommendations

- *necessary paradigm change in the public sector and of the citizens*
- *build up trust on data shared among governments while no longer bothering citizens to repeatedly provide the same data in public service provisioning*

Develop a tangible roadmap of future areas of actions

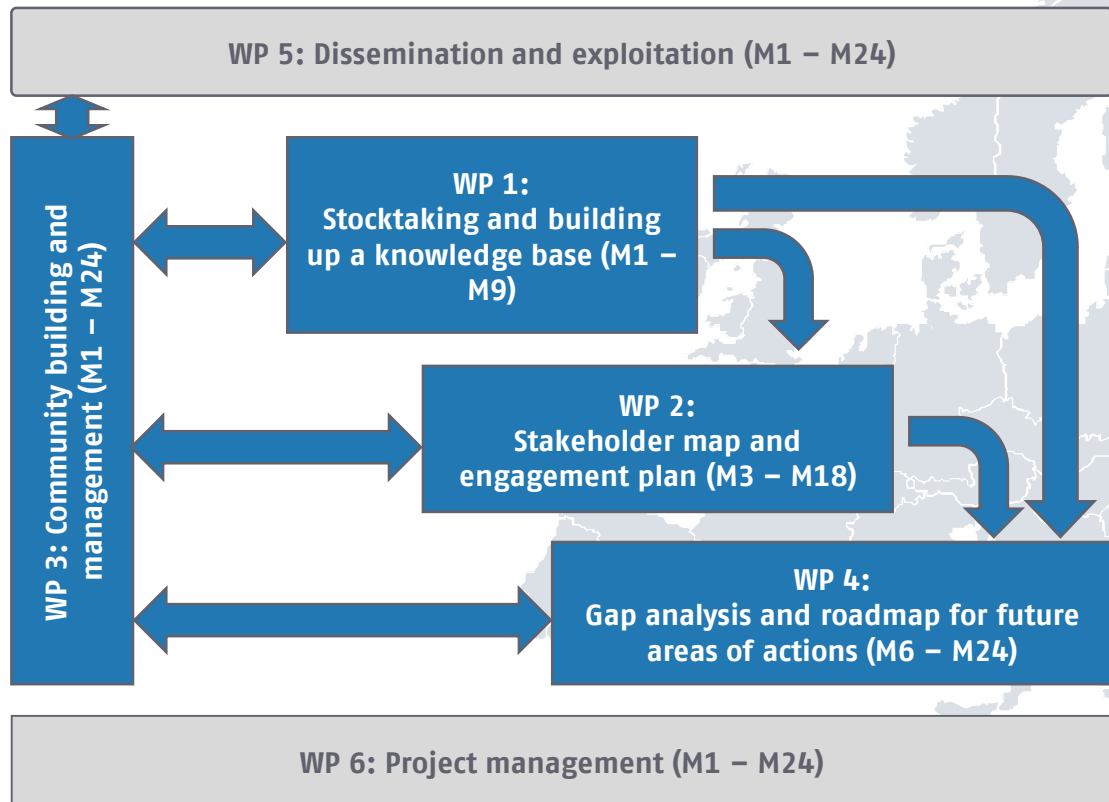
- *to implement, diffuse and sustain concepts and implementations of once-only solutions for citizens*

Identify relevant stakeholders & develop a stakeholder engagement plan

- *ensure sustainable implementations of the once-only principle with a large engagement of stakeholders in various co-creative and co-productive public service provisioning contexts*



Work Package Structure and first milestones



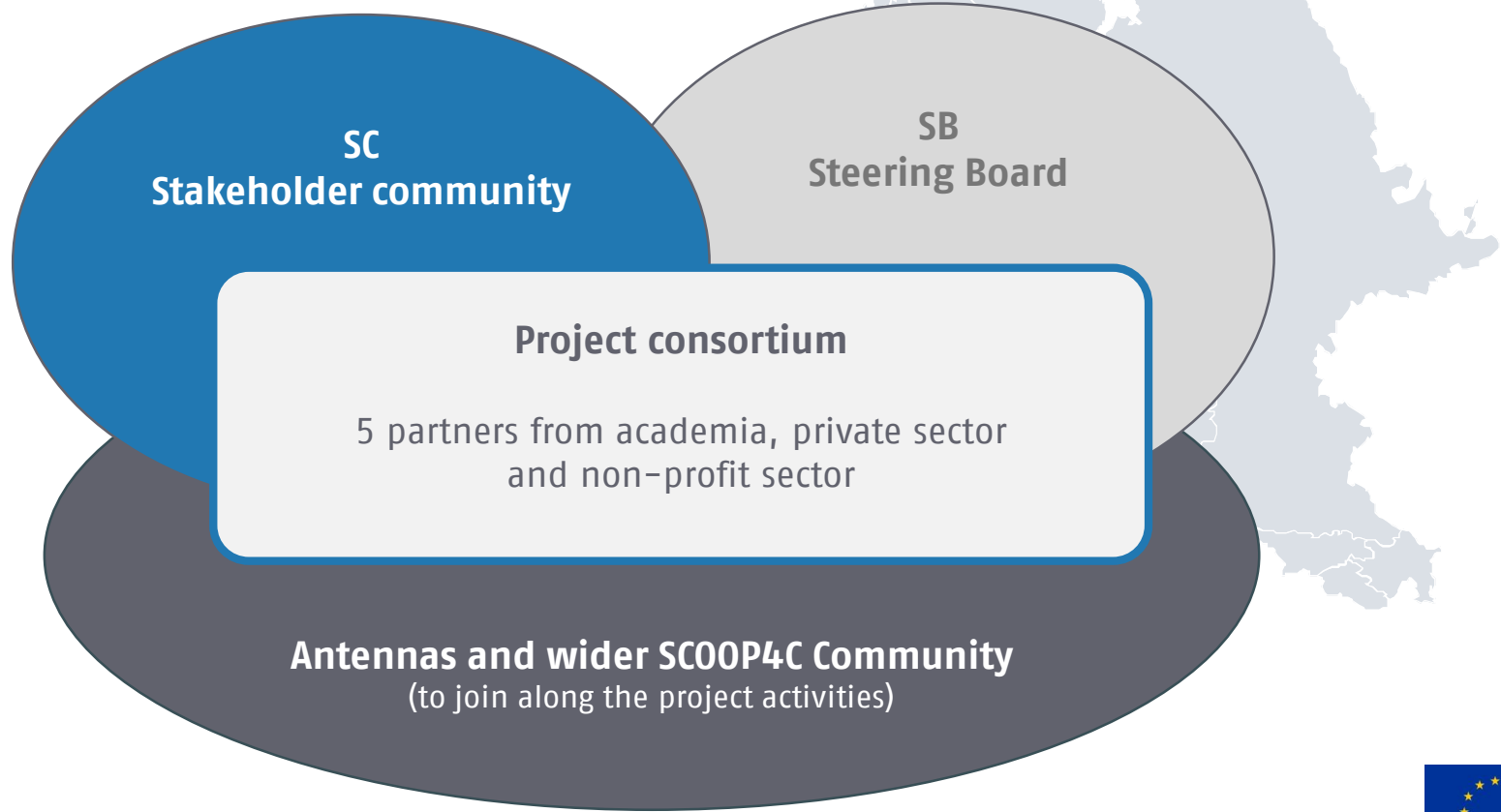
- ✓ **Vision + initial enablers and barriers defined**
- ✓ **Online presence and social media channels activated**
- ✓ **Structure for best practice case descriptions defined**
- ✓ **Community engagement and stakeholder involvement plan defined**
- ✓ **Initial community portal with knowledge base set up**



Partners in the SCOOP4C consortium



Key actors in SCOOP4C



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Vision for Once-only principle

In 2020, the Once-Only Principle (OOP) has become a centrepiece of public administration with a clear commitment to transparency, privacy, and data protection. The once-only principle is so well-understood by active citizens that it is demanded from their respective public administrations. The general public is aware of the significant reduction of administrative burden and trusts implementations of once-only delivery of data, based on their ability to verify and track the compliant use of their data at all times. The public administration values the benefits delivered by realising the once-only principle, such as improved quality of data and efficiency gains, and thus considers it as the default option for any new administrative process or reform of existing processes. Based on the full political commitment, any deviation from the once-only principle needs to be explicitly justified. The legislative, organisational, and technological framework for implementing data provision only once also opens up new opportunities for innovative private sector services aimed at citizens.



Benefits for citizens

Reducing administrative burden for citizens as they need not to provide the same data repeatedly at different occasions

Increasing transparency of the use of resources by the state, since citizens can verify (e.g. through a service account and through particular logging mechanisms, etc.) the compliant use of their data and they can have better control over their data

Providing foundations for new private sector services aimed at citizens (e.g. banking) through Government as a Service and where public administration acts as a trust provider

Simplified, less cumbersome and more convenient procedures and pro-active public service offers for citizens through the re-use of existing data across public administration



Benefits for public administrations

Increased efficiency and effectiveness of PAs through co-creation and collaboration between administrations

Opening up, sharing and re-using knowledge and resources helps to unlock productivity improvements

Governments to pro-actively provide public services to citizens and hence public value

Sharing and re-using of data enables legal obligations to be fulfilled faster

Public administrations retrieve data from the sources, where data are approved and quality-assured

Through higher quality of data, governments can make better policies using the same infrastructure

Enablers / Barriers



Political Commitment

pre-condition to implement the once-only principle



Organisational commitment & Collaboration

to enable governments to share citizens' (personal) data among public administrations in secured networks and on the basis of standards



Legal Framework

to enable sharing and reuse of data stored in government's base registries & ensuring data privacy and protection of citizen's rights



Semantic standards

for data exchange to ensure common understanding & multilateral agreements on reference data to ensure information interoperability



Networked trusted infrastructure

to ensure trust and effective interaction among governments



Appropriate collaborative governance

to enable cross-government collaboration



Trust and transparency

to enable citizens to control and monitor when an agency has used the citizen data and for what purpose





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Engagement Plans in SCOOP4C Community Activities (1/4)

□ SB = Steering Board; SC = Stakeholder Community

Engagement objective	Means of engagement	SB / SC	Month	WP	Task	Means of verification
Consolidation and agreement of OOP4C vision in co-creation and co-production environments	Workshop	SB	2	1	1.1	MS 1 
Definition of the mission, scope of activities and roles of stakeholders in the SCOOP4C community	Participatory method / workshop	SB	2	3	3.1	MS 6 
Identification of good practices to ensure wide coverage and comprehensiveness in the collection of cases of OOP4C	Workshops, interviews, surveys and online discussions	SB, SC	4-9	1	1.2	D 1.1



Engagement Plans in SCOOP4C Community Activities (2/4)

□ SB = Steering Board; SC = Stakeholder Community

Engagement objective	Means of engagement	SB / SC	Month	WP	Task	Means of verification
Verification and enhancement of stakeholder maps	Workshop	SB, SC	8-9	2	2.1	MS 3
Revision of the OOP4C vision, key enablers and major barriers	Workshop	SB, SC	9	1	1.3	D 1.2 MS 2
Development of the strategic stakeholder engagement plan	Interactive/ Focus group discussions, interviews and workshops	SB, SC	8-16	2	2.2	MS 4
Participation and contributions to the first SCOOP4 event	Conference	SB, SC	12	5	5.3	MS 14

**First SCOOP4C Conference Berlin,
September/October 2017**



Engagement Plans in SCOOP4C Community Activities (3/4)

□ SB = Steering Board; SC = Stakeholder Community

Engagement objective	Means of engagement	SB / SC	Month	WP	Task	Means of verification
Ensure up-to-date knowledge base and facilitate the knowledge transfer and knowledge sharing as well as sustainability of SCOOP4C community	Regular online interactions	SB, SC	13-24	3	3.4	D 3.3 MS 9
Validation of the prioritization of challenges, needs and benefits of OOP4C, and identification and scenario descriptions of most promising characteristics of solutions to implement the OOP	Workshop	SB, SC	15	4	4.2	D 4.1
Verification the strategic stakeholder engagement plan	Workshop and interviews	SB	17-18	2	2.2	MS 5



Engagement Plans in SCOOP4C Community Activities (4/4)

□ SB = Steering Board; SC = Stakeholder Community

Engagement objective	Means of engagement	SB / SC	Month	WP	Task	Means of verification
Development of roadmap of future areas of actions towards full implementation of the OOP4C	Workshop	SB, SC	20	4	4.3	D 4.2
Verification of roadmap of future areas of actions and policy recommendations of the SCOOP4C project	Workshop	SB, SC	23	4	4.3 4.4	D 4.2
Develop the SCOOP4C exploitation and sustainability plan	Workshop	SB, SC	23	5	5.4	D 5.3
Participation and contributions to the second SCOOP4C event	Conference	SB, SC	24	5	5.3	MS 15

Second SCOOP4C Conference Brussels, September/October 2018



Engage with us

Share and discuss best practice cases



Stakeholder Workshops

Brussels, 14th March 2017
Tallinn, 31 May 2017
Krems, 31 May 2017



Join SC00P4C's Stakeholder Community

www.scoop4c.eu



Tell us about your OOP cases

Interviews
Contribute to our case
base online

Thank you!

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Join the discussion on social media

