



Stakeholder Community of Once-only Principle for Citizens

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

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**Presentation at IRIS 2017
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Maria A. Wimmer
(Project Coordinator)

Agenda

The context:

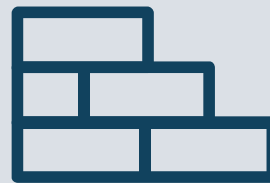
European eGovernment Action Plan with ,Once-only principle‘



WHAT IS ONCE ONLY?



BENEFITS



CHALLENGES



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>)



Initiatives of the EC to spur implementations of once-only

- Recently published study of the EC on once-only principle

<https://ec.europa.eu/digital-single-market/en/news/eu-wide-digital-once-only-principle-citizens-and-businesses-policy-options-and-their-impacts>

- Horizon 2020 projects
 - SCOOP4C – stakeholder community for citizens
 - TOOP – large-scale pilot project to test and implement once-only principle implementations in cross-border areas for businesses



Partners in the SCOOP4C consortium



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

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

Develop a tangible roadmap of future areas of actions

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



Expected results

Sustained stakeholder community on the OOP4C

Collaborating and sharing of experiences on successful implementation of OOP4C solutions across Europe

Publicly available and free knowledge base of good practice cases of OOP4C

Understand key enablers, major barriers, needs and benefits of OOP4C

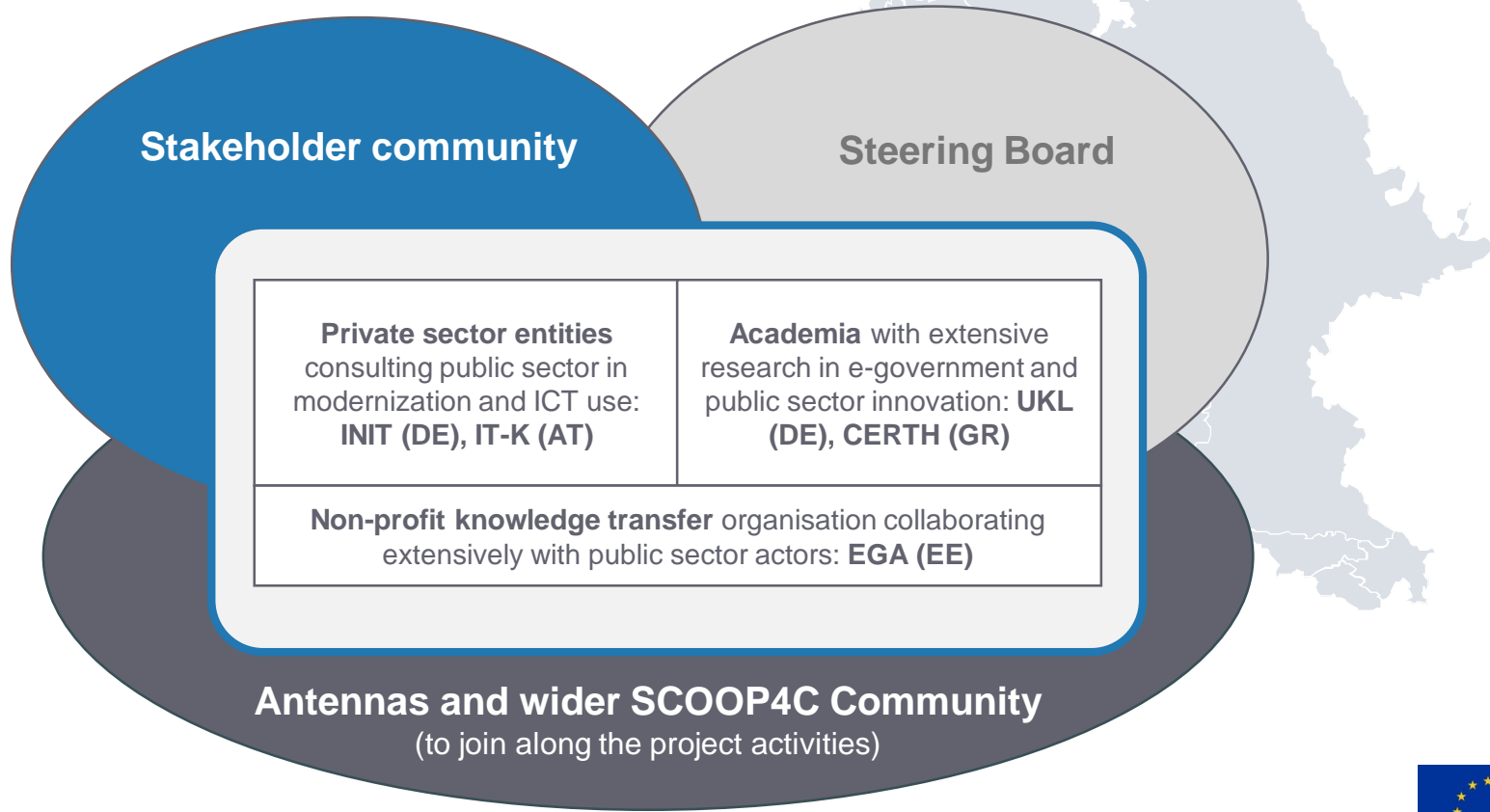
Roadmap of future areas of actions for research and innovation

Policy briefs with policy recommendations to boost research & innovation and implementation of OOP4C

Stakeholder maps of existing good practice cases and Stakeholder engagement plan



Actors in SCOOP4C



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.

SCOOP4C Vision document, v. 1.0, approved by partners and Steering Board members



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



Join the discussion on social media



By joining the Stakeholder Community Once-Only Principle for Citizens (SCOOP4C) you gain access to useful background information. Among other things you will receive access to:

- Regular workshops and events on the once-only principle
- Once-only knowledge base and glossary
- Option to suggest once-only best-practice cases
- Project documentation and updates
- Online community forum

www.scoop4c.eu



Engage with us

Share and discuss best practice cases



Workshop

Brussels, 14th March 2017



Workshop

Tallinn, 31 May 2017



Workshop

Krems, 31 May 2017

Thank you!

Maria A. Wimmer

Project coordinator

 wimmer@uni-koblenz.de

 +49 261 287 2646

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