Stakeholder Community for Once-Only Principle:
Reducing Administrative Burden for Citizens

www.scoop4c.eu

Once-only Principle Conference
Berlin, 28th November 2017

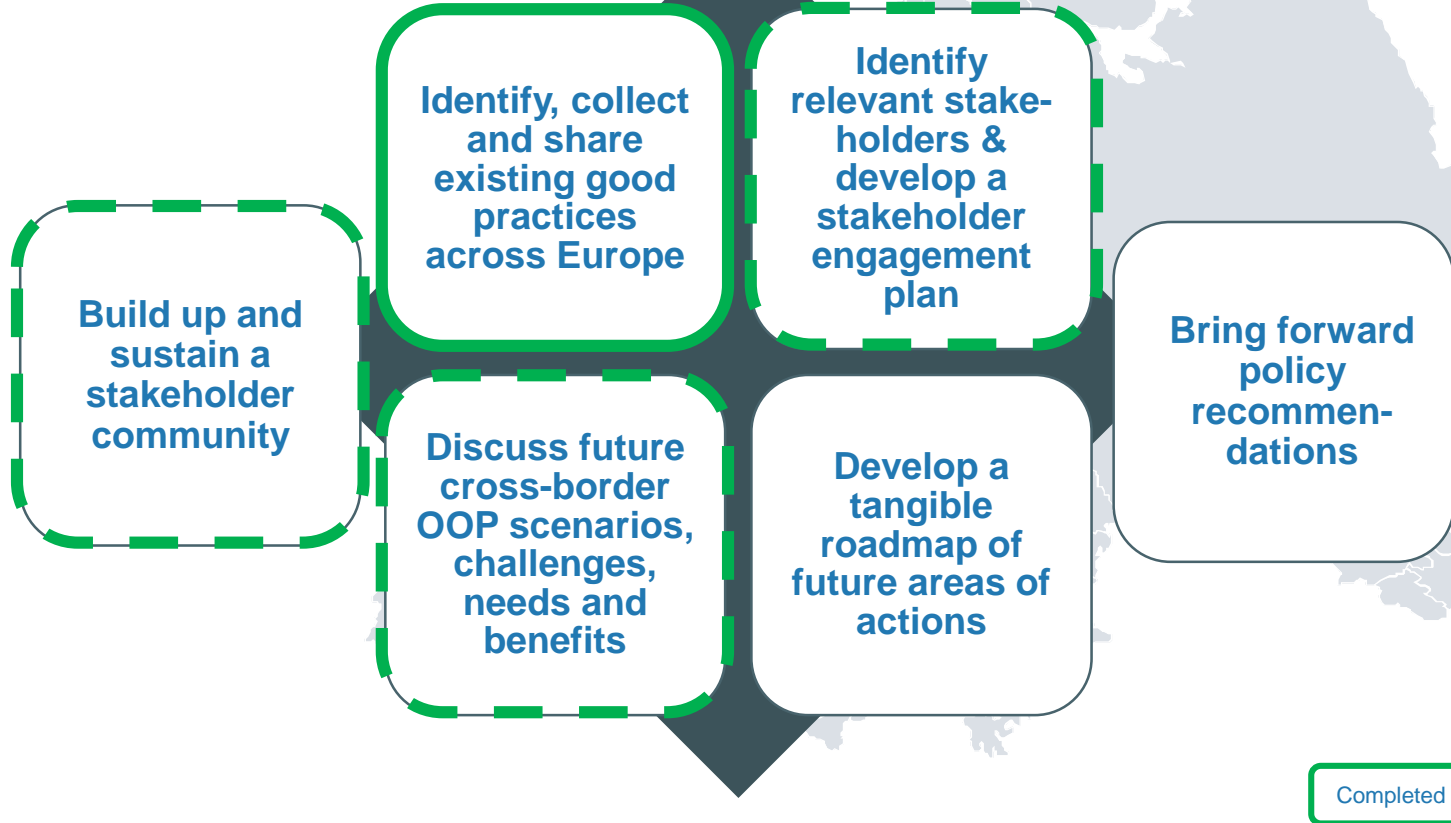**Maria A. Wimmer**
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OOP Cases and Enablers

OOP cases

OOP solutions for public services for processing, sharing and re-using citizen related data, while citizens need not to repeatedly provide the same data

OOP enablers

Crucial building blocks supporting the implementation of OOP cases in different policy domains (more than one OOP case). Examples of enablers are:

➢ Central infrastructure for sharing and re-using data
➢ Semantic and technical architecture & solutions building blocks
➢ Organisational, legal or political enablers

Overview of OOP cases studied (N = 44)

8	Health	e.g. Austrian ELGA, several Estonian health services, Slovenia's e-Health service
7	Education	e.g. Dutch, Estonian, Irish, Spanish, UK HEI Application Systems
5	Taxation	e.g. Austrian, Estonian, French, Greek and UK online tax filing systems
4	Social protection	e.g. Austrian, Estonian and Polish child benefits; Austrian birth registration French application of work welfare
2	Demography and population	e.g. Estonian e-Census, Hellenic Citizen Registry
19	Other policy domains	e.g. UK's Tell us once, etc.

(see Deliverable D 1.2, available for the stakeholder community on www.scoop4c.eu)

Overview of OOP enablers studied (N = 22)

6	Secure Data Exchange	e.g. Belgian MAGDA, Czech Basic Registers, Dutch Basisregistries, Estonian XRoad, Portugal's iAP, and Spain's PID - SVD
5	eID and Trust Services	e.g. Estonian, Greek, Irish and Spanish PKI and trust services
4	Network Infrastructure	e.g. Austrian, Greek, Irish and Spanish Networks of PAs
3	Interoperability Governance	e.g. Greek and Spanish Interoperability Models
2	Interoperability Assets	e.g. German XAusländer, Irish Personal Public Service Number
1	Catalogue	e.g. Estonian Catalogue of Public Sector Information (RIHA)

(see Deliverable D 1.2, available for the stakeholder community on www.scoop4c.eu)

EIF model for public service provisioning
Mapping OOP cases and enablers

Interoperability governance

eID and Trust Service enablers

Enablers for secure data exchange

Network Infrastructure enablers

Interoperability Enablers on different levels

Catalogue of data and of services

Interoperability Governance

Legal Interoperability

Organisational Interoperability

Semantic Interoperability

Technical Interoperability

Integrated Public Service Governance

OOP cases

Security and Privacy

Catalogues

Coordination for Integrated Service Delivery

External Information sources and Services

Internal Information Sources and Services

Information Sources
- Base Registries
- Other Authentic Sources
- Open Data

Services
- Shared Services
- Basic Services

Interoperability Principles

http://eur-lex.europa.eu/resource.html?uri=cellar:2c2f2554-0faf-11e7-8a35-01aa75ed71a1.0017.02/DOC_3&format=PDF
and http://ec.europa.eu/isa2/sites/isa/files/2017-03-29_eif.pdf

Enablers / Barriers of Once-Only Principle

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Political Commitment

pre-condition to implement the once-only principle

Organizational commitment & Collaboration

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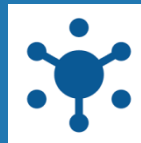
Legal Framework

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

Analysis of political enablers in OOP cases studied

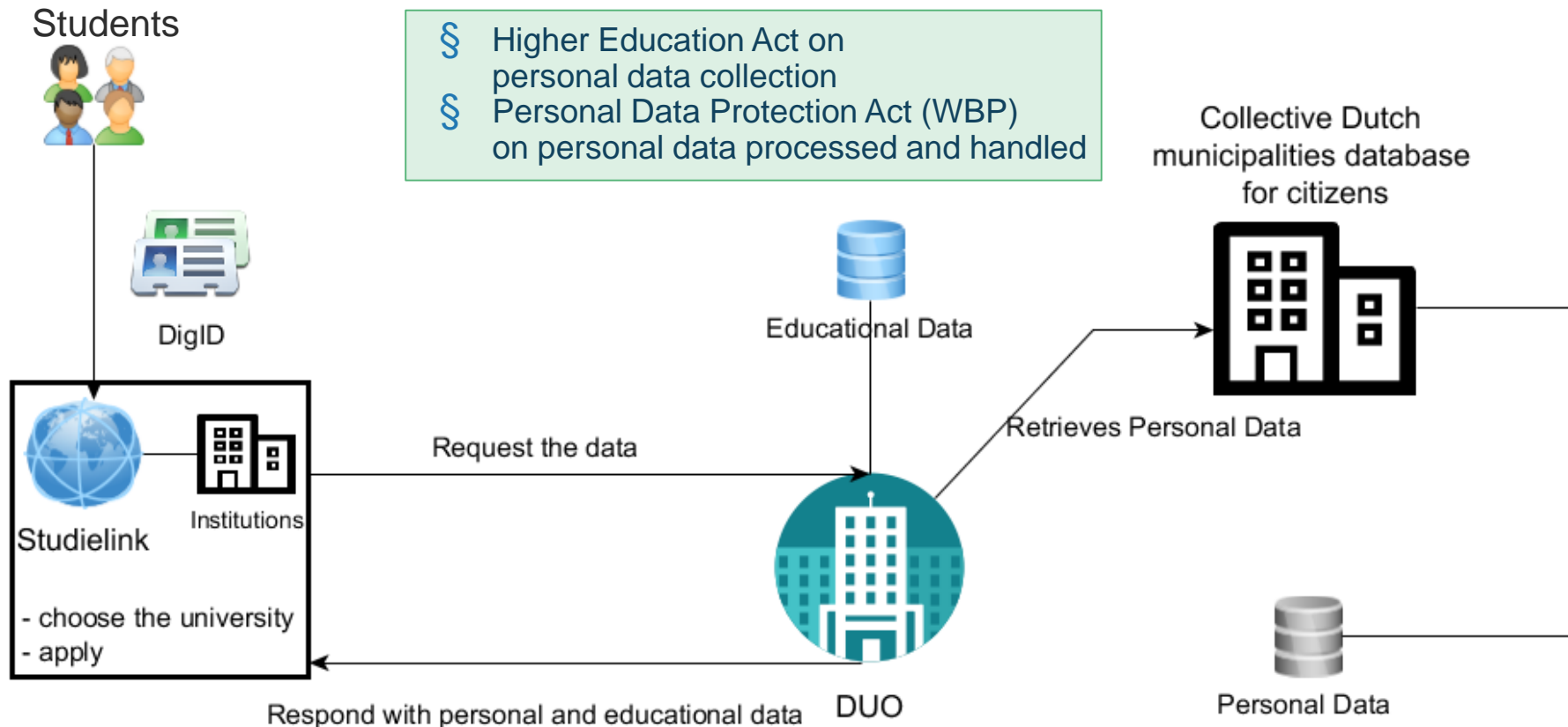| Country	Political OOP enablers	OOP cases building on the OOP enabler	Success factors for OOP implement.
EU	Digital Single Market Strategy eGovernment Action Plan 2016-2020 European Interoperability Strategy European Interoperability Framework Tallinn Ministerial Declaration on eGov	All cases benefit from the European strategies	High-level policy decisions in place at EU and Member State levels for implementing OOP Political will at Member State level for sufficient financing of OOP implementations
Estonia	Directive of the Minister of Economic Affairs and Communications for the Interoperability of the State Information System	State portal Eesti.ee; e-Notary; Internet voting; Electronic tax filing system (E-Tax); Parental Benefit; Tallinn Public Transport Ticket System	
Ireland	Data Sharing and Governance; Data Protection Strategy	Government portal Gov.ie Central Application Office	
Poland	Strategy for Responsible Development	Baby bonus Becikowe	
Spain	'Addressing and Network Interconnection Plan' of Administration, ruled by Art. 14 of NIF, Royal Decree 4/2010 as basis for Red SARA network		
UK	Government Digital Strategy Gov. plan 'Modernising the Tax System'	Tell us once Making tax digital	(see Deliverable D 1.2, available for the stakeholder community on www.scoop4c.eu)

Analysis of legal enablers in OOP cases studied

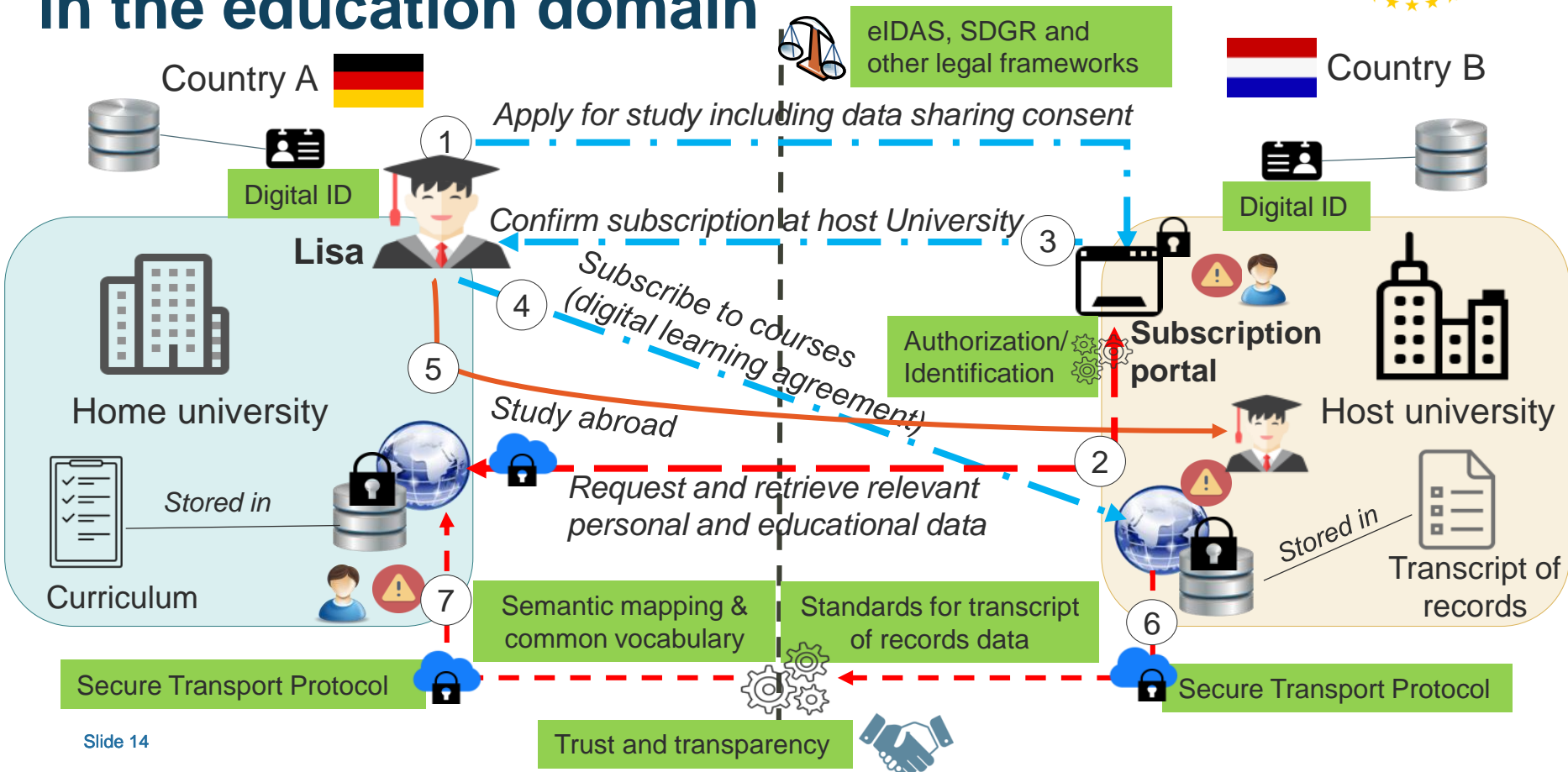| Country	Legal OOP enablers	OOP cases building on the OOP enabler	Success factors for OOP implementations
EU	Electronic Identification, Authentication and Trust Services (eIDAS regulation); General Data Protection Regulation; Single Digital Gateway Regulation		**Regulations at EU level** provide overarching legal basis for implementation of OOP at Member State level. **Legislation in place at Member State** level, such as on regulating the following:
Austria	The Austrian Act for family benefits	Birth registration and family allowance	• interoperability, • registries, • open data,
Austria	Electronic Health Record Law; Electronic Health Record regulation amendment; Health Telematics Regulation	ELGA - electronic health records	• catalogues, • secure data exchange, • eID and trust services,
Austria	FinanzOnline regulation	Austria's FinanzOnline	• address data.
Estonia	Public Information Act; The administration system of state information system act; The data exchange layer of information system act; Personal Data Protection Act	Estonian e-Census; Estonian e-Notary; Estonian Internet voting; Estonian state portal Eesti.ee	**Data protection laws play a particular role** as enabler if the regulations allow multiple use of data or as barrier if constraining the sharing and re-use of data beyond the only purpose it is collected for

(see Deliverable D 1.2, available for the stakeholder community on www.scoop4c.eu)

Example of Once-Only Principle Implementation in the Educational Domain in the Netherlands with a future cross-border OOP scenario

STUDIELINK

Key facts

- ❖ Single point of access for applicants to manage higher education enrollment data

- ❖ Students do not need to provide personal and educational data

- ❖ Used by all government-funded higher education institutions (60) and applicants

- ❖ Initiative coordinated by the executive agency of the Dutch Ministry of Education (DUO)

- ❖ DigID as the eID enabler provided by Dutch government

Enrolment process via Studielink

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Students

> § Higher Education Act on personal data collection
> § Personal Data Protection Act (WBP) on personal data processed and handled

DigID

Educational Data

Collective Dutch municipalities database for citizens

Studielink

Institutions

- choose the university
- apply

Request the data

Retrieves Personal Data

DUO

Respond with personal and educational data

Personal Data

A future scenario of cross-border OOP in the education domain

Engage with us

Share & discuss OOP cases, future cross-border OOP scenarios, challenges, enablers, benefits and impacts

Join us also at future stakeholder events

- Further stakeholder workshops across the EU in 2018

Join SCOOP4C's stakeholder community

www.scoop4c.eu

Tell us about your OOP cases and concerns

- Contribute to our online knowledge base
- Participate in the online forum discussions with other stakeholders

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Join the discussion on social media

[Facebook] [Twitter] [LinkedIn]

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

REGISTER TO STAKEHOLDER COMMUNITY

Thank you for your attention!

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Project partners:

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