SCOOP4C

Funded by the European Union under
H2020, CO-CREATION-05-2016

Once-only principle:

SCOOP4C: Stakeholder community for citizen OOP services

www.scoop4c.eu

7th stakeholder workshop
Madrid, 5-6 July 2018

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Coordination and Support Action (CSA), GA nr. 737492, 11/2016 – 10/2018

Once-Only Principle

Introduction

EU eGovernment Action Plan 2016-2020 - among the underlying principles is ‘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*.”

https://ec.europa.eu/digital-single-market/en/european-egovernment-action-plan-2016-2020

SCOOP4C

Stakeholder Community for the Once-Only Principle for Citizens

- Funded by the European Commission under H2020, CO-CREATION-05-2016
- Coordination and Support Action (CSA), 1 Mio € Funding
- Start date: 1st November 2016
- Duration: 2 years
- Project Coordinator: University Koblenz-Landau, Germany
- Partners: CERTH (GR), EGA (EE),]init[(DE), IT-K (AT)
- Web presence: **www.scoop4c.eu**

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Objectives of SCOOP4C

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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

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Overview of OOP cases studied (N = 44)

Health	e.g. Austrian ELGA, several Estonian health services, Slovenia's e-Health service
Education	e.g. Dutch, Estonian, Irish, Spanish, UK Higher Education Institution Application Systems
Taxation	e.g. Austrian, Estonian, French, Greek and UK online tax filing systems
Social protection	e.g. Austrian, Estonian and Polish child benefits; Austrian birth registration French application of work welfare
Demography and population	e.g. Estonian e-Census, Hellenic Citizen Registry
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)

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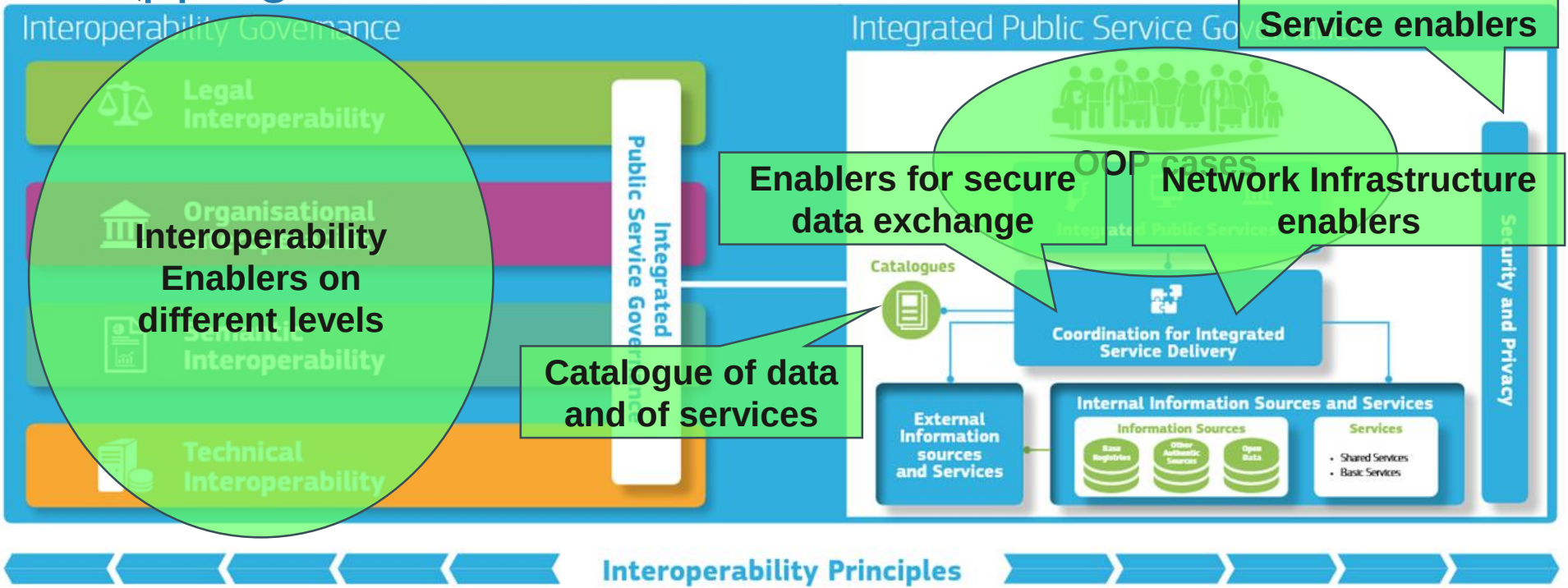
EIF model for public service provisioning

Mapping OOP cases and enablers



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

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

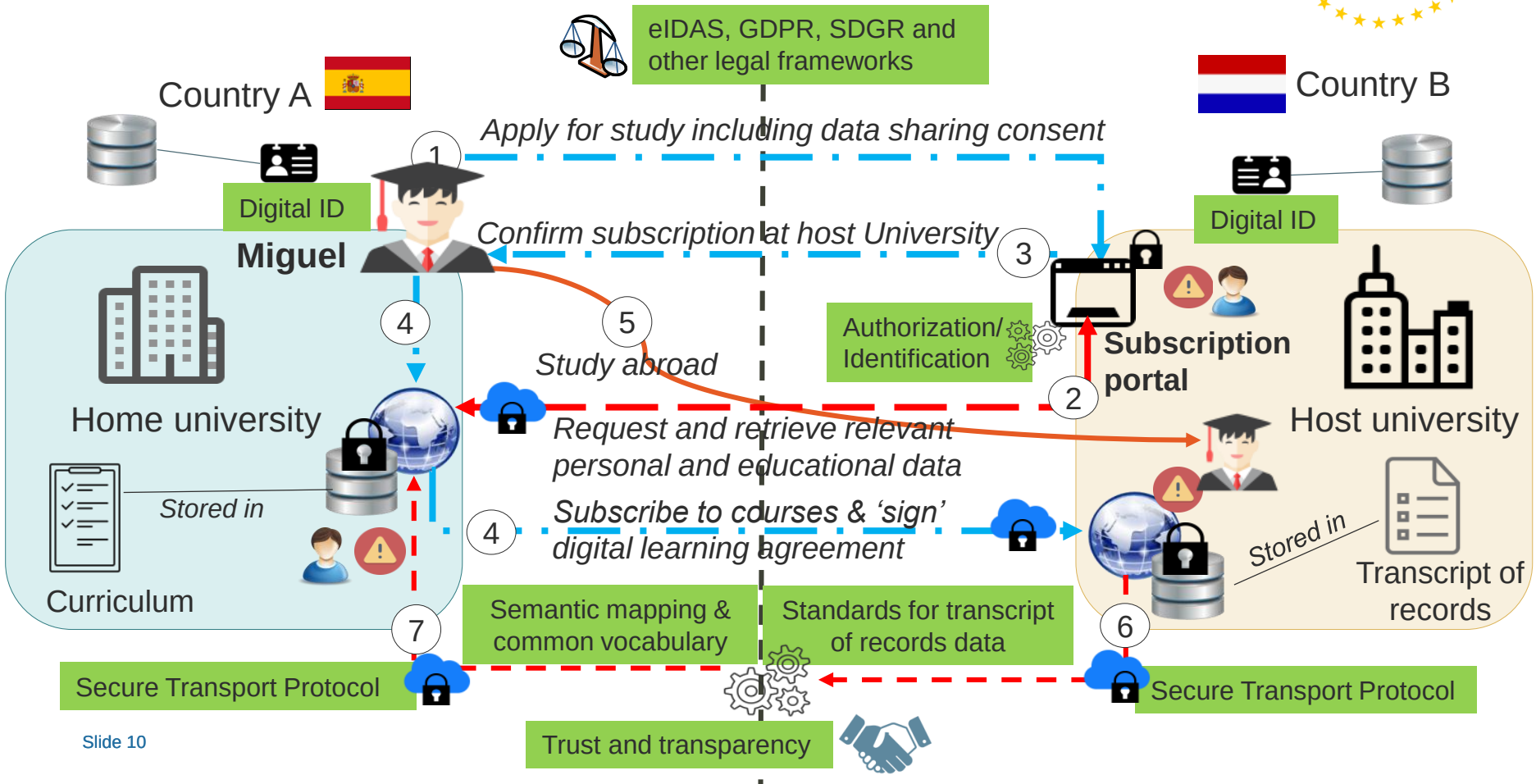
Appropriate collaborative governance

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

Future scenario: Enrolment in HEI



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Benefits and impacts of the once-only principle for citizens

- Higher satisfaction of citizens through relieve from administrative burden and provision of more convenient and simpler procedures
- A transparent handling of data creates trust, as citizens can verify the compliant use of their data by governments and have better control over their data
- Acceptance towards governmental services and subsequent acceptance of sensitive personal data sharing in national and cross-border aspects
- Cultural shifting, i.e. citizens may demand government to provide OOP services and citizens may want to use the once-only principle instead of the old practices
- Increased national and cross-border mobility of citizens and business
- Foundations for new private sector services aimed at citizens (e.g. banking) through Government as a Service as well as public administrations acting as a trust provider

Engage with us

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

Join us at future stakeholder events

- Workshop @ EGOV-CeDEM-ePart, Septermber in Krems
- OOP conference in Vienna, 24-25 September 2018
- 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

Thank you for your attention!

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www.scoop4c.eu

Project partners:

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eGA e-governance academy

IT-Kommunal

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