



SCOOP4C:

From national best practices to cross-border public services
with OOP for citizens: Roadmap and policy recommendations

www.scoop4c.eu

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Agenda

- The SCOOP4C Project
- OOP cases & OOP enablers across Europe & stakeholder engagement in OOP implementation
- Roadmap of areas of action for implementing the OOP cross-border
- Policy recommendations



Objectives of SCOOP4C



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



OOP enablers studied

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)

OOP cases studied

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. Estonian and Polish child benefits; Austrian birth registration and child benefit; 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 (N = 44), case descriptions available online for the stakeholder community on www.scoop4c.eu)

Example 1 of a once-only principle case in the Social protection domain

Child registration and family allowance in Austria



- Approx. 80.000 births per year, with personal data from approx. 160.000 persons processed
- Parents to provide evidence on different facts
- Up to 6 different public authorities involved in the process
- 80% of children receive family allowance
- Family allowance: approx. 4.6 Billion € / year

Process of child registration and family allowance in Austria

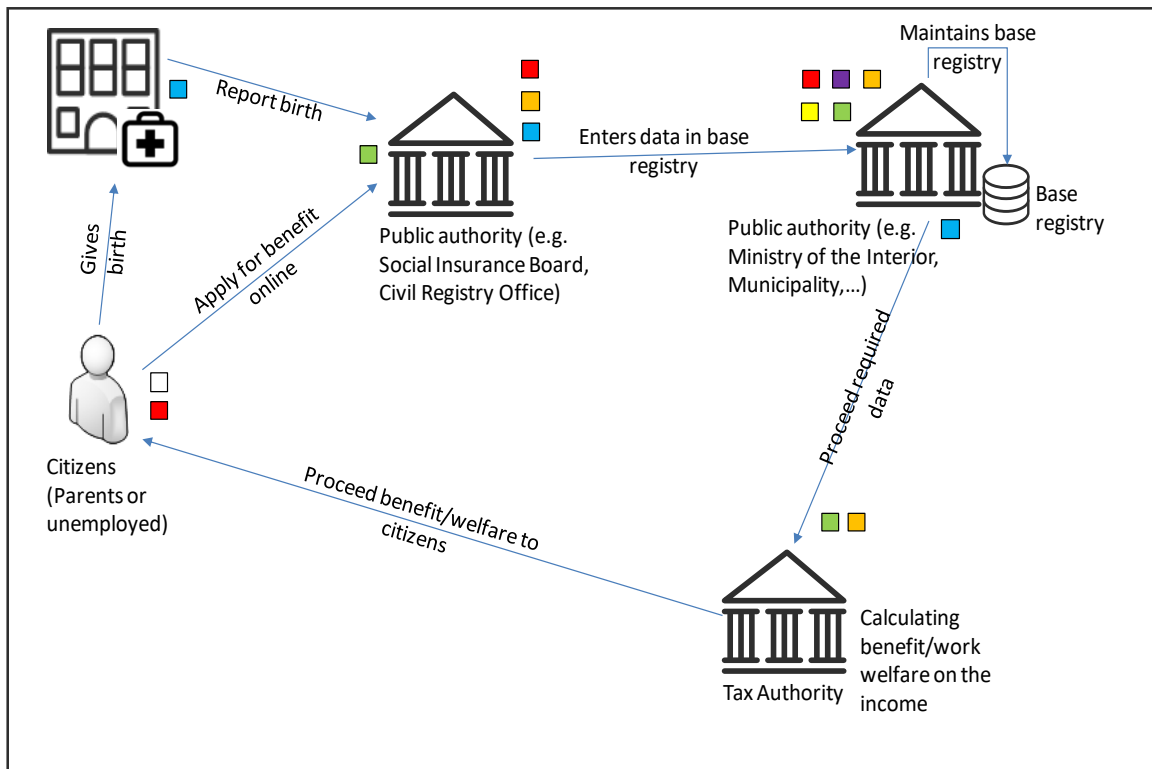
After the OOP implementation

- All nine public services integrated
 - Parents visit only the civil registry office (one stop)
- Parents only bring along their personal identification
 - No further evidentiary documents
- Larger cities offer subsidiary registry offices in larger hospitals



Social protection: main stakeholders and interactions

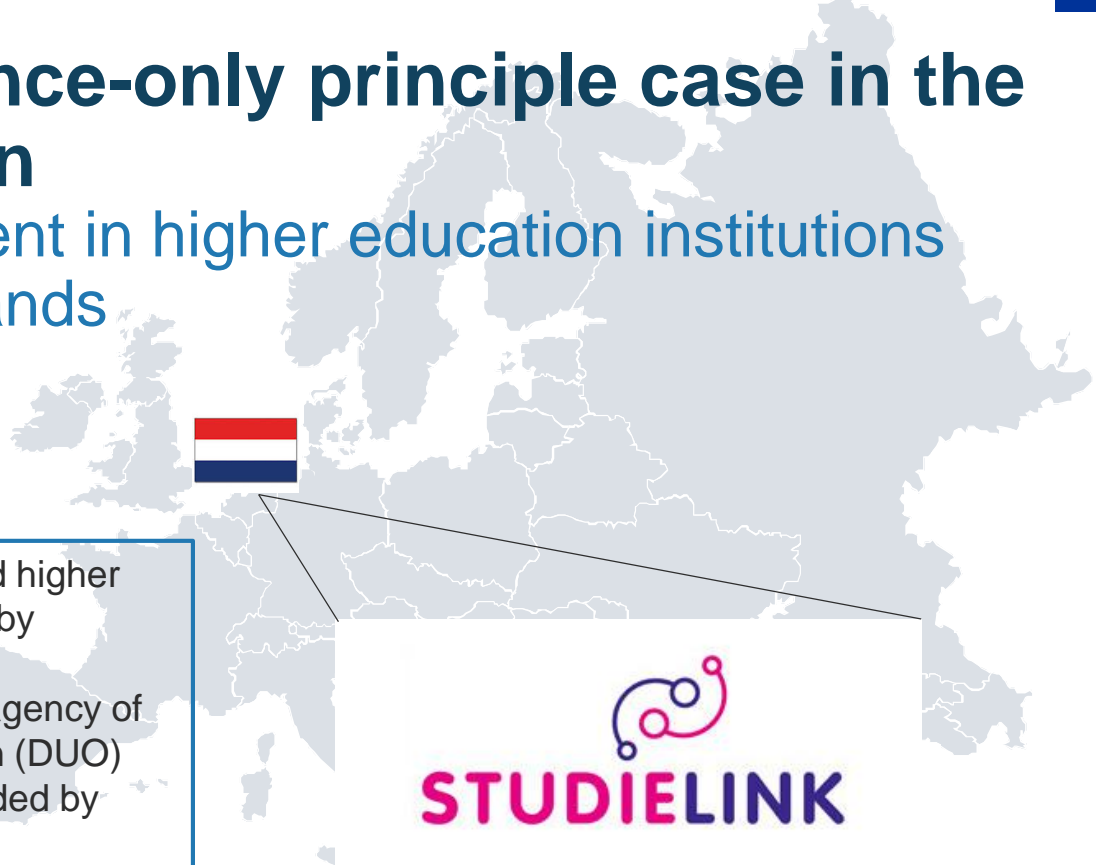
4 cases - 4 countries (Austria, Poland, Estonia and France)



- ❖ Minimizing effort in birth/benefit applications and processing
- ❖ Administrative burden reduction for parents and public authorities
- ❖ Data of higher quality
- ❖ Integration of data at the base registry is crucial
- ❖ Secure data storage and data exchange
- ❖ Data privacy, legally compliant data processing

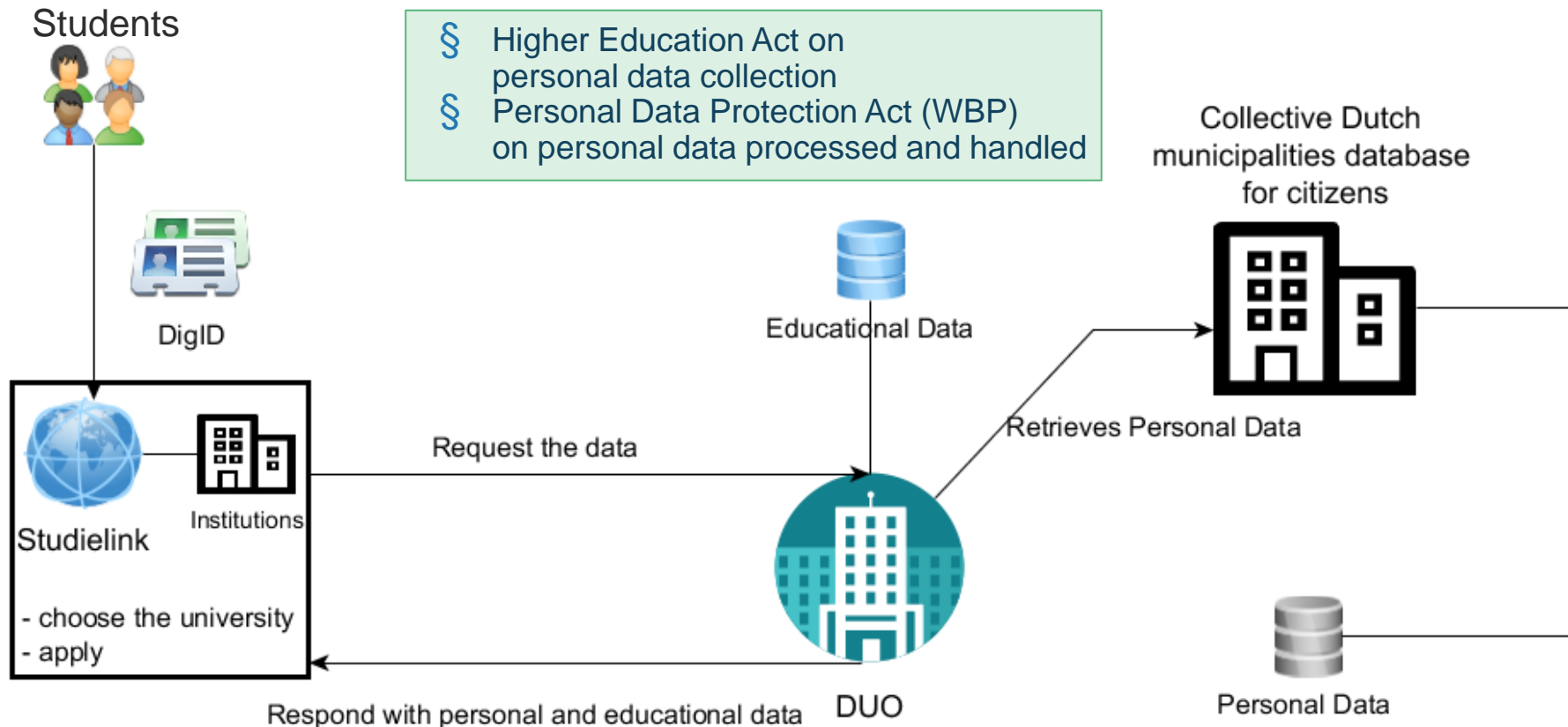
Example 2 of a once-only principle case in the Education domain

StudieLink – Enrollment in higher education institutions (HEIs) in the Netherlands

- 
- Used by all government-funded higher education institutions (60) and by applicants
 - Coordinated by the executive agency of the Dutch Ministry of Education (DUO)
 - DigID as the eID enabler provided by Dutch government

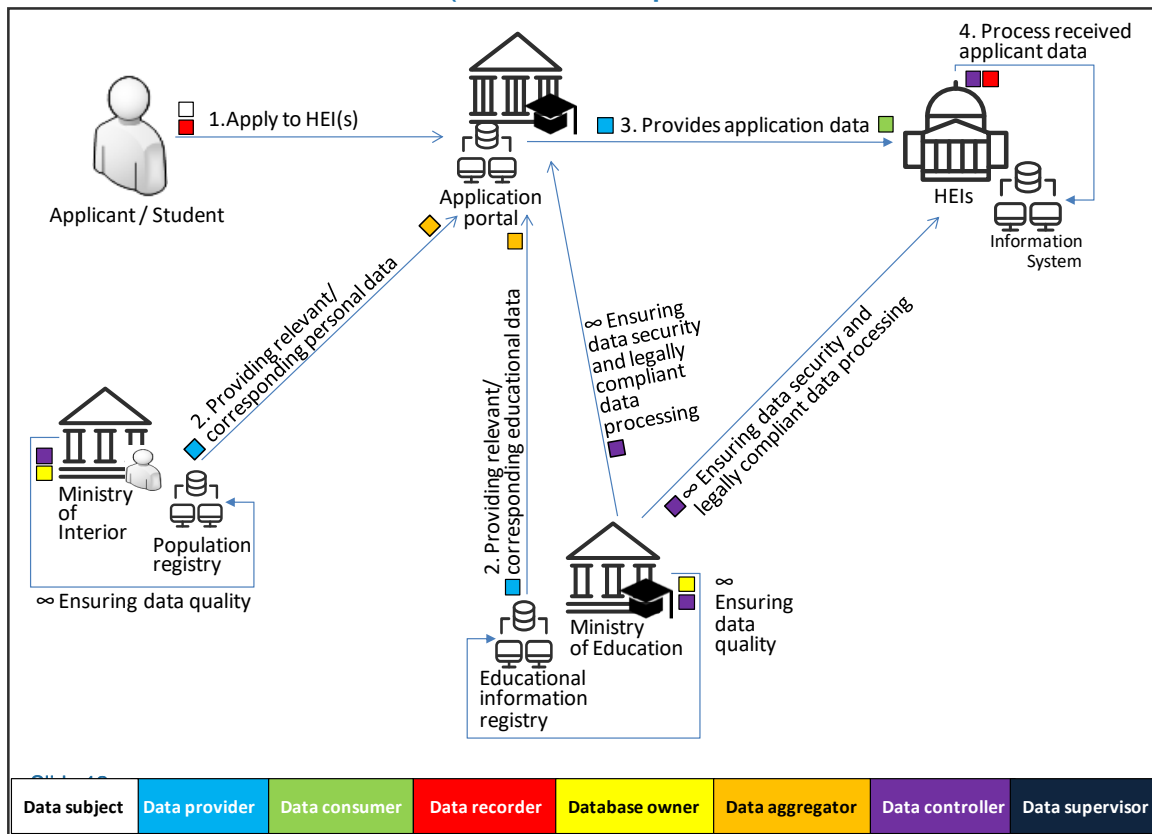


Enrolment process via Studielink



Education: main stakeholders and interactions

6 cases – 6 countries (Estonia, Spain, Ireland, the Netherlands and the UK)



- ❖ Minimising effort for applying and gathering of accompanying documents
- ❖ Administrative burden reduction for applicants and Universities/Ministries
- ❖ Data of higher quality
- ❖ Integration of data at the portal is crucial
- ❖ Secure data storage and data exchange
- ❖ Data privacy, legally compliant data processing

Enablers / Barriers of the OOP



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

Enablers and Barriers (D 1.1)

Political Commitment as a pre-condition to implement the OOP



Essential enabler for OOP:

EU level: Commitments through e.g. strategic documents such as EU eGovernment Action Plan 2016-2020, DSM or EIF

MS level: Commitment through digitalisation strategies and visions of EU Member State countries that contain OOP (e.g. AT, EE, FR, UK).

Enabler must cover political will and capacities of governments to finance, coordinate, implement, and monitor the realisation of OOP

Barriers and challenges for OOP:

Lack of commitment of political decision makers and of promoting and financing OOP implementations put OOP realisations at high risk to fail

Need for transposing European strategies into national digitalisation, e-government or e-governance strategies and/or for updating national strategies to embody OOP

Enablers and Barriers (D 1.1)

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



Essential enabler for OOP:

To ensure information interoperability, semantic enablers such as standards for data exchange, common terminology, taxonomies controlled vocabularies, thesauri, code lists (e.g. for unique identifiers), and standardised data structures/models facilitate data exchange between different institutions, etc.

Many semantic interoperability activities at EU level (e.g. SEMIC, ISA²) and internationally with Standardisation bodies (CEN, ETSI, W3C, etc.)

Barriers and challenges for OOP:

Lack of common data structures and semantics prevents data exchange and data re-use between public authorities, since systems will not be interoperable and data cannot be processed automatically – challenge mostly at national and local level

Need for transposing European Standardisation initiatives to national and local levels more effectively.

**Interoperability
governance**

EIF model for public service provisioning

Mapping OOP cases and enablers

**eID and Trust
Service enablers**

Interoperability Governance

Integrated Public Service Governance

**Legal
Interoperability**

**Organisational
Interoperability**

**Enablers on
different levels**

**Semantic
Interoperability**

**Technical
Interoperability**

Integrated
Public Service Governance

**Enablers for secure
data exchange**

**Network Infrastructure
enablers**

**Catalogue of data
and of services**

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

Security and Privacy

Interoperability Principles

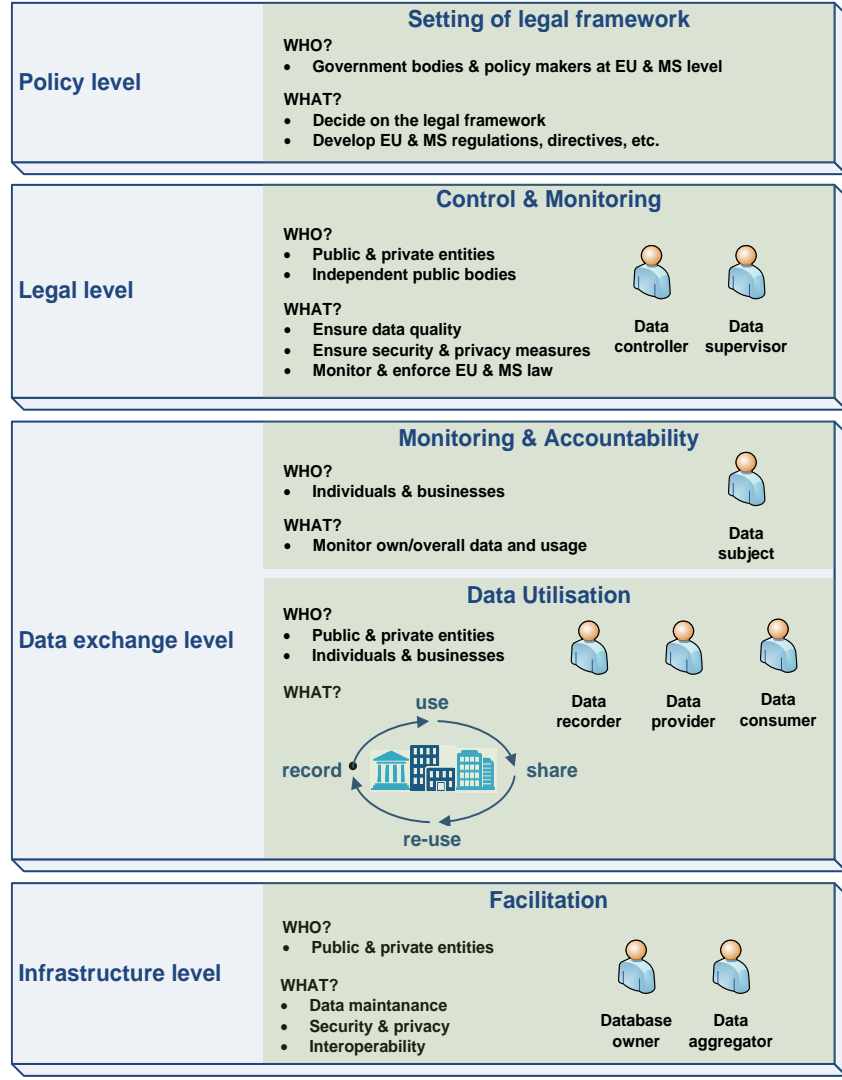
Stakeholder model

Types

- Individuals (citizens, non-citizens)
- Public authorities at different levels and with distinct responsibilities
- Private organizations (for profit or non-profit)

Roles

- Data subject
- Data recorder
- Database owner
- Data aggregator
- Data provider
- Data consumer
- Data controller
- Data processor
- Data supervisor

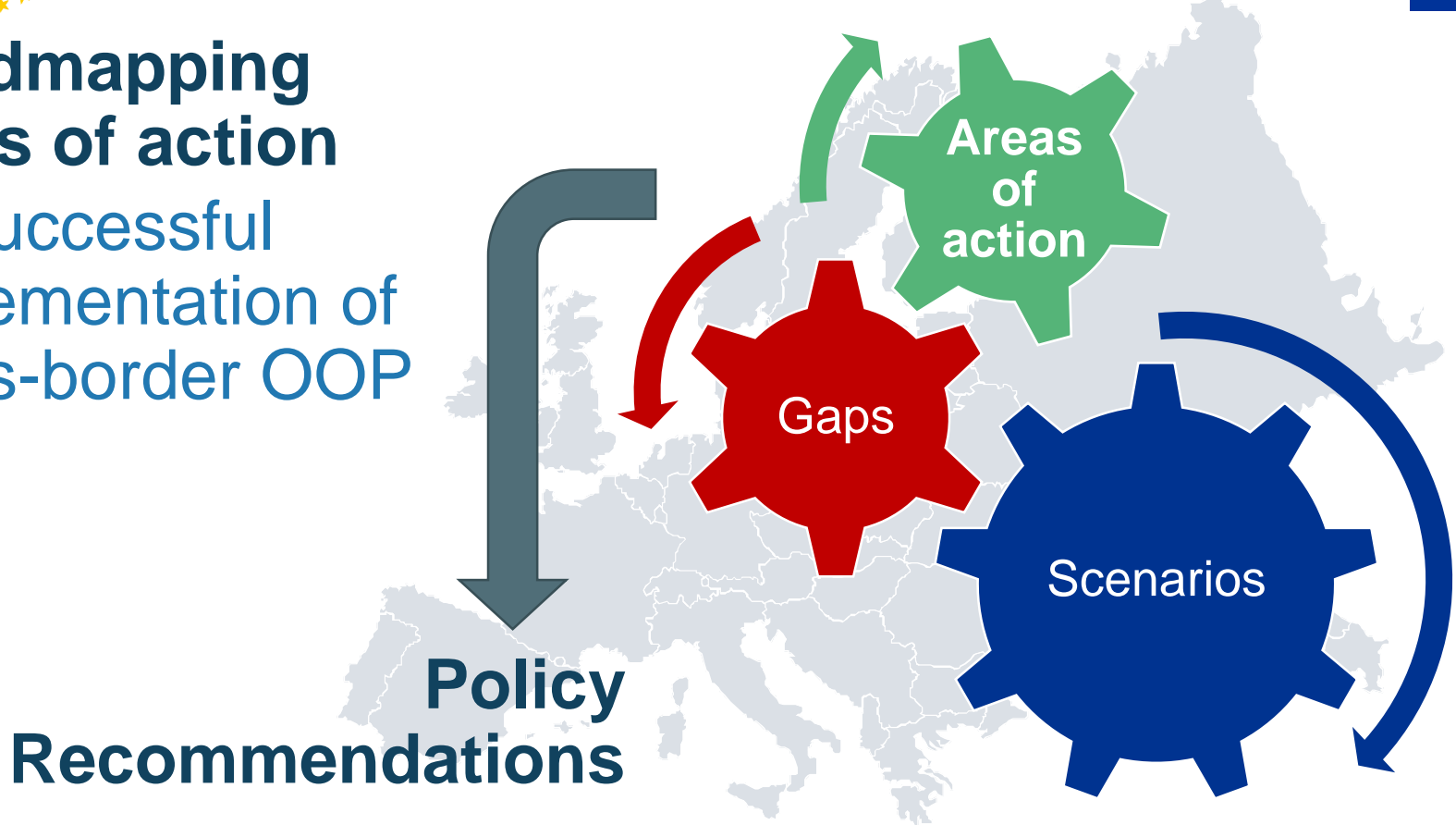


Stakeholder engagement plan

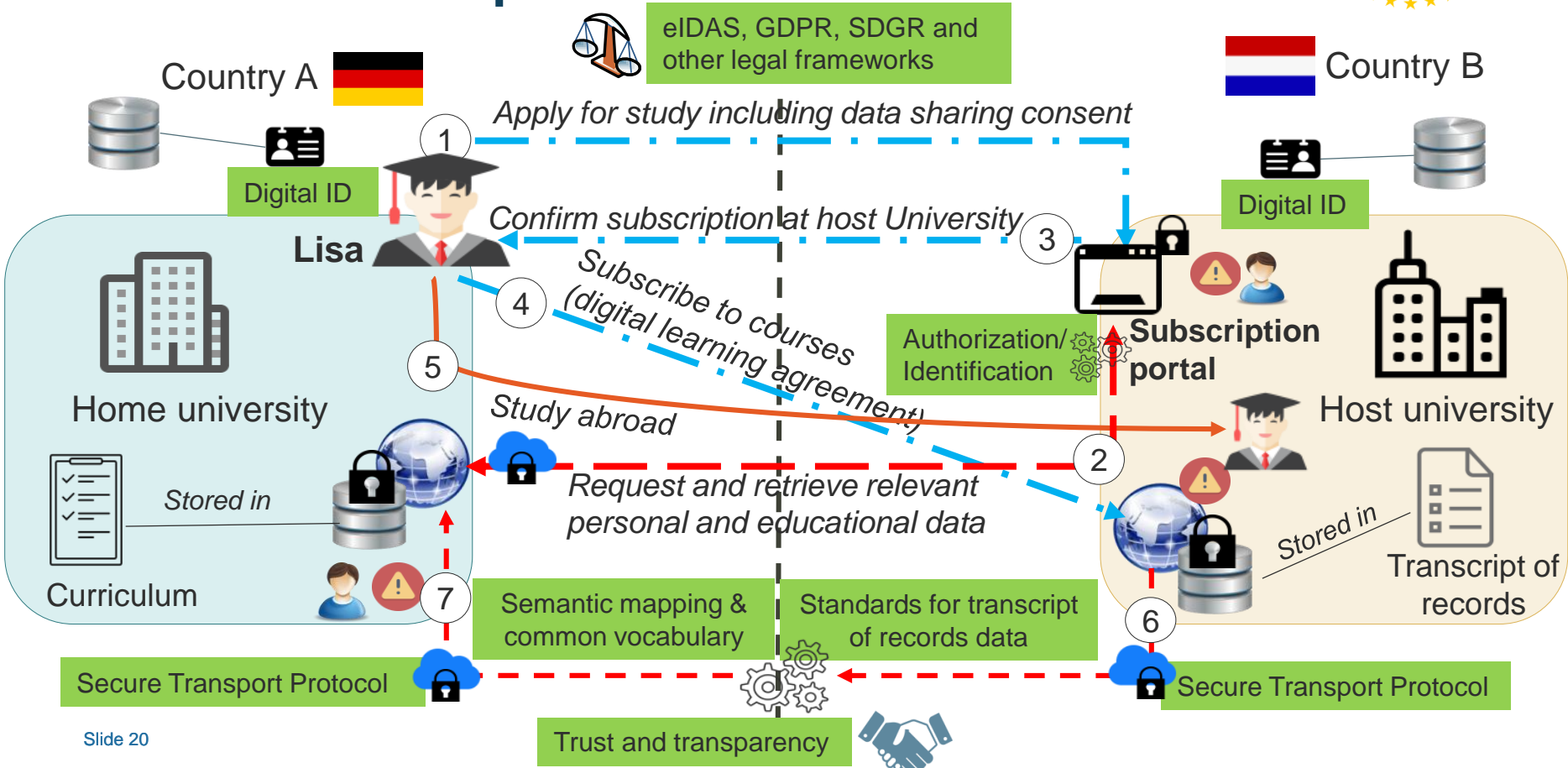
- ❖ WHY to engage?
- ❖ WHAT results/expectations?
- ❖ WHO to involve and how?
- ❖ WHEN during OOP implementation?
- ❖ HOW to engage?
- ❖ WHERE to engage?



Roadmapping areas of action for successful implementation of cross-border OOP



Scenarios demonstrating the potential of cross-border OOP: Example from Education



Interactive stakeholder workshops to collect inputs for roadmap (1)

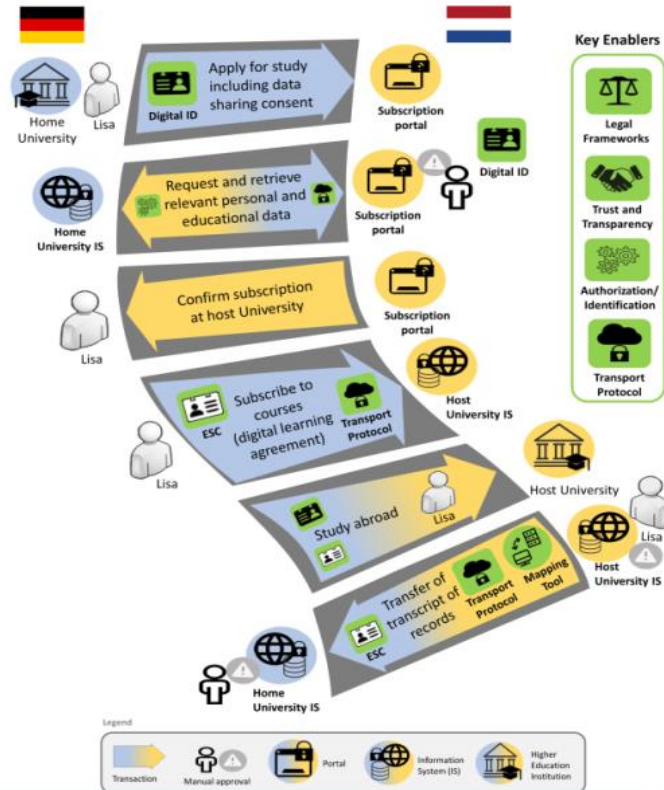
Funded by the European Union under
H2020, CO-CREATION-05-2016



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H2020, CO-CREATION-05-2016



Future cross-border scenario in EDUCATION



Gaps in the Education domain

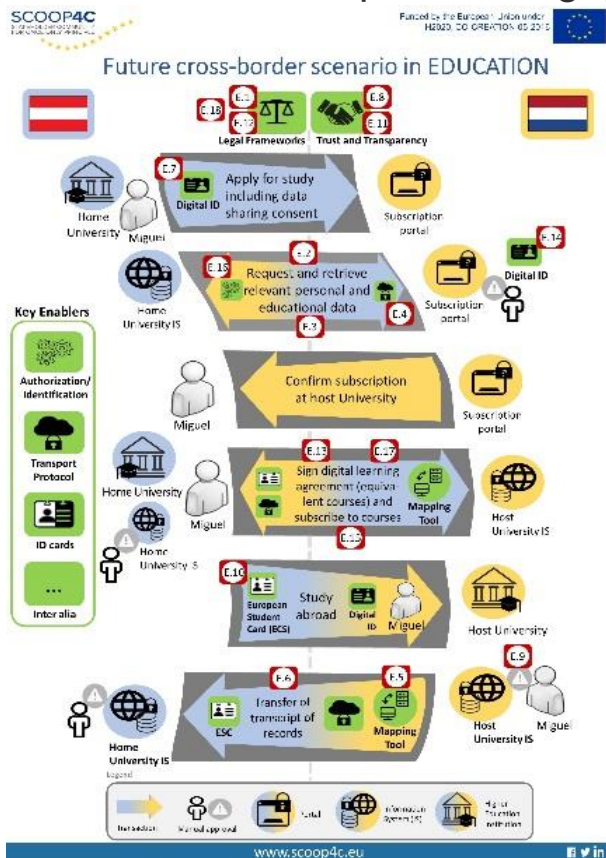
Nr.	Barrier type	Name of gap	Brief description of gap	Prio
E.1	Political commitment	Lack of sufficient political commitment on national and European levels	There is already some existing political commitment at different levels supporting the OOP implementations in this scenario. However, the lack of sufficient political commitment on different levels (incl. European, national, local, or ministerial) could threaten the seamless implementation of this scenario.	
E.2	Semantic interoperability	Missing code lists of necessary objects in the education domain	An EU-wide multilingual code list of objects in education domain is necessary in order to facilitate effective data exchange between different countries. For instance, universities and courses would be easily identifiable by those code lists. This code list will provide a unique identification code for objects in education domain.	
E.4	Technical interoperability	Secure transport protocol not established in a cross-border matters	eDelivery exists as a EU building block to facilitate secure data transaction in cross border as well as cross-domain matters; however, it has to be implemented in different sectors including education and taxation. EU-wide secure transport protocols are pre-requirement for secure data exchange that is fundamental base for OOP implementation.	

Interactive stakeholder workshops to collect inputs for roadmap (2)

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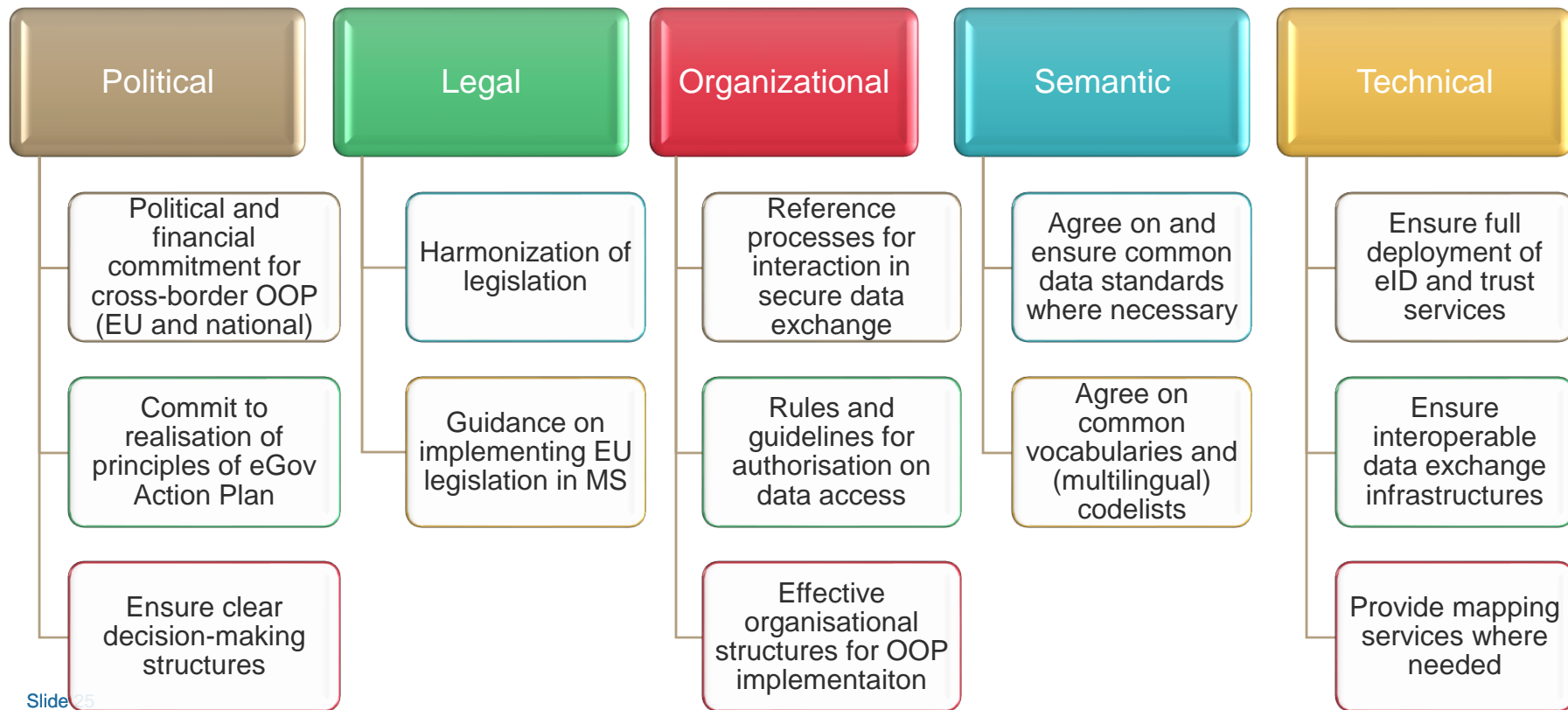
The scenario with prioritised gaps:



Examples of actions for the roadmap

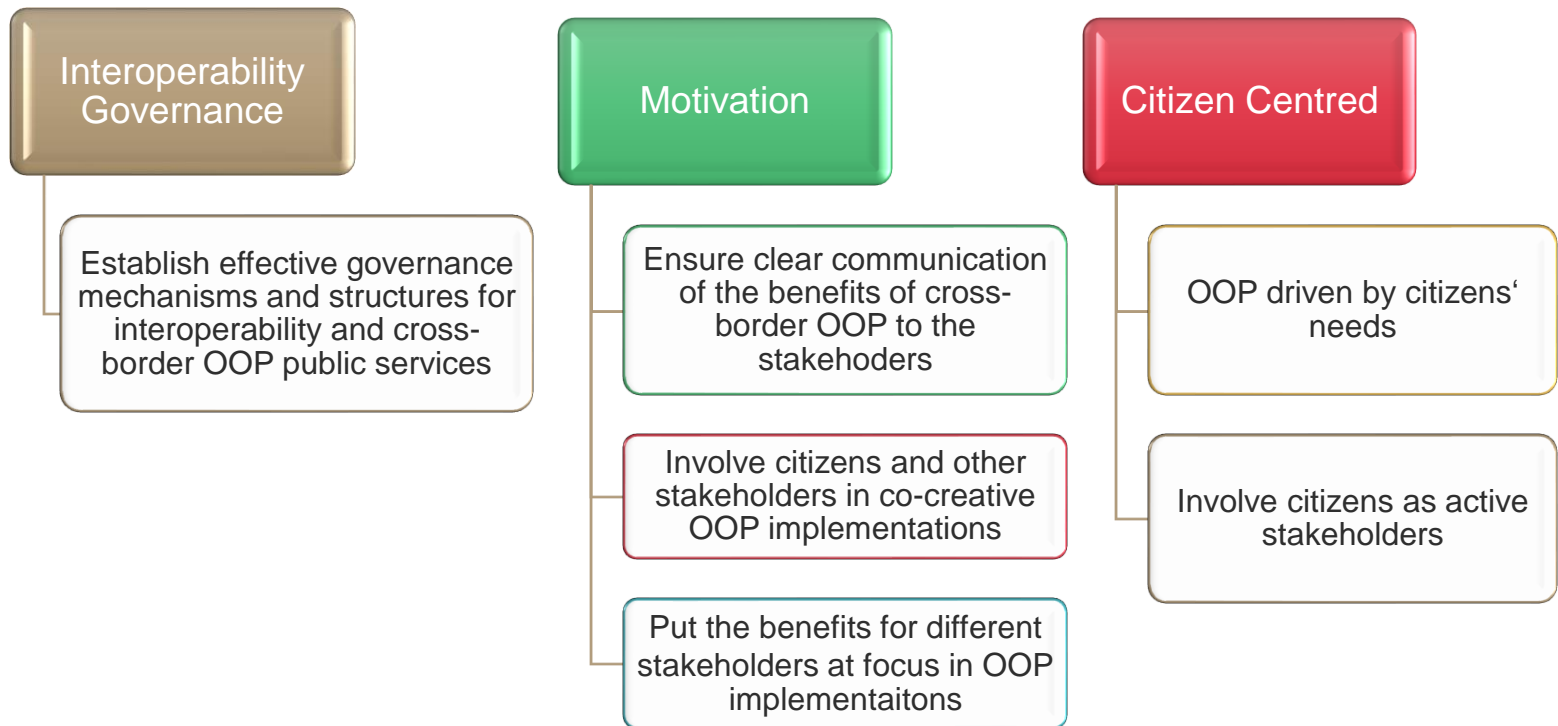
Name of action	Characterization of action	Measures	Expected result	Responsible actors
Implement the OOP pilots	Carrying out number of the OOP initiations on a small scale with aim of demonstrating wide benefits of the OOP implementation, in particular administrative burden reduction.	Implementation	This could point out various benefits of the OOP implementation for all relevant stakeholders; Moreover, this could indicate potential gaps and requirement for cross-border implementation of the OOP in higher scale.	Academia, governments, Implementers
Develop and implement multilingual code lists	Development and implementation of multilingual code lists of objects in each respective domain (e.g. universities and courses in education domain).	Implementation	Multilingual code lists enable and simplify data exchange between EU member states.	EU implementers; Policy makers
Implement EU-wide enablers and infrastructures	Widespread and effective implementation of the EU-wide technical enablers such as eDelivery as well as infrastructures (e.g. information systems and portals) to assure secure EU-wide communication	Implementation	Facilitates secure communication and data exchange between entities in different countries.	EU implementers

for leveraging the benefits of cross-border OOP implementation



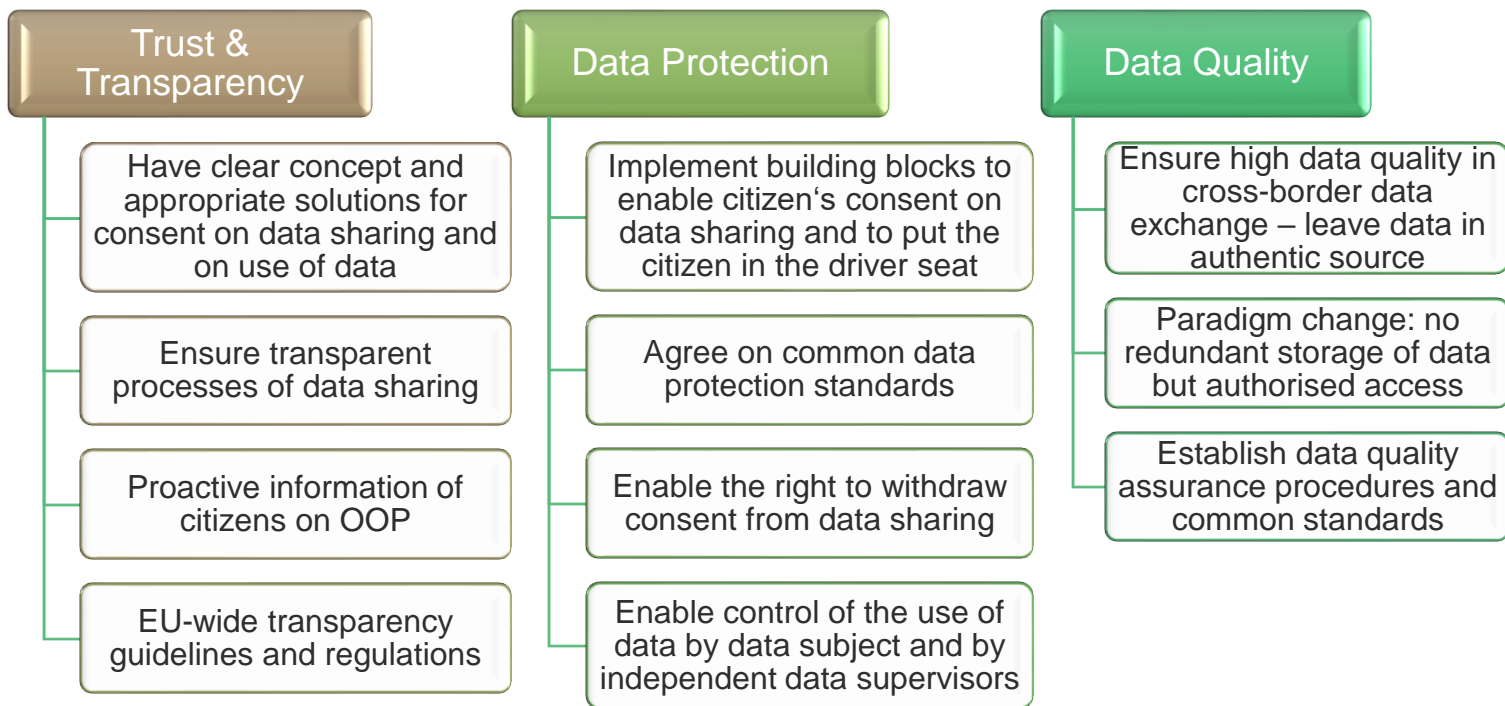


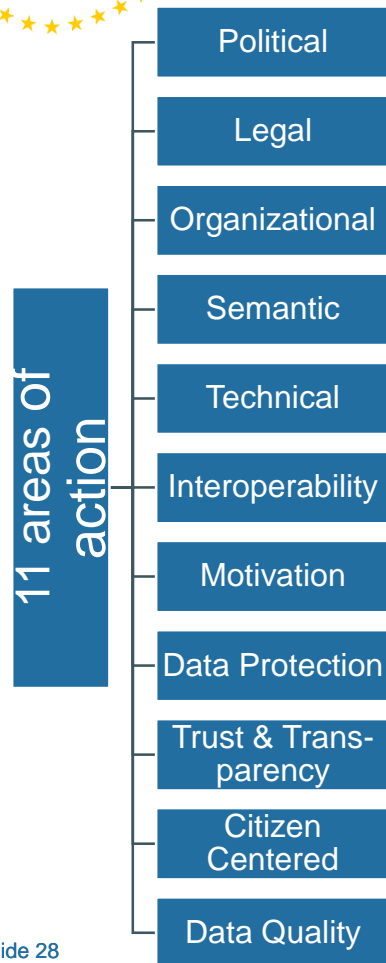
for leveraging the benefits of cross-border OOP implementation



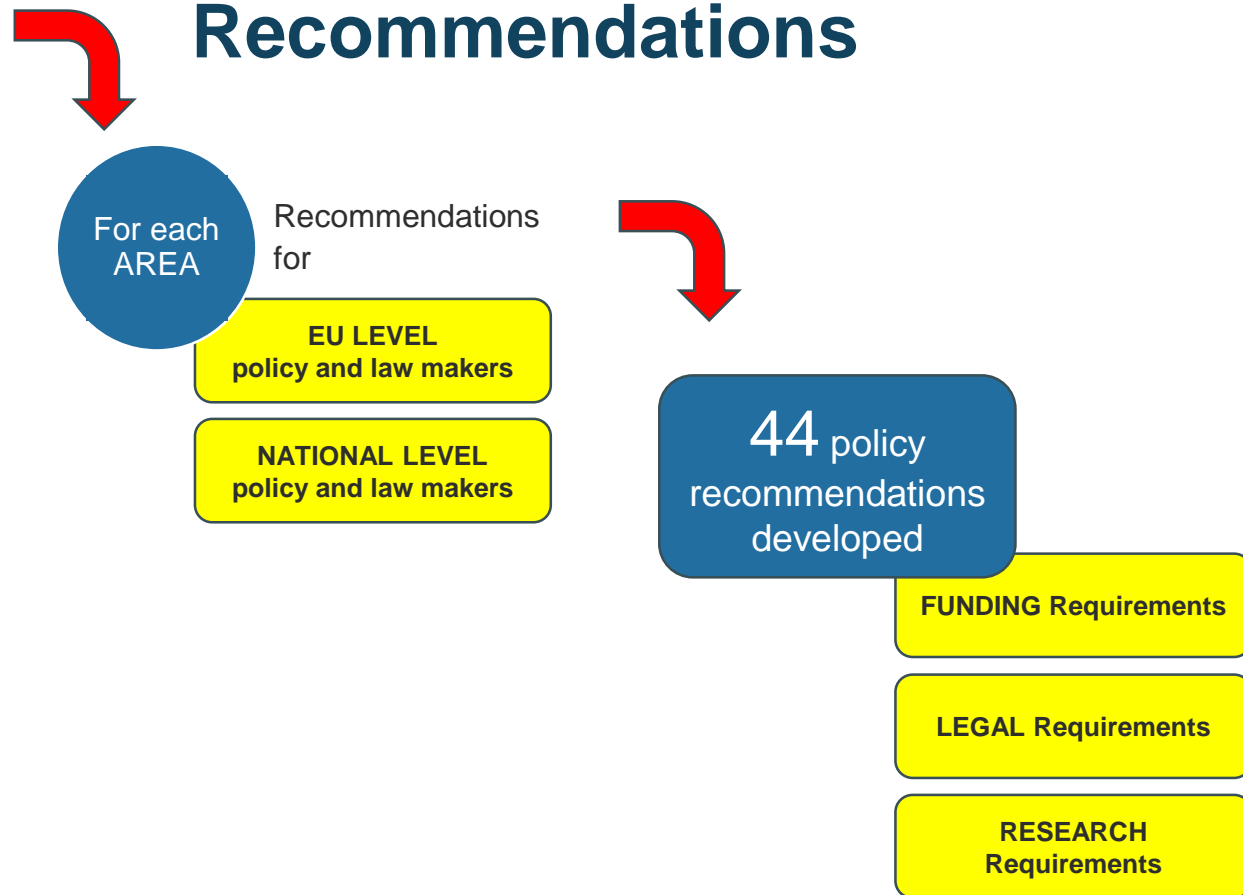


for leveraging the benefits of cross-border OOP implementation





Policy Recommendations



Example: Political Area

Political
AREA

EU LEVEL
policy and law makers

Recommendation:

„Development of comprehensive political commitments“



Legal Requirement:

„Implement Regulations putting OOP forward“

Examples for a practical (political) implementation:

„COM(2016) 179: EU eGovernment Action Plan 2016-2020“

-> ONCE ONLY one out of seven leading principles

COM(2017) 256: Proposal for a Regulation - Establishing a single digital gateway

-> facilitates the use of procedures by users from other Member States and supports the implementation of the "once only" principle

„COM(2018) 434: Proposal for a Regulation - Digital Europe programme for the period 2021-2027“

-> stipulates a Trans-European interoperable Digital Service Infrastructures (including related services) in complementarity with national and regional actions;

NATIONAL LEVEL
policy and law makers

Recommendation:

„Development of comprehensive political commitments“



Legal Requirement:

*„Implement national law to facilitate the practical realisation
of OOP by public authorities“*

AUSTRIAN examples for a practical (political) implementation:

„Art. 17 E-Government-Act“

-> Public Authorities are obliged under several conditions to draw available data the person concerned from central registers. Thus certain information as proof of residency need no longer presented by a person.

Deregulation-Act 2017

-> Amendment to 25 different acts. Fosters the implementation of the “digital first”-principle, one-stop-shop and OOP procedures for an easy foundation of enterprises and

Example: Data Quality Area



Data
Quality
AREA

EU LEVEL
policy and law makers

Recommendation:

„Identification and implementation of measures for ensuring quality of (new) data in general and for cross-border data exchange“



Legal Requirement:

„Implementation of a directive for a common data quality procedure at EU level ...“

Examples for a practical (political) implementation:

A step forward will be done with the ongoing amendment of the „Public Sector Directive:
„COM(2018) 234: Directive on the re-use of public sector information“

-> **ONCE ONLY** principle will benefit from a broader range of public available open data and open interfaces.

Example: Data Quality Area



Data
Quality
AREA

NATIONAL LEVEL
policy and law makers

Recommendation:

„Identification and implementation of measures for ensuring quality of (new) data in general and for domestic data exchange“



Legal Requirement:

*„Implementation of an interlocked system of central maintained registers („so called Registerkern“) and access portals for public authorities.
The use of this registers is ruled by law“*

Examples for a practical (political) implementation:

The so called „Portalverbund“ (interlocked network of registers) ist legally braced in the E-Government act. The obligation to become part of the network is spread over different acts.

-> The more registers are linked together, the more the quality of datasets gains and
DATA ONCE ONLY becomes realisable for different applications.

Engage with us

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



Join future stakeholder events on OOP



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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Project partners:



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