



Drivers and Barriers for OOP Applications for Businesses

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Objectives (1)

- Next to technical and legal aspects there are
 - other factors influencing the innovation of the public sector, including
 - the overall (external) context of public sector organisations,
 - the structural, organisational and cultural features of public sector organisations...
- The task focuses on the identification of the drivers and barriers for the cross-border implementation of the once-only principle, and elaboration of policy recommendations.



Drivers and barriers



- **Drivers** support the cross-border implementation of OOP
- **Barriers** constrain or challenge the cross-border implementation of OOP



Deliverables

- D2.6, M4: A position paper on definition of OOP and the situation in Europe to create a common understanding among the project partners and stakeholders more widely
- D2.7, M8: Inventory of drivers and barriers and gives an indication on how to best gain from the drivers and deal with the barriers. Used as generic framework for the legal (drawing from Task 2.2), organisational, user and business aspects of the pilots.
- D2.8, M30: Final version of D2.7, the drivers and barriers are reiterated based on the experiences in the pilots and policy recommendations derived.



Technical factors

- **Systems**
 - existing ICT systems (heterogeneity, legacy)
- **Data**
 - data quality, metadata quality, assessment of data quality, data models, definitions of data elements, “ownership” of databases, differences in data handling systems
- **ICT skills and experience**
 - national OOP experience/maturity



Political, administrative and organisational



- **Awareness and attitudes**
 - awareness of (C)OOP, political will
 - incentives and attitudes towards change, data sharing, trust
- **Change management**
 - existing structures, systems, routines (and inertia involved);
 - complexity of organisational change in public sector (substitution of legacy systems, new “business” processes, workflow management)
 - communication and division among gov’t departments (silos in government)
- **Costs**
 - deployment and maintenance of ICT systems, change management, resource limitations
 - asymmetric distribution of costs/burden for COOP, limited mechanisms for cost-sharing



Demand, technology acceptance

- **Performance expectancy**
 - the degree to which it is believed that OOP would enhance performance
 - administrative burden reduction, decreased contact with government, time and cost savings, final beneficiary satisfaction
- **Effort expectancy**
 - the degree of ease associated with the use of a technology
 - ICT skills, digital divide
- **Social influence**
 - the degree to which it is perceived that important others believe the new system should be used



Factors influencing cross-border implementation of OOP



- **Technical**
 - Information systems, data, ICT skills and experience
- **Political, administrative and org.**
 - Awareness and attitudes, change management, costs
- **Demand**
 - Performance expectancy, effort expectancy, social influence
- **Other**
 - Cultural...



First results: Existing situation

- OOP implemented **broadly at national level**: NL, SI, NO, IT
- OOP implemented in **certain domains** in national/regional level: SK, SE, RO, PL, BG, DE
- OOP mostly regulated by **legislative means**: NL, SK, SI, NO, PL, IT, BG, DE
 - OOP often mentioned in one main legal act (e.g. law on administrative procedures, e-government law) but different aspects specified in several other laws (e.g. data protection, public information, digital public services)
 - In some countries, OOP also regulated through government strategies, e.g. the digital agenda of NO
 - SE – special case: the use of OOP is based on communication of its benefits rather than any legal act or strategy



First results: Prioritisation

- OOP is mostly a high priority at the level of TOOP piloting organisations
- At central government level mostly moderate (5 cases) or low priority (3 cases)
- At regional level (if applicable) mostly moderate priority (4 cases); in one case not a priority at all



First results: Organizational factors (openness/resistance)

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- High will to **share data with other organisations** in the country
- Mostly openness to **sharing data with other countries**
- More problematic: sharing **personal data** with other organisations in the country
- Even more caution/resistance to **sharing personal data with other countries**
- Slight caution towards changing **organisational processes & procedures** to enable *OOP nationally*
- More caution towards changing organisational processes to enable *cross-border OOP*
- Moderate openness to implementing **technical changes** in organisation to enable *OOP nationally*
- However, moderate caution/resistance towards technical changes in organisation to enable *cross-border OOP*



Technical

challenges (for TOOP Pilots)

- Usability of data exchanged through the federated architecture
 - semantic interoperability
 - translation
- Compatibility with existing systems and infrastructures
 - countries only willing to accept solutions that are compatible with existing infrastructures
- Unique identifier



Political, admin & org challenges (for TOOP Pilots)

- Lack of political priority
- Changing existing routines
 - Lack of co-operation and co-ordination
 - Different “commercial” policies
 - Financial constraints, esp. for sustainability
- Legislative changes on national level
 - legal value of data exchange
- Privacy, security concerns, data protection, trust in data provider and user
 - esp. relevant for sensitive data
- “Legislative push”
 - at the EU level, for cross-border OOP



Demand

challenges (for TOOP Pilots)

- Demand from end users
 - lack of knowledge of the actual demand for cross-border OOP
 - lack of awareness of the benefits of OOP
- Benefits might not be immediate
 - due to the global nature of the maritime sector, real benefits only begin to manifest if a critical number of countries, globally, take up the OOP-based online process
 - new online process and “old processes” would need to be maintained in parallel



Drivers and Barriers for OOP Applications (for Businesses)

Thank you!

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