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

[www.scoop4c.eu](http://www.scoop4c.eu)

3<sup>rd</sup> SCOOP4C Stakeholder Workshop

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# 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."*



# The once-only principle

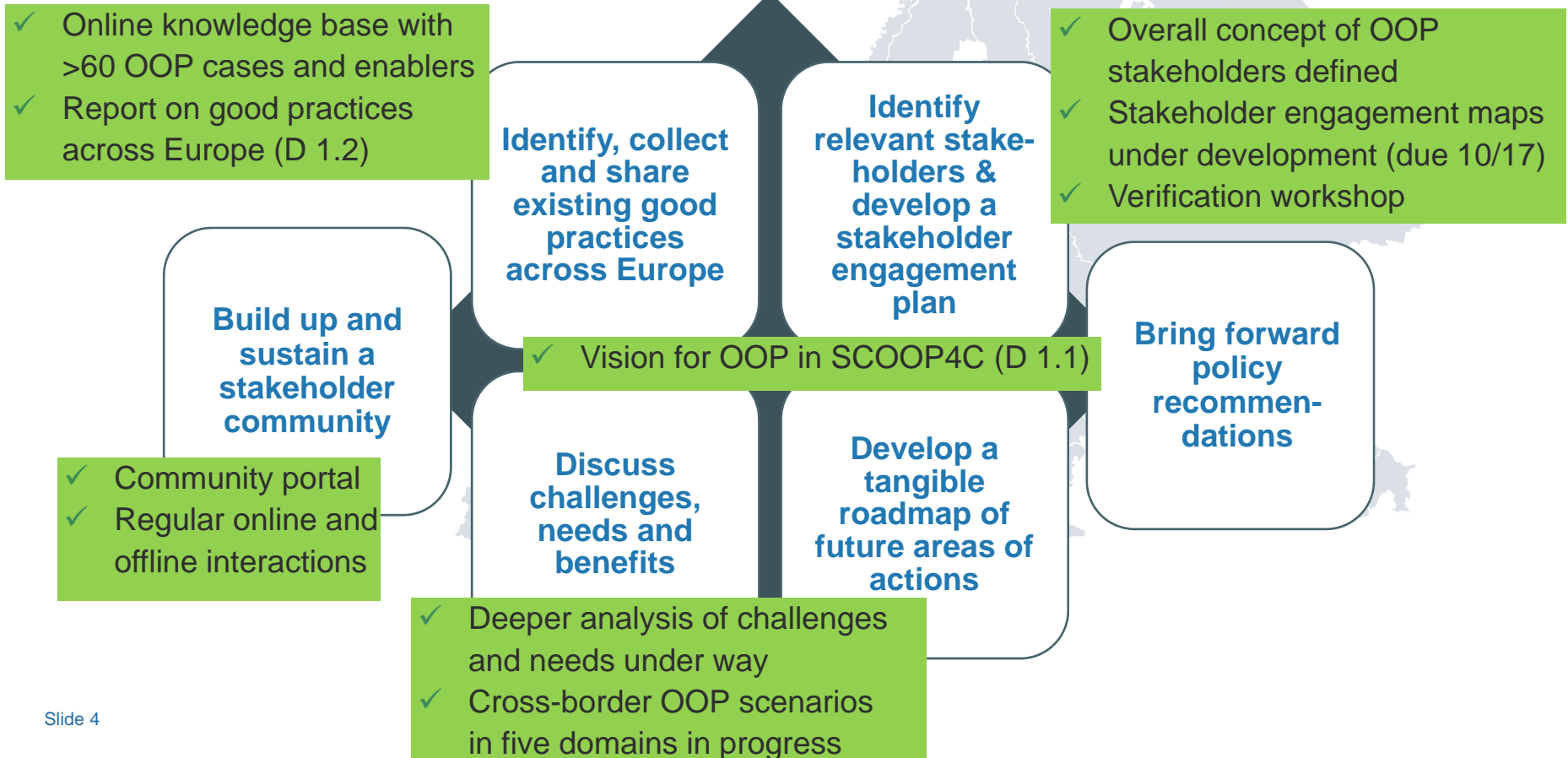
Simple explanation through a video

<https://player.vimeo.com/video/203987550>



# Objectives and achievements to date

SCOOP4C



# SCOOP4C Vision of the OOP for citizens

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*“By 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 and by businesses 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 across Europe and on national level, based on their ability to verify and track the compliant use of their data at any time. 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 creates new opportunities for innovative private sector services aimed at citizens.”*

(see Deliverable D 1.1, available for the stakeholder community in a preliminary version on [www.scoop4c.eu](http://www.scoop4c.eu))

# Overview of OOP cases studied (N = 45)



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|   |                                  |
|---|----------------------------------|
| 8 | Health                           |
| 7 | Education                        |
| 6 | Cross-domain                     |
| 5 | Taxation                         |
| 4 | Social protection                |
| 3 | Organisation of transport        |
| 2 | Electoral procedure and voting   |
| 2 | Organisation of the legal system |
| 2 | Demography and population        |
| 2 | Agricultural activity            |
| 1 | Consumption                      |
| 1 | Migration                        |
| 1 | Social affairs                   |
| 1 | Labour market                    |

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(see Deliverable D 1.2, available for the stakeholder community in a preliminary version on [www.scoop4c.eu](http://www.scoop4c.eu))

# Overview of OOP cases or enablers (N = 66) per specific type



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|    |  |
|----|--|
| 25 | Front End System                                     |
| 17 | Registers (including both, base and other registers) |
| 6  | Secure Data Exchange                                 |
| 5  | eID and Trust Services                               |
| 4  | Network Infrastructure                               |
| 3  | Citizen Portals                                      |
| 3  | Interoperability Governance                          |
| 2  | Interoperability Assets                              |
| 1  | Catalogue  |

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(see Deliverable D 1.2, available for the stakeholder community in a preliminary version on [www.scoop4c.eu](http://www.scoop4c.eu))



# Enablers / Barriers of Once-Only Principle <sup>SCOOP4C</sup>



## 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

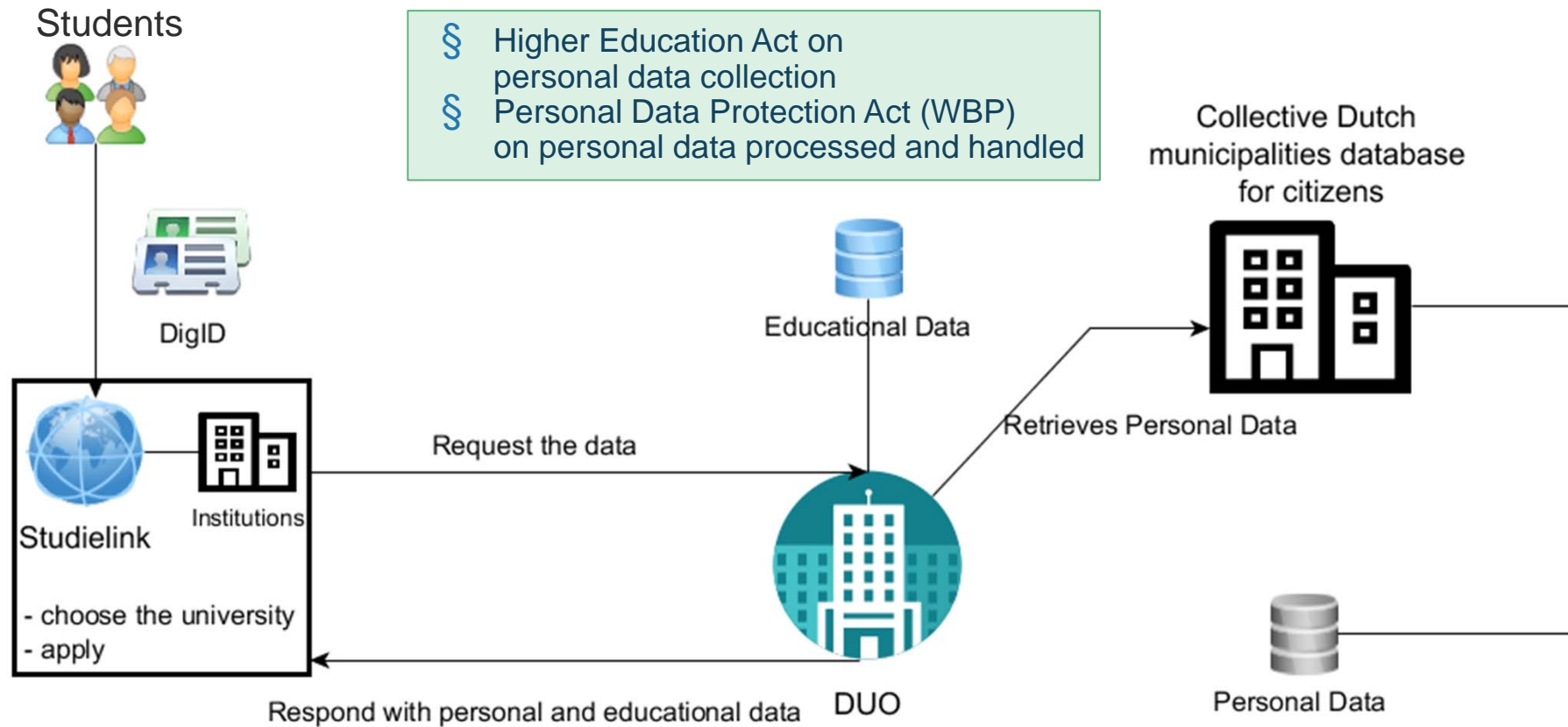
to enable citizens to control and monitor when an agency has used the citizen data and for what purpose



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

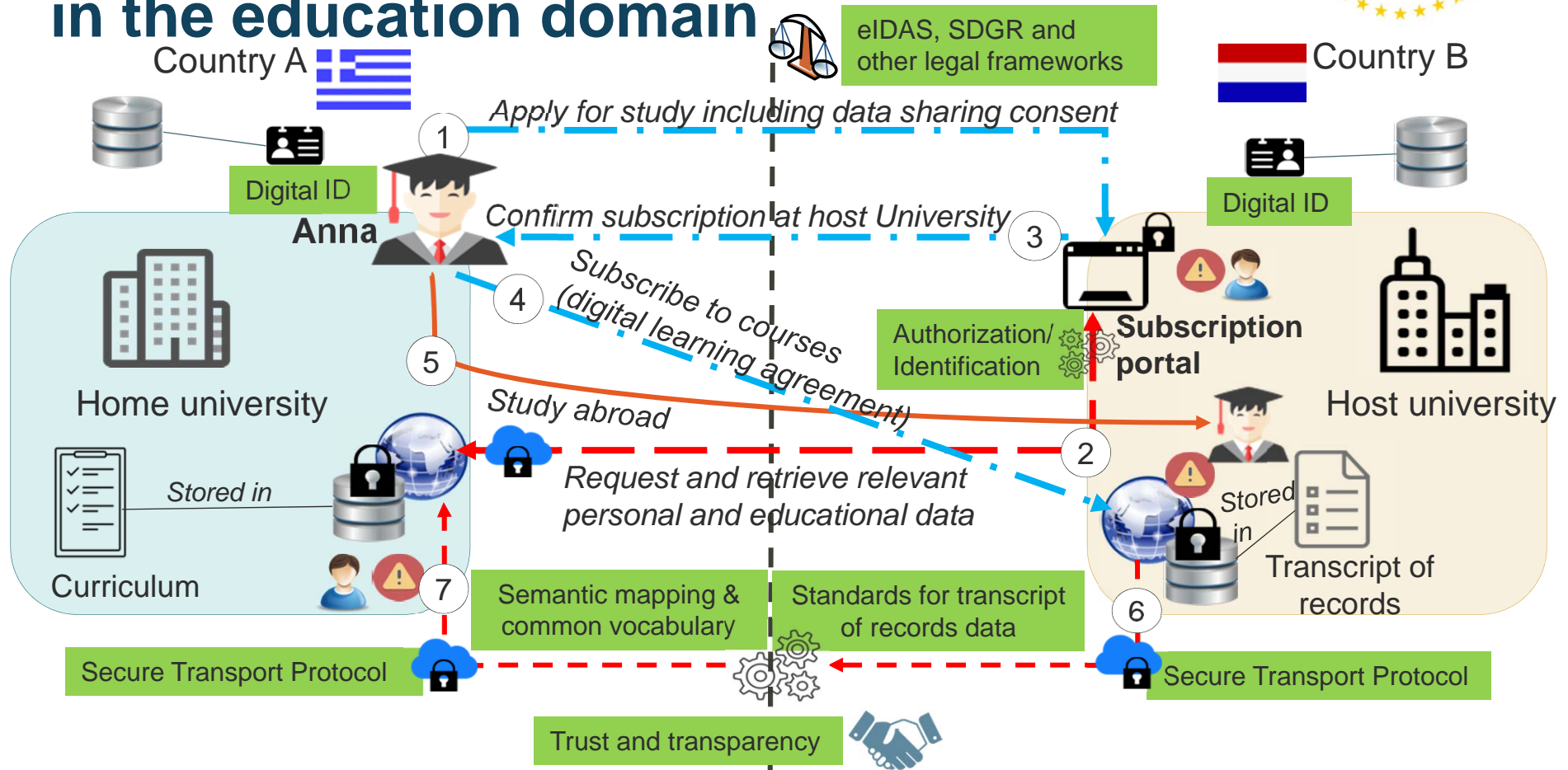
- ❖ Single point of access for applicants to manage higher education enrollment data
- ❖ Students do not need to provide personal and educational data
- ❖ Used by all government-funded higher education institutions (60) and applicants
- ❖ Initiative coordinated by the executive agency of the Dutch Ministry of Education (DUO)
- ❖ DigID as the eID enabler provided by Dutch government

# Enrolment process via Studielink



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

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# Engage with us

Share & discuss OOP cases, challenges, enablers, benefits and impacts



## Join us also at future stakeholder events

- ❑ 1<sup>st</sup> annual OOP conference, 2017/11/28, Berlin, Germany
- ❑ Further stakeholder workshops across the EU in 2018



## Join SCOOP4C's stakeholder community

[www.scoop4c.eu](http://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

## 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



REGISTER TO STAKEHOLDER COMMUNITY



# Thank you for your attention!

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🔗 [www.scoop4c.eu](http://www.scoop4c.eu)

**Project partners:**



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