SCOOP4C

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Enablers & Barriers

Findings from SCOOP4C project

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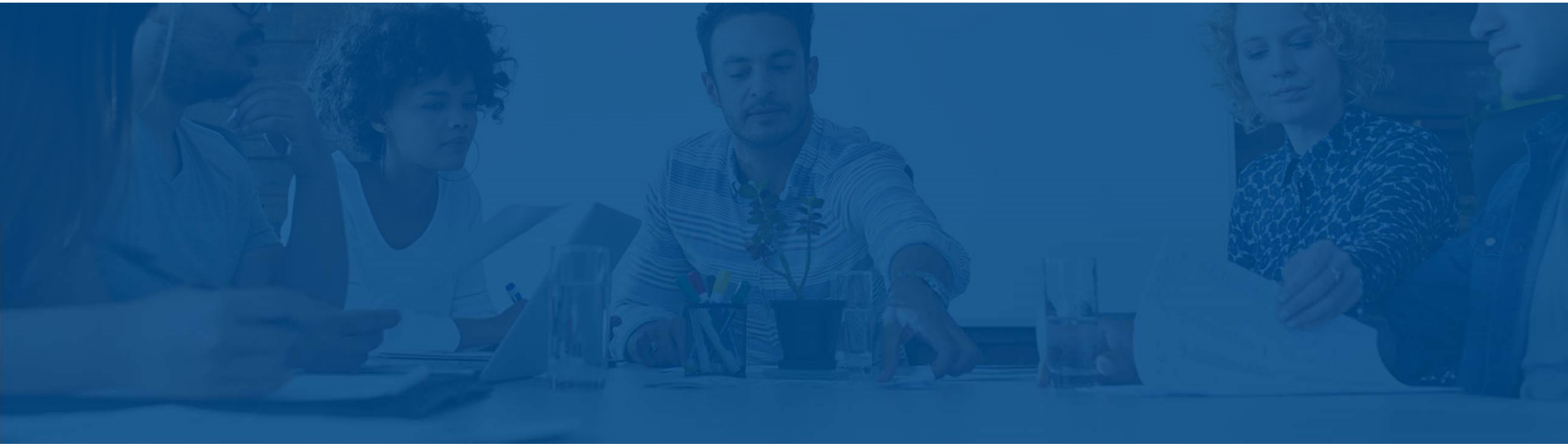
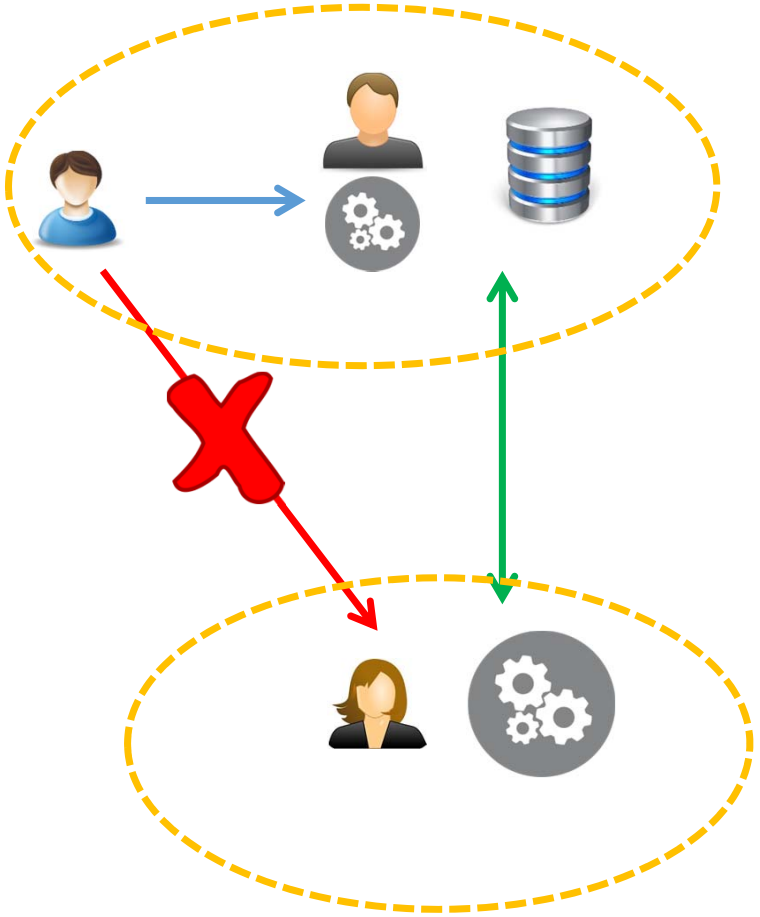
Εθνικό Κέντρο Έρευνας κ Τεχνολογικής Ανάπτυξης



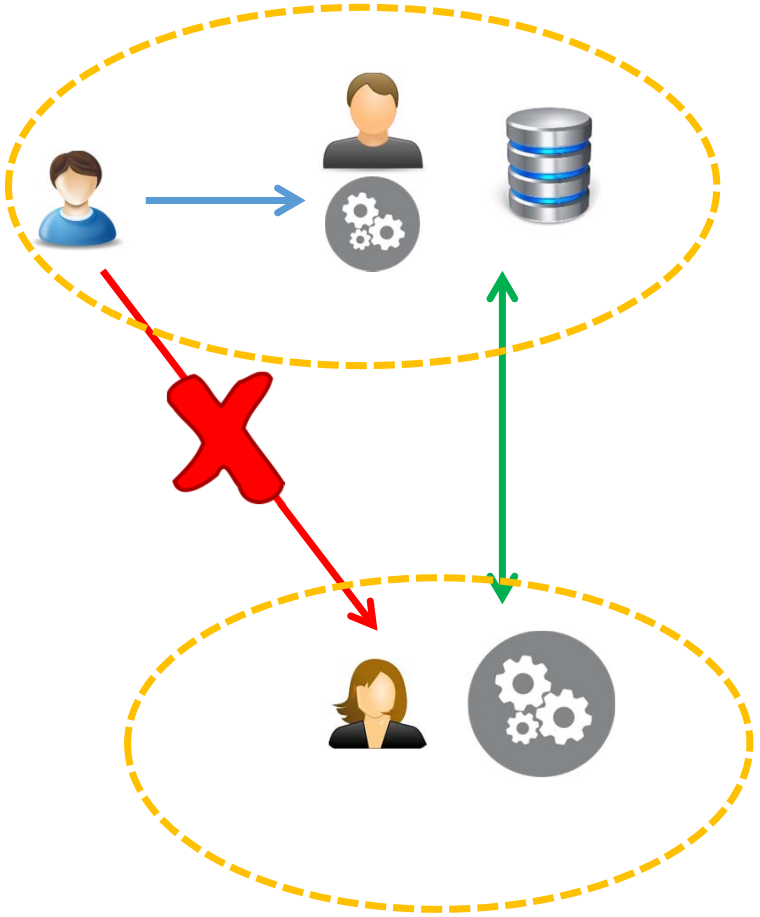
Enablers vs barriers 1/6

- Political commitment
  - EU eGovernment Action Plan 2016-2020, EIF
  - Strategy and vision papers at MS level
  - Will and capacities of governments to finance, coordinate, implement, and monitor
- Legal interoperability
  - legal frameworks to be scrutinised and adjusted to OOP implementation at large (e.g. registries, open data, catalogues, secure data exchange, eID and trust services)
  - General Data Protection Regulation
  - Single Digital Gateway Regulation
  - Obstacles to cross-border OOP implementation



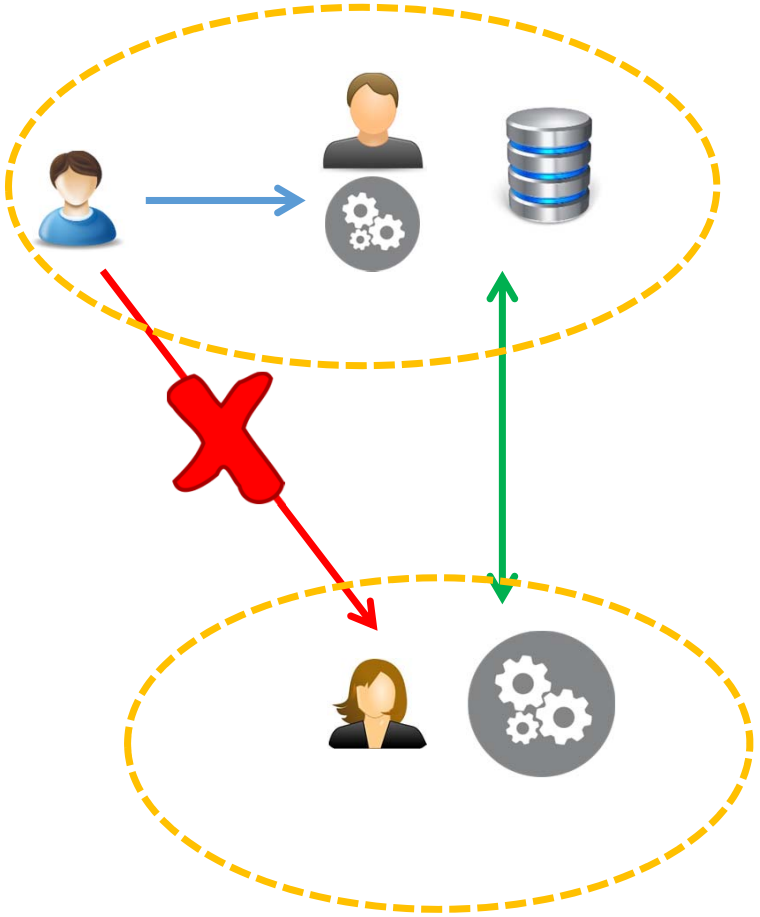
Enablers vs barriers 2/6

- Organisational commitment and collaborative business processes
  - To enable sharing in secure networks
  - multilateral agreements to collaborate and use common infrastructure
  - use of open standards and open specifications
  - lack of harmonisation of business processes and the absence of cooperation between authorities
- Interoperability governance / Governance mechanisms
  - collaborative governance models, which clearly define the responsibilities and roles of actors on different levels of governance



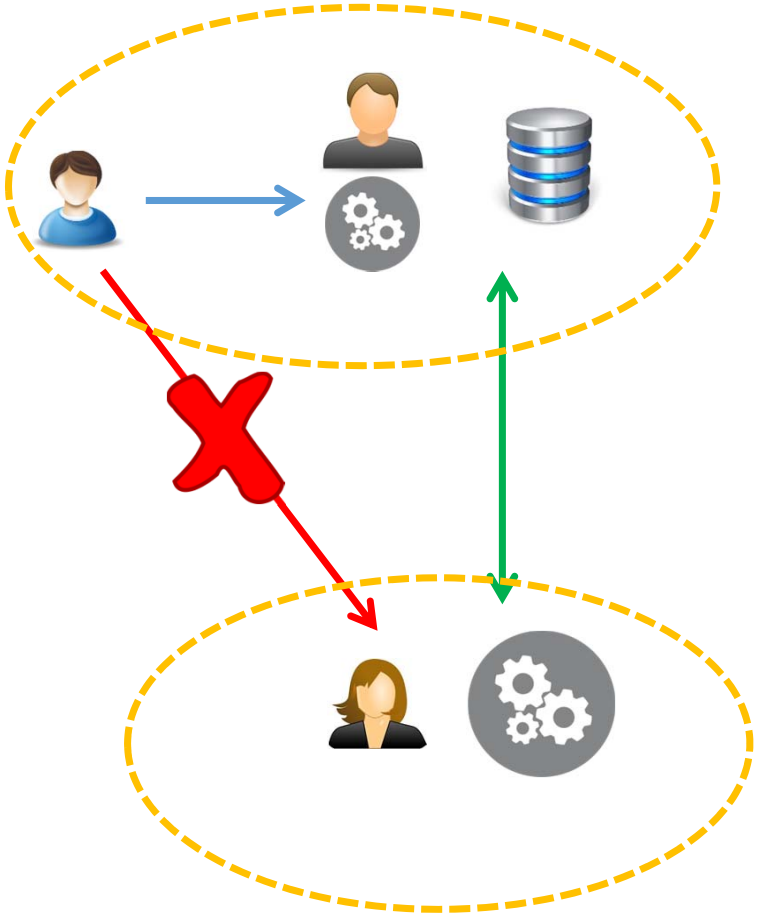
Enablers vs barriers 3/6

- Semantic interoperability such as standards taxonomies, common terminology, taxonomies, etc.
  - lack of harmonisation of data structures and semantics.
  - Multilateral agreements on reference data in the form of taxonomies, controlled vocabularies, thesauri, code lists (e.g. for unique identifiers), and standardised data structures/models
- Technical interoperability / Technical enablers such as secure networks and infrastructure
  - Technical barriers include aspects of interface specifications, interconnection services, data integration services, data presentation and exchange as well as secure communication protocols.



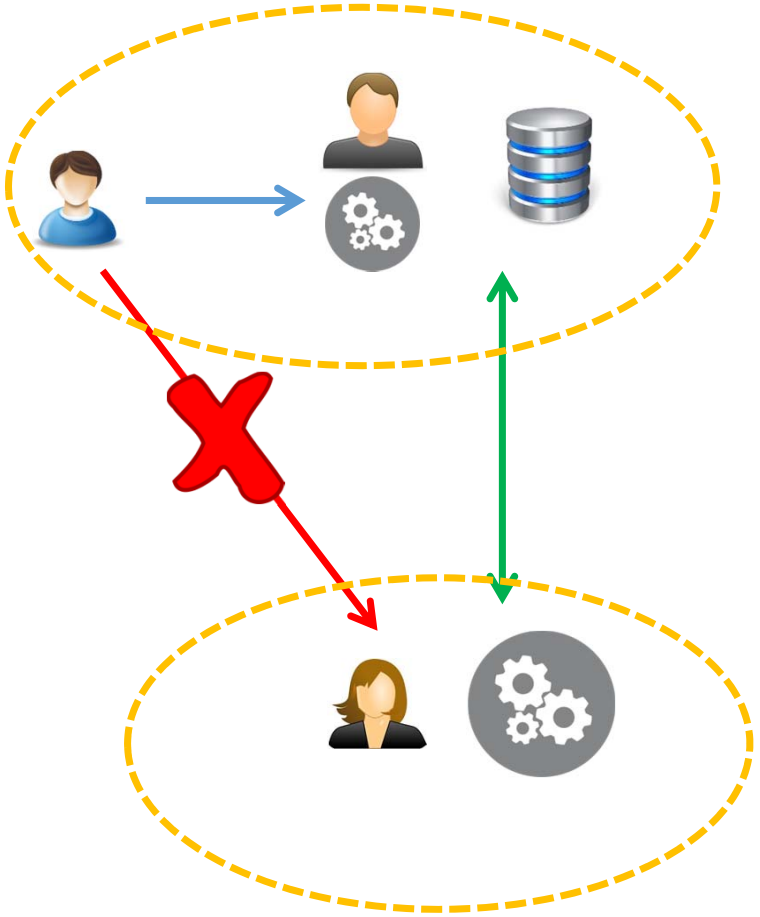
Enablers vs barriers 4/6

- Motivators, benefits, and public value
  - incentives, benefits, public value or convenience for citizens and governments to share and re-use data
  - If the once-only implementation does not provide convenience and benefits to the citizens, the service will not be accepted
- Data protection and privacy
  - Mechanisms for data protection need to be in place.
  - Otherwise citizens will not accept the service.
- Trust and transparency
  - citizens to control and monitor by whom, when, and why their data was accessed
  - otherwise citizens will not accept the service.



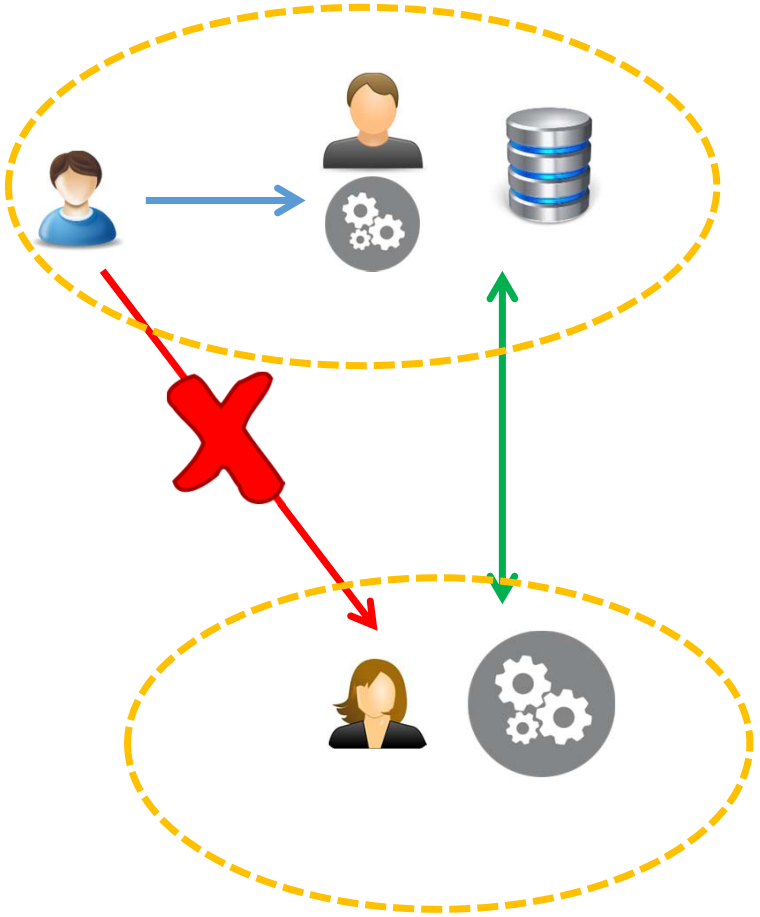
Enablers vs barriers 5/6

- Socio-cultural influence factors
  - traditions of sharing or not sharing data among governments, ownership of data and citizens' obligations vs. freedom of deciding when and how to provide data to governments
  - If the ownership question will not be resolved clearly, the citizens will not accept the services
  - Data stored only for special purpose (i.e. data not usable beyond the given legal, organizational, cultural restrictions, for a given time, and for a particular agency, etc.) may prevent OOP
- Citizen-centred design
  - involved in co-designing and co-developing of services, ensuring ease of use, convenience, and good user experience.



Enablers vs barriers 6/6

- Data quality
  - If the solutions do not provide better quality of service, the governments will not trust and not use them
- Flexible business models
  - options for new business models, reduction of manual procedures may free resources and offer new financial models to provide public services
  - The lack of an appropriate financing or compensatory business model (e.g. replacing fees for data or procedures) of respective institutions can create a severe hindrance of implementing the once-only principle and providing access to respective data.



Ευχαριστώ!

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