# Once-only principle:
Introduction of SCOOP4C and TOOP

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Cluj-Napoca, 27th February 2018

# Agenda

➢ Introduction to the Once-Only Principle (OOP) and to the SCOOP4C and TOOP Projects

➢ OOP Cases and OOP Enablers across Europe: insights from analysis of best practices

➢ Synthesis and lessons from best practices: Enablers and barriers for OOP implementations

# SCOOP4C

# 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

# The once-only principle

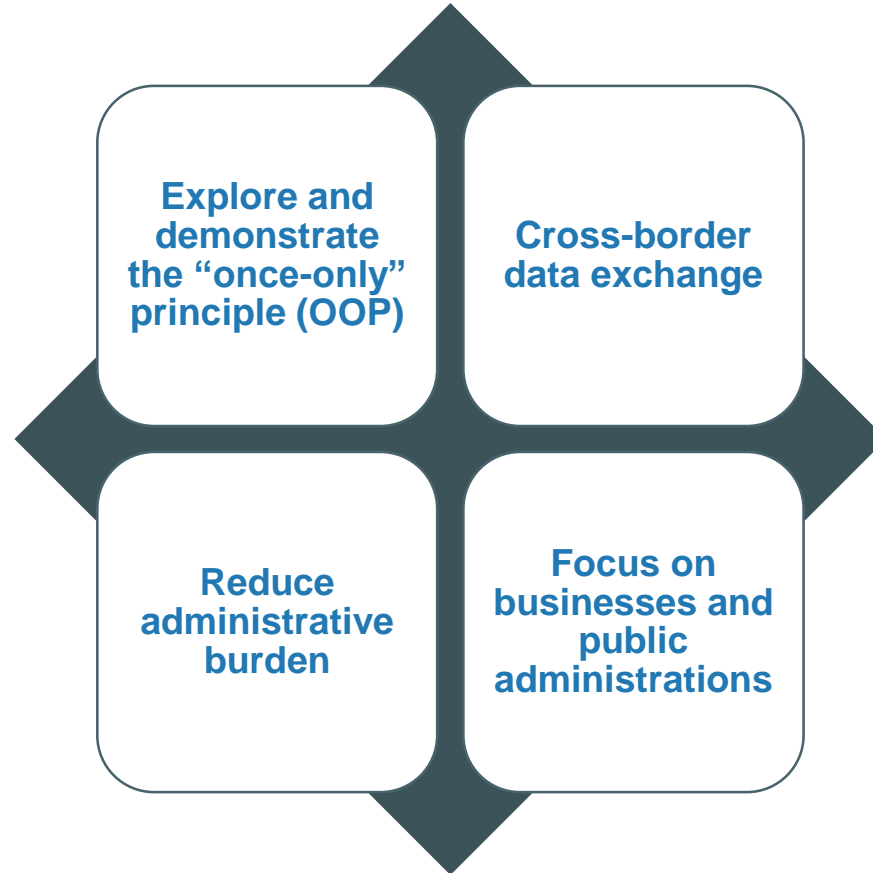Simple explanation through a video

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

# TOOP
## The Once-Only Principle project

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

❖ Innovation action (IA), 8 Mio € funding

❖ Start date: 1st January 2017

❖ Duration: 30 months

❖ Participants from
Austria, Belgium, Bulgaria, Denmark, Estonia, Finland, Germany, Greece, Italy, Latvia, Lithuania, Luxemburg, The Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Turkey

❖ Project Coordinator: Tallinn University of Technology, Estonia

❖ Web presence: **http://toop.eu/**

# Objectives of TOOP

Explore and demonstrate the "once-only" principle (OOP)

Cross-border data exchange

Reduce administrative burden

Focus on businesses and public administrations

# Pilot Areas and Use Cases for Businesses

Cross-border eServices for Business Mobility

Cross-border eProcurement: Automatic retrieval of EO qualification evidences
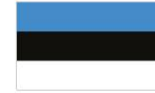
Updating company data

Exchange of Ship and Crew certificates

**ITALY**

**ESTONIA**

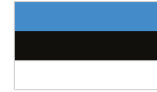# LEON, EUROPEAN ECONOMIC OPERATOR, DECIDES TO ESTABLISH A BRANCH IN ANOTHER COUNTRY

This project
research an

BRANCH REGISTRATION

Leon visits the foreign e-government portal and starts the online procedure.

The domestic competent authority sends back the requested information via the TOOP infrastructure.

This project
research  an

**ITALY**

**ESTONIA**

e-GOV
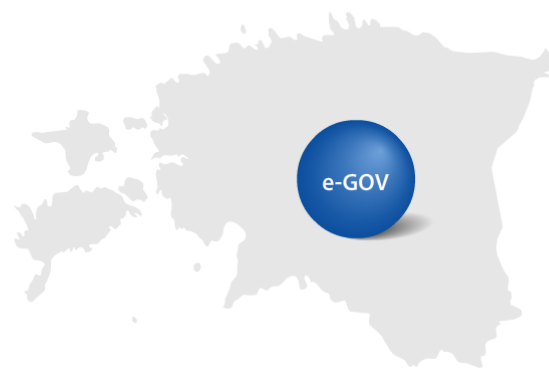
The foreign branch registration service receives all necessary information and completes the process to register the company branch.

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research a

ITALY

ESTONIA

e-GOV

Leon gets informed that the branch of his company has been registered and can start operations.
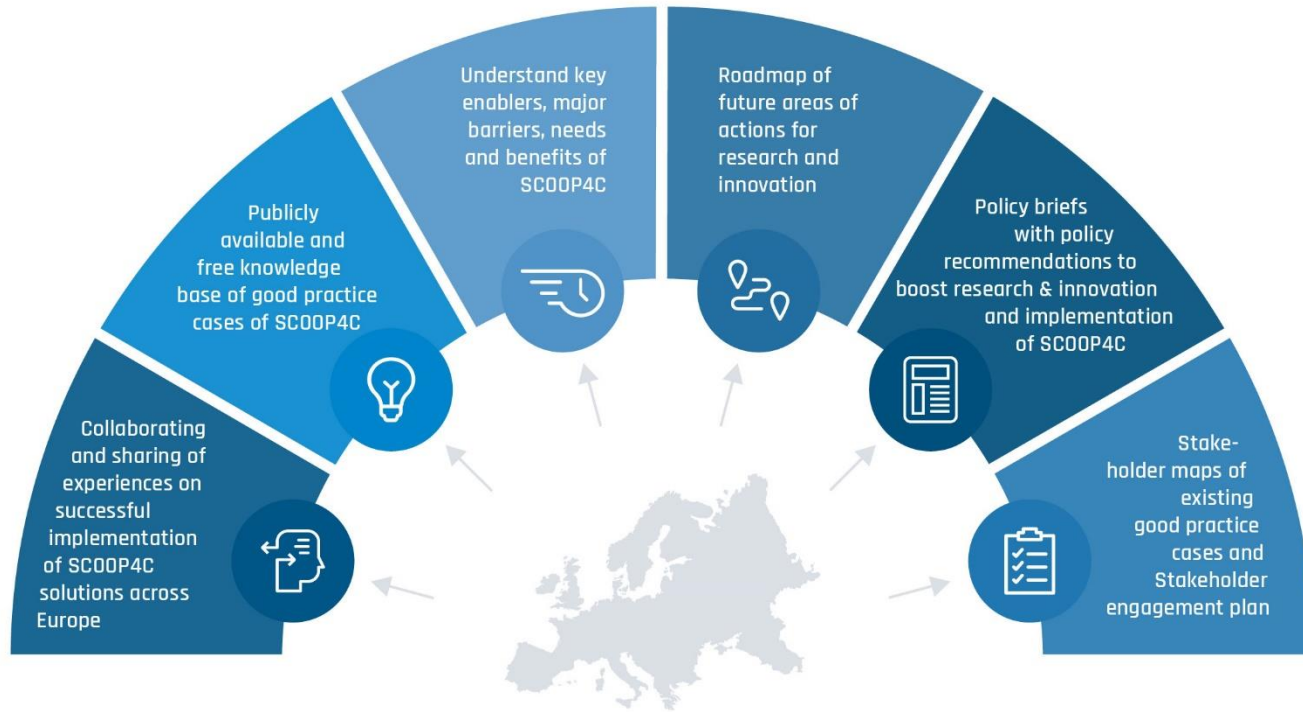
06.03.2018
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research a

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# Stakeholder Community: Once-Only Principle for Citizens
## Project Participants



- ✓ Project coordination under leadership of Prof. Maria Wimmer
- ✓ Research institution with previous EU funding experience
- ✓ Responsible for the project management WP

- ✓ Responsible for communication, dissemination, and community building
- ✓ Contributing digital communication experience

- ✓ Research institute in Northern Greece
- ✓ Leading Institution in fields of Informatics, Telematics and Telecommunication
- ✓ Extensive experience with EU-funded projects

- ✓ Estonian think-tank & training institution for e-government topics
- ✓ Close proximity to Estonian OOP and e-government expertise
- ✓ Very well connected in Central & Eastern Europe

- ✓ Publically owned SME specialized in IT services for municipalities in Austria
- ✓ Significant hands-on experience with e-government projects

# Stakeholder Community: Once-Only Principle for Citizens



Understand key enablers, major barriers, needs and benefits of SCOOP4C

Roadmap of future areas of actions for research and innovation

Publicly available and free knowledge base of good practice cases of SCOOP4C

Policy briefs with policy recommendations to boost research & innovation and implementation of SCOOP4C

Collaborating and sharing of experiences on successful implementation of SCOOP4C solutions across Europe

Stake-holder maps of existing good practice cases and Stakeholder engagement plan

SUSTAINED STAKEHOLDER COMMUNITY ON THE 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

# 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)

# Example of a once-only principle case
StudieLink – Enrollment in higher education in the Netherlands
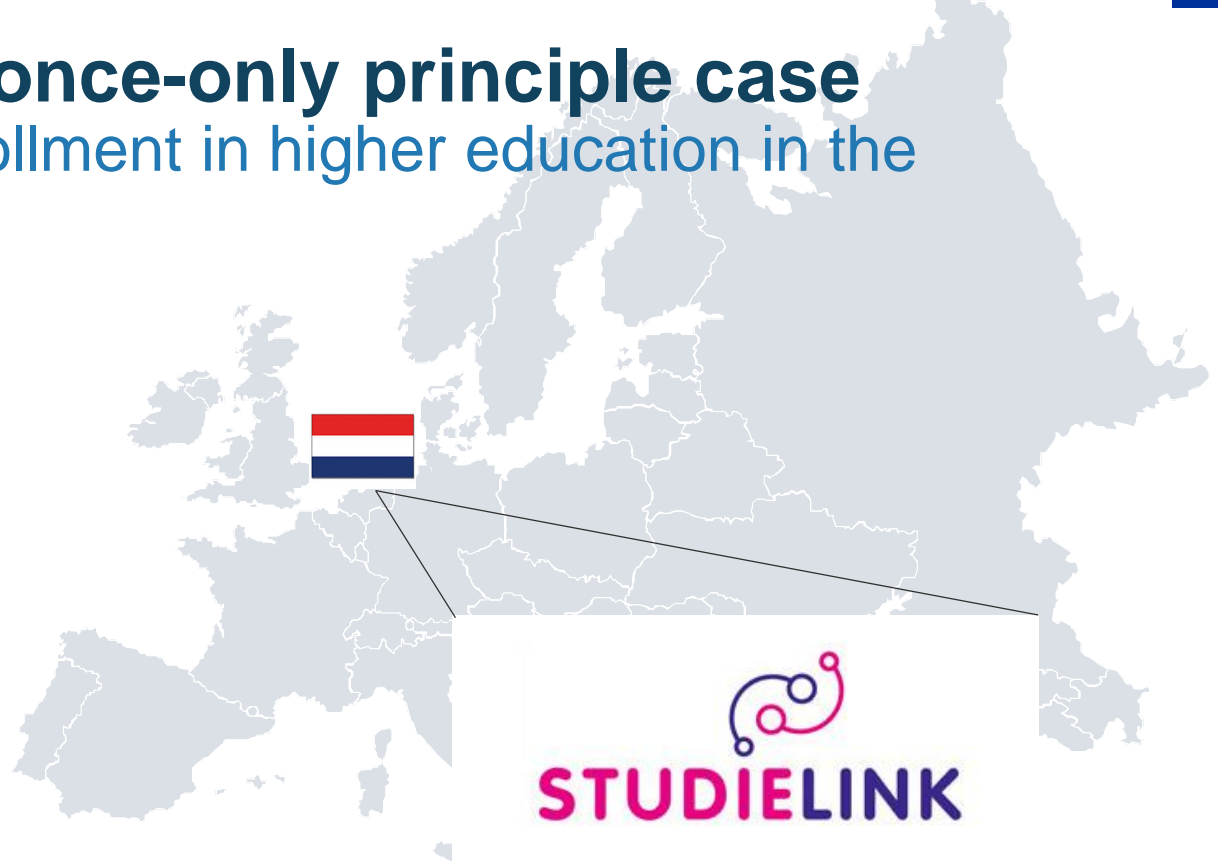
# STUDIELINK  Key facts

- ❖ 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)

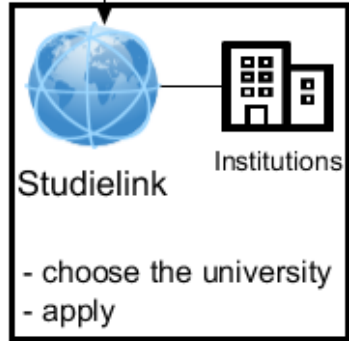- ❖ DigID as the eID enabler provided by Dutch government

# Enrolment process via Studielink



Students

§ Higher Education Act on personal data collection
§ Personal Data Protection Act (WBP) on personal data processed and handled

DigID

Educational Data

Collective Dutch municipalities database for citizens

Studielink

Institutions

Request the data

Retrieves Personal Data

- choose the university
- apply

Respond with personal and educational data

DUO

Personal Data

# 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)

# Enablers / Barriers of Once-Only Principle

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## 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

# Analysis of political enablers in OOP cases studied

| Country | Political OOP enablers | OOP cases building on the OOP enabler | Success factors for OOP implement. |
|---|---|---|---|
| EU | Digital Single Market Strategy<br>eGovernment Action Plan 2016-2020<br>European Interoperability Strategy<br>European Interoperability Framework<br>Tallinn Ministerial Declaration on eGov | All cases benefit from the European strategies | High-level policy decisions in place at EU and Member State levels for implementing OOP<br><br>Political will at Member State level for sufficient financing of OOP implementations |
| Estonia | Directive of the Minister of Economic Affairs and Communications for the Interoperability of the State Information System | State portal Eesti.ee; e-Notary; Internet voting; Electronic tax filing system (E-Tax); Parental Benefit; Tallinn Public Transport Ticket System | |
| Ireland | Data Sharing and Governance;<br>Data Protection Strategy | Government portal Gov.ie<br>Central Application Office | |
| Poland | Strategy for Responsible Development | Baby bonus Becikowe | |
| Spain | 'Addressing and Network Interconnection Plan' of Administration, ruled by Art. 14 of NIF, Royal Decree 4/2010 as basis for Red SARA network | | |
| UK | Government Digital Strategy<br>Gov. plan 'Modernising the Tax System' | Tell us once<br>Making tax digital | (see Deliverable D 1.2, available for the stakeholder community on www.scoop4c.eu) |

# Enablers and Barriers (D 1.1)

Legal Interoperability to enable sharing and reuse of data stored in government's base registries & ensuring data privacy and protection of citizen's rights

## Essential enabler for OOP:

Legislation key to enable implementation of OOP at large scale (not only covering a specific sector)

EU: crucial legal enablers in place such as eIDAS, GDPR or the draft for SDG

## Barriers and challenges for OOP:

Responsibility for different services often with different authorities by law; and these authorities are not allowed to share data (obstacles for (cross-border) OOP)

In other cases, no significant obstacles, yet countries lagging behind in enforcing and implementing the sharing and re-using of citizen data among themselves

Need for scrutinising and adjusting legal frameworks, in particular in areas with regulations for key enablers such as registries, open data, catalogues, secure data exchange, eID and trust services

# Analysis of legal enablers in OOP cases studied

| Country | Legal OOP enablers | OOP cases building on the OOP enabler | Success factors for OOP implementations |
|---|---|---|---|
| EU | Electronic Identification, Authentication and Trust Services (eIDAS regulation); General Data Protection Regulation; Single Digital Gateway Regulation | | **Regulations at EU level** provide overarching legal basis for implementation of OOP at Member State level. **Legislation in place at Member State** level, such as on regulating the following: |
| Austria | The Austrian Act for family benefits | Birth registration and family allowance | • interoperability, <br>• registries, <br>• open data, <br>• catalogues, <br>• secure data exchange, <br>• eID and trust services, <br>• address data. |
| Austria | Electronic Health Record Law; Electronic Health Record regulation amendment; Health Telematics Regulation | ELGA - electronic health records | |
| Austria | FinanzOnline regulation | Austria's FinanzOnline | |
| Estonia | Public Information Act; The administration system of state information system act; The data exchange layer of information system act; Personal Data Protection Act | Estonian e-Census; Estonian e-Notary; Estonian Internet voting; Estonian state portal Eesti.ee | **Data protection laws play a particular role** as enabler if the regulations allow multiple use of data or as barrier if constraining the sharing and re-use of data beyond the only purpose it is collected for |

(see Deliverable D 1.2, available for the stakeholder community on www.scoop4c.eu)

# EIF model for public service provisioning
## Mapping OOP cases and enablers

# Engage with us

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



**Join us also at future stakeholder events**

❑ 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

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# Join the discussion
## on social media

https://www.facebook.com/SCOOP4C/

https://twitter.com/Scoop4C

https://www.linkedin.com/groups/13506477

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

# Thank you for your attention!

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**Project partners:**

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