



# Once-only principle:

## Best practice cases and potentials in Europe

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# Agenda

- Introduction to the Once-Only Principle (OOP) and to the SCOOP4C and TOOP Projects
- OOP Cases and OOP Enablers across Europe
- Examples of OOP
- Enablers and barriers for OOP implementations

# 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>



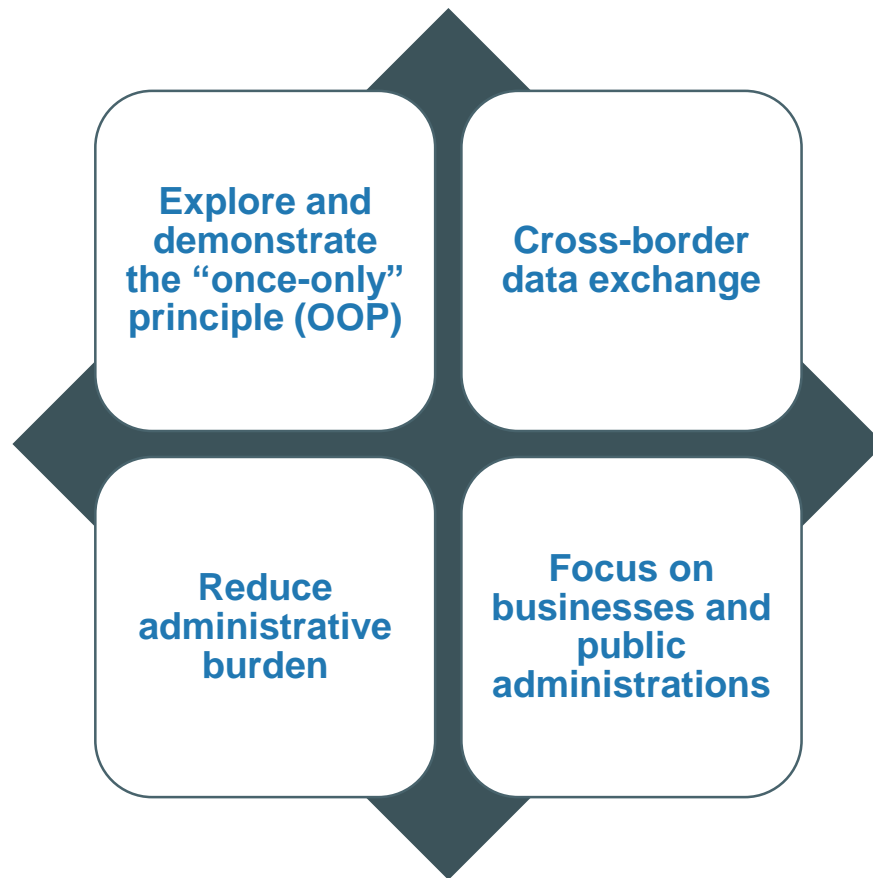
# TOOP

## The Once-Only Principle project

- ❖ Funded by the European Commission under H2020, CO-CREATION-05-2016
- ❖ Innovation action (IA), 8 Mio € funding
- ❖ Start date: 1<sup>st</sup> 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



# 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



# SCOOP4C

## Stakeholder Community for the Once-Only Principle for Citizens

- ❖ Funded by the European Commission under H2020, CO-CREATION-05-2016
- ❖ Coordination and Support Action (CSA), 1 Mio € Funding
- ❖ Start date: 1<sup>st</sup> November 2016
- ❖ Duration: 2 years
- ❖ Project Coordinator: University Koblenz-Landau, Germany
- ❖ Web presence: **[www.scoop4c.eu](http://www.scoop4c.eu)**





# 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



# Overview of OOP cases studied (N = 44)

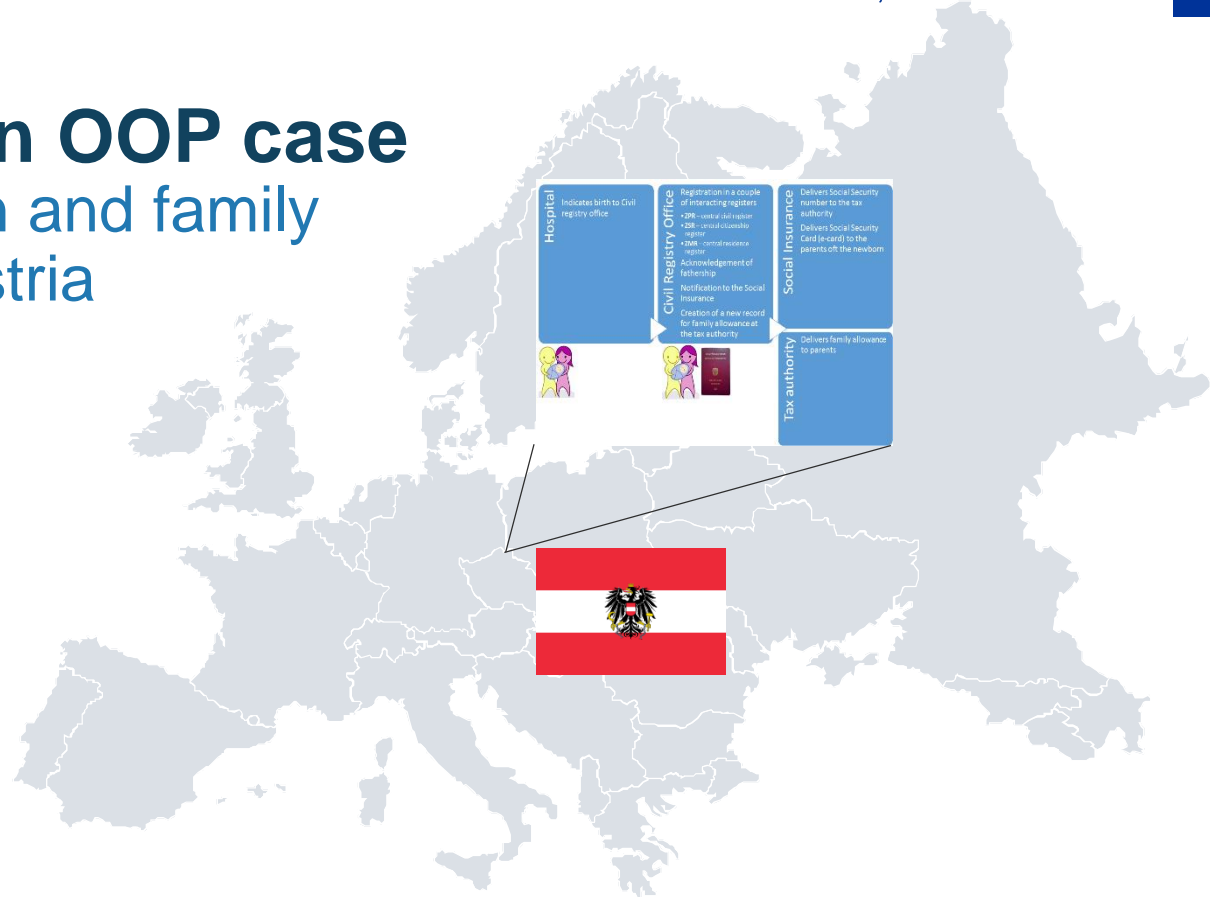
8	Health	e.g. Austrian ELGA, several Estonian health services, Slovenia's e-Health service
7	Education	e.g. Dutch, Estonian, Irish, Spanish, UK HEI Application Systems
5	Taxation	e.g. Austrian, Estonian, French, Greek and UK online tax filing systems
4	Social protection	e.g. Austrian, Estonian and Polish child benefits; Austrian birth registration French application of work welfare
2	Demography and population	e.g. Estonian e-Census, Hellenic Citizen Registry
19	Other policy domains	e.g. UK's Tell us once, etc.

# 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)

# Example of an OOP case

## Child registration and family allowance in Austria



## Key facts about child registration and family allowance in Austria

- Approx. 80.000 births per year
- Personal data from 160.000 persons (parents) requested and processed
- Parents have to provide evidence of many different facts
- 1.288 civil registry offices
- Up to 6 different public authorities involved in the process
- 80% of children receive family allowance
- Approx. 4.6 Billion Euros per year disbursed for family allowance



# Process of child registration and family allowance

## Before the OOP implementation

### Six different public agencies (handling nine public services)

- Civil Registry Office
- Court, solicitor or civil registry office
- Administrative district authority
- Residence Registry Office
- Social Security Insurance
- Local tax authority

### Requested data to perform the nine public services

- Identification of parents
- Birth certification of parents
- Certificate of marriage
- Evidence of residence of parents
- Evidence of academic degrees of parents
- Evidence of acknowledgement of fatherhood
- Notification of Change of family name



# Process of child registration and family allowance

## 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





# Benefits of the OOP case

## For parents

- Reducing administrative burden, needing less time
- Simplified, less cumbersome and more convenient procedures
- Higher satisfaction of parents

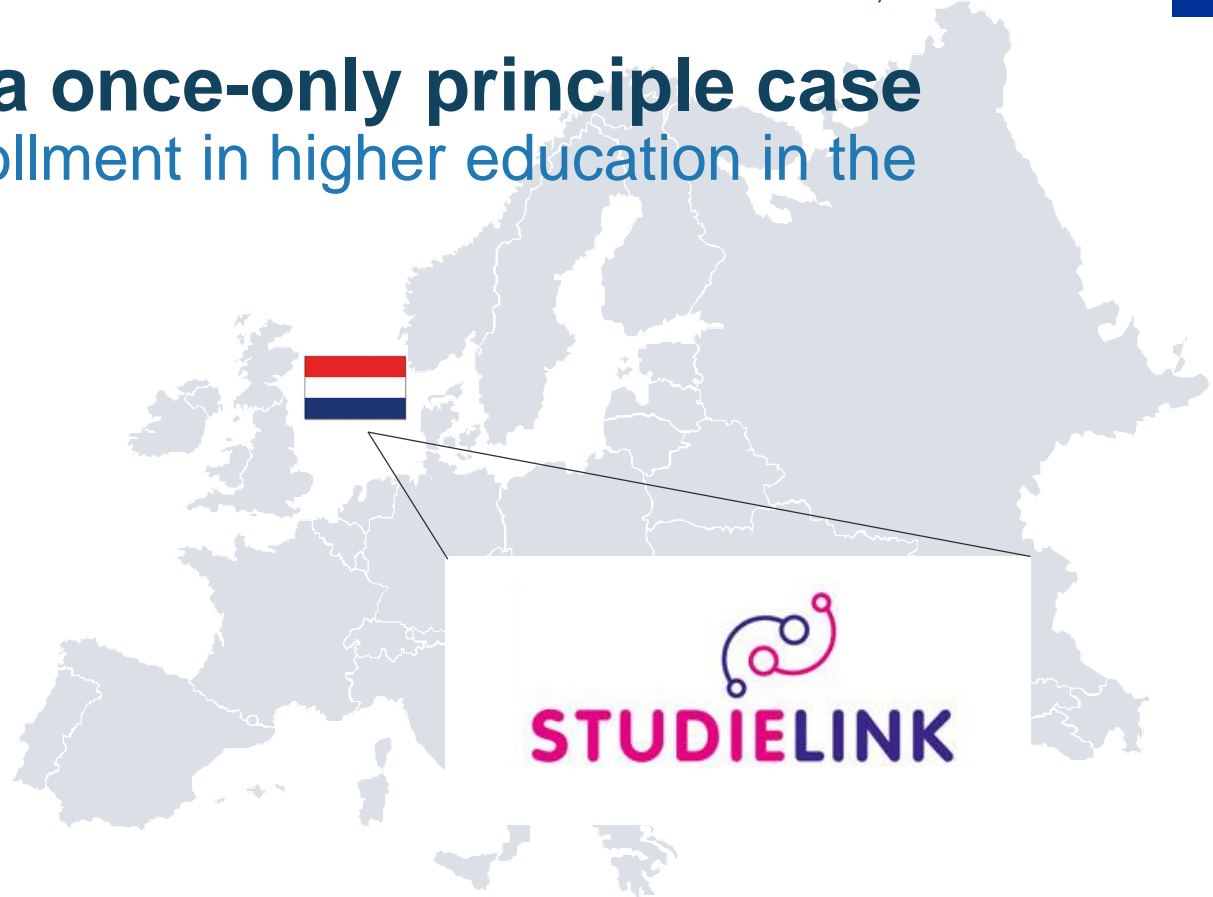
## For public administrations

- Increased efficiency and effectiveness of public administrations by co-creation and collaboration between administrations
- Sharing and re-using of data enables legal obligations to be fulfilled faster
- Retrieving data from the authentic sources ensures higher data quality and reliability
- Citizen satisfaction improves trust and confidence in public administration and creates a positive image of public service



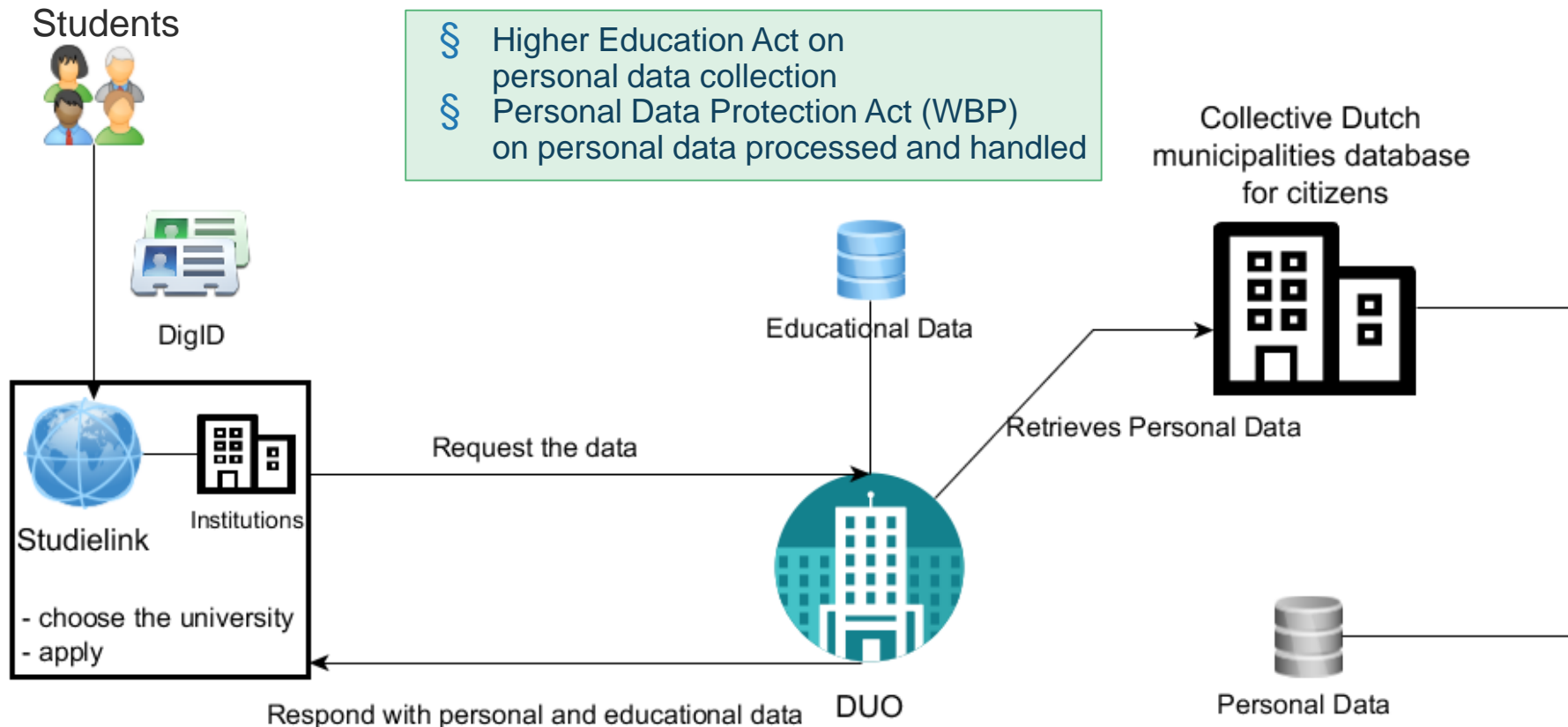
# Example 2 of a once-only principle case

## StudieLink – Enrollment in higher education in the Netherlands

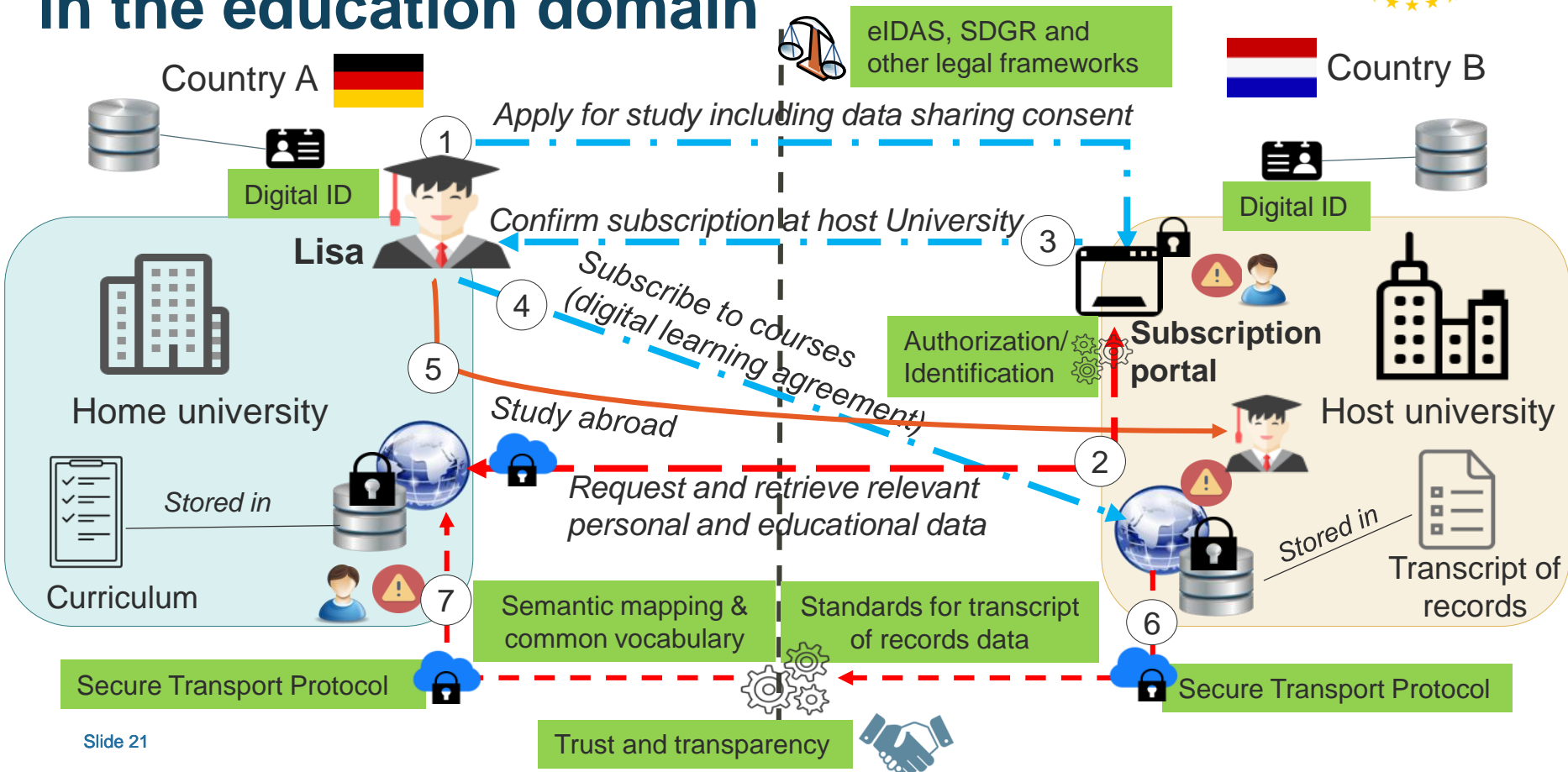


- ❖ Single point of access for applicants to manage higher education enrollment data
- ❖ Students do not need to provide personal and educational data
- ❖ Used by all government-funded higher education institutions (60) and applicants
- ❖ Initiative coordinated by the executive agency of the Dutch Ministry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



# 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.
<b>EU</b>	Digital Single Market Strategy eGovernment Action Plan 2016-2020 European Interoperability Strategy European Interoperability Framework 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  Political will at Member State level for sufficient financing of OOP implementations
<b>Estonia</b>	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	
<b>Ireland</b>	Data Sharing and Governance; Data Protection Strategy	Government portal Gov.ie Central Application Office	
<b>Poland</b>	Strategy for Responsible Development	Baby bonus Becikowe	
<b>Spain</b>	'Addressing and Network Interconnection Plan' of Administration, ruled by Art. 14 of NIF, Royal Decree 4/2010 as basis for Red SARA network		
<b>UK</b>	Government Digital Strategy	Tell us once	(see Deliverable D 1.2, available for the stakeholder community on <a href="http://www.scoop4c.eu">www.scoop4c.eu</a> )
	Gov. plan 'Modernising the Tax System'	Making tax digital	



# 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
<b>EU</b>	Electronic Identification, Authentication and Trust Services (eIDAS regulation); General Data Protection Regulation; Single Digital Gateway Regulation		<p><b>Regulations at EU level</b> provide overarching legal basis for implementation of OOP at Member State level.</p> <p><b>Legislation in place at Member State level</b>, such as on regulating the following:</p>
<b>Austria</b>	The Austrian Act for family benefits	Birth registration and family allowance	<ul style="list-style-type: none"> <li>• interoperability,</li> <li>• registries,</li> <li>• open data,</li> <li>• catalogues,</li> <li>• secure data exchange,</li> <li>• eID and trust services,</li> <li>• address data.</li> </ul>
	Electronic Health Record Law; Electronic Health Record regulation amendment; Health Telematics Regulation	ELGA - electronic health records	
	FinanzOnline regulation	Austria's FinanzOnline	
<b>Estonia</b>	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	<p><b>Data protection laws play a particular role</b> 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</p>

**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**



Security and Privacy

**Interoperability Principles**

# 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](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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## Project partners:



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