SCOOP4C
OOP Stakeholders & Stakeholder Engagement Plan

www.scoop4c.eu

4th stakeholder workshop
Sofia, 22nd February 2018

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Objectives of SCOOP4C reg. stakeholders

Identify and analyse the main stakeholders of OOP

Develop a strategic stakeholder engagement plan to successfully engage key stakeholders in OOP implementation
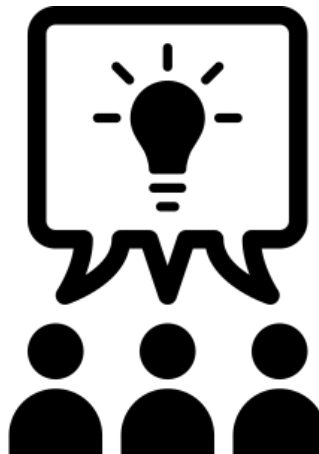
OOP stakeholders identification

Since January 2017…

Literature review

OOP cases analysis

Interaction with the OOP community

OOP stakeholders are not only the ones providing and (re)using data..

"An **OOP stakeholder** is any natural or legal entity
who will be affected by or can affect the implementation of OOP"

OOP stakeholder types and roles

Individuals

Data subjects

Data recorders

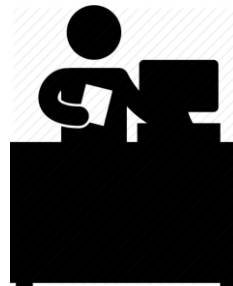Monitoring / controlling own data and data usage

OOP stakeholder types and roles

Service providers (public and/or private)

▪ Public bodies providing
- Citizenship services
- Social insurance and benefits
- Taxation, finance, customs
- Healthcare services
- Transportation services
- Education institutions / networks
- (Un)employment services
- Reinforcement & protection services
- Land & construction services
- Legal services
- Other governmental services

▪ Other public / private organisations
- Banks
- Hospitals, healthcare providers
- Pharmacists
- Universities, academics
- Employers

Data recorders

Data providers

Data consumers

OOP stakeholder types and roles
Registries and databases

- Registries of
  - Civil / citizenship data
  - Residence data
  - Land & property data
  - Health data
  - Education data
  - (Un)employment data
  - Business data
  - Transport data
  - Law data
  - Taxation & finance data
  - Government services data
  - Social services data
  - Defence data
  - Agriculture data

Database owners

Data aggregators

OOP stakeholder types and roles
Control and monitoring

EU General Data Protection Regulation (GDPR) & other national regulations

Data controller   Data supervisor
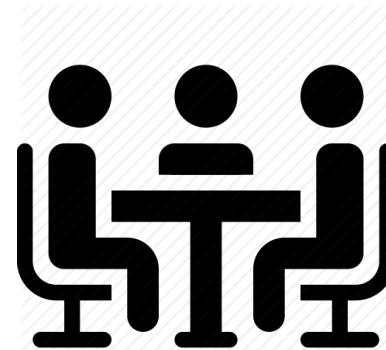
OOP stakeholder types and roles
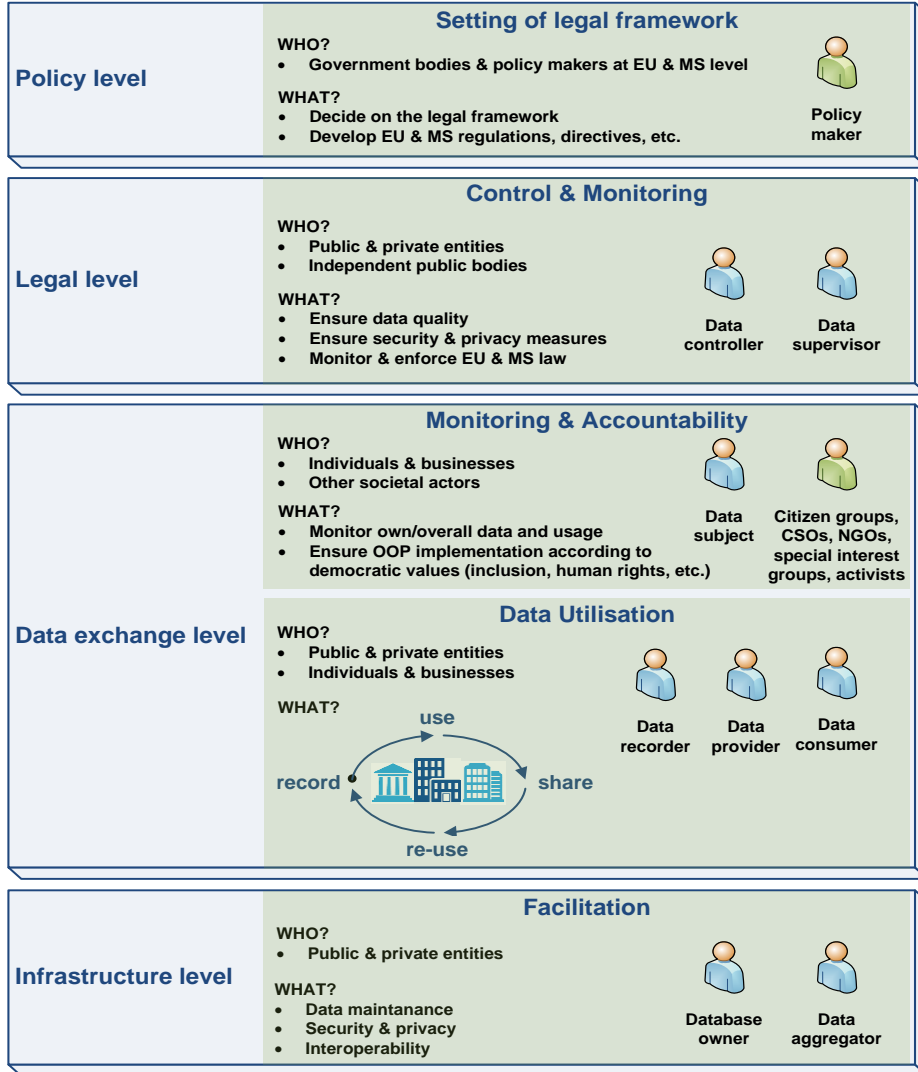## The rest of the society
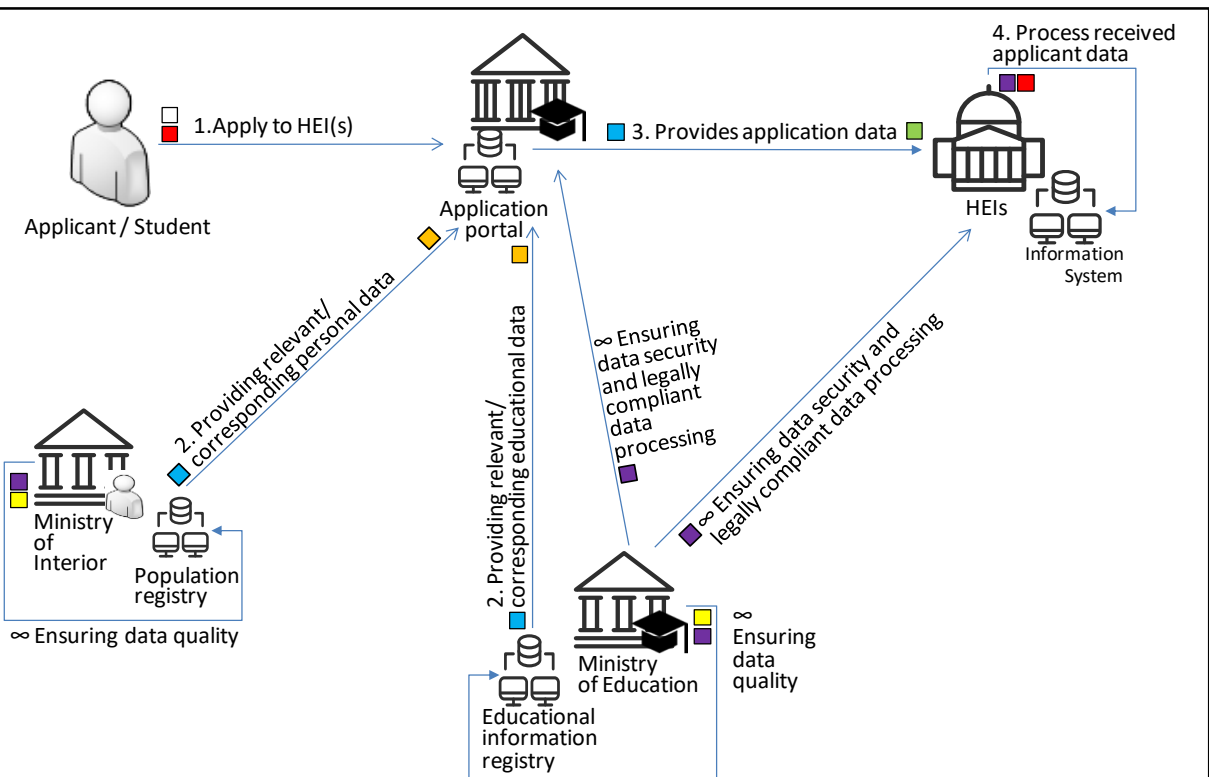
Policy makers

Citizen groups, CSOs, NGOs

Special interest groups, academics, industry, etc.

OOP stakeholder model

Policy level

Setting of legal framework

WHO?
- Government bodies & policy makers at EU & MS level

WHAT?
- Decide on the legal framework
- Develop EU & MS regulations, directives, etc.

Policy maker

Legal level

Control & Monitoring

WHO?
- Public & private entities
- Independent public bodies

WHAT?
- Ensure data quality
- Ensure security & privacy measures
- Monitor & enforce EU & MS law

Data controller **Data supervisor**

Data exchange level

Monitoring & Accountability

WHO?
- Individuals & businesses
- Other societal actors

WHAT?
- Monitor own/overall data and usage
- Ensure OOP implementation according to democratic values (inclusion, human rights, etc.)

Data subject **Citizen groups, CSOs, NGOs, special interest groups, activists**

Data Utilisation

WHO?
- Public & private entities
- Individuals & businesses

WHAT?

use
record share
re-use

Data recorder **Data provider** **Data consumer**

Infrastructure level

Facilitation

WHO?
- Public & private entities

WHAT?
- Data maintanance
- Security & privacy
- Interoperability

Database owner **Data aggregator**

Education: main stakeholders and interactions

6 cases – 6 countries:
- Estonia
- Spain
- Ireland
- the UK
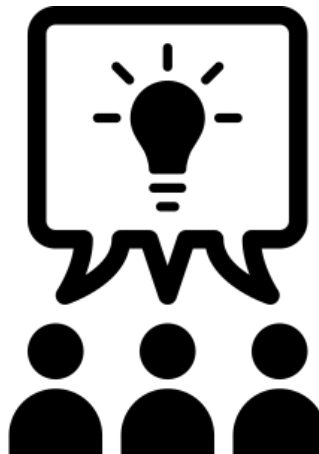- the Netherlands

OOP stakeholder engagement plan
Since May 2017…

Literature and
engagement plans

OOP cases analysis

Interaction with the OOP community

Challenges:
- include all stakeholders, even the nominally powerless
- integrate the perspectives of all stakeholders & satisfy multiple stakeholders simultaneously
- citizens and businesses as co-designers, co-deciders, co-producers and co-evaluators
- responsive/flexible to deal with stakeholder tensions and other local circumstances

Drafting the stakeholder engagement plan

- ❖ WHY to engage?

- ❖ WHAT results/expectations?

- ❖ WHO to involve and how?

- ❖ WHEN during OOP implementation?

- ❖ HOW to engage?

- ❖ WHERE to engage?

Drafting the stakeholder engagement plan
WHY?

- Setting the vision

- Understanding the motivation

- Establishing priorities
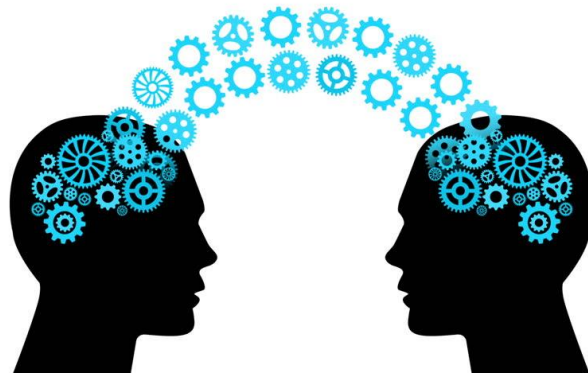
- Setting the scope

- Establishing expectations

Drafting the stakeholder engagement plan WHAT?

… are we trying to achieve?

- consensus;

- knowledge exchange;

- process or scenario development;

- development of policy alternatives;

- identifying and overcoming gaps and challenges

Drafting the stakeholder engagement plan
WHO?

- Stakeholder analysis techniques to examine aspects such as stakeholders':
  - Expertise
  - Willingness
  - Value
  - Vulnerability
  - Innovation

- Decisions on
  - Who to lead
  - Who to engage
  - Who to keep informed

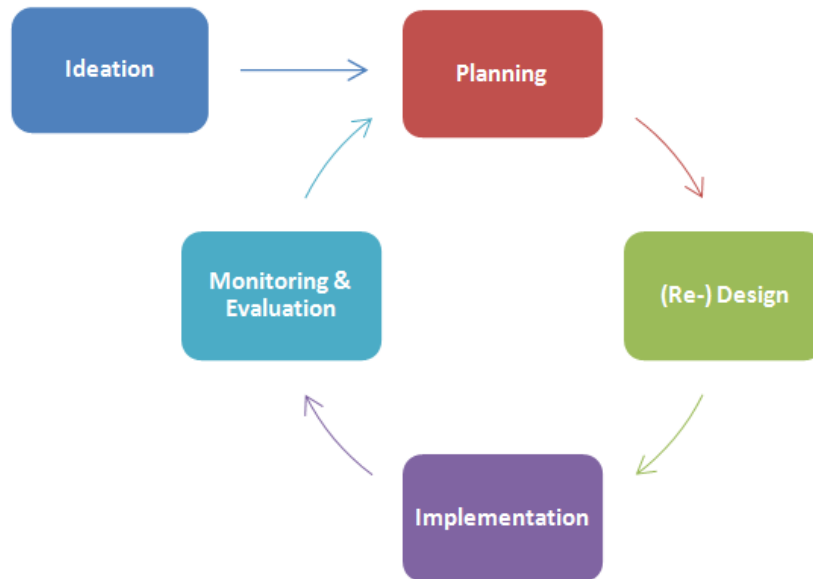| Stakeholder	Expertise		Willingness	Value	
	Contribution	Legitimacy	Willingness to Engage	Influence	Necessity of Involvement
SH1	High: Knowledge in X issue is of value to the company	High: Directly affected by our company's activity	High: Proactive group that is already engaging	Low: Relatively unknown group	Low: Not an outspoken stakeholder
SH2	Medium	Medium	High	Medium	Medium
SH3	Low	Low	Medium	Low	Medium
SH4	Low	Medium	Low	Medium	Medium

(Source: Morris J. and Baddache F. (2012). Back to Basics: How to Make Stakeholder Engagement Meaningful for Your Company. BSR.)

Drafting the stakeholder engagement plan
WHEN?

- As early as possible

- As many of the stages as possible

Drafting the stakeholder engagement plan
WHERE?

- Per domain?
  - Education
  - Social sector
  - Health
  - Taxation
  - etc.

Drafting the stakeholder engagement plan
HOW?

- ... to engage?
  - engagement methods: which, when, for whom, what result?

- ... to document and measure results?

- ... engagement will influence decision making?

- ... to legitimise engagement?

- ... to successfully activate stakeholders?
  - address stakeholder concerns, overcome barriers

Open questions – group discussion

- Discussions per stakeholder groups
  - public service providers
  - citizens, CSOs
  - other societal actors, e.g. NGOs, research/academia, IT industry

- Topics:
  - privacy and trust – concerns for engagement
  - challenges and success factors for engagement
  - how/when/where to engage