



# Policy Brief

## Policy Recommendations for the Once-Only Principle

For **EUROPEAN**  
Policy Makers and Legislators

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## Eleven key policy recommendations for European Policy Makers and Legislators

**Political:** European Policy Makers need to strongly and coherently commit to the implementation of the OOP —a SINGLE strategy— by anchoring OOP in political government programmes and providing adequate funding for research and implementation of the OOP across Europe. This should include mechanisms to step-by-step expand european public services to be OOP compliant. To boost innovation and to respect different maturity levels, European Policy Makers are advised to apply a policy of different speeds on Member States by forming coalitions of the willing and therewith creating competition.

**Legal:** European Policy Makers and Lawmakers need to develop a roadmap of regulations on EU level for the OOP implementations in public services across Europe— including the Member States— that is interoperable across Europe. This roadmap of regulations needs to embody data sharing and re-use of sensitive and/or personal data on citizens and businesses in due respect of the data protection regula-

tions and, at the same time, enable innovative and efficient implementation of the OOP at EU and MS level to effectively contribute to the European strategic goals of the Digital Single Market. The political strategy of implementations at different speeds as well as clear responsibilities of actors are other aspects to be incorporated into the European legal framework for OOP. Finally, effective monitoring of the implementation and compliance to the European legal framework for the OOP implementation is mandatory for success and for counteracting deviations from the overall policies.

**Organisational:** To ensure organisational interoperability, European policy makers and legislators need to foster the establishment of guidelines, reference artefacts and organisational structures for EU-wide secure data exchange and interaction among different entities in OOP based public service provisioning. Such concepts should include reference processes, collaboration agreements and organisational settings for interchange of data across

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Europe. Adherence to, and widespread use of such organisational instruments should be mandated and monitored for compliance. Thereby, stakeholder engagement in the establishment of such instruments is a key to success and acceptance.

**Semantic:** Along with the organisational instruments, semantic instruments are essential for interoperability and enablement of OOP. Therefore, European Policy Makers and Legislators need to commit to and further the development and sustainability of relevant data standards and vocabularies at EU level to ensure common understanding and harmonisation of data in OOP settings. This can only be achieved by involving the responsible actors and experts from the Member States as well.

**Technical:** To realise the EU-wide implementation of OOP in public service provisioning, European Policy Makers and Legislators need to ensure the environments for developing and maintaining EU-wide enablers and infrastructures that facilitate secure communication and data exchange between EU Member States. Therewith, the active involvement of relevant stakeholders passes also to the technical area.

**Interoperability Governance:** To enable the development and implementation of interoperability building blocks facilitating cross-border OOP in public service provisioning at different levels as outlined before, effective interoperability governance mechanisms need to be established by European Policy Makers and Lawmakers in agreement with the Member States. Such interoperability governance mechanisms may include guidelines on clear governance structures, roles and responsibilities for the different interoperability assets as well as mechanisms for sharing knowledge and experiences on the use of interoperability building blocks in effective OOP implementation. In particular, research and implementation of effective data governance is needed across Europe and also as interface to the global context, since mobility of people, services and goods does not end at European borders, and Europe needs to ensure competitiveness and growth in the global economy.

**Motivators:** European Policy Makers and Legislators need to foster European-wide awareness of the benefits of the OOP in public service provisioning, for all relevant stakeholders. This must include clear communication of the value-added and positive impact of OOP for citizens and businesses as well as for the public administrations in public service provisioning. Creative approaches of social innovation shall be used to explore such benefits with citizens, e.g. via scenario development method as conducted in SCOOP4C. European Policy Makers and Legislators shall incentivise OOP implementations across borders through pilot research and innovation projects in different domains. Another motivator to boost OOP implementations may be the establishment of European competitions, awards and prizes on successful and effective cross-border OOP implementations, which are fully compliant with the policy and legal frameworks, and which effectively employ European Interoperability Building blocks in the cross-border OOP solutions.

**Citizen-centred:** European Policy Makers and Lawmakers are advised to establish

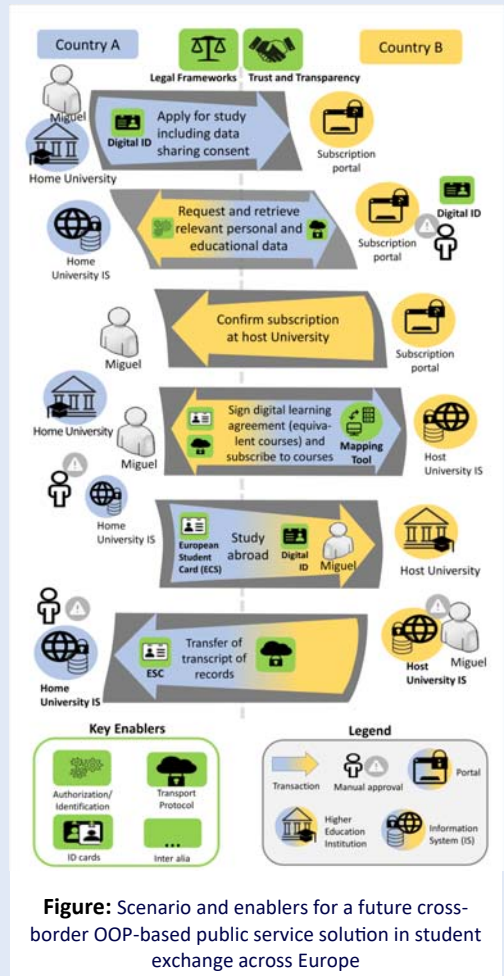
projects and instruments of OOP implementation, where citizens are actively involved in the design of cross-border OOP solutions in a co-creative manner, so that the OOP services meet the citizens' needs and expectations. The implementation of OOP-based public services needs to ensure that the citizens (and businesses for their public services) are in control of their own data in order to establish acceptance and trust in the service provisioning.

**Trust and Transparency:** Along with the citizen-centred design of cross-border OOP solutions, the implementation of a European-wide concept of enabling the data subject's control of data through an effective consent monitoring feature is a core instrument for citizens' acceptance of the OOP in cross-border public services. Such solutions must also incorporate mechanisms to improve transparency of the procedures in the whole public service provisioning across borders. European Policy Makers and Legislators take responsibility to establish such instruments furthering trust and transparency.

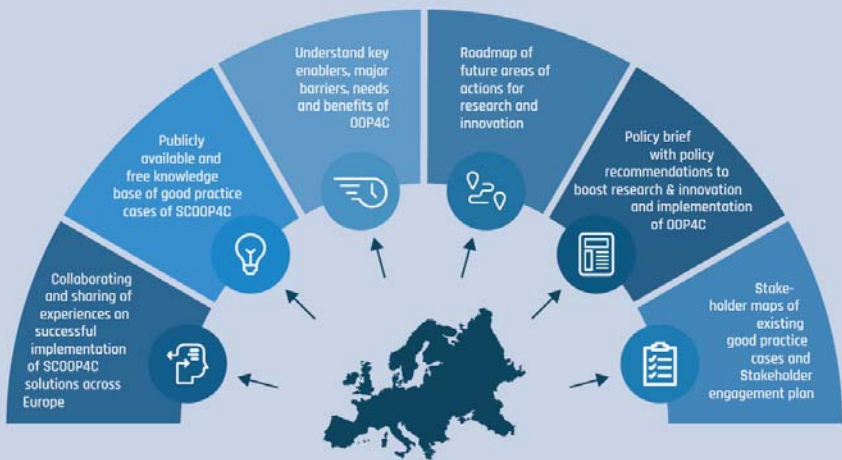
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**Data protection and privacy:** European Policy Makers and Legislators take responsibility to ensure the implementation of common data protection standards in cross-border OOP solutions, which are compliant to the GDPR. Research and implementation projects are necessary to explore and test the data protection demands in new technical evolutions enabling effective OOP implementations.

**Data quality:** European Policy Makers and Legislators are advised to invest in and implement measures for ensuring quality of (new) data in general and for cross-border data exchange. Data-driven policy-making and public service provisioning based on OOP require high data quality. As this boost emerged through the recent political trends and facilities of technology, better understanding of how to ensuring high data quality and data governance in cross-border OOP services for citizens is needed. This means investments in research and OOP implementations where the data quality and data governance aspects are addressed.



**Figure:** Scenario and enablers for a future cross-border OOP-based public service solution in student exchange across Europe



SCOOP4C aimed to investigate, discuss and disseminate how co-creation and co-production in public service provisioning for citizens can be achieved by implementing the once-only principle. Six objectives to contribute to the wide implementation and diffusion of the OOP drove the project:

1. to build up and sustain a stakeholder community (the SCOOP4C community) that will discuss and share experiences of once-only principle implementations for citizens (OOP4C), and that will bring forward issues of concern as well as key enablers for OOP4C implementations.
2. to identify, collect and share existing good practices of once-only implementations for citizens across Europe and to establish a body of knowledge about the cases, including getting an understanding of currently existing concepts, approaches and solutions.
3. to develop a tangible roadmap of future areas of actions to implement, diffuse and sustain concepts and

implementations of once-only solutions for citizens.

4. to discuss challenges, needs and benefits of widely implementing and diffusing the once-only principle in co-creation and co-production contexts involving citizens and governments as data producers and data consumers.
5. to draw conclusions from comparing existing best practices with needs and challenges, including policy recommendations towards a necessary paradigm change in the public sector and of the citizens, to build up trust on data shared among governments, while no longer bothering citizens to repeatedly provide the same data in public service provisioning.
6. to identify relevant stakeholders and to develop a strategic stakeholder engagement plan to ensure sustainable implementations of the once-only principle with a large engagement of stakeholders in various co-creative and co-productive public service provisioning contexts.

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