



Policy Brief

Policy Recommendations for the Once-Only Principle

For **NATIONAL**
Policy Makers and Legislators

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Eleven key policy recommendations for National Policy Makers and Legislators

Political: National Policy Makers need to strongly and coherently commit to the implementation of the OOP in their Member State by anchoring OOP in their political agendas that target the effective integration of different data providers (registers, databases and services). Furthermore, they need to ensure adequate funding for research and implementation of the OOP in their country, with the solutions connected to European solutions. Member States define their own speed of OOP implementation and participate in coalitions with other Member States to boost OOP.

Legal: National Policy Makers and Lawmakers need to develop a roadmap of regulations on their national levels in compliance to the European legal frameworks, that fosters the OOP implementations in public services in their Member States and that is interoperable with European solutions. 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 MS level and that are compatible to the European strategic goals of the Digital Single Market. Clear responsibilities of actors is another aspect to be incorporated into the MS legal framework for OOP. Finally, effective monitoring of the OOP implementations in the MS and compliance to the national and European legal frameworks are mandatory for success and for compliance to the overall European and MS policies on OOP.

Organisational: To ensure organisational interoperability, National policy makers and legislators need to boost contributions of their MS to the establishment of guidelines, reference artefacts and organisational structures for EU-wide and national 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 institutional actors in

Stakeholder Community for the Once-Only Principle for Citizens

Member States as well as towards Europe. Furthermore, national portals and information systems shall provide relevant information and services in at least two different languages of the EU. Organisational structures need to be revisited and adapted towards effective enablement of OOP implementations. Adherence to, and widespread use of organisational instruments should be mandated and monitored for compliance in the MS. Finally, stakeholder engagement in the establishment of such instruments is a key to success and acceptance by the human users.

Semantic: Along with the organisational instruments, semantic instruments are essential for interoperability and enablement of OOP. Therefore, National Policy Makers and Legislators need to commit to, and promote relevant data standards and vocabularies, that are developed and sustained at EU level to ensure common understanding and harmonisation of data in OOP settings also in Member States. Involving the responsible actors and experts from the Member States is a precondition for successful alignment of national and European semantic standards.

Technical: To realise the implementation of OOP in public service provisioning, National Policy Makers and Legislators need to ensure the environments for developing and maintaining enablers and infrastructures that facilitate secure communication and data exchange within and between EU Member States. In particular, the access to data in Member States requires provision of the necessary data infrastructure (base registries, secure data exchange infrastructure, etc.). Active involvement of relevant stakeholders passes on to technical area.

Interoperability Governance: The implementation of interoperability building blocks for inter-agency collaboration on OOP-based public service provisioning at different levels (EU, national, regional, local) as outlined before requires National Policy Makers and Legislators to establish effective interoperability governance mechanisms in their MS. Aligned with European guidelines (cf. Policy Recommendations to European Policy Makers and Legislators), National actors need to define and set up effective governance structures, roles and responsibilities at national level which incorporate mechanisms for sharing

knowledge and experiences on the use of interoperability building blocks in effective OOP implementations in the country. Effective data governance is another aspect that needs attention in each MS to set the foundations for sharing and re-use of sensitive and/or personal data (see also data quality aspect below).

Motivators: National Policy Makers and Legislators need to foster awareness of the benefits of the OOP in public service provisioning, for all relevant stakeholders in their country. 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, both within the MS and in the interaction across Europe. Creative approaches of social innovation shall be used to explore such benefits with citizens, e.g. via scenario development method as conducted in SCOOP4C. National Policy Makers and Legislators shall incentivise OOP implementations through pilot research and innovation projects in different domains. Another motivator to boost OOP implementations may be the establishment of national competitions,

awards and prizes on successful and effective inter-agency OOP implementations, which are fully compliant with the policy and legal frameworks of the MS, and which effectively employ European and National Interoperability Building blocks.

Citizen-centred: National Policy Makers and Lawmakers are advised to establish projects and instruments of OOP implementation, where citizens are actively involved in the design of inter-agency 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 OOP solutions in the MS, the implementation of the European 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 public services. Such solutions must also

Stakeholder Community for the Once-Only Principle for Citizens

incorporate mechanisms to improve transparency of the procedures in the whole public service provisioning. National Policy Makers and Legislators take responsibility to establish such instruments that nurture trust and transparency.

Data protection and privacy: National Policy Makers and Legislators take responsibility to ensure the implementation of common data protection standards in OOP solutions, which are compliant to GDPR. Implementation of national solutions for the consent provision and control is another core demand. Research and implementation projects can help to explore and test such data protection demands in new technical evolutions enabling effective OOP implementations with the citizen in the driver seat for data sharing and re-use.

Data quality: National Policy Makers and Legislators are advised to invest in and implement measures for ensuring quality of (new) data in general and for domestic and cross-border data exchange. Data-driven policy-making and public service provisioning based on OOP require high data quality. Hence, mechanisms for high data quality and data governance are to be addressed.

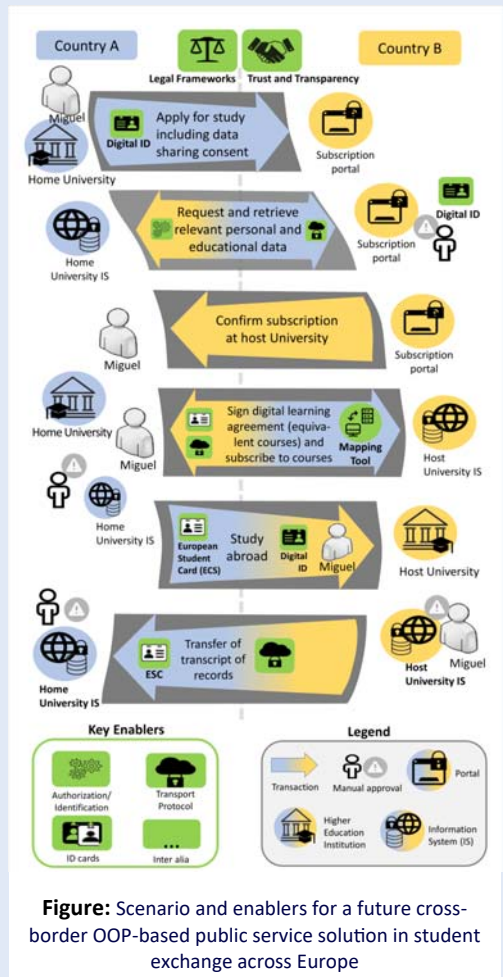
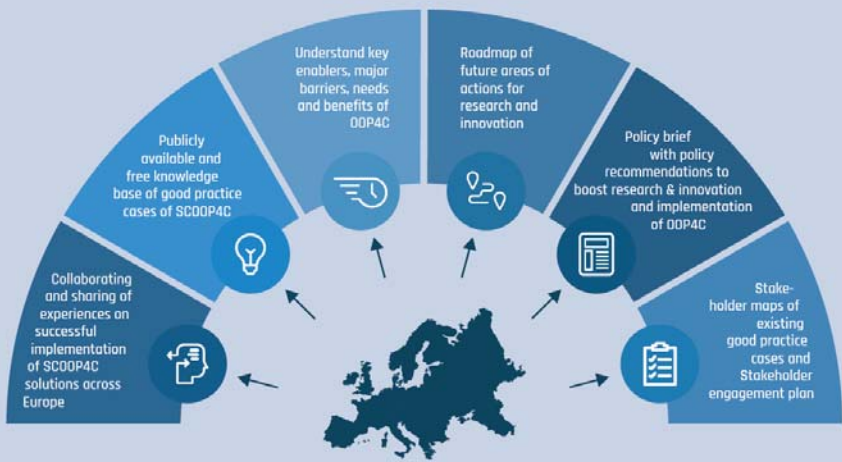


Figure: Scenario and enablers for a future cross-border OOP-based public service solution in student exchange across Europe



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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