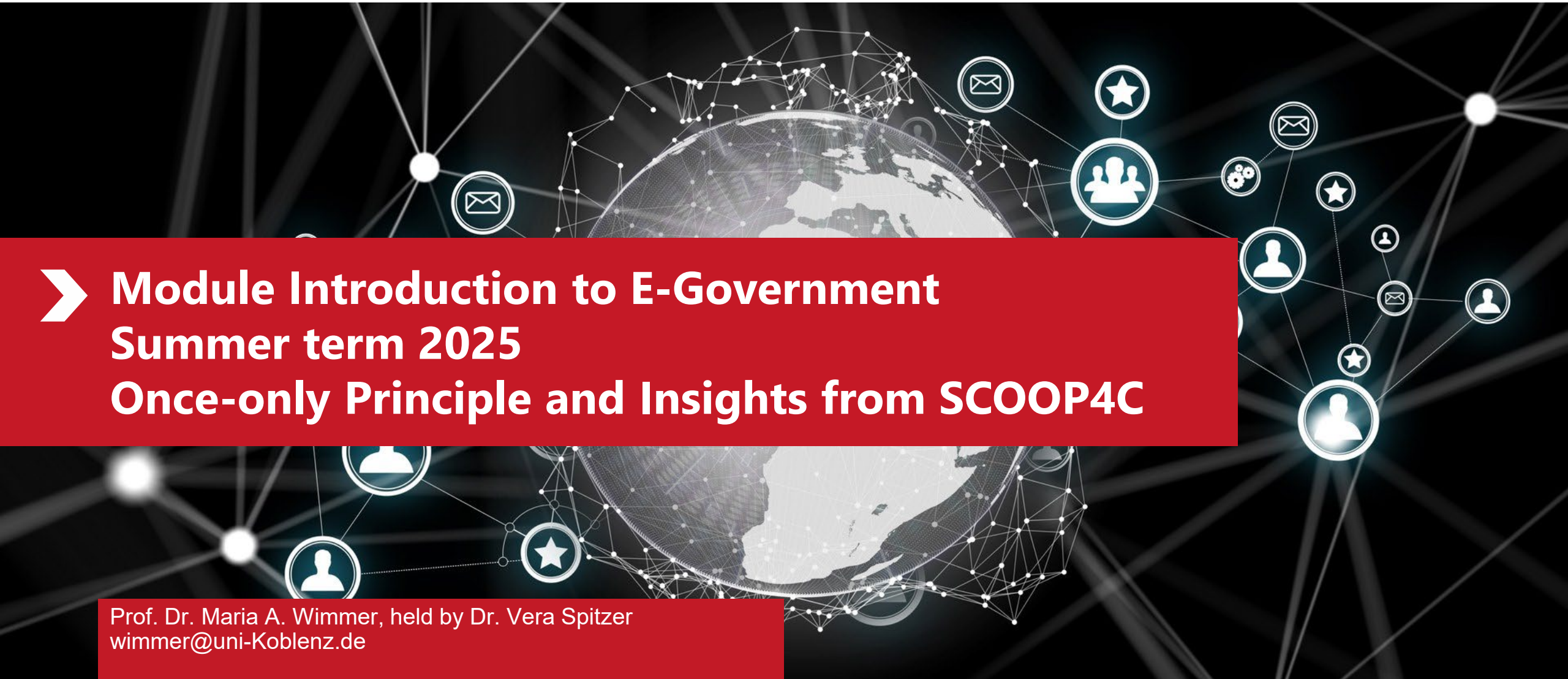

Module Introduction to E-Government
Summer term 2025
Once-only Principle and Insights from SCOOP4C

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Once-only Principle and Insights from SCOOP4C

Agenda

- The Once-only Principle (OOP)
- SCOOP4C Project
- SCOOP4C OOP cases & OOP enablers across Europe
- SCOOP4C Scenarios demonstrating the potential of cross-border OOP
- SCOOP4C Roadmap and policy recommendations for cross-border OOP
- Expected benefits of the OOP

Once-Only Principle

Point of departure

- EU eGovernment Action Plan 2016-2020 – "once-only" one of the underlying principles:
  "[…] 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://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52016DC0179

The Once-Only Principle

Videos: https://www.scoop4c.eu/home

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Objectives of SCOOP4C & Partners

Stakeholder Community for the Once-Only Principle

Build up and sustain a stakeholder community

Identify, collect and share existing good practices across Europe

Identify relevant stakeholders & develop a stakeholder engagement plan

Discuss future cross-border OOP scenarios, challenges, needs and benefits

Develop a tangible roadmap of future areas of actions

Bring forward policy recommen-dations

https://www.scoop4c.eu/

Partners

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OOP Cases and Enablers

- OOP cases

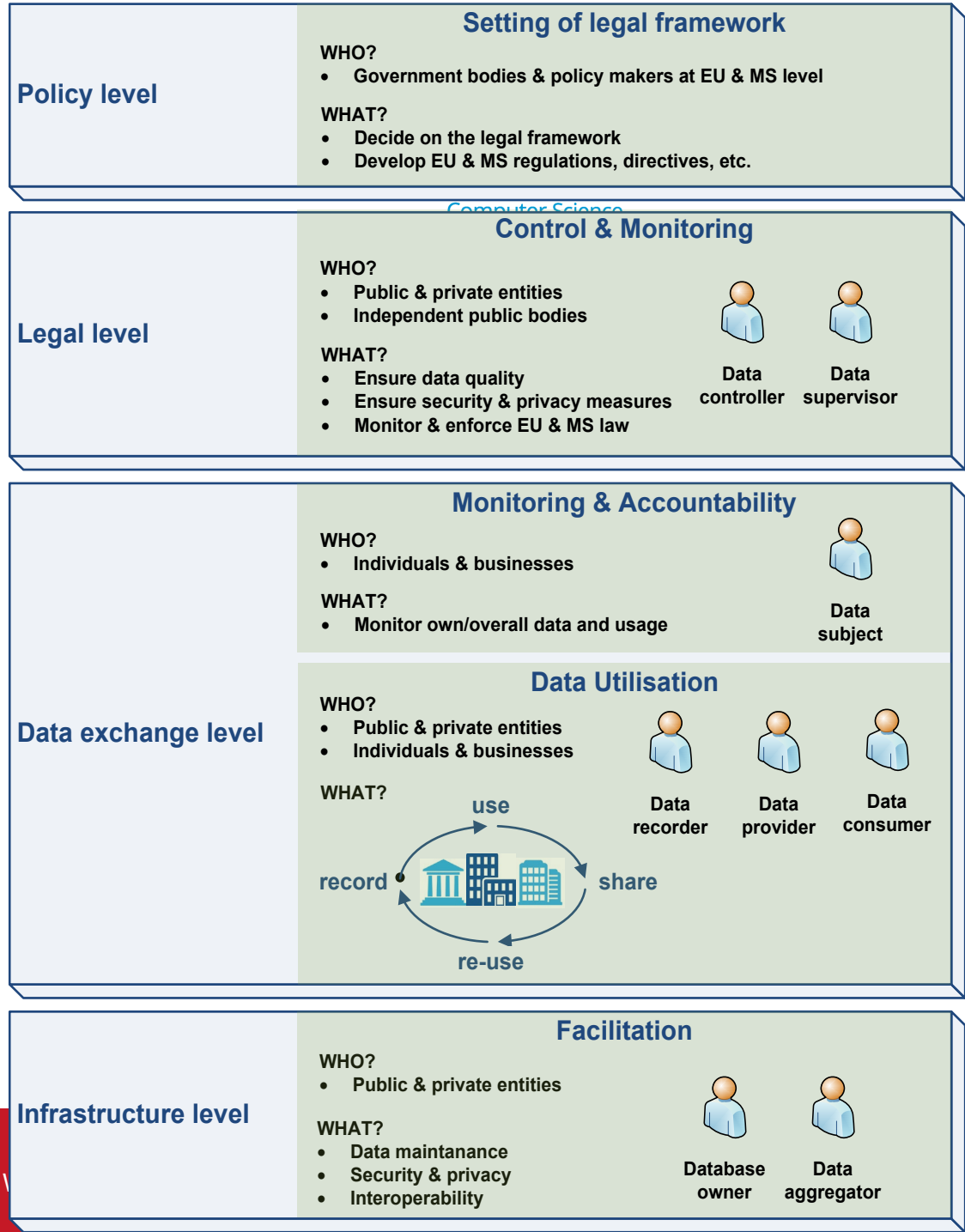
  OOP solutions for public services for processing, sharing and re-using citizen related data, while citizens need not to repeatedly provide the same data

- 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

Stakeholder model

- Types
  - Individuals (citizens, non-citizens)
  - Public authorities at different levels and with distinct responsibilities
  - Private organizations (for profit or non-profit)
- Roles
  - Data subject
  - Data recorder
  - Database owner
  - Data aggregator
  - Data provider
  - Data consumer
  - Data controller
  - Data processor
  - Data supervisor



OOP cases studied

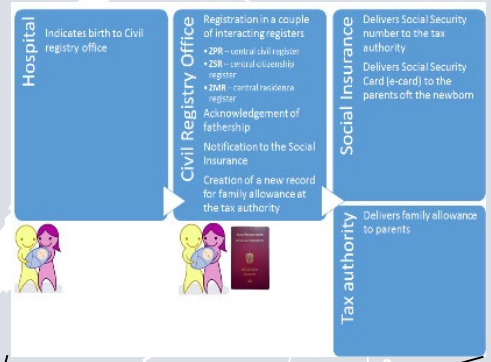
Health	e.g. Austrian ELGA, several Estonian health services, Slovenia's e-Health service
Education	e.g. **Dutch**, Estonian, Irish, Spanish, UK **Higher Education Institution Application Systems**
Taxation	e.g. Austrian, Estonian, French, Greek and UK online tax filing systems
Social protection	e.g. Estonian and Polish child benefits; **Austrian birth registration and child benefit;** 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 (N = 44), case descriptions available online for the stakeholder community on www.scoop4c.eu)

Example 1 of a once-only principle case in the Social protection domain

Child registration and family allowance in Austria

- Approx. 80.000 births per year, with personal data from approx. 160.000 persons processed
- Parents to provide evidence on different facts
- Up to 6 different public authorities involved in the process
- 80% of children receive family allowance
- Family allowance: approx. 4.6 Billion € / year



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

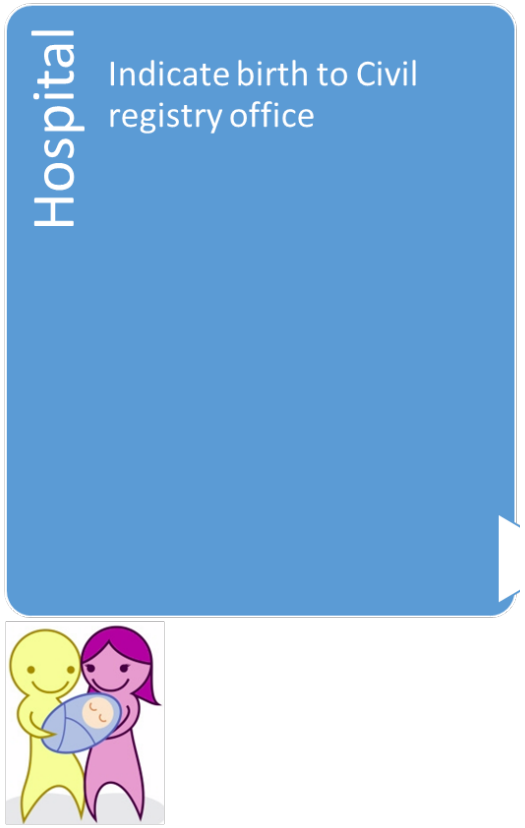
Requested data to perform the nine public services

- 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 in Austria

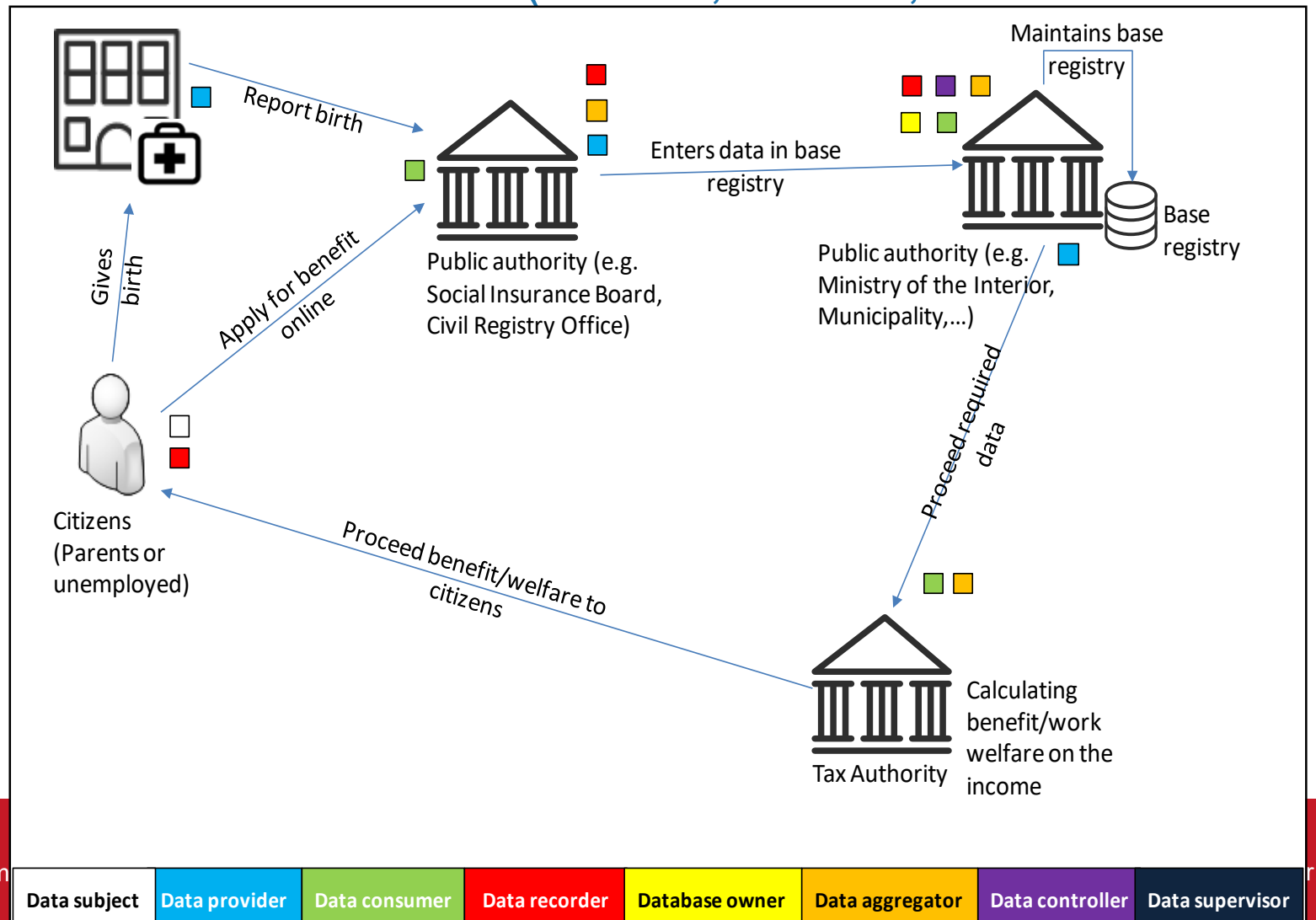
After the OOP implementation

- All nine public services integrated
  - Parents visit only the civil registry office (one stop)
  - Larger cities have subsidiary registry offices in hospitals
- Parents only bring along their personal identification
  - No further evidentiary documents



Social protection: main stakeholders and interactions

4 cases - 4 countries (Austria, Poland, Estonia and France)



Benefits and value add of OOP

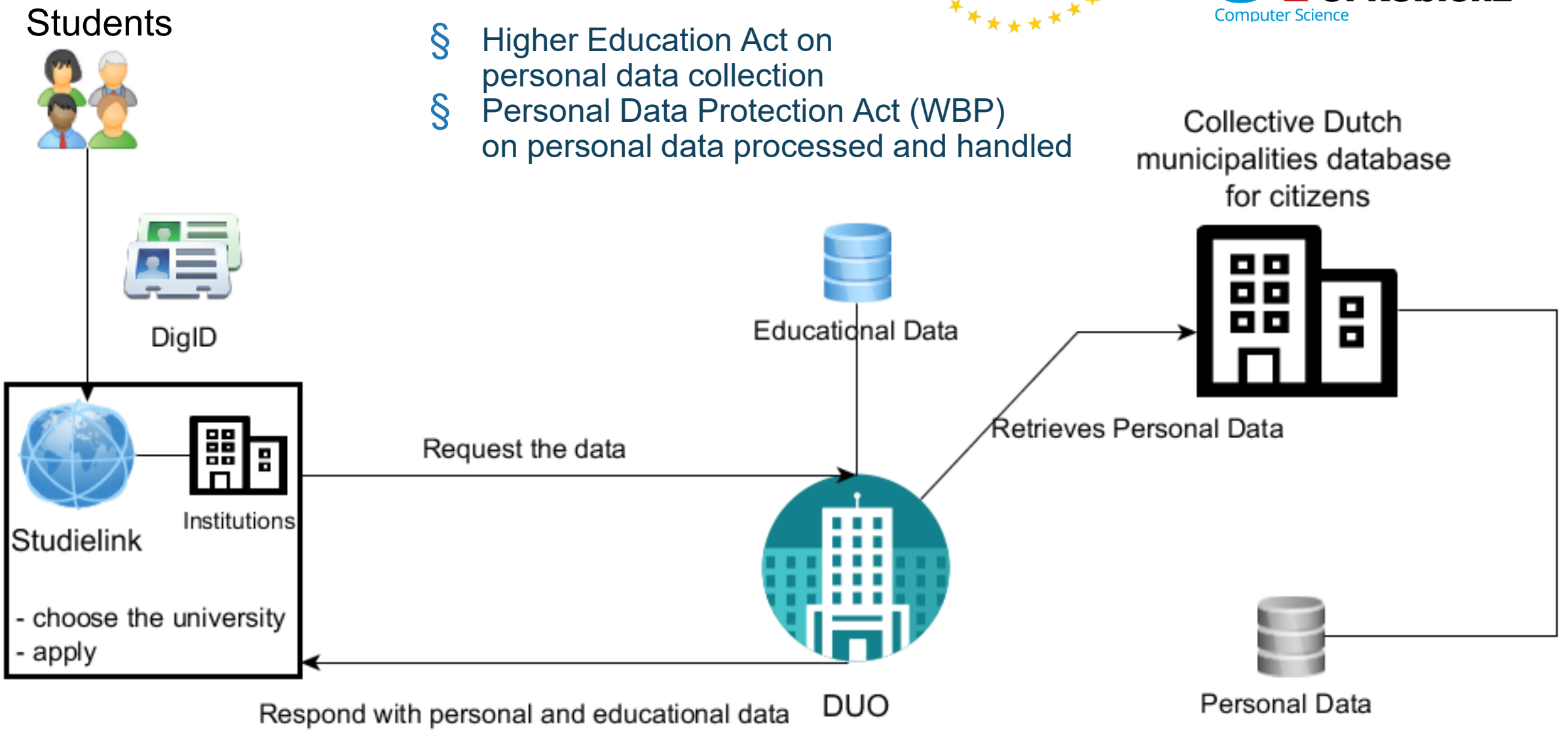
- Minimizing effort in birth/ benefit applications and processing
- Administrative burden reduction for parents and public authorities
- Data of higher quality
- Integration of data at the base registry is crucial
- Secure data storage and data exchange
- Data privacy, legally compliant data processing

Example 2 of a once-only principle case in the Education domain

StudieLink – Enrollment in higher education institutions (HEIs) in the Netherlands

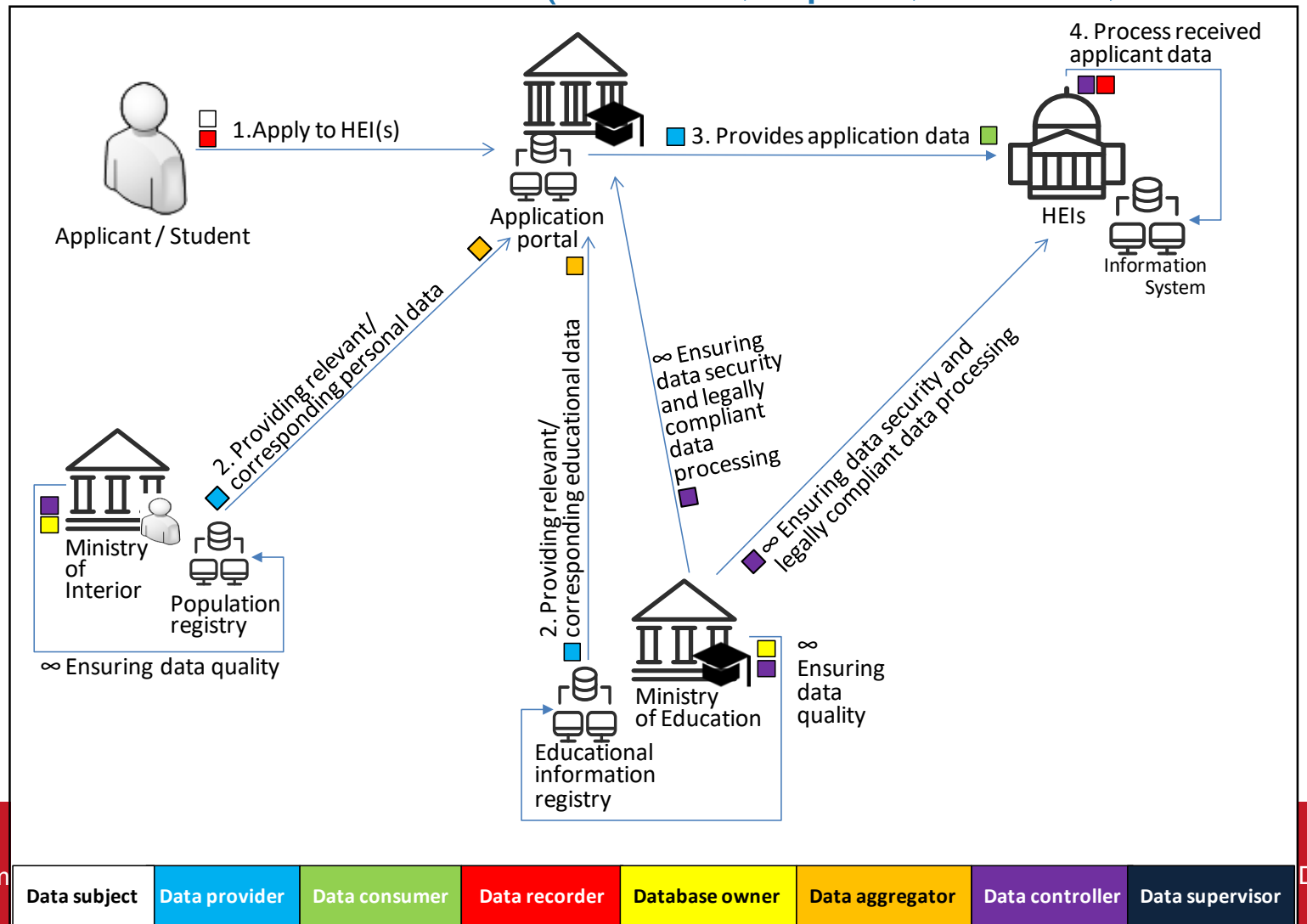
- Used by all government-funded higher education institutions (60) and by applicants
- Coordinated by the executive agency of the Dutch Ministry of Education (DUO)
- DigID as the eID enabler provided by Dutch government

Enrolment process via Studielink



Education: main stakeholders and interactions

5 cases – 5 countries (Estonia, Spain, Ireland, the Netherlands and the UK)



Benefits and value add of OOP

- Minimising effort for applying and gathering of accompanying documents
- Administrative burden reduction for applicants and Universities/Ministries
- Data of higher quality
- Integration of data at the portal is crucial
- Secure data storage and data exchange
- Data privacy, legally compliant data processing

OOP enablers studied

6	Secure Data Exchange	e.g. Belgian MAGDA, Czech Basic Registers, Dutch Basisregistries, **Estonian XRoad**, Portugal's iAP, and **Spain's red SARA and SIR**
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 (N = 22) , available online for the stakeholder community on www.scoop4c.eu)

OOP enabler in Spain

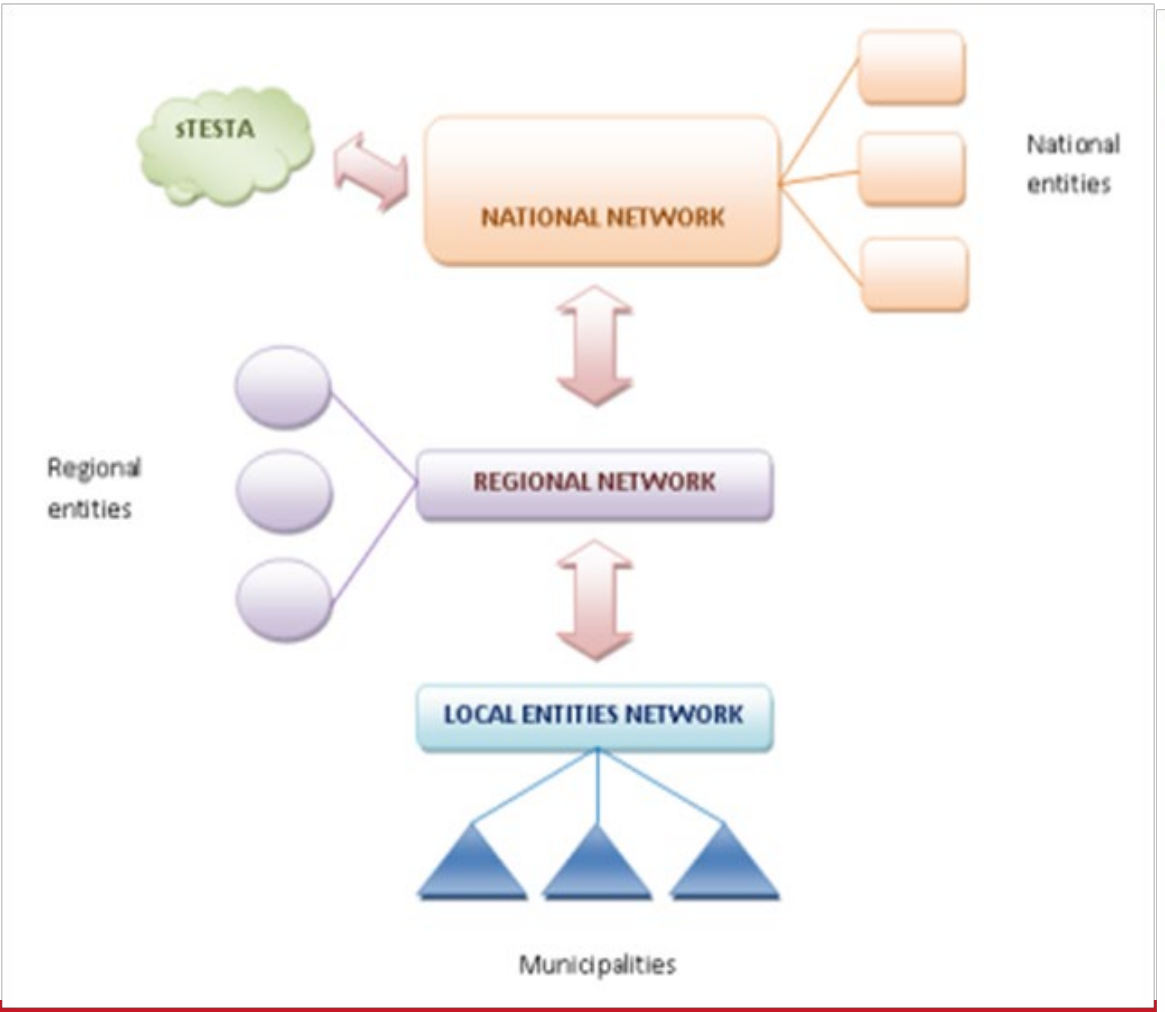
Red SARA and SIR

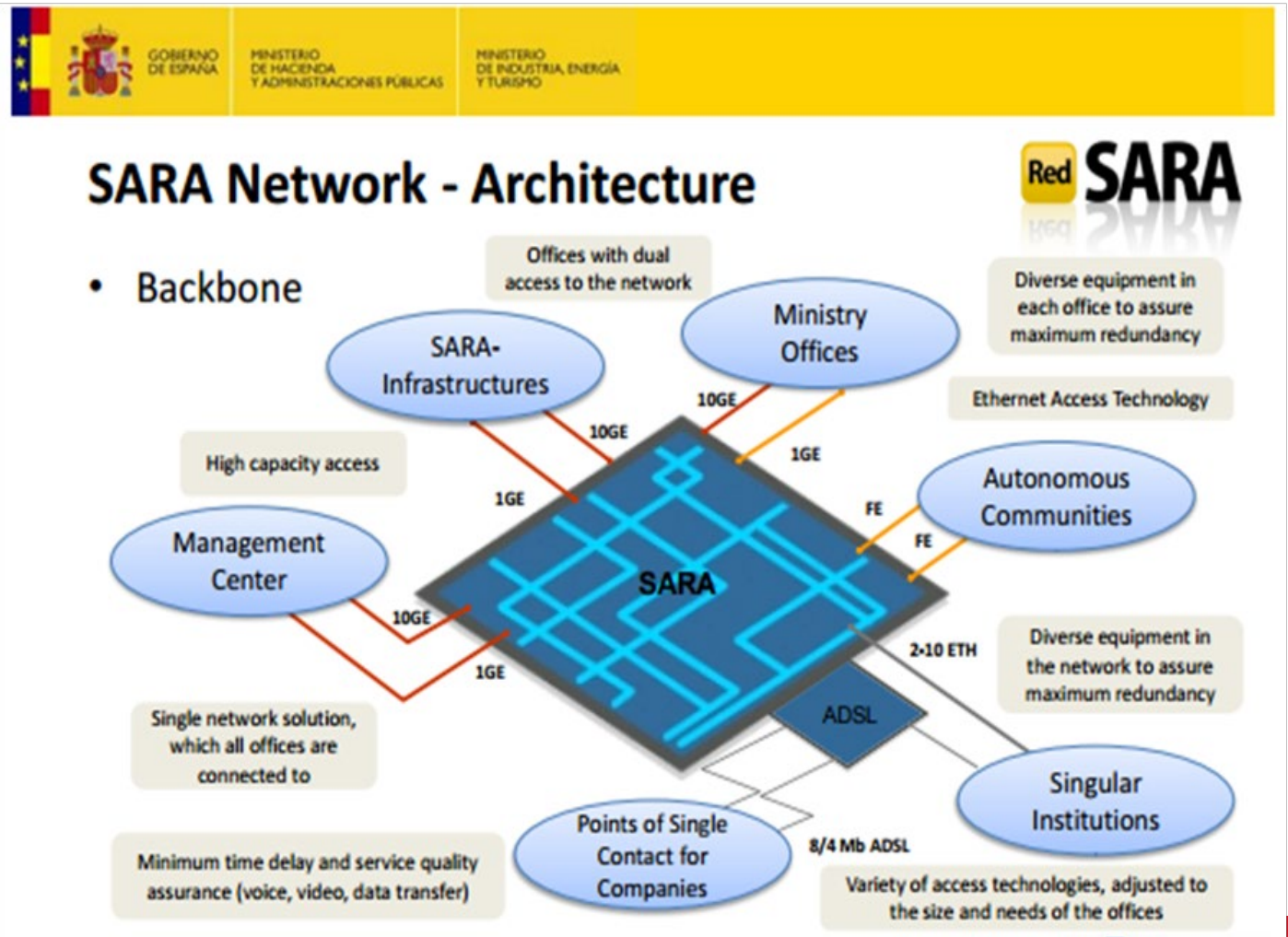
Spanish red SARA

Network infrastructure for secure data exchange

- Set of telecommunications infrastructure and basic common services for interconnection and interoperability of all Spanish Public Administrations
  - E.g. e-signature validation, verification of identity and residence data, e-notification
  - Connects all Regional Governments and more than 3.000 Local Councils, covering 90% of the population
- Enables sharing of information and services between public administrations
- Interconnected also to European Institutions through sTESTA network

The overall architecture of red SARA





SIR - network system records

Basic infrastructure for exchange of registry data

- **Challenge:** administrative complexity of Spain demands citizens to interact with different public administrations with more than 20,000 registers
  - Great structural complexity and dispersion of competence in public service
  - Extra costs and impact on the quality of life of citizens

SIR - network system records

Basic infrastructure for exchange of registry data

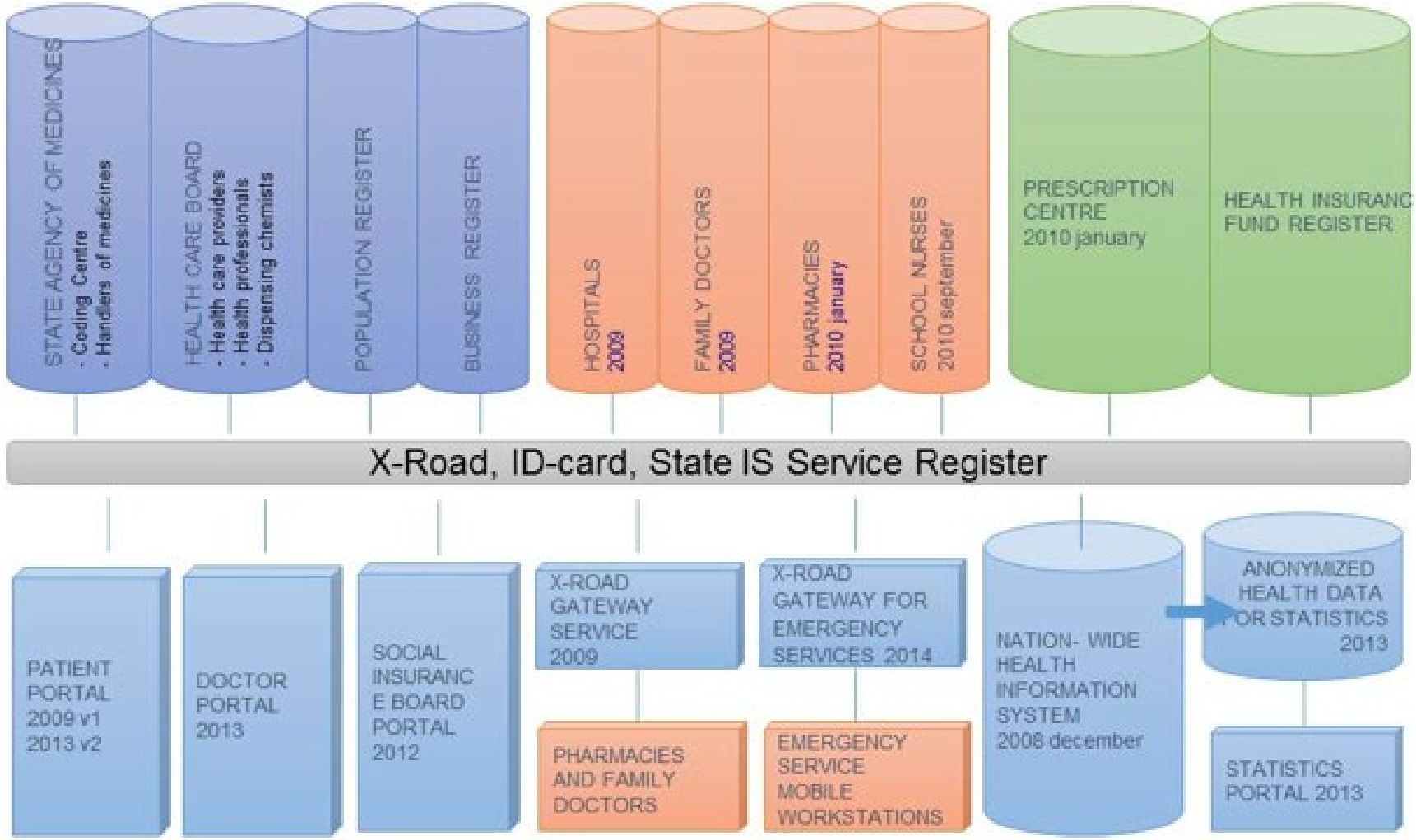
- SIR allows easy and safe exchange of registry entries for public administrations
  - Safe and legally compliant information sharing, regardless of the registration application used
  - Precondition: service certified in the SICRES 3.0 Technical Standard of Interoperability

- **Benefits**
  - Eliminating the transit of paper documents between administrations
  - Increasing efficiency and removing costs of manipulation and remission of paper, thanks to the generation of electronic copies of the documentation submitted in the registry entries

OOP enablers in Estonia

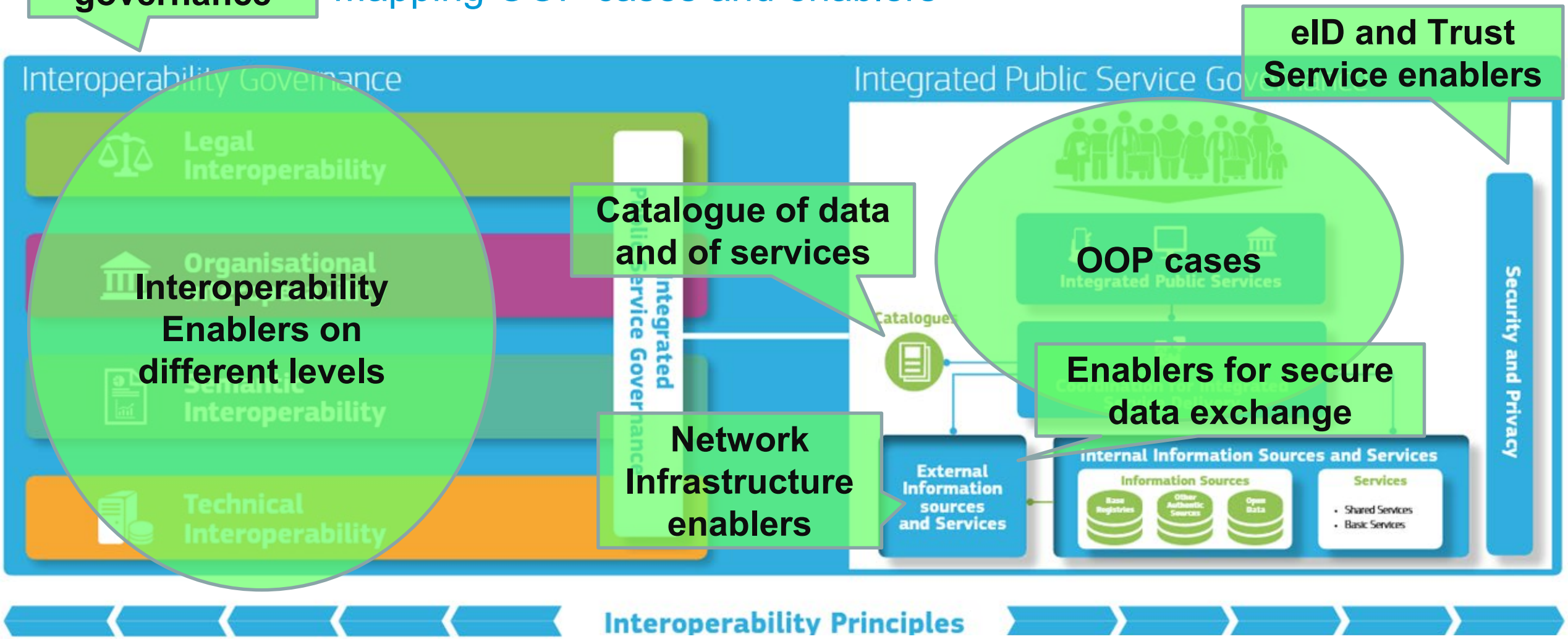
XRoad, eID and networked state registers

Overview of architecture for healthcare services



EIF model for public service provisioning

Mapping OOP cases and enablers



http://eur-lex.europa.eu/resource.html?uri=cellar:2c2f2554-0faf-11e7-8a35-01aa75ed71a1.0017.02/DOC_3&format=PDF

Enablers / Barriers of the OOP

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

Enablers and Barriers (D 1.1)

Semantic interoperability assets for data exchange to ensure common understanding & multilateral agreements on reference data to ensure interoperability

Essential enabler for OOP:

To ensure information interoperability, semantic enablers such as standards for data exchange, common terminology, taxonomies controlled vocabularies, thesauri, code lists (e.g. for unique identifiers), and standardised data structures/models facilitate data exchange between different institutions, etc.

Many semantic interoperability activities at EU level (e.g. SEMIC, ISA²) and internationally with Standardisation bodies (CEN, ETSI, W3C, etc.)

Barriers and challenges for OOP:

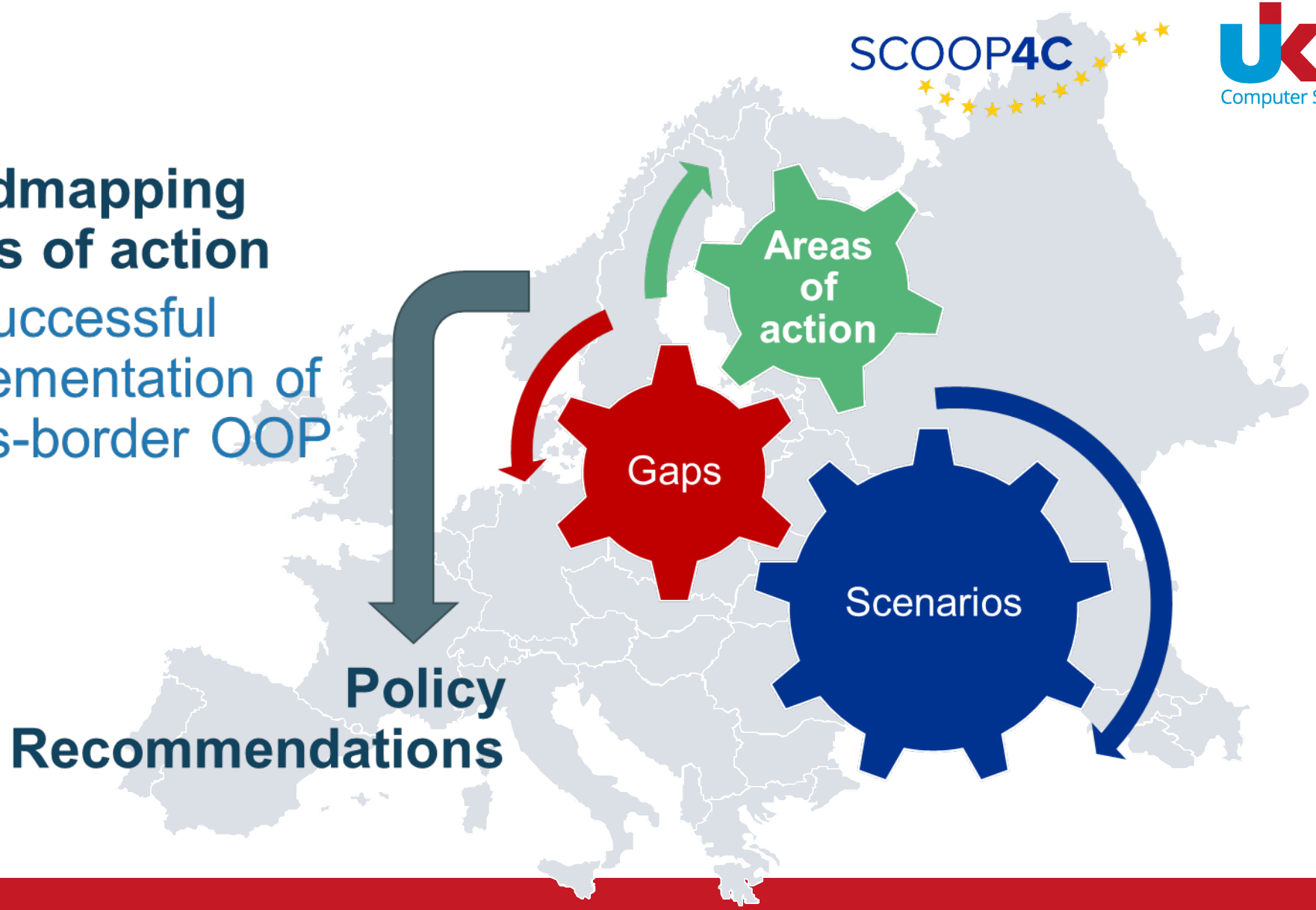
Lack of common data structures and semantics prevents data exchange and data re-use between public authorities, since systems will not be interoperable and data cannot be processed automatically – challenge mostly at national an local level

Need for transposing European Standardisation initiatives to national and local levels more effectively.

Need for further harmonisation of data exchange models

Roadmapping areas of action

for successful implementation of cross-border OOP



Once-only Principle and Insights from SCOOP4C

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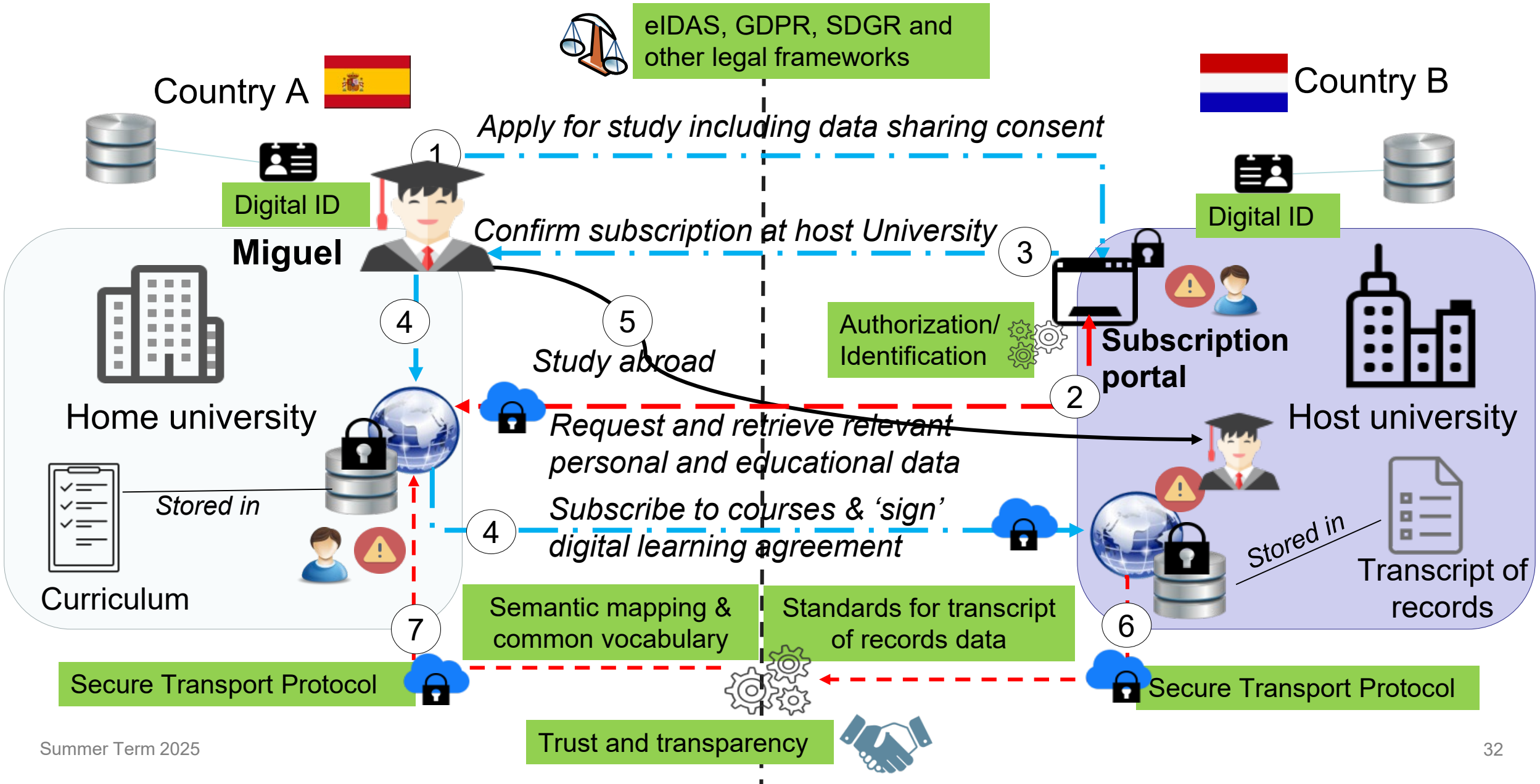
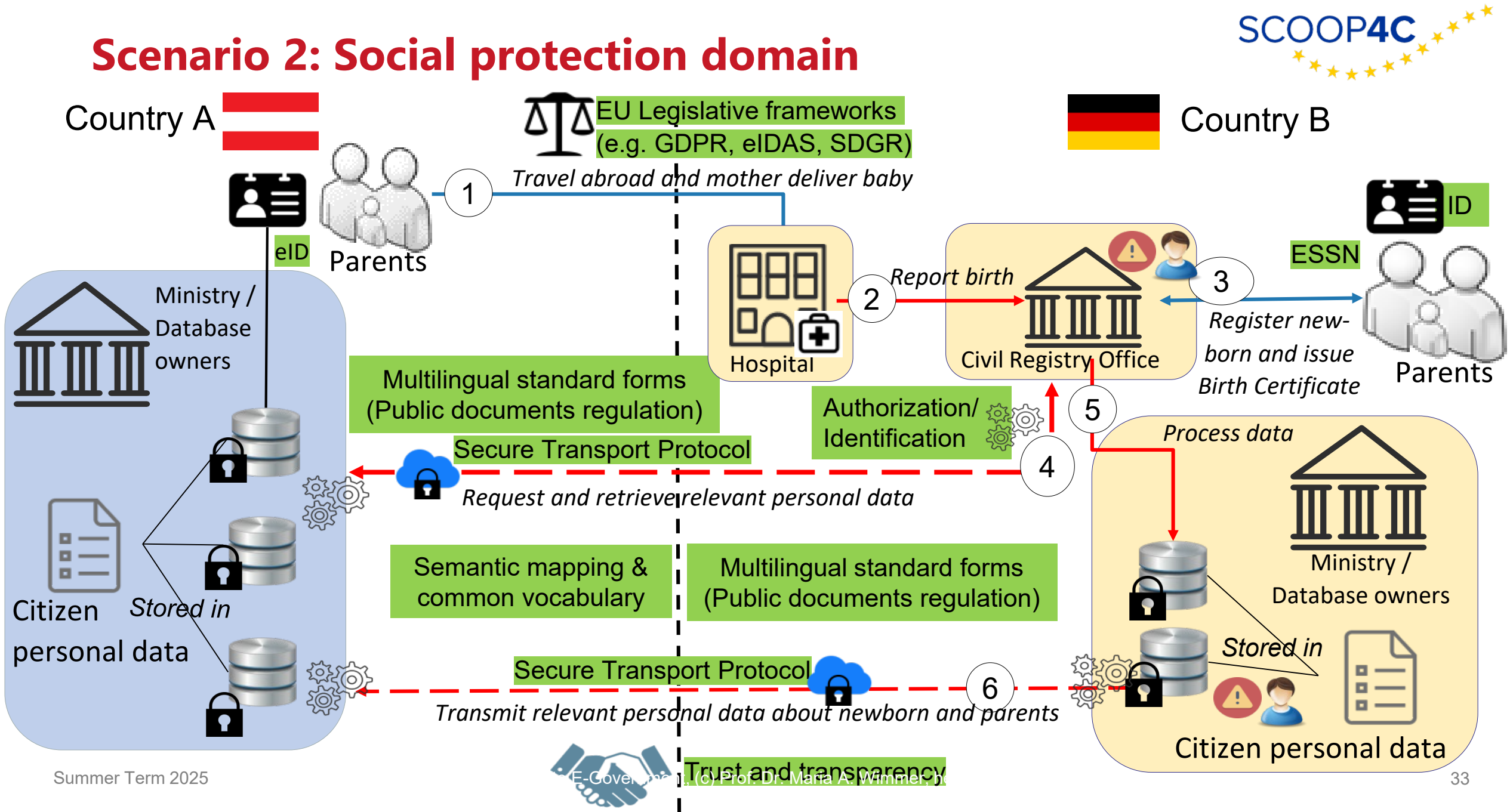
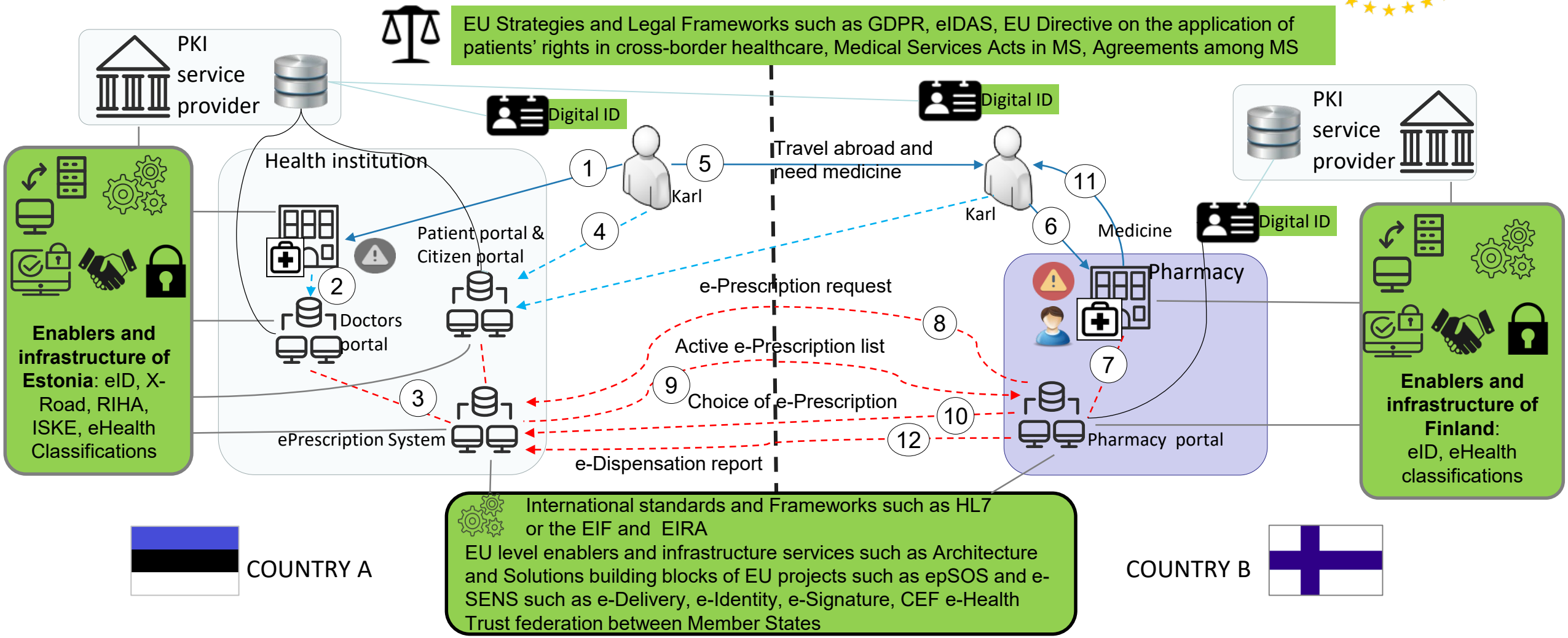
Scenario 1: Education domain



Scenario 2: Social protection domain



Scenario 3: Healthcare domain



Examples of gaps in social protection (SP) domain

No.	Barrier type	Name of gap	Brief description of gap	Priority
SP.1	Legal interopera-bility	Lack of national regulation to assure secure and transparent data exchange	There are a variety of regulations at the European level to support the implementation of the scenario. The absence of legal support on national level may hamper its implementation though.	
SP.2	Trust and transpa-rency	Lack of clear definition and solution for the consent of parents for data sharing	Parent's (data subject) consent is necessary for data sharing on both national and EU level. However, clear definition is not existing on EU level and current infrastructures do not facilitate it.	
SP.3	Motivators	Offering service for non-popular situation	Delivering baby in the foreign country could be considered as a non-popular occasion.	

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Examples of actions for the roadmap

SA = Semantic area; TA = technical area

No	Scenario domains	Name of action	Description of action	Measures	Expected result	Responsible actors
SA.1	Taxation (T.5); Social protection (SP.6); Education (E.3)	Agree on, create and implement common standards	EU-wide agreement, creation and implementation of common standards for data exchange. There are already a number of common standards, but not for every area. And these are not used by every member state.	Research on needed common standards; Development of agreed common standards	Common standards enable and simplify cross-border data exchange as these are the means to achieve interoperability	EU implementers; Policy makers
TA.1	Education (E.7, E.16); Moving (M.10); Taxation (T.8, T.9)	Implement cross-border eID according to eIDAS	As eID is enforced in most Member States through eIDAS, the use of eID should now be also applied to cross-border services. Therefore national implementers have to review the national standards and adjust them accordingly.	Implementation of national eID solutions conform to eIDAS	The cross-border authentication and authorisation through national eIDs will ease the mobility of citizens across the EU and boost cross-border OOP implementations overall	National implementers

Examples of actions for the roadmap (2)

No	Scenario domains	Name of action	Description of action	Measures	Expected result	Responsible actors
CCA.1	Education; Moving (M.13, M.15)	Collect citizens' needs for OOP implementations	Initial needs of citizens (e.g. of citizens with disabilities) on OOP to be collected through direct interaction with service providers and citizens, using e.g. surveys, workshops, consultations etc.	Study citizen's (specific) needs; Active engagement of stakeholder groups	More comprehensive and inclusive OOP services, higher accep-tance levels of OOP implementations, a feeling of excitement and ownership of OOP	OOP planners, implemen-ters; Citizens
MA.1	Social protection (SP.3, SP.4); Health	Expand existing cross-border OOP scenarios to deliver richer OOP solutions covering a range of procedures in the domain	Extension of existing OOP scenarios with further public services in the specific domain in order to ensure the cover-age of different services and to reach a more comprehensive coverage of the service do-main with the OOP solutions	Development of further sce-narios to enrich the compre-hesiveness of OOP procedu-res in a domain	With a broader coverage of OOP services in each domain, citizens' participation and motivation to use OOP solutions will increase, as these offer ABR.	Service provider; EU and national implementers EU

Examples of actions for the roadmap (3)

No	Scenario domains	Name of action	Description of action	Measures	Expected result	Responsible actors
TTA.1	Education (E.11); Health (H.5, H.14); Moving (M.12); Social protection (SP.2)	Implement transparent OOP solution for providing data sharing consent	Facilitate provision of the data subject's consent for data sharing by defining an explicit and common concept of the process of giving consent for sharing data in public service.	Policy recommen-dation; Implementa-tion of solutions	Clear concept and seamless implementation for providing data sharing consent will increase the level of trust on OOP implementations	EU and national implemen-ters; Policy makers
LA.1	Education (E.3, E.12, E.18); Health (H.2, H.11); Moving (M.2, M.17); Social protection (SP.9, SP.10); Taxation (T.2)	Harmonise national legislations to enable the implementa-tion of OOP in the concerned domains	Harmonisation of national legislations in all MS is essen-tial for the OOP implementa-tion across borders. MS to share views and best prac-tices and to investigate the legal barriers of OOP imple-mentation. If needed put in place European regulations for harmonisation	Norm screening and law-making as needed	Having the national legislation reviewed for enabling OOP implementations in the given domains will give more legal power and enablement for OOP implementations across borders	MS legislators ; EU legislators ;

Roadmap: Areas of action

for leveraging the benefits of cross-border OOP implementation

Political	Legal	Organizational	Semantic	Technical
Political and financial commitment for cross-border OOP (EU and national)	Harmonization of legislation	Reference processes for interaction in secure data exchange	Agree on and ensure common data standards where necessary	Ensure full deployment of eID and trust services
Commit to realisation of principles of eGov Action Plan	Guidance on implementing EU legislation in MS	Rules and guidelines for authorisation on data access	Agree on common vocabularies and (multilingual) codelists	Ensure interoperable data exchange infrastructures
Ensure clear decision-making structures		Effective organisational structures for OOP implementation	Provide mapping services where needed	

Roadmap: Areas of action

for leveraging the benefits of cross-border OOP implementation

Interoperability Governance

- Establish effective governance mechanisms and structures for interoperability and cross-border OOP public services

Motivation

- Ensure clear communication of the benefits of cross-border OOP to the stakeholders
- Involve citizens and other stakeholders in co-creative OOP implementations
- Put the benefits for different stakeholders at focus in OOP implementaitons

Citizen Centred

- OOP driven by citizens‘ needs
- Involve citizens as active stakeholders

Roadmap: Areas of action

for leveraging the benefits of cross-border OOP implementation

Trust & Transparency

- Have clear concept and appropriate solutions for consent on data sharing and on use of data
- Ensure transparent processes of data sharing
- Proactive information of citizens on OOP
- EU-wide transparency guidelines and regulations

Data Protection

- Implement building blocks to enable citizen‘s consent on data sharing and to put the citizen in the driver seat
- Agree on common data protection standards
- Enable the right to withdraw consent from data sharing
- Enable control of the use of data by data subject and by independent data supervisors

Data Quality

- Ensure high data quality in cross-border data exchange – leave data in authentic source
- Paradigm change: no redundant storage of data but authorised access
- Establish data quality assurance procedures and common standards

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Expected benefits and wider impact of OOP implementations in public services for citizens

- Higher satisfaction of citizens through relieve from administrative burden and provision of more convenient and simpler procedures
- A transparent handling of data leading to more trust, as citizens can verify the compliant use of their data by governments and have better control over their data
- Acceptance towards governmental services and subsequent acceptance of sensitive personal data sharing in national and cross-border aspects
- Cultural shift, i.e. citizens may demand government to provide and may want to use OOP services instead of carrying out old practices
- Increased national and cross-border mobility of citizens and business
- Foundations for new [private sector] services aimed at citizens through Government as a Service as well as public administrations acting as a trust provider

Thank you for your attention!

… your questions!

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