



BRUSSELS' CHALLENGE

The Brussels teams' challenge is...

To develop and design **two** different reporting tools of which :

1) would let users flag obstacles that are impeding their internal market rights (task 1)

Task 1 foresees developing a Single Market obstacles tool (a tool to signal and give feedback anonymously on any obstacles encountered by users in exercising their internal market rights) and;

2) would let users give feedback on the quality and availability of information on offer through the Single digital gateway (task 2)

Task 2 a feedback tool on services quality (a tool that will enable immediately after using any of the gateway services, the user to anonymously comment on the quality and availability of the information made available through the gateway or therein).

OBSTACLES Reporting tool for flagging Single Market obstacles	QUALITY Feedback mechanism on information and service quality
<p>Unlocking the Single Market in Europe with new reporting tools:</p> <ul style="list-style-type: none"> Develop a tool that helps/encourages people to report on obstacles, things which are not working on the Single Market or not delivering benefits as meant; Design the tool in a way that it delivers feedback on obstacles within the scope of the EU Internal Market. Think also where to place it -where would it fit within the gateway services¹- and how to present it (how to make it attractive enough that people would want to use it). 	<p>Create a common feedback mechanism for EU and national public services:</p> <ul style="list-style-type: none"> A user-friendly feedback tool for reporting on the quality and content of the information and/or service provided through the single digital gateway; A 'unified' tool as possible to cover all gateway services and layers (information, procedures and assistance).
<p>Background²:</p> <p>The Single Digital Gateway (SDG) Regulation calls for a "user feedback tool on Single Market obstacles". For this, the European Commission is looking to develop a reporting tool that gathers user feedback on obstacles they have encountered on the Internal Market.</p>	<p>Background³:</p> <p>A user-friendly feedback tool aimed at comprehensively assessing how satisfied users are in view of their expectations and the 'quality' of the services provided through the gateway or therein.</p>

¹ Where on national webpages it should sit, in which EU pages it should link etc. Please also visit the content available in **Your Europe**: <https://europa.eu/youreurope/index.htm>

² *The SDG Regulation^[1] (Art 26) foresees that the Commission shall provide users of the gateway with a reporting tool to gather user feedback on obstacles they have encountered on the internal market ('user feedback tool on Single Market obstacles').*

The Commission is required to provide users of the gateway with a user-friendly tool to signal and give feedback anonymously on any obstacles encountered by them in exercising their internal market rights.

The tool should collect also aggregated information from the assistance and problem-solving services included in the gateway (Art 7 and Annex III) about the subject matter of requests and responses.

³ Idem



BRUSSELS' CHALLENGE

OBSTACLES <i>Reporting tool for flagging Single Market obstacles</i>	QUALITY <i>Feedback mechanism on information and service quality</i>
<p>Background (next):</p> <p>The challenge for hackers is to envisage how this user-friendly tool would work, how users can signal and give feedback anonymously on any obstacles encountered while exercising their Internal Market rights. The tool should also collect aggregated information (the subject matter of requests and responses) from the assistance and problem-solving services included in the future gateway.</p> <p>Please think in addition how to visualise the collected and aggregated information in a most meaningful way that it would be also visually easy to grasp which kind of problems are most burning in which countries and/or areas of Europe.</p> <p>⚠ Bear in mind that the users will not receive any direct feedback through this tool. Information flows only one way, which adds a certain complexity to it to make it attractive/interesting enough, easy to use and useful for its purpose.</p>	<p>Background (next):</p> <p>The European Commission is required, under the SDG Regulation, to provide an effective feedback tool for gateway users to quickly and anonymously comment on the quality and availability of the information they receive. Hackers are being called on to respond to this requirement and envisage the common user interface provided through the gateway.</p> <p>⚠ Bear in mind that the tool should fit for both, the EU and national public services, which link up with the gateway or provide information therein, and be able to aggregate information.</p>



BRUSSELS' CHALLENGE

Reminder of the hackathon's context and aim

Whom	These hackathon events are designed for creative, versatile IT and design communities – people who feel passionate about single market and who want to help the EU citizens and businesses in exercising their internal market rights and make living, working, doing business and travelling across EU easier by sharing their ideas & creative thinking on the common IT tools which need to be developed under the SDGR (Single digital gateway Regulation).
What	The participants will be faces with 5 different challenges through 4 different events that all derive from EU legislation (Single digital gateway Regulation), but in reality their input will have a chance to help EU citizens give meaningful feedback on the services they have received through reliable EU sources (the single digital gateway), flag any obstacles they have encountered on EU single market or create a tool which directs user with minimal effort/steps to the right service provider for instance. So the overall aim is to ease the life of EU citizens and businesses.
Why	The 'why' is perhaps the most important element in this equation. The internal market is one of the Union's most tangible achievements. By allowing people, goods, services and capital to move freely it offers new opportunities for citizens and businesses. The Single digital gateway Regulation is a key element of the Single Market Strategy (from 2015). That strategy has the objective of unlocking the full potential of the internal market by making it easier for citizens and businesses to move within the Union and to trade, establish themselves and expand their businesses across borders. All the participants will contribute through the challenges presented to them, to this broader cause.
Where	The events will take place in 4 countries: <ul style="list-style-type: none"> ▪ 30-31/03 Brussels, Belgium ▪ 26-27/04 Tallinn, Estonia ▪ 18-19/05 Bucharest, Romania ▪ 31/05-01/06 Barcelona, Spain
When	The regulation has entered into force in December 2018 and will become applicable from December 2020, meaning all the implementing activities (incl. developing IT tools for instance) have to be finished and IT solutions operational by December 2020.
How	<p>All parties (like the Member States, national authorities, competent authorities, the Commission) need to prepare themselves for obligations relevant for them to meet the 2020 deadline.</p> <p>The Commission is in charge of developing a set of common IT tools by 2020 December and has decided to involve (in addition to the national coordinators and authorities) also creative IT communities from all over the EU to diversify the pool of possible IT solutions.</p>
How much	One nifty idea, one clever solution could be all that is needed to provide a better service.

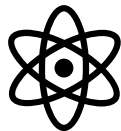
BRUSSELS' CHALLENGE



How will your hack will be evaluated?

The jury will choose among the 3 final teams the winner based on the criteria mentioned here bellow.

All #GatewayHackathon entries will be judged by the #GatewayHackathon Competition Judging Panel against the following criteria:



Practicality of the idea	Innovative approach	Consistency with competition purposes	Quality and design	Usability
5 points	5 points	5 points	5 points	5 points
<ul style="list-style-type: none"> ✓ Does the hack work? ✓ Is the hack testable? Can the team show the minimum viable product? <div>The hack does not have to be perfect, but:</div> <ul style="list-style-type: none"> ✓ Does the idea come to live with the demo? 	<ul style="list-style-type: none"> ✓ Does the team come up with a good, innovative and out-of-the-box solution to the initial problem or challenge? ✓ Does the team use an innovative approach or do they follow existing patterns and solutions? ✓ Does the new code make something work that the old code failed to? ✓ Does the new project tackles a problem that has been overlooked/ ignored in the past, or attacks a problem with under a new angle / on a bigger broader scale / on a higher level? 	<ul style="list-style-type: none"> ✓ Does the team understand the problem? ✓ Does the hack solve the problem? ✓ Or is it hard to implement or scale? ✓ Does the team have a clear plan to move the project forward? ✓ Does the hack utilise a well-established open source community supported framework and has multi-platform support or does it use a proprietary tool? 	<ul style="list-style-type: none"> ✓ Does the group think about the user interface (UI) and user experience (UX)? ✓ How well designed is the demo? ✓ How user-friendly is their solution? ✓ How are the graphics, or how is the human-computer interaction? ✓ Is there a wow effect? ✓ Does the hack seem to really amaze and excite the audience? 	<ul style="list-style-type: none"> ✓ Is the hack easy to use or does it require a lot of training to master the demo? ✓ Is it easy to use at first glance, professional/ fun or sloppy and not really intuitive?

BRUSSELS' CHALLENGE



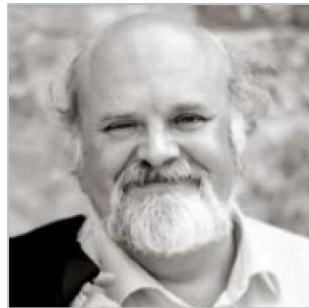
The jury members are...



Marian Grubben

Head of Unit for
Digitalisation of the
Single market

[European Commission
\(DG GROW\)](#)



Erwin De Pue

National Coordinator of the
Single Digital Gateway and
Managing Director

[DAV \(Dienst
Administratieve
Vereenvoudiging\) /
ASA \(Agence pour la
Simplification
Administrative\)](#)



Rosanna Kurrer

Co-founder and Managing
Director

[Cyperwayfinder](#)



Olivier Van Duüren

Author

[The Duality](#)



Anthony Zacharzewski

President

[The Democratic Society](#)



BRUSSELS' CHALLENGE

What is the Single Digital Gateway Exactly?



A [helpful video](https://www.youtube.com/watch?v=Znkoz0-P3sc) explaining the EU's Single Digital Gateway, an “access point for citizens and businesses who want to live or do business in another EU country”. Building and shaping this **all-in-one gateway** -- which supports Europe's Single Market through clear, clever and targeted information, procedures and assistance services -- is a very complex challenge. So the European Commission is calling on the hacker community (developers, designers, marketers, inventors, start-uppers, tech enthusiasts...) in different countries for their ideas and solutions. #SingleDigitalGateway #hackathon #EUGatewayHack
<https://www.youtube.com/watch?v=Znkoz0-P3sc>

Areas of information covered by the regulation related to citizens and businesses

- A. Travel within the Union
- B. Work and retirement within the Union
- C. Vehicles in the Union
- D. Residence in another Member State
- E. Education or traineeship in another Member State
- F. Healthcare
- G. Citizens' and family rights
- H. Consumer rights
- I. Protection of personal data
- J. Starting, running and closing a business
- K. Employees
- L. Taxes
- M. Goods
- N. Services
- O. Funding a business
- P. Public contracts
- Q. Health and safety at work

BRUSSELS' CHALLENGE

The 21 procedures considered in the Single Digital Gateway implementation			
Life events	#	Procedures	Expected output subject to an assessment of the application by the competent authority in accordance with national law, where relevant
Birth	01	Requesting proof of registration of birth	Proof of registration of birth or birth certificate
Residence	02	Requesting proof of residence	Confirmation of registration at the current address
Studying	03	Applying for a tertiary education study financing, such as study grants and loans from a public body or institution	Decision on the application for financing or acknowledgement of receipt
	04	Submitting an initial application for admission to public tertiary education institution	Confirmation of the receipt of application
Working	05	Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/2004 ¹	Decision on applicable legislation
	06	Notifying changes in the personal or professional circumstances of the person receiving social security benefits, relevant for such benefits	Confirmation of receipt of notification of such changes
	07	Application for a European Health Insurance Card (EHIC)	European Health Insurance Card (EHIC)
	08	Submitting an income tax declaration	Confirmation of the receipt of the declaration
Moving	09	Registering a change of address	Confirmation of deregistration at the previous address and of the registration of the new address
	10	Registering a motor vehicle originating from or already registered in a Member State, in standard procedures ¹	Proof of registration of a motor vehicle
	11	Obtaining stickers for the use of the national road infrastructure: time-based charges (vignette), distance-based charges (toll), issued by a public body or institution	Receipt of toll sticker or vignette or other proof of payment
	12	Obtaining emission stickers issued by a public body or institution	Receipt of emission sticker or other proof of payment
Retiring	13	Claiming pension and pre-retirement benefits from compulsory schemes	Confirmation of the receipt of the claim or decision regarding the claim for a pension or pre-retirement benefits
	14	Requesting information on the data related to pension from compulsory schemes	Statement of personal pension data



BRUSSELS' CHALLENGE

The 21 procedures considered in the Single Digital Gateway implementation

Life events	#	Procedures	Expected output subject to an assessment of the application by the competent authority in accordance with national law, where relevant
Starting, running and closing a business	15	Notification of business activity, permission for exercising a business activity, changes of business activity and the termination of a business activity not involving insolvency or liquidation procedures, excluding the initial registration of a business activity with the business register and excluding procedures concerning the constitution of or any subsequent filing by companies or firms within the meaning of the second paragraph of Article 54 TFEU	Confirmation of the receipt of notification or change, or of the request for permission for business activity
	16	Registration of an employer (a natural person) with compulsory pension and insurance schemes	Confirmation of registration or social security registration number
	17	Registration of employees with compulsory pension and insurance schemes	Confirmation of registration or social security registration number
	18	Submitting a corporate tax declaration	Confirmation of the receipt of the declaration
	19	Notification to the social security schemes of the end of contract with an employee, excluding procedures for the collective termination of employee contracts	Confirmation of the receipt of the notification
	20	Payment of social contributions for employees	Receipt or other form of confirmation of payment of social contributions for employees

Relevant assistance and problem-solving services

Points of single contact

Product Contact Points

Product Contact Points for Construction

National assistance centres for professional qualifications

National contact points for cross-border healthcare

European network of employment services (EURES)

Online dispute resolution (ODR)