

SCOOP4C 

 *providing
data
once-only.eu*

The Once-Only Principle for Europe Conference

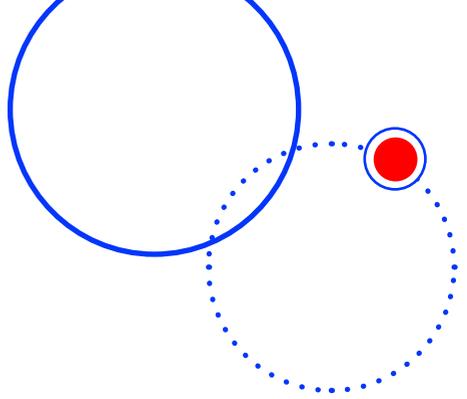
Vienna
24-25 September 2018

BRZ

Programme

Day 1

12:00 – 13:00	Registration / Welcome Coffee & Exhibition
13:00 – 13:15	Welcome And Opening Georg Nessler, BMDW Serge Novaretti / Anders Gjøen, European Commission / DG CONNECT Maria Wimmer, SCOOP4C Project Director Robert Krimmer, TOOP Project Director
13:15 – 14:00	From National Best Practices To Cross-Border Public Services With Oop For Citizens: A Roadmap And Policy Recommendations From Scoop4c Maria Wimmer, SCOOP4C Project Director Ronald Sallmann, IT-Kommunal
14:00 – 14:45	TOOP Project: Current Status And Outlook Robert Krimmer, TOOP Project Director Lefteris Leontaridis, TOOP Piloting Manager David Mitzman, InfoCamere
14:45 – 15:00	The APIs4DGov Study On Digital Government Apis Monica Posada Sánchez, Joint Research Centre Of The European Commission
15:00 – 15:10	Discussion (Questions From Audience)
15:10 – 15:30	Coffee Break
15:30 – 17:00	World Café: Group Discussions On Once-Only Principle (2 rounds per 30 min + 30 min for summary) <ol style="list-style-type: none">1. Business value of OOP for end users2. Mapping User Expectations: what should a TOOP portal do for you?3. The legal challenges of making the once-only principle work – tackling trust and compliance4. How to overcome the barriers for OOP in Europe5. Technical issues on common components6. Stakeholder engagement for OOP cases in Europe7. Roadmap for OOP for citizens – realistic or not?8. Policy recommendations for implementing OOP in Europe
17:00 – 17:30	Wrap Up & Closing The First Day Of The Conference
19:00 – 21:00	Reception In The City Hall Of Vienna



Day 2

09:00 – 09:30	Welcome Coffee & Exhibition
09:30 – 09:40	Opening And Presentation Of The Objectives
09:40 – 10:05	Keynote Speech – Importance Of Once-Only For Policy Andrea Servida, European Commission / DG Connect
10:05 – 10:30	Single Digital Gateway & Once-Only Hettel Varik, European Commission / DG Grow
10:30 – 11:00	Coffee Break
11:00 – 11:20	Cross-Border Implementation Of OOP In Europe Piloting Within TOOP Lefteris Leontaridis, TOOP Piloting Manager
11:20 – 11:40	Implementation Of OOP In Latin America (Case Study) Elsa Estevez, National University Of The South, Argentina
11:40 – 12:40	Impact Of The Once-Only Principle On End Users And Public Administration In The EU / Panel Discussion Moderator: Jeremy Millard Panelists: Elsa Estevez (National University Of The South) , Andrea Servida (DG CONNECT) , Georg Nessler (BMDW) , Alessia Neuron (Bern University Of Applied Sciences) , Natalia Aristimuño Pérez (DG DIGIT, ISA²)
12:40 – 12:50	SCOOP4C Stakeholder Community Handover To TOOP
12:50 – 13:00	Wrap Up And Closing Of The OOP Conference
13:00 – 14:00	Lunch And Networking

Descriptions Of The World Café Sessions

Business Value Of OOP For End Users

Less paperwork, less contact with the administration - the once-only principle aims at making the communication with the public sector for citizens and businesses easier and faster. But not all stakeholder groups are aware of the (business) values which are the positives outcomes to their work and their daily lives. It is therefore important, to define central outcomes and to communicate them to the relevant groups.

The following questions will be discussed in this session:

Which groups of end users are benefitting from once-only?

What are the main benefits of the once-only principle in a cross-border European context and how can they become reality?

Moderators:

Hannes Astok

Development Director, e-Governance Academy (Tallinn)

Kristina Reinsalu

Programme Director of e-Democracy, e-Governance Academy (Tallinn)

Mapping User Expectations: What Should A TOOP Portal Do For You?

Within a framework of expected OOP benefits that we have gathered from literature and earlier interactions with TOOP partners, one factor in particular is relevant and will be addressed in this conference: user satisfaction. We wish to delve into what OOP means for which stakeholders and how expectations on what OOP-enabled cross-border e-services should or could look like informs the design-and policy processes. This is relevant for a multiple of reasons, including:

- 1) EU policy emphasizes user centered design and user satisfaction prominently as an important aspect of OOP.
- 2) Measuring user satisfaction is hard to do, and implementing insights together with the results from the OOP pilots can already tackle some first issues or challenges faced. The project would also benefit from potential recommendations on different ways of measuring user satisfaction for OOP on the long run.

Moderators:

Tjerk Timan

Strategy and Policy Researcher at TNO (The Hague)

Kristina Karanikolova

Junior Scientist at TNO (The Hague)

The Legal Challenges Of Making The Once-Only Principle Work - Tackling Trust And Compliance

Online procedures become more and more important. The 'once-only' principle shall provide the basis for the creation and use of a fully operational, safe and secure technical system for automated cross-border exchange of evidence. It will be a corner stone for the Digital Single Gateway of the European Union.

A stable legal framework is essential for the success of the 'once-only' principle. Together with experts from different Member States the legal challenges should be identified. The related issues of trust and compliance will be discussed. The goal of the session is to sketch the necessary legal framework.

The following questions will be discussed:

Which legal basis is needed for the "Once-Only-Principle"?

What are the biggest legal hurdles on EU-level and national level?

What is the impact of the General Data Protection Regulation to the "Once-Only-Principle"?

Moderators:

Hans Graux

IT lawyer, partner at time.lex (Brussels)

Carsten Schmidt

e-Government Expert (Düsseldorf)

How To Overcome The Barriers For OOP In Europe?

The once-only principle (OOP) aims at eliminating the administrative burden of citizens and businesses regarding the repeating provision of the same information to public administrations. Instead, the OOP foresees the reuse of provided information by public authorities in a secure and transparent way. In return, public administrations can therefore reduce their overheads and work more efficiently and effectively. Yet, legal, organisational, and technological determining factors present potential hurdles towards the EU-wide implementation of the OOP. Thus, this World Café focuses on barriers and blockers towards the EU-wide implementation of OOP and potential solutions and inter alia the following questions will be discussed:

What key factors and conditions have to be in place for a successful implementation of OOP?

What would be essential cross-border use-cases for OOP?

Moderators:

Thomas Lampoltshammer

Assistant Professor, Department for E-Governance and Administration, Danube University Krems (Krems)

Gabriela Viale Pereira

Senior Scientist, Department for E-Governance and Administration, Danube University Krems (Krems)

Technical Issues On Common Components

This world café session will focus on the technical solutions of the TOOP infrastructure. A generic and re-usable technical infrastructure is essential for the success to transform the once only principle into reality. Within the "The Once-Only Principle project" a lot of existing components were picked up and prepare for re-use in the piloting areas. It will cover the shared components as well as the interfaces to the national systems (data consumer and data provider). The central infrastructure components like BDMSL, SMP, TOOP Directory and Semantic Mapping service will be covered. Additionally, an overview of the common CEF components, the 4-corner model and other basic instruments will be provided if necessary.

The following questions will be discussed:

What are the technical requirements for the pilot areas? What are future requirements to be addressed to CEF?

Which and how should the standardisation bodies be involved?

Moderators:

Philip Helger

E-Invoicing Specialist, Bundesrechenzentrum (Vienna)

Jerry Dimitriou

Senior Solution Architect, University of Piraeus (Piraeus)

Stakeholder Engagement For OOP Cases In Europe

If you want a process to work, you need to bring everyone on board – that's a golden rule decision makers need to keep in mind. And to implement once-only solutions, a lot of different actors have to be addressed and integrated. Once, they are in the process, it is also very important to keep all stakeholders on board to make the whole process sustainable. Thus, in this session we want to get deeper in the discussion of sustainable expert communities.

The following questions will be discussed:

How can we find the right stakeholders and which role could they play in the design process?

How can be ensure long-term engagement of stakeholders in the community?

Moderators:

Michaela Führer

Strategy Consultant, Jinit[AG (Berlin)

Eleni Panopoulou

Project Manager, Centre for Research and Technology Hellas (Thessaloniki)

Roadmap For OOP For Citizens - Realistic Or Not?

The SCOOP4C project has investigated scenarios how the once-only principle can be implemented in contexts of co-creation and co-production of public services for citizens – also to contribute to significant reduction of administrative burden for citizens. In the last period of the project, a roadmap of actions will be developed. This session aims at identifying main steps of the roadmap of future areas of action, which will suggest actions and measures in relevant areas to bring the once-only principle for citizens forward.

The following questions will be discussed:

What are the most important areas where action is needed?

Which areas should be implemented when and how do they correlate with each other?

Moderators:

Prof. Dr. Maria A. Wimmer

Professor for eGovernment, University of Koblenz-Landau (Koblenz)

Tatjana Jakowlewa

Research Assistant, University of Koblenz-Landau (Koblenz)

Policy Recommendations For Implementing OOP In Europe

The once-only principle for citizen solutions has been implemented in some European countries, but there is still a lack of cross-border solutions. But how can we overcome this gap? In this session we want to discuss what needs to be done by policy makers, funding bodies and other relevant actors to implement the once-only principle on a European scale. We want to get your input and ideas on the next important steps to bring the once-only principle on a new level.

The following questions will be discussed:

What are the main steps, strategic decision makers should think about when they want to implement once-only solutions?

What are the main policy areas they have to tackle?

Moderators:

Ronald Sallmann

Managing Director, IT-Kommunal (Vienna)

Vanessa Kroyer

Consultant Public Service, IT-Kommunal (Vienna)

Speakers



Natalia Aristimuño Pérez

is responsible for the Interoperability Unit in the Directorate-General of Informatics in the European Commission since March 2017. The main purpose being to support the ISA² programme, which provide interoperability solutions for public administrations, businesses and citizens.

Before she was the head of the units delivering solutions in human resources, decision making, document management and knowledge management domains. Since she joined the European Commission in the year 2000, she has always been involved in providing solutions making users' life easier and the institution more efficient.



Elsa Estevez

is Professor at the Department of Computer Science and Engineering at the National University of the South Argentina. Her research interests include software for eGovernance and tools for developing and operating Communities of Practice, with a number of publications on these topics. Elsa Estevez also served as a Program Committee Member and Chair at several international and national conferences.

She holds PhD and MSc degrees in Computer Science from the National University of the South, Argentina, and a Licenciado Degree in Computer Science from University of Buenos Aires, Argentina.



Anders Gjøen

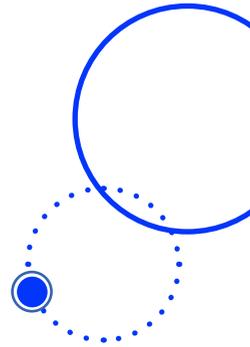
has worked for the European Commission and other International Organisations contributing to the development of policies in the realm of ICT and the Digital Single Market since 2001. Before joining the Commission in 2001. Currently, he works in the Legal & Policy Office within the DG CONNECT/ Sustainable And Secure Society / eGovernment & Trust Unit (H4) of the European Commission. Anders Gjøen holds a law degree from the University of Oslo.



Robert Krimmer

is Full Professor of e-Governance within Ragnar Nurkse Department of Innovation and Governance at the School of Business and Governance, Tallinn University of Technology, Estonia. His research is focused on the transformation of the public sector, electronic participation and democracy, as well as e-voting, and all issues contributing to developing a digital society.

Robert Krimmer is the coordinator of TOOP and in the past, he advised CoE, OSCE/ODIHR, UNDP, WHO, ITU, the European Commission and AWEB on various matters. He holds a PhD from Tallinn University of Technology as well as a PhD and an MBA from Wirtschaftsuniversität Wien (WU).





Lefteris Leontaridis

is the piloting manager of TOOP and previously piloting manager in the e-SENS and PEPPOL Large Scale Pilots. He has a long experience in international cooperation among European stakeholders in the public and private sectors, first in research and then in eGovernment, where he acquired a good knowledge of technologies such as eDelivery and eID.

He has followed the entire lifecycle of solutions coming out of the PEPPOL LSP to their implementation in a production environment under the OpenPEPPOL AISBL, where he has been involved as an expert and is now responsible for operations. In the commercial side of his activities he has been the CEO of NetSmart, an Athens-based IT company since 1996, which has been involved in the development and launching of web-based applications and services.



Jeremy Millard

is Director of the consultancy Third Millennium Governance, and has senior research positions at the Danish Technological Institute (Denmark) and Bradford University (UK).

He has over forty years' global experience on issues ranging from governance, ICT, open and social innovation, participation, as well as sustainable and socio-economic development. Clients include governments, the European Commission, United Nations, OECD and World Bank, together with non-profits and companies around the world. Recent assignments in the area of e-government include on-going support to the United Nations regarding their biennial eGovernment Survey, and to the European Commission regarding eGovernment research and innovations.



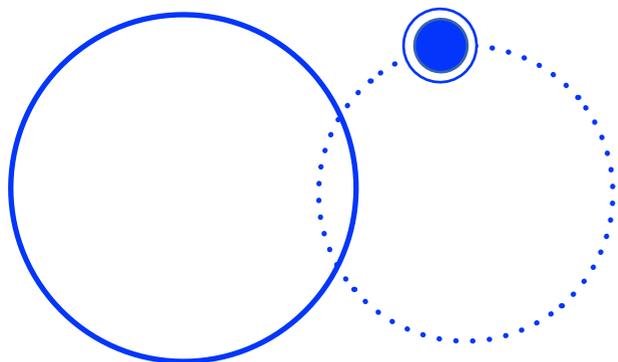
David Mitzman

is a Senior Consultant and Technical Project Manager with InfoCamere, the IT consortium of the Italian Chambers of Commerce. Over the past twenty years, he has initiated and participated in a variety of regional, national and EU-wide projects implementing innovative services for Business Registers, Chambers of Commerce and other public institutions. These projects have established new eGovernment services in the areas of company mobility and regulation of markets and have contributed to creating cross-border interoperability in the EU Digital Single Market.



Georg Nesslinger

started his career as IT consultant and IT project manager for Microsoft Business Solutions. In 2008, Georg Nesslinger moved to the Ministry of Finance to assume a role as project and, later, as program manager of the new Business Service Portal (Unternehmensserviceportal) which is an innovative and prestigious Austrian e-Government service for businesses. Since 2016, Georg Nesslinger is head of the department "IT for the Austrian Business Service Portal", which is part of the new established Ministry for Digital and Economic Affairs.





Alessia C. Neuron

is a Deputy Head of the E-Government Institute at the Bern University of Applied Sciences. She leads the research unit Linked & Open Data. Within the public sector, her area of interests covers the triangle leadership - IT - communication. In the past years, she focused especially on collaboration and policy making in the field of eGovernment, data governance and the design of open government data initiatives.



Serge Novaretti

is a Policy and Programme Manager at the European Commission/DG CNECT working on Public Sector Modernisation, Digital Public Services and eParticipation/ eDemocracy. He is in charge of eGov large-scale pilots (e-SENS, TOOP), H2020 projects, involved in the CEF Digital, the implementation of eGovernment Action Plan 2016-2020, the eIDAS regulation and helps cities and regions to implement the user centricity principles of the Tallinn eGovernment ministerial declaration.

From 2006 to 2011 he was in charge of the European Interoperability Strategy (EIS), Framework (EIF) and Architecture (EIA). Before 2006, he worked in France (Ministry of Defense, Prime Minister services and Ministry of Culture).



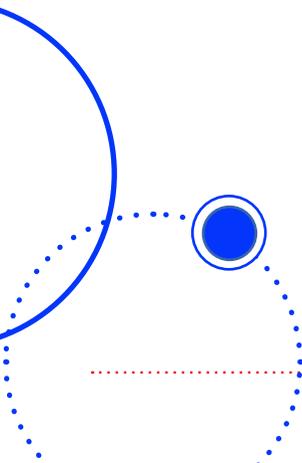
Ronald Sallmann

is Co-Founder and CEO of IT-Kommunal GmbH, a Public-Private-Partnership with ZVK (Center for Public Administration Cooperation), an association of Local Authorities, headed by the General Secretary of the legal representation of Cities and Towns. IT-Kommunal is a service-provider for collaborative eGovernment-solutions and platforms, consultancy and strategic advisory. Ronald Sallmann is Lecturer at the University of Applied Sciences "FH Campus Wien" and at the Danube University Krems. He participated in several European Projects on local and regional level (ERDF-funded, Interreg/ Leader, TACIS, City Twinning, SEE) but also at research and innovation projects (European Frameworks for R&D, FFG/AT.net).



Monica Posada Sánchez

is a Research Fellow in the Digital Economy Unit of the Joint Research Centre of the European Commission. Her professional experience evolves from Location Based technologies in the ICT domain. Currently, she focuses on supporting the identification of policy gaps in the application of technologies in the digital era. She has worked both in industry and academia realms in the private and public sectors. Her research interests are various aspects of data science, in particular, the application of advanced data analysis techniques for the design of decision support systems.





Andrea Servida

is the Head of the Unit eGovernment and Trust in DG CONNECT of the European Commission whose mission is to advance the quality and innovation of public administrations and accelerating the large-scale public sector and private sector use of trusted identification and trust services in the digital single market by leadership in the eGovernment agenda and in eIDAS.

Before joining the European Commission in 1993, he worked in the industry for nearly eight years as a project manager of international R&D projects.



Hettel Varik

is a Policy Officer for DG GROW of the European Commission. She is responsible for coordinating the IT works on the implementation of the Single Digital Gateway.

In her prior positions, she served as a Counsellor for Digital and Economic Affairs at the Permanent Representation of Estonia to the EU and been Head of Division of Information Technology and Data Security in the Estonian Ministry of Justice. Hettel Varik holds a Bachelor of Laws (LLB) and a Master of Arts in Law from University of Tartu, Estonia.



Maria A. Wimmer

is Professor for eGovernment at the University Koblenz-Landau.

Her main focus is: teaching and composing, developing and teaching offers for lectures, seminars, practical study and projects and supervising bachelor, master and doctoral students, research-papers and developing, publications of research work as well as supporting and guiding PhD students in joint publications and research-projects. Especially developing ideas of new project proposals, drafting and coordinating research proposals to European, national and regional/local funding bodies.

She has excellent skills in eGovernment, eParticipation, Open Government and other related topics of ICT based innovation in the public sector.

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