Managing the Public Sector Digital Transformation

The Once-Only Principle
The potential for cross-border transactions
Prof. Robert Krimmer / 10 October 2017 / Thessaloniki

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“The industrial revolution of our time is digital. ... As companies aim to scale up across the Single Market, public e-services should also meet today’s needs: be digital, open and cross-border by design. The EU is the right scale for the digital times”

Andrus Ansip, Commission Vice-President for the Digital Single Market
Definition of OOP

Collecting & storing data only once

Streamlining processes by:

• Enabling automated data sharing
• Replacing redundant data collection with information requests from original source
• Improving data reliability
TOOP Project Goals

- Time savings for PAs and businesses;
- Lowering administrative burdens and costs;
- Improved service quality and public sector efficiency;
- Compliance with data protection legislation;
- Security, interoperability, data quality, user-friendliness.
- Long-term goal: better functioning DSM.
The Cross-Border OOP Case

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TOOP Pilot Scenarios

- Cross-border procurement;
- Cross-border business;
- Cross border service-provision.

Updating connected company data:
Update on demand and update on subscription.

Online Ship and Crew Certificates:
Authorised parties can request the certificates through TOOP.

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LEON, EUROPEAN ECONOMIC OPERATOR, DECIDES TO ESTABLISH A BRANCH IN ANOTHER COUNTRY
Leon visits the foreign e-government portal and starts the online procedure.
The foreign branch registration service sends a request to the domestic competent authority via the TOOP infrastructure to confirm the existence of the company and Leon’s mandate to carry out the action required.
The domestic competent authority sends back the requested information via the TOOP Infrastructure.
The foreign branch registration service receives all necessary information and completes the process to register the company branch.
Leon gets informed that the branch of his company has been registered and can start operations.
Barriers for Cross-border OOP

Legal
• Lawfullness and compliance;
• Legal value and validity of data;
• Data protection and confidentiality.

Technical
• Legacy systems;
• Technical and semantic interoperability.

Organisational
• Organisational inertia;
• Low political priority for OOP;
• Service pricing policies;
• Interest groups.

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Benefits of OOP in the EU

- Use-centric public services
- Cost-savings for businesses and public administrations
- Time-savings for businesses and public administrations

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Thank you for your attention!

Email: Robert.Krimmer@ttu.ee
Twitter: @TOOP4EU
Facebook: facebook.com/onceonlyprinciple
WWW.TOOOP.EU