AN EASIER WAY TO PROVIDE SERVICES ABROAD AND TO
FULFIL ADMINISTRATIVE REQUIREMENTS ONLINE

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in upravne procese

Poslovna Linux Konferenca
27. in 28. septembra 2010
Portorož | Slovenija

The EU has a new "Malmö Declaration"…… and a new digital agenda

Malmo Ministerial eGovernment Declaration

Citizen & Business Empowerment

- **Needs analysis & user-centric**
- **User-'Driven'**
- **Information re-use**
- **Transparency**
- **Participation** in policy process

Mobility

- **Easy business set up and operation**
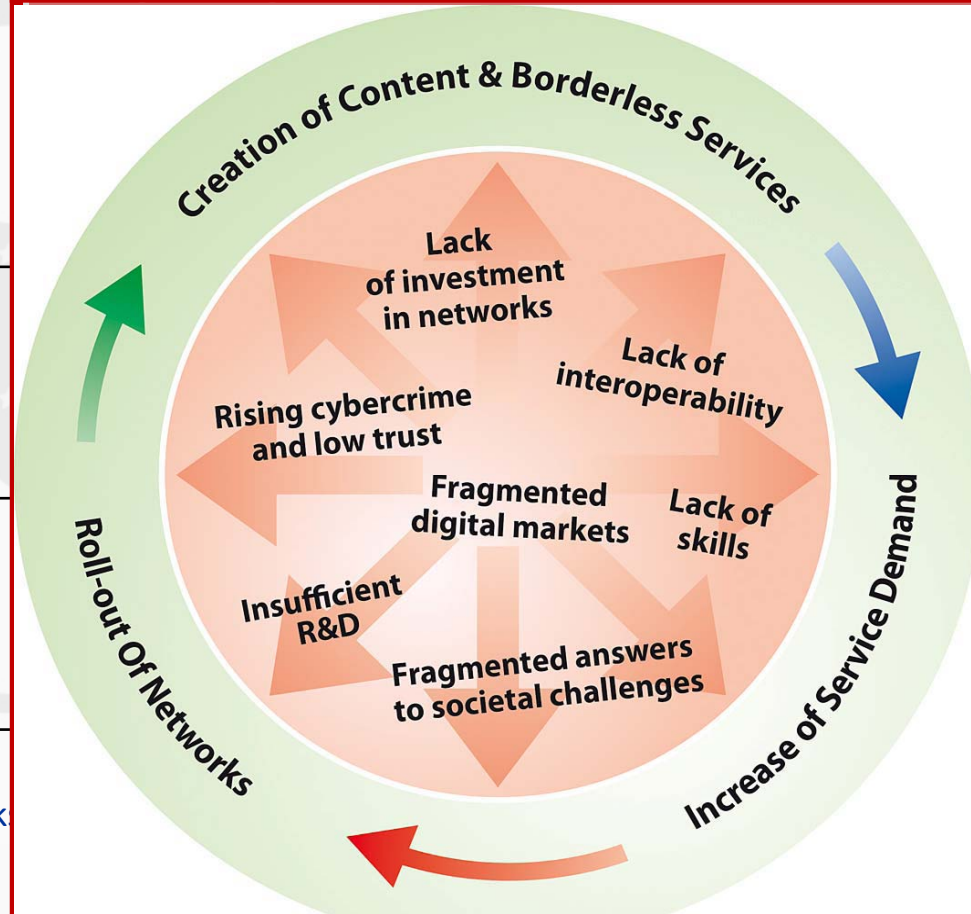- **Life-stage support** (study, work, reside, retire)
- **Cross-border services**

Efficiency & Effectiveness

- **Reduced Burden:** g2C & g2B
- **Share experience & good practice**, **research**
- Reduce **carbon footprint** and **energy consumption**

Key Enablers *(cross-border enablement)*

- Information exchange and Interoperable framework
- Administrative cooperation
- Open approach (open standards)
- Flexible Service Architectures

A Digital Agenda for Europe

Creation of Content & Borderless Services

Lack of investment in networks

Lack of interoperability

Rising cybercrime and low trust

Fragmented digital markets

Lack of skills

Insufficient R&D

Fragmented answers to societal challenges

Roll-out Of Networks

Increase of Service Demand

The EC's virtuous cycle of the digital economy

"A Digital Agenda for Europe": European Commission, May 2010
http://ec.europa.eu/information_society/digital-agenda/index_en.htm

The EC's new digital agenda

Core pillars

- Digital Single Market
- Interoperability and standards
- Trust and Security
- Very Fast Internet
- Research and Innovation
- Enhancing eSkills
- ICT for social challenges

Digital Agenda for Europe 2010–2020

Europe's Digital Agenda
The Digital Agenda is Europe's strategy for a flourishing digital economy by 2020. It outlines policies and actions to maximise the benefit of the Digital Revolution for all. To achieve these goals, the Commission will work closely with national governments, concerned organisations and companies. An annual Digital Assembly will bring stakeholders together to assess progress and emerging challenges.

Information society development
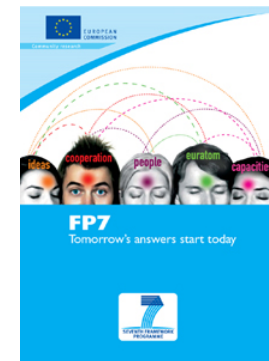
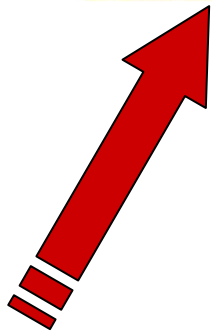# COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP) - ICT POLICY SUPPORT PROGRAMME (ICT PSP)

Pilot Type A

Pilot A

- ➢ Focus on interoperability between existing national solutions
- ➢ Needs political drive by Member States / Competence Centres (min. 6 MS)
- ➢ Funding supports the interoperability activity
- ➢ **Long term impact:** viability, sustainability and scalability beyond the phases of work sponsored by the Community
- ➢ **Free availability of common results** in view of implementing interoperability on EU wide level (specifications of interfaces, protocols, architecture, etc, as well as – where appropriate - **open source reference implementations** of necessary components and building blocks for interoperability)

Pilot Type B

Pilot B

- ➢ Focus on innovative use of ICT
- ➢ Implementation of a new service solution
- ➢ Must have full value chain engaged
- ➢ Funding supports set-up of service
- ➢ A critical mass span of 4 or more Member States

Thematic Networks

"Thematic Networks"

- ➢ Bringing together stakeholders
- ➢ Explore new solutions, future pilots, exchange good practice
- ➢ Open network initiated by organisations from 7 Member States

COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP):
eGovernment objectives

call 2007

Type A
- eProcurement
- eID interoperability
- eHealth

Type B
- Electronic documents
- Accessible & inclusive eGovernment
- Combined delivery of social services

Thematic Networks
- eParticipation
- Impact & user satisfaction
- Brokering pan-EU eGov solutions & services online

call 2008

SPOCS

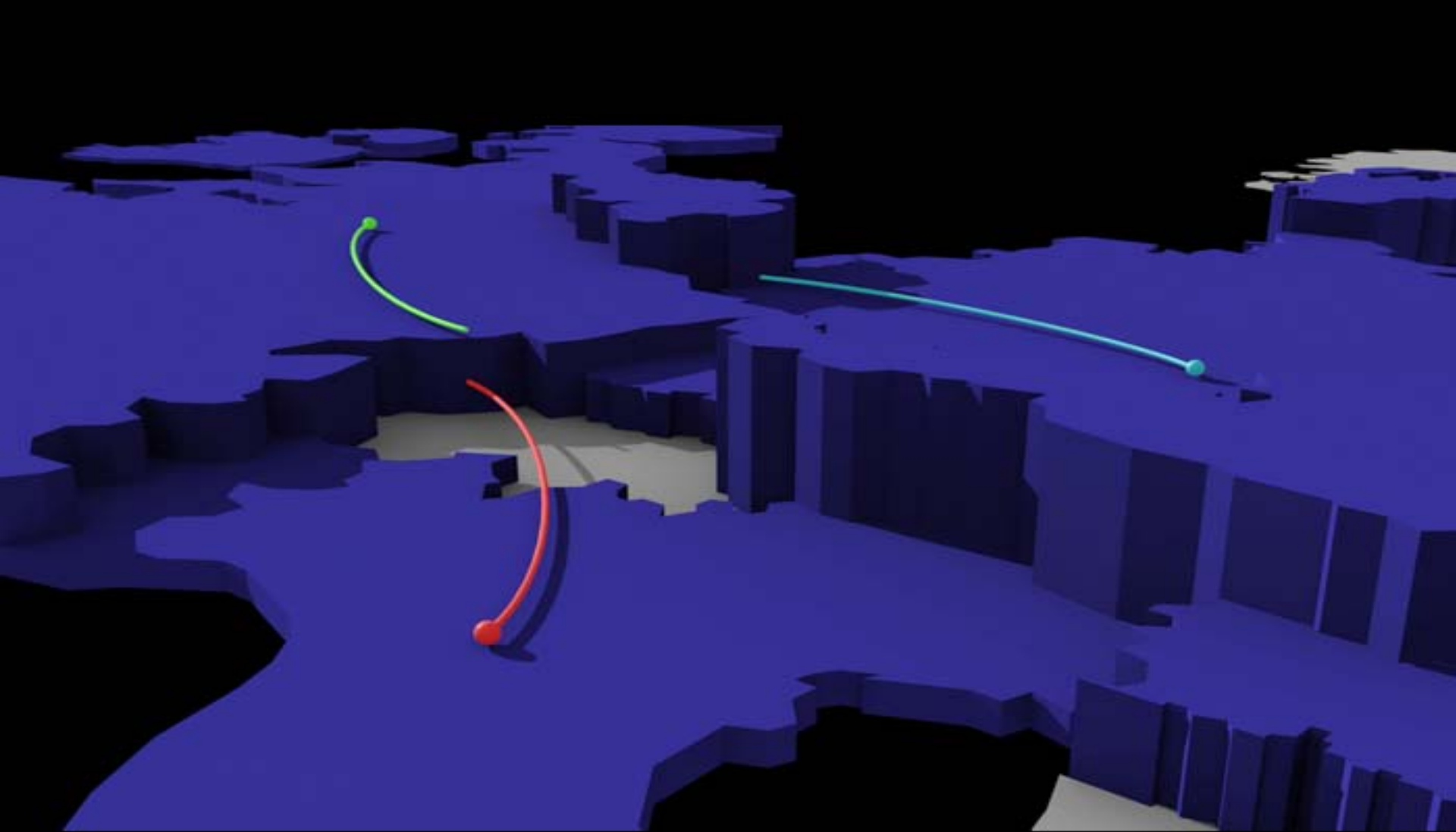SECURE IDENTITY ACROSS BORDERS LINKED +

ejustice

call 2010

SPOCS +

The challenge? Removing borders in a digital era!

"There is no such thing as unilateral interoperability"
Karel de Vriendt, IDABC Head of Unit, European Commission

Services are crucial to the European Internal Market

- Main driver of growth and jobs in Europe, representing around 70% of GDP and employment.

- Source of an impressive 95% of new jobs created in recent years.

- 4,4 million business in Europe have as their main activity the provision of services

- And new business startups can be more than 13% annually

- However... ... The (normalised) global ranking of Europe for the ease of starting up a business is 47 out of 146* (Source: World Bank's www.doiningbusiness.org)

- And the number of days can go from 4..... to 60!!!

Slovenia: *One-Stop-Shop for Businesses: e-VEM (not yet supporting services)*
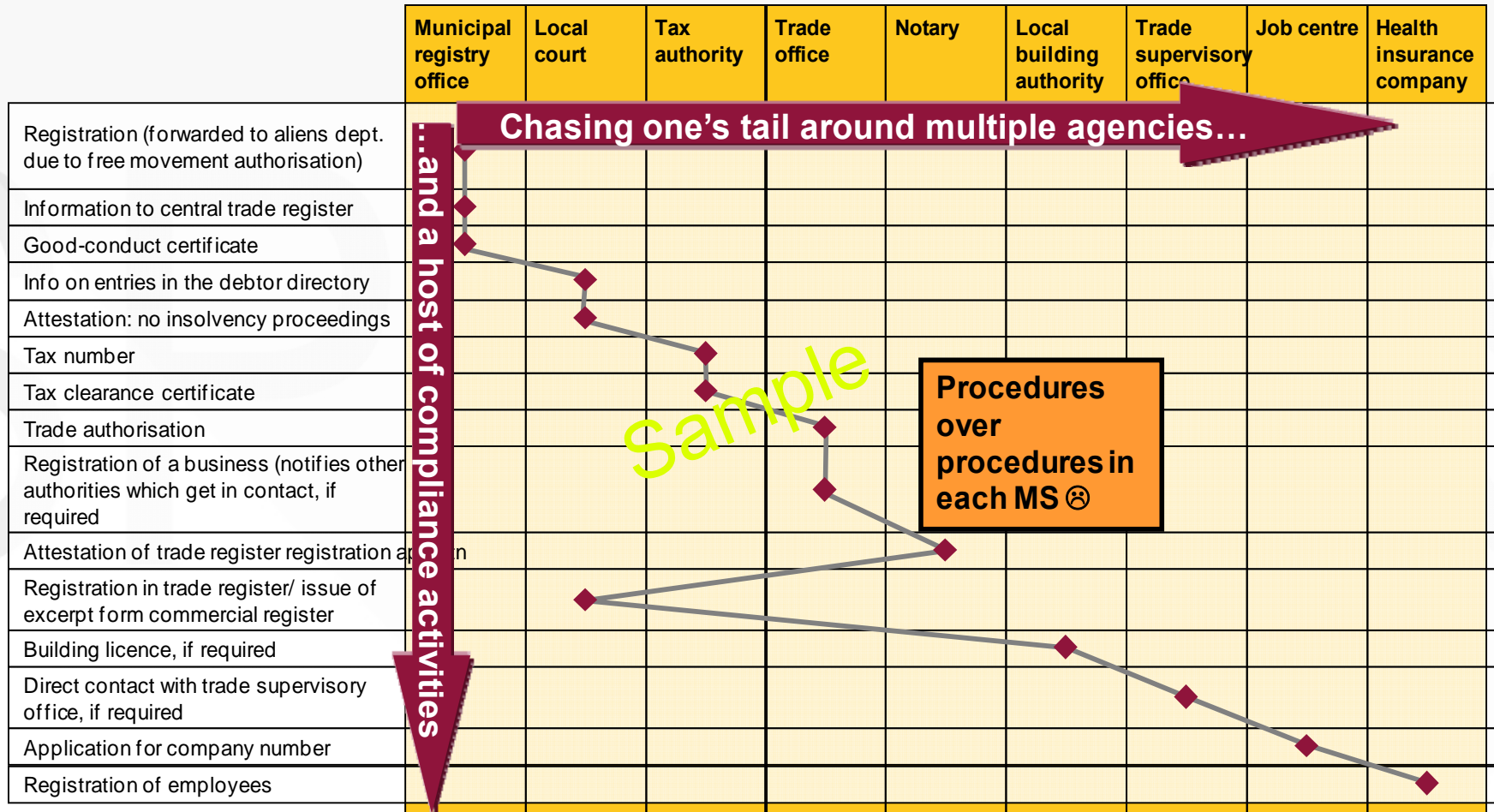
EU's objectives in terms of policy and governance

- ○ Need for "Transforming Public Services" - Manchester Ministerial eGovernment Conference in 2005.

- ○ Remove barriers to the internal market and reduce administrative bureaucracy – Lisbon Ministerial eGovernment Conference in 2007.

- ○ Mobility in the Single Market is reinforced by seamless eGovernment services for setting up and running a business … – Malmö Ministerial eGovernment Conference in 20079

The Services Directive is the driving force to achieve this!

...but is it easy to start up a business in another Member State?

… Now imagine a fictional city. Doing business in Europe is a challenging journey…

Chasing one's tail around multiple agencies…

...and a host of compliance activities

Sample

	Municipal registry office	Local court	Tax authority	Trade office	Notary	Local building authority	Trade supervisory office	Job centre	Health insurance company
Registration (forwarded to aliens dept. due to free movement authorisation)									
Information to central trade register									
Good-conduct certificate									
Info on entries in the debtor directory									
Attestation: no insolvency proceedings									
Tax number									
Tax clearance certificate									
Trade authorisation									
Registration of a business (notifies other authorities which get in contact, if required									
Attestation of trade register registration application									
Registration in trade register/ issue of excerpt form commercial register									
Building licence, if required									
Direct contact with trade supervisory office, if required									
Application for company number									
Registration of employees									

Procedures over procedures in each MS ☹

A waste of time and money

Is EU globally competitive? ?

Doing business in Europe….

Choosing competitiveness

- Improving offline services and taking them online can save up to 5 times the costs in administrative procedures
- Benchlearning projects show €12m administrative savings p.a for small countries for just one service
- With many business registrations in the EU annually it is important to make this easier

**Make it simple
for foreign and local businesses!**

Foreign Business Start-Up	Foreign Business Life Operations
Home Business Start-Up	Home Business Life Operations

… implementing Service Directive (2006)…

- Setting up **Points of Single Contact** (PSC) for Service Providers to set up a business and/or provide temporary services in all EU MS (Art 6 and 8 and others)

- The PSCs are acting as intermediaries between service providers and the national public administrations.

- The PSCs are "one-stop shops" that fulfil essentially the two following functions:
  - information dissemination and
  - procedure management/processing

Storitvene dejavnosti v Sloveniji

- **V vrhu po številu regulacij na ravni EU:** preko 400 poklicev (bistveno več kot povprečna članica EU)
- Seznami regulacij so **v večji meri nepopolni** in niso odraz dejanskega stanja.
- **Nepregledno** in predvsem **netransparentno** in administrativno obremenjujoče področje:
  - Iz **zakonodaje pogosto težko razbrati** na kakšen način so regulirana posamezna področja
  - **nenatančno oziroma površno zapisani pogoji** za opravljanje regulirane dejavnosti (pomešani pogoji in dokazila),
  - v podzakonskih ali občinskih aktih so nemalokrat dodatno (brez zakonske podlage) predpisani še **dodatni pogoji** (npr. oprema prostorov).
- Informacije o posameznih reguliranih področjih:
  - niso na eni točki, **niso pregledne** in **enostavne**, so **nepopolne**
  - informacije na spletnih straneh: GZS, Obrtno podjetniške zbornice Slovenije, Inženirske zbornice Slovenije (informacije nepregledne in nepopolne).
  - Za mnoga področja **ni informacij** preko spleta.

Akcijski načrt (junij 2010): Vzpostavitev poslovnega portala enotne kontaktne točke za podporo postopkom pridobivanja dovoljenj za opravljanje reguliranih dejavnosti v RS

SPOCS: Simple Procedures Online for Cross-border Services (CIP-ICT PSP 2008)

○ The objective is to build on MSs' activities as they implement Art. 8 and other appropriate articles of the Services Directive 2006/123/EC.

○ The aim <u>to provide complementary key interoperable building blocks</u>

○ The SPOCS consortium brings together 12 partners

☐ Member States: public administrations at national and local levels

☐ Universities

☐ IT service providers

☐ Private entities

☐ CapGemini is in charge of the management of SPOCS

12 consortium partners from 7 MS:

Bundesverwaltungsamt (DE), Capgemini (NL), Fraunhofer Institut FOKUS (DE), Gov2u (GR), Hansestadt Bremen (DE*), Hellenic Ministry of Interior, Decentralization and E-Government (GR*), InfoCamere (IT*), Instytut Logistyki I Magazynowania (PL*), Ministère du Budget (FR), Ministerie van Economische Zaken (NL), Siemens (DE), SPOCS.AT (AT*)

*) piloting MS

External stakeholders are organised in:

Large Scale Pilots group

Industry and Standards Bodies Group

New Member States

Business & Consumer End User Liaison Group

At a glance

- **Duration:**
  - ☐ 3 years (2009-2012)
- **Total cost:**
  - ☐ €14 million (€7 million funded by the European Commission)
- **Programme:**
  - ☐ ICT Policy Support Programme under the
  - ☐ Competitiveness and Innovation
  - ☐ Framework Programme (CIP)
- **SPOCS enlargement**
  - ☐ €5 million (€2.5 million funded by the European Commission)
  - ☐ 20 months

Today → Services Directive → SPOCS

(Hopefully) Compliance with the SD but still,…

- heterogeneous national systems
- no way using home infrastructures connected to services abroad
- barriers using eServices

Service Provider
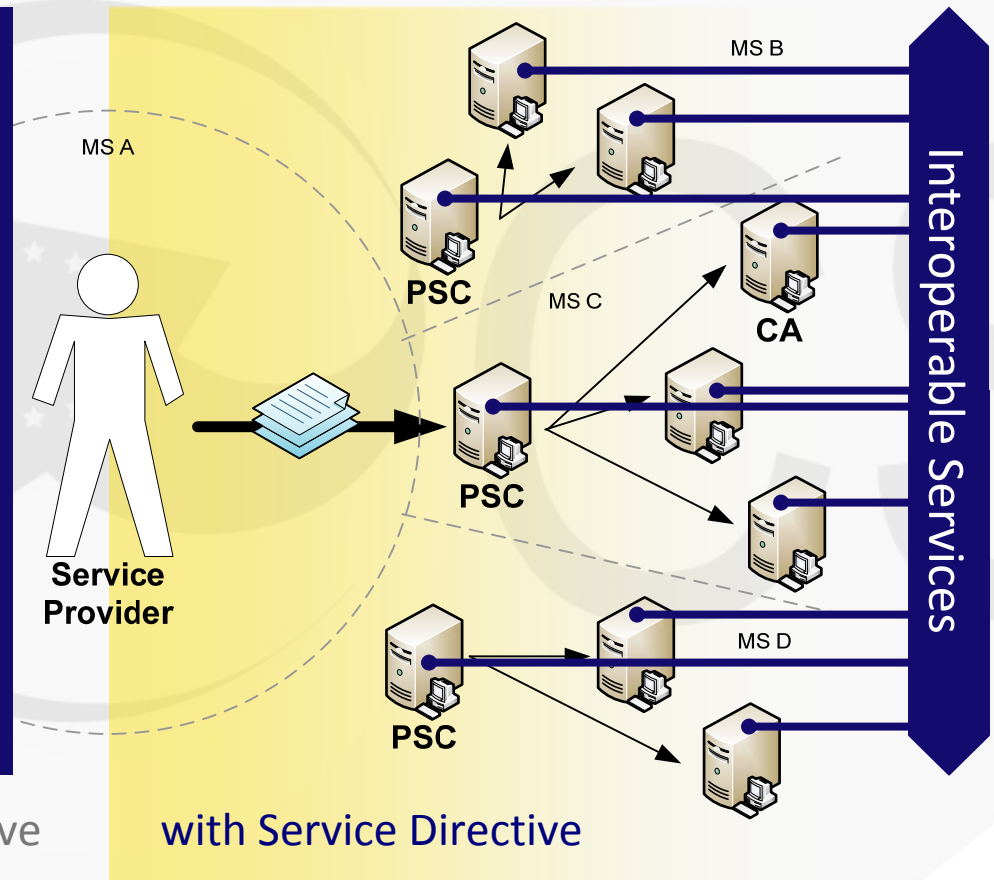
without Service Directive

with Service Directive

MS A

MS B

MS C

MS D

PSC

PSC

PSC

CA

Interoperable Services

How to achieve this?

Integration?

Interoperability!

No, but…

Example: e-Documents

Interoperability Aspects

- which formats and technologies

- how to ensure authenticity

- how to verify the issuer

- how to visually indicate
  official e-documents

CA issues a signed
e-Document

MS A

MS B

SPOCS
common
specifications
for authentic
e-Documents

CA

**Service
Provider**

SP provides signed
e-Document as proof

CA

**SPOCS eDocs
validation module**

without SPOCS

with SPOCS
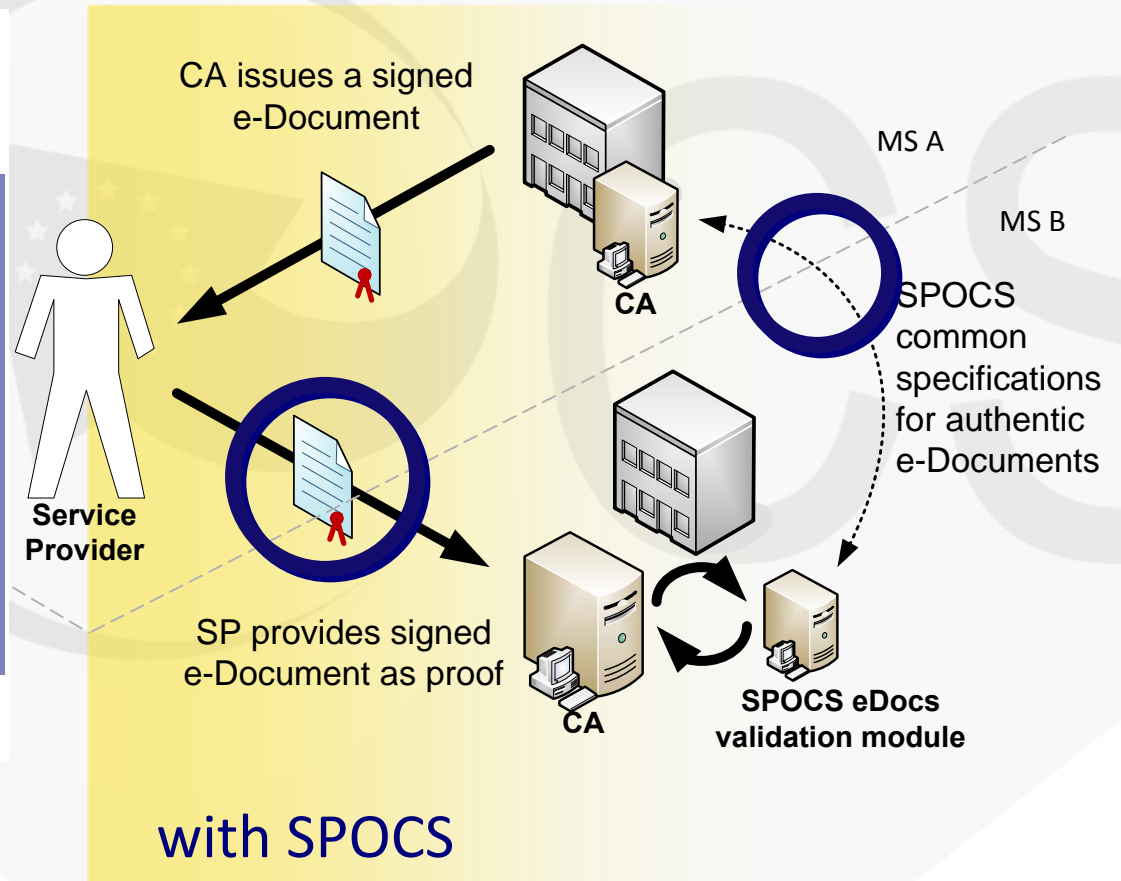
… other interoperability issues

- eSafe and access to registers
- Content syndication
- Multilingual issues and glossary
- eService Directories
- Experimenting with professions: Travel agents, Real Estate Agents, Architects, Master Builder
- Integration of STORK and PEPPOL deliverables

Where we started at….
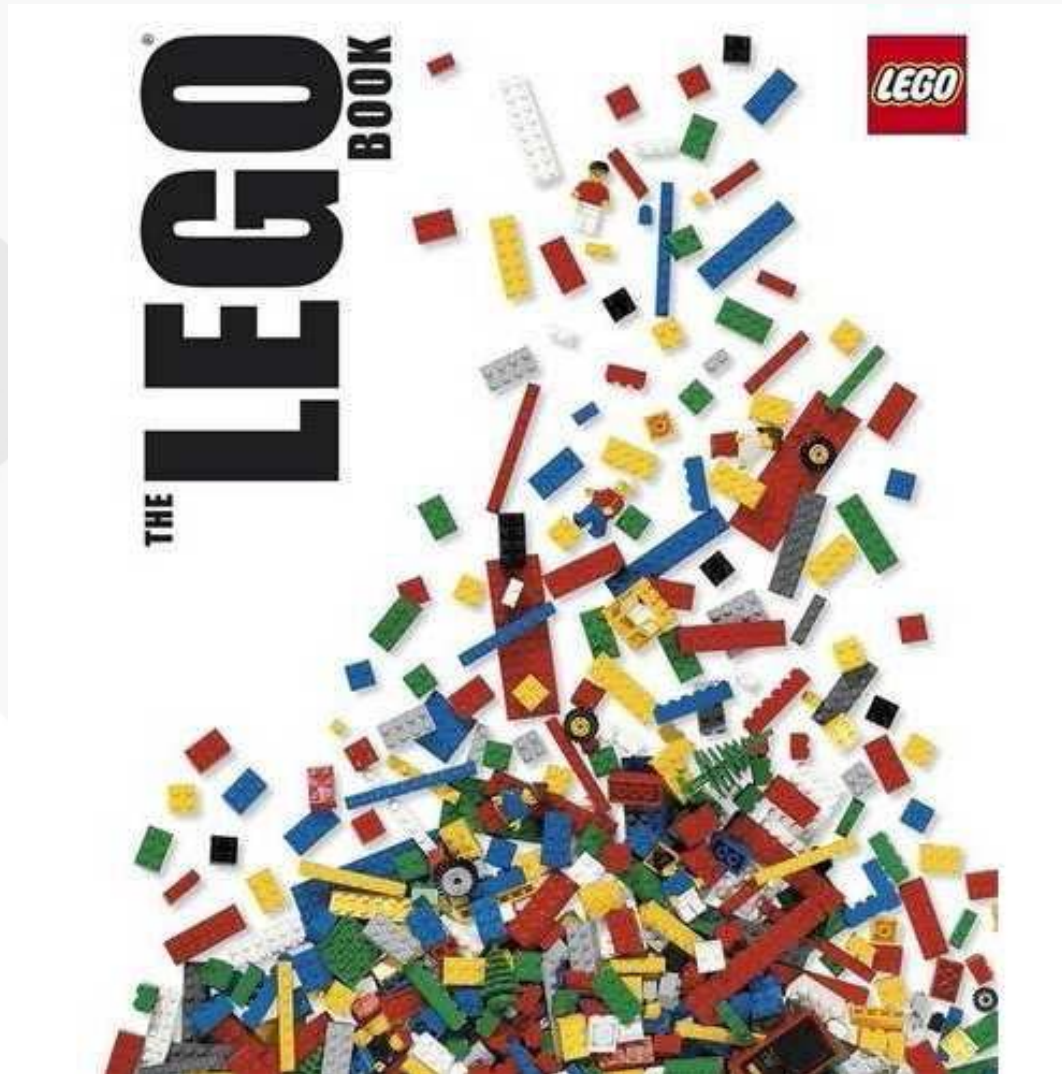
What we aim to accomplish…

The SPOCS methodology

> SPOCS will build upon existing solutions addressing notably:

- ☐ Identification and authentication
- ☐ Provision of supporting electronic documents
- ☐ Syndication of data and eDirectories
- ☐ Secure delivery and tracking data exchanges

> The specifications developed will be integrated and tested - development of a scalable Proof of Concept

- ☐ At least two professions
- ☐ At least two countries

Organization of work

- Elaboration of common specifications;

- Adoption of interoperability rules;

- Respect of the internal organization for MSs;

- Production of specifications on the basis of concrete service provider professions;

- Testing of the pertinence and the effectiveness of the suggested solutions.
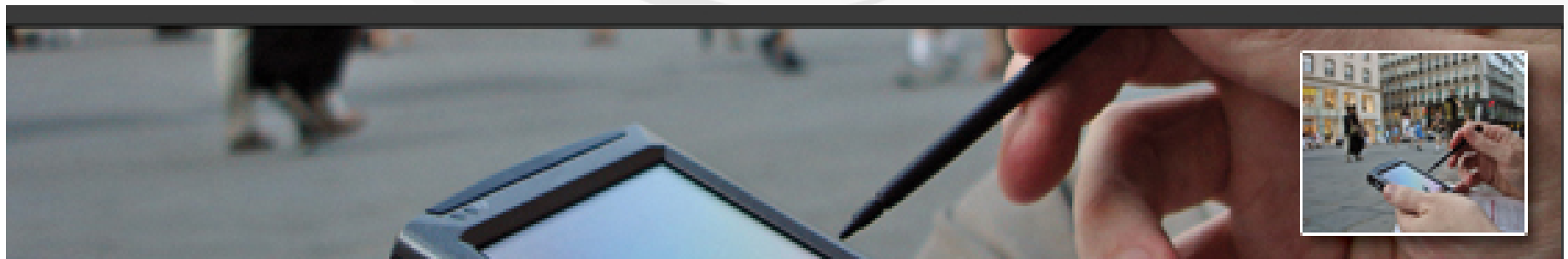
Opennes of the results

- Will the outcome of the Pilot only be available for me when I participate in the project or will it be available for all countries?
- How can we get it and how much does it cost?

Pilot aims at elaborating common specifications and organizational solutions relying upon **open standards** → Ensuring these are portable and reusable by all MS.

The particiapting companies participating must make a commitment **not to use propriety systems** → Building blocks will be published under a license compatible with the EU Public License.

Dissemination will be devoted to ensuring **all MS are associated with the development** → Enable them to put forward their constraints and prepare to take up the solutions developed
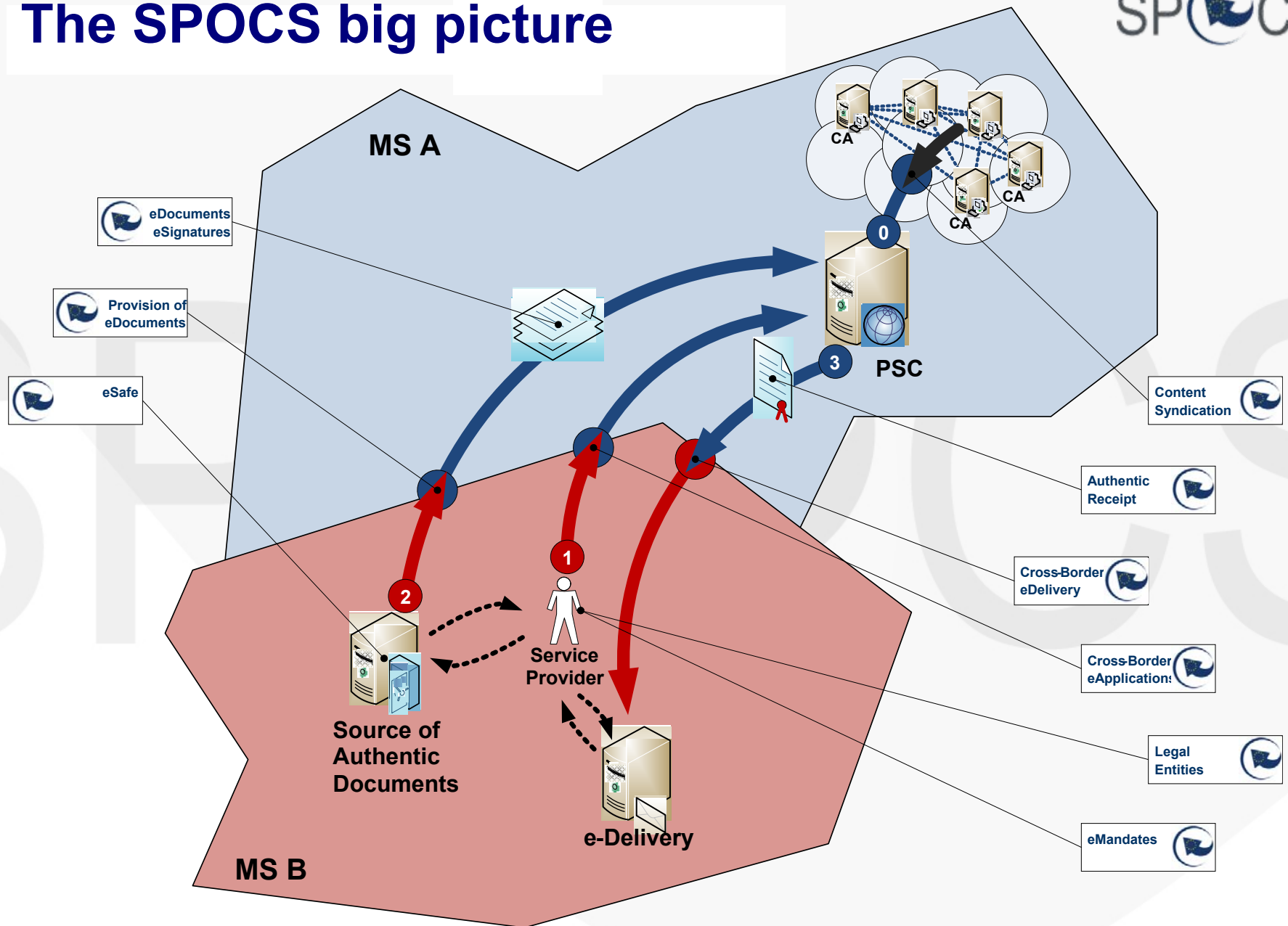
Typical Scenario

4 elementary Steps:

(1) Access Information

(2) Access eService

(3) Provide eDocuments

(4) Receive eDocuments

The SPOCS big picture

Quick overview of the Work Packages
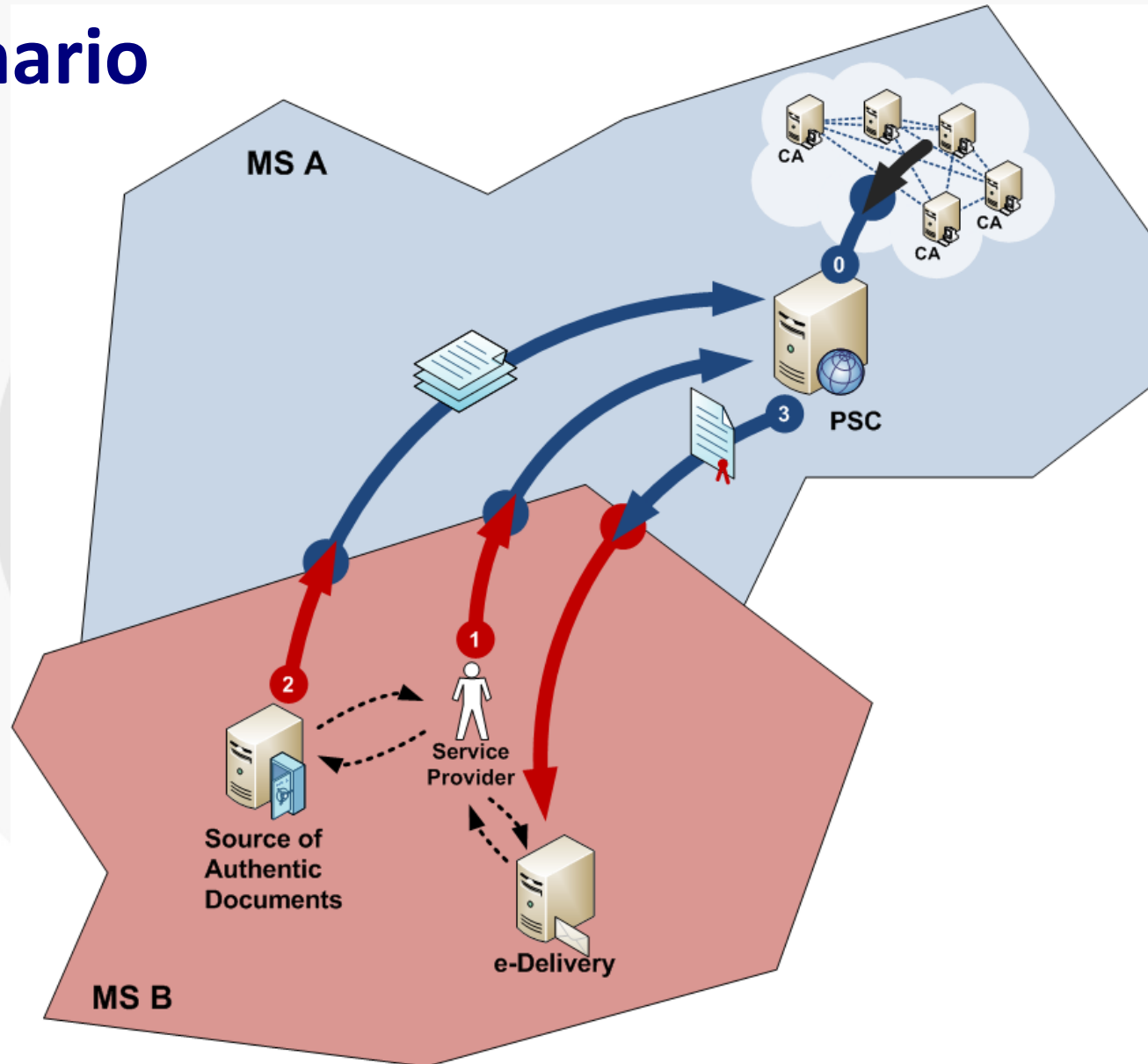
WP 1: Content syndication, multilingual issues and glossary
- To enable content syndication, related to glossaries and the multilingual reality.
- 27 different MSs, 23 different languages, 3 different alphabets – content syndication + multilingual issues must be qualified.

WP 2: eDocuments
- To enable understanding and recognition of eDocuments and their authentication and validation processes.
- Official eDocuments should be automatically processed regardless of its origin or language.

WP 3: Interoperable eDelivery, eSafe…
- Need for an integrated One-Stop Government approach to handle eDocuments in front and back office.
- Two major Elements: **eSafe** and **eDelivery**

WP 4: Interoperable eService Directories
- To enable definition and description of services to form a better understanding and recognition of eServices that are provided in different national service directories.

WP 5: Piloting with professions
- Leveraging the results achieved in the work packages WP1 – WP4, WP5 allows the experimentation with real cases focusing on two (or more) professions. This enables the validation of the overall design and implementation, and demonstrates the synergies among the individual WPs.

WP 6: Awareness raising, dissemination, stakeholder groups engagement and growing communities of practice
- To create sustainable innovation potential in the PSC Communities of Practice.

WP 7: Project administration
- The overall goal of WP7 "Project administration" is to coordinate and manage the project, to ensure timely achievement of project goals in a high quality and within budget, to carry out internal project reporting and reporting towards the Commission, and to coordinate the external project relations.

Structure of the work for the SPOCS project
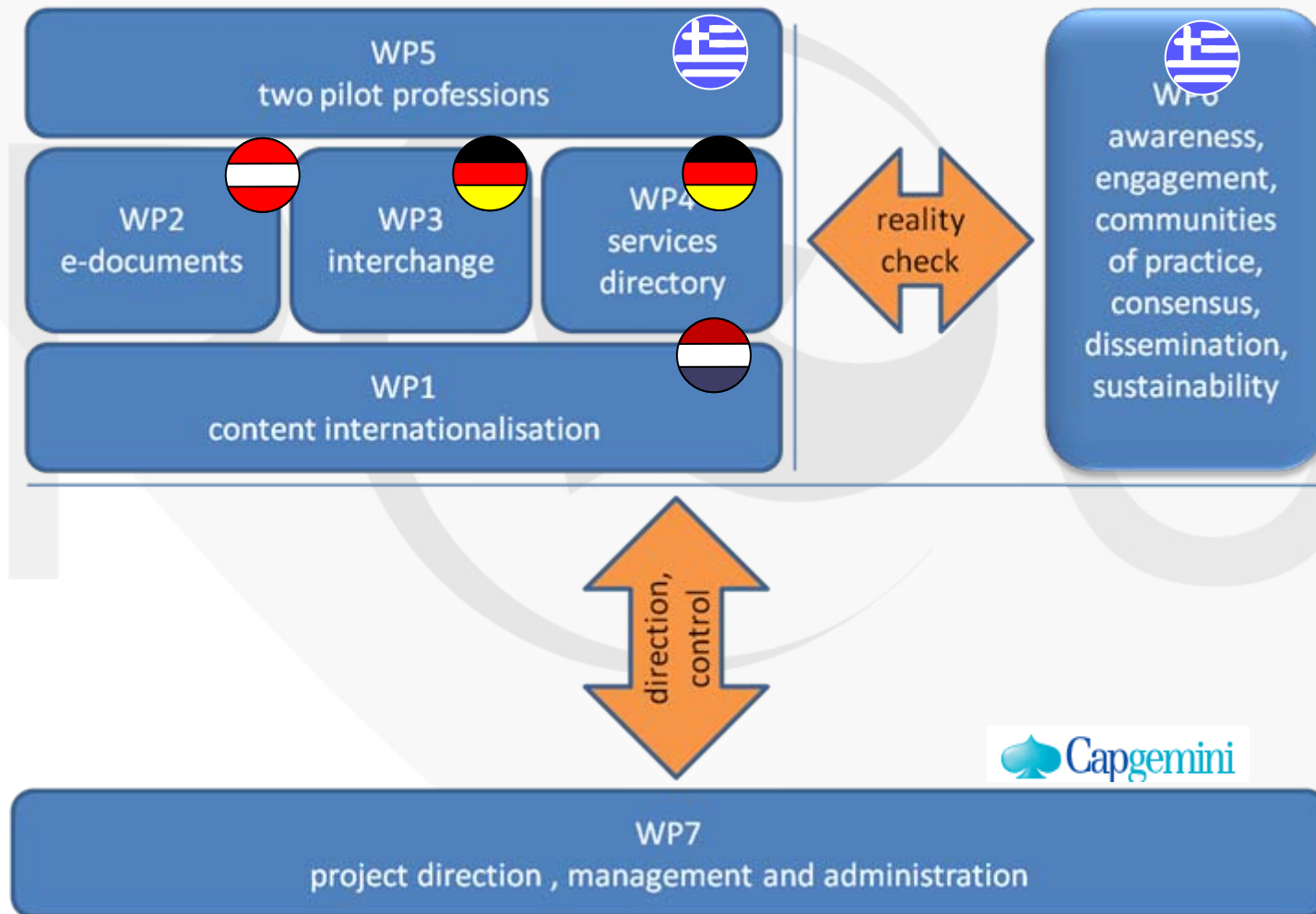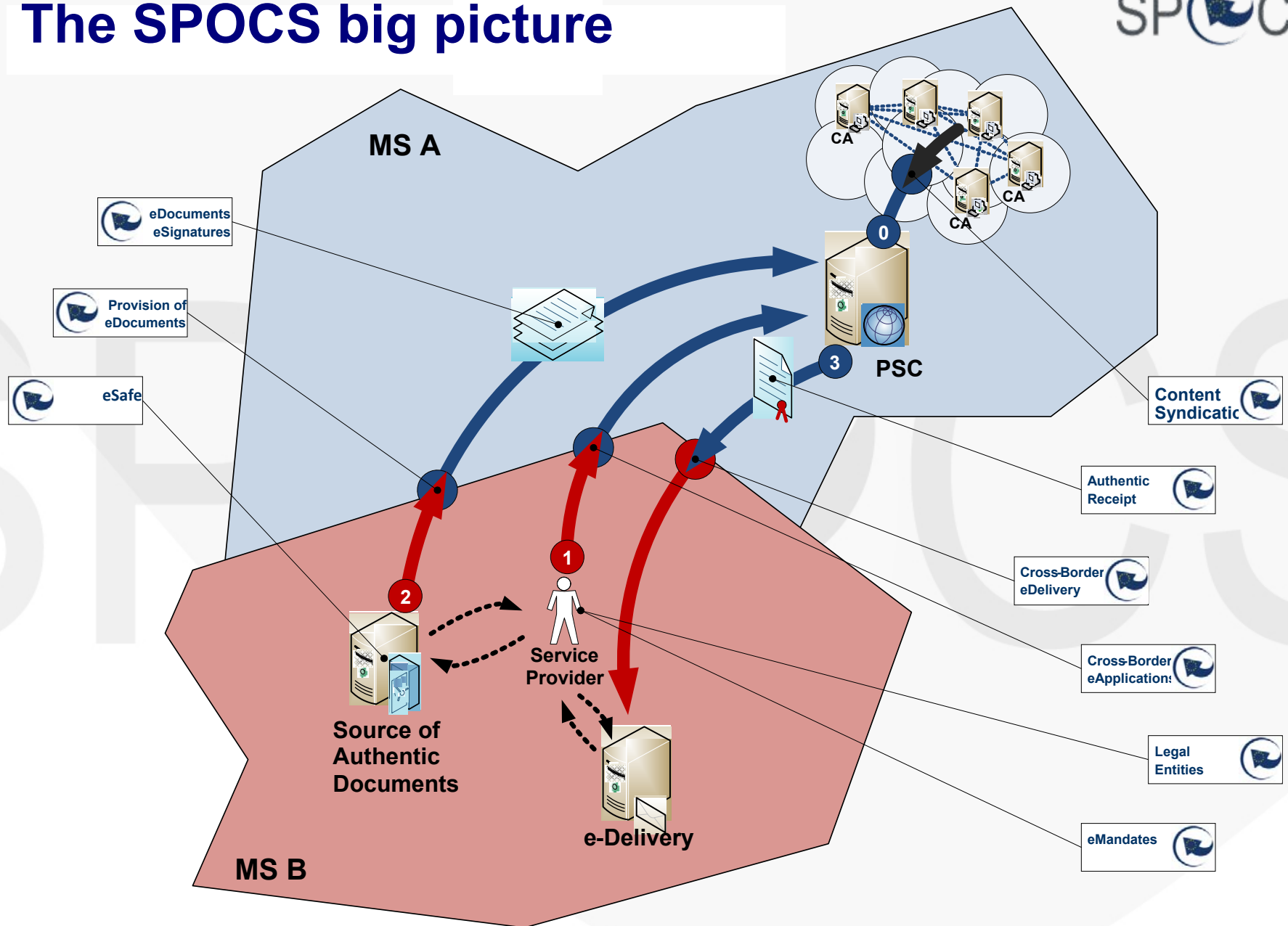
WP1: Content syndication, multilingual issues and glossary

- <u>Overall objective:</u> enable content syndication, related to glossaries and the multilingual reality.

The SPOCS big picture

WP1: Content syndication, multilingual issues and glossary

- **27 different MSs, 23 different languages, 3 different alphabets** – content syndication + multilingual issues must be qualified.

- Cross-border content syndication's effective implementation **needs common ground based** on national best practices and open specifications.

- Syndication is used to supply SPOCS enabled PSC's the metadata on **the available licenses, procedures and other relevant information available from competent authorities**.

WP1: Objective

The vision to achieve a standard for enabling cross border meta data searches.

SPOCS enabled Point of Single Contact (PSC) to contain information that can lead a service provider to the place where he needs to be and to find what he is looking for.

For the SPOCS pilot, but also for future use.

1. Evaluation of national solutions for syndication
2. Definition of specifications
3. Definition of tools to support the implementation of syndication mechanisms
4. Definition of possible tools for semantic mapping
5. Validation modules for validating syndication feeds

WP1: First conclusions

Syndication process varies considerably
    ☐ Often automated, but sometimes still manual

When automated, based on similar technology

Very limited:
    ☐ Support for multiple languages
    ☐ Use of semantic technology

Technology ….

Transport: In all member states, content syndication uses popular Internet protocols and as such does not require a dedicated physical network, which eases deployment.

Data Structure Format: In all member states, content syndication is based on exchange of XML documents. Some solutions use XML-based standards.

Syndication standards – XML based formats:
RSS, Atom
Semantic technologies (TM, RDF)

WP 2: eDocuments

- <u>Overall objective:</u> enable understanding and recognition of eDocuments and their authentication and validation processes.
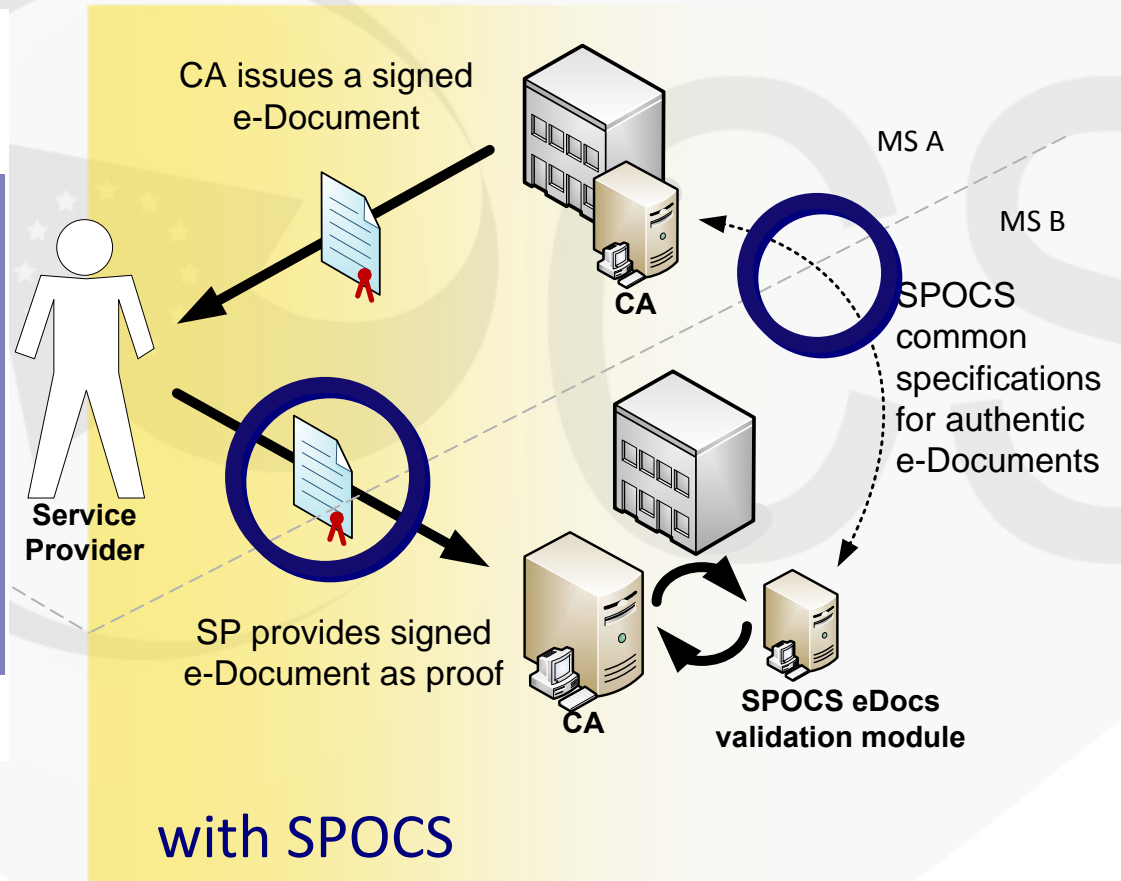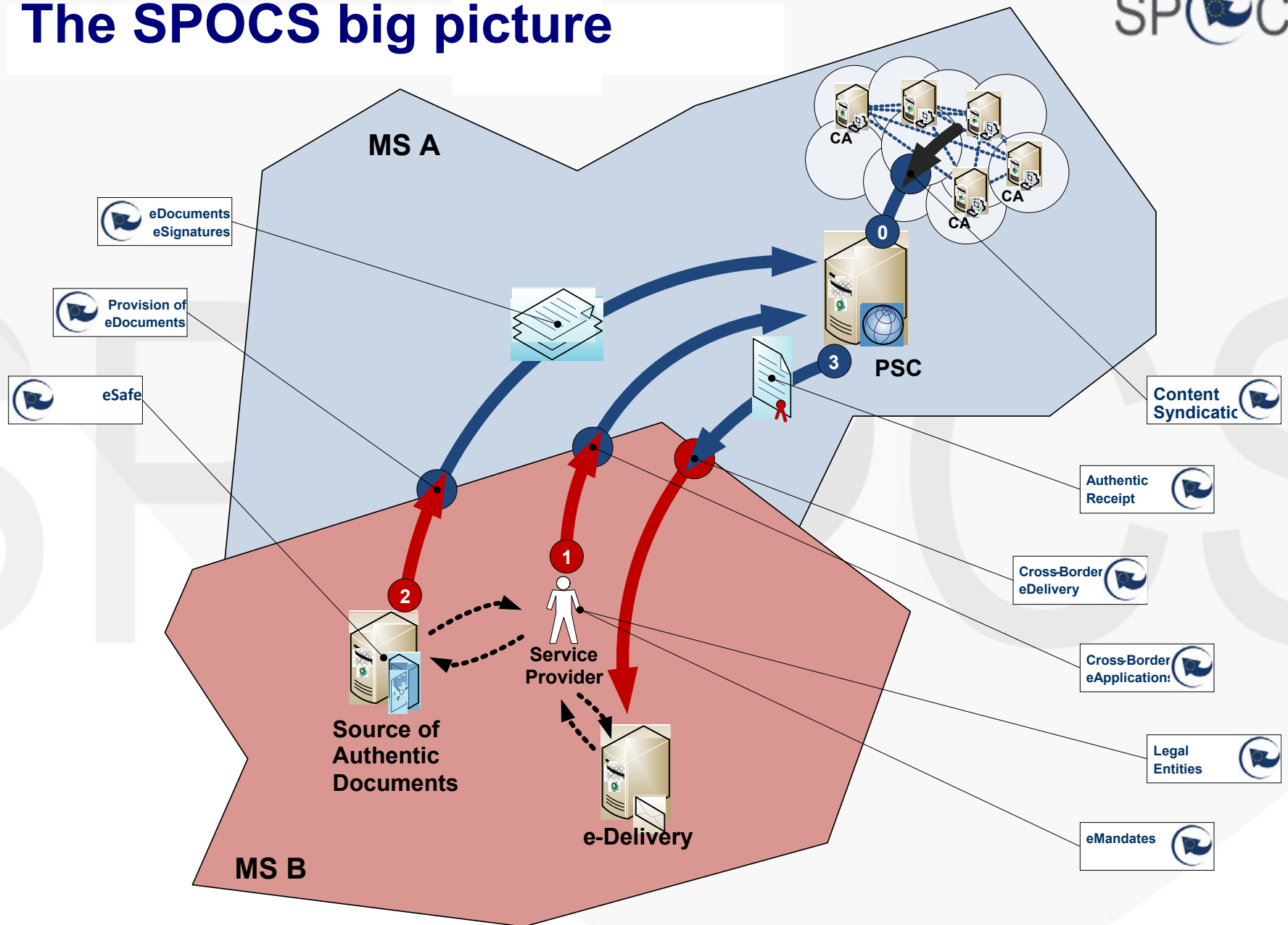
Example: e-Documents

Interoperability Aspects

- which formats and technologies

- how to ensure authenticity

- how to verify the issuer

- how to visually indicate
  official e-documents

CA issues a signed
e-Document

MS A

MS B

CA

SPOCS
common
specifications
for authentic
e-Documents

Service
Provider

SP provides signed
e-Document as proof

CA

SPOCS eDocs
validation module

without SPOCS

with SPOCS

The SPOCS big picture

MS A

eDocuments
eSignatures

Provision of
eDocuments

eSafe

CA

0

PSC

3

Content
Syndication

Authentic
Receipt

Cross-Border
eDelivery

Cross-Border
eApplications

Legal
Entities

eMandates

2

1

Service
Provider

Source of
Authentic
Documents

e-Delivery

MS B

WP 2: eDocuments

- Official eDocuments **should be automatically processed** regardless of its origin or language.

- Major interoperability challenge: eDocuments accompanying an application **vary significantly**.

- eDocuments need to **be understood** by PSCs, CAs and Service Providers

- eDocument authenticity **needs to be validated** respectively.
  - ☐ Verify the **issuer** (origin) of eDocuments
  - ☐ Verify that eDocuments have not been **modified**

- Necessity of moving towards interoperable eDocuments:
  - → SPOCS is developing: **interoperability models** and **common specifications**
  - → this will assist **convergence** and reduce **heterogeneity**

Scope of WP2

- Overview on e-Document standards/specifications processed by the pilot scenarios
    - → *provides a basis for common specifications*

- Common specification on e-Documents
    - → *pilots' e-documents will base on it*

- Providing Open Source Software Modules for processing e-Documents
    - → *pilots will use these modules for processing/verifying e-documents following the common specifications*
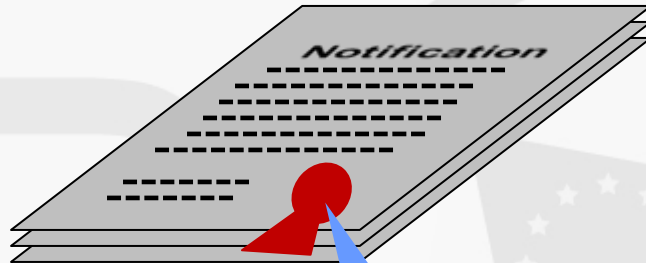
Not only for pilots but also for future use
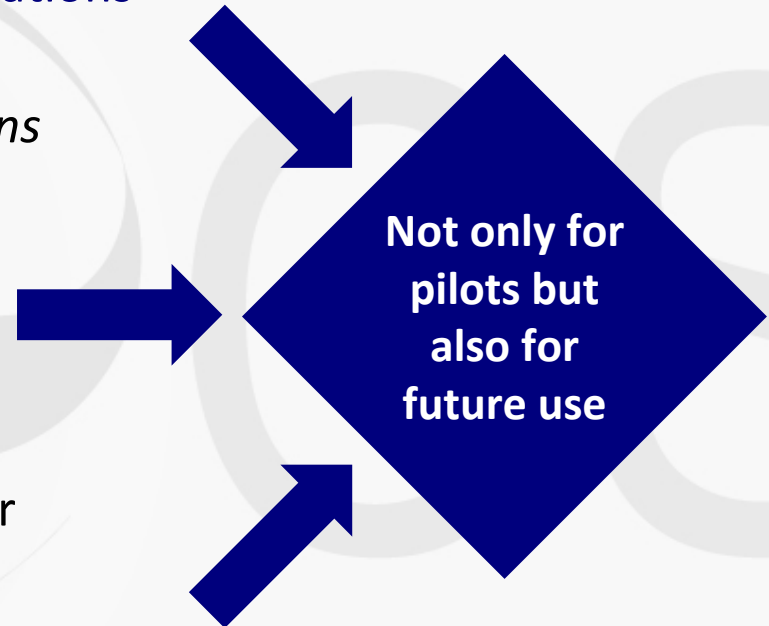
Logical Structure - Overview

- **Based on the findings of PEPPOLs VCD**
  - □ → similar but more flexible multi layered interoperability model

- **Multi-layer Container**

- → **O**mnifarious **C**ontainer-format for e**D**ocuments (OCD)
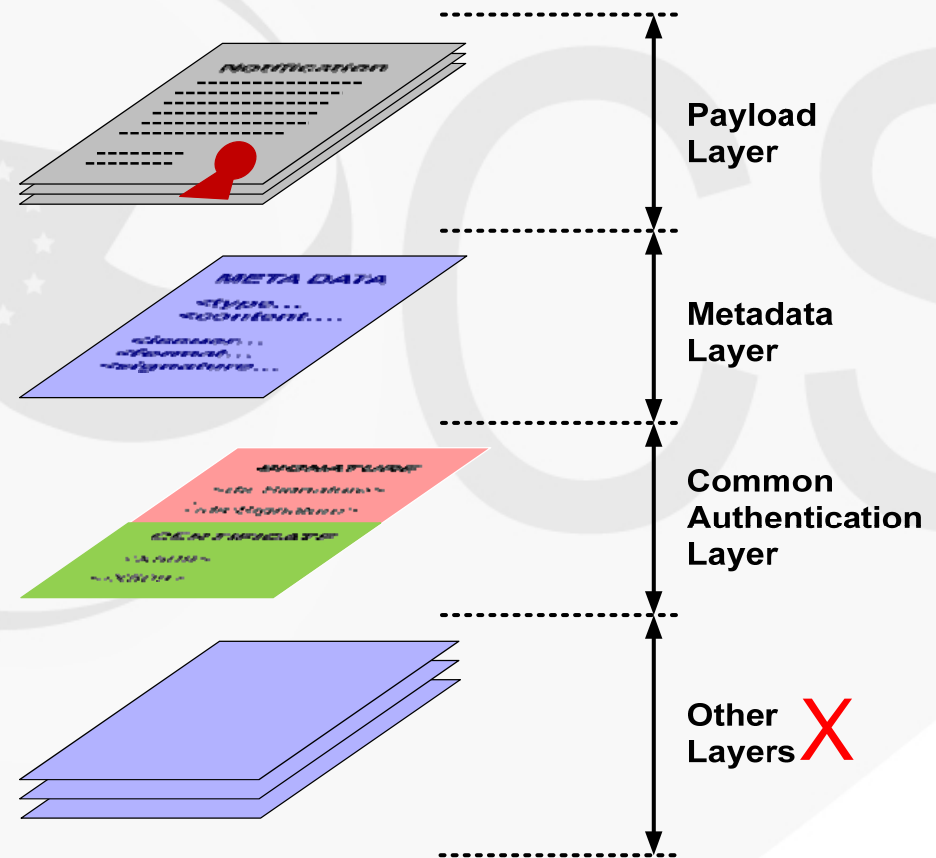
Payload Layer

Metadata Layer

Common Authentication Layer

Other Layers X

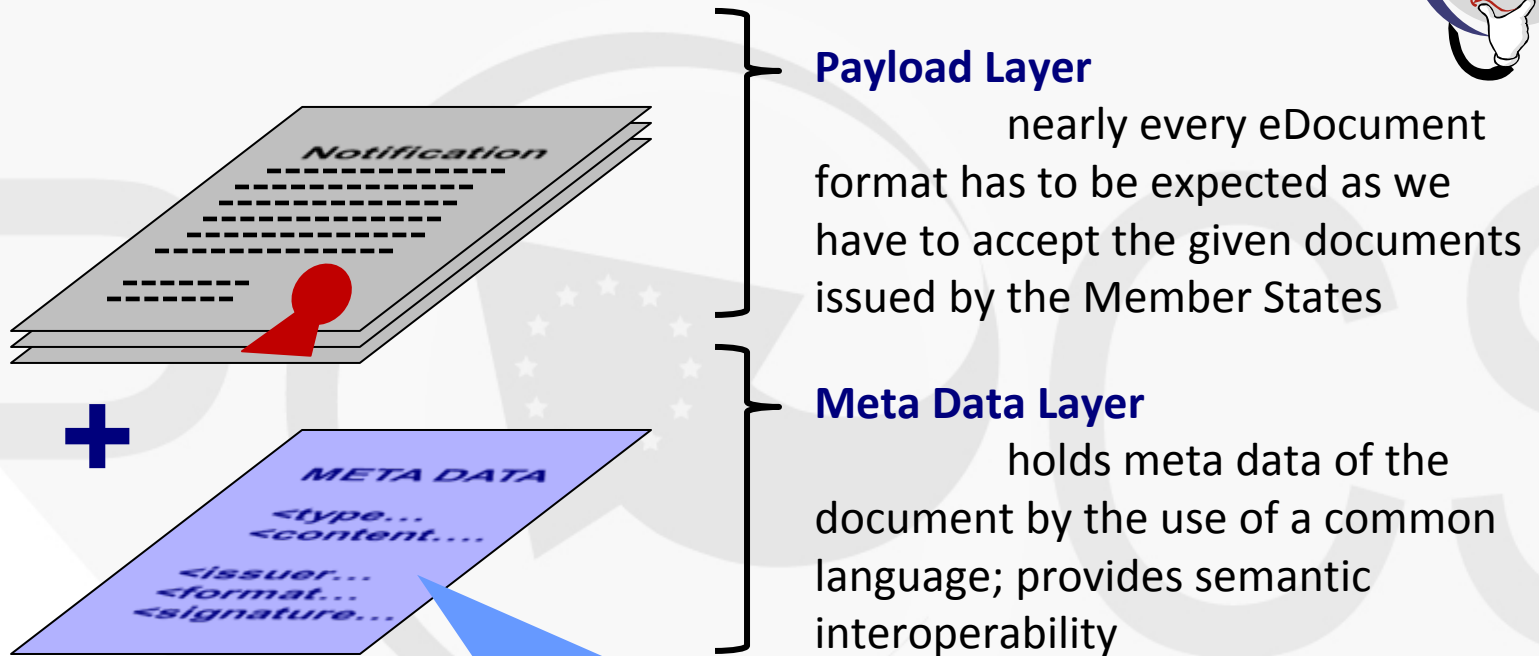# Multi-Layer Container Format

Payload Layer

    nearly every eDocument format has to be expected as we have to accept the given documents issued by the Member States

- various formats

- may be signed by the issuing authority (official signatures)
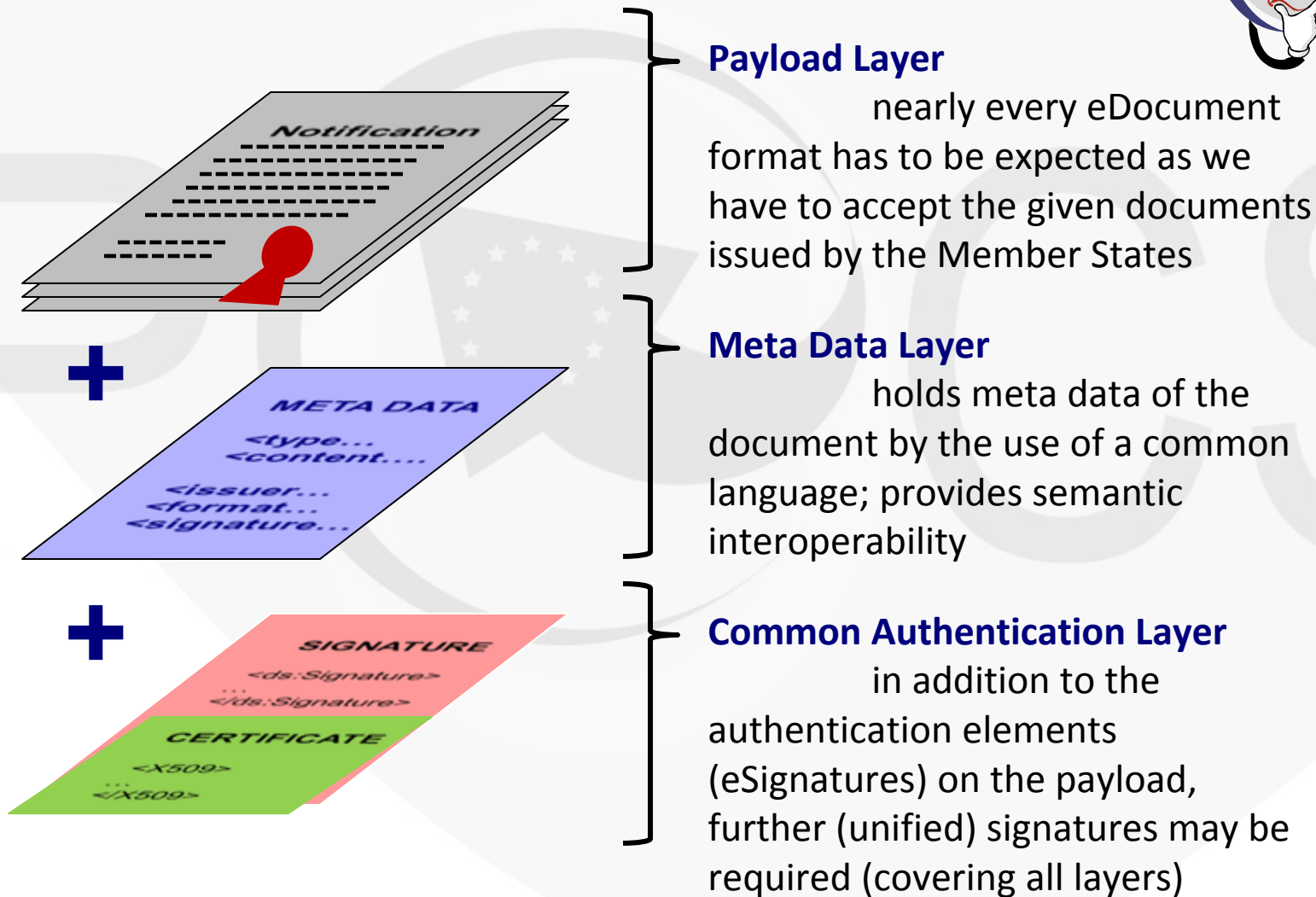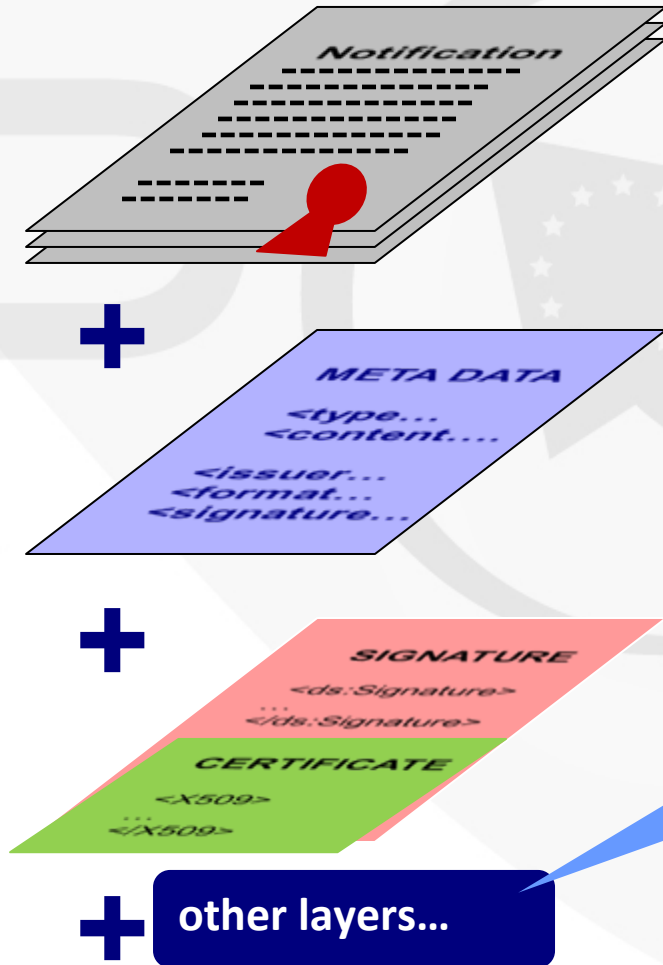
Multi-Layer Container Format

Payload Layer

nearly every eDocument format has to be expected as we have to accept the given documents issued by the Member States

Meta Data Layer

holds meta data of the document by the use of a common language; provides semantic interoperability

For example:

- issuer and owner of document

- type of document

- authentication methods and validation information

Multi-Layer Container Format

Payload Layer

nearly every eDocument format has to be expected as we have to accept the given documents issued by the Member States

Meta Data Layer

holds meta data of the document by the use of a common language; provides semantic interoperability

Common Authentication Layer

in addition to the authentication elements (eSignatures) on the payload, further (unified) signatures may be required (covering all layers)

Multi-Layer Container Format

For example:

- attachments

- etc.

Additional layers are optional.

Where is the container used?

Omnifarious Container-format for eDocuments
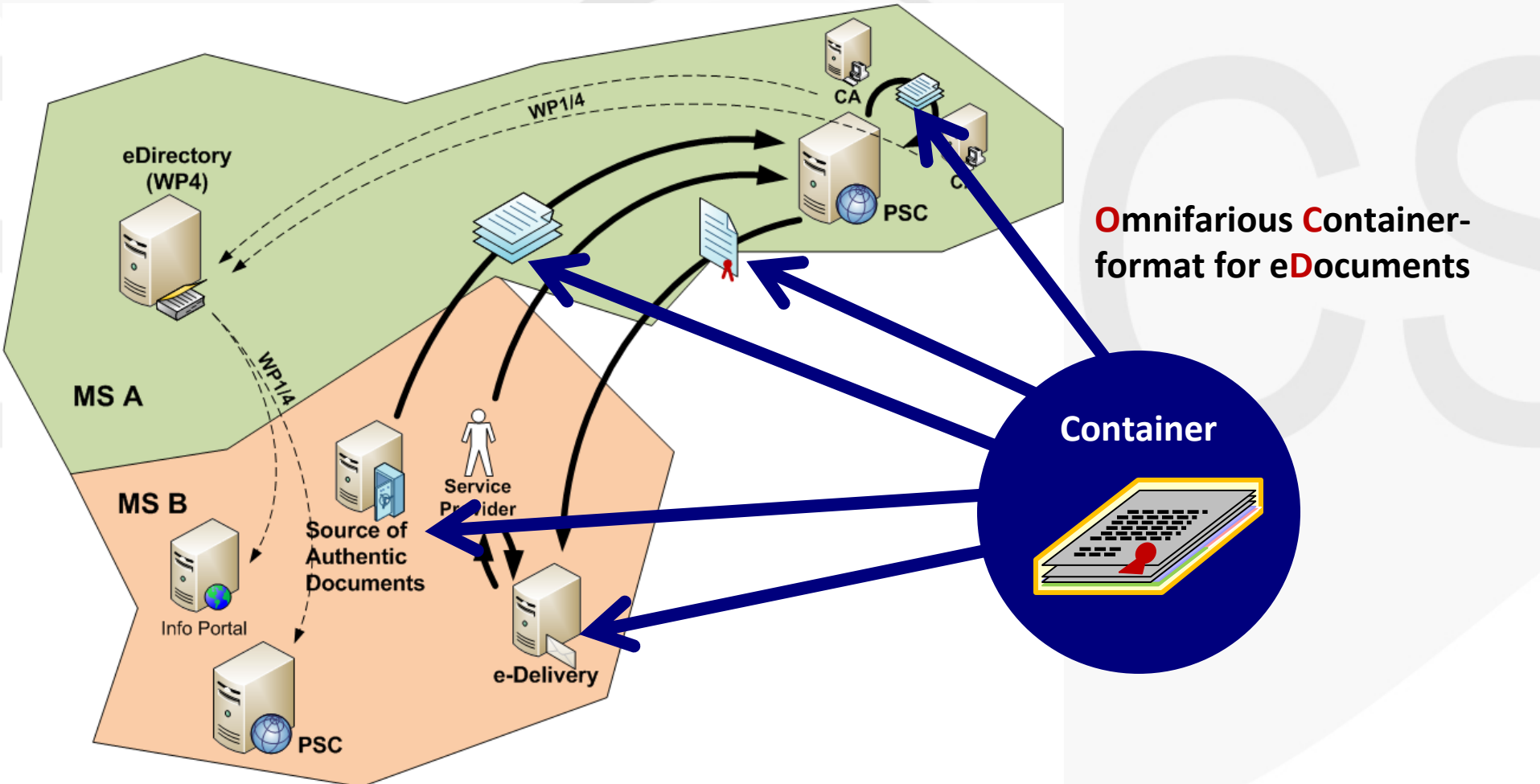
Physical Structure (1)

- Two ways for implementing an OCD container
  - Based on PDF files
  - Based on ZIP files
- PDF file
  - Using PDF file attachments
  - → Coversheet and documents, metadata are added as file
  - MIME Type: application/OCD+PDF
- ZIP file
  - Using OCF (from Open eBooks)
  - OCF defines a ZIP file containing a file system structure
  - MIME Type: application/OCD+ZIP

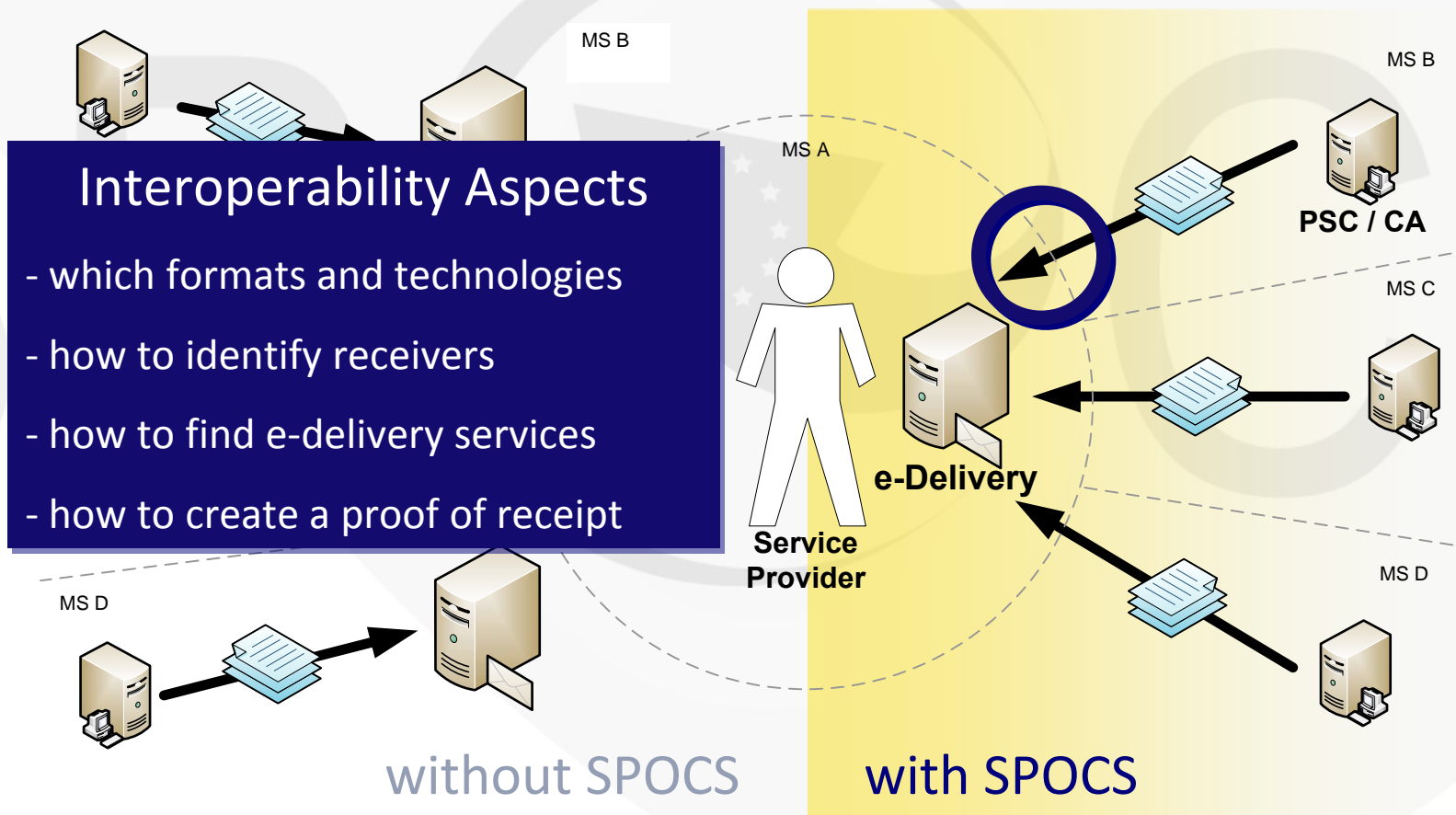Accessible through Standard Applications!

Open Source Software Modules

- Two Modules to be implemented:
  - ☐ Standard Document Processing Module
  - ☐ Standard Document Authentication Module

- Should deal with eDocuments according to the Common Specification for eDocuments

WP 3: Interoperable eDelivery, eSafe…

■ <u>Overall objective:</u> to enable understanding and recognition of eDelivery systems in different member states.

Example: e-Delivery

Interoperability Aspects

- which formats and technologies

- how to identify receivers

- how to find e-delivery services

- how to create a proof of receipt

without SPOCS

with SPOCS

WP 3: Interoperable eDelivery, eSafe…

- Need for an integrated One-Stop Government approach to handle eDocuments in front and back office.

- SPOCS will provide solutions such that CAs and PSCs of one Member State can effectively communicate the outcome of an administrational procedure (usually eDocuments) to a Service Provider or agency in another Member State.

- Two major Elements: **eSafe** and **eDelivery**
  - ☐ eSafe allows storage + encryption of eDocuments.
  - ☐ eDelivery provides a secure and reliable transfer of documents including a qualified proof of receipt
  - → important role of eSafe and eDelivery:
    the interoperability & transferability of its content.

- foreground developed in PEPPOL (infrastructure and eSignatures) and STORK (eID and eDelivery).

WP3 - E-Delivery: „Closed" Communication Domains

- Solutions not designed for cross-border /-solution message exchange

- Each solution is based on initial registration of communication network participant registration (by different means)
  - ☐ Attributes required per participant differ, certain overlaps exist
- Subsequent authentication for access is based on different means with overlaps, too

WP3 - E-Delivery: Architecture Design Essentials

- Interop framework interconnects national solutions of different technologies and security features
  - ☐ Should **require absolutely minimal changes** for existing solutions
  - ☐ **Gateway approach chosen**
- Mutual trust establishment between eDelivery Management Domains (MD) via „SPOCS-TSL"
- Offer o n e interface solutions can seamlessly connect to via appropriate adapter/gateway
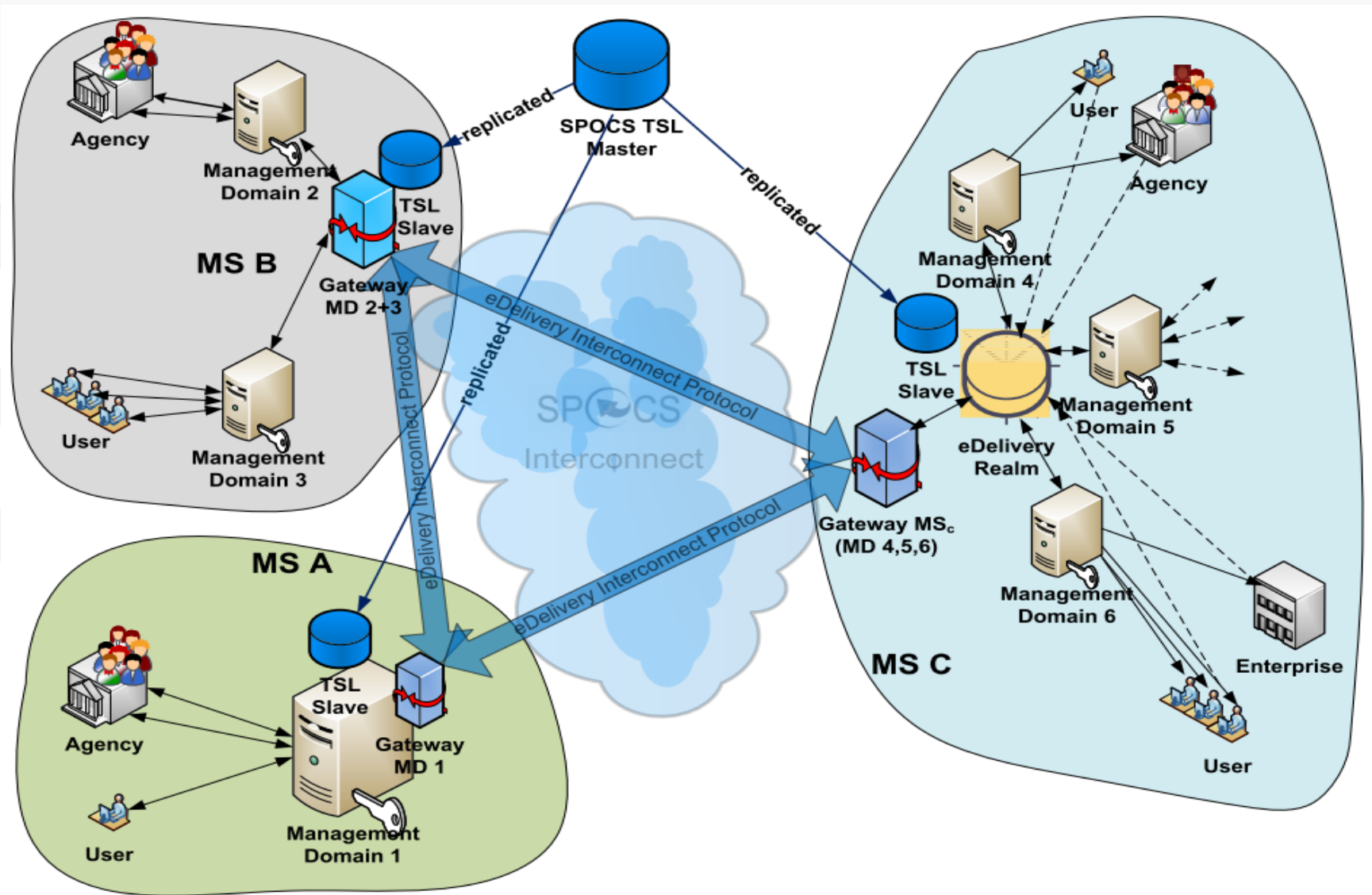
WP 4: Interoperable eService Directories

- <u>Overall Objective:</u> to enable definition and description of services to form a better understanding and recognition of eServices that are provided in different national service directories.

- For the implementation of the EU Service Directive it is necessary to find
  - → appropriate points of single contact
  - → responsible public agencies for the processing of applications

- SPOCS will focus on structuring and seamlessly connecting resources and systems (i.e directory services / relational databases) containing information about authorities and services.

And the SPOCS pilots are the proof of the pudding…

WP 5: Experimenting with Professions

<u>Overall objective:</u> to experiment with the provision of services related to two professions.

Real cases of two professions use and customization of:

- the syndicated content

- the eDocuments

- the service provision environment, e.g.

  - □ implemented / deployed operations,

  - □ populated eDocument safe,

  - □ monitoring and time stamping functionality for the transactions,

  - □ cross-border use of electronic signatures

  - □ cross-border eDelivery

- the workflows, the information systems, the legal framework, the model processes, eDelivery and the content of the eSafe.

The current pilots

Pilot 1: Travel Agents
Pilot 2: Real Estate Agents

And potential extra pilots

Option 1: Master builders
Option 2: Cleaners

And pilots are more than technical and procedural tests…

It's about:

- Testing the solutions (modules / standards / protocols) for a certain profession in at least two the same countries
- Profiling the SPOCS interoperability layer as a pan-European solution to enhance the feasibility of doing business in your country
- Showcasing the professions that have been selected
- Engaging businesses in your country
- …..

And actually getting new businesses to start up in your country

Current areas of interoperability activity in the EU
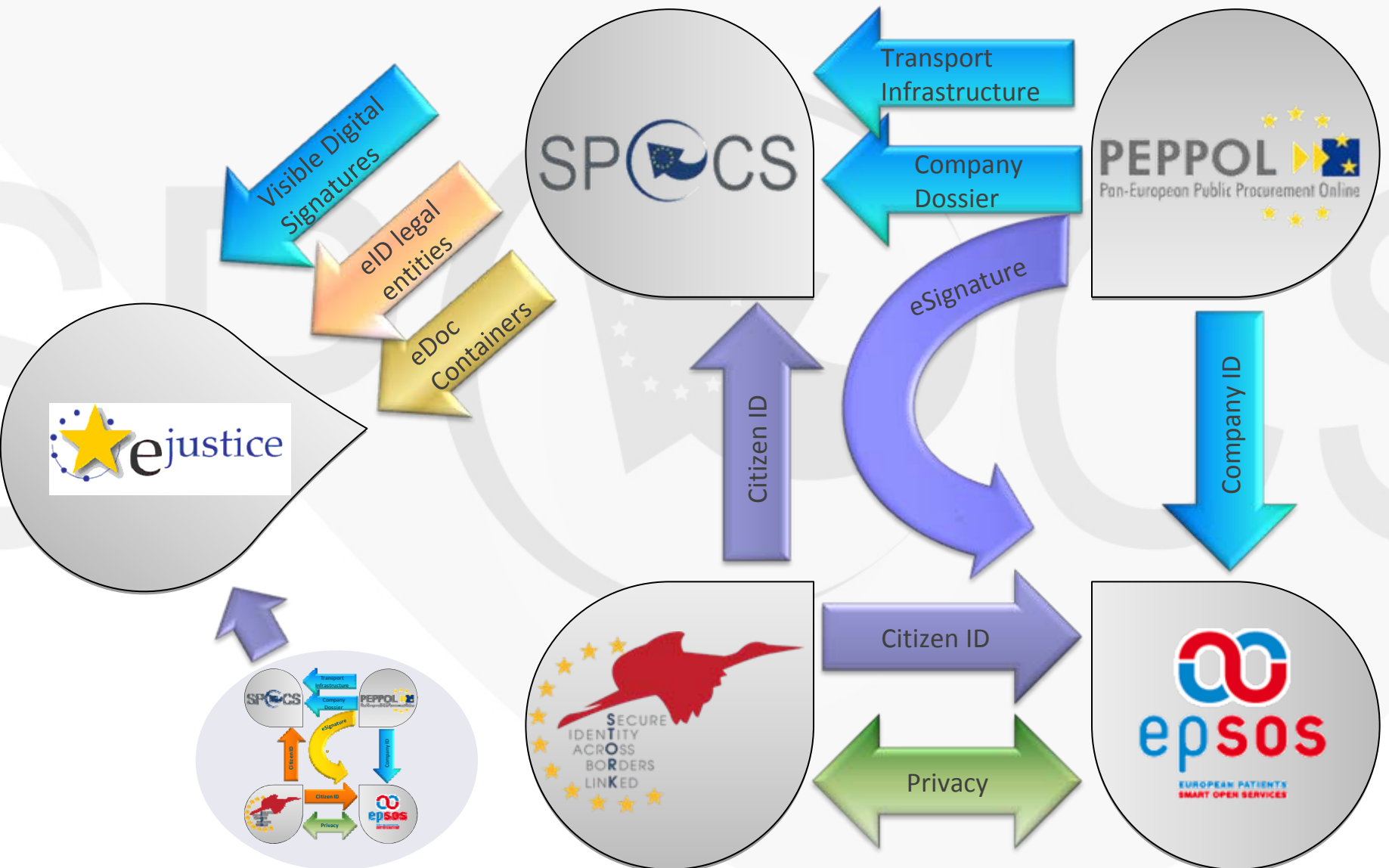
Why is SPOCS important?

- **Cut red-tape**, increase **transparency** for undertakings and service recipients, and streamline electronic procedures
- Administrative simplification and modernisation will enable you to **save money** and use the resources more efficiently
- **Improve efficiency** of cross border cooperation between Member States -Foster pan EU cooperation
- Increase **cross border activities**
- **Less misuse/ fraud**
- Improve **usability** and attractiveness of PSC's
- Foster **competitiveness**
- Achieve **interoperability**

We're all working towards realizing true benefit in the EU…

Participation

Stakeholder Groups:

- Member States group
- New Member States
- Large Scale Pilots group
- Industry and Standards Bodies Group
- Business & Consumer End User Liaison Group

The SPOCS Enlargment

- 9 new European countries:
  Lithuania, Luxembourg, Malta, Norway, Portugal, Romania, Sweden, Slovenia, the United Kingdom, The European Business Registries

- 2 Italian Chambers of Commerce

Kick off meeting in November 2010

- Status:

Common specification – under open consultation

Further information visit our website

www.eu-spocs.eu

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SPOCS is an EU co-funded project CIP-ICT PSP-2008-2 nº 238935