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

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in upravne procese
The EU has a new “Malmö Declaration”..... and a new digital agenda

**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

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"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

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.
European Commission:
Information society development

Policy
R&D innovation
Good practices and Implementation
Structural funds

Digital Agenda for Europe
ICT PSP
eGovernment
Information Society Technologies
FP7
Interoperability Solutions for European Public Administrations

SPOCS is an EU co-funded project CIP-ICT PSP-2008-2 n° 238935
COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP) - ICT POLICY SUPPORT PROGRAMME (ICT PSP)

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 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”
- 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

**call 2008**
- 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 2010**
- eJustice

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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.doingbusiness.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

- 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...

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

Chasing one’s tail around multiple agencies...

A waste of time and money
Is EU globally competitive?

Procedures over procedures in each MS

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Digital natives / governors

Convergence

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!
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

Should be finished by December 2009
Storitvene dejavnosti v Sloveniji

- **V vrhu po številu regulacij na ravni EU:** preko 400 poklicev (bistveno več kot povprečna članica EU)
- Seznam regulacij so **v večji meri nepopolni** in niso odraz dejanskega stanja.
- **Nepregledno** in predvsem **nettransparentno** 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 to provide complementary key interoperable building blocks

● 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
(Hopefully) Compliance with the SD but still,...

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

without Service Directive

with Service Directive
How to achieve this?

Integration?  No, but...

Interoperability!
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

Without SPOCS

With SPOCS

CA issues a signed e-Document
SP provides signed e-Document as proof

SPOCS common specifications for authentic e-Documents
SPOCS eDocs validation module

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... 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.
Openness 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

The participating companies participating must make a commitment not to use propriety systems

Dissemination will be devoted to ensuring all MS are associated with the development

Ensuring these are portable and reusable by all MS.

Building blocks will be published under a license compatible with the EU Public License.

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

MS A

1. Provision of eDocuments
2. Source of Authentic Documents
3. e-Delivery

MS B

PSC

0. Service Provider
1. e-Delivery
2. Provision of eDocuments
3. e-Signatures

eDocuments eSignatures

Provision of eDocuments

eSafe

Content Syndication

Authentic Receipt

Cross-Border eDelivery

Cross-Border eApplication

Legal Entities

eMandates

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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

WP5
- two pilot professions

WP2
- e-documents

WP3
- interchange

WP4
- services directory

WP1
- content internationalisation

WP7
- project direction, management and administration

Wro'
- awareness, engagement, communities of practice, consensus, dissemination, sustainability

reality check

direction, control

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WP1: Content syndication, multilingual issues and glossary

Overall objective: 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

- **Overall objective**: 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

without SPOCS

with SPOCS
The SPOCS big picture

MS A

MS B

Service Provider

Source of Authentic Documents

e-Delivery

PSC

CA

CA

CA

Content Syndication

Provision of eDocuments

eDocuments eSignatures

eSafe

Authentic Receipt

Cross-Border eDelivery

Cross-Border eApplications

Legal Entities

eMandates

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

- Based on the findings of PEPPOLs VCD
  - similar but more flexible multi-layered interoperability model
- Multi-layer Container
  - Omnifarious Container-format for eDocuments (OCD)
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...

- **Overall objective:** 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
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 administrative 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 one interface solutions can seamlessly connect to via appropriate adapter/gateway
WP3 – e-Delivery: Topologies Overview
WP 4: Interoperable eService Directories

- **Overall Objective:** 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

**Overall objective:** 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 Enlargement

- 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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