Dissemination and Communication Activities Report M12

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List of Acronyms

Abbreviation / acronym	Description
CA	Consortium Agreement
CFS	Certificate on the Financial Statements
DE4A	Digital Europe for All
DoA	Description of Action
Dx.y	Deliverable number y, belonging to WP number x
EC	European Commission
GA	Grant Agreement
KPI	Key Performance Indicator
Mx	Project Month number (eg M1, M2)
OOP	Once Only Principle
PC	Project Coordinator
PM	Person-month
QA	Quality Assurance
QM	Quality Manager
RASCI	Responsible/Accountable/Supportive/Consulted/Informed
RP	Reporting Period
SDG	Single Digital Gateway
SEO	Search Engine Optimisation
TL	Task Leader
WP	Work Package
WPL	Work Package Leader
YRx	Project Year (eg YR1 is the equivalent of M1-M12, January -December 2020)

Executive Summary

DE4A is a Member States driven project that intends to assist Member States to be prepared for the Single Digital Gateway when it becomes a reality in 2023. The purpose of DE4A is to develop an open and comprehensive environment and platform for EU Member States to consistently deliver secure cross-border, high quality, fully online procedures under the Once-Only Principle (OOP).

This document reports the detailed dissemination and communication activities, undertaken during the first year of the DE4A project (January 1st 2020- 31st December 2020) following the strategy described in the deliverable "D8.1 Project Dissemination and Communication Strategy".

The project has created a graphical identify for the project. There is an agreed upon logo which is used for branding in leaflets, presentations, banners and all social media to create cohesion across the project. Project partners have created an online presence through the project web site, Twitter account and Linked-in. Document materials have been created to communicate results in the form of scientific publications, reports, a newsletter, a video and a leaflet. A general presentation of the project to be used in public events has been produced. Liaison with institutions and other projects and initiatives have been carried out to raise awareness with stakeholders. Events in the first year were extensive, with project partners attending approximately 10 events and meetings and 20 workshops.

The actions in the first year do not display any deviations from the initial Key Performance Indicators as described in the Description of the Action (DoA).

1 Introduction

1.1 Purpose of the document

The current document is the deliverable "D8.3 Dissemination and Communication Activities" and reports the dissemination activities for the first year of the project along with the respective KPIs. It was produced in the context of "WP8 Stakeholder dialogue, dissemination and communication".

1.2 Structure of the document

This document is divided into the following chapters:

- Chapter 2 – An overview of communications activities
- Chapter 3 – An overview of dissemination activities including events, publications, stakeholder liaisons and a list of dissemination activities in the year.
- Chapter 4 – Consists of reports from those partners with dissemination activities up to December 2020.
- Chapter 5 – Key Performance Indicators
- Annexes – Consisting of tables and graphics supporting reporting of communications and dissemination activities

2 Communications Activities

This chapter describes the communications activities in the first year. The work done in this year is intended to support future activities and form the basis of communications with stakeholders throughout the course of the project.

2.1 Visual Identity

2.1.1 Project Logo

The DE4A logo remains the same that was presented at the early stages of the project and approved by the beneficiaries. The logo that communicates the overall concept of the project is used in every event, presentation, newsletter, deliverable (both public and restricted), report and dissemination tool.

Figure 1: Square and wide versions of DE4A Logo

2.1.2 Brand Guidelines

Brand Design Guidelines have been produced to maximise brand identity and control clarity of messaging: These guidelines are displayed in full in deliverable D8.1 [1]

These guidelines are used throughout the website and are available for additional uses by partners.

2.2 DE4A Website

The DE4A website was launched in January 2020. According to the original plan, the website is the primary dissemination and communication tool. The website follows the graphical identity of the project. The initial version of the website is described in Deliverable D8.2 [2]and is shown in partial detail in **Annex-2**. of this document. The website is dynamic and can be found at https://de4a.eu .

Figure 2: Website HomePage

Starting from November 2020, the website is undergoing Search Engine Optimisation (SEO) monitoring to ensure that the most advantage is taken of Social Media and Search Engine searches. Due to the nature of SEO, (similar to low level advertising,) results of its effectiveness will be only be seen in 4-6 months of completion of the initial phase.

A standard analysis below tracks the DE4A website visits to November 2020.

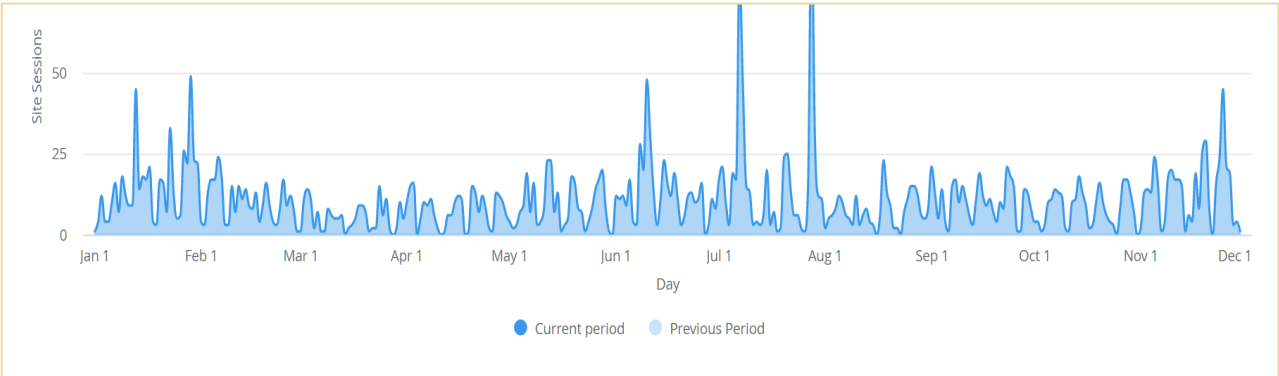

Figure 3: Website Traffic

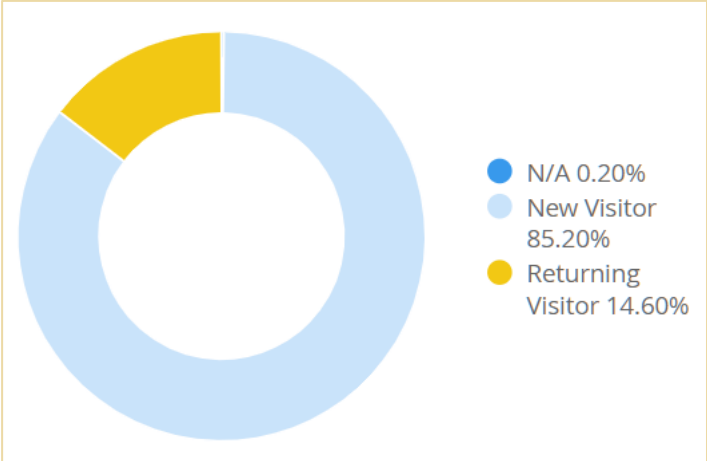

Figure 4: Visitor Retention

2.3 DE4A project presentation

A standard DE4A presentation was created at the beginning of the project's lifetime and is shown in full in **Annex-3**. The template follows the general graphic identity guidelines of the project. It will be used in all public events and meetings where DE4A results and activities will be presented and follows DE4A style guidelines. It can also be used as the basis of other content for high level messaging, and for the basis of other forms of collateral.

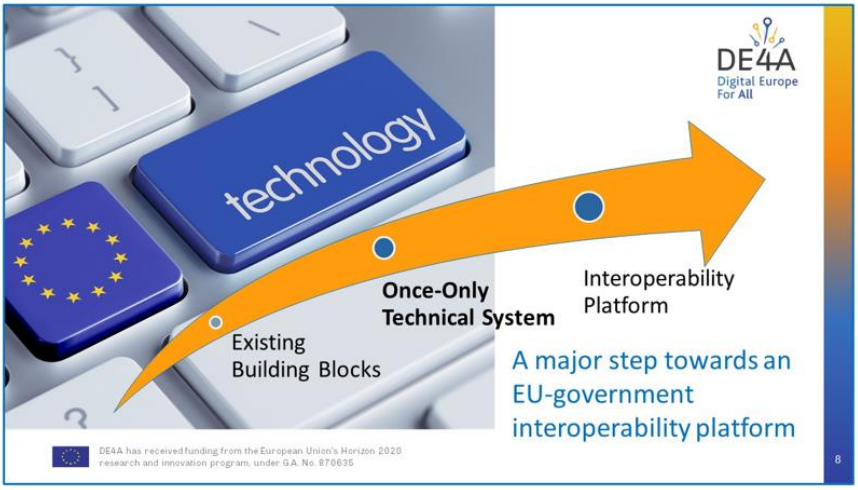

Figure 5: High Level DE4A Power Point sample

2.4 DE4A Newsletter

The first newsletter was produced in June 2020 and is shown in full in **Annex-4.** A sample is also shown below.

This newsletter is designed to be distributed by partners, as well as being made available on the website, and as the source of content for blogs, editorials and social media. It is designed to be used in digital or paper form. Content includes interviews with partners on DE4A and related topics, providing insights into deliverables, and an awareness building tool for the community in general. The second will be released in January 2021.

DE4A Digital Europe For All

Issue 1 • June 2020

DE4A Support European Public Administrations in the Implementation of the SDGR

DE4A inaugural project meeting in Madrid, Spain

Digital Europe for All (DE4A) is a major three-year project, launched on January 1st 2020, to support the implementation of the Single Digital Gateway Regulation (SDGR) across Europe ((EU) 2018/1724) and make the digital single market a reality. The three-year, large scale pilot has received funding from the European Union's Horizon 2020 research and innovation program under G.A. No. 870 635, and is being driven by 10 Member States and a consortium of 23 partner organisations.

This initiative will facilitate migration towards European Digital Public Services co-delivered across borders, across sectors and with different participants reinforcing trust in public institutions and unleashing multiple measurable positive impacts on efficiency gains and reductions in administrative burden and costs.

DE4A is in compliance with the Single Digital Gateway (SDG) – of which the European Commission states: "The single digital gateway will facilitate online access to the information, administrative procedures and assistance services that citizens and businesses need to get active in another EU country. By the end of 2020, citizens and companies moving across EU borders will easily be able to find out what rules and assistance services apply in their new residency. By the end of 2023 at the latest, they will be able to perform a number of procedures in all EU member states without any physical paperwork, like registering a car or claiming pension benefits."

Achieving these objectives will be realised through three real-life cross-border pilots, chosen from the SDGR fully online administrative procedures, that will validate the DE4A approach in real-life settings:

1. **Studying abroad, based on paperless procedures for students' mobility** will investigate improved process for higher education and study grant applications, as well as sharing diplomas and certifications for professional recognition.
2. **Doing business abroad will meet business needs, retrieving and keeping up-to-date company data from authentic sources.** It will also test more efficient ways of starting a business and creating and sharing digital annual reports.
3. **Enabling Citizens' Mobility across the EU** will look at the process of registering a change of address, civil status certificates and retirement such as pension and claims information.

DE4A is being coordinated by ATOS Spain SA and Ana María Piñuela Marcos, Head of the Secure Societies and Societal Transformations Unit at its Research & Innovation department states: "DE4A will contribute towards the implementation of common solutions for the digitalisation of public services in cross-border situations". Ana continues: "We will create a breakthrough in validating across borders once only principle and SDG procedures with real citizens."

DE4A Digital Europe For All

Figure 6: DE4A Newsletter Cover

2.5 DE4A Social Media

The Social Media strategy of DE4A was created at the beginning of the project's lifetime to build brand awareness, engage with followers, promote activities, and develop a brand voice related to the project. To further engage with the targeted audience relevant industry news and updates are being regularly posted.

Using Twitter and LinkedIn for promotional activities is a great way to showcase the project and lead generation. These actions are attracting users to the DE4A website and moreover turning them into website members and possibly potential stakeholders.

The DE4A channels are also used as a method of verification by other parties to verify consortium partners or individuals that have been involved in the project. A frequently used action to boost partner collaboration on the digital platforms that we use is to re-share mutual updates or similar industry content.

There are currently in total 194 followers of DE4A with over 2000 impressions. Once a stronger flow of relevant information is established, this number is expected to increase.

2.5.1 Twitter

EEMA created and is responsible for the management of the project's Twitter account. The Twitter handle @DE4A_EU was running from the beginning of the project and all partners have been asked to contribute relevant content that could be shared and / or retweeted.

The figure below shows the look of the project account as well as a tweet posted on November 19th where the DE4A webinar took place.

Figure 7: Tweet from ISSE

The account is used for the promotion of project messages and monitoring social engagement. Furthermore, when appropriate, each partner might promote project activity through their own

organisations' Twitter accounts to enable a greater audience to be reached through established networks and followers.

In addition to using the organisational Twitter accounts of project partners, individual project members are using their own social media accounts on Twitter and LinkedIn to communicate with their followers.

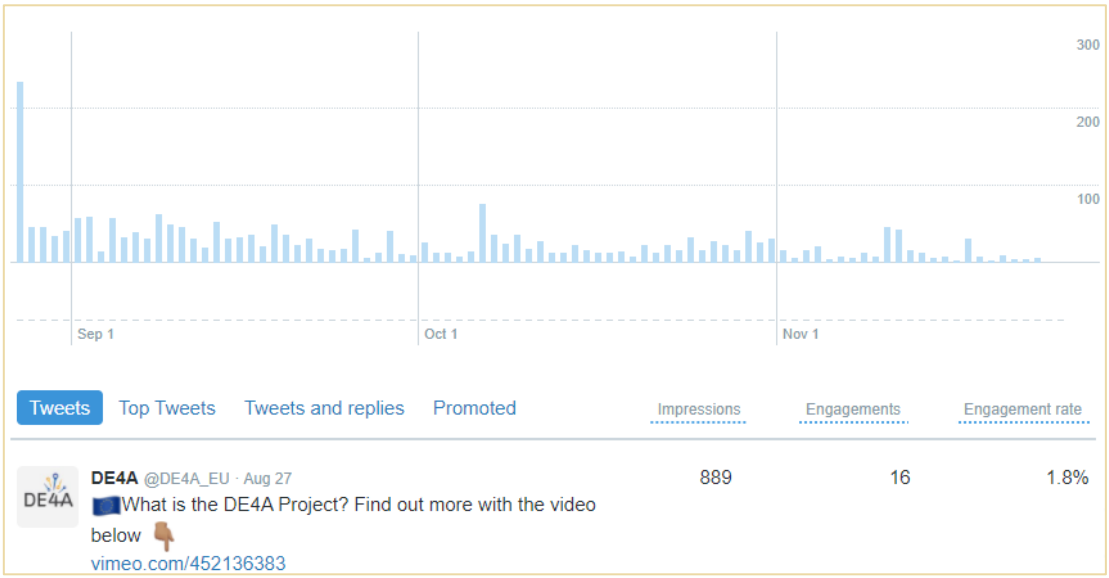

Figure 8: Twitter Impressions over last 91 days

The following graph shows the overall Twitter impressions made in the last 91 days. With that being said the DE4A tweets have been seen by 2500 people in the reviewed period by individuals with similar interests in the sector.

2.5.2 LinkedIn

The proposed approach for project promotion via LinkedIn is designed to utilise each partner's organisation's existing LinkedIn accounts, if any, to achieve good engagements and results. A DE4A LinkedIn page was created for communication of the project achievements to our stakeholders and general public.

The figure below shows the consistent look and feel of the DE4A LinkedIn page as well as some of its initial posts. EEMA created and is responsible for the management of the project's LinkedIn account.

Figure 9: Linked in header page

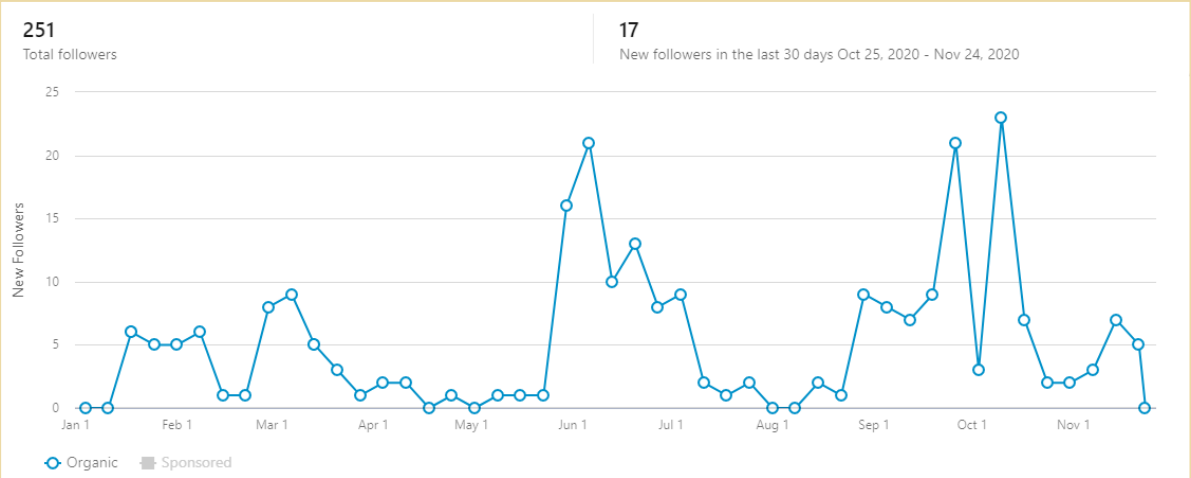

Figure 10: Followers statistics of DE4A`s LinkedIn profile

From the presented graph we can state that the DE4A LinkedIn channel shows a slow but steady growth of its followers. The rapid increase of followers is based on crucial events like the publishing of the first newsletter, announcement of submitted deliverables and other major updates. The number of new Linked-in followers demonstrate a not-unexpected reaction to external events (such as the November 2020 webinar registration at ISSE) rather than an independent growth.

We are delighted that based on the actions above for all social media we have already exceeded our KPI target for year one regarding Social Media. The keys to a steady growth of the social platforms' profiles are persistence in new information exchange and continuous familiarizing of the project work. We also expect to see impact from the Search Engine Optimisation of the DE4A website.

2.6 EEMA "Communique"

The EEMA communique is a monthly newsletter issued by EEMA to its base of approx. 2,000 consented recipients. An example of is shown below. DE4A articles are included as available.

EEMA

Communiqué

MAY 2020 / ISSUE 30

Join us for EEMA's Annual Webinar Conference

The EEMA Annual Conference is one of our most anticipated events and whilst we are unable to meet in person, we have been working hard to bring you the same high-calibre speakers and rich educational content, in a special series of four webinars.

Taking place on 23rd and 24th June, we will be hosting debates on topics including cross border eID interoperability, digital innovation and exploration, as well as new business transformation models and AI applications. Our expert panellists represent organisations including BOSA, Consult Hyperion, ENISA, GSMA, IDPRO and Microsoft.

Registrations are open now and I look forward to welcoming you all to our 33rd Annual Conference.

Registrations are open now at:
https://annualconference.eema.org

Roger Dean
Director of Special Projects, EEMA

EEMA

DIGITAL INNOVATION & EXPLOITATION FOR THE FUTURE

EEMA'S 33RD ANNUAL WEBINAR CONFERENCE
23RD – 24TH JUNE 2020

PROJECT NEWS: DE4A to Support European Public Administrations in the Implementation of the Single Digital Gateway Regulation

Digital Europe for All (DE4A) is a project supporting the implementation of the Single Digital Gateway Regulation across Europe to help make the digital single market a reality. Through three real-life cross-border pilots, this three-year initiative will facilitate migration towards European Digital Public Services co-delivered across borders, across sectors and with different participants reinforcing trust in public institutions and unleashing multiple measurable positive impacts on efficiency gains and reductions in administrative burden and costs.

DE4A is in compliance with the Single Digital Gateway – of which the EC states: "The single digital gateway will facilitate online access to the information, administrative procedures and assistance services that citizens and businesses need to get active in another EU country. By the end of 2020, citizens and companies moving across EU borders will easily be able to find out what rules and assistance services apply in their new residency. By the end of 2023 at the latest, they will be able to perform a number of procedures in all EU member states without any physical paperwork, like registering a car or claiming pension benefits."

DE4A is receiving funding from the European Union's Horizon 2020 research and innovation program and is being driven by 10 Member States and a consortium of 23 partner organisations that includes EEMA.

DE4A
Digital Europe For All

Figure 11: Sample page of EEMA Communique

2.7 DE4A Video

DE4A has produced a generic video to supplement presentations and to deliver dynamic content to partners. The video is a short animation based on the standard DE4A PowerPoint presentation. It is accessible from the DE4A website and Youtube.com.

See: https://de4a.eu/video

Figure 12: Clip from DE4A Video

Additionally, the ISSE webinars have been recorded and made available on the DE4A website as MP4 videos.

2.8 DE4A Press Releases

Press releases were drafted and disseminated extensively to international media outlets incorporating digital, print-based and broadcast media, with specific sectors targeted including:

- International, national and regional government media outlets
- Public sector outlets
- Technology focused outlets
- Internet services outlets

Senior reporters at regional and national news media outlets were also targeted with the press announcements.

Across Europe, for each announcement, approximately 554 individual named journalist contacts received a personalised DE4A press release. The press releases published in Spain are listed in **Annex-1.**

Examples of these English press releases as listed on the website can be found below:

Figure 13: Example Press Releases

2.9 DE4A Leaflet

A first high level DE4A leaflet has been completed for use as an introduction to DE4A. Aimed as a simple description of what DE4A aims to accomplish, and intended not to contain any technical descriptions, it is the first of many simple leaflets promoting the project outcomes to end users and to be distributed through third parties and social media without the need for further explanation (which can be obtained via the DE4A website). The standard presentation can be used for a more detailed introduction.

This leaflet is shown in full in **Annex-6.**

3 Dissemination activities

This chapter describes the specific activities directed towards all stakeholders and a general industry audience, following the DE4A deliverable "D8.1 Project Dissemination and Communication Strategy".

3.1 DE4A Self-organized workshops / Webinars

During the first year of the project two public general workshops organized by DE4A were conducted. (This excludes any stakeholder specific technical workshops).

1) A physical 'Fireside' workshop on the European Blockchain Services Infrastructure, which was hosted be Frank Leyman at the BOSA offices in Brussels in February 2020. The fireside was titled: "**Innovation, Implementing Successful Government Projects with New Technologies"** and was held at BOSA, The Digital Transformation Office of the Belgium Federal Government (and DE4A Member State Consortium Member), in Brussels.

Figure 14: EEMA FireSide at BOSA invitation

About 45 high-level attendees provided a strong interactive fireside session. DE4A was introduced to the participants. The purpose was to explain the role of the DE4A project and how it would be relevant to existing initiatives such as the European Blockchain Services Initiative (EBSI) and the Connecting Europe Facility (CEF). Speakers also included Marc Sel who presented the European

Blockchain Services Infrastructure and its piloting program, and Joao Rodrigues Frade who is the Lead Architect of the CEF Architecture Office and Head of Sector (Digital) Building Blocks at the European Commission. Both EBSI and CEF are key stakeholders in DE4A outcomes. Despite the early stage of DE4A's relationships with other related EU projects such as TOOP it was decided to take advantage of the availability of the venue and speakers to set the scene for DE4A's future activities.

2) A high level DE4A webinar as part of EEMA's ISSE (Information Security Solutions Europe) Virtual Conference was held on November 19th 2020. The ISSE conference attracted 650 registrations from 35 countries. The session entitled **"Digital Europe for All: Exploring Once-Only in practice"** – Demonstrating the potential for sharing across borders common European digital services', was one hour and fifteen minutes in duration. There were 80 attendees registered specifically for the seminar and 230 unique attendees over the entire conference from over 35 countries.

The panel was chaired by Hans Graux of Time.lex who together with Alberto Crespo from Atos Spain; Alexander Bielowski of ICTU; Ana Rosa Guzmán from Spanish Ministry of Public Administration and Muhamed Turkanović of the University of Maribor, introduced delegates (representing government and public sector authorities, the academic, consultant and vendor community) to the DE4A project.

Figure 15: ISSE Panellist and chair for DE4A.

Hans Graux provided an overview of the once-only principle. He explained how the DE4A project is focused on making the once-only principle work in Europe, to make things better and more efficient for citizens, companies and public administrations. He highlighted how the project aims to support the practical realisation of the European Digital Single Market, by making it easier to provide effective public services that are fully digitised, user-centric, data-driven and cross-border.

Hans explained how DE4A will demonstrate the potential of sharing data across borders, and this was elaborated on by Alberto Crespo who in a presentation entitled '**Real-life piloting of the once-only principle'.** explained that the project's major objective is to generate substantial and tangible evidence of the benefits of the once-only and digital by default principles. He introduced the three pilots focusing on real life events for students, businesses and citizens, highlighting how they will demonstrate use cases of fully online procedures that are related to the Single Digital Gateway Regulation (SDGR). He observed how the pilots are designed to validate a very broad range of DE4A results, in operational environments, from architectural communication patterns to common specifications and components. The project is also looking at the impact of transformative technology such as blockchain. In a presentation focusing on 'Multi-pattern architecture'

Alexander Bielowski considered the requirements, complexity and implications of building a flexible architecture that delivers on the aims of the project to “crack the once-only puzzle”. Ana Rosa Guzmán provided a presentation focused on ‘Semantic interoperability’ in the context of the once-only principle, which the ability of computer systems to exchange evidence with unambiguous shared meaning. Ana provided insight into the challenge surrounding the concept of evidence. The final presentation before an engaging question and answer session with attendees, was given by Muhamed Turkanović, who talked about ‘Piloting with disruptive tech and paradigms like blockchain and self-sovereign identity’.

Post event feedback from attendees of the session was exceptional with 100% of respondents stating that the session was helpful and satisfying, with all presentations being ranked as either good or excellent. The statics are shown in the following figure.

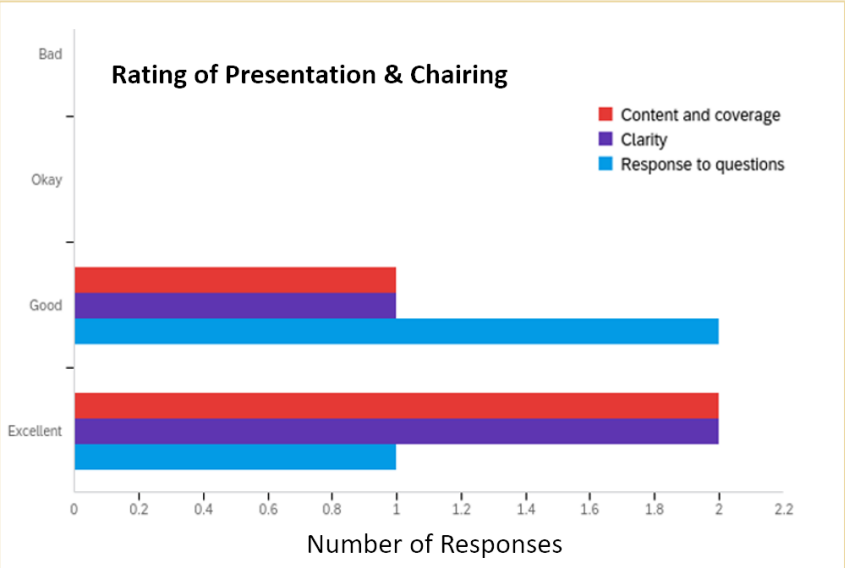

Figure 16: Webinar Rating

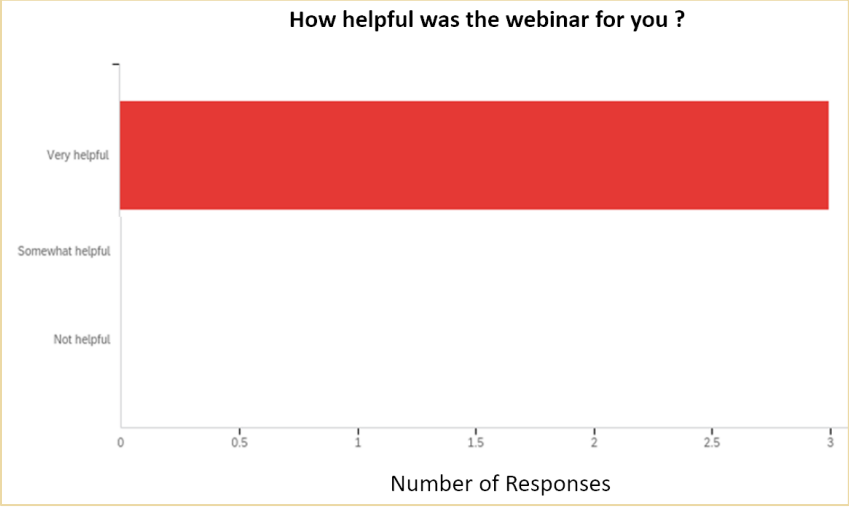

Figure 17: How helpful was the webinar?

The full set of presentation slides are shown in **Annex 4**. The recording of the webinar can be found at: https://www.de4a.eu/news

A further DE4A webinar aimed towards Member States who were not currently DE4A members was postponed late in preparation to the second year of the project (at the request of the European Commission) in order to synchronise with other EU activities, and to avoid any conflicts of timing.

3) A workshop was held in conjunction with QualiChain, together with the KRAKEN project which aims to enable the sharing, brokerage, and trading of potentially sensitive personal data, by returning the control of this data to citizens (data providers) throughout the entire data lifecycle. The results will be validated in a pilot related to education.

During the workshop, the three projects were introduced as well as the related pilots with a brainstorming on potential synergies. Overall, the following points came out from the workshop:

- Keep monitoring GDPR developments and how these affect blockchain-related issues.
- How do we ensure that the issuer of the academic titles is indeed credible?
- Keep paying attention to the relevant European initiatives and how these evolve, such as Europass, DEAC, etc.

And the following actions were agreed:

- Inform communication managers from three projects to follow each other on social media and subscribe to newsletters / post information on this workshop.
- QualiChain to share with DE4A and Kraken which technologies were chosen and for which purpose, along with the advantages of each one.

Further contact among project partners will continue as needed in order to continue the exchange of information. If required, another workshop can be organized at a more technical level.

3.2 Events

The following table reports the events where DE4A was presented by the DE4A partners.

Table 1: Events participation/organization

Date	Event	Partner attending	Role	Place, V=Virtual	# Attendees	Comment
24/02/2020	Innovation Implementing Successful Government Projects with New Technologies	EEMA/BOSA	Organisers	BRU	20 Policy makers	Awareness on EEMA Communique, EEMA.org
27/02/2020	Forum of Danish data distributors	DIGST	Presenter	Copenhagen		Presented and discussed the project with established group of the primary data distributors in the Danish public sector. Focus primarily on legal issues and architectural implications thereof.

22/06/2020	ICDIM-Digital Information management-Italy	IHU	Presenter	(v)–Venice		
23.06/2020	EEMA Annual	EEMA	Organiser	(v) workshop	125 Policy makers, technical decision makers	Workshop
12/09/2019	Digitalisierung von Verwaltungsverfahren inkl. EU-weites „Once-Only“ Prinzip	ICTU	Organiser	Berlin	50 responsibles	Attendee German Administration responsible (amongst others) for the implementation of the SDGR in DE
24/09/2020	OOP Conference	BMDW, BRZ., ICTU	Organisers	(v) + Vienna	65+ Policy makers, technical decision makers	OOP Status Event with DE4A Presentation
25/09/2020	Workshop	BVE/DIGG	Hosts	(v)		
02/10/2020	INFOSEK 2020 Slovenia	UM	Invited speaker	Nova Gorica, Slovenia	Unavailable	Presentation called: The present and future of self-managed and decentralized digital identities and verifiable credentials)
21/10/2020	ZEIDES 2020	UM	Invited speaker	(v)	Unavailable	Presented a lecture entitled: Self-sovereign & decentralized identities
19/11/2020	EEMA ISSE Vision for European Security and Trust	UM	Panellist	(v)	70	“Piloting with disruptive tech and paradigms like blockchain and self-sovereign identity”
19/11/2020	EEMA ISSE Vision for European Security and Trust	ATOS	Panellist	(v)	70	“Real-Life Piloting of the Once-Only Principle in DE4A”
19/11/2020	EEMA ISSE Vision for European Security and Trust	MinBZK	Panellist	(v)	70	“Multi-Pattern Architecture”
19/11/2020	EEMA ISSE Vision for European Security and Trust	MPTFP-SGAD	Panellist	(v)	70	“Semantic Interoperability”
19/11/2020	EEMA ISSE Vision for European Security and Trust	TIME.LEX	Chair	(v)	70	Session Chair
2-3/12/2020	“Interregional Mobility, talking on the best practices for interoperability”	Stockholm University dsv.su.se	Presenter	(v)		“What could the transportation domain learn about interoperability from Public service domain".

3.3 Scientific publications

Table 2: Scientific Publications

Type of scientific publication	Title of the scientific publication	Status	Authors	Title of the journal or equivalent	Publisher	Place of event /name of Organization	Year of publ.	Relevant pages	Peer-review	Is/Will open access be provided to this publication, and web link
Journal	Government Big Data Ecosystem: Definitions, Types of Data, Actors and Roles and the Impact in Public Administrations	Accepted on 22nd Sept, 2020	Syed Iftikhar Hussain Shah, Vasilis Peristeras, Ioannis Magnisali	ACM-Journal of Data and Information Quality	ACM - JDIQ	-		-	Yes	Publication in December 2020. DOI: https://doi.org/10.1145/3425709
Paper	Signing Blockchain Transactions using Qualified Certificates	Early access available								https://ieeexplore.ieee.org/document/9206057 DOI: 10.1109/MIC.2020.3026182

Green access arrangements:

Green access publications are made available on IHU – Digital Organizations Lab (DORG) - Research Publication Repository: http://dorg.ihu.edu.gr/research-publications/

3.4 Non Scientific and non-peer-reviewed publications

Table 3: Non-Scientific publications

Type of publication	Title of the publication	Status	Date	Place of publication	Year of publication
Article for DE4A 1st newsletter	Government (Big) Data Actors and their Roles	Submitted to WP8 in May, 2020	-	DE4A official website	2020
Corporate eZine	Pilot Documentation Method in Large Scale Pilot Projects	Published online	10/04/2020	BRZ Internal Magazine	2020

3.5 Dissemination Reporting

Table 4: Dissemination Reporting

Publication Date	Partner	Title of the publication	Place of publication	Publication Description
10/02/2020	SIMPA	Press Release	Govt Website	General description of DE4A project on governmental web site. Only in Slovenian language.
16/05/2020	EEMA/ATOS	Press Release	Press	General description of DE4A project
20/04/2020	BRZ	Article	Internal Newsletter	General description of DE4A project on governmental web site.
01/07/2020	EEMA	DE4A Newsletter	External Newsletter	DE4A Editorials
13/07/2020	MPTFP-SGAD	Article	Govt Website	Article describing DE4A project in the national eGovernment Portal (in Spanish language), includes link to DE4A website. Included in the weekly eGovt newsletter sent to 27k recipients
30/06/2020	BE	DE4A Newsletter	Internal Newsletter	Distributed to estimated 400 people
30/06/2020	BE	DE4A Webinar	Internal Newsletter	Distributed to estimated 400 people
15/12/2020	EEMA	DE4A Newsletter	External Newsletter	DE4A Editorials

The complete list of Spanish media were the project was published can be found in Annex I.

3.6 Liaison with the SDG and related projects / initiatives

The first year of the project was a period of intense collaboration between DE4A and different projects and initiatives that are directly related to the work that DE4A is doing. The project has been in close contact with the CEF Preparatory Action on OOP to ensure alignment, with TOOP the project that will hand-over their results to the CEF preparatory action on OOP and with other relevant projects that provide candidate solution building blocks like SEMPER, EESSI, ESIF/EBSI, BRIS. The project has also explored any overlaps / potential complementarities and possibilities for collaboration with other European projects like QualiChain and KRAKEN.

This section reports the liaisons with these initiatives and the meetings organized with them.

3.6.1 CEF Preparatory Action on Once-Only Principle

The SDG (The single digital gateway) is a critical activity and is a primary "raison d'etre" for DE4A. The Once Only Principle technical system, hereafter referred to as 'the OOP system' is an EU-wide initiative stemming from the Single Digital Gateway Regulation (SDGR ((EU) 2018/1724) (Article 14 thereof) that will make the principle of once only a reality for key public services, businesses, and citizens across the EU. By December 2023 the OOP system will be able to simplify access to cross-border administrative procedures initiated online by citizens or companies based in another EU country. Currently CEF together with DG GROW and DG CNECT is running a preparatory action on the OOP. Join experts representing Member States participate in this action.
Regular alignment conference calls (bi-weekly or ad-hoc) have been held between CEF Preparatory Action and DE4A following a very fruitful process of alignment at the architecture level which has served to confirm multiple points of coincidence and to identify some other areas to more deeply consider in joint interactions.

In addition, the EC created SDG work packages with the Member States in order to organize the common work on once only in view of the adoption of the implementing act by June 2021. These work packages focus on different topics like user centricity; data semantics, formats and quality; user authentication, technical design of the OOP technical system. DE4A participates as an observer in this groups in order to ensure alignment between DE4A and these SDG working groups

The following table shows the alignment meetings between DE4A, the CEF preparatory action and the SDG working groups.

Table 5: Meetings between DE4A, CEF & SDG

Date	Location	Related WP	Reason
Biweekly	Online	All	Standing DE4A / CEF Preparatory Action – biweekly: alignment of initiatives
11-12/2/2020	Brussels	All WPs	Meeting DE4A/TOOP/EC and participation in the SDG coordination group meeting in Brussels
Standing	Online	All WPs	Participation of DE4A in the standing SDG working groups

3.6.2 TOOP

The TOOP (The Once Only project) that will end at the beginning of 2021 plays an important role in the development of the OOP Technical System. The main objective of TOOP is to explore and demonstrate the once-only principle across borders, focusing on data from businesses. Doing this, TOOP wants to enable better exchange of business-related data or documents with and between public administrations and reduce administrative burden for both businesses and public administrations. In September 2020 there was a handover of the TOOP project solutions to the Connecting Europe Facility (CEF) Preparatory Action. The meetings between DE4A and TOOP are reported in the following table:

Table 6: DE4A and TOOP Prep meetings

Date	Location	Related WP	Reason
17/02/2020	Online	All	Meeting DE4A/TOOP
14/04/2020	Online	All	coordination DE4A - TOOP (next steps)
20/04/2020	Online	All	External: DE4A - TOOP
06/05/2020	Online	All	DE4A/TOOP
15/06/2020	Online	All	DE4A/TOOP Follow-up

23/09/2020	Online	High Level DE4A	Final TOOP closing conference

3.6.3 SEMPER

The SEMPER project (Cross-Border Semantic Interoperability of Powers and Mandates) is a CEF Telecom action aims to provide solutions for cross-border powers of representation and e-mandates. In particular, the action defines the semantic definitions for mandate attributes and enhance the eIDAS Interoperability Framework for connecting national mandate management infrastructures. This action is closely related to the "DE4A doing business abroad" that aims at lower barriers for companies starting a business or doing business in another Member State and therefore, will use the mandates / acting on behalf of.
A joint workshop between DE4A and SEMPER was organized in June 2020 in order to identify how DE4A could reuse SEMPER in the doing business abroad pilot.

Table 7: DE4A and SEMPER Workshop

Date	Location	Related WP	Reason
29/06/2020	Online	All	DE4A SEMPER workshop

3.6.4 BRIS

BRIS (Business Register Interconnection System)[5] is the interconnection of business registers, allowing business registers to exchange cross-border messages on mergers and branches, and the users of the e-Justice portal to obtain multilingual information on EU companies. BRIS has its legal basis in Directive 2017/1132/EU. The system has been operational since June 2017. BRIS uses the Connecting Europe Facility eDelivery building block for exchanges of standardised messages This initiative is directly related to the DE4A "Doing Business Abroad" pilot focused on business-persons' needs in the context of SDGR evidence exchange procedures involving company data and with use cases for starting business in another country, updating company data and providing services in business portals related to filing corporate tax declarations. After a thorough analysis that is described in "D4.2 Doing business abroad- Use Case Definition & Requirements", the project discards to use BRIS.

3.6.5 EESSI

EESSI (Electronic Exchange of Information) [3] is a system for exchange of information between the social security institutions in EU countries. The DE4A "Moving Abroad" pilot which is focused on citizens needs has a use case focused on the procedures of request pension information and/or claim pension., Several meetings between DE44 and EESSI have been organized to determine how the DE4A initiative can be integrated with EESSI initiative.

Table 8: DE4A and EESI meetings

Date	Location	Related WP	Reason
19/03/2020	Online	WP4 Moving abroad pilot	Meeting with Belgium EESSI team
10/06/2020	Online	WP4 Moving abroad pilot	Meeting with EC on integration DE4A with EESSI

3.6.6 ESSIF/EBSI

The project has established intense dialogue with European Blockchain Services Infrastructure (EBSI), the European Self-Sovereign Identity Framework (ESSIF) and the Diplomas representatives for Studying Abroad Pilot in order to explore the re-use the EBSI[4] infrastructure in this pilot, to align with and

incorporate to the extent relevant and feasible approaches in ESSIF and Diplomas use case and to enrich with our piloting experience such parallel running initiatives and the broader ones

Table 9: DE4A and ESSIF/ESBI meeting

Date	Location	Related WP	Reason
27/03/2020	Online	Studying abroad pilot	Meeting with EBSI on the DE4A-EBSI/ESSIF collaboration
01/04/2020	Online	Studying abroad pilot	Meeting with EBSI on the DE4A-EBSI/ESSIF collaboration
21/07/2020	Online	Studying abroad pilot	Meeting with EBSI on the DE4A-EBSI/ESSIF collaboration
10/09/2020	Online	Studying abroad pilot	Meeting with EBSI on the DE4A-EBSI/ESSIF collaboration
23/10/2020	Online	Studying abroad pilot	ESSIF Stakeholder's Meeting on October 23rd
3/12/2020	Online	Studying abroad pilot	Meeting with EBSI on the DE4A-EBSI/ESSIF collaboration
17/12/2020	Online	Studying abroad pilot	Meeting with EBSI on the DE4A-EBSI/ESSIF collaboration

3.6.7 Deloitte studies

Deloitte was the responsible for the report on recommendations for the study on SDG Data Mapping and a study on MS readiness to implement SDG OOP Technical System.
Collaboration meetings were organized between Deloitte and DE4A in order to:

- Understand the relevance of the SDG Data Mapping for the DE4A project and the pilots
- Coordinate the work in the DE4A project ("WP1 Inventory of current eGovernment landscape") and Deloitte regarding the state of the play of the Member States in view to the implementation of the SDG OOP Technical system".

Table 10: DE4A and ESSIF/ESBI meeting

Date	Location	Related WP	Reason
25/02/2020	Online	"WP3 Semantic Interoperability solutions and WP4 The pilots"	Meeting with Deloitte regarding their Study on SDG Data Mapping
30/04/2020	Online	"WP1 Inventory of current eGovernment landscape"	Meeting with Deloitte regarding their Study on the Readiness of Member States to connect to and exchange data in accordance with Article 14 of the SDGR

-

3.6.8 QualiChain and KRAKEN

A joint workshop between DE4A, QualiChain [6] and KRAKEN [7] was organized in December to explore synergies between the three projects in particular, in relation to the studying abroad pilot.

QualiChain targets the creation, piloting and evaluation of a decentralised platform for storing, sharing and verifying education and employment qualifications and focuses on the assessment of the potential of blockchain technology, algorithmic techniques and computational intelligence for disrupting the

domain of public education, as well as its interfaces with private education, the labour market, public sector administrative procedures and the wider socio-economic developments.

KRAKEN (BroKeRage and MArKet platform for pErsoNal data) is developing a trusted and secure personal data platform with state-of-the-art privacy aware analytics methods (with guarantees on metadata privacy, including query privacy).

Overall, the following points came out from the workshop:

- Keep monitoring GDPR developments and how these affect blockchain-related issues.
- How do we ensure that the issuer of the academic titles is indeed credible.
- Keep paying attention to the relevant European initiatives and how these evolve, such as Europass, DEAC, etc.

And the following actions were agreed:

- Inform communication managers from three projects to follow each other on social media and subscribe to newsletters / post information on this workshop.
- QualiChain to share with DE4A and Kraken which technologies were chosen and for which purpose, along with the advantages of each one.

Further contact among project partners will continue as needed in order to continue the exchange of information. If required, another workshop can be organized at a more technical level.

Table 11: DE4A and KRAKEN / QualiChain meeting

Date	Location	Related WP	Reason
27/11/2020	Online	WP4 Pilot 1	Joint Meeting with the H2020 projects KRAKEN and QualiChain

4 Partner Dissemination Activities

The following section reports the dissemination activities carried out by the individual partners.

4.1 ATOS

- Review of D8.3, D8.2 and D8.1 with suggestions for the improvement of the content
- Preparation in collaboration with EEMA of the dissemination materials (introductory PowerPoint, press release, newsletter, video, website)
- Set up of requested Press Release mailing list
- Adaptation of the press release to be distributed to the Spanish national press by the Atos marketing department
- Distribution of the press release to different Spanish media (see Annex I).
- Promotion of the project through the Atos social media channels and the internal newsletters
- Presentation of the project to the Atos Public Sector commercial accounts
- Presentation of the project to CEF Preparatory Action, GROW and CNECT and the participants from the Member States that are involved in the SDGR groups in Brussels
- Presentation of the project and the pilots to external initiatives like TOOP, EESSI, BRIS, ESSIF/EBSI
- Organisation of the SEMPER and identity linking workshops.
- Presentation of the project to Deloitte responsible for the study on the "Readiness of Member States to connect to and exchange data in accordance with Article 14 of the SDGR
- Attendance to the WP8 telcos
- Session Panellist at ISSE presenting DE4A pilots.
- Organization of the DE4A – QualiChain – Kraken workshop and presentation of the project in this workshop

4.2 EEMA

EEMA is the WP8 lead and lead for all WP8 tasks. EEMA produced an initial introductory video, presentation and collaterals. EEMA created and published the project website, created an introductory PowerPoint, eNewsletter and video. EEMA has maintained and grown the website which now contains

- 3 press-releases
- 1 newsletter
- 1 leaflet for SMEs and citizens
- 9 blogs
- 1 video
- 1 streamed webinar
- 13 articles of resource for partners
- EEMA also produced and conducted one DE4A related F2F Fireside workshop and the ISSE webinar workshop

4.3 BOSA

- Review and validation of press release “Digital Europe for All (DE4A) to Support European Public Administrations in the Implementation of the Single Digital Gateway Regulation”
- Moving Abroad Pilot Introduction article for DE4A Newsletter

4.4 Time.Lex

- Chairing and presentation of an overview of the DE4A Project to inform and share information with ISSE Webinar attendees

4.5 MoAI

- Review and validation of press release "Digital Europe for All (DE4A) to Support European Public Administrations in the Implementation of the Single Digital Gateway Regulation"
- Attendance to the WP8 online meeting.

4.6 MPTFP-SGAD

- Article describing DE4A project (in Spanish language) published in the National eGovernment portal, including link to DE4A website. (https://administracionelectronica.gob.es/pae_Home/pae_Actualidad/pae_Noticias/Anio2020/Julio/Noticia-2020-07-13-Proyecto-DE4A-administracion-electronica-transfronteriza.html).
- Short note and link to article were included in the eGoverment newsletter sent by email to 27k subscribed recipients. Twitted in the official eGovernment observatory account (@OBSAE).
- Working on a new longer article (in Spanish language) based on newsletter. Also DE4A video promotion is envisaged in new eGovernment YouTube channel.
- Session Panellist at ISSE
- Attendance at WP8 telcos.

4.7 UJI

- UJI weekly press release (https://www.uji.es/com/investigacio/arxiu/noticies/2020/2/h2020-dea4/).
- Medium article: (https://medium.com/@uadti/proyecto-para-interconectar-los-servicios-p%C3%BAblicos-digitales-de-europa-a8df5fa09db6).
- Planned dissemination at Spanish NREN conference and EUNIS conference (cancelled because of COVID-19).
- Introducing project and studying abroad pilot objectives to UJI's Data Protection Officer and Studies Vice Rector.
- Attendance at WP8 telcos.

4.8 DIGST

- Presented and discussed the project with established group of the primary data distributors in the public sector.
- Focus primarily on legal issues and architectural implications thereof.

4.9 SU

- Review and validation of press release *"Digital Europe for All (DE4A) to Support European Public Administrations in the Implementation of the Single Digital Gateway Regulation"*
- National online conference 6/05/2020, 100 participants
- Introduction to DE4A on the eGovlab website
- Presented at "Interregional Mobility, talking on the best practices for interoperability"

4.10 IHU

International Hellenic University is a partner of DE4A and mainly responsible for the DE4A semantic interoperability. IHU, being an Academic partner, is also working for the DE4A WP8 related to dissemination, exploitation activities particularly scientific publication as well. Till date we have published two research articles, about most relevant aspects of DE4A objectives, in the international conferences, another research paper is accepted to a good impact journal "Journal of Data Information and Quality (JDIQ). We specifically acknowledge the DE4A project in the aforesaid research articles. We also created a DE4A project web page (https://dorg.ihu.edu.gr/projects/) on IHU DORG - Digital Organizations Lab as well. Our research team is also working on research related DE4A and in near future we will have enough research publication as well.

4.11 SI-MPA

- Issued press-release:
- general description of DE4A project on governmental web site. Only in Slovenian language. Participating in WP8 online meeting
- Issued DE4A newsletter with short summary in Slovenian Language on governmental web site.

4.12 MIZS

- Issued press release

4.13 UM

- Published several posts/news about the beginning of the project in Slovenian and English on websites relevant to the University of Maribor, i.e. the university, faculty and institute website.
- Setup a dedicated project website in Slovenia.
- Enlisted the project in the research undertakings of the Faculty of Electrical Engineering and Computer Science with a dedicated link on the faculty website with general information about the project.
- Actively participated in WP8 meetings and started planning our research activities, which include writing scientific publications sponsored by this project.
- Published one research article in highly ranked journal.
- Presented a lecture entitled: Self-sovereign & decentralized identities at ZEIDES 2020 (the International Conference on e-identification and trust e-services)
- Presented a lecture entitled: "The present and future of self-managed and decentralized digital identities and verifiable credentials at INFOSEK 2020 Slovenia.
- Presented "Piloting with disruptive tech and paradigms like blockchain and self-sovereign identity" at ISSE.

4.14 JSI

- Setting up of two institutional web pages dedicated to the DE4A project (in English and Slovene);
- Review of the D4.1 description for the first DE4A newsletter; attendance to the WP8 online meeting.
- Active participation at the meetings with the DE4A stakeholders, in particular EBSI/ESSIF, KRAKEN and QualiChain.
- Publishing news on social media (Twitter).

4.15 MinBZK

- On behalf of MinBZK, ICTU has contributed to producing a newsletter item about the Doing Business Abroad Pilot and disseminated the newsletter within the ICTU network (reaching 115 ICTU staff and experts).
- WP2 Leader Alexander Bielowski has presented DE4A to 70+ representatives of all ministries, federal states and associations of municipalities of Germany in Berlin 09.12.2019 (Digitalisierung von Verwaltungsverfahren inkl. EU-weites „Once-Only“ Prinzip).
- WP2 Leader Alexander Bielowski has presented DE4A and first results to 65 representatives of ministries, federal states and associations of municipalities of Austria in Vienna 24.09.2020 (Umsetzung des Once Only Prinzips in der österreichischen Verwaltung).
- WP2 Leader Alexander Bielowski has presented DE4A in biweekly CEF alignment calls and has provided two cycles of feedback on the SDG HLA, based on MS feedback and comparison with the DE4A PSA (D2.4), including several preparation meetings and workshops.
- Session Panelist at ISSE

4.16 RVO

- The SDG and DE4A have been introduced to several government organisations in a number of presentations.
- We are in touch with the business register that will act as Data Owner in the DBA pilots.
- We have prepared a presentation that focuses on the benefits of the SDG, for government and private parties. For this purpose, we are now also developing a short animation/movie to support the presentation. This is expected to be ready in 2020. Both the presentation as well as the animation concern the Doing Business Abroad domain.

4.17 CTIE

- Presentation (15’) on DE4A on 23.09.2020 in the context of the final TOOP closing conference. More details: https://toop.eu/node/383

4.18 AMA

- Elaborated article required for the DE4A newsletter. Title: “DE4A”

4.19 BRZ

- BRZ produced a number of articles in the internal BRZ Innovation magazine. https://www.brz.gv.at/was-wir-tun/Innovationen/Digital-Europe-for-All.html, both Online and in Print.
- BRZ organised the OOP conference with BMDW and ICTU in Vienna.

4.20 CIO

- General information about DE4A project start and objectives have been posted on professional and networking platforms, in Romanian language (LinkedIn, Facebook).
- In 2020, the project was constantly presented by the Romanian Government CIO during the high ranked meetings and public conferences.
- An article was published in the online press (in Romanian language), explaining the scope of the project and the benefits for the participating countries

https://financialintelligence.ro/romania-printre-statele-membre-ale-uniunii-europene-care-participa-la-proiectul-digital-europe-for-all-de4a/.

5 KPIs

The following KPIs are derived from the DE4A Description of Work and are adjusted to year 1 results. It should be noted that the trend towards web-based activities and eNewsletters are probably due to the reduction in personal travel.

Table 12: Communications KPIs

Note	Related Task	Metric	KPI	Actual
1	8.3	Website visits/ Unique visitors	480	3556/2124
2	8.3	Average website visit duration	2 min	12 mins
	8.3	Number of material downloads	0	N/A
3	8.3	Social media activities (tweets, blogs, posts etc)	240	2000+ impressions
	8.3	Followers on social media channels	750 (over 3 years)	194
	8.3	Video uploads (YouTube, Vimeo)	2	2
	8.3	Views across video channels	50	N/A
	8.3	Number of eNewsletters	6 (over 3 years)	1
4	8.3	Number of subscribers to the eNewsletter mailing list	50	16,000 distribution
5	8.3	Number of demonstration leaflets	2	0
	8.3	Number of project ebrochures (first and final)	1	1
6	8.3	Research publications	8	4
	8.3	Other written dissemination actions (press releases, articles)	2	6
	8.3	Partner participation in academic/industry events/conferences, and public sector	0	8
7	8.3	Partner participation in trade, industry or student events	2	0
	8.2	Number of stakeholder workshops	1	1
	8.2	Number of streamed events	1	1
	8.2	Number of participants in workshops	20	300+
8	8.2	Number of stakeholders engaged	40	~10

Notes:

1 The unique number of visitors demonstrates the interest in DE4A and its activities which will be exploited with additional dynamic content

2 The average visit duration can be interpreted as the website is being read in detail, rather than being glanced at. To exploit this further, a Search Engine Optimisation exercise has been carried out to improve the visibility of the website. The effectiveness of the action will be seen during the course of YR2 and will be reported on in the next activity report.

3 Social Media activity is expected to be low in YR1, due to the lack of unique and newsworthy material. A solid improvement will be seen as this improves with pilot launches etc., as well as improvements as a result of the website SEO initiative.

4 Due to the large mailing lists of consortium members the newsletter has been heavily distributed.

5 Awaiting Pilot launch timelines

6 In year 2 reporting, the number of research publications will be reported to include those in the peer review process.

7 The number of events have by necessity reduced due to COVID-19, but it is expected to rebound later in year 2 and in year 3.

8 The number of stakeholders engaged is defined as ‘stakeholder organisations' in YR1. It is important that stakeholders can recognize a “Return On Investment” for their interest and effort, and so worthwhile engagement will be commenced when there are demonstrable actions and outcomes.

6 Conclusions

The first year of the project of DE4A has seen all the main communications building blocks established for a successful project outcome. The website has had over 2,100 unique visitors and the first newsletter has been successfully distributed to over 16,000 recipients. Other collaterals such as presentations, and an explanatory video have been created. A streamed webinar and a physical High-Level Fireside Briefing have been executed and more focused awareness is planned to build up once there have been successes to report, and awareness building has initiated despite the change in delivery method required by the COVID pandemic.

That change has necessitated the rethinking of localised and Face-to-Face meetings / workshops and their substitution with virtual actions, and these has seen successes to date.

As in any project, even in normal periods, the dissemination and communications activities will mature over time, and this document will in turn adapt to the project's continuing activities. Specific Stakeholder dialogue related to technologies and interaction with formal data providers and data consumers have commenced earlier than more general dialogues. The progress of the pilots and the number of newsworthy events will lead to increased reporting and this will be measured after comparing the complete Key Performance Indicators during year 2.

WP8 and consortium partners are well placed to complement the DE4A Pilot actions with awareness building continuing in the next years of the project, higher profile workshops and other activities.

References

[1] DE4A Deliverable **D8.1** "Dissemination and Communication Strategy": https://www.de4a.eu/project-deliverables

[2] DE4A Deliverable **D8.2** "Project Website": https://www.de4a.eu/project-deliverables

[3] Employment, Social Affairs & Inclusion (**EESSI**): https://ec.europa.eu/social/main.jsp?catId=869

[4] European Blockchain Services Infrastructure (**ESIF/EBSI**): https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/EBSI

[5] Business Registry Interconnection System (**BRIS**): https://ec.europa.eu/inea/en/connecting-europe-facility/cef-telecom/projects-by-dsi/business-registers-interconnection-system-%28bris%29

[6] QualiChain: https://qualichain-project.eu/

[7] KRAKEN: https://www.krakenh2020.eu/the_project/overview

Annexes

Annex I – Press Releases

Included below is a list of Spanish media where DE4A was published as part of Atos efforts

Table 13: List of Press Releases (Spain)

Media	Link
AtosES	https://atos.net/es/2020/comunicados-de-prensa-es_2020_08_26/atos-coordina-el-proyecto-de4a-para-hacer-realidad-el-mercado-unico-digital-europeo
Comunicae.es	https://www.comunicae.es/nota/atos-lidera-el-proyecto-de4a-para-la-creacion-1217366/
RRHH Press	https://www.rrhhpress.com/organizaciones/50223-atos-coordina-el-proyecto-de4a-de-mercado-digital-unico-europeo
Murcia.com	https://www.murcia.com/empresas/noticias/2020/08/28-atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea.asp
Digital Finanzas	https://digitalfinanzas.com/internacional/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Director TIC	https://directortic.es/noticias/de4a-proyecto-para-facilitar-la-eficiencia-operativa-en-la-ue-2020082725425.htm
La Comarca de Puertollano	https://www.lacomarcadepuertollano.com/diario/noticia/2020_08_27/23
La Chambre	https://www.lachambre.es/noticias/n/news/atos-coordina-el-proyecto-de4a-para-hacer-realidad-el-mercado-unico-digital-europeo.html
Ibeconomía	https://ibeconomia.com/tecnologia/atos-lidera-proyecto-de4a-la-creacion-mercado-unico-digital-la-union-europea/
Data Center Market	https://www.datacentermarket.es/mercado/noticias/1117998032609/atos-coordina-proyecto-policycloud-politicas-basadas-datos.1.html
RoiPress	https://www.roipress.com/2020/08/atos-lidera-el-proyecto-de4a-para-la.html
IT User	https://www.ituser.es/actualidad/2016/10/atos-coordina-el-proyecto-aries-un-ecosistema-confiable-de-identidad-europea
De Noticias	https://www.denoticias.es/notas/atos-lidera-proyecto-de4a-creacion-mercado-unico-digital-union-europea.html
Mujeresycia	https://mujeresycia.com/la-mujer-que-lidera-el-desarrollo-de-una-pasarela-digital-unica-para-la-ue/
Computing Magazine	Print
Murcia Digital 24 Horas	https://murciadigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Economía de Hoy	https://www.economiadehoy.es/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Computing.es	https://www.computing.es/mercado-ti/noticias/1120316046401/digital-europe-for-all-gran-proyecto-mercado-unico-digital.1.html
El Candelero Tecnológico	https://elcandelerotecnologico.com/2020/08/27/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/

Valencia Business	http://valencia-business.es/2020/08/29/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Madrid & Business	http://madridbusiness.es/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Diario Economía	http://www.diario-economia.com/nota/26191/atos-lidera-el-proyecto-de4a-para-la-creacion-de-u.html
Diario ABC	http://www.diario-abc.com/nota/26192/atos-lidera-el-proyecto-de4a-para-la-creacion-de-u.html
Estrella Digital	https://www.estrelladigital.es/articulo/comunicados/atos-lidera-proyecto-de4a-creacion-mercado-unico-digital-union-europea/20200828145204429601.html
Tarragona Noticias	https://tarragonanoticias.com/comunicado/35659-atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea.htm
Cordoba 24 Horas	https://cordoba24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Isla Canarias 24 Horas	https://islascanarias24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Barcelona Noticies	https://www.barcelonanoticies.com/comunicado/205733_atos-lidera-el-proyecto-de4a-para-la-creacian-de-un-mercado-anico-digital-en-la-unian-europea.htm
Madrid-Noticias	https://madrid-noticias.com/comunicado/67802-atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea.htm
Camaltec Press	https://www.camaltecpress.com/155858/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Cantabria Económica	https://www.cantabriaeconomica.com/informacion-al-dia/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Negocios del Mundo	https://www.negociosdelmundo.com/2020/08/atos-lidera-el-proyecto-de4a-para-la.html
Revista Negocios	http://revistanegocios.es/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Parque Empresarial	https://www.parquempresarial.info/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea
Canal Prensa	https://canalprensa.com/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea/
Ciudad Emprendedores	https://ciudademprendedores.com/tecnologia/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Comunicate.io	https://comunicate.io/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Diario Euronegocios	https://www.diarioeuronegocios.com/2020/08/atos-lidera-el-proyecto-de4a-para-la.html
Dinero y Negocios	https://www.dineroynegocios.es/2020/08/atos-lidera-el-proyecto-de4a-para-la.html
e-alicepoint	https://www.e-alicepoint.com/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea/
El correo de la empresa	https://www.elcorreodelaempresa.es/2020/08/atos-lidera-el-proyecto-de4a-para-la.html

El Correo Europeo	https://www.elcorreoeuropeo.com/2020/08/atos-lidera-el-proyecto-de4a-para-la.html
El País de los Negocios	https://www.elpaisdelosnegocios.es/2020/08/atos-lidera-el-proyecto-de4a-para-la.html
Emprendedores de Hoy	https://emprendedoresdehoy.com/marketing/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
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Expansión y Negocios	https://expansionynegocios.com/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea/
Forbes Negocios	https://www.forbesnegocios.com/2020/08/atos-lidera-el-proyecto-de4a-para-la.html
GD Noticias	https://www.gdweb.es/empresas/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Impulso Empresa	https://impulsoempresa.es/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea/?
Informadrid	https://informadrid.com/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea/
Iniciativa Empresarial	https://iniciativaempresarial.es/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-mercado-nico-digital-en-la-unin-europea/
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Diario Siglo XXI	http://www.diariosigloxxi.com/texto-diario/mostrar/2069781/atos-lidera-proyecto-de4a-creacion-mercado-unico-digital-union-europea
Crónica de Cantabria	http://cronicadecantabria.com/cr/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Santander Digital 24 Horas	https://www.santanderdigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Castilla La Mancha 24 Horas	https://castillalamancha24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Burgos Digital 24 Horas	https://www.burgosdigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Valladolid Digital 24 Horas	https://www.valladoliddigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-

	proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Bilbao Digital 24 Horas	https://bilbaodigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Stick Noticias	https://sticknoticias.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Granada 24 Horas	https://granada24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Sevilla 24 Horas	https://sevilla24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Zaragoza 24 Horas	https://www.zaragoza24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Asturias 24 Horas	https://asturias24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Islas Baleares 24 Horas	https://www.islasbaleares24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Palencia Digital 24 Horas	https://www.palenciadigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Barcelona Digital 24 Horas	https://barcelonadigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Girona Noticies	https://gironanoticies.com/comunicado/139623-atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea.htm
Galicia Digital 24 Horas	https://galiciadigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Pamplona 24 Horas	https://pamplona24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/
Profesionales Hoy	https://profesionaleshoy.es/blog/2020/08/28/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/173788
Vitoria 24 Horas	https://www.vitoria24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Redes & Telecom	https://www.redestelecom.es/mercado/noticias/1120316032603/digital-europe-for-all-gran-proyecto-mercado-unico-digital.1.html
Cadiz 24 Horas	https://www.cadiz24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-

	europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Valencia 24 Horas	https://valencia24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Hechos de Hoy	https://www.hechosdehoy.com/empresas/1217366/atos-lidera-el-proyecto-de4a-para-la-creacion.html
Madrid Digital 24 Horas	https://madriddigital24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
San Sebastian 24 Horas	https://www.sansebastian24horas.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea/?utm_source=rss&utm_medium=rss&utm_campaign=atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea
Financial Red	https://financialred.com/comunicae/nota-de-prensa/empresas/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-quotmercado-unico-digitalquot-en-la-union-europea--7622928.html
Catalunya Noticies	https://catalunyanoticies.com/comunicado/59366-atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea.htm
Noticias de Marketing	http://noticiasmarketing.es/atos-lidera-el-proyecto-de4a-para-la-creacin-de-un-quotmercado-nico-digitalquot-en-la-unin-europea/
Paper Blog	https://es.paperblog.com/atos-lidera-el-proyecto-de4a-para-la-creacion-de-un-mercado-unico-digital-en-la-union-europea-6149978/

Annex 2 –DE4A Website Screenshots

The following figures show a small number of images of the initial website. These pages are being modified over the course of the project. Please visit **https://de4a.eu** for the latest version.

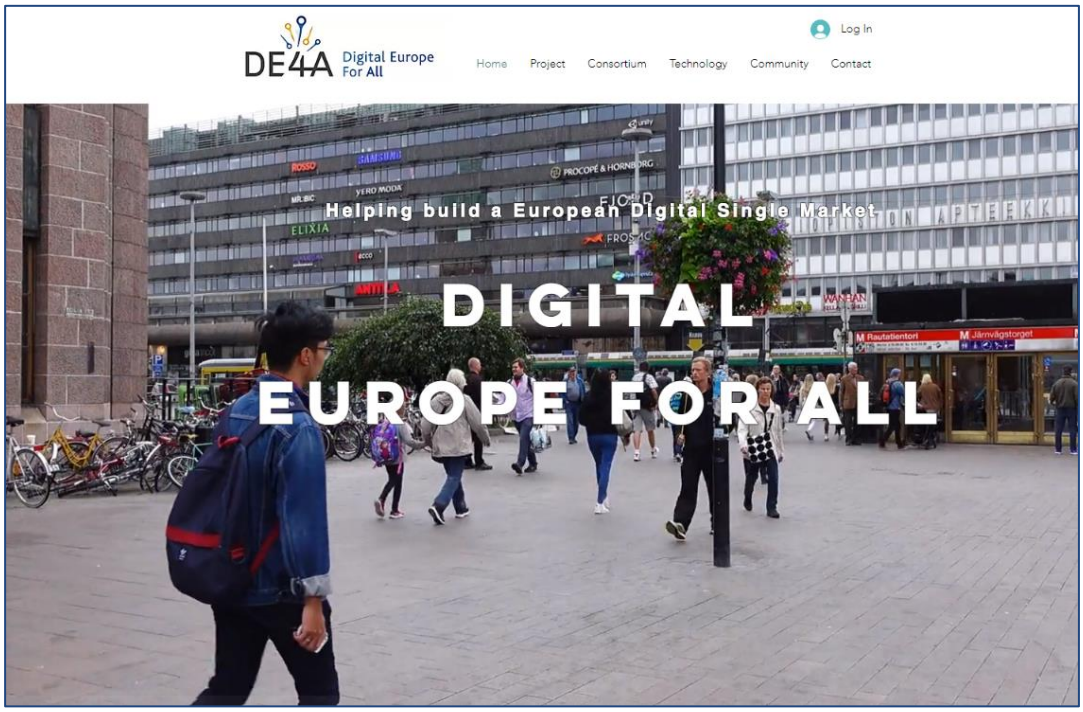


Figure 18: DE4A Website Home Page

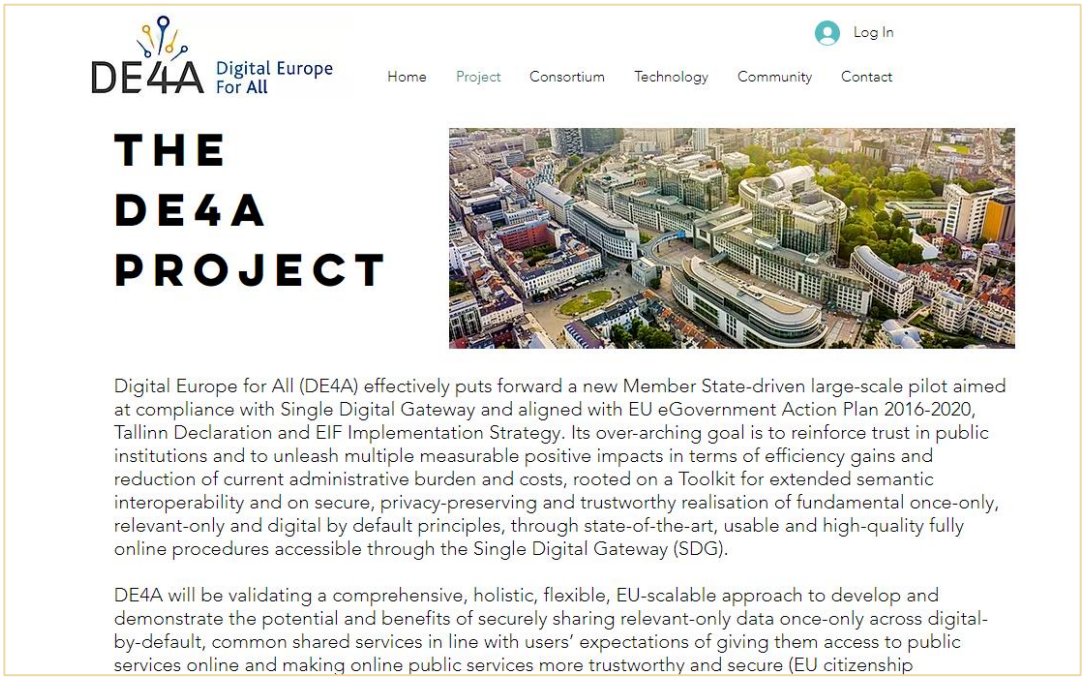


Figure 19: DE4A Website Project Page

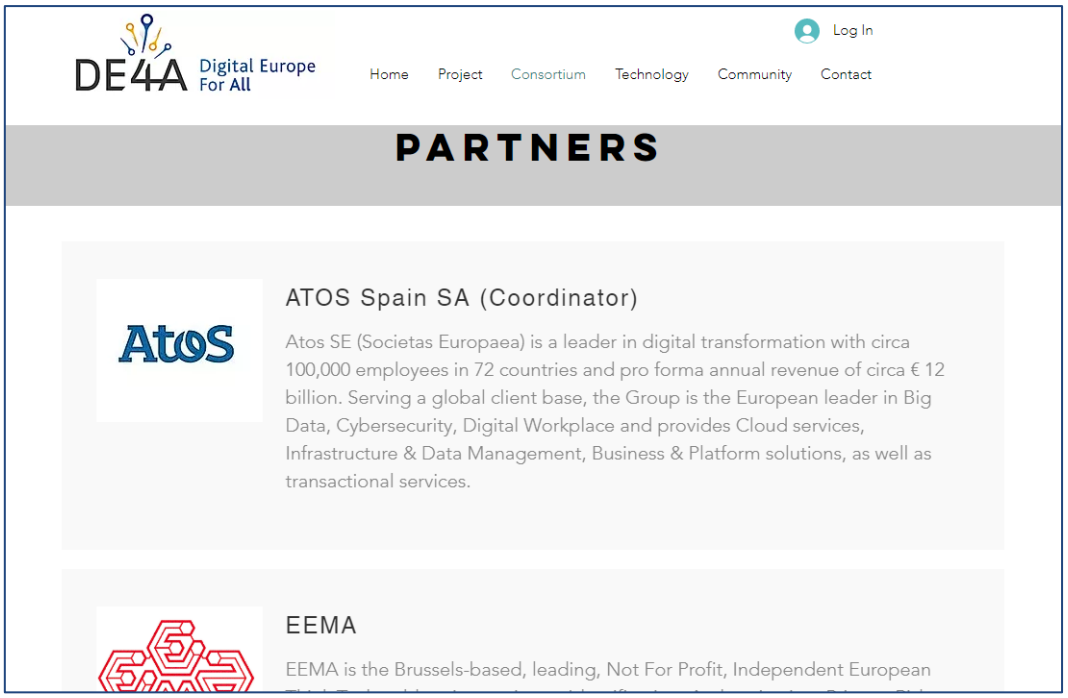


Figure 20: DE4A Website Consortium Page

Figure 21: DE4A Website Technology Page

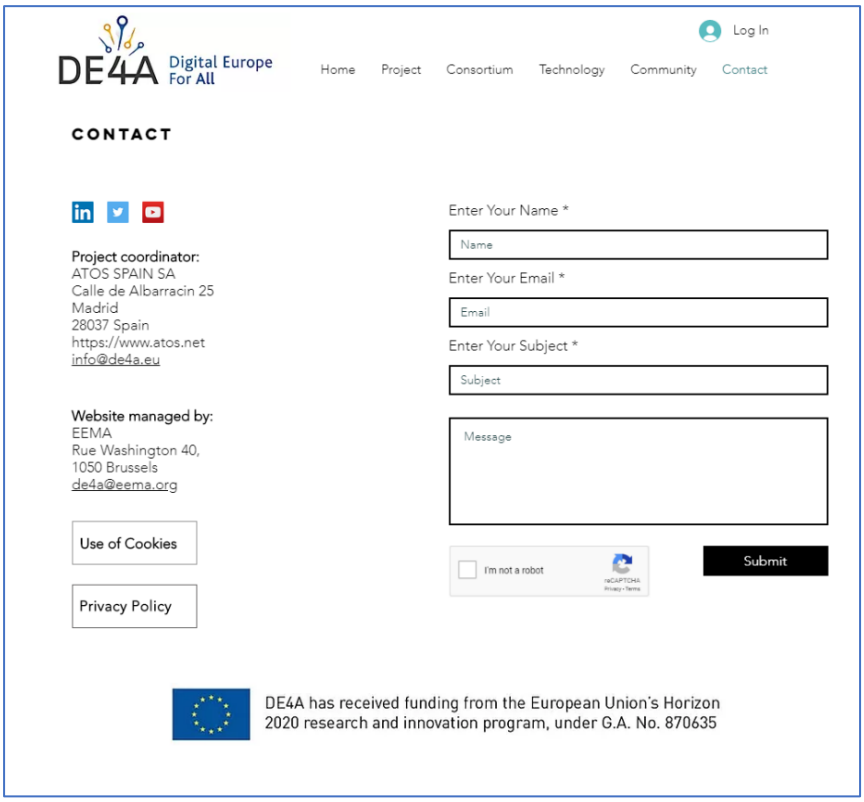


Figure 22: DE4A Website Contact Page

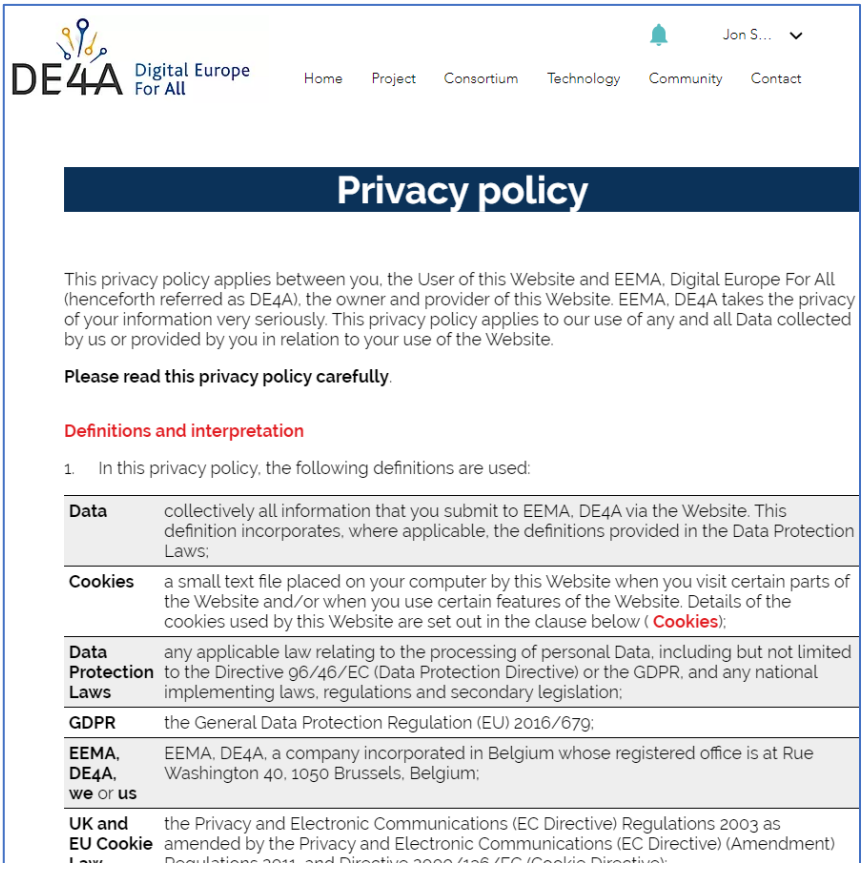


Figure 23: DE4A Website Privacy Policy Page

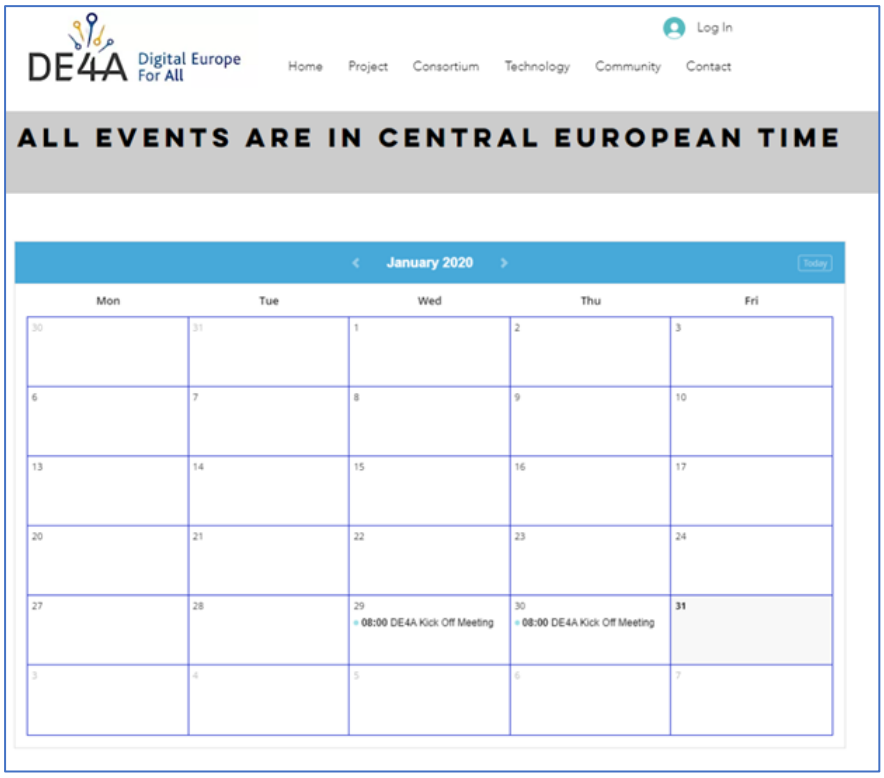


Figure 24: DE4A Website Community Events Page

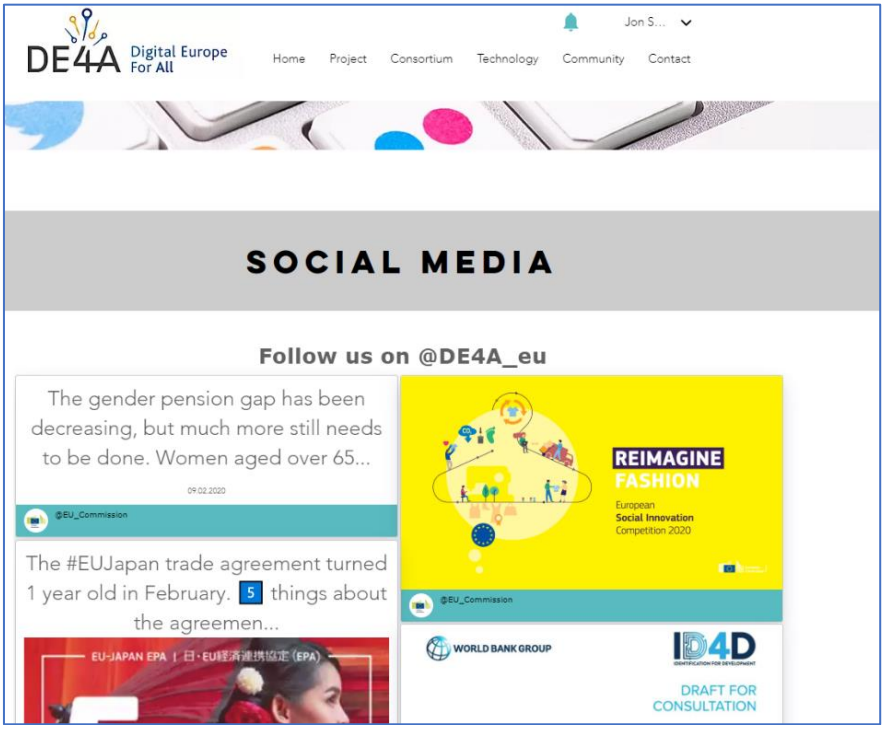


Figure 25: DE4A Website Media Page

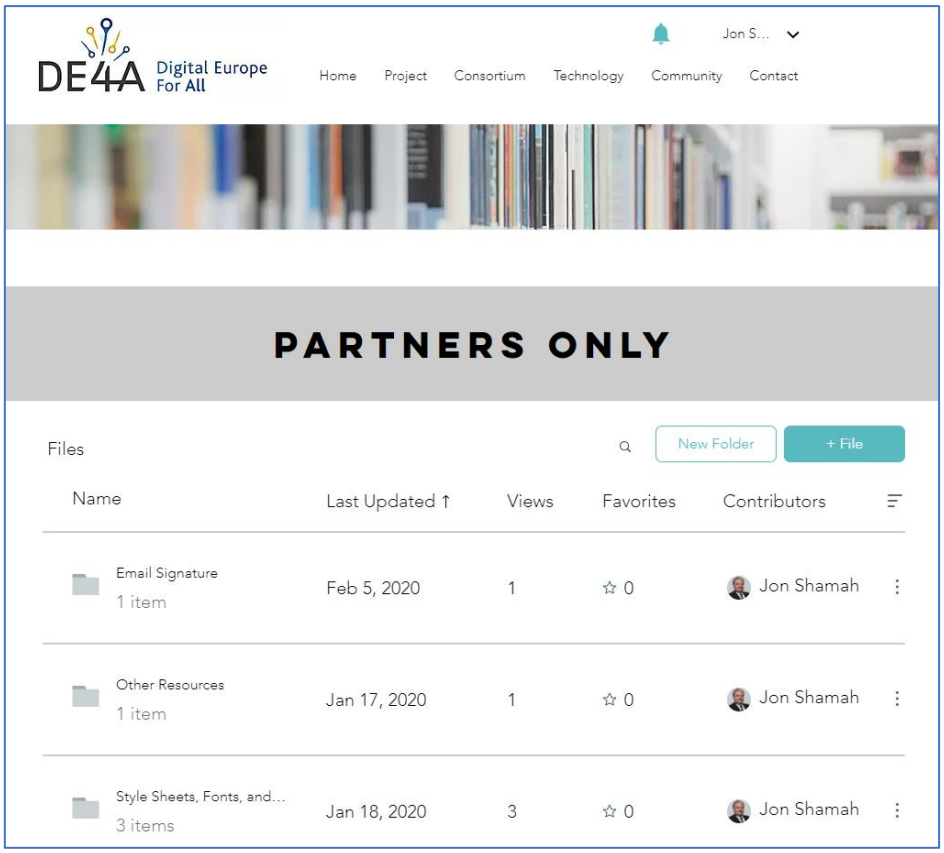


Figure 26: DE4A Website Partner Resources Page

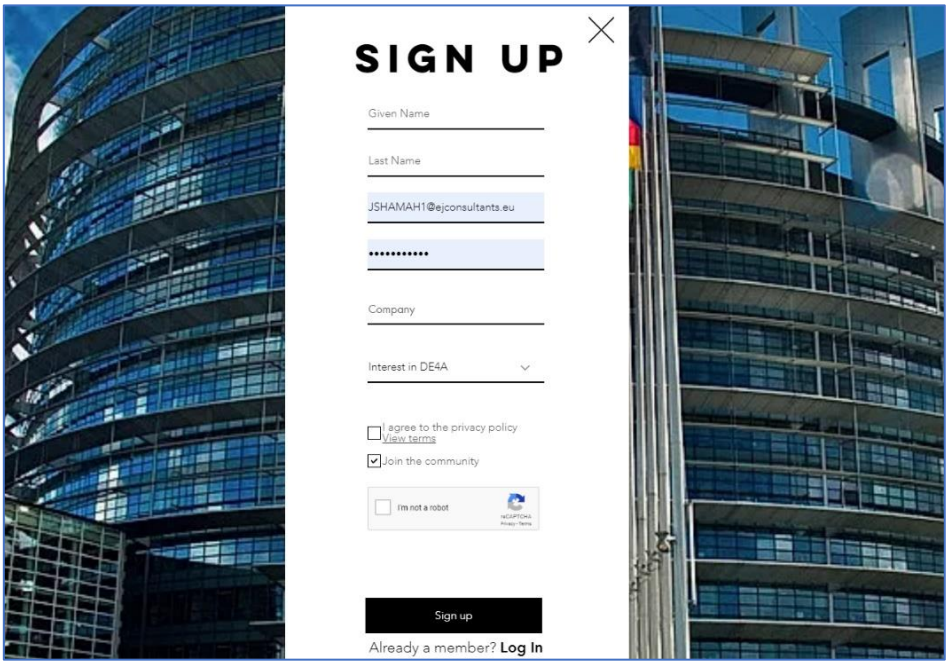


Figure 27: DE4A Website Sight Sign-Up Page

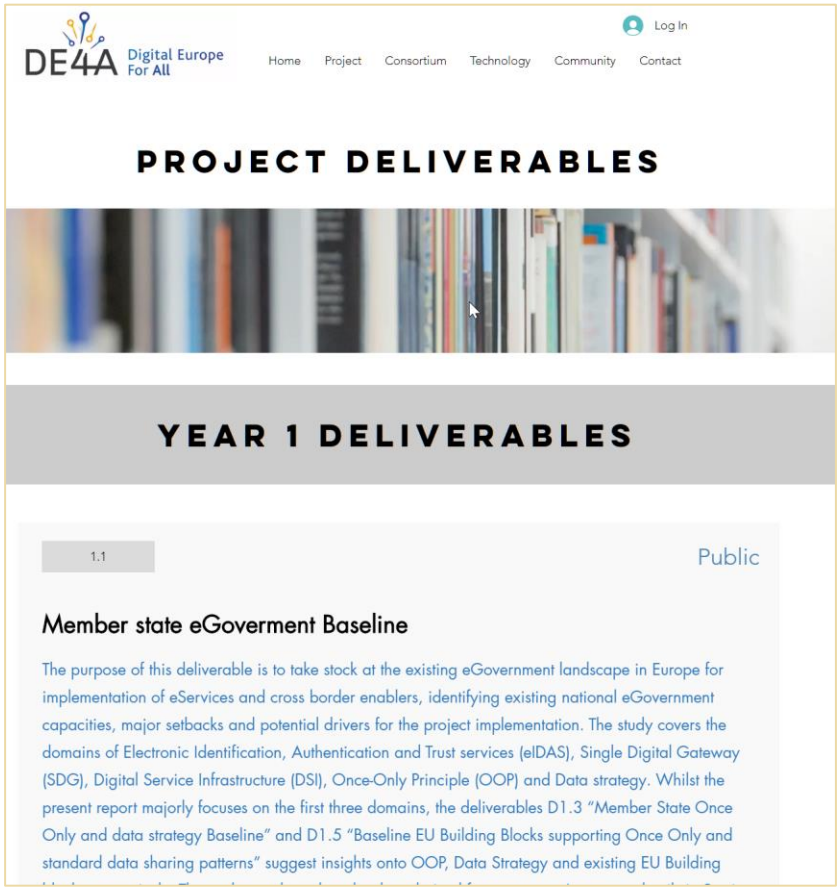
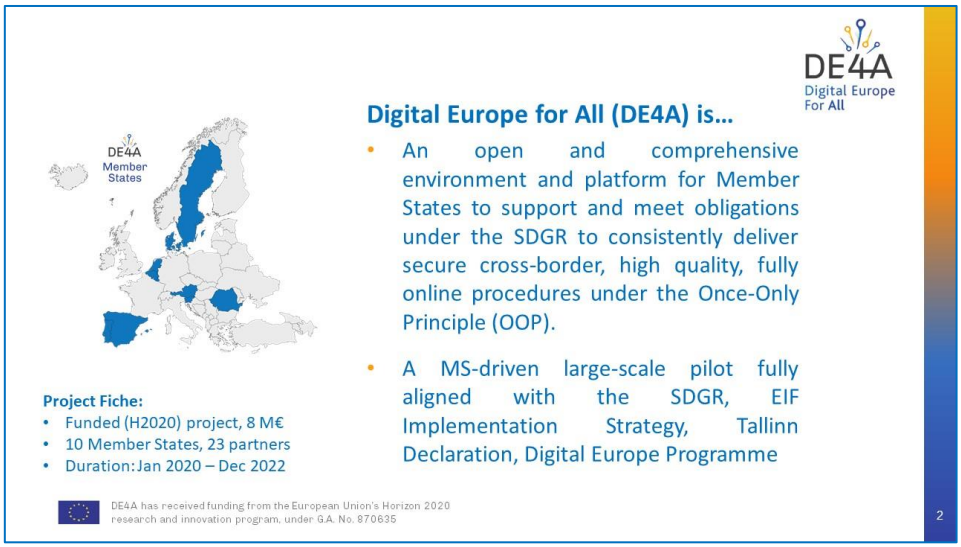
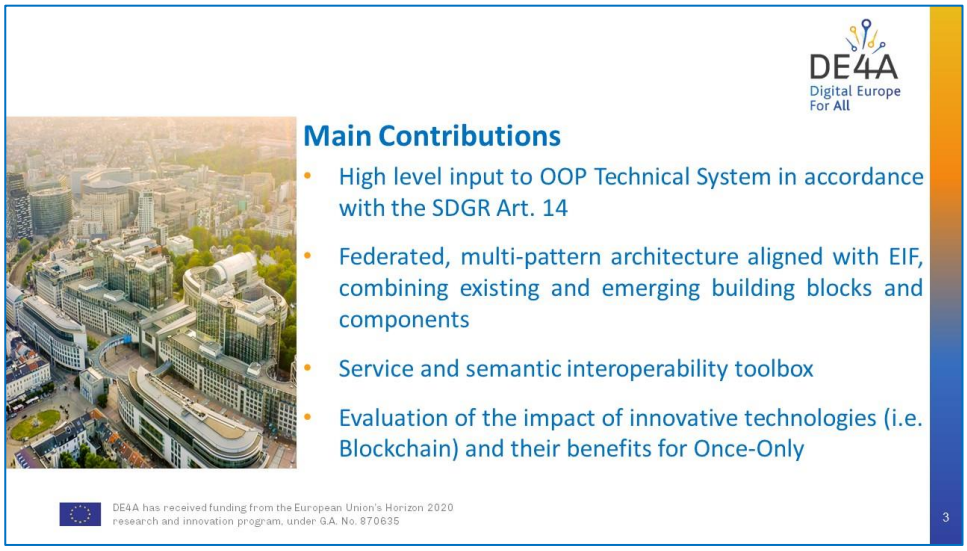


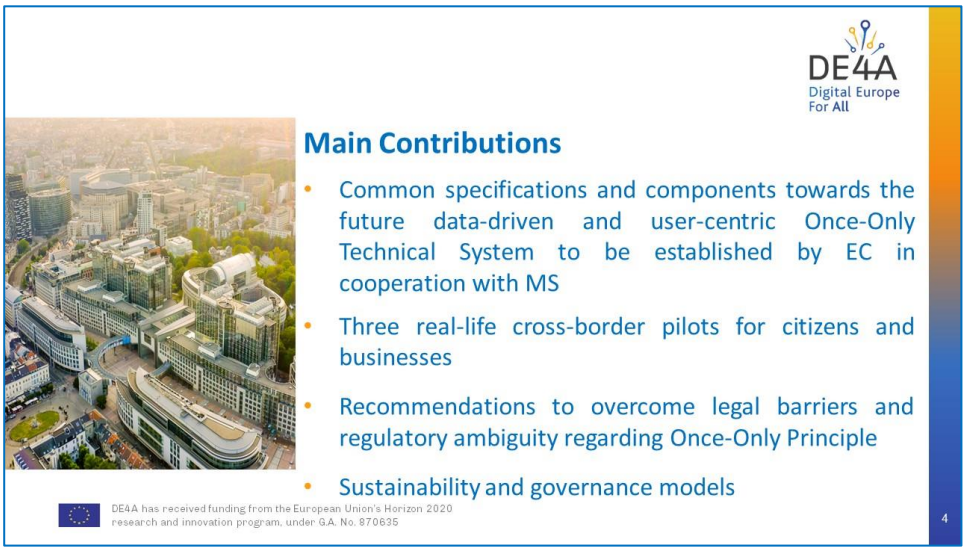
Figure 28: DE4A Website Deliverables

Annex 3 – DE4A Project Presentation

Figure 29: Template powerpoints Pages 1-11



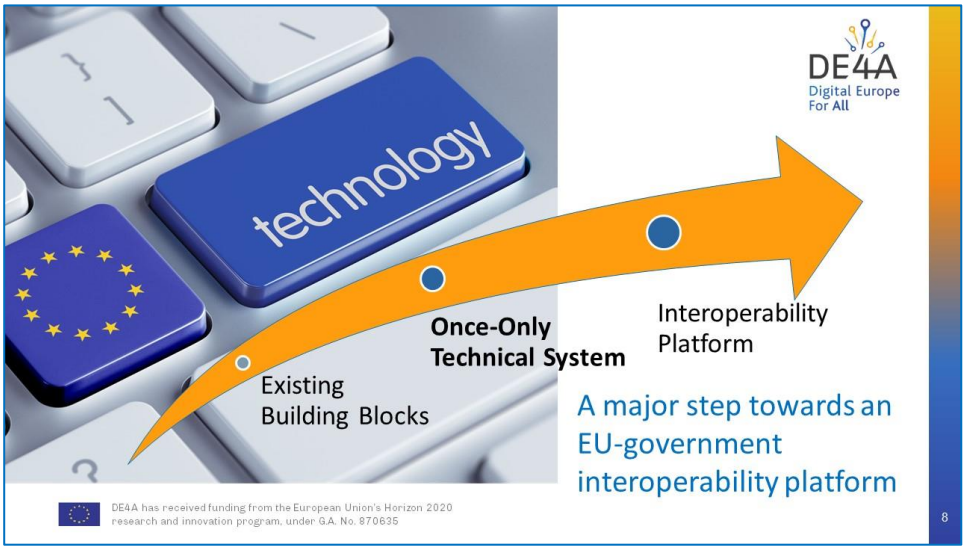

DE4A
Digital Europe
For All
Main Contributions
• High level input to OOP Technical System in accordance with the SDGR Art. 14
• Federated, multi-pattern architecture aligned with EIF, combining existing and emerging building blocks and components
• Service and semantic interoperability toolbox
• Evaluation of the impact of innovative technologies (i.e. Blockchain) and their benefits for Once-Only
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
3

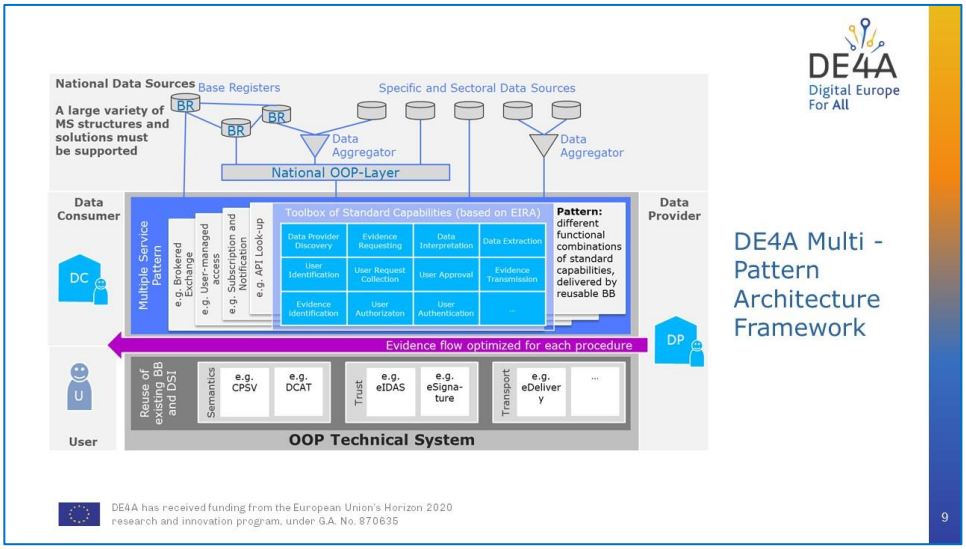

DE4A
Digital Europe
For All
Main Contributions
• Common specifications and components towards the future data-driven and user-centric Once-Only Technical System to be established by EC in cooperation with MS
• Three real-life cross-border pilots for citizens and businesses
• Recommendations to overcome legal barriers and regulatory ambiguity regarding Once-Only Principle
• Sustainability and governance models
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
4

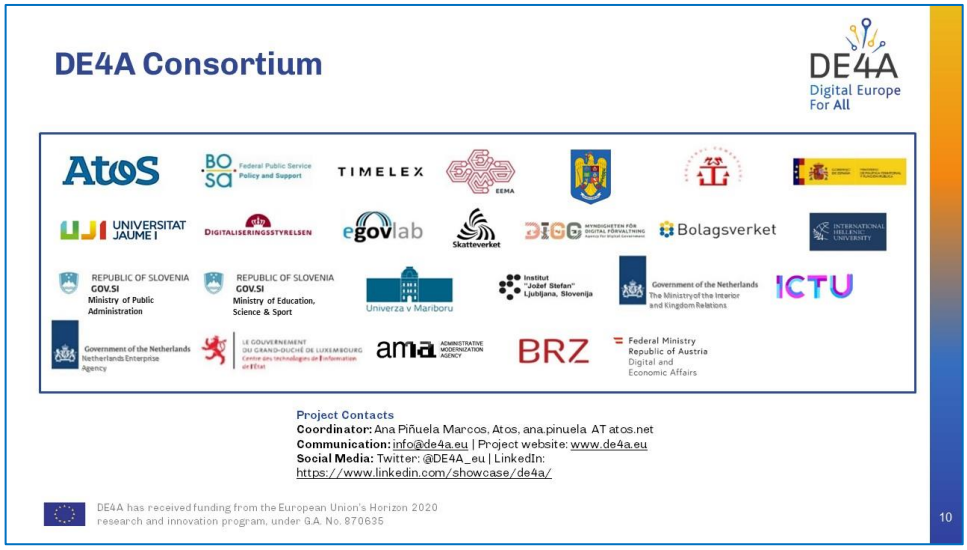
DE4A
Digital Europe
For All
DE4A Real-Life Pilot "Studying Abroad"
Paperless procedures for students' mobility
• Application for Higher Education
• Applying for Study Grant
• Diploma/Certificate/Studies, professional recognition
MS Participation: Belgium, Spain, Slovenia
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
5

DE4A
Digital Europe For All
DE4A Real-Life Pilot "Doing Business Abroad"
Meet business needs retrieving and keep up-to-date company data from authentic sources
• Starting of business
• Digital Annual Reports
MS Participation: Austria, Belgium, Netherlands, Romania, Sweden
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
6

DE4A
Digital Europe For All
DE4A Real-Life Pilot: "Moving Abroad"
Enabling citizens' mobility across EU enabling:
• Registering change of address
• Civil Status Certificates
• Retiring (pensions information / claiming)
MS Participation: Belgium, Denmark, Luxembourg, Romania, Sweden, Slovenia, Spain
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
7


technology
DE4A
Digital Europe For All
Existing Building Blocks
Once-Only Technical System
Interoperability Platform
A major step towards an EU-government interoperability platform
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
8


National Data Sources
A large variety of MS structures and solutions must be supported
Base Registers
BR
BR
BR
Specific and Sectoral Data Sources
Data Aggregator
Data Aggregator
National OOP-Layer
Data Consumer
DC
Multiple Service Pattern
e.g. Brokered Exchange
e.g. User-managed access
e.g. Subscription and Notification
e.g. API Look-up
Toolbox of Standard Capabilities (based on EIRA)
Data Provider Discovery
Evidence Requesting
Data Interpretation
Data Extraction
User Identification
User Request Collection
User Approval
Evidence Transmission
Evidence Identification
User Authorizaton
User Authentication
Pattern: different functional combinations of standard capabilities, delivered by reusable BB
Data Provider
DP
Evidence flow optimized for each procedure
User
U
Reuse of existing BB and DSI
Semantics
e.g. CPSV
e.g. DCAT
Trust
e.g. eIDAS
e.g. eSigna-ture
Transport
e.g. eDeliver y
OOP Technical System
DE4A Multi - Pattern Architecture Framework
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
9


DE4A Consortium
Atos
BOSA Federal Public Service Policy and Support
TIMELEX
EEMA
UNIVERSITAT JAUME I
DIGITALISERINGSSTYRELSEN
egovlab
Skatteverket
DIGG
Bolagsverket
REPUBLIC OF SLOVENIA GOV.SI Ministry of Public Administration
REPUBLIC OF SLOVENIA GOV.SI Ministry of Education, Science & Sport
Univerza v Mariboru
Institut "Jožef Stefan" Ljubljana, Slovenija
Government of the Netherlands The Ministry of the Interior and Kingdom Relations
ICTU
Government of the Netherlands Netherlands Enterprise Agency
ama ADMINISTRATIVE MODERNIZATION AGENCY
BRZ
Federal Ministry Republic of Austria Digital and Economic Affairs
Project Contacts
Coordinator: Ana Piñuela Marcos, Atos, ana.pinuela AT atos.net
Communication: info@de4a.eu | Project website: www.de4a.eu
Social Media: Twitter: @DE4A_eu | LinkedIn: https://www.linkedin.com/showcase/de4a/
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
10

Thank you for your attention
Discussion
Presenter name and contact details
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635
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Annex 4 – DE4A Newsletter

DE4A Digital Europe For All

Issue 1 • June 2020

DE4A Support European Public Administrations in the Implementation of the SDGR

DE4A inaugural project meeting in Madrid, Spain

Digital Europe for All (DE4A) is a major three-year project, launched on January 1st 2020, to support the implementation of the Single Digital Gateway Regulation (SDGR) across Europe ((EU) 2018/1724) and make the digital single market a reality. The three-year, large scale pilot has received funding from the European Union's Horizon 2020 research and innovation program under G.A. No. 870 635, and is being driven by 10 Member States and a consortium of 23 partner organisations.

This initiative will facilitate migration towards European Digital Public Services co-delivered across borders, across sectors and with different participants reinforcing trust in public institutions and unleashing multiple measurable positive impacts on efficiency gains and reductions in administrative burden and costs.

DE4A is in compliance with the Single Digital Gateway (SDG) – of which the European Commission states: "The single digital gateway will facilitate online access to the information, administrative procedures and assistance services that citizens and businesses need to get active in another EU country. By the end of 2020, citizens and companies moving across EU borders will easily be able to find out what rules and assistance services apply in their new residency. By the end of 2023 at the latest, they will be able to perform a number of procedures in all EU member states without any physical paperwork, like registering a car or claiming pension benefits."

Achieving these objectives will be realised through three real-life cross-border pilots, chosen from the SDGR fully online administrative procedures, that will validate the DE4A approach in real-life settings:

1. **Studying abroad, based on paperless procedures for students' mobility** will investigate improved process for higher education and study grant applications, as well as sharing diplomas and certifications for professional recognition.
2. **Doing business abroad will meet business needs, retrieving and keeping up-to-date company data from authentic sources.** It will also test more efficient ways of starting a business and creating and sharing digital annual reports.
3. **Enabling Citizens' Mobility across the EU** will look at the process of registering a change of address, civil status certificates and retirement such as pension and claims information.

DE4A is being coordinated by ATOS Spain SA and Ana María Piñuela Marcos, Head of the Secure Societies and Societal Transformations Unit at its Research & Innovation department states: "DE4A will contribute towards the implementation of common solutions for the digitalisation of public services in cross-border situations". Ana continues: "We will create a breakthrough in validating across borders once only principle and SDG procedures with real citizens."

DE4A Digital Europe For All

1

Figure 30: Newsletter Page 1

DE4A Can be a Turning Point in the EU's Digital Transformation

Author: Sofia Paredes, AMA, Portugal

DE4A is about more than technology. When we say digital we normally think about technology. But when we refer to digital across Europe we cannot limit our thinking to technological issues. We must think with a broader more comprehensive perspective. We must think how multiple autonomous heterogeneous self-sovereign states can fully cooperate to provide cross-border life-event services to their citizens, despite cultural and linguistical semantic differences, unique political and organizational processes, governance and legislation idiosyncrasies and besides technology gaps.

DE4A is collaborating and co-creating. It takes a joint effort to make an inventory of the current eGovernment landscape. Also, it takes a common interest in defining the catalog of building blocks and patterns addressing all business needs. And this co-creation isn't limited to public administrations but also includes private entities.

DE4A thinks about leveling the playing field. There are huge differences in players. Some are mature, others have just started. Some have huge amounts of money at their disposal for technological and processes improvement and others don't. Some have high complexity to tackle even in their own state, such as multiple languages or multiple autonomous administrative regions. Some have subject-matter experts to rely on and others don't. There is such a mental energy waste when designing a system from scratch. Building blocks preclude such a waste and leverage on the law of large numbers, enabling us to find the required expertise among the larger pool of European citizens. It relies on scale economies, on once only research, design and build. And then on having a catalog of building blocks, patterns and assembly instructions, from where to pick a more affordable tested ready-to-assemble takeaway solution.

DE4A can be a turning point. Gutenberg's printing press "facilitated the wide circulation of information and ideas"(1) by making documents available to a broader audience than the privileged audience hand-copied manuscripts had. The internet made accessible content previously available only in university classrooms, in books which not everyone could afford, or in libraries not everyone had physical access to. And just as Gutenberg's printing press was instrumental in the expansion and democratization of knowledge, building blocks play a central role in extending the Digital Single Market (DSM) in a truly democratic and accessible way to all. DE4A can increase data flow rate by defining semantically compatible structured data flows. DE4A can make obsolete physical presence and paper-based documents transfer by enabling the connection of European wide life-event services.

Will we be ready? Imagine the Coronavirus COVID-19 had hit Europe after DE4A. Would we have been able to request any life-event service home-based or using our mobile? Would we have been able to use zero knowledge proof to evidence share, without disclosing personal medical records when using services and transportation? Would we have trusted distributed data sources on intel? Would data have flowed fast enough to enlarged scientific communities enabling for better forecasting, provision and further drug advancement? Will we be equipped for adapting, implementing and changing fast enough for the next challenge?

(1) Elizabeth Lewisohn Eisenstein

ama ADMINISTRATIVE MODERNIZATION AGENCY

Figure 31: Newsletter Page 2

Pilot Introduction: Studying Abroad

Author: Tomaž Klobučar, Jožef Stefan Institute, Slovenia

The Studying Abroad pilot of the DE4A project aims at demonstrating in practice the benefits for different European higher education area stakeholders of realizing across borders the principles of once only and digital-by-default. By the combination of three use cases (application to public higher education, applying for study grant, and diploma recognition) it will prove the optimal process/procedure for students of the participating three Member States (Belgium, Slovenia, and Spain) for registration and eventually applying for a student grant as well as for studies recognition.

The first deliverable relating to the Studying Abroad pilot, defines its scope, establishes its functional boundaries, includes pilot main objectives, sets specific pilot technical and business goals, and presents a preliminary identification of corresponding pilot success criteria suitable to assess them. A detailed specification of the three use cases and corresponding (functional and non-functional) requirements has been defined. Additionally, an overview of the infrastructures and initiatives relevant for the pilot, e.g. the eIDAS infrastructure, European digital credentials infrastructure, or European Blockchain Services infrastructure (EBSI), showed what already exists in the participating Member States and which building blocks and other initiatives' results will be explored for reuse by the pilot. For each use case, the relevant actors have been identified and the required and available data for evidence exchange has been analysed.

Apart from the project partners from the three participating countries, the procedures require other data consumers and data providers to be involved, for example regional governments, ministries, regional agencies, institutions involved in the diploma recognition procedure, etc. Analysis also shows little overlapping of the mandatory and optional data required by the procedures between the participating Member States and even between different regions in one Member State. Ministries and higher educational institutions are the main sources of identification and academic data of the students, while examples of evidence necessary for the three procedures include diploma and diploma supplement, data on completion of secondary education, certificate of language proficiency, and data on income and household situation.

The use cases are described through (a) user journeys presented from a student point of view, (b) preconditions, main-flow steps, and postconditions, and (c) a list of functional and non-functional requirements. Specifics of the existing procedures in Belgium, Slovenian, and Spain are also provided. The three use cases have different levels of complexity and can be implemented by various communication patterns. While the selection of the appropriate patterns for applications to higher education and applications for study grants will be decided later in collaboration with "Work Package 2 – Architecture vision and framework", it is currently envisioned that self-sovereign identities, preferably based on EBSI, will be validated in the diploma recognition use case. As recognized diplomas and other credentials for qualification recognition are required evidence for the other two procedures, linkage of the use cases will also be explored.

Several political, legal, technical, and organizational issues still need to be resolved before the three procedures can be validated in production environment. Examples of such challenges include lack of notified identification schemes in Slovenia, required changes of operation of institutions that are not part of the DE4A project, maturity of the building blocks and relevant infrastructures, such as EBSI, and necessary changes in national legislations.

The results constitute the basis for the next Studying Abroad pilot planning phase, providing information relevant for a pilot management plan and coordination of the different pilot partners involved in each use case. They will also serve as major input to other DE4A activities, in particular Work Package 2 – Architecture vision and framework (requirements are a starting point for joint development of project start architecture, underlying blockchain support framework and later towards technical architectures and interoperability solutions toolbox), Work Package 3 – Semantic interoperability solutions (requirements feeding semantic interoperability framework and corresponding semantic solutions - components/tools-needed to support the pilot), and Work Package 5 – Common component design & development (requirements relevant for identification of features for products and components and later for their technical design and common specifications). The identified legal and organisational barriers are also relevant to Work Package 7 - Legal and ethical compliance and consensus building and Work Package 6 - Sustainable impact and new governance models.

Information regarding the project deliverable is available at:
www.de4a.eu/project-deliverables

Institut "Jožef Stefan" Ljubljana, Slovenija

Figure 32: Newsletter Page 3

Pilot Introduction: Doing Business Abroad

Author: Hans van der Burght, Netherlands Enterprise Agency

One of the pilots within DE4A is Doing Business Abroad and its main objective is to lower barriers for companies starting a business or doing business in another EU Member State.

In order to meet the needs of both company and data consumers, the pilot participants will retrieve company data from (authentic) sources and keep this data up to date by connecting to new or existing data subscriptions (notification services). This will be achieved in the Doing Business Abroad pilot by (amongst others): specifying the pilot's use cases; defining requirements for the OOP technical system; validating the OOP technical system in real pilots; promoting the once only principle within the Member States to public administration and companies.

In April 2020 the Netherlands Enterprise Agency (RVO) produced the first deliverable related to this pilot, in close collaboration with Member States and specific organisations participating in this pilot: Austria's Federal Ministry for Digital and Economic Affairs and the Austrian Federal Computing Center; Belgium's Federal Public Service Policy and Support; Sweden's Agency for Digital Government, the Swedish Companies Registration Office, and the Swedish Tax Agency; and Romania's National Trade Register Office. The deliverable identifies the use cases to be tackled and defines the requirements to the OOP technical system:

1. **Starting a business in another Member State**

This use case deals with the initial registration of the company and the assessment of the right to do business and of obligations to file tax in the Member State the company wants to do business in. At the core of this use case is the fulfilment of procedural obligations to start doing business in another EU Member State.

2. **Doing business in another Member State**

This use case looks at applying for specific services in the Member State the company is operating in. This case is centred on retrieving and updating company information by the service provider. This use case may include fulfilling corporate tax duties or getting access to other relevant services as well.

The process of co-creation with the partners was a good beginning of the Pilot Doing Business Abroad. It started with bilateral workshops and conference calls with the Member States and participating organisations. Together they analysed the specific situation per Member State. The next step was to translate this information into generic uses cases, process flows, and requirements. The final content of the deliverable was agreed on in one joint teleconference workshop.

Information regarding the project deliverable is available at:
www.de4a.eu/project-deliverables

Government of the Netherlands

Figure 33: Newsletter Page 4

Pilot Introduction: Moving Abroad

Author: Michel Luypaert, BOSA, Belgium

The main goal of the Moving Abroad pilot is to facilitate the evidence exchange when citizens are moving abroad with a series of three use cases (address change, a request for a birth, marriage or death certificate, and a request for pension information and/or a pension claim). The benefits of this will be fewer physical movements of citizens to fetch the evidence and less interventions of civil servants resulting in a faster evidence exchange.

In general terms the requirement of the pilot is to deliver evidence online, in real-time, in a structured (data) format to the citizen as part of a procedure that is related to an address change, a request for a birth, marriage or death certificate or a request for pension information and/or a pension claim when moving abroad. As a prerequisite of this, the citizen will have to be authenticated via eIDAS and linked to the evidence via a national registration number of the foreign country. In some cases, civil servants will intervene to link the citizen - based on this eIDAS identification - to the national number.

The main actor will be the citizen requesting information for himself or on behalf of the persons for whom he is legally authorised to do so.

The existing infrastructure in the Member States depends on whether the Napoleonic Code was instituted or not. Member States that follow the Napoleonic law have a civil state register that holds legal certificates of birth, marriage, and death. In the other Member States only a population register is present holding the information for all citizens that can reside in the country for a longer period. The latter is the case in the Scandinavian countries. These registers can be central registers or locally managed registers.

Regarding the evidence, for the use cases one and two we have opted to follow the EC regulation 2016/1191. In this regulation it is foreseen that each EU country must be able to exchange evidence on the life, birth, marriage and death events in a multilingual (data) form. The Life Event encompasses most of the evidence that is needed to register in a foreign country, a procedure of which "Change of address" is part off.

By doing so, the DE4A pilot and framework will support/enforce the awareness and practical implementation of this regulation which has been applicable to all EU Member States since February 2019.

Depending on the country, the evidence will be available in a structured multilingual form and/or as structured data. The fact that this evidence exchange is foreseen in an active regulation makes the adoption by the Member State explicit.

The main barriers the pilot will have to face are that some participating Member States…

- Are not yet eIDAS notified. This is the preferred solution to authenticate the citizen requesting evidence. Other solutions exist but require a physical movement of the citizen to the consulate or involved service in the country providing the evidence and do not offer online in real time access to the evidence.
- Have no mechanism today to link the eIDAS information to the authentic source that contains the evidence (by a national registration number).
- Only allow the exchange of evidence with other Member States in case the evidence is requested by/for the citizen himself.
- Request that the citizen is physically present to initiate the procedure. In this case the pilot will help (only) to fetch the evidence electronically at that moment.
- Have the requested evidence not in an electronic format immediately available and cannot provide the evidence online in real time. Although several Member States have a mechanism to migrate the requested evidence on demand. If it can temporarily put the procedure on hold, this will have an impact on the volume of evidence that can be exchanged with the pilot.

Further, the evidence exchanges in the DE4A project, which is based on the regulation 2016/1191 for the use cases one and two - address change, a request for a birth, marriage or death certificate – might conflict with the definitions of the Deloitte study which was elaborated as part of the SDGR project.

For the third use case – request pension information and/or claim pension – there might be an overlap with the EESSI project (which is another European project in the social security sector) where this information is already exchanged. Further investigation and discussions are needed to determine how the DE4A initiative can be integrated with EESSI initiative.

Information regarding the project deliverable is available at:
www.de4a.eu/project-deliverables

Figure 34: Newsletter Page 5

The Legal Fog Around the Once-Only Principle, and How DE4A Clears Up the Skies

Author: Hans Graux, Timelex, Belgium

One of the central objectives of the DE4A project is to ensure that the once-only principle can be piloted in full compliance with the EU's legal requirements. The main regulatory framework for the project is the Single Digital Gateway Regulation (SDGR). The SDGR defines the obligations of the Member States and of any public administrations who seek to exchange information under the once-only principle, and stipulates the rights of citizens and businesses.

Complying with these requirements seems simple on the surface. The principal provision in the SDGR (article 14) is only just over a page in length, and mainly focuses on defining simple and intuitive safeguards. It states that no information can in principle be exchanged between administrations except at the request of a user, and that the user must be allowed to preview the information before deciding whether to permit the exchange. Data protection rules must be observed, and use of the once-only principle is voluntary for the user – if they don't want it, they have the right not to use it. Compliance seems simple enough.

But the devil, as always, is in the details. When should the preview occur, and who is responsible? What happens when information must be collected in multiple countries? How do you comply with data protection laws when the information may contain data on third parties who don't even know that their data is being exchanged?

In order to be successful, Member States need to take the same position on all of these topics. For that reason, DE4A has a specific work package dedicated to consensus building on legal topics. Through a series of iteratively developed white papers, the legal team in DE4A tries to get everyone on the same page, keeping in mind the triple objective of piloting the SDGR, seeking an optimal application of the once-only principle, and building world class e-government services in Europe. The final outcomes will be bundled in a deliverable which will be published over the summer.

TIMELEX

DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635

Produced by EEMA - Lead Dissemination Partner WP8

DE4A

Project contact
Coordinator: Ana Piñuela Marcos
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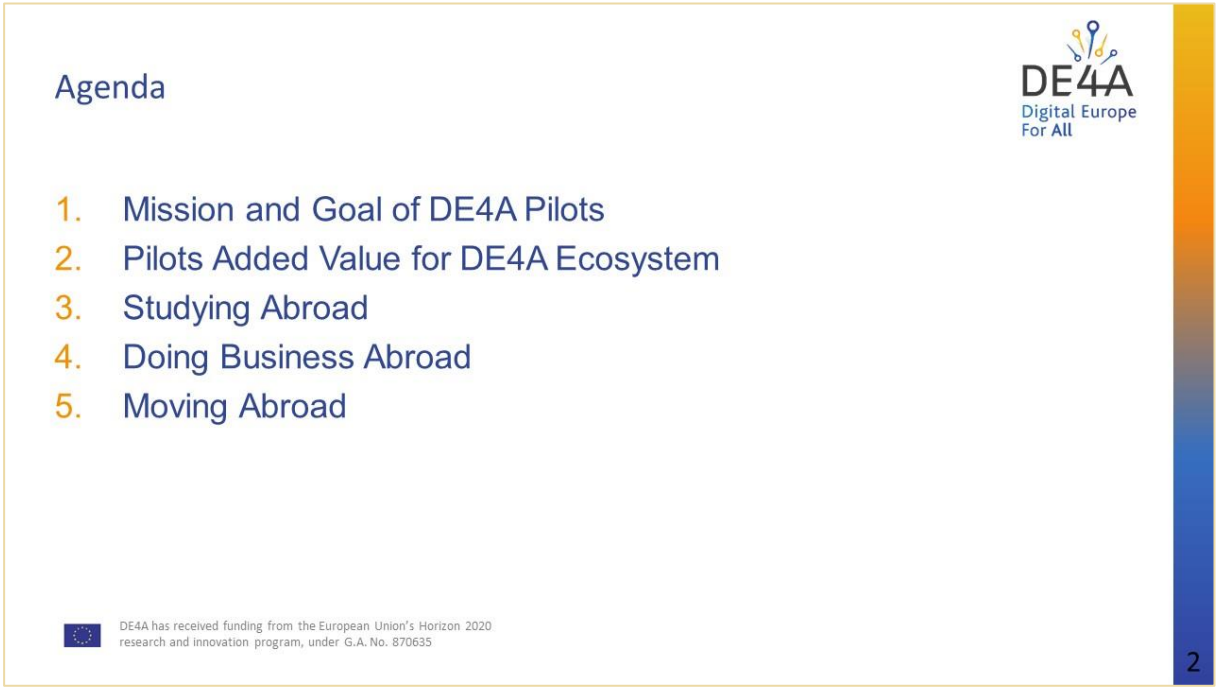
Web: www.de4a.com
Twitter: @DE4A
LinkedIn: www.linkedin.com/showcase/de4a

Figure 35: Newsletter Page 6

Figure 36: Newsletter Page 7

Annex 5 – DE4A / ISSE Webinar

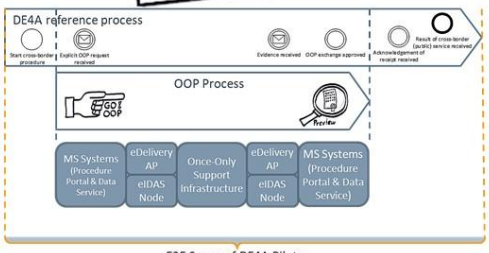
Figure 37: Complete DE4A/ISSE Presentation



Mission and Goal of DE4A Pilots

Study, Move, Do Business!

"Citizen and business-oriented pilots shall **highlight chosen aspects of the technical ecosystem available for the SDG implementation** on European and MS level, prove their **technical viability** and gauge the **performance** & degree in which **non-functional requirements** can be accommodated..."



E2E Scope of DE4A Pilots

DE4A Pilots Goals

3 Pilots on **SDGR Life Events** for Students, Companies & Citizens (2 iterations in H2 2021 and 2022)

Evidence of OOP benefits in **real-life scenarios**: real users with real exchange of evidence

Validate DE4A results incl. transformative technologies impact (Blockchain…)

Try-out **solutions to OOP barriers**.
Assist EU Public Admins to be SDG-ready

Integration of DE4A in national OOP layers and / or DC and DP portals => **insight to Member States on impl. challenges** and potential solutions

DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635

3

Pilots Added Value for DE4A Ecosystem

- In-depth understanding of chosen 'Life Events' by detailed Use Case analysis in MS
- Pilot important concepts relevant for SDG context and beyond
- Evidence of enablers of trust of SDG users in public authorities. Evaluate in realistic conditions different trust models incl. more decentralized ones (SSI, VC).
- Apply in real-life contexts results from major public sector initiatives: Public Document Regulation, EBSI-ESSIF
- Measurable impacts using S.M.A.R.T. metrics substantiate how well each pilot meets established success criteria and aligns with DE4A principles
- A workable design for current and future OO data sharing implementations

DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635

4

Studying Abroad…

- **Paperless Procedures for Students' Mobility**
  - Simplified cross-border user interaction with the educational procedures, systems and platforms
  - Reduced administrative burdens in higher education by re-using evidence from trustworthy sources
  - Increased security level of the cross-border educational services
  - Increased uptake and use of electronic identities
  - Validate novel technologies in higher education: SSI, VC, Distributed Ledgers
- ***Use Cases***
  - Applications for Higher Education
  - Applying for Study Grants
  - Requesting Proof of Studies Recognition

(aligned with EBSI-ESSIF, Europass-EDCI)

SDGR Procedure
Applying for a tertiary education study financing, such as study grants and loans from a public body or institution
Submitting an initial application for admission to public tertiary education institution
Requesting academic recognition of diplomas, certificates or other proof of studies or courses

DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635

5

Doing Business Abroad…

- **Meeting Business Needs**
  - Improve quality of company data
  - Re-use data from authentic sources (intermediation/lookup)
  - Receive notifications in case of changes to the company status or –data (subscription and notification)
  - Reduce manual work and lower processing costs
  - Improve enrolment in registers and improve service delivery process
  - Lowering barriers for companies to start a company in another MS and to do business in other MS
- ***Use Cases***
  - Starting a Business in another MS
    - Initial registration of a company, assessment of right to do business, obligations to file tax
  - Doing Business in another MS
    - Retrieving and updating company data by DC. May include service delivery like applying for tax or a subsidy

SDGR Procedure
Notification of business activity
Submitting a corporate tax declaration

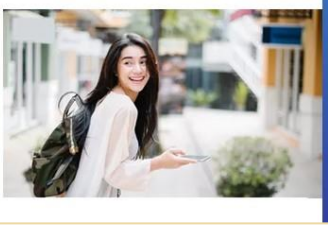
DE4A has received funding from the European Union's Horizon 2020 research and innovation program, under G.A. No. 870635

6

Moving Abroad…

- **Enabling Citizens' Mobility across the EU**
  - **Support EU citizens** that need **to provide evidence** to e.g. **register/change address** or **prove birth/marriage/death** events or when **claiming pension** from another MS
  - Efficiency win, cost reduction, faster completion of the procedure as
    1. **Evidence can be requested from the country where the citizen resides**: no physical moves to the country holding evidence needed anymore => efficiency win, cost reduction, faster completion of proc.
    2. **Evidence can be delivered electronically** and in many cases **in real time** => faster completion of the foreign procedure
    3. **Evidence can be delivered in a language that can be understood by the MS** without having to translate the evidence by an agreed translator => cost reduction
- ***Use Cases***
  - Registering change of address
  - Civil Status certificates
  - Retirement (Pensions info / claims)

SDGR Procedure
Requesting proof of registration of birth
Registering a change of address
Claiming a pension and pre-retirement benefits
Requesting information on the data related to pension



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Thank You

Alberto Crespo (Atos)

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Want to know more?
https://www.de4a.eu/project-deliverables
DE4A
Digital Europe For All
Studying abroad - Use cases Definition and Requirements: link
Doing Business Abroad - Use cases definition and requirements: link
Moving Abroad - Use cases definition and requirements: link
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DE4A
Digital Europe For All
Multi-Pattern Architecture
Alexander Bielowski, MinBZK
Webinar 5: ''Digital Europe For All – Exploring Once-Only in practice'', November 19, 2020
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- **5 time horizons** (add focus to the discourse)
- 9 fundamental principles (based on EU policy)
- 13 derived principles (related to eGov interoperability)
- **3 viewpoints** (metamodel derived from ArchiMate and BPMN)
- **5 interaction pattern** (describe exchange of evidence)
- 33 building blocks (assessment of potential re-use)

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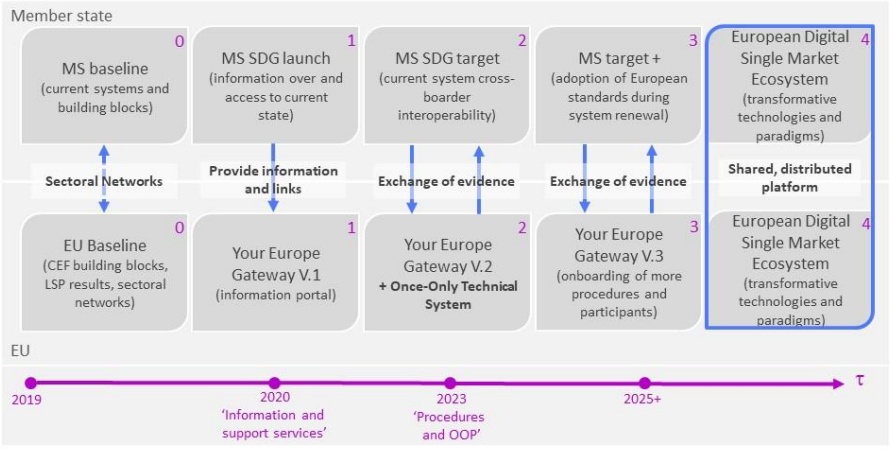
Five distinct time horizons provide a reference frame for the complete project (all WPs and Deliverables)



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DE4A Fundamental Principles

1 Subsidiarity & Proportionality The subsidiarity principle requires EU decisions to be taken as closely as possible to the citizen. The proportionality principle limits EU actions to what is necessary to achieve the objectives of the Treaties.	**2 Sustainability** The architecture, the approach and the solutions chosen have to be designed in a way that they will be able to cope with the high and regular usage that is expected for the future.	**3 Openness** The openness principle requires DE4A to use, as far as possible and as long as the requirements are met, open standards or specifications and open source software.
4 Transparency & Accountability Procedures, data flows, interactions, responsibilities, data providers and consumers, are perfectly clear and communicated in an understandable manner. Preservation and non-preservation.	**5 User centricity & empowerment** The user centricity principle requires to put the user and his requirements and needs systematically and truly at the centre.	**6 Equality & Non-discrimination** The equality and non-discrimination principle requires that users have to be treated as equal and that any discrimination shall be prohibited.
7 Security & Trustworthiness The security and trustworthiness principle requires that the architecture and the solutions are designed and implemented using state-of-the-art and interoperable (e.g. eIDAS) security approaches, services and building blocks.	**8 Data protection & Privacy** The data protection principle requires that outmost care and attention be reserved for protecting personal data. The privacy principle requires that the private life, the home and the communications of each citizen are respected – as far as possible by design	**9 Effectiveness & Efficiency** The effectiveness principle requires that the solution or service really delivers the required result. The efficiency principle requires that the required result is delivered as smoothly, as swiftly and as simply as possible.

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DE4A Derived Principles

1. Once-Only Principle (OOP)
2. Digital by Default
3. Inclusion & accessibility
4. Data control by the user
5. Only exchange of structured and authentic evidence that can be automatically and reliably be linked to the right person
6. Data minimisation
7. Federated, largely decentral OOP technical system
8. OOP technical system: an ecosystem relying essentially on open standards, specifications and reusable building blocks
9. Authentic sources under the sole control and responsibility of the competent evidence providing authority
10. Flexibility and ability to evolve and adapt easily to new needs and technologies
11. Reuse before build
12. Interoperability
13. Mobile first

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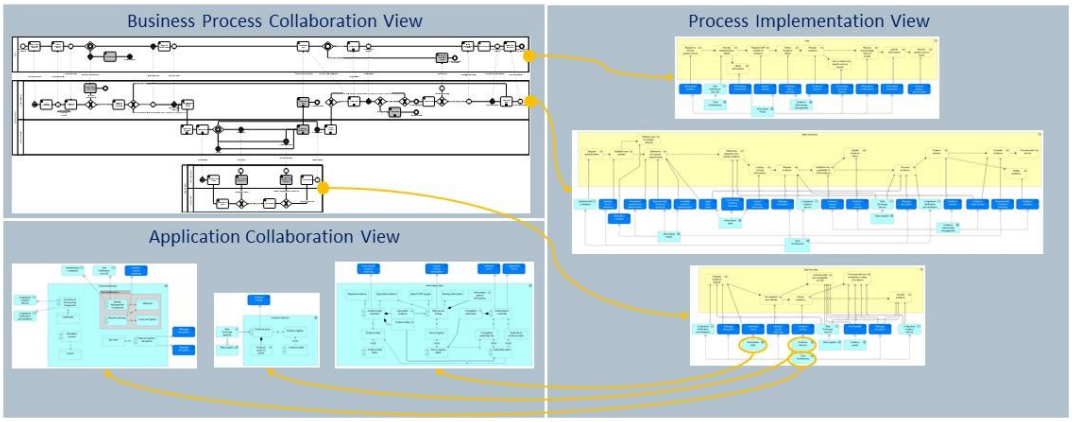
Example of detailing the Intermediation Pattern in the Project Start Architecture (D2.4)



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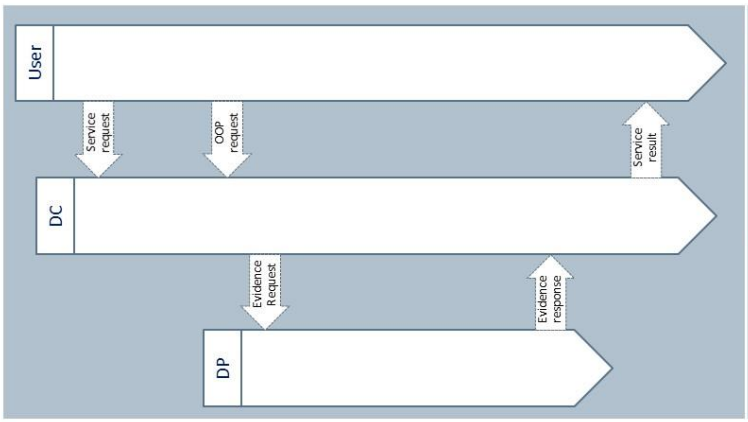
Intermediation Pattern



- The Data Consumer (DC) orchestrates the OOP exchange
- User interacts exclusively with DC
- This pattern assumes that SDGR Art14 (11) can serve as legal basis for piloting prior to 12.12.2023
  - Explicit Request to DC
  - Preview at the DC
- This pattern is mostly aligned with the SDG OOP high-level architecture

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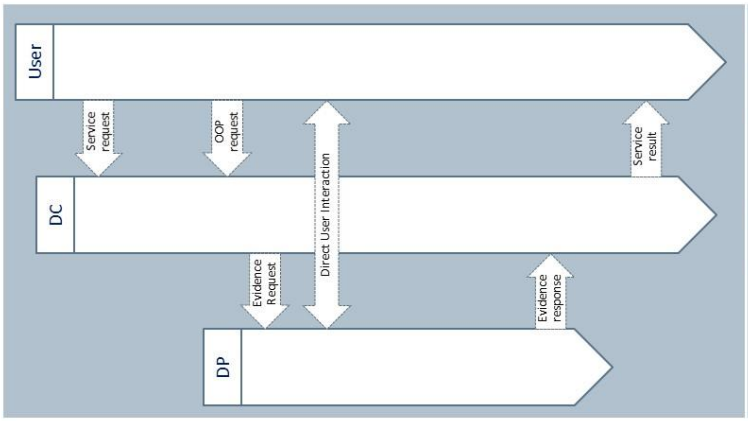
User-Supported Intermediation (USI) Pattern



- Variation of the Intermediation pattern
- The Data Consumer orchestrates the OOP exchange
- The direct interaction between User and Data Provider (DP) serves to ascertain the DP of the user identity
- Additionally, the Preview can be moved to the DP
- We expect that the USI pattern can be used in production under current applicable law (i.e. does not require Art. 14 as legal basis)

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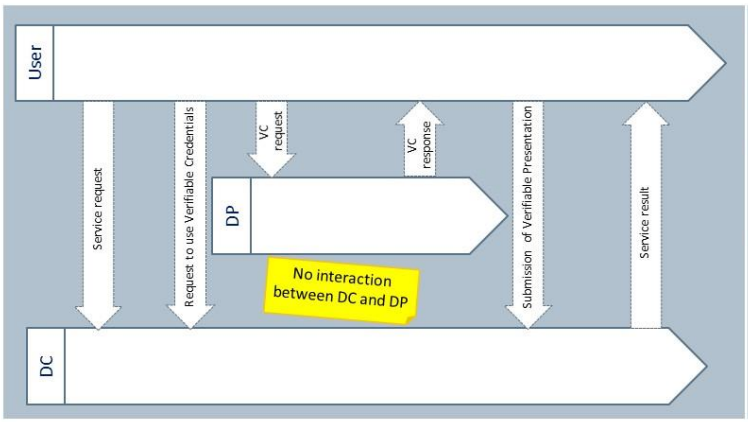
Verifiable Credential Pattern



- The VC pattern is a variant of the "User-managed access pattern"(cf. D2.1)
- The orchestrates of the OOP exchange moves to the User
- The communication between User and DP/DC handled via Decentralized Identifier (DID) communication
- Technical/legal/administrative barriers in some participating MS and dependencies (ESSIF) may prevent piloting in production environment

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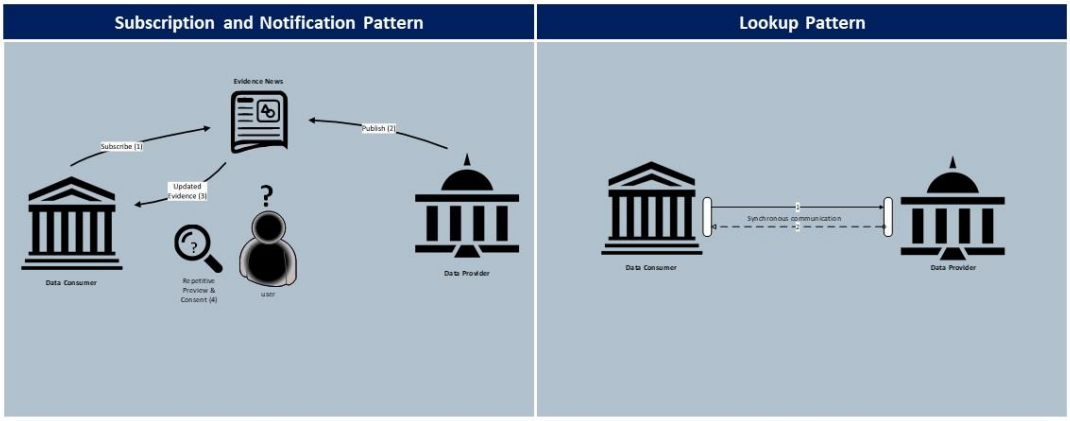
Two additional Patters planned for second iteration



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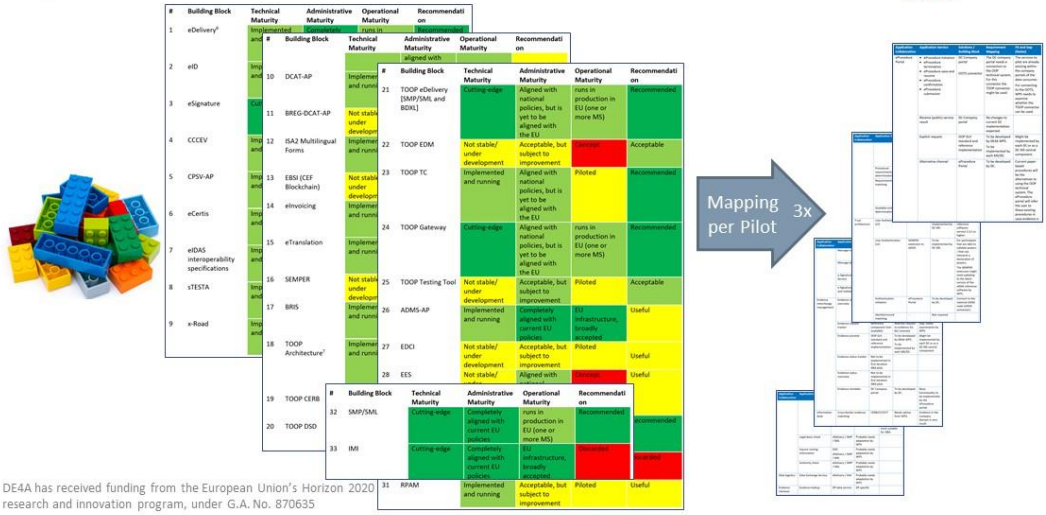
Assessment of 33 Building Blocks are mapped to required services per pilot



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DE4A Digital Europe For All

Semantic Interoperability

DE4A in the range of possibilities

Ana Rosa Guzmán, Secretariat-General for Digital Administration, Spain

Webinar 5: ''Digital Europe For All – Exploring Once-Only in practice'', November 19, 2020

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Semantic interoperability in OOP

DE4A Digital Europe For All

The ability of computer systems to exchange evidence with unambiguous, shared meaning

Meaning

- Ontologies, thesaurus, taxonomies (concepts, synonyms, classification)
- Translation

Syntax

- Messages, data & character standards
- Common vocabularies (terms, metadata, value domain)

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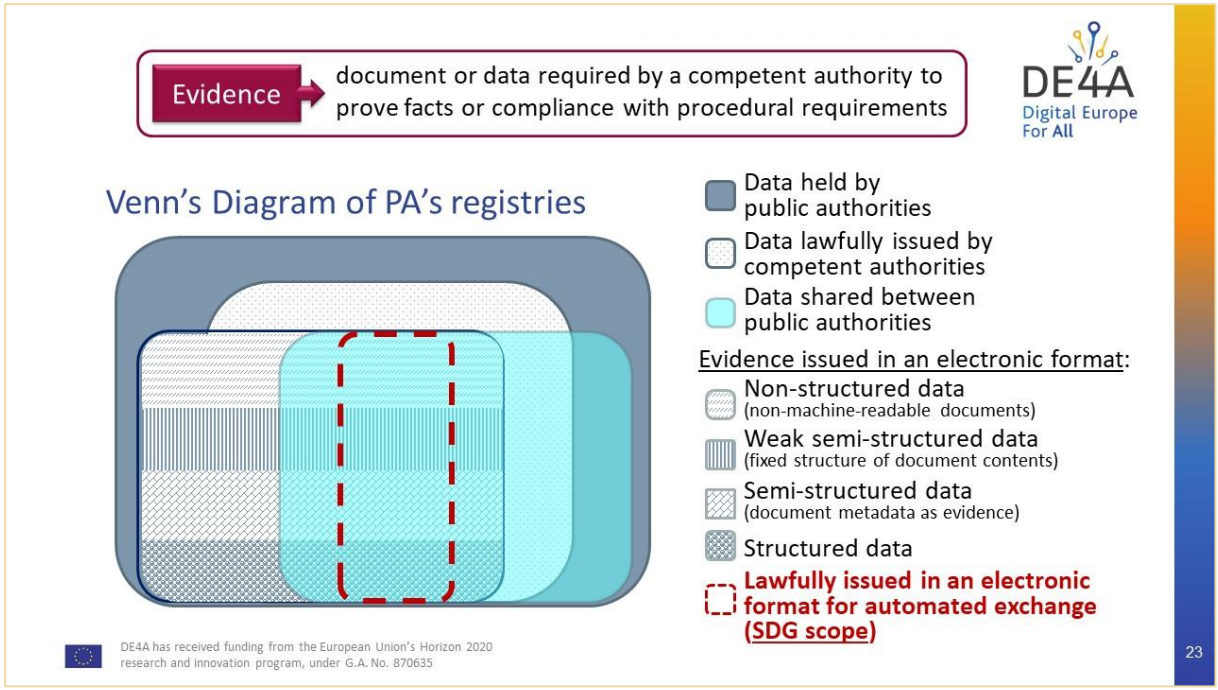
Evidence
document or data required by a competent authority to prove facts or compliance with procedural requirements
DE4A Digital Europe For All
Venn's Diagram of PA's registries
Data held by public authorities
Data lawfully issued by competent authorities
Data shared between public authorities
Evidence issued in an electronic format:
Non-structured data
(non-machine-readable documents)
Weak semi-structured data
(fixed structure of document contents)
Semi-structured data
(document metadata as evidence)
Structured data
Lawfully issued in an electronic format for automated exchange (SDG scope)
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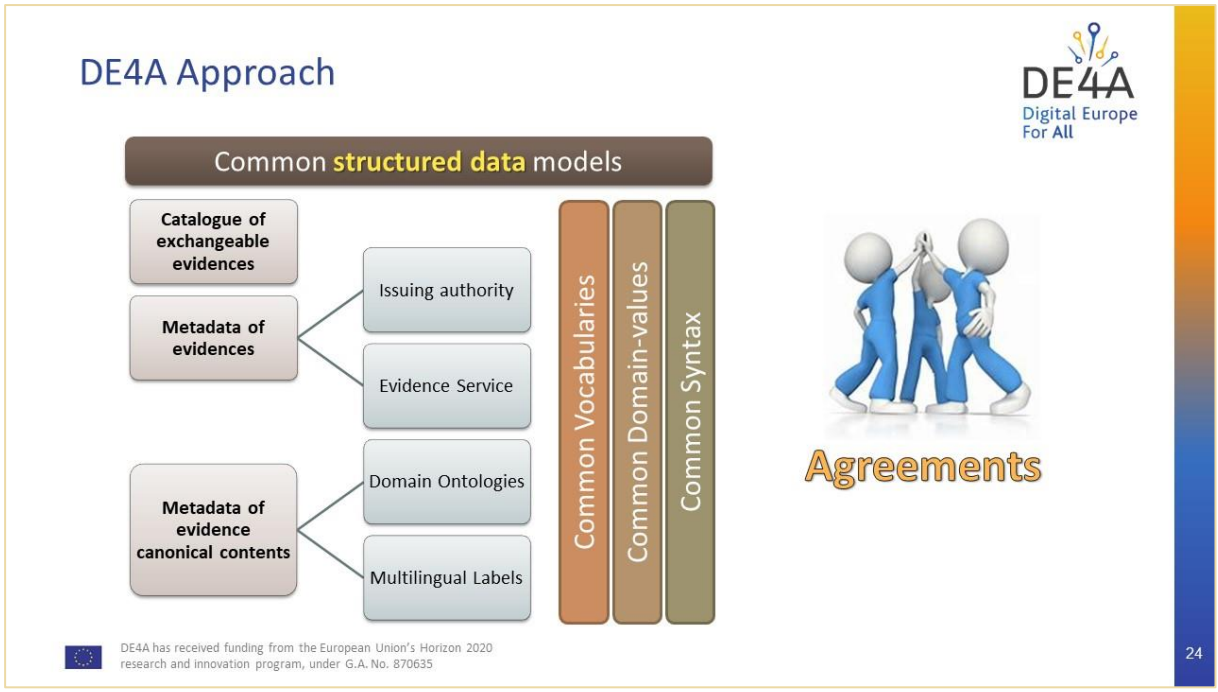
DE4A Approach
DE4A Digital Europe For All
Common structured data models
Catalogue of exchangeable evidences
Metadata of evidences
Issuing authority
Evidence Service
Metadata of evidence canonical contents
Domain Ontologies
Multilingual Labels
Common Vocabularies
Common Domain-values
Common Syntax
Agreements
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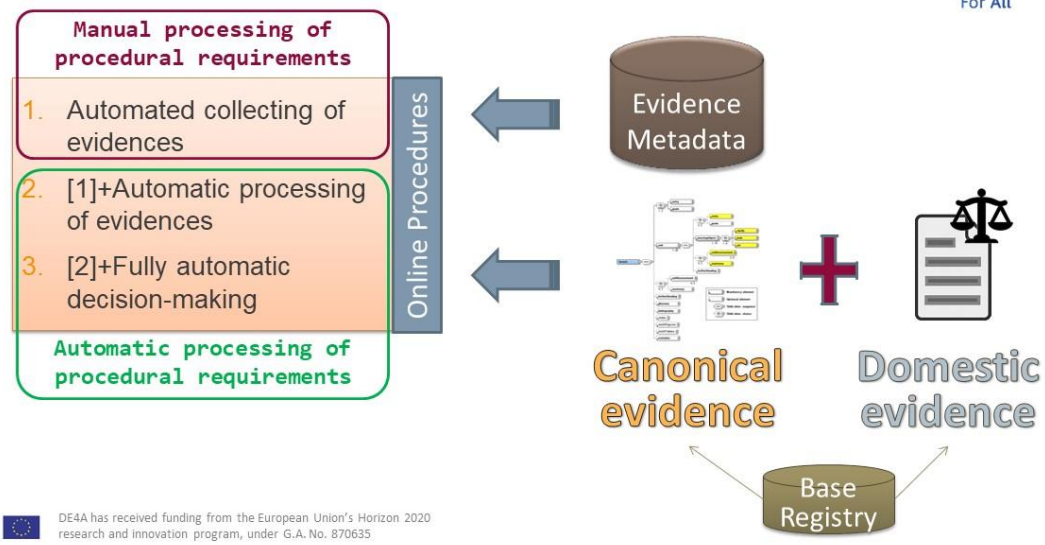
Accommodating different levels of OOP digitalization



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DE4A Semantic components

IAL

Issuing Authority Locator

IAL helps DC to find out the issuing authority for the required canonical evidence within a particular country

ESL

Evidence Service Locator

ESL helps DC to locate and understand the evidence service to request a canonical evidence from a particular issuing authority

MOR

Multilingual Ontology Repository

MOR helps to understand the semantics of canonical evidences and request input parameters, and their labels in the EU langs

COMMON SEMANTICS FOR CANONICAL EVIDENCES

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DE4A Digital Europe For All

Piloting with disruptive tech and paradigms like blockchain and self-sovereign identity

Assis. Prof. Muhamed Turkanović, PhD Blockchain Lab:UM, University of Maribor, FERI

Webinar 5: "Digital Europe For All – Exploring Once-Only in practice", November 19, 2020

v.500a

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Piloting with disruptive technology

DE4A Digital Europe For All

- Within the "**Study Abroad Pilot**"
- Within the Use Case "**Diploma recognition**"
- With Data Provider and D. Consumer MS: Belgium, Slovenia, Spain
- Designing and defining the **Verifiable Credential Pattern**
- Depending on disruptive tech & paradigms as:
  - **Self-Sovereign Identity (Verifiable Credentials)**
  - **Blockchain**

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Control over your data?

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Self-Sovereign Identity Paradigm

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Self-Sovereign Identity Paradigm

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Edge agents – Verifiable Credentials

- Students data is in the form of **Verifiable Credentials**
- Students control their data with an **Edge agent – Digital wallet**

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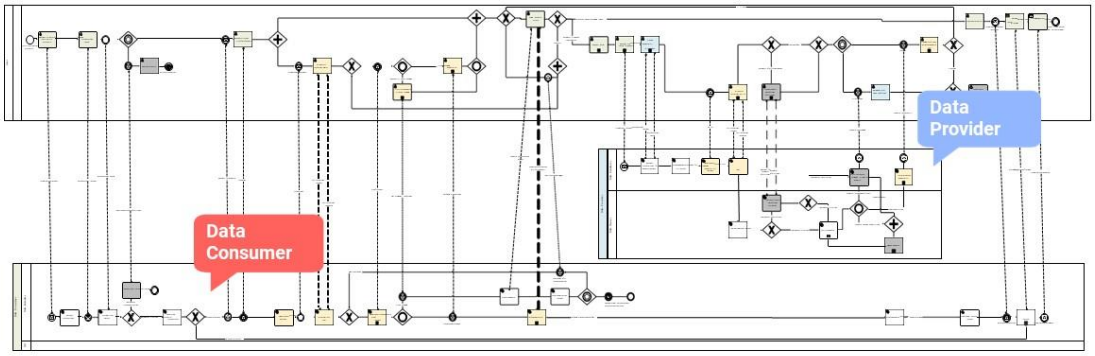
Business Process Collaboration



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Mockup

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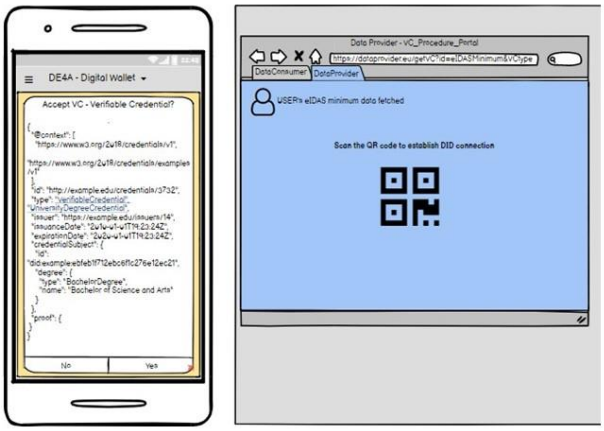
Mockup



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Affiliation

University of Maribor

Faculty of Electrical Engineering and Computer Science

FERI

Blockchain Lab:UM

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DE4A Digital Europe For All

Thank You

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Consortium

DE4A Digital Europe For All

Atos* | BOSA Federal Public Service Policy and Support | TIMELEX | EEMA | Guvernul României | UJI Universitat Jaume I | Digitaliseringsstyrelsen | egovlab | Skatteverket | DIGG Myndigheten för digital förvaltning | Bolagsverket | International Hellenic University

Republic of Slovenia GOV.SI Ministry of Public Administration | Republic of Slovenia GOV.SI Ministry of Education, Science & Sport | Univerza v Mariboru | Institut "Jožef Stefan" Ljubljana, Slovenija | Government of the Netherlands The Ministry of the Interior and Kingdom Relations | ICTU**

Government of the Netherlands Netherlands Enterprise Agency | Le Gouvernement du Grand-Duché de Luxembourg Centre des technologies de l'information de l'État | ama Administrative Modernization Agency | BRZ | Federal Ministry Republic of Austria Digital and Economic Affairs** | Guvernul României CIO Office

*DE4A Coordinator **Linked Third Party

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Communication: info@de4a.eu | Project website: www.de4a.eu
Social Media: Twitter: @DE4A_eu | LinkedIn: https://www.linkedin.com/showcase/de4a/

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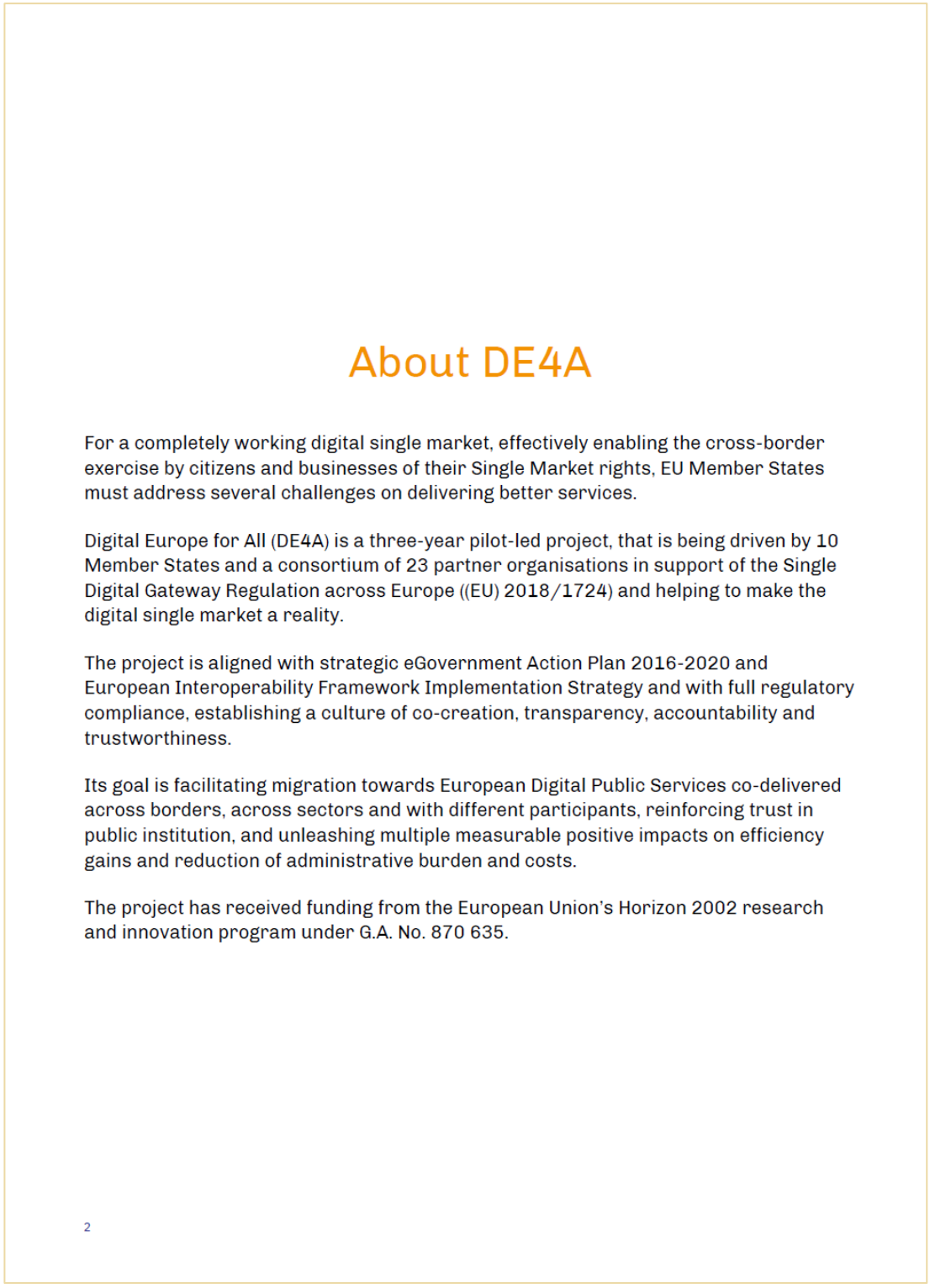
Annex 6 – DE4A Brochure for SMEs and Citizens

Figure 38: DE4A Brochure Page 1



About DE4A

For a completely working digital single market, effectively enabling the cross-border exercise by citizens and businesses of their Single Market rights, EU Member States must address several challenges on delivering better services.

Digital Europe for All (DE4A) is a three-year pilot-led project, that is being driven by 10 Member States and a consortium of 23 partner organisations in support of the Single Digital Gateway Regulation across Europe ((EU) 2018/1724) and helping to make the digital single market a reality.

The project is aligned with strategic eGovernment Action Plan 2016-2020 and European Interoperability Framework Implementation Strategy and with full regulatory compliance, establishing a culture of co-creation, transparency, accountability and trustworthiness.

Its goal is facilitating migration towards European Digital Public Services co-delivered across borders, across sectors and with different participants, reinforcing trust in public institution, and unleashing multiple measurable positive impacts on efficiency gains and reduction of administrative burden and costs.

The project has received funding from the European Union's Horizon 2002 research and innovation program under G.A. No. 870 635.

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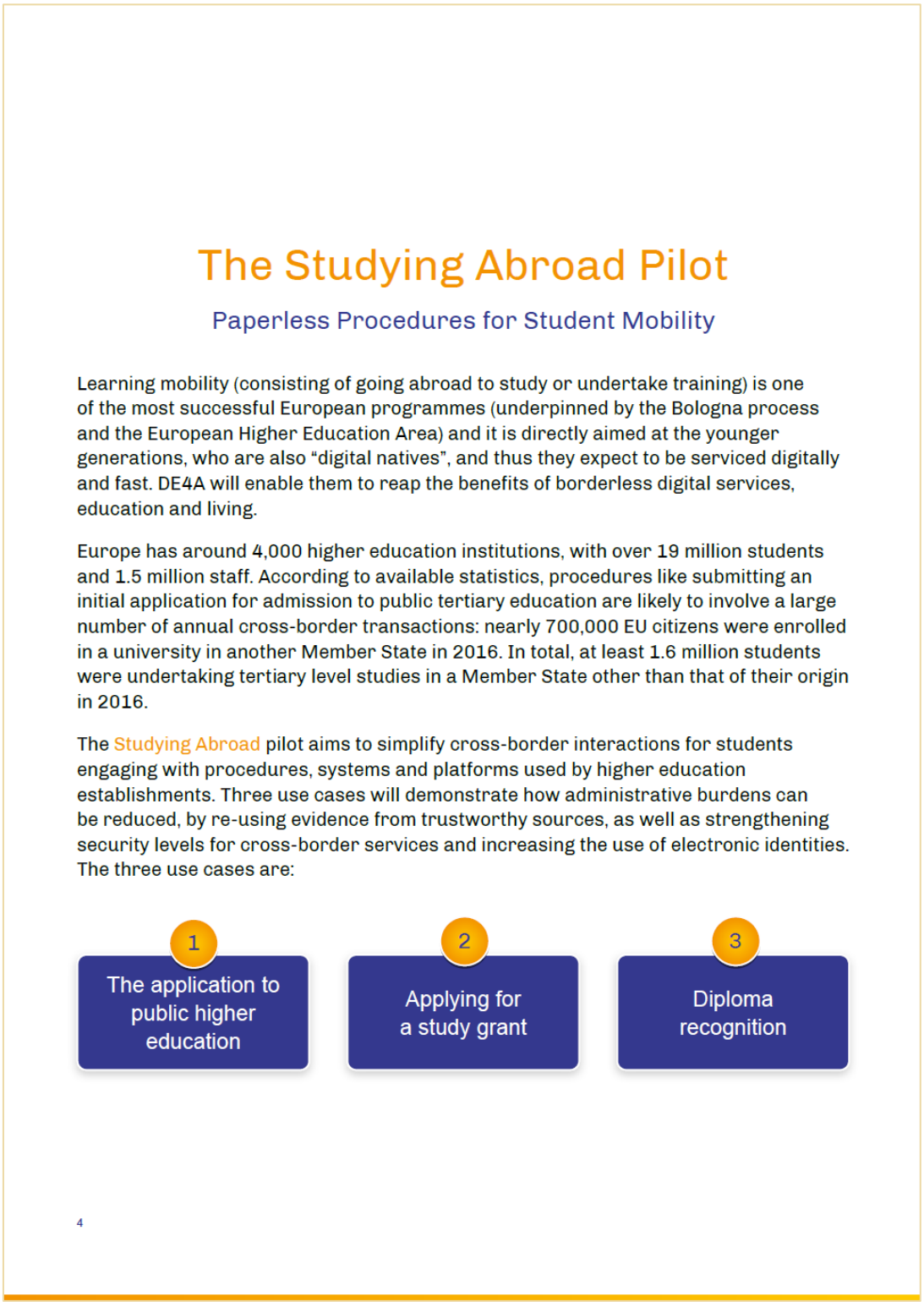
Figure 39: DE4A Brochure Page 2

Figure 40: DE4A Brochure Page 3



The Studying Abroad Pilot

Paperless Procedures for Student Mobility

Learning mobility (consisting of going abroad to study or undertake training) is one of the most successful European programmes (underpinned by the Bologna process and the European Higher Education Area) and it is directly aimed at the younger generations, who are also "digital natives", and thus they expect to be serviced digitally and fast. DE4A will enable them to reap the benefits of borderless digital services, education and living.

Europe has around 4,000 higher education institutions, with over 19 million students and 1.5 million staff. According to available statistics, procedures like submitting an initial application for admission to public tertiary education are likely to involve a large number of annual cross-border transactions: nearly 700,000 EU citizens were enrolled in a university in another Member State in 2016. In total, at least 1.6 million students were undertaking tertiary level studies in a Member State other than that of their origin in 2016.

The Studying Abroad pilot aims to simplify cross-border interactions for students engaging with procedures, systems and platforms used by higher education establishments. Three use cases will demonstrate how administrative burdens can be reduced, by re-using evidence from trustworthy sources, as well as strengthening security levels for cross-border services and increasing the use of electronic identities. The three use cases are:

1. The application to public higher education
2. Applying for a study grant
3. Diploma recognition

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Figure 41: DE4A Brochure Page 4

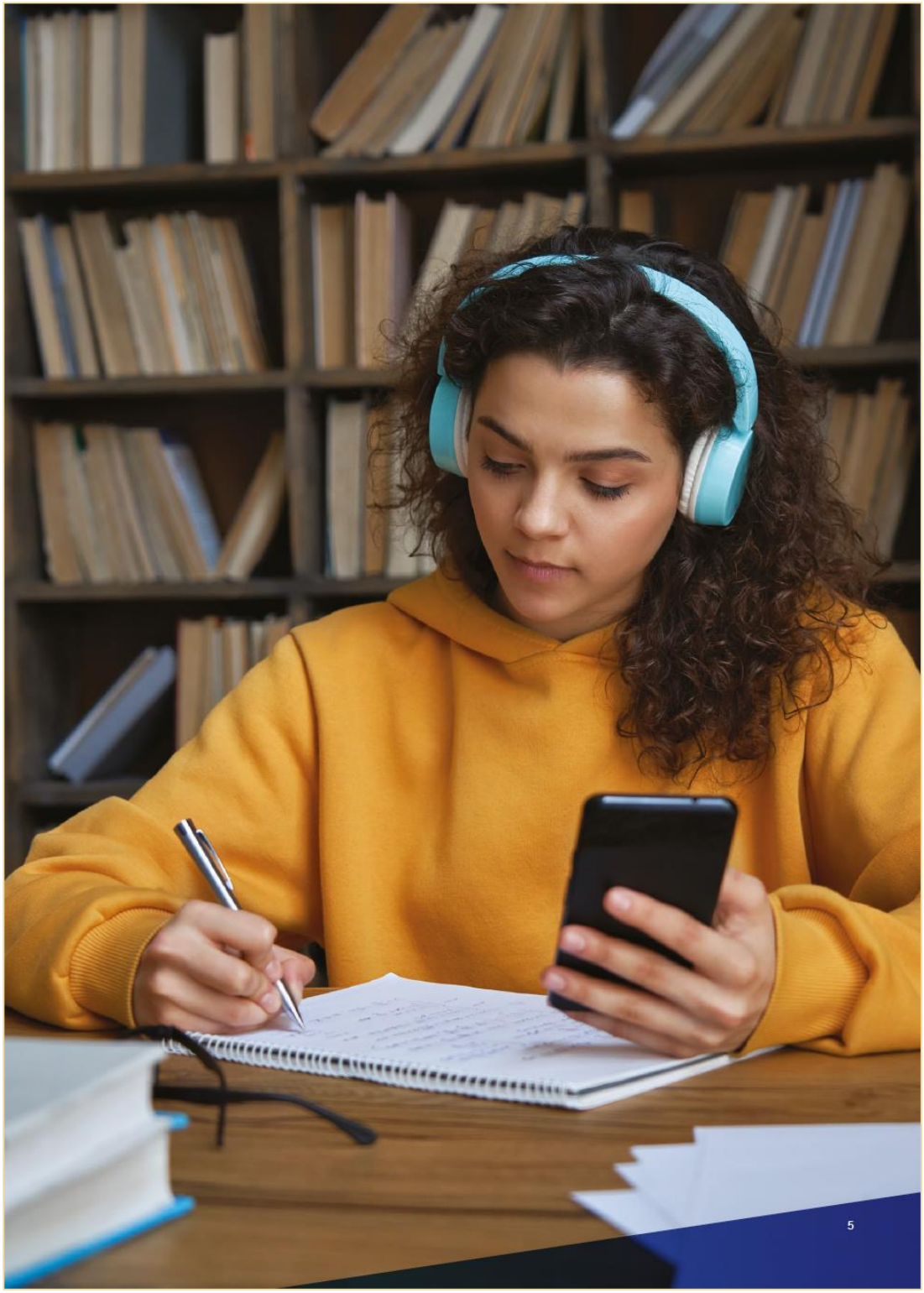

Figure 42: DE4A Brochure Page 5

The Moving Abroad Pilot

Enabling Citizen Mobility Across the EU

The Moving Abroad pilot aims to support EU citizens moving from one Member State to another, by creating a digitised process for exchanging information required to facilitate a change of residency.

Three use cases will demonstrate how evidence can be requested and delivered (electronically, in real-time and free from any language barriers) from the Member State in which the citizen resides.

The benefits will be less travel required by citizens to gather evidence and fewer interventions from civil servants, resulting in a faster evidence exchange.

The three use cases addressed the pilot are:

1. Change of address
2. Requesting a birth, marriage or death certificate
3. Requesting pension information and/or a pension claim

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Figure 43: DE4A Brochure Page 6

Figure 44: DE4A Brochure Page 7

The Doing Business Abroad Pilot

Meeting the Needs of Business in the EU

The Doing Business Abroad pilot aims to lower barriers for companies to start a business, or conduct business in another EU Member State.

Three use cases will demonstrate how the needs of businesses operating within the EU can be better met, by improving the quality of company data and the streamlining of processes through the reuse of data (from authentic sources, to reduce manual work and improve service delivery.

Three use cases will be addressed by the pilot:

1. Starting a business in another Member State
2. Retrieving and keeping up-to-date company data from authentic sources
3. Digital annual reports

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Figure 45: DE4A Brochure Page 8

Figure 46: DE4A Brochure Page 9

Figure 47: DE4A Brochure Page 10